

Sunshine Coast & Central Region

Bundaberg

Caloundra

Emerald

Gladstone

Gympie

Maroochydore

Maryborough

Rockhampton

Region Report Overview

This report presents insights from the Sunshine Coast & Central 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 – SCC Exceptions

155 referrals received by QFKC in 2024/25; 56 carers completed the Exit Survey (36% response rate). Kinship carers comprised 57% of referrals and only 47% of survey responses. 3% of responses were from foster carers identifying as Aboriginal, Torres Strait Islander, or both which is below statewide data. 25% of kinship carers identified, slightly above statewide data.

Almost 50% of survey respondents came from two CSSC's, Bundaberg and Maryborough. All kinship carers who discontinued had been in the carer role for less than 10 years.

Carer Profiles

This region has a significantly higher number of discontinuing foster carers who were in their role for less than 1 year (31% vs 18% statewide). The number of children cared for and the ages of those children largely aligned with statewide data, although this region skews slightly to slightly older children cared for by kinship carers.

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 Cares in this region more strongly cite reunification as the main reason for discontinuing.

Satisfaction & System Feedback

Foster Carers satisfaction with ability to appeal a decision and to make a complaint about service provided by Child Safety mostly in line with statewide data. Foster carers in this region skew to unsatisfied in relation to handling of Harm Reports/SOC process but do cite stronger levels of satisfaction with the policies and procedures around these matters.

Kinship carers are mostly neutral on Child Safety satisfaction scores citing lower levels of dissatisfaction generally than statewide data.

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

Carer Connect & Communication

Utilisation of Carer Connect similar to statewide data for foster carers but with fewer kinship carers utilising the app. Amongst those that do use the app, satisfaction is mostly neutral.

Contact with Child Safety skews strongly to 'only occasionally' (65%). Contact with Agencies is mostly in line with statewide data (predominantly monthly).

Preference for contact vs how it occurred mostly aligns with statewide data.

Support & Services

Foster Carers supports requested and received by Child Safety are mostly consistent with statewide data. In this region carers mostly report the need is met except for emotional and in-home supports requested by Child Safety. However, these reports have been provided by agencies.

Kinship carers support needs are similar to foster carers, and statewide data, and show a higher level of unmet need in the most requested areas. Again, these supports are cited as being provided by agencies which may suggest a lack of clarity in the role and responsibility of Child Safety and agencies which is evident statewide.

Satisfaction with Money matters

Foster carers satisfaction favours satisfied and aligns with statewide data. Kinship carers cite

stronger satisfaction with how quickly they were paid for out-of-pocket expenses.

Approximately 20% of discontinuing carers stated that there were items/needs for the children that were not covered by the allowance.

Foster Care and Placement Agreements

Slightly fewer carers in this region cite having had a Placement Agreement (68%). Carers are split between satisfied and dissatisfied on whether the placement agreement covered the supports they needed and are mostly neutral on whether these agreements provided a forum to work as a team.

Training & Information

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

While both foster and kinship carers cite strong satisfaction levels in relation to Information provision, consistent amongst both groups, but particularly noted with foster carers is dissatisfaction in relation to information provided regarding Child Safety’s role & responsibilities.

Carers in this region report strong satisfaction with information about positive behaviour supports and acceptable discipline practices.

Overall Experience & Retention

Largely consistent with statewide data, however carers in this region are more likely to recommend becoming a carer to a friend.

Discontinuing foster and kinship carers differ in what they found the most challenging aspects of being a carer. Foster carers cite Child Safety first, but then reasons related to time and home pressures next. Kinship carers cite reasons relating to biological parents/family first and foremost, following by time and home pressures. This kinship data does differ to statewide data.

Sources of Support

Formal support from agencies and informal supports both played a role in carers feeling supported in their role.

Referral & Survey Key Data

Exit referrals Received - 155		Completed Carer surveys - 56	
Foster Carers	Kinship Carers	Foster Carers	Kinship Carers
68	89	32	24
43%	57%	57%	47%

Carer Exit Survey Results

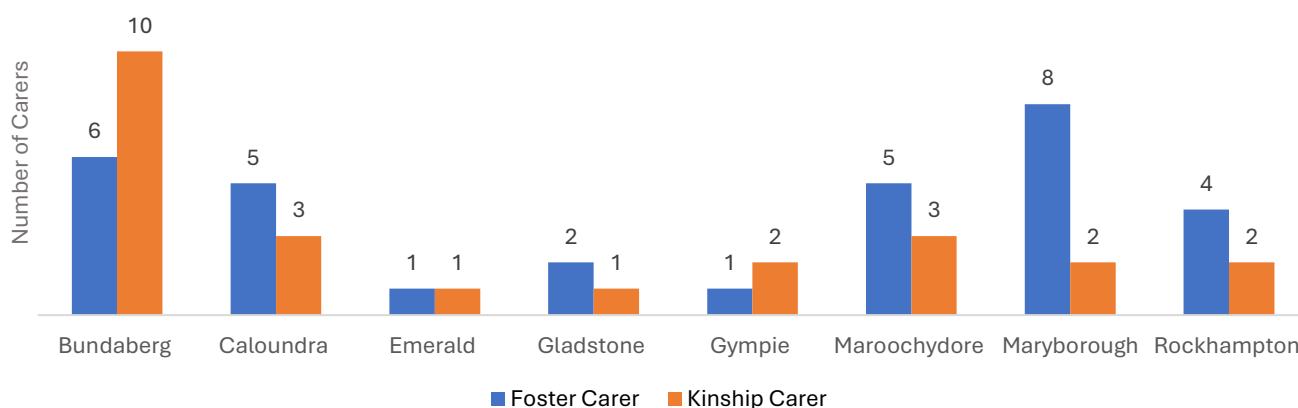
SECTION 1: ABOUT THE CARER AND THEIR ROLE

What is your cultural identity? n=67

Carer type	Aboriginal	Torres Strait Islander	Aboriginal and Torres Strait Islander	Other
Foster	3%			97%
Kinship	21%		4%	75%

