

South West Region

Ipswich North

Ipswich South

Roma

South Burnett

Southern Downs

Springfield

Toowoomba North

Toowoomba South

Region Report Overview

This report presents insights from the South West 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 – SW Exceptions

106 referrals received by QFKC in 2024/25; 37 carers completed the Exit Survey (35% response rate). Kinship carers comprised 63% of referrals and 63% of survey responses. 14% of referrals and responses were from foster carers identifying as Aboriginal, Torres Strait Islander, or both. 35% of kinship carers identified which reflects a higher proportion than statewide data.

86% of survey respondents came from two services CSSC's, Ipswich North and Springfield. Springfield CSSC accounts for almost 50% of all exit referrals.

Carer Profiles

Discontinuing foster carers in SW Region skew to 1-5 years in their role, with no foster carers in the role for under 1 year or for 7-15 years discontinuing.

Reason for Discontinuing

Foster carers in this region align with statewide data for foster carers, predominantly reasons relating to carer households and family with Child Safety cited as the second highest reason. Kinship Carers attribute discontinuing mostly to reasons relating to Child Protection Orders eg LTG, PCO or reunification. Child Safety cited as a reason with slightly fewer carers than statewide data.

Satisfaction & System Feedback

Kinship carers report high dissatisfaction with the ability to appeal decisions, their ability to make a complaint about a service provided by Child Safety, SOC and Harm report handling and processes. Satisfaction with ability to make a complaint is below statewide data for Kinship carers.

Foster carer responses are more widespread and favour satisfied/neutral for both the ability to appeal decisions and make a complaint, then flip to more neutral/dissatisfied in relation to Harm and SOC handling and process.

Both foster and kinship carers in this region cite strong satisfaction with Community Visitor or Child Advocate.

Carer Connect & Communication

Utilisation of Carer Connect app in SW region is very low amongst kinship carers. Among all carers that used the app, satisfaction is mostly neutral.

Contact with Child Safety skews more heavily to 'only occasionally' (51%). Contact with Agencies is mostly in line with statewide data.

Carers cite a preference for contact with Child Safety to be via phone or home visit and report visits are home visits and email. Agency contact mostly aligns with carer preference.

Support & Services

Consistent with statewide data, behavioural supports are amongst the most requested support, in particular by kinship carers who also cite requesting financial supports from Child Safety at high rates that statewide data. This aligns with other data in the report citing kinship carer satisfaction with financial supports below statewide data

Foster carers 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

Foster carers satisfaction stronger than statewide data. Kinship carers cite lower levels of satisfaction with the allowance payment rate, speed of reimbursements.

Approximately half of discontinuing carers stated that there were items/needs for the children that were not covered by the allowance.

Foster Care and Placement Agreements

In SW Region fewer foster and kinship carers cite having had a Foster Carer Agreement (70%) or a placement agreement (62%). Those with Placement Agreements were mostly satisfied the agreement covered the supports required.

Training & Information

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

Amongst kinship carers, Information provision was mixed, with dissatisfaction evident around Child

Safety’s role & policies and legislation & procedures and also information about positive behaviour support strategies and acceptable discipline practices.

Overall Experience & Retention

Foster carer mostly felt the experience of providing care met their expectations. Kinship carers’ did not.

The most challenging aspects of being both a foster and kinship carer in SE Region are cited in line with statewide data, firstly Child Safety followed by the children/young people.

Sources of Support

Formal support from agencies was valued by both foster and kinship carers. Informal support from family and friends was strongest among kinship carers in this region.

Referral & Survey Key Data

Exit referrals Received - 106		Completed Carer surveys - 35	
Foster Carers	Kinship Carers	Foster Carers	Kinship Carers
39	67	13	22
37%	63%	37%	63%

Carer Exit Survey Results

SECTION 1: ABOUT THE CARER AND THEIR ROLE

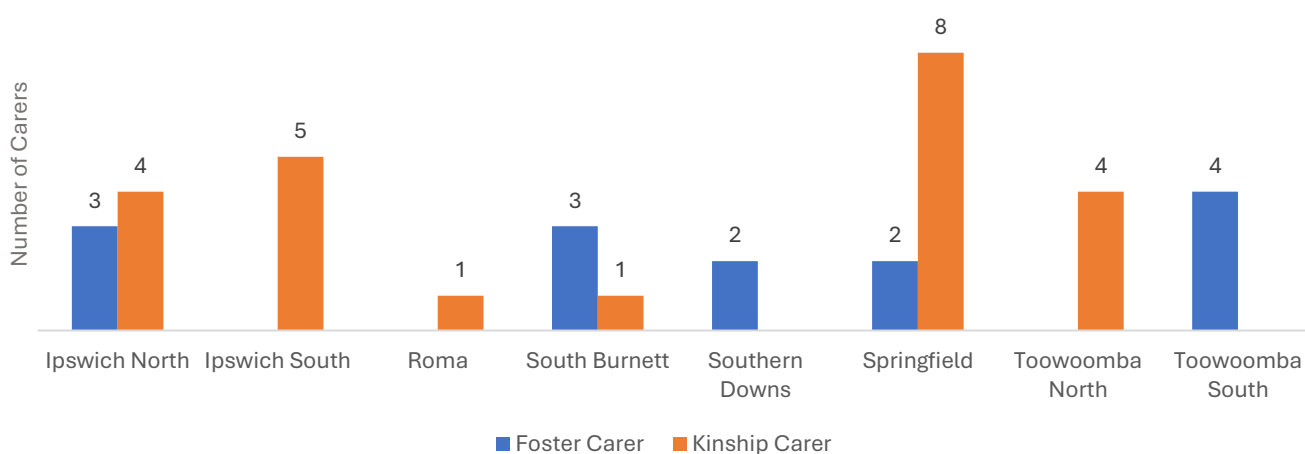
What is your cultural identity? n= 67

Carer type	Aboriginal	Torres Strait Islander	Aboriginal and Torres Strait Islander	Other
Foster	14%	-	-	85%
Kinship	26%	-	9%	73%

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

Two CSSC's, Ipswich North and Springfield, make up almost half of exit responses. Springfield with a strong skew to Kinship carer responses.

