

# South East Region

Bayside

Beaudesert

Beenleigh

Browns Plains

Labrador

Logan Central

Loganlea

Mermaid Beach

## Region Report Overview

This report presents insights from the South East Region based on responses to the 2024/25 Foster and Kinship Carer Exit Survey.

Unlike the statewide report, which includes a detailed analysis of key findings, this region report highlights only the most notable differences or key exceptions. This means we focus on areas where this region's results stand out from statewide trends or reveal unique insights.

This approach reflects the smaller number of survey responses in some regions, which limits the reliability of detailed local analysis. To ensure accuracy, overarching themes and learnings are drawn from the full statewide data, while region specific reporting is used to spotlight meaningful variations.

## Key Findings – SE Exceptions

166 referrals received by QFKC in 2024/25; 52 carers completed the Exit Survey (31% response rate). Kinship carers comprised 64% of referrals but only 54% of survey responses. Aboriginal and Torres Strait carers account for 13% and 14% foster and kinship carer responses respectively - slightly fewer than statewide.

2/3rds of survey respondents came from two services CSSC's, Browns Plains and Beaudesert.

### **Carer Profiles**

SE Region has a higher proportion of foster carers who had been in their carer role for  $\leq 2$  years and  $< 5$  years exiting vs statewide. Foster Carers in SE Region cared for a higher number of older children (10 to 15 years) than statewide data.

### **Reason for Discontinuing**

Kinship Carers in this region are more likely to cite factors relating to carer household as a contributor to discontinuing.

### **Satisfaction & System Feedback**

Both foster and kinship carers reported high dissatisfaction with the ability to appeal decisions (less than 1/3rd satisfied). Satisfaction with ability to make a complaint is below statewide data for

Kinship carers. High dissatisfaction in particular amongst kinship carers regarding Harm Reports, Standards of Care, and policy handling.

Foster carers were mostly satisfied with engagement and placement supports. Consistent with statewide data, kinship carers in this region expressed broader dissatisfaction.

Kinship carers cite strong satisfaction with Community Visitor or Child Advocate.

### **Foster Care & Placement Agreements**

In line with Statewide data.

### **Carer Connect & Communication**

Utilisation of Carer Connect app is in line with statewide data, however kinship carers in SE region cite higher satisfaction levels with the app.

Contact with Child Safety and agencies was mostly in line with Statewide data. All carers preferred phone or home visits.

### **Support & Services**

Consistent with statewide data, behavioural supports is amongst the most requested support by both foster and kinship carers. Both carer types cite low levels of requests made to Agencies compared to Child Safety, possibly suggestive of lack of clarity on the role of Child Safety and agencies.

### **Satisfaction with Money matters**

Generally, in line with statewide data.

### **Foster Care and Placement Agreements**

In line with statewide data.

### **Training & Information**

Foster carers were mostly satisfied with training. Kinship carers showed lower satisfaction with training overall.

Information provision was generally satisfactory, though some dissatisfaction emerged around Child Safety's role and policies among kinship carers.

### **Overall Experience & Retention**

High levels of ambivalence in terms of whether the foster carer role met expectations, strong skew to 'somewhat', whereas a majority of kinship carers stated 'no'.

In South East Region Foster Carers stated the most challenging aspect of being a carer was the children and young people, Kinship Carers strongly stated 'child Safety' as the most challenging aspect of their role.

### Sources of Support

Formal support from agencies was valued by both foster and kinship carers. Informal support from family and friends was stronger among foster carers.

## Referral & Survey Key Data

Exit referrals Received - 166		Completed Carer surveys - 52	
Foster Carers	Kinship Carers	Foster Carers	Kinship Carers
60	106	24	28
36%	64%	46%	54%

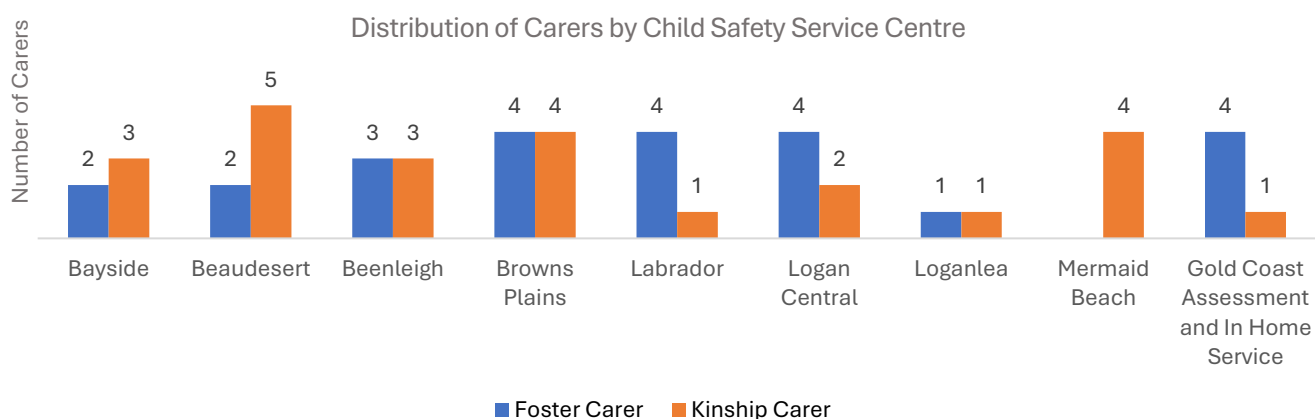
# Carer Exit Survey Results

## SECTION 1: ABOUT THE CARER AND THEIR ROLE

**What is your cultural identity?** n= 67

Carer type	Aboriginal	Torres Strait Islander	Aboriginal and Torres Strait Islander	Other
Foster	13%	-	-	87%
Kinship	14%	-	-	86%

