Far North QLD Region

Atherton Cairns Cairns North & Lower Cape Cape York & Torres Strait Islands Cooktown Edmonton Innisfail Thursday Island Weipa

Far North Region

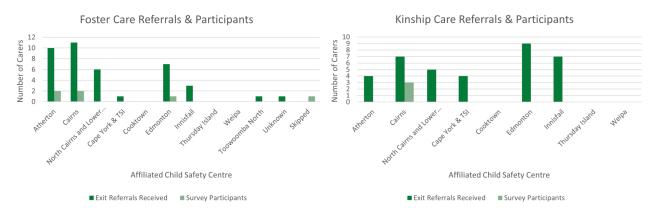
About the Foster and Kinship Carer

Queensland Foster and Kinship Care received 54 exit referral forms within the financial year of 2022-2023 for the Far North Queensland Region. From this sample, 9 (15%) individuals participated in the Carer Exit Survey - 6 foster carers and 3 kinship carers.

Participation rates differed between the two carer types, as 16% of foster carer referrals received participated in the Carer Exit Survey and 13% of kinship carers participated in this survey. Note 1 foster carer participant skipped this question. Results show from the graph below;

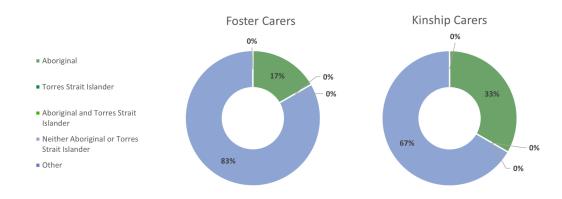
- 20% of foster carers from Atherton Child Safety Service Centre participated in the survey (10 referrals, 2 participants),
- 18% of foster carers from Cairns Child Safety Service Centre participated in the survey (11 referrals, 2 participants),
- 43% of kinship carers from Child Safety Service Centre participated in the survey (7 referral, 3 participants),

Please note referrals received by agencies provided information of other Child Safety Centres that are located in other regions, however, stated the carer was within the Far North Queensland 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 9 participants within the survey, 22% identified as Aboriginal and/or Torres Strait Islander and 78% identified as neither and/or other. The below graph provides a breakdown on the ethnicity of the participants and carer status.



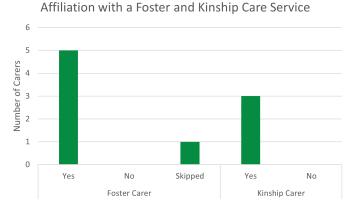
About the Role of a Foster and Kinship Carer

In this section, carers were provided 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 amount 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 Far North Queensland Region, QFKC is aware of 6 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. From survey results, both foster and kinship carer participants were affiliated with an agency. A foster care participant skipped this question.



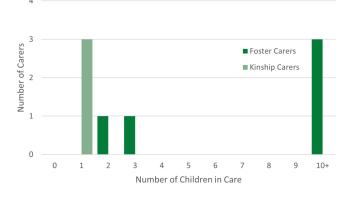
Carer Duration

Foster and kinship carers opted out at various times during their carer role, this may be due to reunification, placement breakdown and many more reasons. *Please note 1 foster carer skipped this question, however, percentages reflect the total number of participants—6 foster carers.* From the Carer Exit Survey, majority of foster carers (33%) have left their role at 10 or more years. With kinship carers, 33% of carers left their role at either 2 years, 1 year or under 1 year of caring. The below graph provides survey results regarding how long the carer was in their role.



Child/ren in Care

Foster and kinship carers were provided an opportunity to provide an overview on how many children were placed during their caring time. Survey results show 50% of foster carers had over 10 or more children in their care, followed by 17% having either 2 or 3 children in their care during their time as a carer. Whereas, all kinship care participants in the Far North Queensland Region had 1 child in their care. Please note 1 foster care participant skipped this question.