Distribution of Carer by Child Safety Service Centre

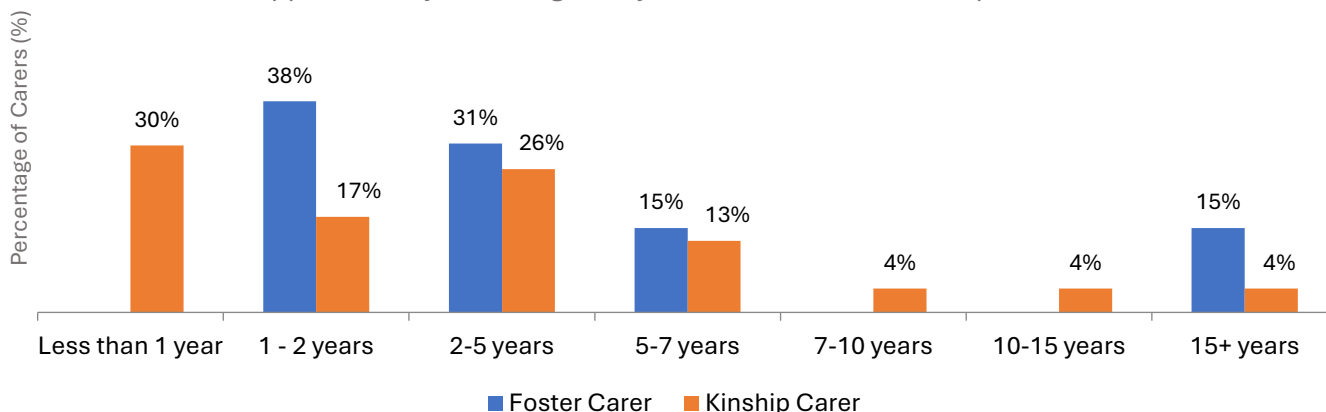


Where you supported by an agency?

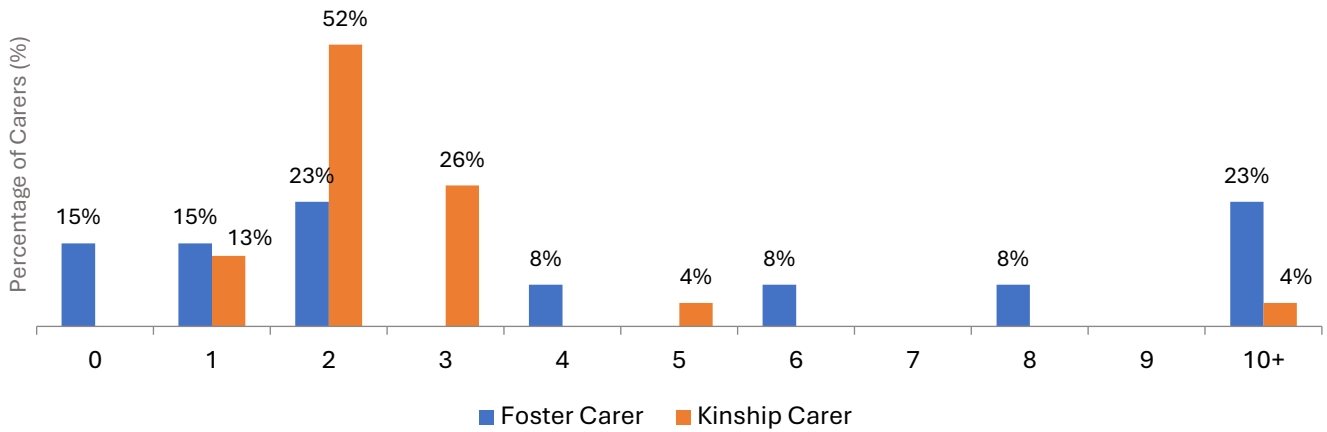
All but one kinship and one foster carer were supported by an agency.

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

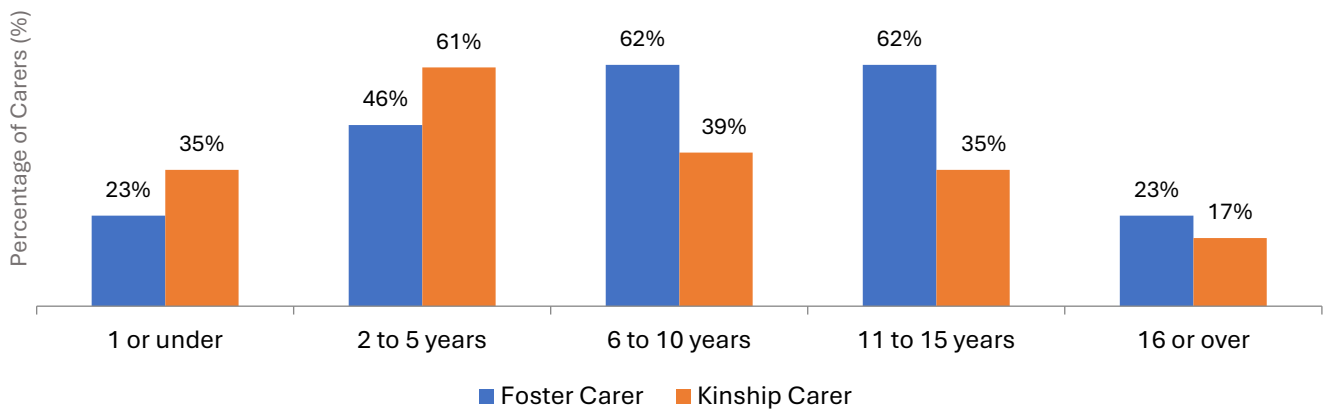
Approximately, how long have you been a Foster or Kinship Carer?



How many children have been placed with you during your time as a carer?



What age group did you mostly care for?



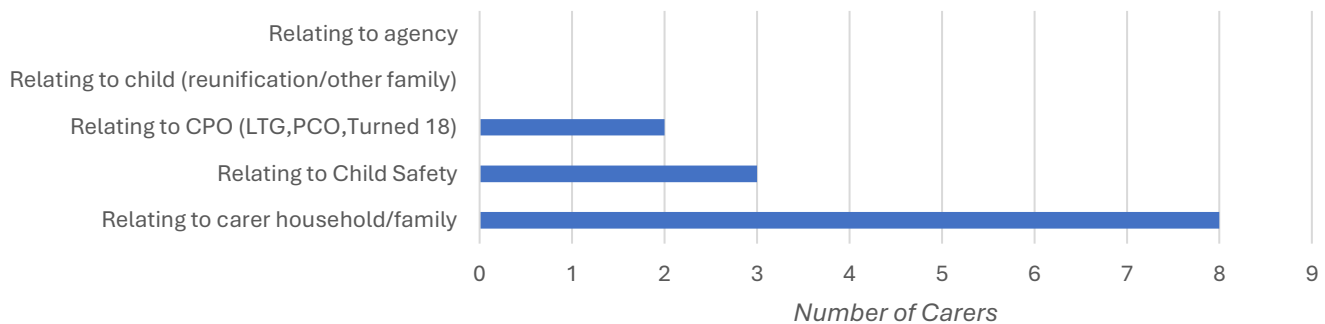
SECTION 2: REASONS FOR DISCONTINUATION

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?

