
South East Region

Bayside

Beaudesert

Beenleigh

Browns Plains

Labrador

Logan Central

Loganlea

Mermaid Beach



South East

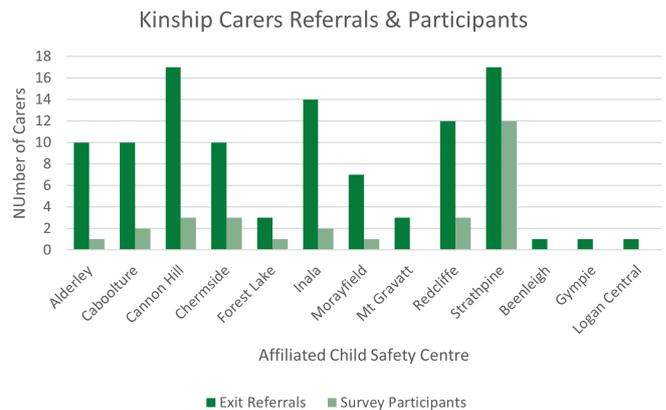
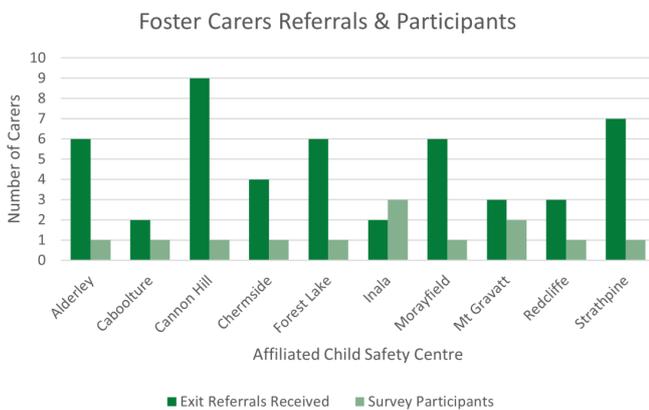
About the Foster and Kinship Carer

Queensland Foster and Kinship Care received 154 exit referral forms within the financial year of 2022-2023 for the South East Region—56 foster carers and 98 kinship carers. From this sample, 36 (23%) individuals participated in the Carer Exit Survey - 18 foster carers and 18 kinship carers within the South East region.

Participation rates differed between the two carer types, as 32% of foster carer referrals received participated in the Carer Exit Survey and 18% of kinship carers participated in this survey. Results show from the graph below;

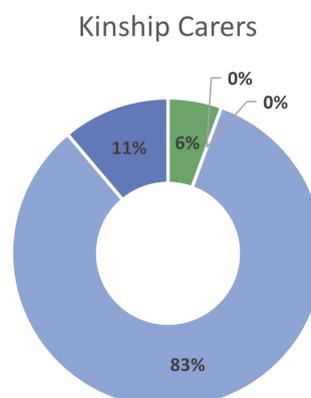
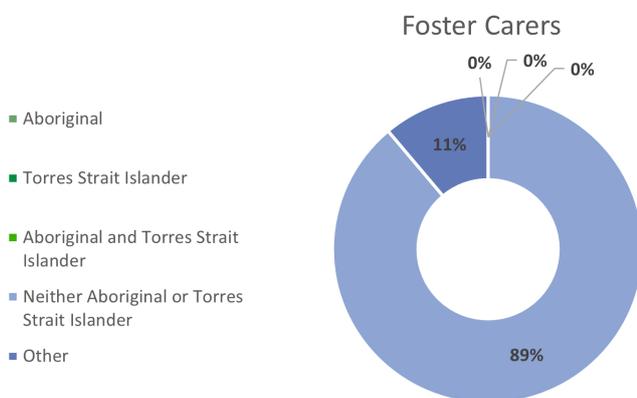
- 80% of foster care referrals from Beenleigh Child Safety Service Centre participated in the survey (respectively 5 referrals, 4 participants)
- 50% of Browns Plains Child Safety Service Centre foster carers participated (4 referrals, 2 participants)
- 42% of Labrador Child Safety Service Centre kinship carers participated in the survey (12 referral, 5 participants)
- 31% of Loganlea Child Safety Service Centre kinship carers participated (13 referral, 4 participants)

Please note referrals received by agencies provided information of other Child Safety Service Centres that are located in other regions, however, stated the carer was within the South East Region. There are times carers are situated in one region and affiliated with a Child Safety Service Centre in a different region—QFKC have noticed this pattern more amongst the kinship care population than foster carers.



Carer Ethnicity

From the 36 participants within the survey, 3% identified as Aboriginal and/or Torres Strait Islander and 97% identified as neither and/or other. The below graph provides a breakdown on the ethnicity of the participants and carer status.



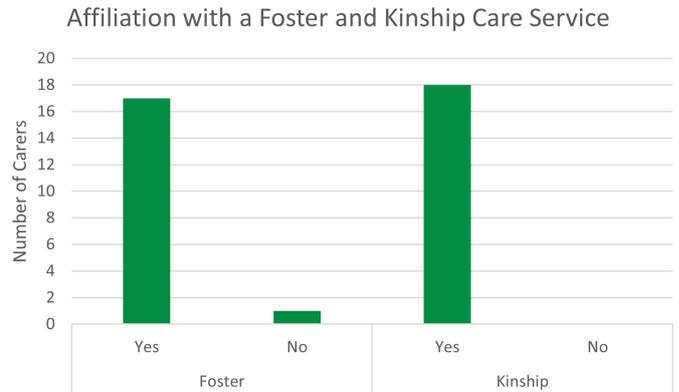
About the Role of a Foster and Kinship Carer

In this section, carer’s were supplied questions to elaborate on their role as a foster/kinship carer, what were their motivations in entering in this role, the duration of being a carer and the number of children placed in their care during their time.

