



Carer Exit Survey Report

2022-2023



Queensland
Foster and
Kinship Care

Contents

<u>Acknowledgement</u>	2
<u>Executive Summary</u>	3
<u>Methodology</u>	5
<u>Brisbane & Moreton Region</u>	9
<u>South East Region</u>	23
<u>South West Region</u>	39
<u>Sunshine Coast & Central Region</u>	53
<u>North QLD Region</u>	67
<u>Far North QLD Region</u>	82

Acknowledgement

Queensland Foster and Kinship Care received feedback from 155 former carers across Queensland. These carers have provided insight on their journey, as well as their experience as a foster or kinship carer.

We appreciate the carers who have taken their time to undertake the Carer Exit Survey, either in a form of a telephone interview, post survey or an online survey. We thank you for sharing your feedback and experience with Queensland Foster and Kinship Care.

Contact for Enquiries

For enquiries or further information about this report (including to receive a hard copy) please contact us at:

Queensland Foster and Kinship Care
7/10 Depot St, Banyo QLD 4104
Tel: 07 3256 6166
E-mail: admin@qfkc.com.au
qfkc.com.au

Executive Summary

Introduction

Queensland Foster and Kinship Care (QFKC) has undertaken the role of managing the Exit Interview Program for the past sixteen years to establish a report that enables carers across Queensland (QLD) the option to share their experiences and provide feedback.

This Carer Exit Survey consists of 82 foster and 73 kinship carers who participated between the 1st of July 2022 to the 30th of June 2023. Participants within this survey were foster and kinship carers who have exited the system within the Queensland state and were asked questions about their experience as a former carer during their time.

In previous years, notification of a carer's exit, known as an *End of Carer Approval Notice*, is referred by Child Safety to QFKC, allowing QFKC to contact the carer to provide an opportunity to undertake the survey.

However, over the years QFKC has identified that the organisation does not receive all *End of Carer Approval Notices* for carer families who have exited the system. Overcoming this limitation, Child Safety and QFKC reviewed the referral system and proposed a streamline process that allows QFKC to receive referrals simultaneously with Child Safety. This new form is now known the Foster and Kinship Care Exit Referral Form.

Despite great efforts, QFKC understands whilst new procedures were implemented on the 1st of July 2022, changes do take time and there is recognition that not all exit referrals have been received this financial year but QFKC will continue to actively work with the agencies to ensure that this does occur.

This report will include responses and feedback from former carers who have completed the survey and who have exited from the 1st of July 2022 to the 30th of June 2023.

Survey Content

The survey was structured to enable a better understanding of the carer's experience. Therefore, the development of the survey was separated in 7 parts.

Part 1 – About the Carer

Part 2 – The carer's role – Understanding their role as a carer and why they became a carer

Part 3 – The carer's reasoning for discontinuing – Understanding the contributing factors

Part 4 – Carer's satisfaction

Part 5 – Communication and Support

Part 6 – The support the carer received

Part 7 – Overall experience as a carer

Key Findings

Characteristics of the Carers Participating

- 12% of carers were either Aboriginal and/or Torres Strait Islander
- 93% of foster carers and 95% of Kinship carers were affiliated with a Foster and Kinship Care service
- 22% of foster carers were in their role for over 10 years, 23% of kinship carer were caring for 2 years.
- The age group carers mostly cared for ranged between 6 to 10 years—44% foster carers and 69% kinship carers
- 34% of foster carers had 10 or more children during their carer time and 60% of kinship carers had 1 child in their care.
- 89% foster carers had the desire to help children in need, 67% of kinship carer wanted stability for the children and family.

Carer Experience

- 39% of kinship carers ceased their role due to reasons relating to Child Safety
- 49% of foster carers left their roles due to reasons relating themselves and their family.
- 33% foster carers and kinship carers were neutral with Child Safety.
- 39% of foster carers were satisfied with the number of children being placed at any one given time.
- 38% of foster carers were satisfied with the manner in which the carer approval was undertaken
- 30% of kinship carers were satisfied with the arrangement of children having contact with parents and other family members.
- 30% of kinship carers were satisfied with their ability to have input into the child's care
- 27% of foster and kinship carers were neutral with information provided to them about the child prior to placement
- 25% of foster and kinship carers were very dissatisfied with Child Safety's engagement and response

Executive Summary

- 31% of foster and kinship carers were very satisfied with the engagement and response from the Foster and Kinship Care Service

Support and Communication

- 73% of foster carers had a Foster Care Agreement in place
- 61% of foster carers had a placement agreement in place
- 42% of carers had contact with Child Safety via a home visit
- 58% of carers had contact with their Foster and Kinship Care Service via a home visit
- 42% of carers requested emotional support from their Foster and Kinship Care Service—this was fulfilled 101%
- 41% of carers requested financial support from Child Safety—94% of this request was received
- 28% of carers were satisfied with the range of allowances provided by child safety meeting the cost of caring
- 36% of carers were satisfied with how quickly the allowances were paid
- 40% of foster carers and 30% kinship carers were satisfied with the training and development provided to them

Overall

- 38% of carers would not advise a friend to be a carer
- 38% of carers would not return to the carer role later in their life
- 33% of carers stated their experience did not meet their initial expectations— 30% of carers stated it meet their expectations.