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

Distribution of Carers by Child Safety Service Centre

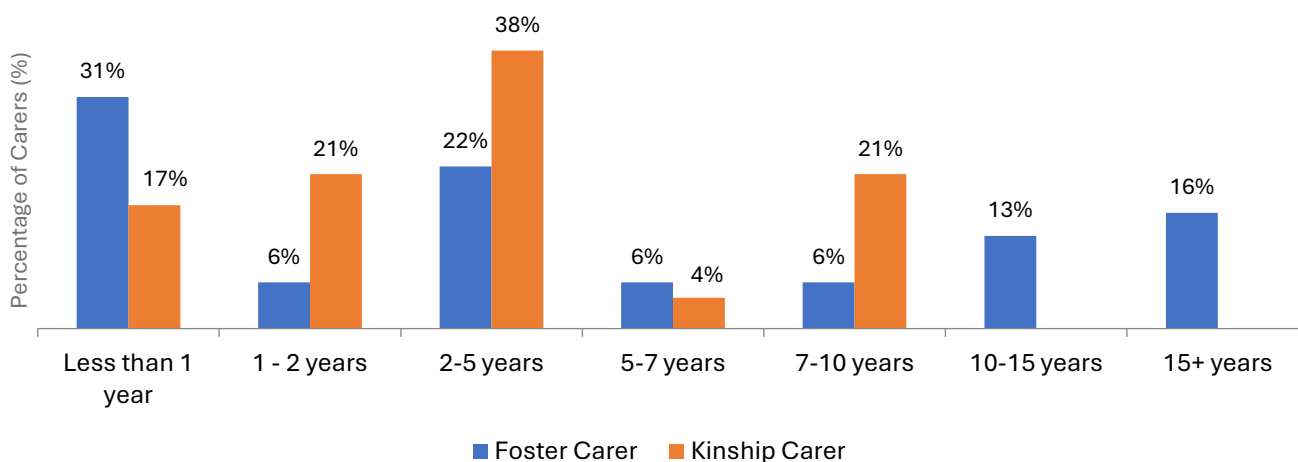


Where you supported by an agency?

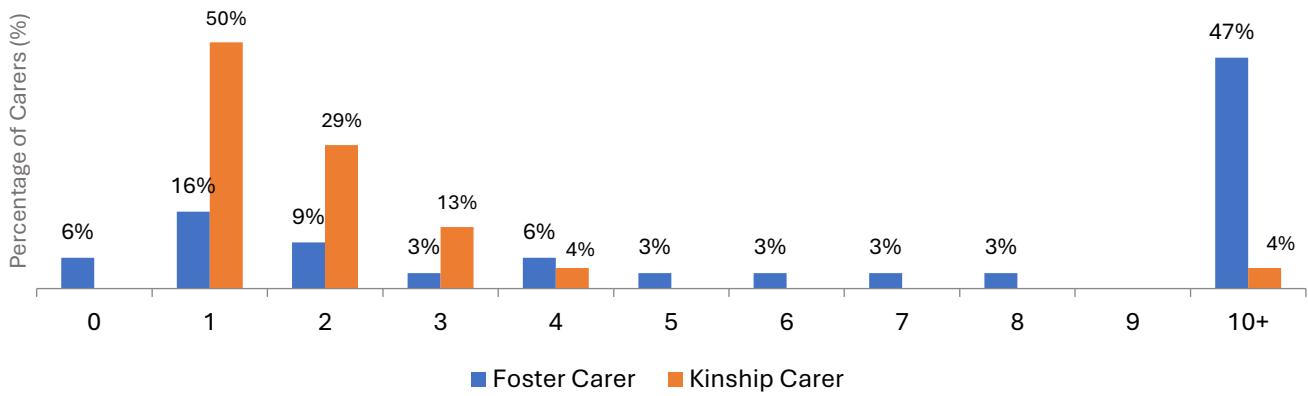
All foster carers were supported by an agency. 1 out of total of 24 kinship carers was not supported by an agency.

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

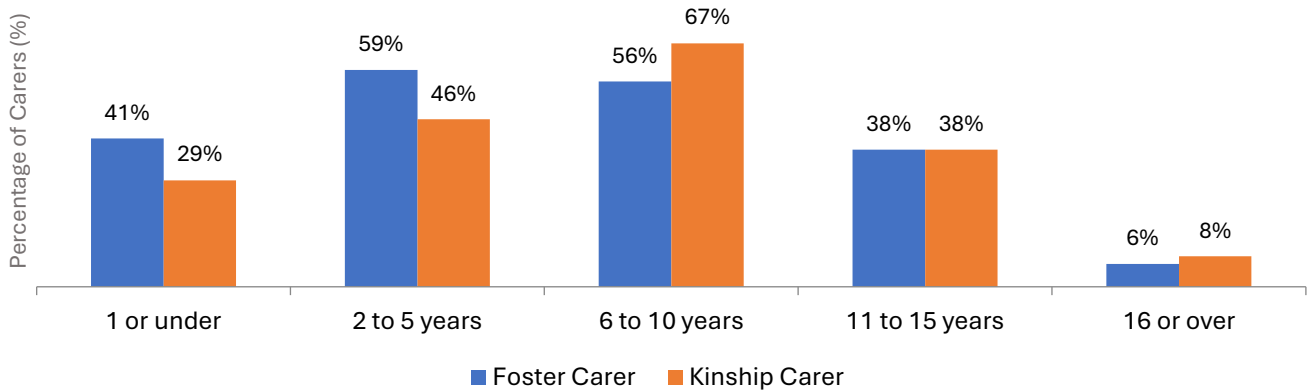
Approximately, how long have you been a Foster or Kinship Carer?



Number of children placed during time as a carer, by carer type



What age group did you mostly care for?



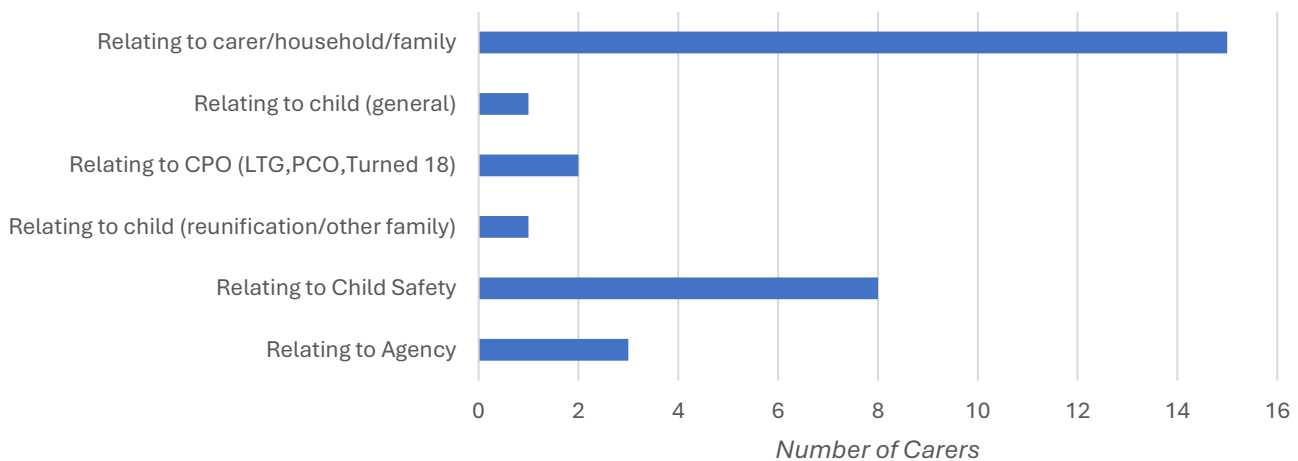
SECTION 2: REASONS FOR DISCONTINUATION

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.