Foster and Kinship Care Service

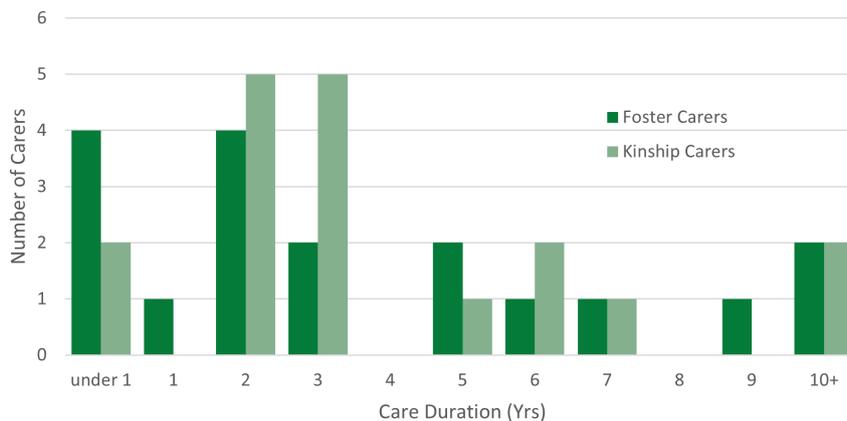
Foster and Kinship Care Services, also known as agencies, provide the day-to-day support for carers and children in care. Within the South East, QFKC is aware of 11 different agency organisations across the region supporting foster and kinship carers.

Participants provided insight to their Foster and Kinship Care Service (agency) affiliation and provided a response—refer to the graph. 6% (1 foster carer) stated they had no affiliation with an agency, with all kinship carers who participated have stated being affiliated with an agency service.



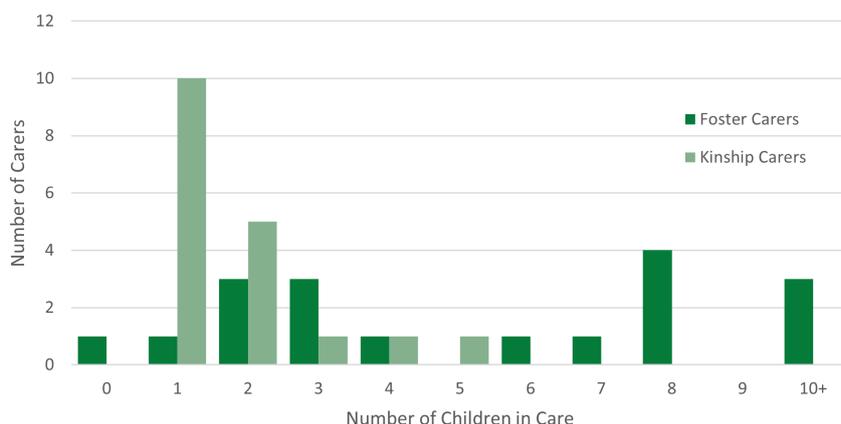
Carer Duration

Foster and kinship carers opted out at varies times during their carer role, this may be due to reunification, placement breakdown and many more reasons. From the Carer Exit Survey, majority of foster carers 44% have left their role at 2 years (22%) or under 1 year of caring (22%). While 56% of kinship carers left their role at 2 (28%) or 3 years (28%) of caring for a child in care. Data relating to carer duration is in the graph below.



Child/ren in Care

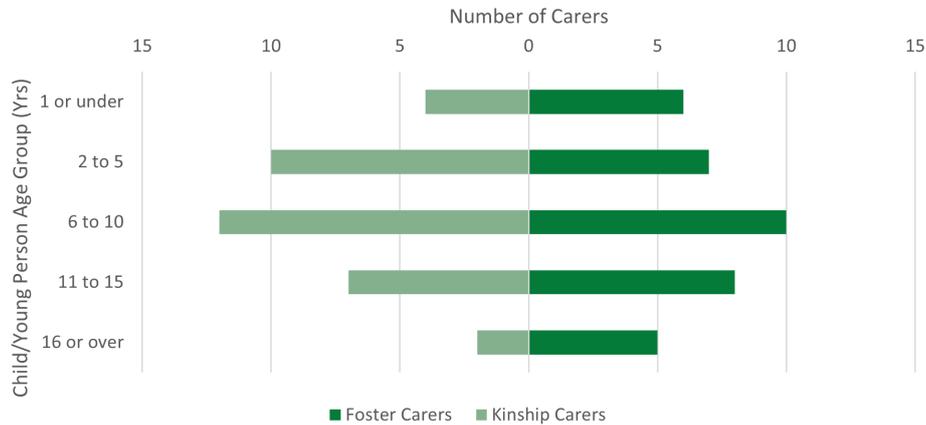
Foster and kinship carers were given an opportunity to provide an overview on how many children were placed in their caring time. 56% of kinship carers within the South East Region cared for only 1 child during their time of caring, followed by 28% having had 2 children in their care. 22% of foster carers cared for at least 8 children, followed by 17% either having 2, 3 or 10 and more children in their care.



Age Group of Children in Care

Many carers across Queensland care for children for many years and experience various developmental stages of a child’s life. Participants within this survey were able to provide indication of the child/ren’s ages who they have cared for in their carer role.

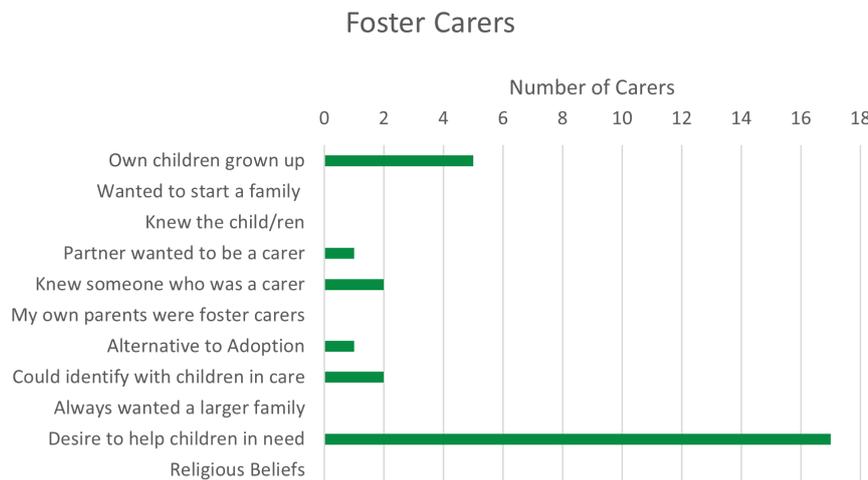
The below graph provides an overview on the age group foster and kinship carers cared for during their time, please note that many carers have taken care of children for a lengthy period of time and were able to select more than one age group to reflect this.