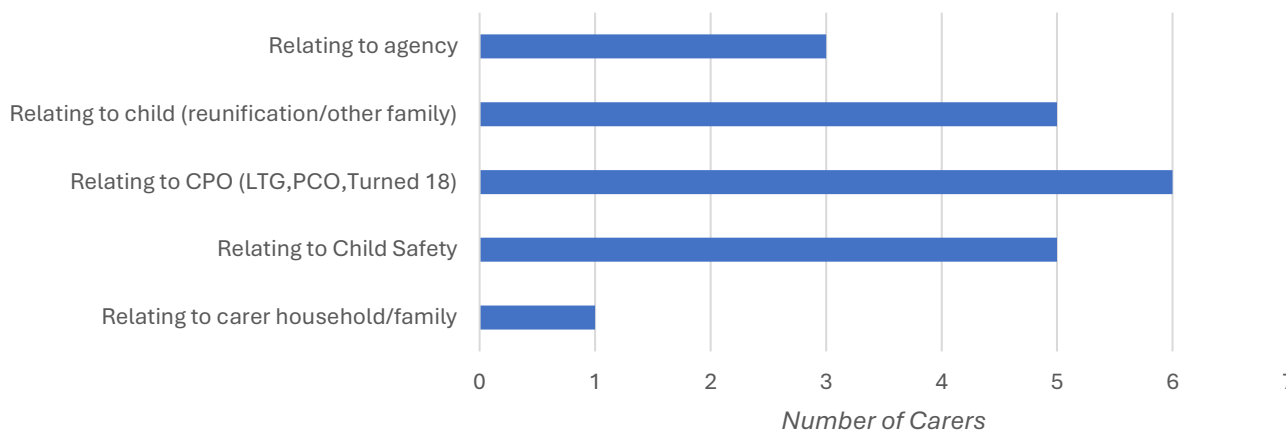
Foster Carers *n=13*

Reason for Discontinuing in Carer Role: Foster carer



Kinship Carers n=20

Reason for Discontinuation in Carer Role: Kinship Carer

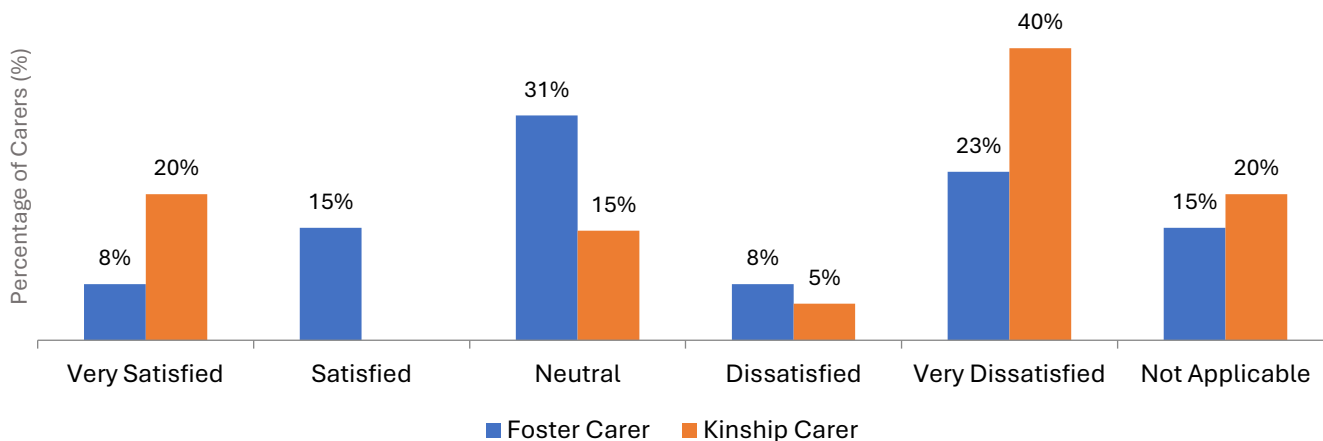


SECTION 3: CARERS’ SATISFATION WITH CHILD SAFETY

In relation to Child Safety, tells us how satisfied you were across 4 key domains. *Note: 13 foster carers and 20 kinship carers participated in this section.*

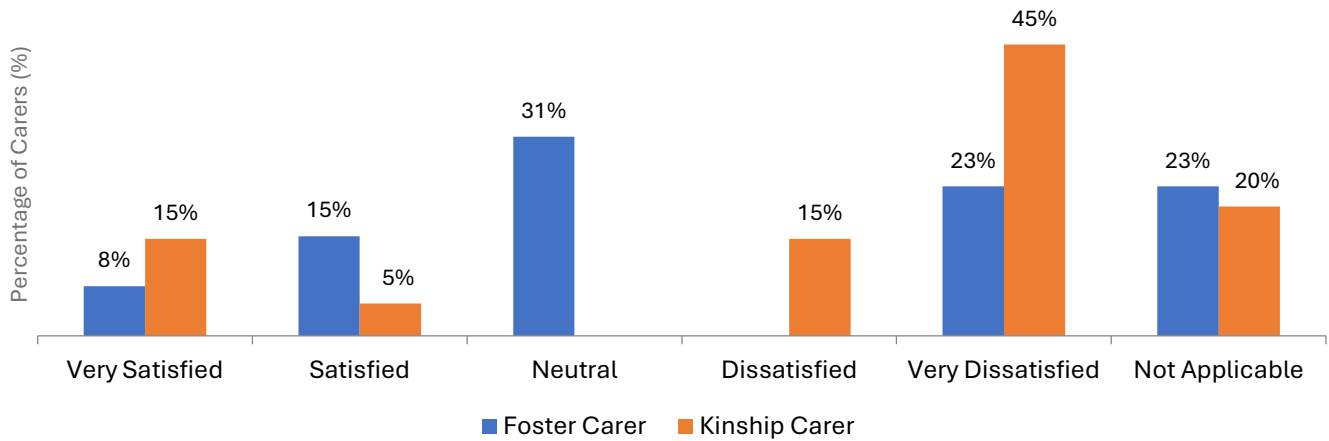
I. Carers ability to appeal a decision related to them that was made by Child Safety.