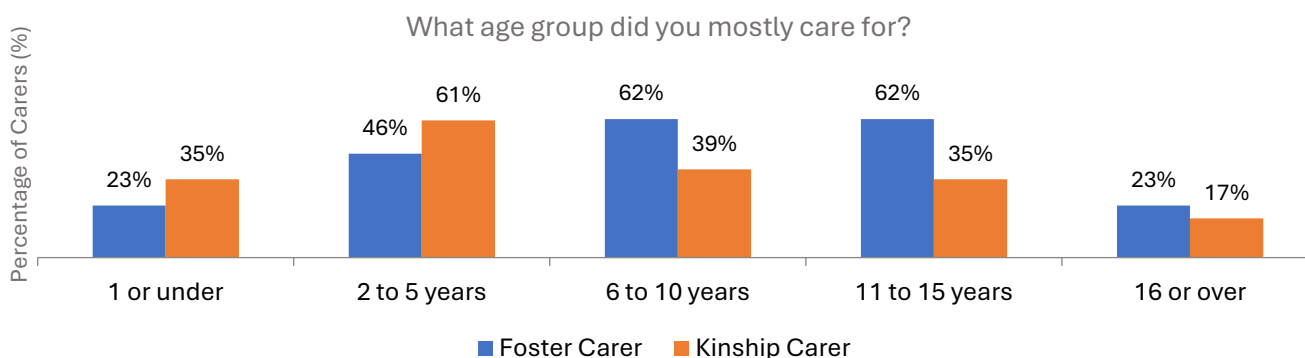
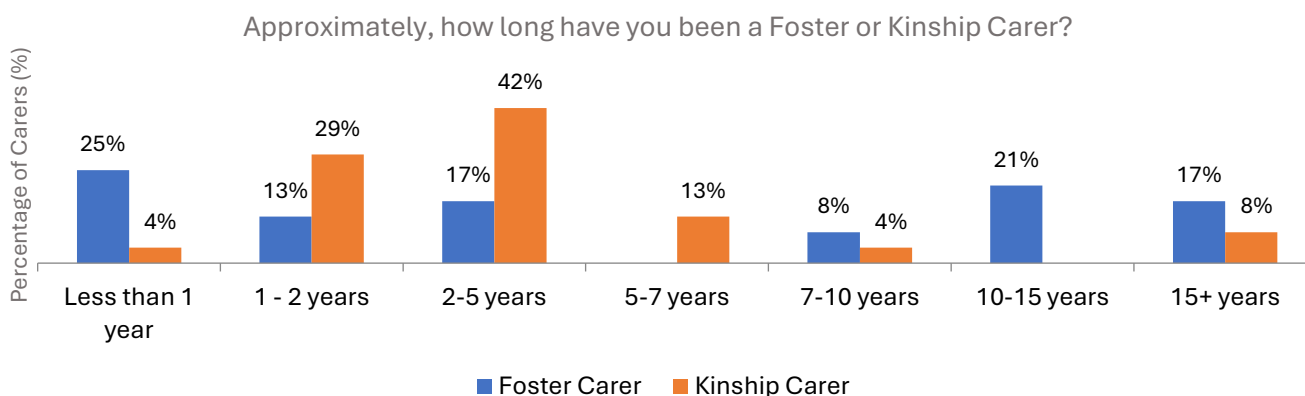
**Which Child Safety Service Centre (CSSC) were you attached to?**

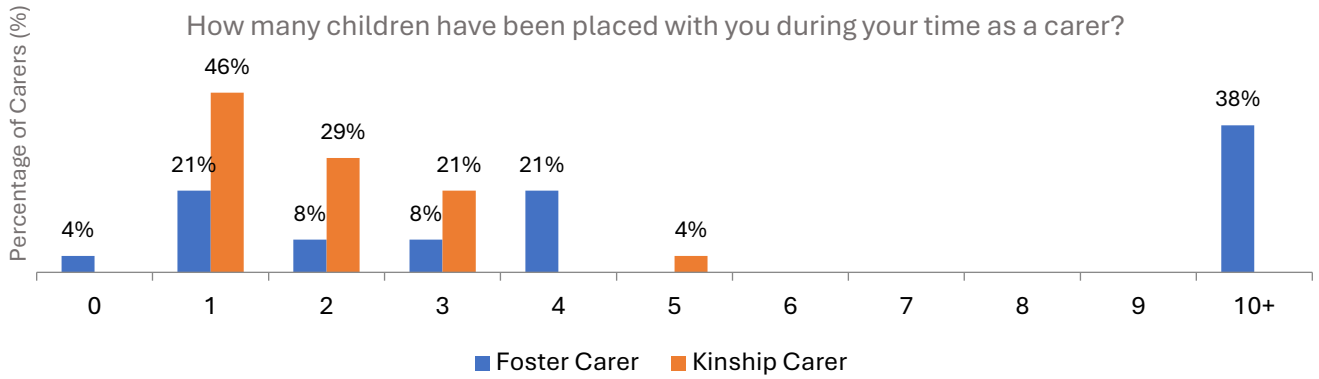


**Where you supported by an agency?**

With the exception of one kinship Care, carers were supported by an agency.