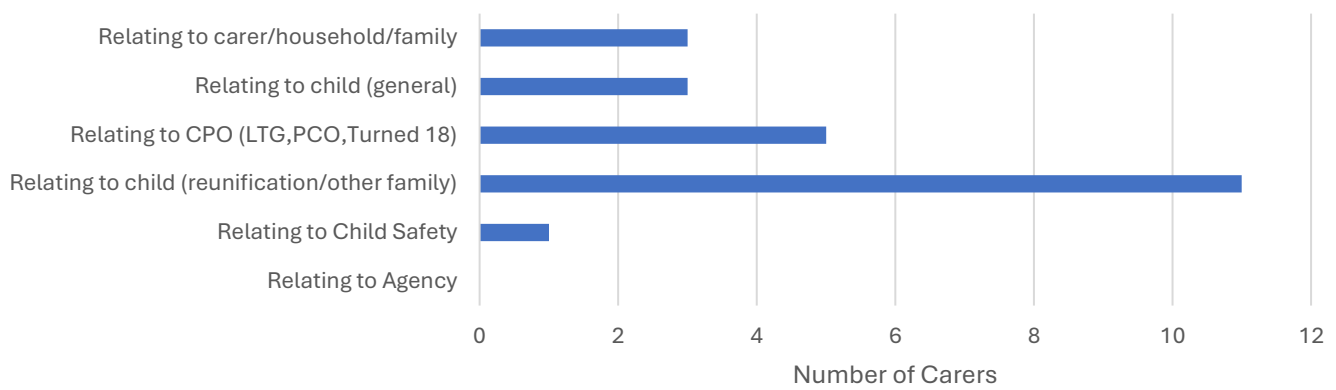
What was the main contributing factor in you no longer being a carer?

Foster carers *n*=23

Reason for Discontinuing in Carer Role



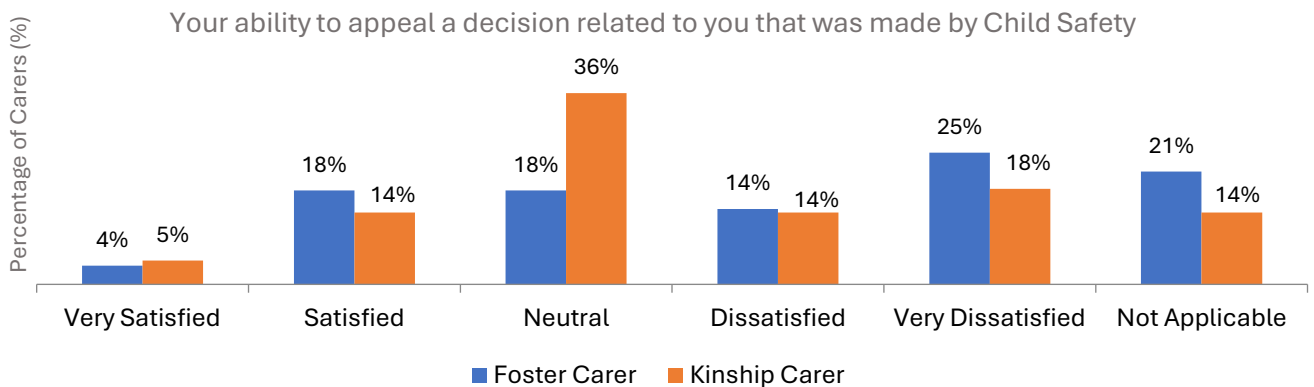
Reason for Discontinuing in Carer Role



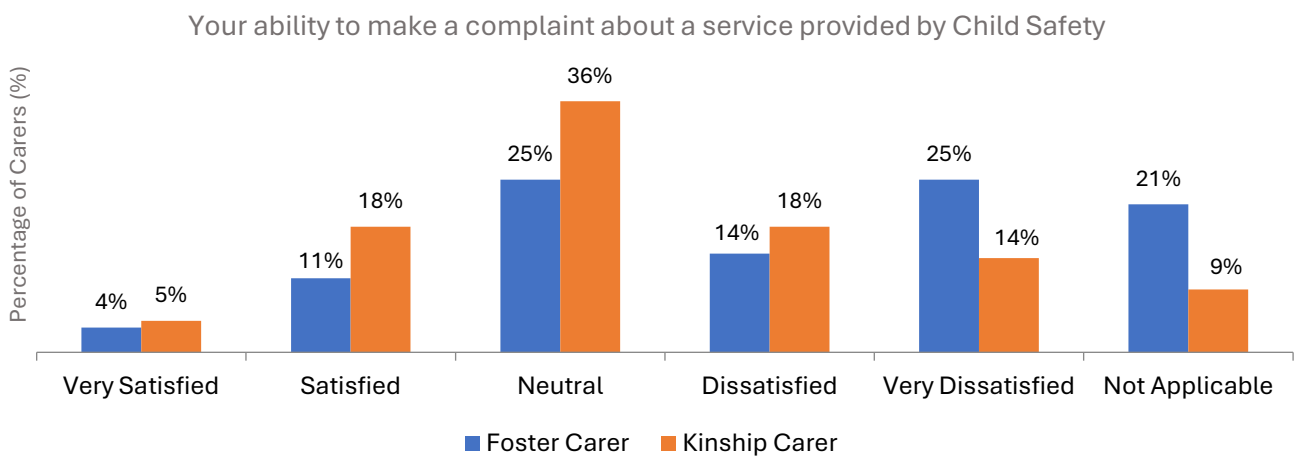
SECTION 3: CARERS’ SATISFATION WITH CHILD SAFETY

In relation to Child Safety, tells us how satisfied you were across 4 key domains. *Note: 28 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.