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



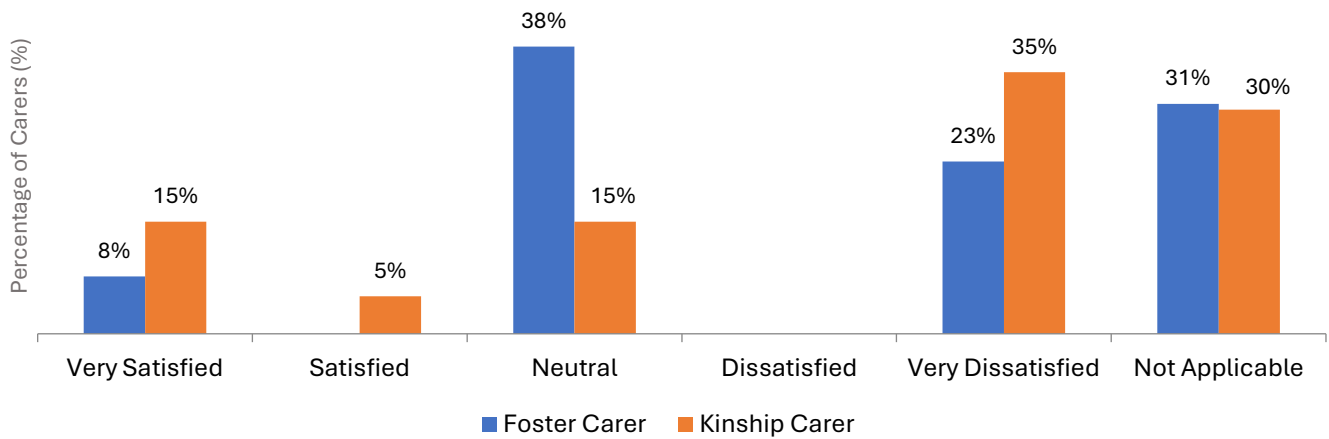
II. Carers' ability to make a complaint about a service provided by Child Safety

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



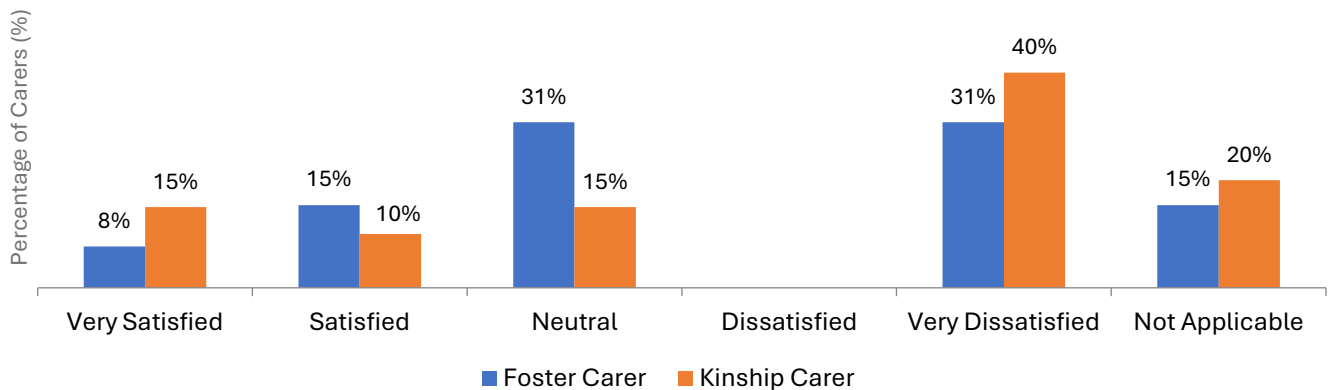
III. Child Safety's handling of the Harm Report/SOC process

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 PLACEMENT SUPPORTS

Foster Carer Satisfaction Scores

<i>n</i> = 13	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Number of children placed at any given time	23%	46%	23%	0%	8%
Opportunities for children to participate in decisions about their care	31%	31%	8%	0%	31%
Contact arrangements with parents/family	23%	31%	8%	8%	31%
Level of support provided to a child during placement	23%	23%	8%	8%	38%
Level of support provided to you (carer) during placement	15%	38%	8%	15%	23%
Your carer approval process	31%	38%	8%	15%	8%
Your ability to have input into decisions about the child's care	23%	31%	8%	8%	31%

Kinship Carer Satisfaction Scores

<i>n</i> = 20	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Opportunities for children to participate in decisions about their care	30%	5%	15%	5%	45%
Contact arrangements with parents/family	15%	25%	5%	5%	50%
Level of support provided to a child during placement	30%	0%	5%	15%	50%
Level of support provided to you (carer) during placement	30%	0%	15%	20%	35%
Your carer approval process	30%	15%	10%	10%	35%
Your ability to have input into decisions about the child's care	30%	5%	10%	15%	40%

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:

<i>n</i> = 13	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	15%	31%	23%	8%	23%
Foster & Kinship Care Agency	15%	54%	8%	0%	23%
Community Visitor or Child Advocate	15%	38%	23%	8%	15%

Kinship Carers

How satisfied were kinship carers with the engagement and response they received with:

<i>n</i> = 20	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	20%	10%	20%	10%	40%
Foster & Kinship Care Agency	35%	10%	5%	20%	30%
Community Visitor or Child Advocate	35%	15%	20%	10%	20%

Placement And Foster Care Agreements

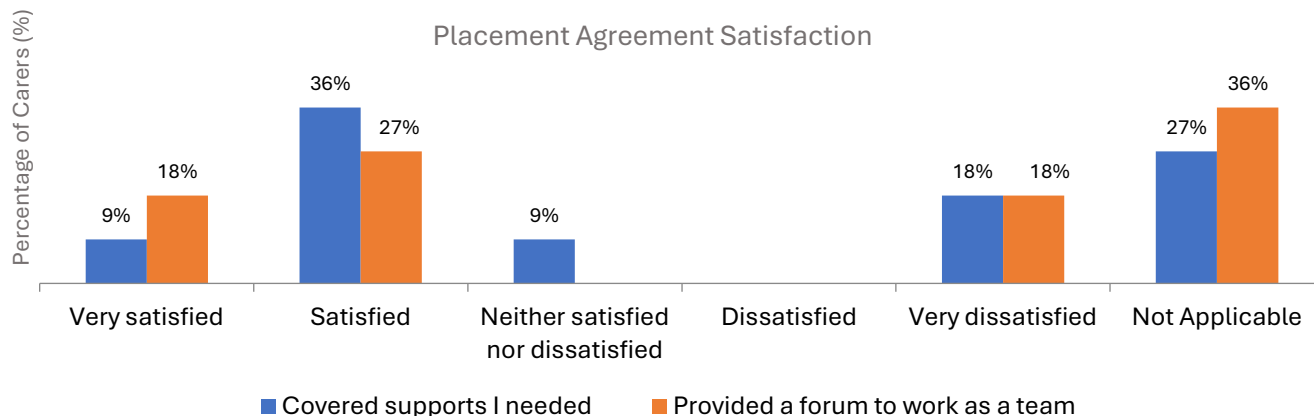
Note: Foster Care Only

n=13	Yes	No	Don't know
Had a Foster Care Agreement	70%	15%	15%
Had a Placement Agreement	62%	23%	15%

Satisfaction with Placement Agreements

Note: Foster Care Only

n = 11



Carer Connect App

69% of foster carers and 95% of kinship carers **did not** use the Carer Connect app. Among those that did use the app, feedback is mostly neutral.