**How long were you a carer? And how many children were placed with you over this time?**



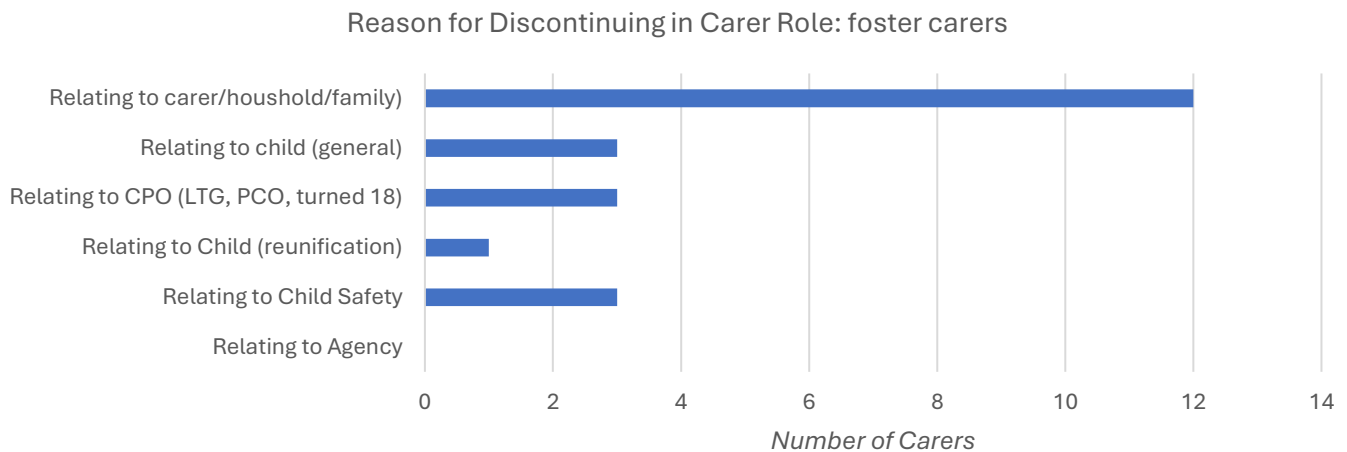


## SECTION 2: REASONS FOR DISCONTINUATION

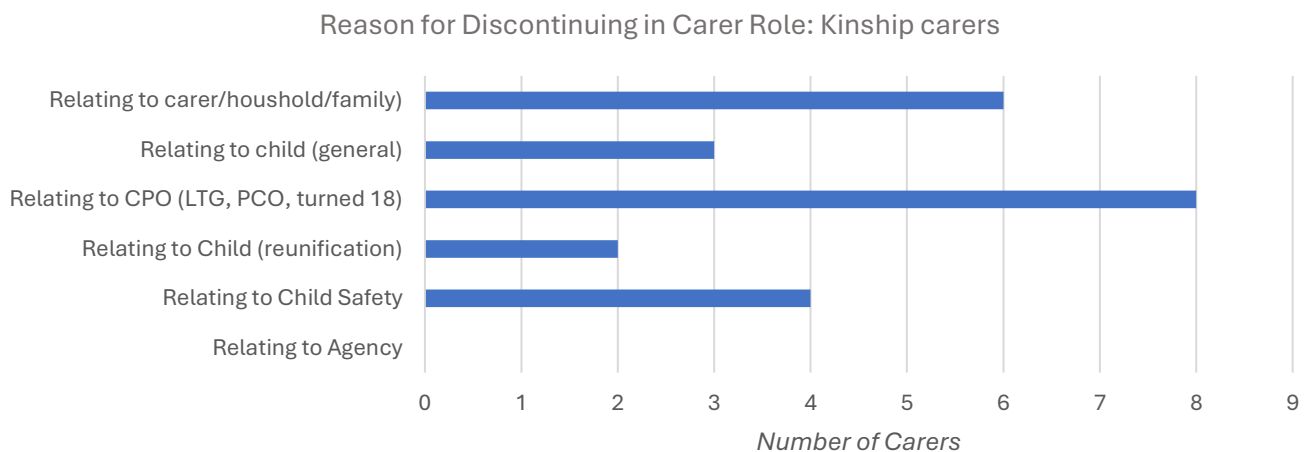
This section provides an opportunity for carers to tell us, in their own words, about their experiences. Responses are provided categorised into 5 categories below.

### *What was the main contributing factor in you no longer being a carer?*

Foster Carers *n*=23



Kinship Carers *n*=23

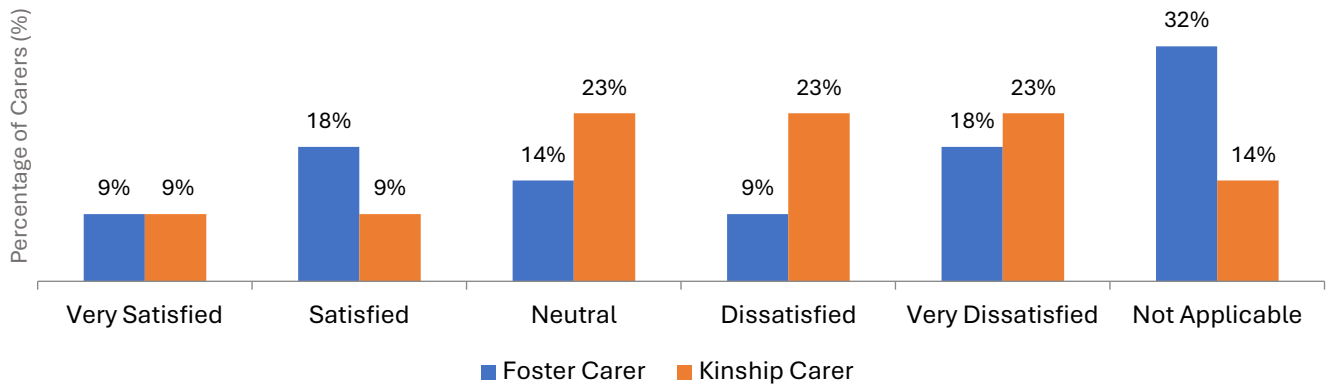


## SECTION 3: CARERS' SATISFACTION

In relation to Child Safety, tells us how satisfied you were across 4 key domains. *Note: 22 foster carers and 22 kinship carers participated in this section.*

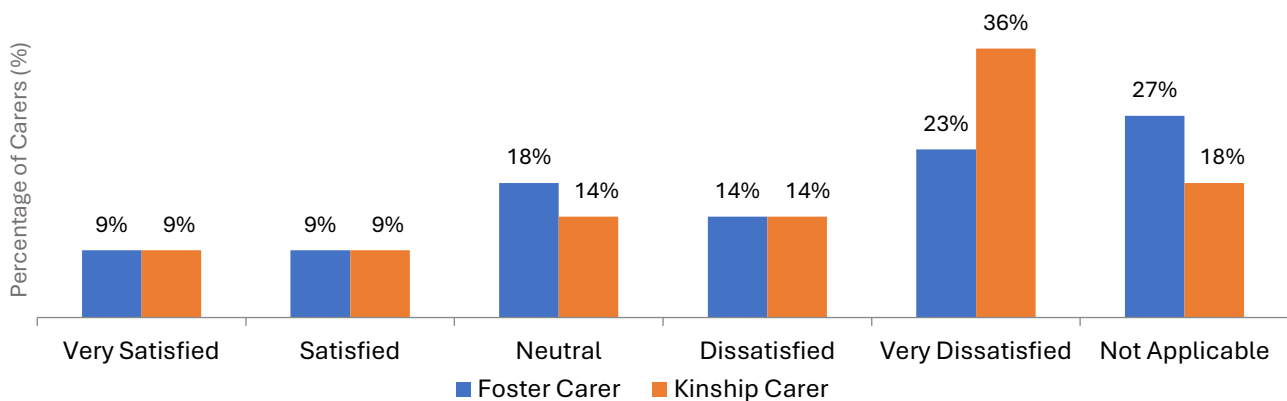
### I. Carer's ability to appeal a decision related to them that was made by Child Safety.

Your ability to appeal a decision related to you that was made by Child Safety



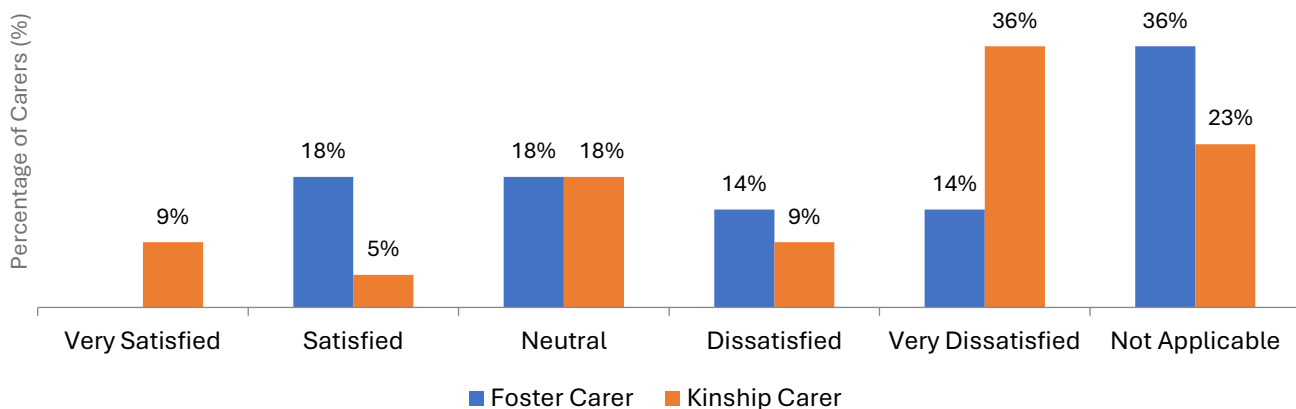
### II. Carers' ability to make a complaint about a service provided by Child Safety