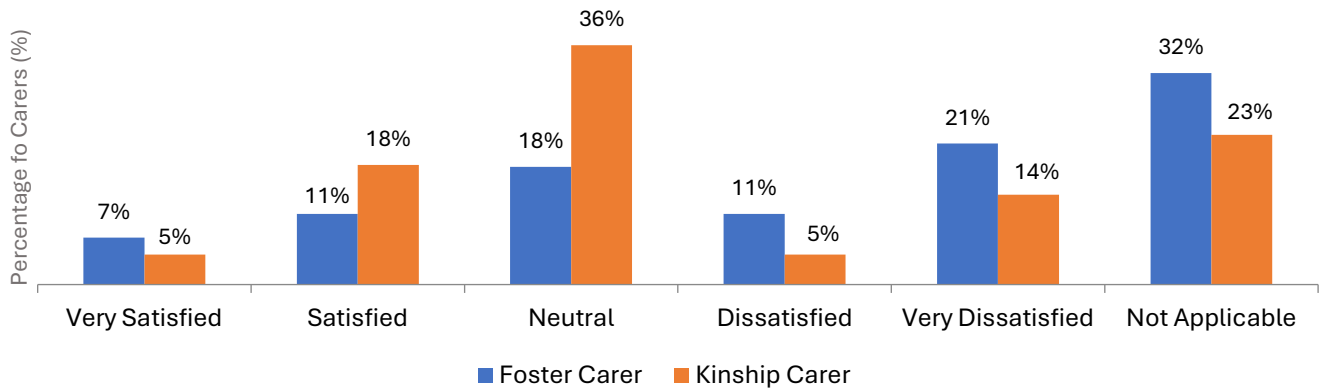


II. Carers’ ability to make a complaint about a service provided by Child Safety



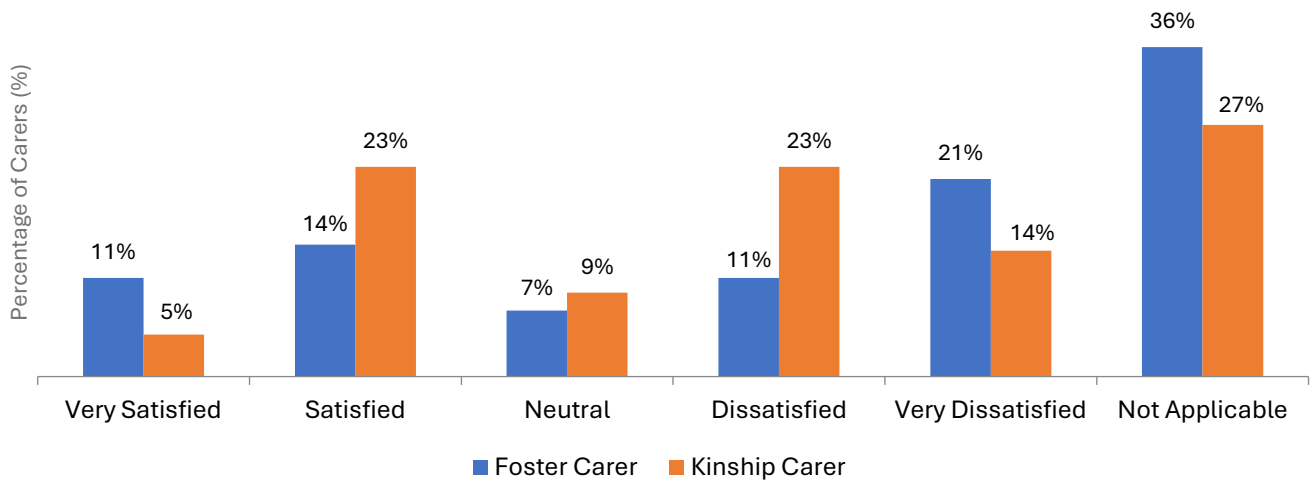
III. Child Safety's handling of the Harm Report/SOC process

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<i>n=28</i>					
Number of children placed at any given time	32%	43%	18%	7%	0%
Opportunities for children to participate in decisions about their care	4%	25%	46%	11%	14%
Contact arrangements with parents/family	7%	29%	32%	25%	7%
Level of support provided to a child during placement	4%	43%	18%	21%	14%
Level of support provided to you (carer) during placement	4%	32%	36%	18%	11%
Your carer approval process	18%	46%	18%	14%	4%
Your ability to have input into decisions about the child's care	4%	36%	25%	21%	14%

Kinship Carer Satisfaction Scores

n=22	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Opportunities for children to participate in decisions about their care	9%	41%	32%	18%	0%
Contact arrangements with parents/family	5%	32%	14%	41%	9%
Level of support provided to a child during placement	9%	23%	32%	23%	14%
Level of support provided to you (carer) during placement	0%	41%	18%	18%	23%
Your carer approval process	5%	55%	23%	18%	0%
Your ability to have input into decisions about the child's care	5%	36%	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=28	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	4%	36%	25%	14%	21%
Foster & Kinship Care Agency	25%	43%	21%	7%	4%
Community Visitor or Child Advocate	32%	29%	36%	0%	4%

Kinship Carers

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

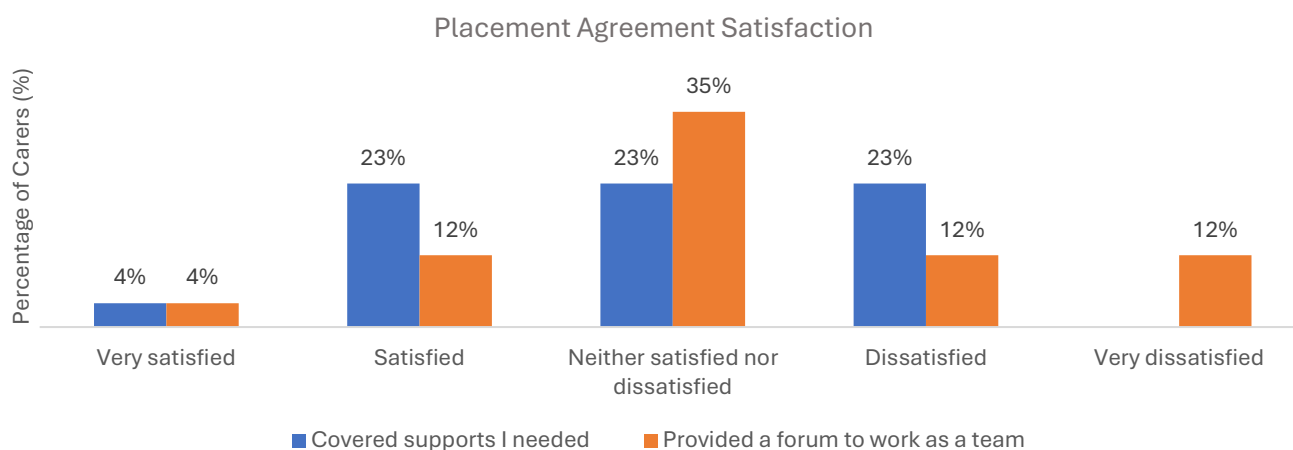
n=22	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	0%	27%	14%	41%	18%
Foster & Kinship Care Agency	41%	32%	9%	9%	9%
Community Visitor or Child Advocate	32%	29%	36%	0%	4%

Placement And Foster Care Agreements

Note: Foster Care Only

n = 28	Yes	No	Don't know
Had a Foster Care Agreement	82%	7%	11%
Had a Placement Agreement	68%	18%	14%