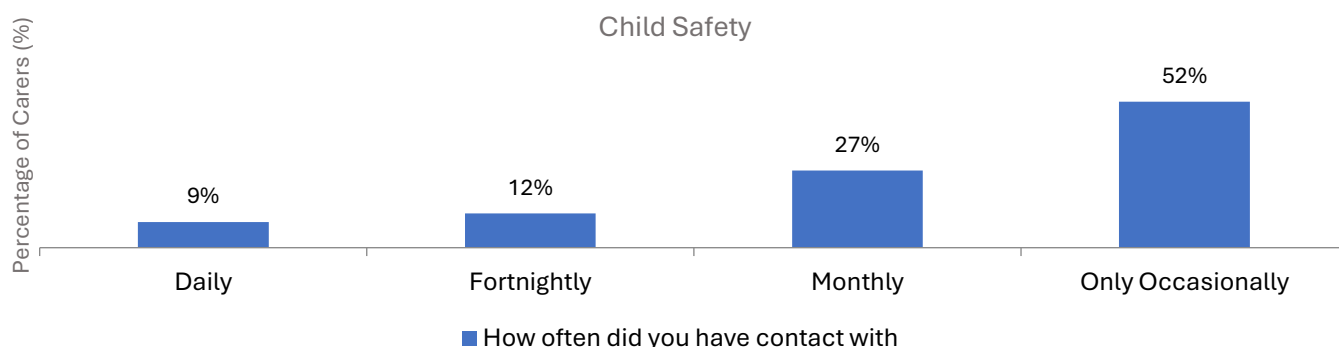


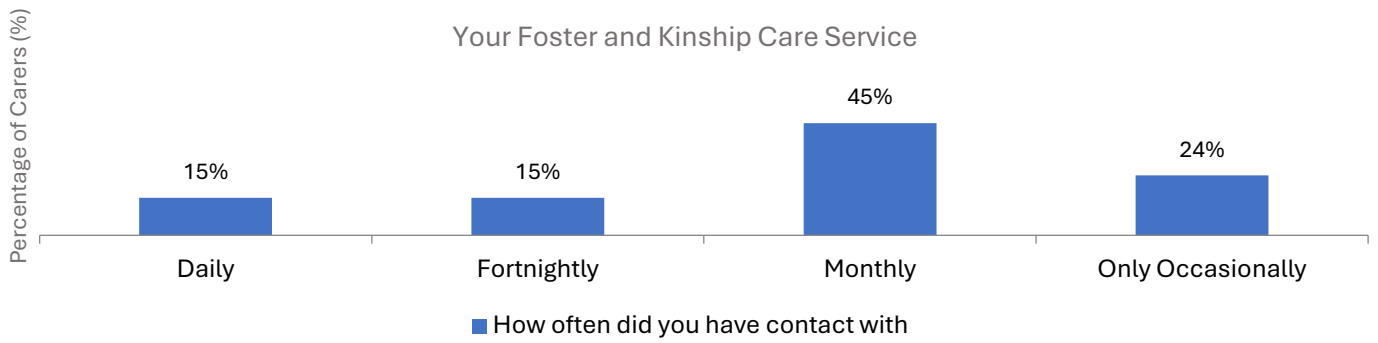
	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
Foster Carer (n=9)	22%	0%	56%	0%	22%
Kinship Carer (n=5)	0%	0%	100%	0%	0%

Regularity

of Contact with Child Safety and Foster & Kinship Care Agency

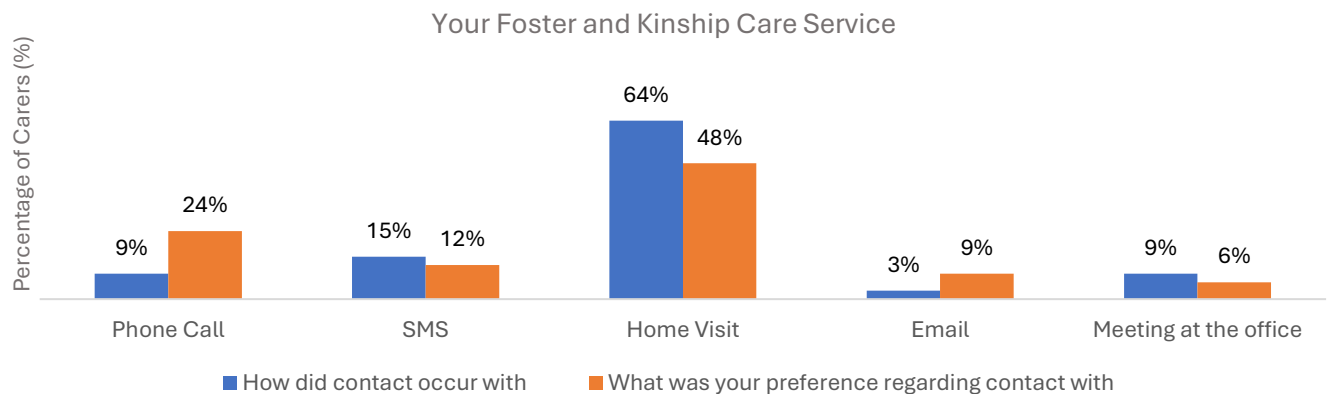
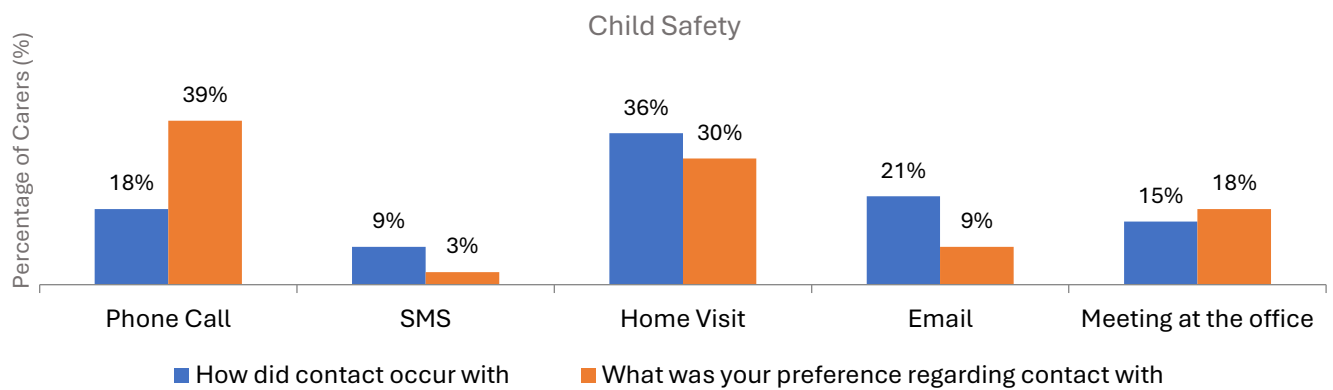
n = 33 (Foster and kinship carers)