Methodology

Survey Population and Sample

The population group were former carers that have recently exited the Child Protection System, the sample group for the report were drawn from carers who wish to participate in providing their feedback. In this report, 155 carers participated in the Carer Exit Survey from the initial 663 known exits across the state. Therefore only 23.38% of known carers that have exited the system within the 2022-2023 financial year participated in the survey.

Fieldwork

Notification of a carer exiting is through a streamline process that allows QFKC to receive an exit referral form simultaneously as Child Safety when they receive notification on a carer's exit.

The notification to QFKC enables the team to send through an exit letter to the carer/s advising that an *Exit Referral Form* has been received from Child Safety and inviting them to provide feedback about their experience as a carer, by completing a survey. The letter provides several options including an online survey link, paper survey or a telephone interview.

Paper surveys were posted as requested and include a reply-paid envelope for easy return. Telephone interviews were scheduled when it was mutually convenient. All returned paper surveys and telephone interviews were inputted into the online survey by QFKC.

After a two-week period QFKC make a follow up phone call with the carer/s, where possible, to acknowledge if the letter had been received, and discuss the opportunity to provide feedback about their experiences. Where no phone contact details have been provided on the *Exit Referral Form* QFKC would follow up by email.

Table 1.1 provides an overview on the call outcomes from the follow up call with former carers.

Referring to *Table 1.1* from the initial sample of 663 exit referrals, 155 carer exits participated in the carer survey.

Please note the data table provided to the left is reflective on the information received during the follow up call and survey outcomes.

Table 1.1 Initial Sample and Percentages

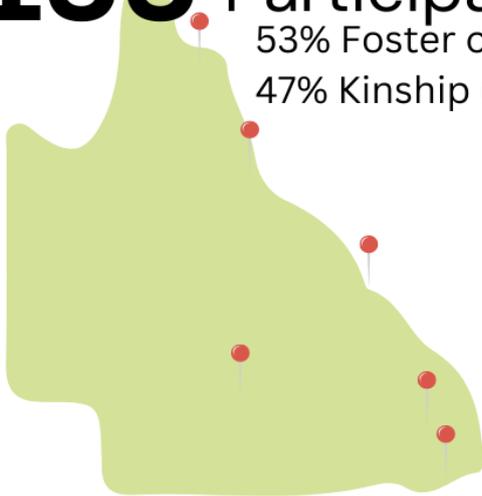
Call Outcome	n (%)	Notes
Interviews	20 (3%)	Phone interviews
Online Survey	132 (19.9%)	
Post survey	3 (0.5%)	
Non-Contacts	276 (41.6%)	Calls that involved where there was no answer or the call went straight to voicemail. A voicemail was left to contact QFKC. Other reasons include; incorrect details, the carer was deceased or no details were provided.
Refusals	59 (8.9%)	
Still a Carer	8 (1.2%)	
Other	165 (24.9%)	Survey link sent or caller informed they will do the survey online
Total Initial sample	663 (100%)	



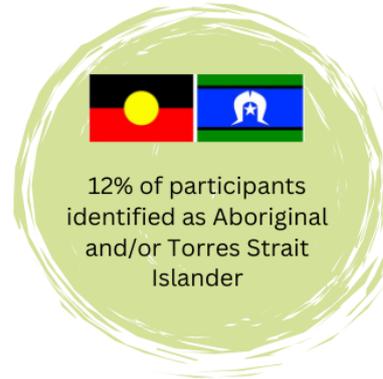
Carer Exit Survey Results

155 Participants

53% Foster carers
47% Kinship Carers



Carer Identity



 22% foster carers cared for 10+ years
23% of kinship carers cared for 2 years

 Foster & kinship carers mostly cared for children aged between 6 - 10 years - 44% foster & 69% kinship 



Why they started their role?

89% of foster carer had the **desire to help children in need**
67% of kinship carers wanted **stability for the children and family.**

Why did they leave?