Satisfaction with Placement Agreements



Carer Connect App

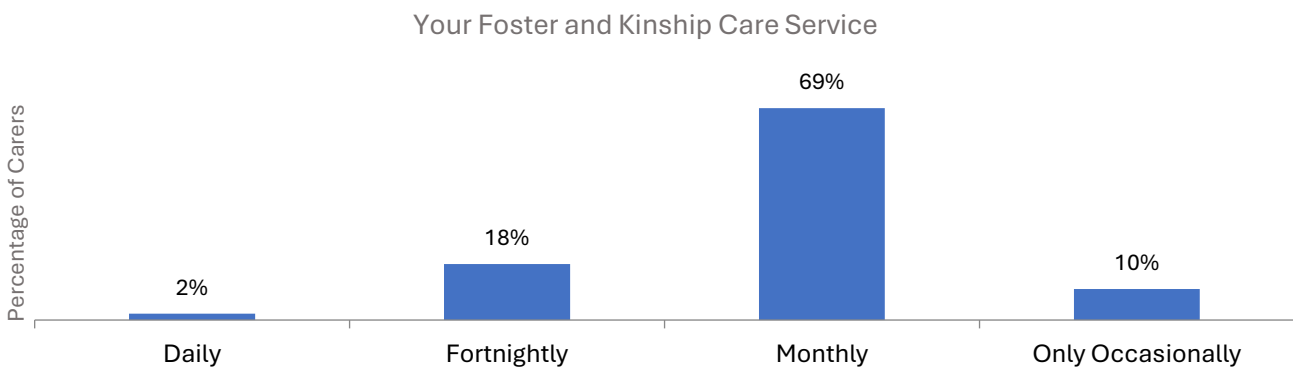
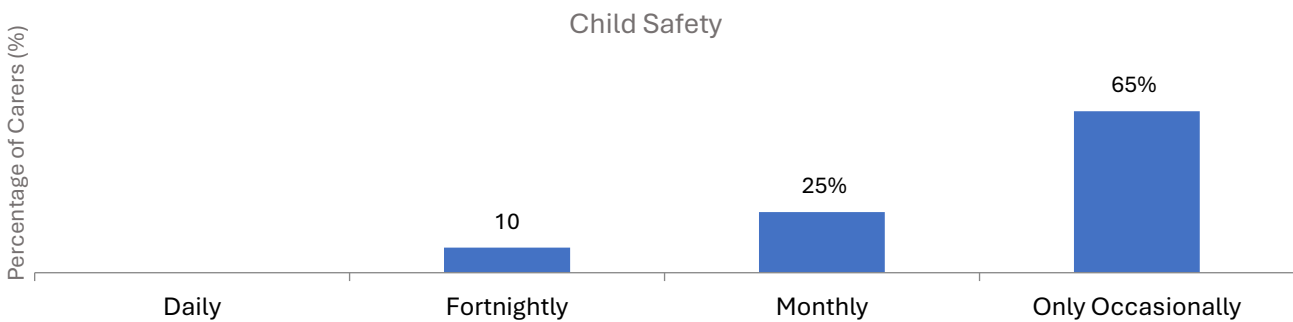
60% of foster carers and 93% of kinship carers did not use the Carer Connect app. Among those that did use the app, feedback is mostly neutral.



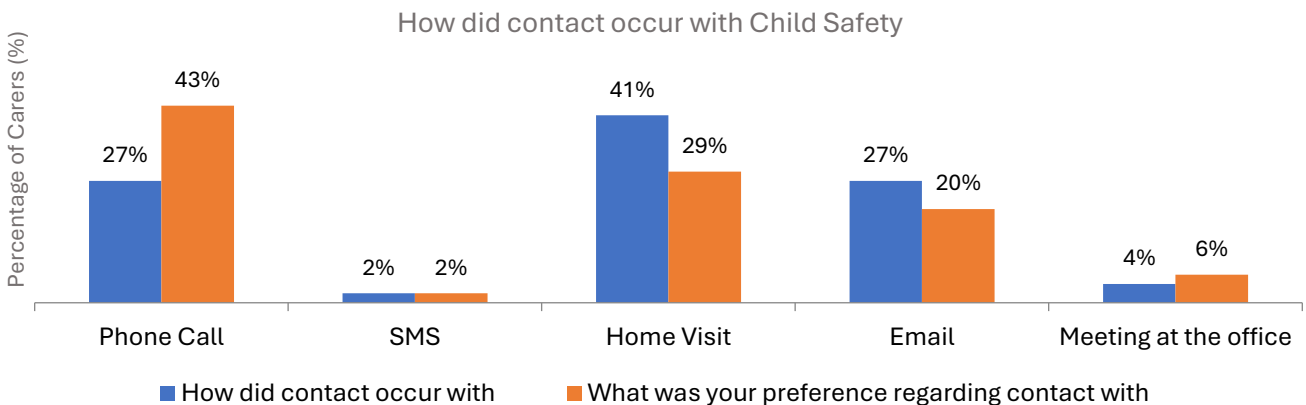
	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
Foster Carer n=20	0%	10%	70%	15%	5%
Kinship Carer n=12	8%	33%	42%	17%	0%

Regularity Of Contact with Child Safety and Foster & Kinship Care Agency

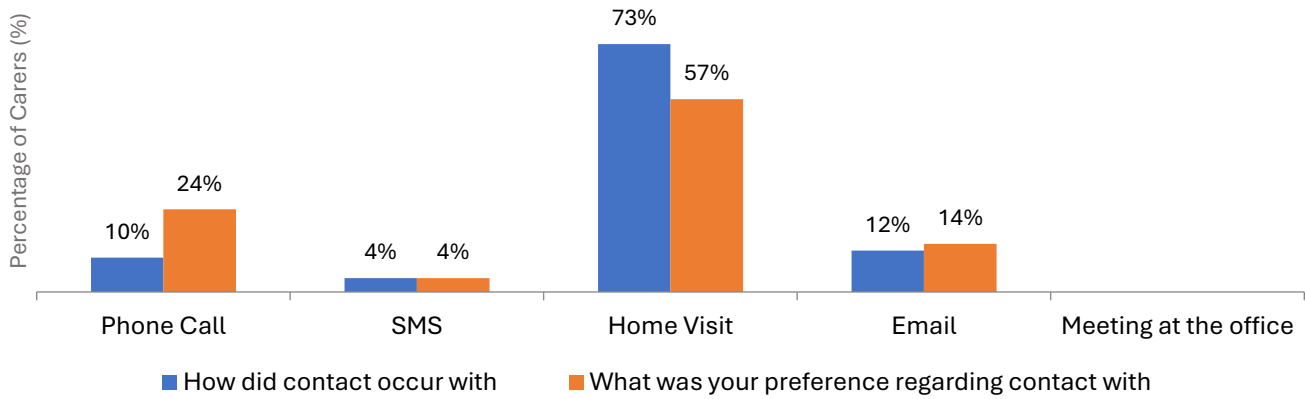
n=49 (Foster and Kinship Carers)