Your ability to make a complaint about a service provided by Child Safety



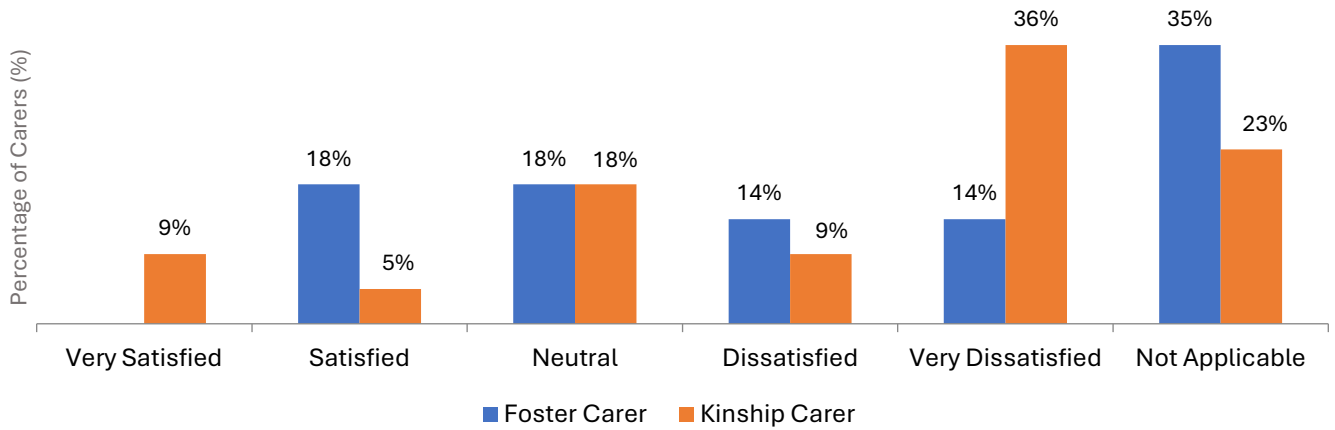
### III. Child Safety's handling of the Harm Report/SOC process

Child Safety's handling of a Harm Report/SOC Process



#### IV. Child Safety's policies and procedures for dealing with a Harm Report/SOC process

Child Safety's policies and procedures for dealing with a Harm Report/SOC Process



### SECTION 4: ENGAGEMENT AND PLACEMENTS SUPPORTS

#### Foster Carer Satisfaction Scores

n = 22	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Number of children placed at any given time	41%	32%	27%	0%
Opportunities for children to participate in decisions about their care	18%	41%	27%	14%	0%
Contact arrangements with parents/family	14%	50%	23%	14%	0%
Level of support provided to a child during placement	23%	27%	23%	18%	9%
Level of support provided to you (carer) during placement	14%	32%	23%	9%	23%
Your carer approval process	23%	27%	23%	18%	9%
Your ability to have input into decisions about the child's care	9%	32%	32%	14%	14%

#### Kinship Carer Satisfaction Scores

n = 22	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Opportunities for children to participate in decisions about their care	18%	9%	32%	18%
Contact arrangements with parents/family	32%	14%	14%	18%	23%
Level of support provided to a child during placement	23%	9%	23%	27%	18%
Level of support provided to you (carer) during placement	27%	23%	9%	14%	27%
Your carer approval process	27%	41%	27%	0%	5%
Your ability to have input into decisions about the child's care	18%	23%	23%	18%	18%

#### Carers Satisfaction with Communication and Support across Child Safety, Agency, Community Visitor

##### Foster Carers

How satisfied were Foster Carers with the engagement and response they experienced with:

n = 21	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Child Safety	14%	24%	19%	14%
Foster & Kinship Care Agency	14%	24%	19%	14%	29%
Community Visitor or Child Advocate	24%	33%	33%	5%	5%

## Kinship Carers

How satisfied were Kinship Carers with the engagement and response they received with:

<i>n</i> = 22	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	14%	18%	14%	23%	32%
Foster & Kinship Care Agency	45%	23%	9%	18%	5%
Community Visitor or Child Advocate	27%	36%	23%	0%	14%

## Placement And Foster Care Agreements

Note: Foster Care Only

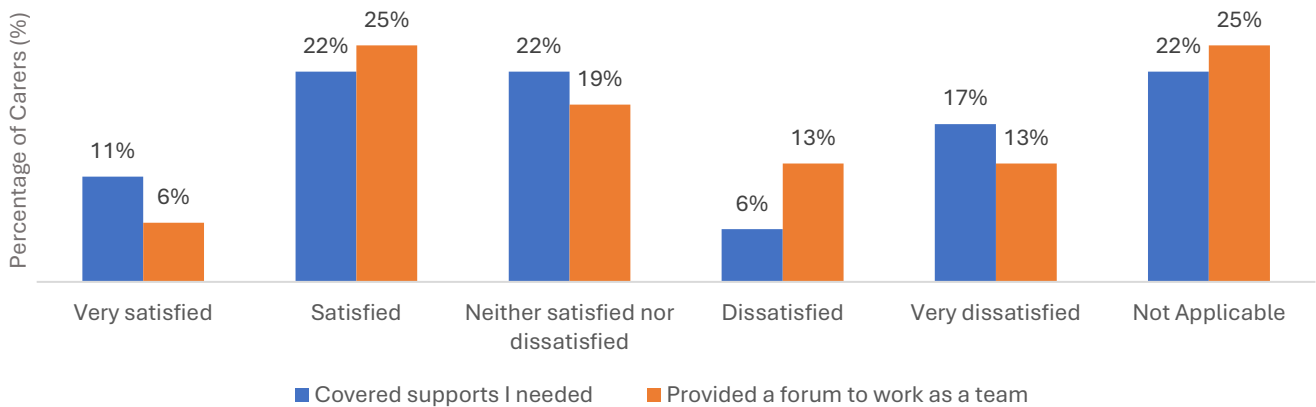
<i>n</i> =13	Yes	No	Don't know
Had a Foster Care Agreement	86%	5%	9%
Had a Placement Agreement	72%	14%	14%