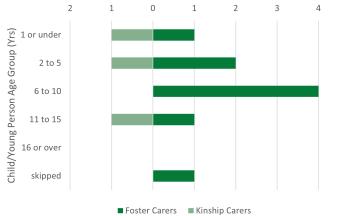


Age Group of Children in Care

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 insight 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 long period of time and were able to select more than one age group to reflect this.*

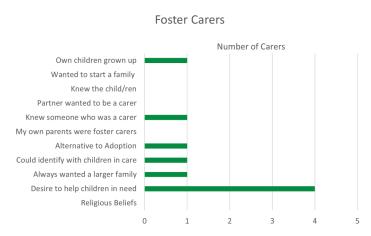
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In the above graph, foster participants in the Far North Queensland Region stated they provided more care for children between the ages of under 6 to 10 years. Kinship Carers had children or a young person in their care ages under 1 to 5 years and 11 to 15 years, no care was provided for children between the ages of 6 to 10 years.

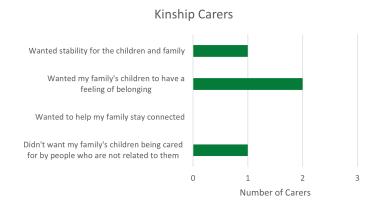
Initial Reason to Care

The Carer Exit Survey asked carers their initial motivations to become a carer. Carers are drawn to being humanitarians by volunteering in providing and creating 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. *Please note 1 foster participant skipped this question, percentage reflects the inclusion of the participant as they are from the initial sample for the region.*



67% of foster carers in the Far North Queensland Region had the desire to help children in need. 17% of participants informed the reason they began fostering was due their own children growing up. Furthermore other reasons include;

- 17% knew someone who was a carer,
- 17% saw fostering as an alternative to adoption,
- 17% could identify with children in care and,
- 17% always wanted a larger family.



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

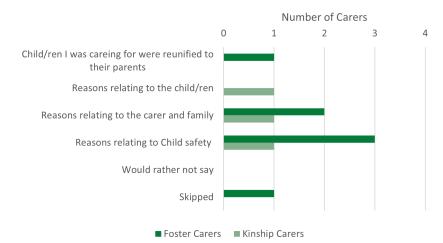
- 33% stated they wanted stability for the children and family,
- 33% did not want the children to be cared for by someone unrelated to them and,
- 67% wanted their family's children to have a feeling of belonging.

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

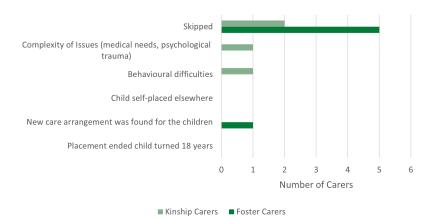
Participants were asked the reasoning for leaving their foster/kinship care role. Carers were able to select more than one answer for this question. 50% of foster participants left their role due to reasons relating to Child Safety, where as 33% of kinship care participants within the Far North Queensland Region indicated reasons relating to Child Safety, themselves and their family or the children in their care as a main factor in discontinuing their role as a carer. Further breakdown on a carer's main reasoning in discontinuing their role is in the graph 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 are 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 a number of participants, 2 foster carers and 1 kinship carer, participated in the next two graphs and were able to select more than one answer to provide further insight in making their decision to cease their role. Percentages provided includes all participants to provide a more accurate indication of carer results.

Reasons Relating to the Child/ren in Carer's Care



17% of foster care participants indicated the there was a new care arrangement for the child as a reason of ceasing their carer role. 33% of kinship carers indicated having behavioural difficulties or complexity of issues, such as medical needs, psychological trauma, as a reason of discontinuation.

Reasons Relating to the Carer and their Family

33% of foster (2 carers) carers stated they decided to cease their role due to **health reasons.** No other related reasons were provided within the Far North Queensland cohort.

33% of kinship carers (1 carer) indicated that the carer **role impacted on extended family relationships** and was a reason as to why they had to cease their carer role.

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.

Please note an error had 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 results were not the same.