49% of foster carers left due to reasons relation to **themselves and their family**
39% of kinship carers left due to **Child Safety**

Carer Satisfaction in their role

-  33% of foster and kinship carers were **neutral** with child safety
-  39% of foster carers were satisfied with the **number of children placed with them at any one given time**
-  30% of kinship carers were satisfied with the **arrangement of contact with parents and other family members**
-  30% of kinship carers were satisfied with their **ability to have input into the child's care**
-  27% foster and kinship carers were neutral with **information provided to them about the child prior to placement**
-  25% of foster and kinship carers were very dissatisfied with **Child Safety's engagement & response**
-  31% of foster and kinship carers were very satisfied with their **Foster and Kinship Care Service's engagement & response**

Did you know?

73% of foster carers had a **Foster Care Agreement** in Place
61% of foster carers had a **Placement Agreement** in place

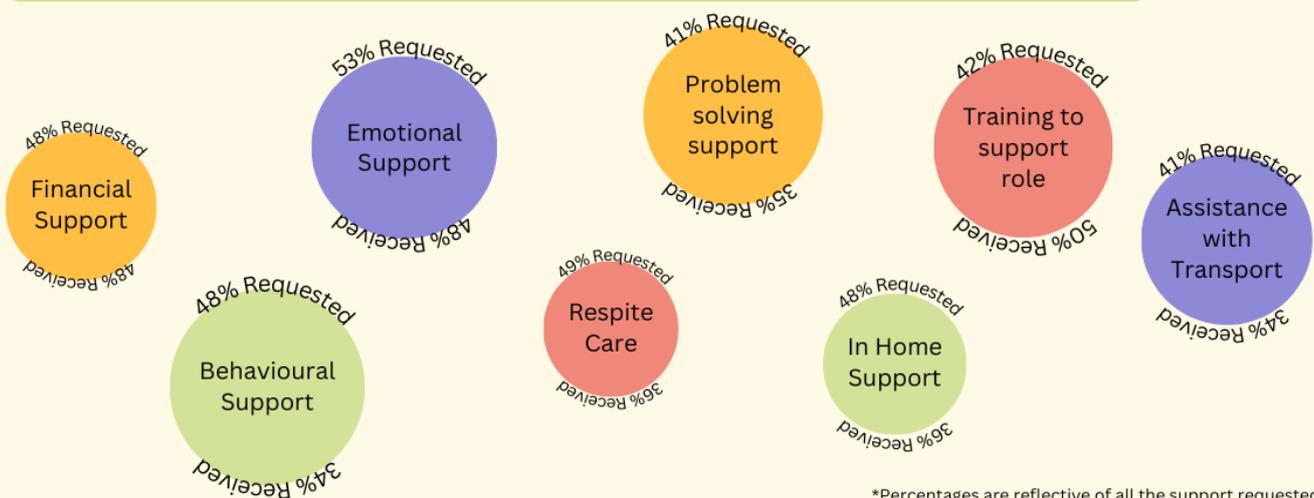
Contact with Child Safety & their Foster and Kinship Care service?

42% of carers had a **home visit** with Child Safety
44% of carers stated they would be in contact with Child Safety **occasionally**
58% of carers had a **home visit** with their Foster and Kinship Care Service
44% of carers stated contact with their Foster and Kinship Care Service was on a **monthly** basis

Were they attached to an agency?

93% of **foster carers** & **95%** of **kinship carers** were affiliated with a Foster and Kinship Care Service

Support Requested & Received from Child Safety & their Foster and Kinship Care Service



*Percentages are reflective of all the support requested and received between both stakeholders



Carer Allowance Satisfaction

- 24% were neutral with **how quickly they were reimbursed for out of pocket expenses**
- 28% of carer were satisfied with the **range of allowances provided by child safety meeting the cost of caring**
- 36% of carers were satisfied with **how quickly the allowances were paid**
- 28% of carers were satisfied with **the allowance payment rates**

Training & Development

- 43% of foster carers were satisfied with the **Pre-service training (Getting Ready)**
- 46% of foster carers were satisfied with the **Standard Training (Starting Out)**
- 45% of foster carers and 42% of kinship carers were satisfied with the **information provided to them about their role and responsibilities**
- 43% of foster carers were satisfied with the **information provided about positive behaviour support strategies and acceptable discipline practices** - 29% of kinship carers were satisfied or neutral
- 27% of kinship carers were satisfied with the **information provided about Child Safety's roles and responsibilities** - 34% of foster carers were satisfied
- 36% of kinship carers were neutral with the **Hope & Healing Trauma Informed Approaches** - 34% of foster carers were satisfied

Where to from here?

38% of carers stated they **would not** advise a friend to become a carer

26% of carers stated they **may** advise a friend to become a carer

38% of carers **would not** return to the carer role at a later stage

33% of carers stated their carer experience **did not meet** their initial expectations when deciding to become a carer - 30% stated **it did**