## Satisfaction with Placement Agreements

Note: Foster Care Only

*n* = 18

Placement Agreement Satisfaction



## Carer Connect App

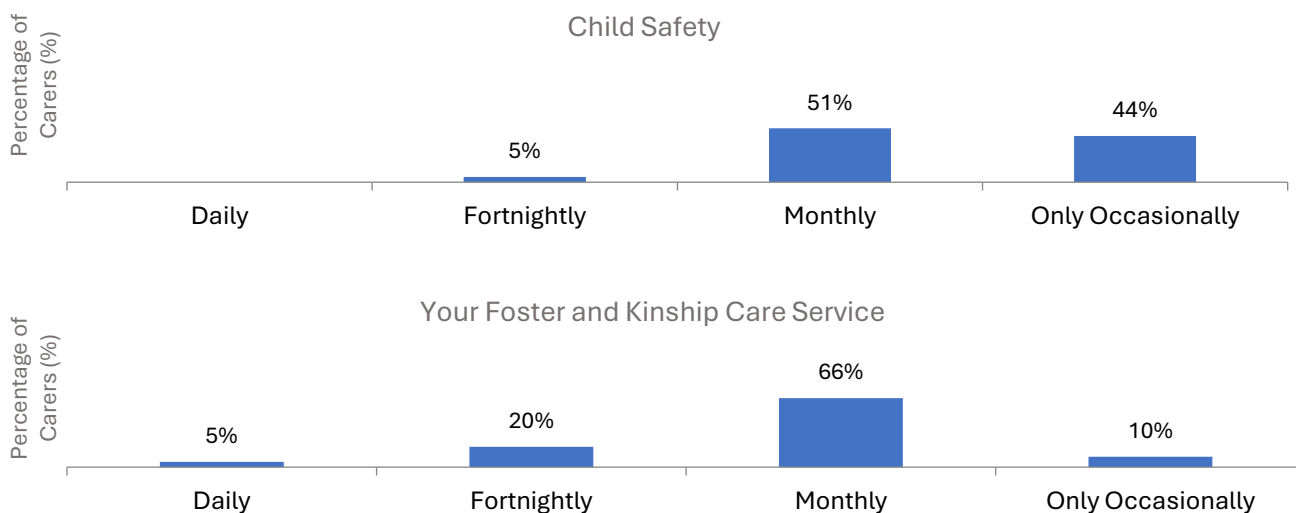
76% of Foster Carers and 64% of Kinship Carers did **not** use the Carer Connect app. Among those that did use the app, feedback is mostly neutral.



	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
Foster Carer ( <i>n</i> =8)	0%	25%	75%	0%	0%
Kinship Carer ( <i>n</i> =12)	0%	58%	42%	0%	0%

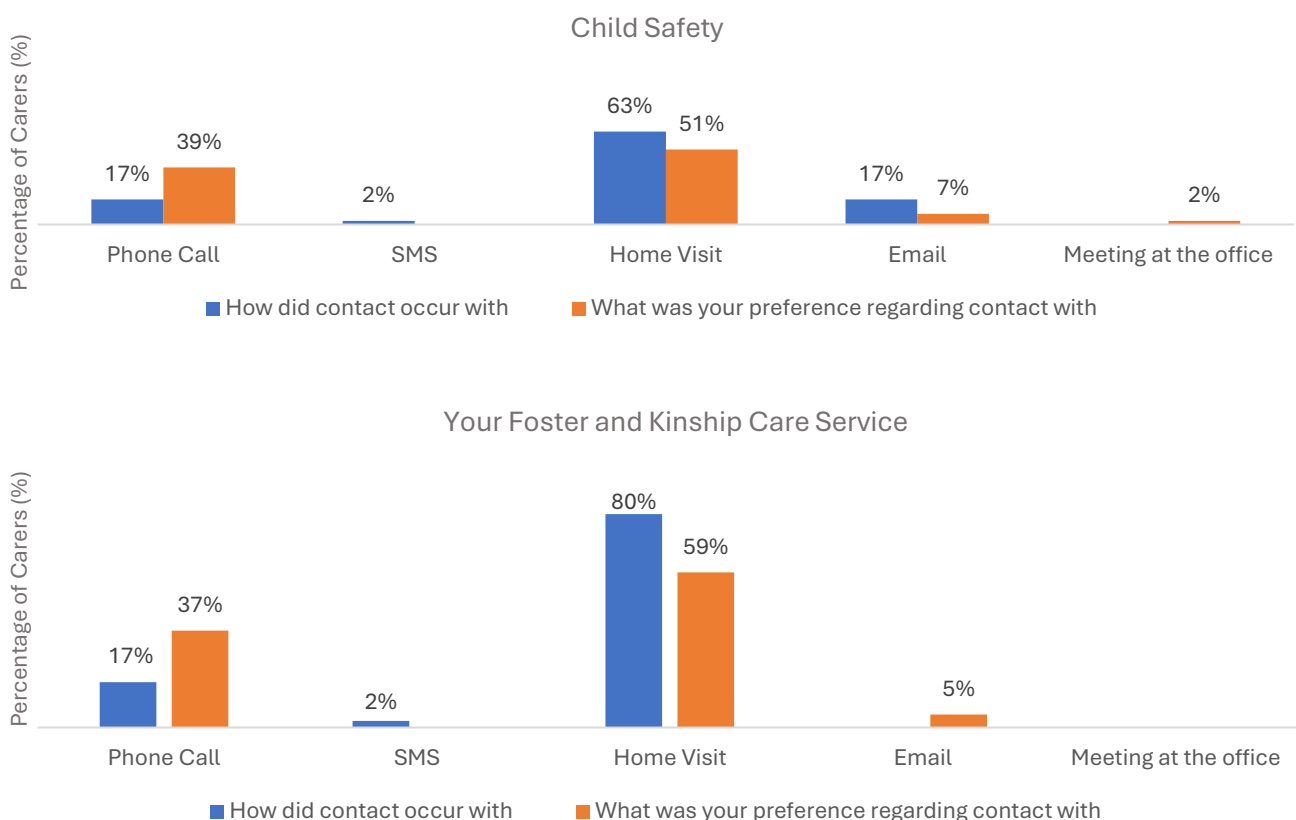
### Regularity of Contact with Child Safety and Foster & Kinship Care Agency

n = 41 (Foster and Kinship Carers)



### Type Of Contact with Child Safety and Foster & Kinship Care Agency

n = 41 (Foster and Kinship Carers)