Overall, 38% of foster carers had a **very dissatisfied** satisfaction level with Child Safety, with 42% of kinship carers having the same satisfaction level. Results show 67% of kinship carers were **dissatisfied** with their ability to appeal a decision that was made by Child Safety, to which 33% of foster carer participants were either **dissatisfied** or **very dissatisfied**. 50% of foster carers were **very dissatisfied** with Child Safety's policies and procedures for dealing with a harm report/SOC process, where as 33% of foster carers stated either being **very satisfied**, **satisfied** or **dissatisfied**. Further breakdown of the statements is the graphs below for foster carers and kinship carer data is on the next page.

Child Safety Satisfaction

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	0%	0%	17%	33%	33%	17%
Ability to make a complaint about a ser- vice provided by Child Safety	0%	17%	17%	17%	33%	17%
Ability to make a complaint about a ser- vice provided by Child Safety	0%	17%	17%	17%	33%	17%
Child Safety's policies and procedures for dealing with a Harm Report/SOC Process	0%	0%	17%	17%	50%	17%
Overall Satisfaction	0%	8%	17%	21%	38%	17%

Child Safety Satisfaction Continued

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	33%	0%	0%	67%	0%	0%
Ability to make a complaint about a service provided by Child Safety	33%	33%	0%	33%	0%	0%
Ability to make a complaint about a service provided by Child Safety	33%	33%	0%	33%	0%	0%
Child Safety's policies and procedures for dealing with a Harm Report/SOC Process	33%	33%	0%	33%	0%	0%
Overall Satisfaction	33%	25%	0%	42%	0%	0%

Placement Satisfaction

Carers provided 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

21% of foster carers within the Far North Queensland Region were **very dissatisfied** with their placement, a further breakdown of the statement within this section is provided below.

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
The number of children being placed with you at any one given time being reasonable	33%	33%	0%	17%	0%	17%
The extent to which children and young peo- ple were provided with an opportunity to participate in decisions about their care	33%	0%	33%	17%	0%	17%
The arrangement for children to have contact with their parents and other family members	17%	17%	17%	0%	33%	17%
Opportunity for you to participate in profes- sional development	17%	50%	0%	0%	17%	17%
The level of support provided to a child during the placement	17%	0%	17%	0%	50%	17%
The manner in which the carer approval pro- cess was undertaken	17%	17%	17%	0%	33%	17%
Your ability to have input into decisions about the child's care	17%	0%	17%	33%	17%	17%
The level of support provided to you during the placements	0%	17%	33%	17%	17%	17%
Overall Satisfaction	19%	17%	17%	10%	21%	17%

Kinship Carers

48% of kinship carers within the Far North Queensland region were **satisfied** with their placement, a further breakdown of the statement within this section is provided in the table on the next page.

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Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
The extent to which children and young people were provided with an opportunity to participate in decisions about their care	33%	33%	33%	0%	0%	0%
The arrangement for children to have contact with their parents and other family members	0%	33%	67%	0%	0%	0%
Opportunity for you to participate in train- ing specific to the needs of the children	33%	33%	33%	0%	0%	0%
The level of support provided to a child during the placement	33%	67%	0%	0%	0%	0%
The manner in which the carer approval process was undertaken	33%	33%	0%	33%	0%	0%
Your ability to have input into decisions about the child's care	33%	67%	0%	0%	0%	0%
The level of support provided to you during the placements	33%	67%	0%	0%	0%	0%
Overall Satisfaction	29%	48%	19%	5%	0%	0%

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 provide 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

23% of Far North Queensland participants were overall either **very satisfied** or **neutral** with their engagement with stakeholders, however, breaking down the statements provided to the carers the results are as follows:

- 33% were very dissatisfied with the information provided to them regarding the child prior to placement;
- 33% were **dissatisfied** with the engagement and response from Child Safety
- 33% were **very satisfied** with the engagement and response from their Foster and Kinship Care Service
- 33% were either **very satisfied** with the engagement and response from the Community Visitor and/or Child Advocate