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



How did contact occur with Foster and Kinship Care Agency

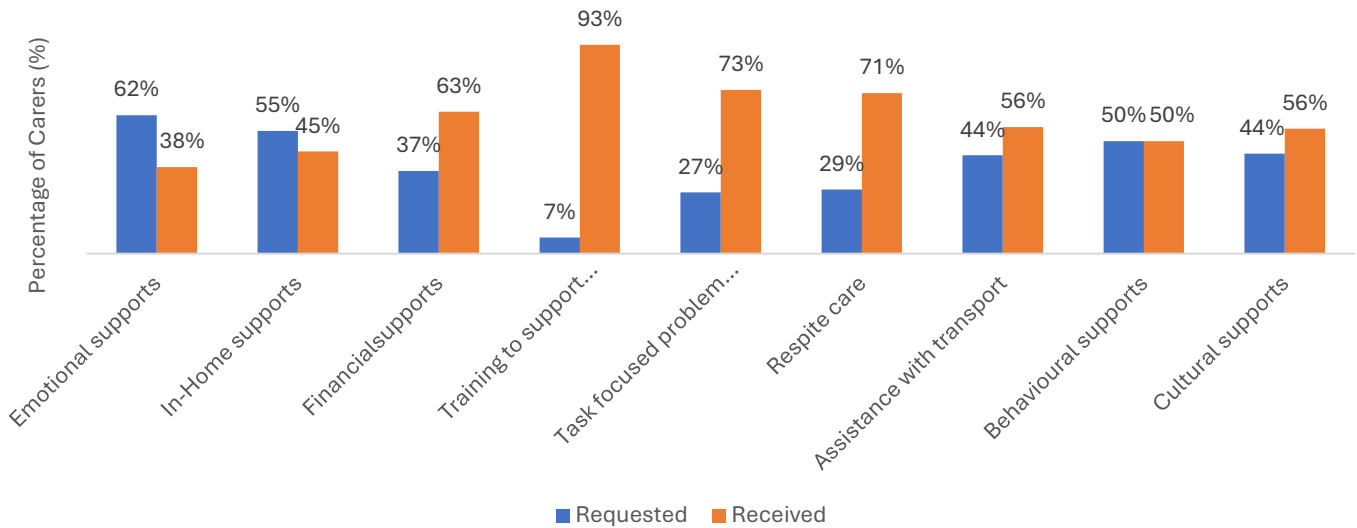


SECTION 4: SUPPORTS REQUESTED AND RECEIVED

Supports Requested and Received by Child Safety

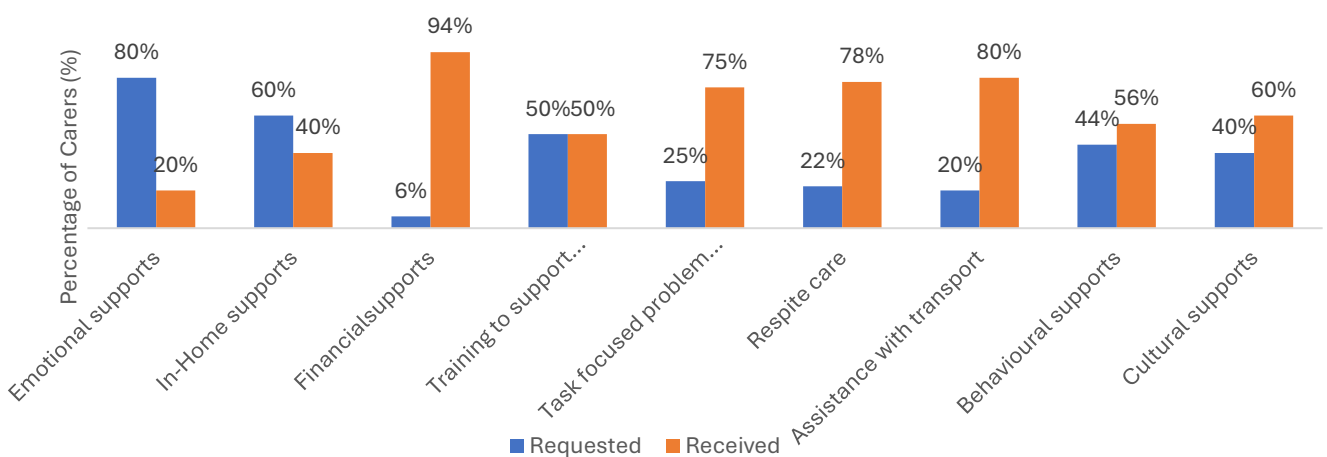
Foster carers *n* = 26

Supports requested and received by Child Safety



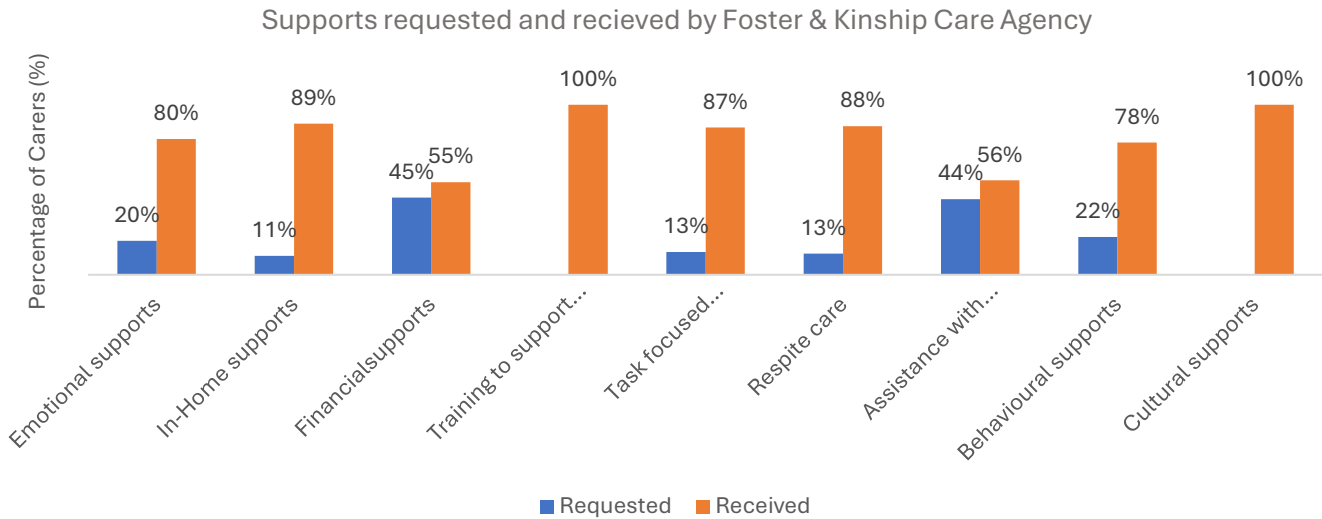
Kinship Carers *n* = 18

Supports requested and received by Child Safety

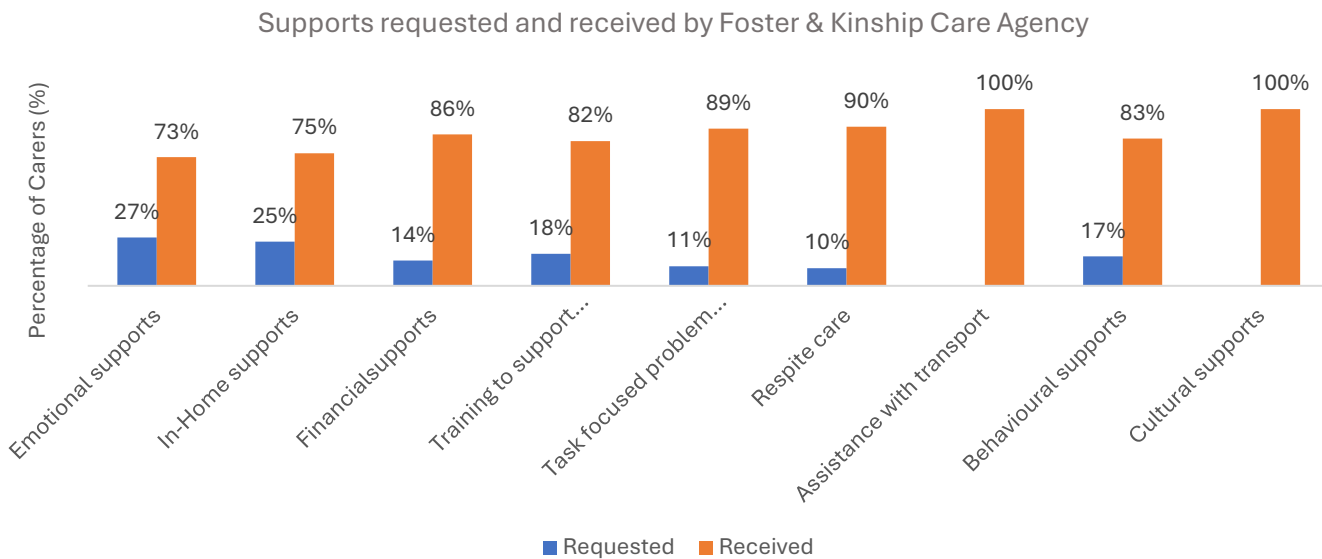


Supports Requested and Received by Foster & Kinship Care Agency

Foster carers *n* =26



Kinship Carers *n* = 18



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

62% of foster carers and 38% of kinship carers received supports outside of Child Safety or Agencies.

SECTION 4.1: ABOUT CARER SATISFACTION WITH MONEY MATTERS

Foster carers

<i>n</i> = 26	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The Allowance payment rate	21%	25%	38%	17%	0%
How quickly you were reimbursed for out-of-pocket expenses	8%	27%	27%	35%	4%
How quickly you were paid	19%	42%	19%	15%	4%

Kinship Carers

<i>n</i> = 17	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The Allowance payment rate	22%	39%	22%	6%	11%
How quickly you were reimbursed for out-of-pocket expenses	12%	53%	12%	18%	6%
How quickly you were paid	33%	33%	11%	11%	11%

SECTION 4.2: TRAINING AND DEVELOPMENT

Foster Carers

Training

<i>n</i> = 26	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Getting Ready to Start	35%	42%	19%	0%	4%
Starting Out	40%	40%	20%	0%	0%
Advanced	36%	27%	32%	5%	0%