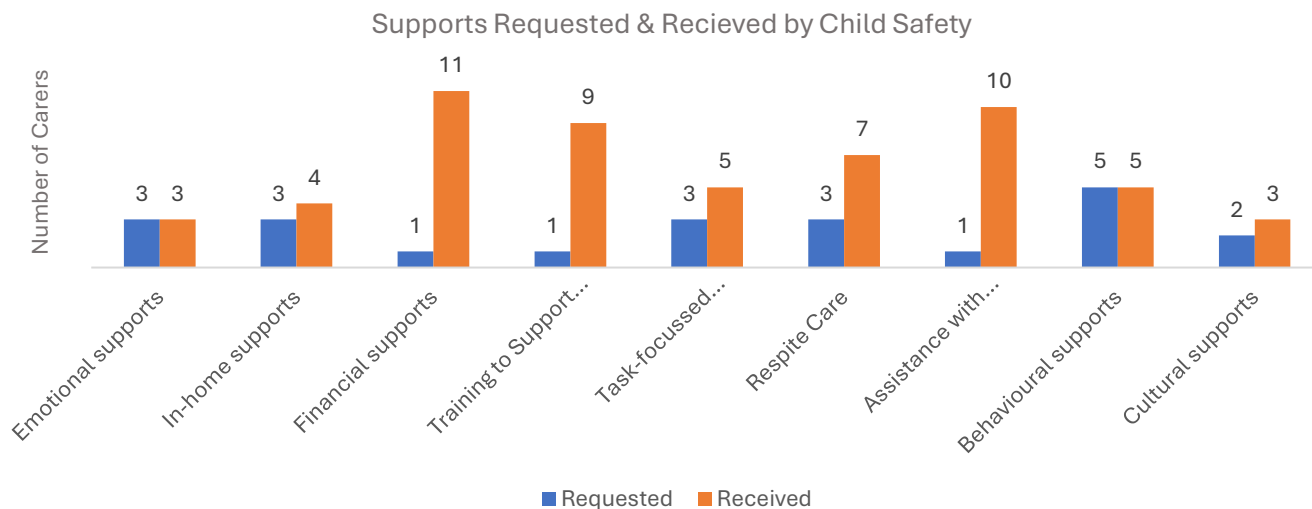


## SECTION 4: SUPPORTS REQUESTED AND RECEIVED

### Requested and Received by Child Safety

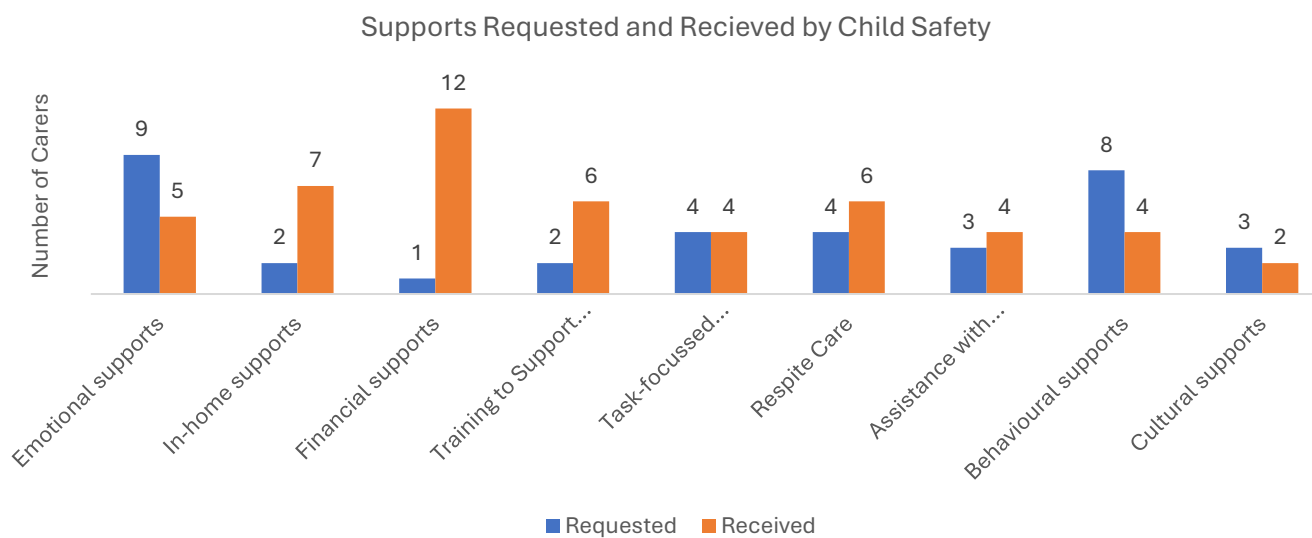
Foster Carers

**Note: Data is actual numbers, not %**



Kinship Carers

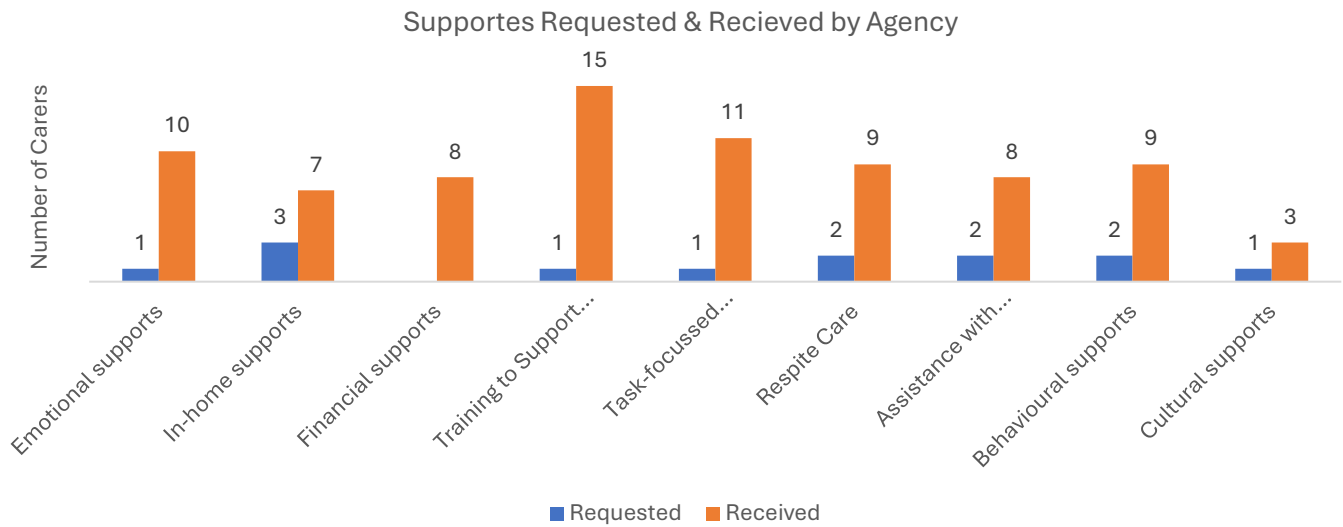
**Note: Data is actual numbers, not %**



## Supports Requested and Received by Foster & Kinship Care Agency

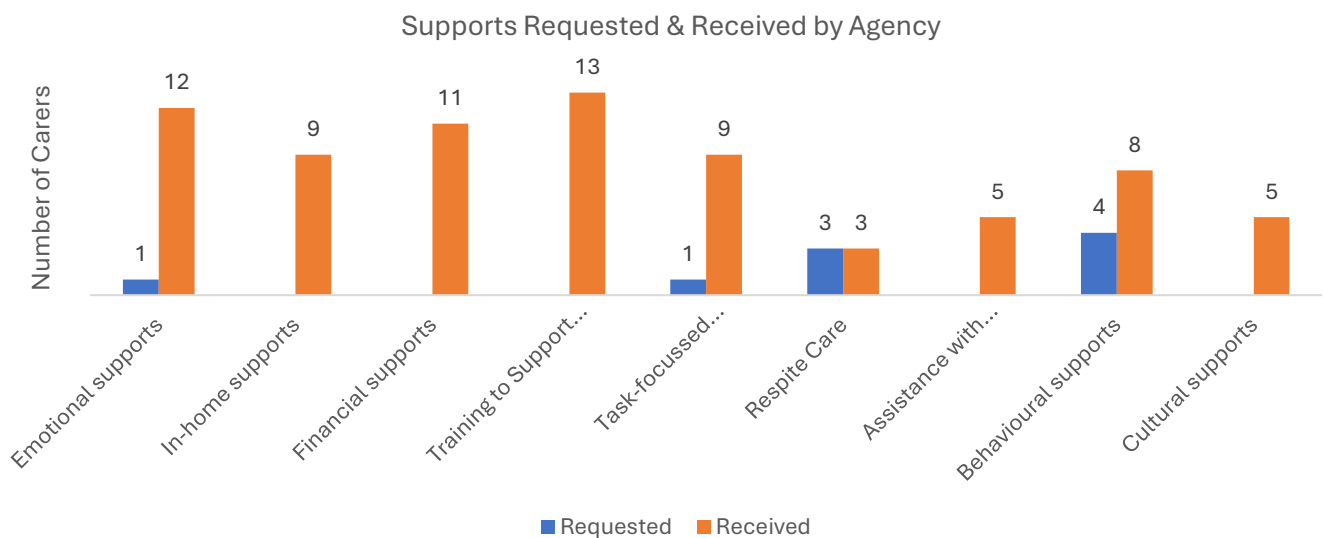
### Foster Carers

**Note: Data is actual numbers, not %**



### Kinship Carers

**Note: Data is actual numbers, not %**



## Other Supports Outside of Child Safety and Their Foster and Kinship Care Agency

Data provided by 7 Foster Carers and 9 Kinship Carers only.

## SECTION 3: ABOUT CARER SATISFACTION WITH MONEY MATTERS

### Foster Carers

<i>n</i> = 18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The allowance pay rate	17%	39%	28%	11%	6%
How quickly you were reimbursed for out-of-pocket expenses	17%	33%	28%	6%	17%
How quickly you were paid	28%	56%	11%	0%	6%

### Kinship Carers

<i>n</i> = 17	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The allowance pay rate	12%	29%	29%	24%	6%
How quickly you were reimbursed for out-of-pocket expenses	28%	28%	33%	11%	0%
How quickly you were paid	17%	56%	17%	11%	0%

## SECTION 4.2: TRAINING AND DEVELOPMENT

### Foster Carers

#### Training

<i>n</i> = 18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Getting Ready to Start	28%	56%	17%	0%	0%
Starting Out	28%	56%	17%	0%	0%
Advanced	44%	44%	6%	6%	0%
Hope & Healing	33%	44%	17%	0%	6%

#### Ability to access additional training specified to the child's needs if required

<i>n</i> = 18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Additional training	28%	44%	17%	6%	6%

#### Cultural support for Aboriginal and Torres Strait Islander Children

<i>n</i> = 18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural supports	31%	38%	19%	6%	6%