In the above graph, kinship cares provided more care for children between the ages of 2 to 15 years, whereas foster carers provided a large range of care for all age groups and had twice the amount of caring for children of 16 years or over in comparison to kinship carers.

Initial Reason to Care

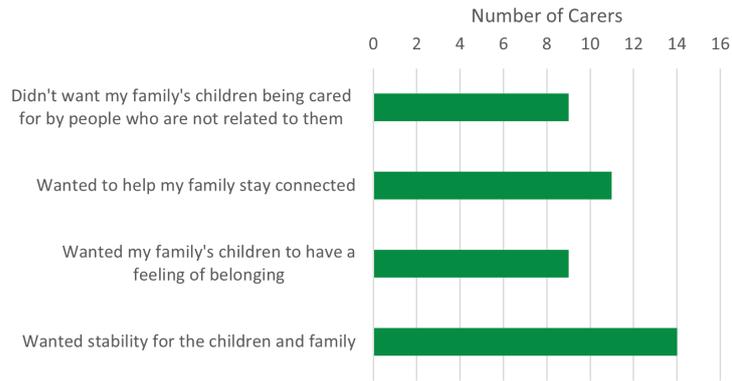
The Carer Exit Survey asked carers their initial motivations to become a carer. Carers are drawn to being humanitarians by volunteering to provide and create a safe, stable, and supportive environments for children in care. In the graphs below, foster and kinship carers were able to select more than one answer as to why they became a carer in the first place.



94% of foster carers in the South East Region had the desire to help children in need. Furthermore;

- 28% had their own children grown up
- 6% has a partner who wanted to be a carer or an alternative to adoption
- 11% knew someone who was a carer
- 11% could identify with children

Kinship Carers



Kinship care participants provided insight as to what made them initially become a carer:

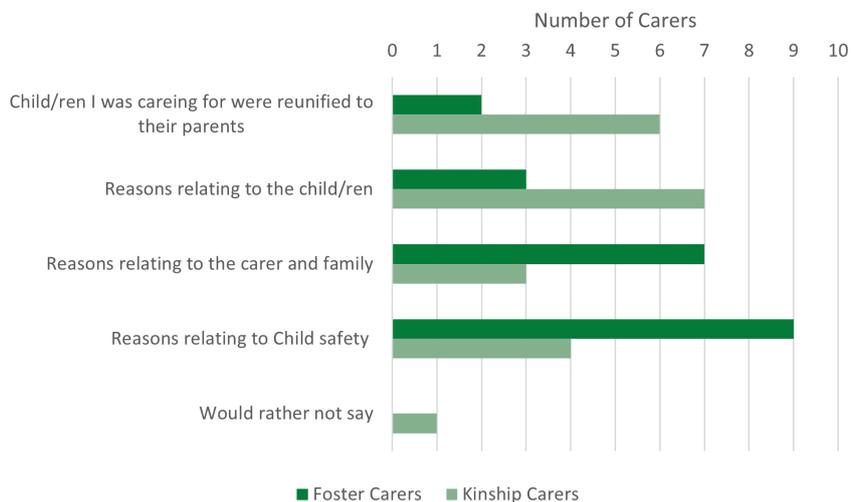
- 78% stated they wanted stability for the children and family,
- 61% wanted to help with having the family stay connected,
- 50% did not want the children being cared for by someone unrelated to them or wanted the children to have a feeling of belonging

Reasons for Discontinuing

In this section, carer’s were given the opportunity to expand on the reasons of cessation of their carer status and elaboration on the contributing factors in making this decision.

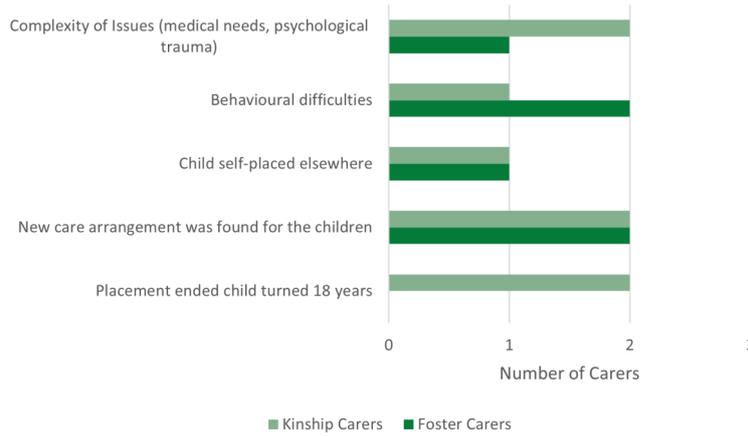
Main Reason to Discontinue

Participants were asked the reasoning for leaving their foster/kinship care role. 50% of foster participants left their role due to reasons relating to Child Safety. However, in comparison to kinship carers, 33% left their role because of reasons relating to the child/ren in their care. Further breakdown on a carer’s main reasoning in discontinuing their role is in the graphs below.



Carers were able to expand on this if they wish to provide greater insight as to the reasoning behind their decision. Carers were able to expand on this if they wish to provide greater insight as to the reasoning behind their decision. The following graphs in the next page provides an overview of the carer’s responses based on child-related reasons and family-related reasons. Some graphs are not provided as there were limited responses associated with the survey question, and therefore are provided in percentages. Kinship carers were given a set of different options within the survey due to the nature of their carer role.