Type of Contact with Child Safety and Foster & Kinship Care Agency

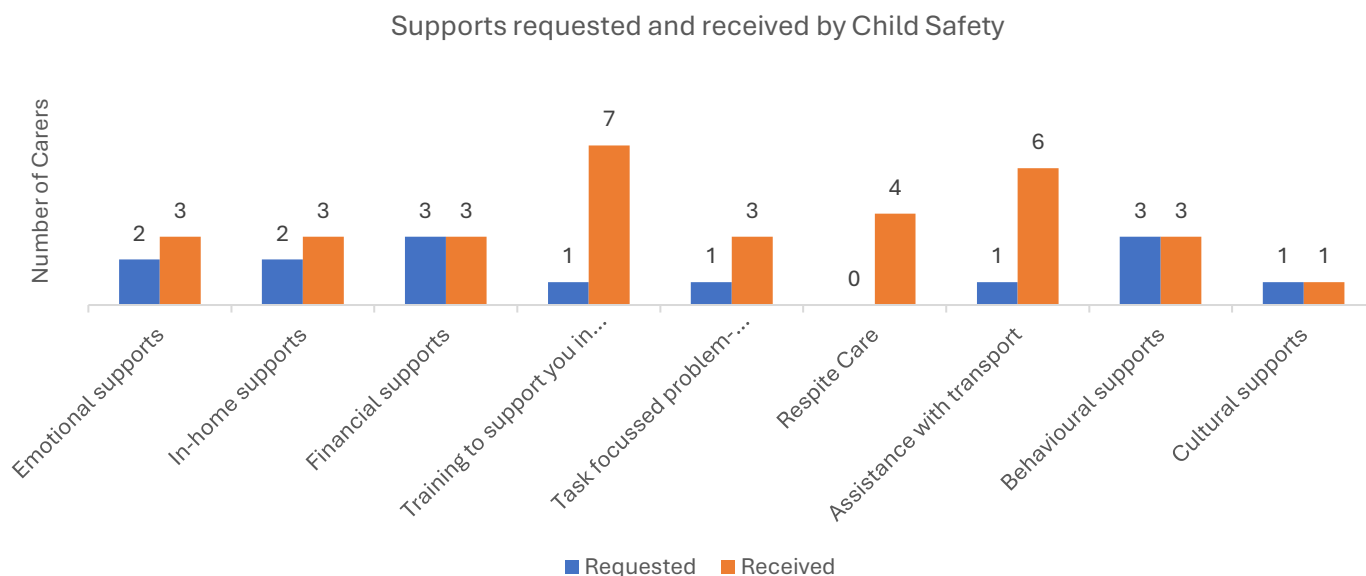
n = 33



Supports Requested and Received by Child Safety

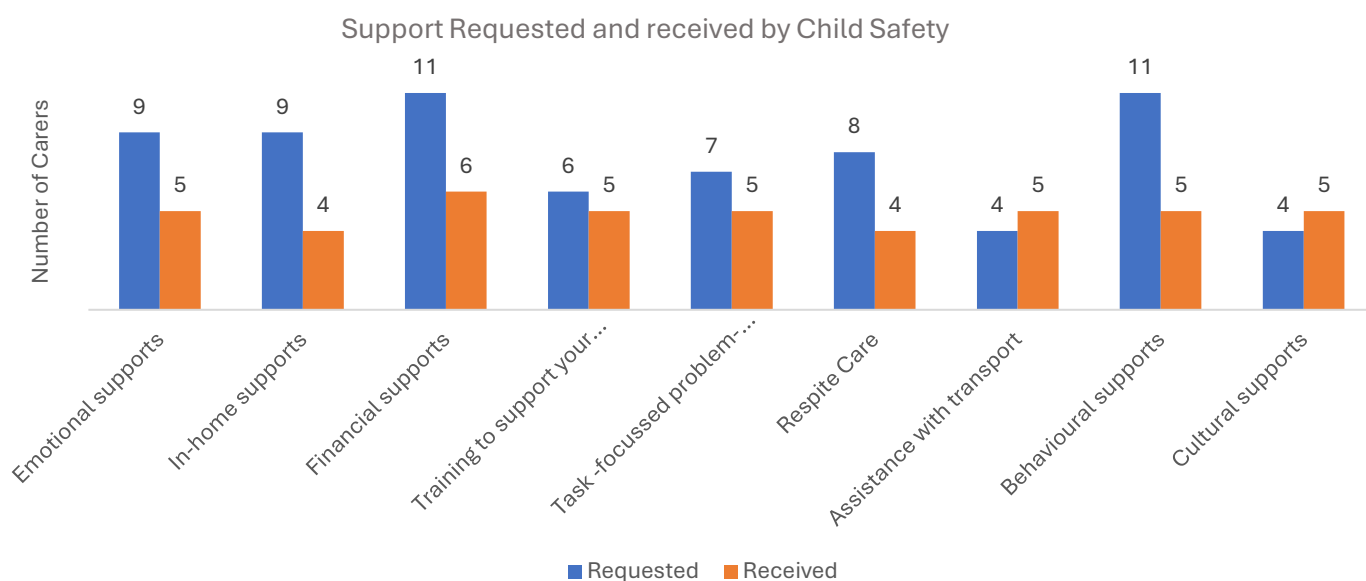
Foster Carers *n*=12

Note: Data is actual numbers, not %



Kinship Carers *n*=19

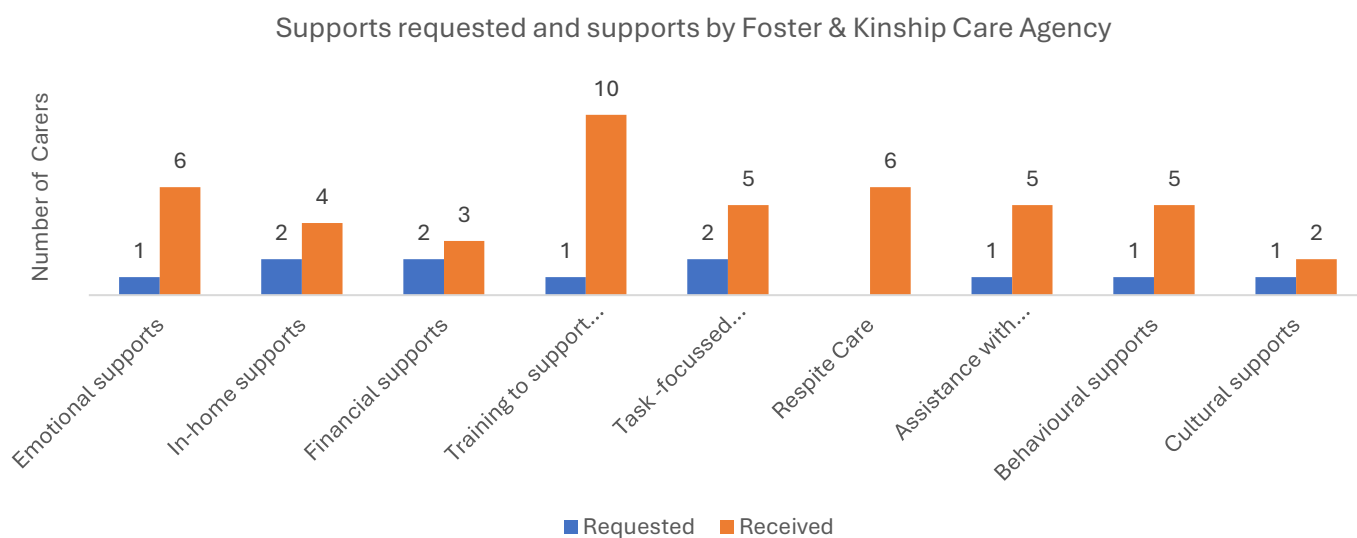
Note: Data is actual numbers, not %



Supports Requested and Received by Foster & Kinship Care Agency

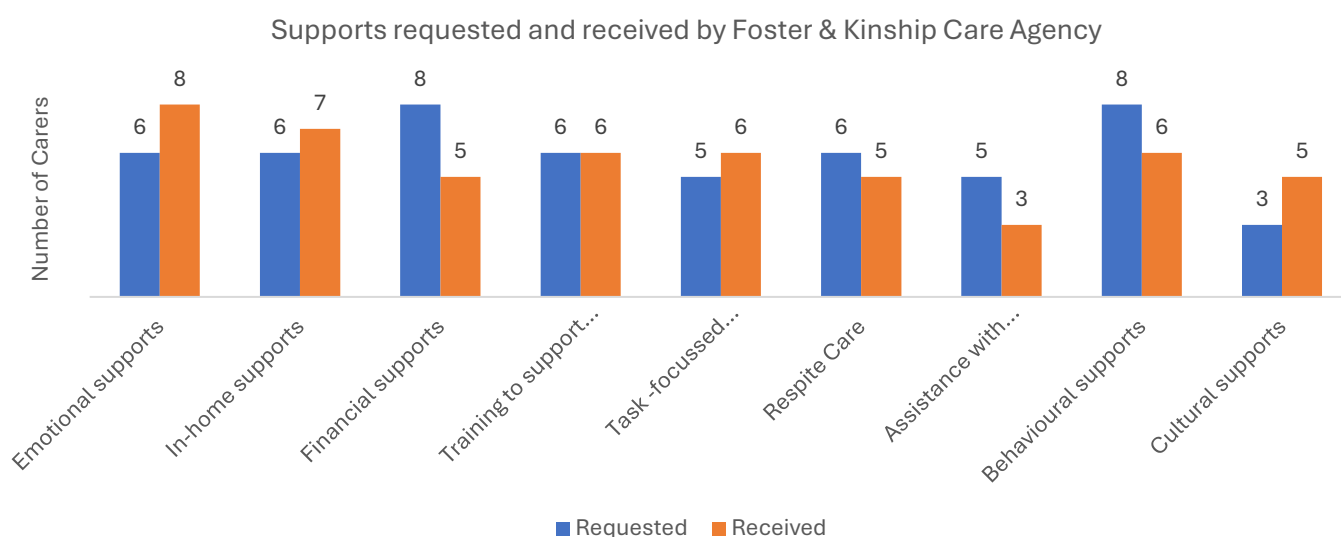
Foster Carers *n*=12

Note: Data is actual numbers, not %



Kinship Carers *n*=19

Note: Data is actual numbers, not %



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

50% of carers skipped this question, of those that answered 100% of foster carers and kinship carers received supports outside of Child Safety or Agencies.

SECTION 4.1: ABOUT CARER SATISFACTION WITH MONEY MATTERS

Foster Carers

<i>n</i> = 12	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The allowance pay rate	33%	42%	0%	17%	8%
How quickly you were reimbursed for out-of-pocket expenses	17%	50%	0%	17%	17%
How quickly you were paid	17%	67%	0%	8%	8%

Kinship Carers

<i>n</i> = 18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The allowance pay rate	26%	21%	21%	16%	16%
How quickly you were reimbursed for out-of-pocket expenses	28%	11%	33%	6%	22%
How quickly you were paid	32%	21%	11%	21%	16%

Items or needs for children that were not covered by the allowance?

40% of foster carers and 60% of kinship carers stated that there were items/needs for the children that were not covered by the allowance.