Hope & Healing	23%	42%	19%	8%	8%

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

<i>n</i> = 25	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child specific training	24%	28%	32%	8%	8%

Cultural support for Aboriginal and Torres Strait Islander Children

<i>n</i> = 22	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural Supports	23%	27%	41%	9%	0%

Information provided

<i>n</i> = 26	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety policies, legislation and procedures	27%	23%	35%	8%	8%
To assist you with the foster care role	27%	42%	23%	4%	4%
About your role and responsibilities	35%	38%	19%	4%	4%
About Child Safety's role and responsibilities	31%	8%	38%	15%	8%
About your Foster and Kinship care services' role and responsibilities	35%	35%	23%	4%	4%

About other agencies role and responsibilities	23%	31%	38%	8%	0%
About positive behaviour support strategies and acceptable discipline practices	27%	38%	23%	8%	4%

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

56% 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 below.

If not, what training/strategies would have better prepared you for being a carer?

Additional training focused on Behavioural support and management is the dominant additional training suggested by foster carers.

Kinship carers

Training

n=18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child specific needs training	11%	50%	39%	0%	0%
Hope & Healing	0%	61%	28%	11%	0%

Cultural support for Aboriginal and Torres Strait Islander Children

n=18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural Supports	0%	44%	56%	0%	0%