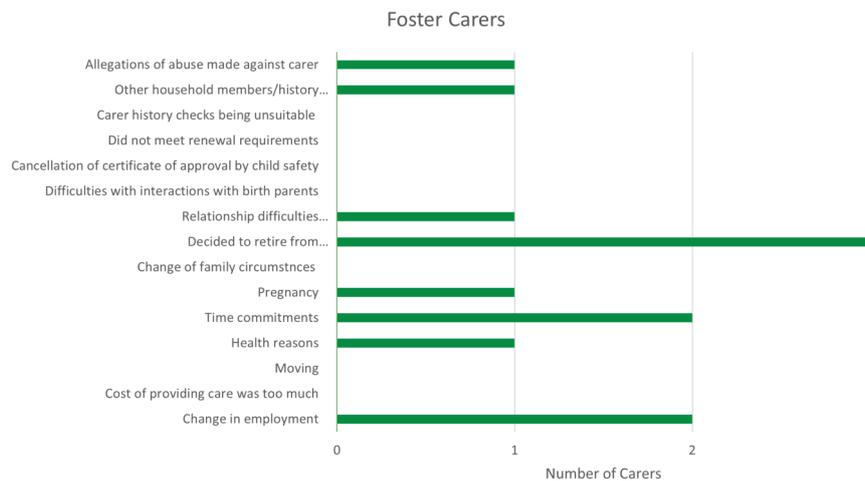
Please note only an average of 6.5 foster carers and an average of 5 kinship carers participated in these questions as these were relevant to their reasoning of discontinuation. Therefore, percentages provided includes all participants, to provide a more accurate indication of the carer participants.



11% of kinship care participants informed either the complexity of issues, new care arrangement was found for child/ren and the placement ended due to the child come of age were the reason as to why they are no longer a kinship carer. Though for foster carers, 11% had the child move into another care arrangement or had behaviour difficulties.

Reasons Relating to the Carer and their Family

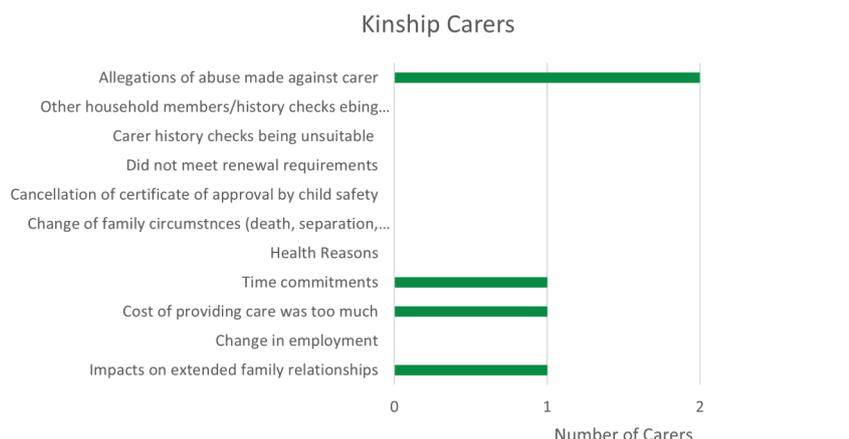
Foster Carers



Foster carers provided expanded on their reasoning for reasons relating to their family and themselves, 17% of participants stated they decided to retire from fostering. Furthermore, 11% of foster carers either had to discontinue due to having employment changes or change in commitment times. 6% of carers had health issues or had relationship difficulties and decided to cease their carer role.

Kinship Carers

11% of kinship carers in the South East region indicated they had to cease their carer role was due to allegations of abuse being made against them. A further 6% of kin had either had their role impact their relationship with extended family, change in time commitments or the cost in providing care was too much.



Carer Satisfaction

Participants were able to provide feedback on a Likert-scale, also known as a satisfaction scale, to give us an indication on their satisfaction rate in key areas of being a foster or kinship carer. These include their service satisfaction with Child Safety and nature of their placements. Carers were provided an opportunity to read/hear statements and provided feedback from the following scale—very satisfied, satisfied, neutral, unsatisfied, or very unsatisfied.

Child Safety Satisfaction

Please note an error occurred during the development of the survey and therefore, Child Safety satisfaction level statement 2 and 3 are duplicated. QFKC included both duplicated statements as at times the results are not the same.

Overall, 38% of foster carers were **neutral** with Child Safety, with 32% of kinship carers were **very dissatisfied**. Results show 50% of foster carers were **neutral** in the ability to appeal decision related to the carers, in which 28% of kinship carers were **very dissatisfied** in their ability to do so. Further information can be seen in the table below.

Foster Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Ability to appeal a decision related to you that was made by Child Safety	6%	6%	50%	0%	33%	6%
<u>Ability to make a complaint about a service provided by Child Safety</u>	6%	17%	39%	6%	28%	6%
<u>Ability to make a complaint about a service provided by Child Safety</u>	6%	17%	33%	11%	28%	6%
Child Safety's policies and procedures for dealing with a Harm Report/SOC Process	0%	17%	28%	28%	22%	6%
Overall Satisfaction	4%	14%	38%	11%	28%	6%

Kinship Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Ability to appeal a decision related to you that was made by Child Safety	22%	11%	22%	6%	28%	11%
Ability to make a complaint about a service provided by Child Safety	22%	6%	17%	11%	33%	11%
Ability to make a complaint about a service provided by Child Safety	22%	6%	17%	6%	39%	11%
Child Safety's policies and procedures for dealing with a Harm Report/SOC Process	22%	6%	22%	11%	28%	11%
Overall Satisfaction	22%	7%	19%	8%	32%	11%

Placement Satisfaction

Carers were given an insight on their overall satisfaction levels of placement decisions, ranging from the number of children in their care to the arrangement of the child having contact with their family members.

Foster Carers

34% of foster carers were overall **satisfied** with their placement, however, 20% were **very dissatisfied** overall. From the table below;

- 44% were **very satisfied** with the number of children being placed with them at any one given time,
- 44% were **satisfied** with the arrangement of family contact (parents and other family members) for the child/ren,
- 33% were **very dissatisfied** with the level of support provided to the child during placement and the ability to have input into decisions about the child’s care and,
- 39% were **very dissatisfied** with the level support provided to them during the placement.