#### Information provided

<i>n</i> = 18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
On Child Safety policies, legislation and procedures	33%	44%	17%	6%	0%
To assists you with your foster care role	39%	50%	11%	0%	0%
About your responsibilities	28%	61%	11%	0%	0%
About Child Safety's role and responsibilities	33%	39%	17%	6%	6%
About your Foster & Kinship Care services' role and responsibilities	33%	44%	11%	11%	0%
About other agencies role and responsibilities	22%	56%	17%	0%	6%

About positive behaviour support strategies and acceptable discipline practices	28%	50%	11%	6%	6%
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**Did the training provided adequately prepare you for caring for the children placed with you? n=12**

67% of Foster Carers stated that the training adequately prepared them for caring for the children placed with them. Those that didn't feel adequately prepared provided the following suggestions in the below question.

**KINSHIP CARERS**

n=18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child specific training	28%	28%	28%	11%	6%
Hope & Healing	18%	18%	35%	6%	24%
Cultural supports	9%	9%	55%	0%	27%

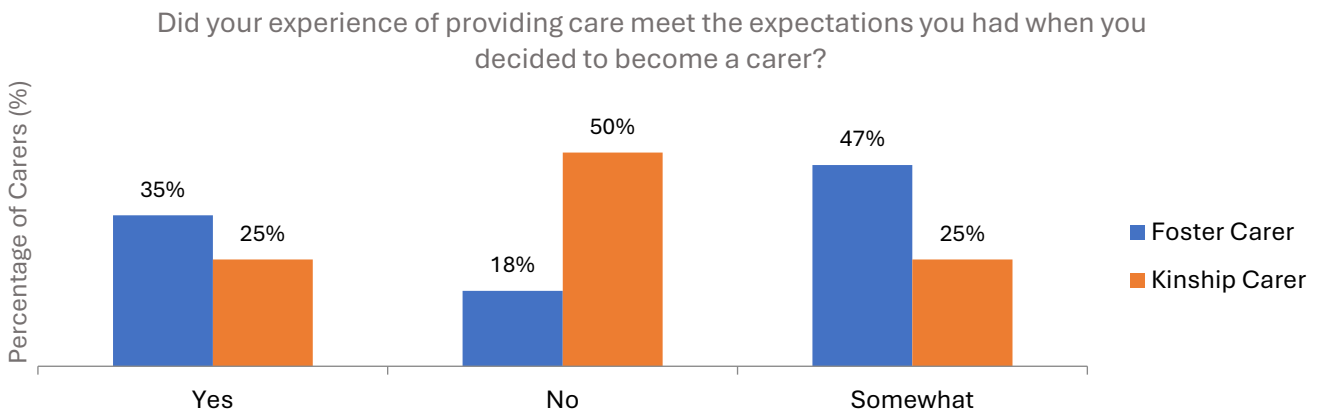
n = 18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
On Child Safety policies, legislation and procedures	28%	11%	39%	11%	11%
To assists you with your kinship care role	39%	17%	33%	6%	6%
About your responsibilities	33%	28%	22%	6%	11%
About Child Safety's role and responsibilities	28%	11%	39%	6%	17%
About your Foster & Kinship Care services' role and responsibilities	39%	17%	33%	6%	6%
About other agencies role and responsibilities	29%	35%	29%	0%	6%
About positive behaviour support strategies and acceptable discipline practices	22%	44%	17%	11%	6%