Information provided

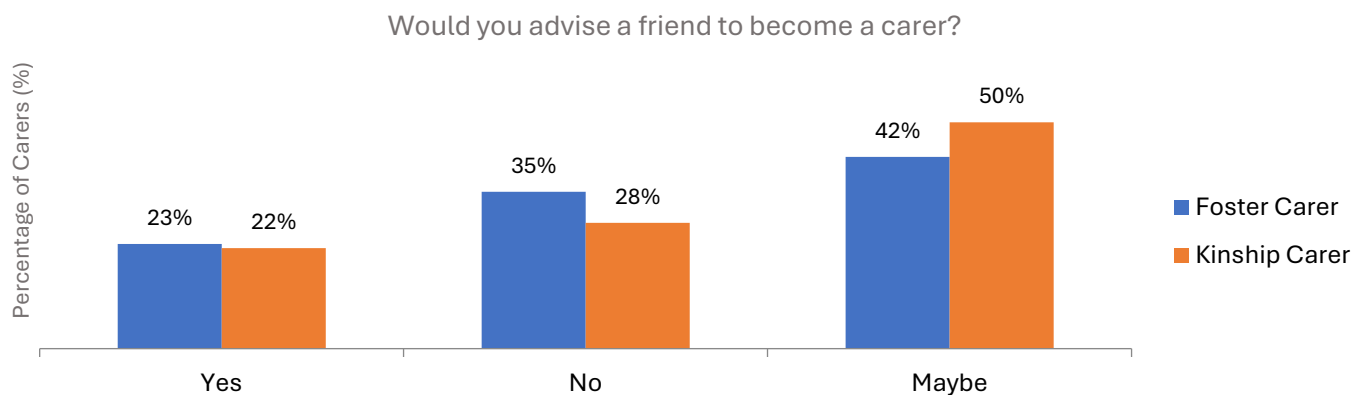
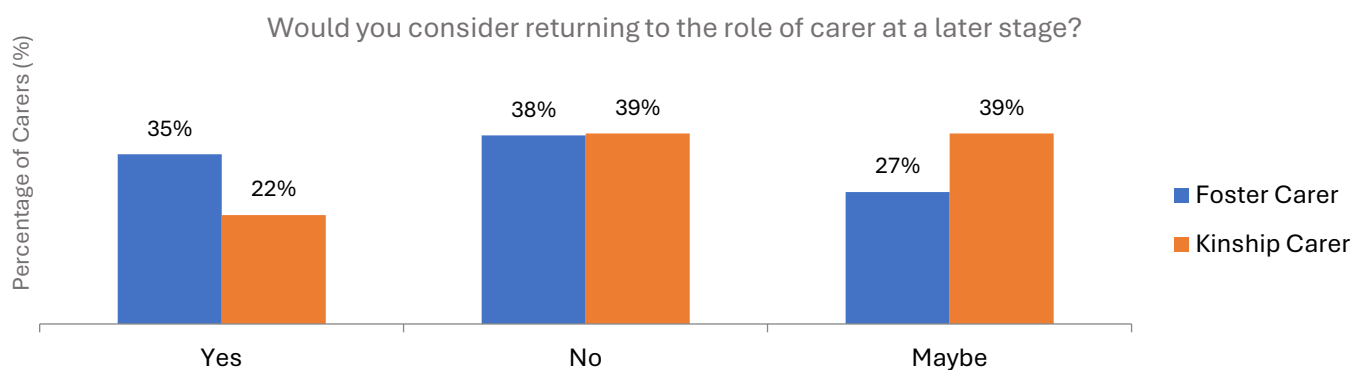
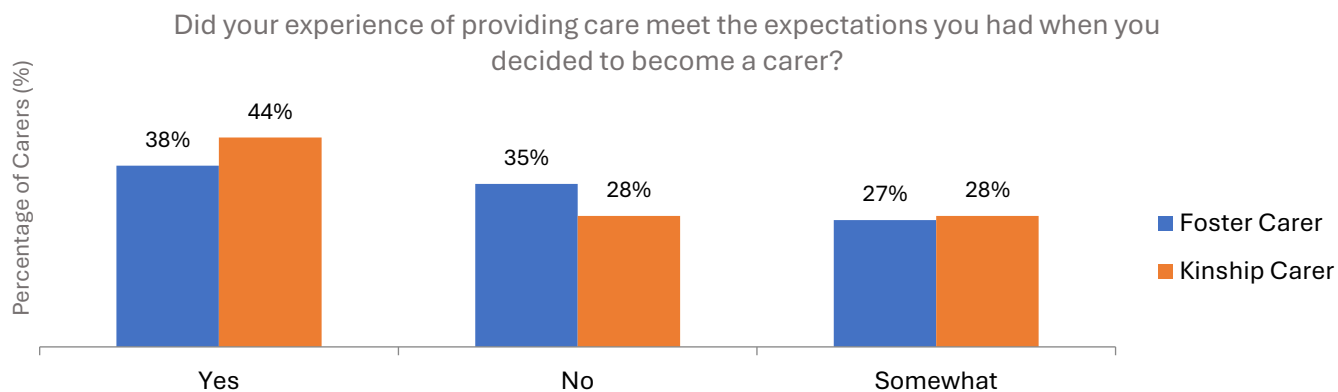
n=18	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
To assist in preparing you for the kinship care role	17%	44%	28%	11%	0%
Child Safety policies, legislation and procedures	11%	50%	22%	17%	0%
About your role and responsibilities	17%	61%	17%	0%	6%
About Child Safety's role and responsibilities	11%	50%	17%	22%	0%
About your Foster and Kinship care services' role and responsibilities	17%	61%	17%	6%	0%
About other agencies role and responsibilities	11%	67%	11%	11%	0%
About positive behaviour support strategies and acceptable discipline practices	11%	67%	11%	11%	0%

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

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

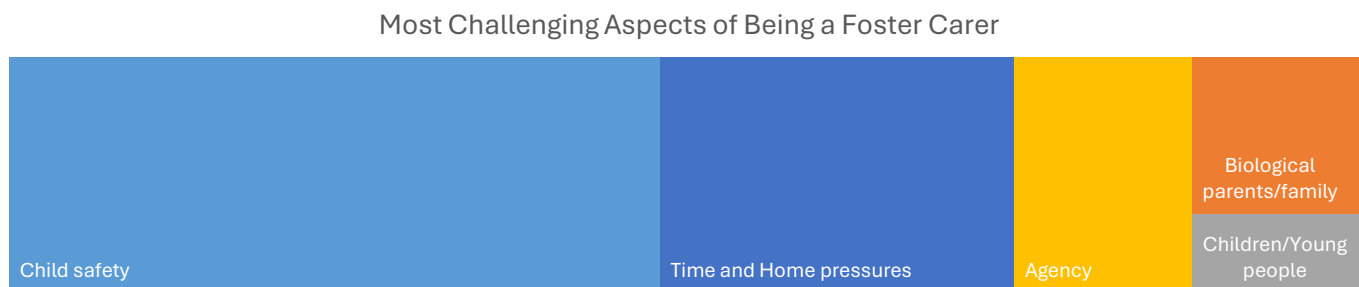
SECTION 5: YOUR OVERALL EXPERIENCES AS A CARER

n = 18 (Kinship carers) n= 26 (Foster carers)



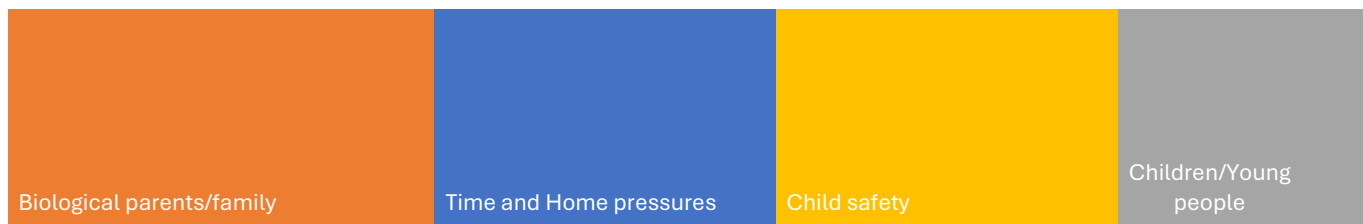
What were the most challenging aspects of being a carer?

Foster Carers n = 24



Kinship Carers *n* = 16

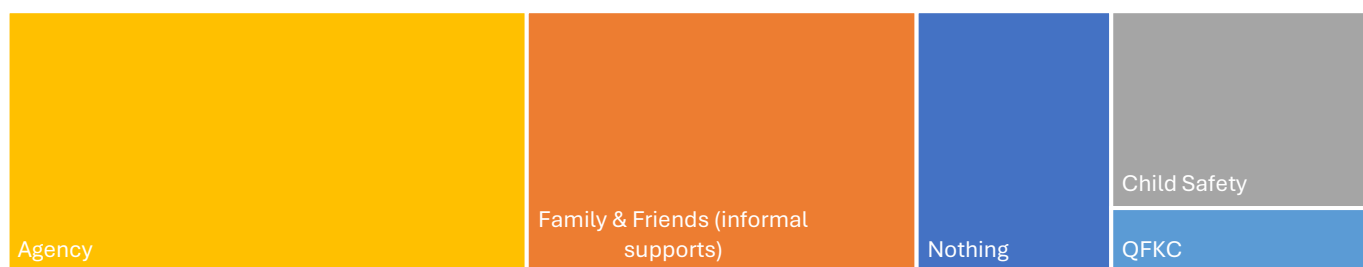
Most Challenging Aspects of Being a Kinship Carer



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

Foster Carers *n*=21

What Helped you feel support in your role?



Kinship Carers *n*=16

What helped you feel supported in your role?