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The number of children being placed with you at any one given time being reasonable	44%	39%	0%	6%	6%
The extent to which children and young people were provided with an opportunity to participate in decisions about their care	11%	28%	33%	6%	17%
The arrangement for children to have contact with their parents and other family members	11%	44%	17%	17%	6%
Opportunity for you to participate in professional development	28%	33%	28%	0%	6%
The level of support provided to a child during the placement	11%	33%	6%	11%	33%
The manner in which the carer approval process was undertaken	11%	50%	6%	6%	22%
Your ability to have input into decisions about the child's care	6%	17%	28%	11%	33%
The level of support provided to you during the placements	11%	28%	6%	11%	39%
Overall Satisfaction	17%	34%	15%	8%	20%

Kinship Carers

25% of kinship carers were overall **satisfied** with their placement, followed by 23% of kin being **very dissatisfied**. From the table below;

- 28% were **very dissatisfied** with extent of children and/or young people having the opportunity to participate in decision about their care, whereas, 22% of kin stated they were **very satisfied**,
- 27% were **very dissatisfied** with family contact arrangement, with 22% being **very satisfied**,
- 39% were **very dissatisfied** with ability to have input in decisions about the child’s care and,
- 33% were **very satisfied** with the carer approval process.

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The extent to which children and young people were provided with an opportunity to participate in decisions about their care	22%	17%	17%	6%	28%
The arrangement for children to have contact with their parents and other family members	22%	11%	22%	6%	28%
Opportunity for you to participate in training specific to the needs of the children	28%	17%	28%	6%	11%
The level of support provided to a child during the placement	22%	22%	6%	22%	17%
The manner in which the carer approval process was undertaken	33%	22%	11%	11%	11%
Your ability to have input into decisions about the child's care	28%	11%	0%	11%	39%
The level of support provided to you during the placements	22%	17%	17%	6%	28%
Overall Satisfaction	25%	17%	14%	10%	23%

Communication and Support as a Carer

Communication and engagement between all stakeholder, including departments, agencies, and other support organisations, assist carers in their role in providing the best care possible for children. Carers were provided an opportunity to share their feedback in the statements below. Feedback was also given on the Foster Care Agreement and Placement Agreement. However, these series of questions were tailored for the foster care population and was not provided to those identifying as kinship carers.

Engagement Level Satisfaction

Foster Carers

28% of foster carers were **satisfied** with their engagement with stakeholders, from the table below;

- 39% were **satisfied** with the information provided to them about the child prior to placement, whereas 28% of foster carers were **very dissatisfied**,
- 25% were either **satisfied** or **dissatisfied** with the level of engagement with Child Safety,
- 28% were either **very satisfied** or **satisfied** with the level of engagement with the Foster and Kinship Care Service and,
- 33% were **neutral** with the engagement of a Community Visitor and/or Child Advocate.

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The information provided to you about the child prior to placement	6%	39%	11%	11%	28%
The level of engagement and response you've experienced with Child Safety	0%	28%	17%	28%	22%
The level of engagement and response you've experienced with your Foster and Kinship Care Service	28%	28%	6%	22%	11%
The level of engagement and response you've experienced with the QFKC Support Team (FAST)	11%	22%	50%	6%	6%
The level of engagement and response you've experienced with the Community Visitor and or Child Advocate	11%	22%	33%	22%	6%
Overall Satisfaction	11%	28%	23%	18%	14%

Kinship Carers

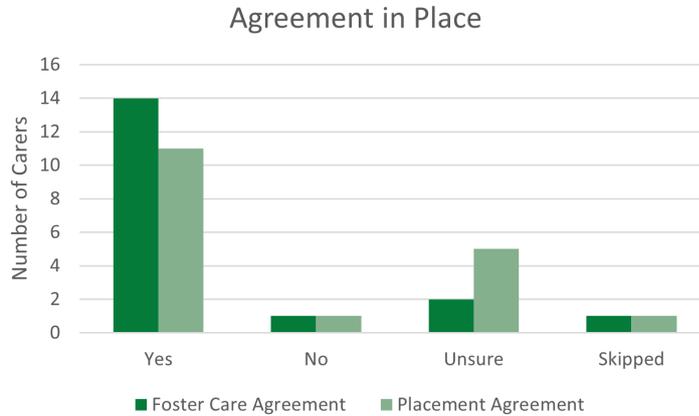
28% of kinship carers were **very satisfied** with an additional 24% being **neutral** towards the engagement received from stakeholders. From the table below;

- 28% of kinship carer were **dissatisfied** with the information provided prior to the placement of the child,
- 39% were **very dissatisfied** with the engagement level of Child Safety
- 50% were **very satisfied** with the engagement level of the Foster and Kinship care service and,
- 33% were **very satisfied** with the engagement level of the Community Visitor and/or Child Advocate

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The information provided to you about the child prior to placement	17%	11%	22%	28%	11%
The level of engagement and response you've experienced with Child Safety	17%	6%	11%	17%	39%
The level of engagement and response you've experienced with your Foster and Kinship Care Service	50%	17%	17%	6%	0%
The level of engagement and response you've experienced with the QFKC Support Team (FAST)	22%	6%	50%	11%	0%
The level of engagement and response you've experienced with the Community Visitor and or Child Advocate	33%	22%	22%	11%	0%
Overall Satisfaction	28%	12%	24%	14%	10%

Foster Care Agreement & Placement Agreement

A Foster Care Agreement is a written agreement between the foster carer, Child Safety and Foster and Kinship Care Service, **78% of carers had a Foster Care Agreement in place**. A Placement Agreement is a written documents that provides information about the child/ren and a plan created between Child Safety and the carer to jointly plan for meeting the needs of the child/ren. **61% of foster carers in South East Region had a Placement Agreement in place**.