SECTION 4.2: TRAINING AND DEVELOPMENT

Foster carers satisfaction in the following areas;

Training

<i>n</i> = 12	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Getting Ready to Start	17%	58%	17%	0%	8%
Starting Out	17%	58%	17%	0%	8%
Advanced	17%	58%	8%	8%	8%
Hope & Healing	17%	42%	25%	8%	8%

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

<i>n</i> =12	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Additional training	17%	58%	8%	8%	8%

Cultural support for Aboriginal and Torres Strait Islander Children

<i>n</i> =10	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural supports	20%	30%	20%	20%	10%

Information provided

<i>n</i> =12	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
On Child Safety policies, legislation and procedures	33%	33%	17%	8%	8%
To assist you with the foster care role	17%	50%	8%	8%	17%
About your role and responsibilities	25%	42%	17%	0%	17%
About Child Safety's role and responsibilities	17%	50%	8%	8%	17%
About your Foster and Kinship care services' role and responsibilities	17%	58%	8%	8%	8%
About other agencies role and responsibilities	25%	33%	25%	8%	8%

About positive behaviour support strategies and acceptable discipline practices	17%	50%	17%	8%	8%
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Did the training provided adequately prepare you for caring for the children placed with you?

58% of foster carers (n=12) 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 question below.