**Did the training provided adequately prepare you for caring for the children placed with you?**

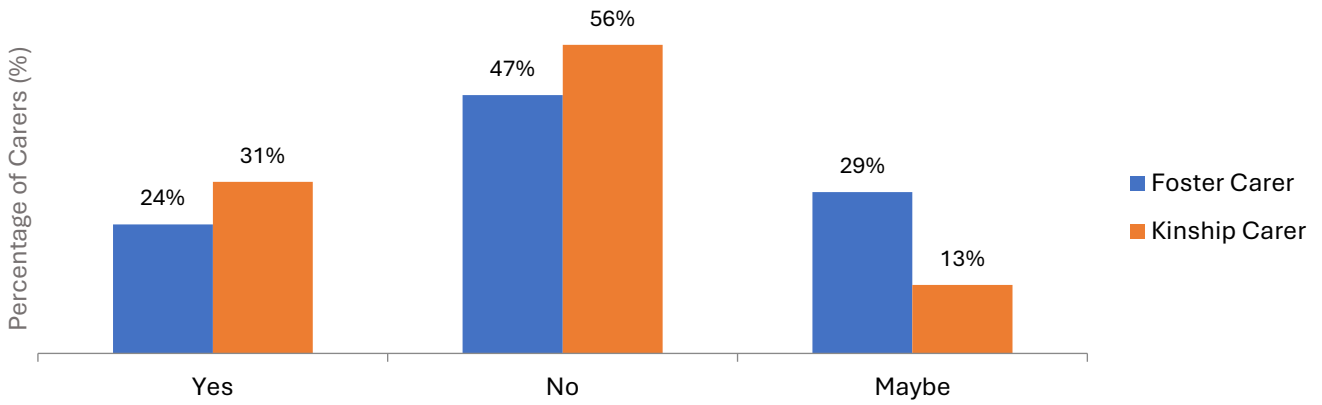
Only one kinship carer answered this question. They stated the training adequately prepared them.

**SECTION 5: YOUR OVERALL EXPERIENCES AS A CARER**

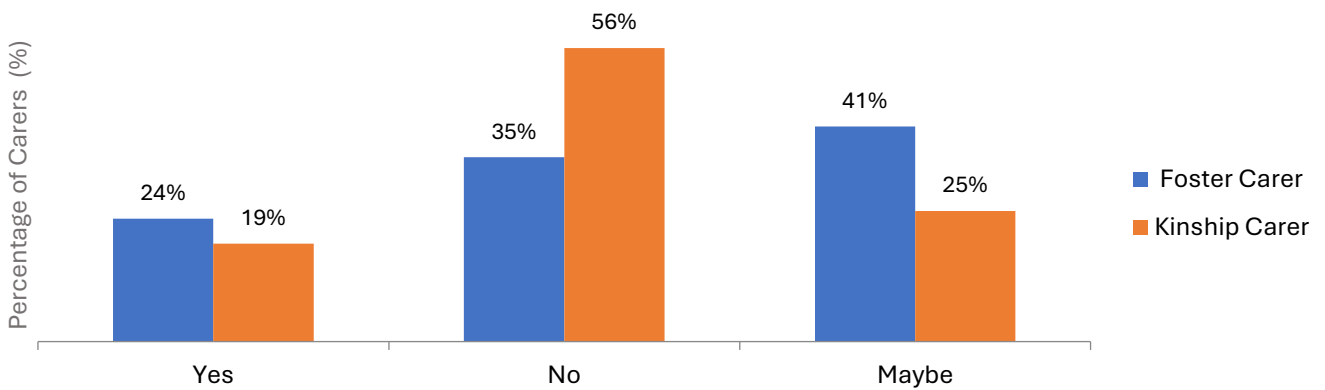
n = 17 foster carers, 16 Kinship carers



Would you consider returning to the role of carer at a later stage?



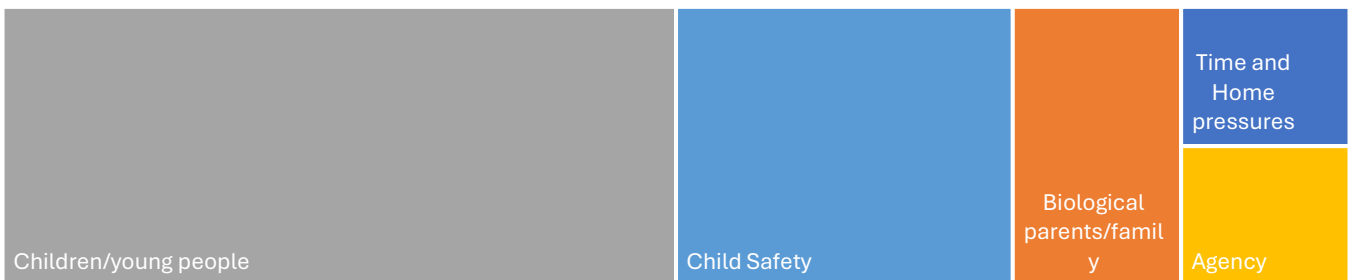
Would you advise a friend to become a carer?



**What were the most challenging aspects of being a carer?**

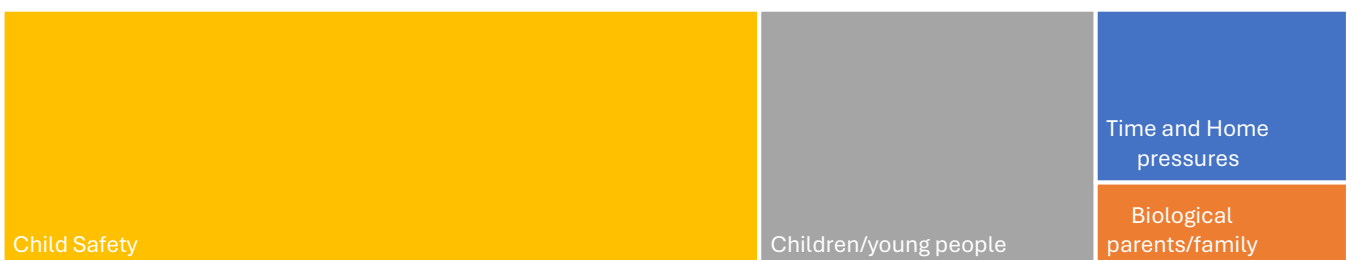
Foster Carers *n* = 16

Most Challenging Aspects of being a Foster Carer



Kinship Carers *n* = 16

Most Challenging aspects of being a Kinship Carer?



**What helped you feel supported in your role as a carer?**

Foster Carers *n* = 16

What helped you feel support in your foster carer role?



Kinship Carers *n*=15

What helped you feel supported in your role as a kinship carer?