Placement Agreement Satisfaction

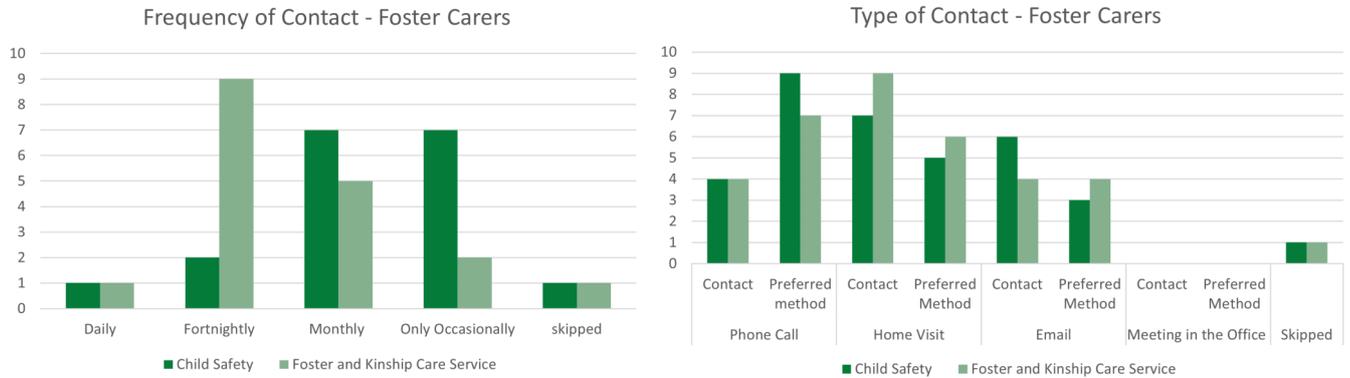
Foster carers were given the opportunity to provide their satisfaction level on the Placement Agreement, 22% of foster carers were either **very satisfied** or **very dissatisfied** with how the Placement Agreement covered support. 22% of foster carers were **very satisfied** with how the meetings regarding the Placement Agreement were a forum to work as part of a care team.

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Satisfaction level of the Placement Agreement covered the supports required	22%	17%	6%	6%	22%	28%
Satisfaction level of the Placement Agreement meetings provided a forum to work as part of a care team	22%	11%	11%	17%	17%	22%

Contact with Agency & Child Safety

Carers were given an opportunity to provide an overview of the regularity of contact between themselves with Child Safety and their agency.

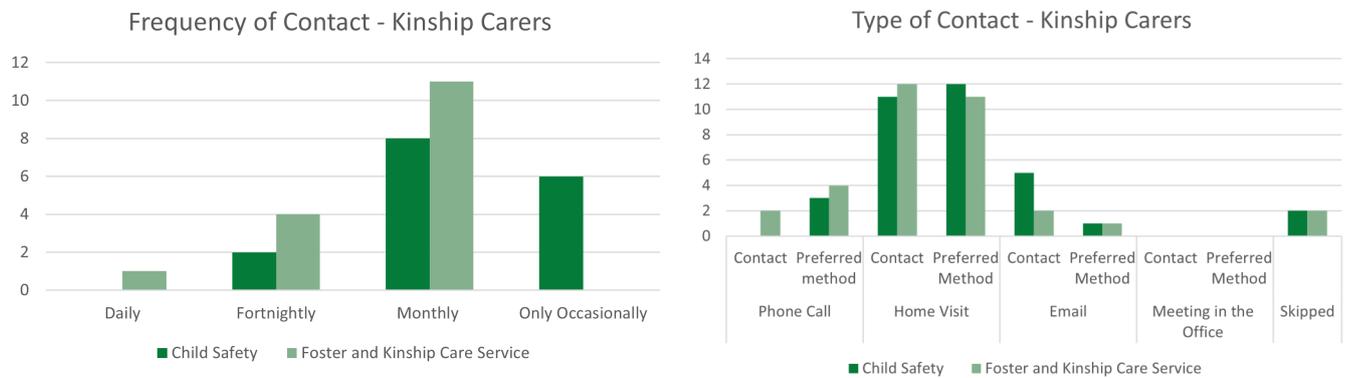
Foster Carers



South East foster carers received contact from Child Safety **occasionally** or on a **monthly** basis— 39% of carer responses. However, 50% of foster carers stated they had **fortnightly** contact with their Foster and Kinship Care Service. Furthermore, from the data in the graphs above;

- 50% of foster carers had their Foster and Kinship Care Service contact via a **home visit**, 39% had this type of contact with Child Safety,
- 50% of carers would prefer contact to be made through a **phone call** with Child Safety and 39% prefer this with their Foster and Kinship Care Service.

Kinship Carers



61% of kinship carers received contact from their Foster and Kinship Care Service on a **monthly** basis, where as 44% of carers had contact with Child Safety **monthly**. Though 33% of kinship carers stated they had **occasionally** contact with Child Safety. Furthermore, from the data in the graphs above;

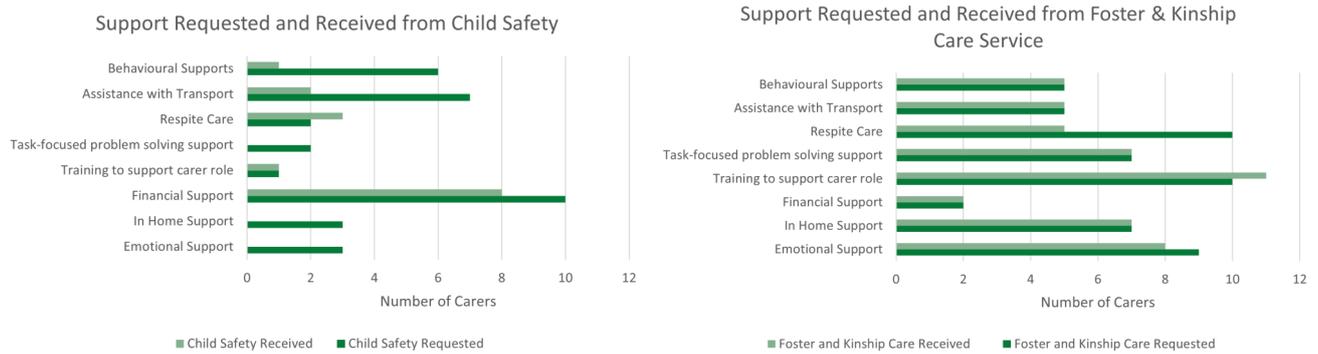
- 66% of kinship carers were contacted through a **home visit** with their Foster and Kinship Care Service, 61% of kinship carers stated this form of contact occurred with their Child Safety,
- 27% had contact occur through an **email** from Child Safety,
- 66% of kinship carers preferred to have contact made through a **home visit** with Child Safety, 61% preferred this with their Foster and Kinship Care Service,
- 22% preferred a **phone call** with their Foster and Kinship Care Service

Support Received and Requested

Participants reflected on the support services requested during their time as a carer, and inform whether these requests were fulfilled. The form of support could be in the form of either professional, financial and/or emotional support.