Kinship Carers

Training

n= 19	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child specific needs training	26%	0%	32%	5%	37%
Hope & Healing	21%	0%	32%	16%	32%
Cultural Supports	33%	0%	40%	0%	27%

Information Provided

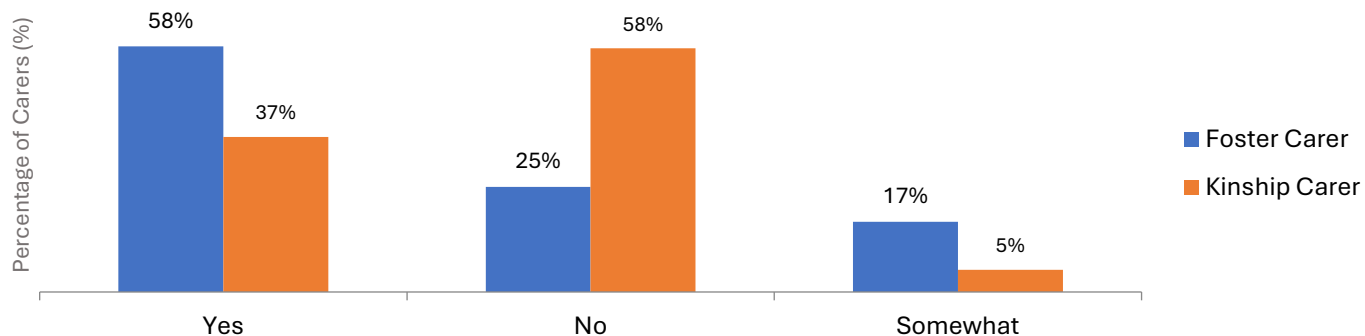
n = 19	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
To assist in preparing you for the kinship care role	26%	11%	32%	11%	21%
Child Safety policies, legislation and procedures	26%	11%	5%	26%	32%
About your role and responsibilities	26%	16%	32%	5%	21%
About Child Safety's role and responsibilities	26%	11%	5%	26%	32%
About your Foster and Kinship care services' role and responsibilities	26%	21%	32%	0%	21%
About other agencies role and responsibilities	26%	11%	26%	11%	26%
About positive behaviour support strategies and acceptable discipline practices	32%	5%	32%	16%	16%

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

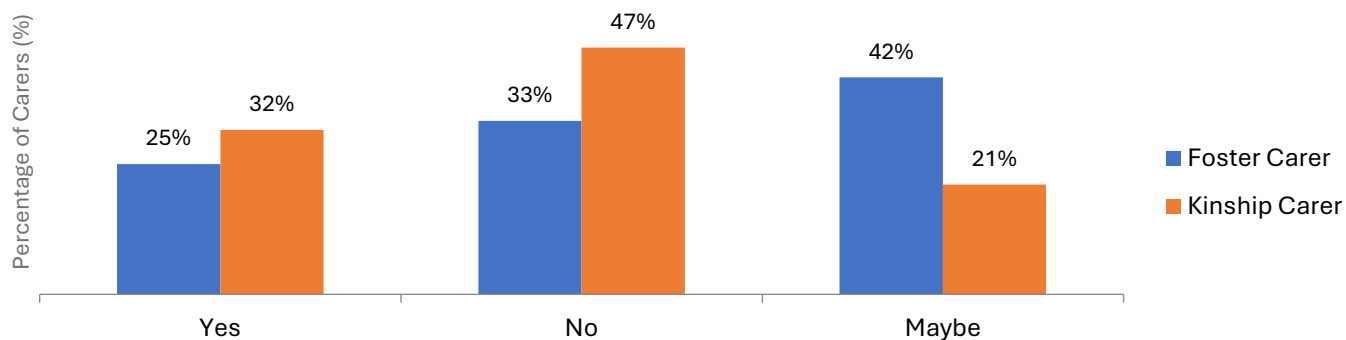
One kinship carer did not feel adequately prepared.

SECTION 5: YOUR OVERALL EXPERIENCES AS A CARER

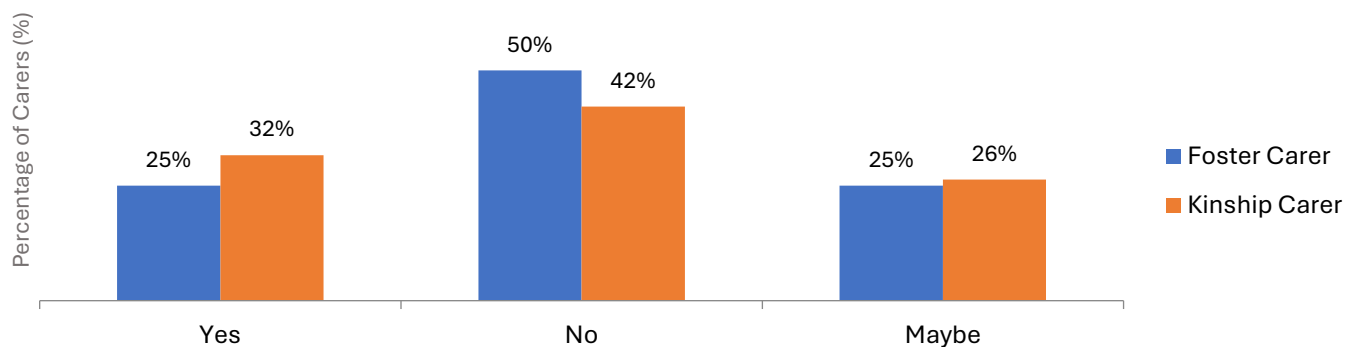
Did your experience of providing care meet the expectations you had when you decided to become a carer?



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 = 10*

Most Challenging Aspects of Being a Foster Carer



Kinship carers *n = 17*

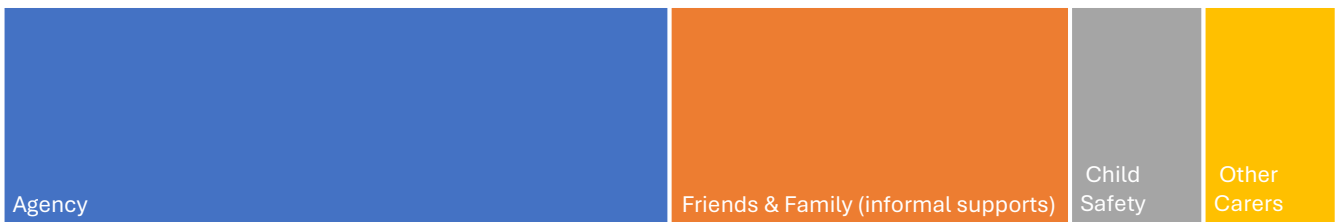
Most Challenging Aspects of being a Kinship Carer



What Helped You Feel Supported in Your Role as a Carer?

Foster Carers *n=10*

What helped you feel supported in your role?



Kinship carers *n=16*

What helped you feel supported in your role?