Carers were to indicate which stakeholder assisted them with their requested support if they requested such support. Please note, some carers have ticked more than one option. Therefore, the total amount of responses is reflected to the number of answers provides rather than the number of carers. *Please note: 1 participant from the foster care cohort and 2 kinship carers skipped this question.*

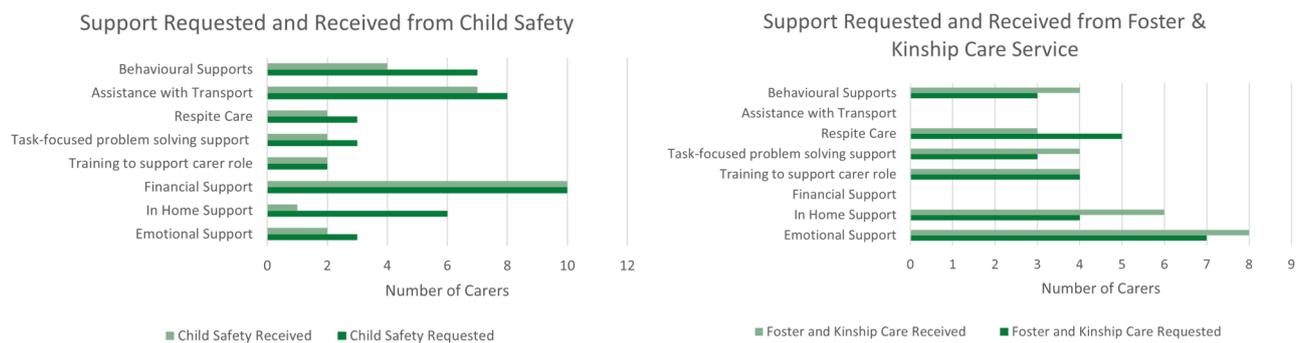
Foster Carers



80% of foster care participants indicated their financial support request was received (10 requested, 9 received) from Child Safety. However, the foster care cohort within the South East Region informed that the request for transport assistance from Child Safety stated only 29% of these requests were received (7 requested, 2 received). Carers who requested respite care from Child safety were well received where received reached 150% (2 requested, 3 received). However, behavioural support from Child Safety was at a rate of 17% receive (6 requested, 1 received). In terms of requests and received support from their Foster and Kinship Care Service, carers received all support requested for the following behavioural supports, assistance with transportation, problem-solving support, financial support and in home support. However;

- 89% received the emotional support requested,
- 50% received the requested respite from their Foster and Kinship Care service.

Kinship Carers



Support requests for kinship carers in the South East Region demonstrated that financial and training support were received from Child Safety. Seven out of the 8 carers who requested assistance with transportation received this support from Child Safety. Two– thirds (66%) of the kinship care cohort indicated either emotional support, respite care and problem-solving support was received. However, carers indicated only 17% of the In-Home support requested were received.

In terms of their Foster and Kinship Care Service;

- 60% of kin carers received the requested respite support
- Those requested the following emotional, in home support, training, behavioural support were received from their support service.

Carer Allowance

Foster and kinship carers are provided a fortnightly caring allowance for each child in their care to assist with basic costs of caring for a child. Carers provided a satisfaction rate on statements related to the caring allowance, the amount provided to meet the cost of the child, and reimbursements on out-of-pocket expenses.

Foster Carers

35% of foster carers were overall **satisfied** with the carer allowance. From the table below;

- 28% of carers were **neutral** with how reimbursements were if any out of pocket expenses occurred,
- 28% were **satisfied** with the range of allowance provided to meet the cost of caring, however, 22% of foster carers indicated they were **very dissatisfied** with this;
- 50% were **satisfied** with how quickly to allowances were paid and,
- 39% were **satisfied** with the allowance payment rates.

Statement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
How quickly you were reimbursed when out of pocket expenses were incurred	6%	22%	28%	22%	11%	11%
The range of allowances provided by Child Safety to help meet the costs of caring for the child	11%	28%	17%	11%	22%	11%
How quickly allowances were paid	17%	50%	6%	6%	11%	11%
The allowances payment rates	11%	39%	11%	17%	11%	11%
Overall Satisfaction	11%	35%	15%	14%	14%	11%

Kinship Carers

28% of kinship carers in the South East Region were overall **very satisfied** with the carer allowance. From the table below;

- 33% were **neutral** with how quickly out of pocket expenses were reimbursed, where 28% stated they were **very satisfied**,
- 33% were **satisfied** with range of allowance provided help meet the cost of caring—another 28% of kin carers informed they were **very satisfied** with this,
- 28% were **very satisfied** with how quickly the allowances were paid, but 22% of kin carers informed they were **dissatisfied** with this statement,

Statement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
How quickly you were reimbursed when out of pocket expenses were incurred	28%	6%	33%	11%	11%	11%
The range of allowances provided by Child Safety to help meet the costs of caring for the child	28%	33%	6%	11%	11%	11%
How quickly allowances were paid	28%	17%	22%	6%	17%	11%
The allowances payment rates	28%	22%	6%	22%	11%	11%
Overall Satisfaction	28%	19%	17%	13%	13%	11%

Training and Development

Carers across Queensland underwent an assessment process before a recommendation of approval. During and after the assessment process, carers are given an opportunity to complete training to develop their understanding on the child safety system, children development and trauma-informed training. Queensland carers are also provided information on the roles and responsibilities of stakeholders involved (Child Safety and their agency), as well as their policies and procedures.

Participants of the survey provided feedback on the delivery of information by providing a satisfaction rate around training and information.

Both foster and kinship carers were **satisfied**, 47% for foster and 31% for kinship carers respectively, with the training and development before and during their role as a carer. Insights from the survey results show the following;

- Majority of responses from foster carers were satisfactory for all statements (refer to table below for Foster Care responses),
- 28% of foster carers were **neutral** with the information provided by Child Safety’s role and responsibilities, in which 56% of foster carers were **satisfied**,
- 33% of kinship carers were **neutral** with the Hope and Healing—trauma informed approaches, 39% of foster carers were **satisfied**,

Further breakdown on other statements and results are provided below for foster carers and on the next page for kinship care results.

Foster Carers

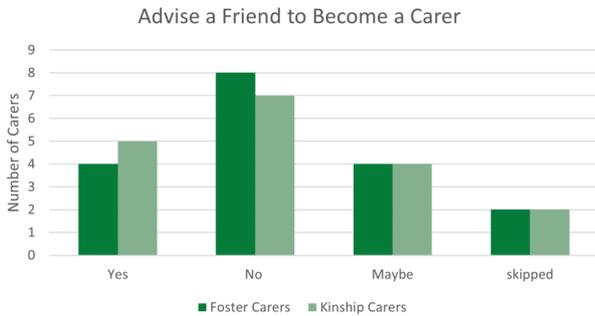
Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Pre-service training- Get Ready	28%	33%	11%	11%	0%	17%
Standard training - Starting Out	22%	44%	17%	6%	0%	11%
Advanced training - Continuous learning opportunities	28%	44%	11%	6%	0%	11%
Information provided on Child Safety's Policies, Legislation and Procedures	17%	44%	17%	6%	6%	11%
Information provided to assist you with the foster care role	6%	56%	6%	6%	17%	11%
Information provided about your role and responsibilities	17%	50%	0%	11%	11%	11%
Information provided about Child Safety's role and responsibilities	6%	56%	6%	6%	17%	11%
Information provided about your Foster and Kinship Care Service's role and responsibilities	17%	56%	6%	0%	11%	11%
Information provided about other agencies role and responsibilities	11%	44%	17%	6%	11%	11%
Information about positive behaviour support strategies and acceptable discipline practices	17%	56%	6%	6%	6%	11%
Your ability to access additional training specific to the child's needs if requested	11%	39%	22%	6%	11%	11%
Hope and Healing - trauma informed approaches	11%	39%	28%	0%	11%	11%
Overall Satisfaction	16%	47%	12%	6%	8%	12%

Kinship Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Information provided on Child Safety's Policies, Legislation and Procedures	28%	44%	6%	11%	0%	11%
Information provided to assist you with the kinship care role	28%	50%	0%	6%	6%	11%
Information provided about your role and responsibilities	22%	33%	22%	6%	6%	11%
Information provided about Child Safety's role and responsibilities	22%	17%	28%	17%	6%	11%
Information provided about your Foster and Kinship Care Service's role and responsibilities	39%	33%	6%	6%	6%	11%
Information provided about other agencies role and responsibilities	28%	22%	22%	6%	6%	17%
Information about positive behaviour support strategies and acceptable discipline practices	28%	33%	17%	0%	11%	11%
Your ability to access additional training specific to the child's needs if requested	28%	39%	11%	0%	11%	11%
Hope and Healing - trauma informed approaches	22%	11%	33%	6%	11%	17%
Overall Satisfaction	27%	31%	16%	6%	7%	12%

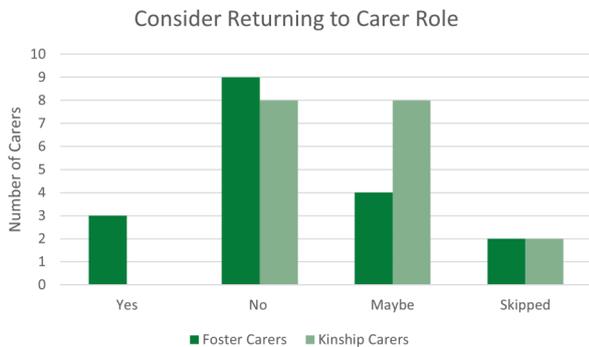
Overall Experience

Understanding a carer’s overview on how their experiences provides an insight the overall experience on their carer journey and whether they would recommend this voluntary role with other friends and family, or return to this role at a later stage in their life.

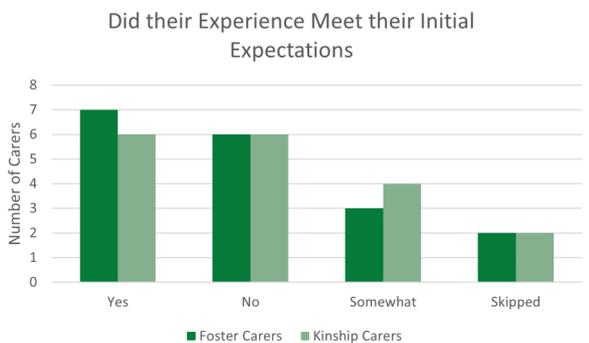


From the South East Region’s survey results; 44% of foster carers stated they **would not** advise a friend to become a carer, this was also seen within the kinship care cohort as well, where 39% indicated they would not advise a friend.

28% of kinship care participants revealed they **would advise** a friend, in comparison to the 22% of foster carers.



50% of foster carers and 44% of kinship carers stated they **would not return** to this carer role later in life. A small percentage of 17% of foster carers indicated they **would return** to this voluntary position, however, no kinship carer participants within the South East Region indicated they would return. Despite this, 44% of kinship participants informed they **may return** to a carer role.



In terms of their carer experience meeting their initial expectations of either being a foster or kinship care—39% of foster carer participants stated their experience was similar to their initial expectations, with 33% of kinship carer participants have had the same result. Interesting, a third (33%) of foster and kinship carer indicated their experience was not similar to their initial expectations.