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
The information provided to you about the child prior to placement	17%	0%	17%	17%	33%	17%
The level of engagement and response you've experienced with Child Safety	17%	0%	17%	33%	17%	17%
The level of engagement and response you've experienced with your Foster and Kinship Care Service	33%	17%	0%	17%	17%	17%
The level of engagement and response you've experienced with the QFKC Support Team (FAST)	17%	0%	67%	0%	0%	17%
The level of engagement and response you've experienced with the Community Visitor and or Child Advocate	33%	17%	17%	17%	0%	17%
Overall Satisfaction	23%	7%	23%	17%	13%	17%

Kinship Carers

47% of North Queensland kinship participants were overall either **satisfied** with their engagement with stakeholders, however, breaking down the statements provided to the carers the results are as follows:

- 67% were **satisfied** with the information provided to them regarding the child prior to placement;
- 67% were **dissatisfied** with the engagement and response from Child Safety
- 67% were **satisfied** with the engagement and response from their Foster and Kinship Care Service
- 67% were **satisfied** with the engagement and response from the Community Visitor and/or Child Advocate

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
The information provided to you about the child prior to placement	33%	67%	0%	0%	0%	0%
The level of engagement and response you've experienced with Child Safety	33%	0%	0%	67%	0%	0%
The level of engagement and response you've experienced with your Foster and Kinship Care Service	33%	67%	0%	0%	0%	0%
The level of engagement and response you've experienced with the QFKC Sup- port Team (FAST)	33%	33%	33%	0%	0%	0%
The level of engagement and response you've experienced with the Community Visitor and or Child Advocate	33%	67%	0%	0%	0%	0%
Overall Satisfaction	33%	47%	7%	13%	0%	0%

Foster Care & Placement Agreement

A Foster Care Agreement is a written agreement between the foster carer, child safety and foster and kinship care service, **83% 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. **83% of foster carer participants stated having had a Placement Agreement in place**.



Placement Agreement & Satisfaction

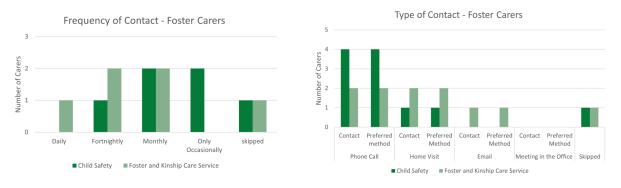
Foster carers were given the opportunity to provide their satisfaction level on the Placement Agreement, 33% of foster carers were **neutral** with how the Placement Agreement covered support. However, 33% of foster carers were **neutral** with how the meetings regarding the Placement Agreement were 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 re- quired	17%	17%	33%	0%	17%	17%
Satisfaction level of the Placement Agreement meetings provided a forum to work as part of a care team	0%	0%	33%	17%	17%	33%

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



Far North Queensland foster care participants received contact from Child Safety **occasionally** or on a **monthly** basis (33%) and their Foster and Kinship Care Service on either a **fortnightly** or **monthly** basis (33% of respondents). Furthermore, from the data in the graphs above;

- 67% stated contact occurred through a **phone call** with Child Safety, whereas 33% stating this type of contact occurred with their Foster and Kinship Care Service,
- 33% stated contact with their Foster and Kinship Care Service occurred as a home visit,
- 67% would have preferred contact in the form of a phone call from Child Safety followed by 17% stating they would have preferred a home visit and,
- 33% would have preferred a home visit from their Foster and Kinship Care Service, followed by a phone call which 33% of carers stated.



Kinship Carers

Kinship carers within the Far North Queensland Region received contact from Child Safety **occasionally** (100%), whereas contact with their Foster and Kinship Care Service occurred on a **monthly** basis (67%) followed by **fortnightly** (33%). Furthermore, from the data in the graphs above;

- 67% stated contact occurred through a **home visit** with their Foster and Kinship Care Service, whereas 67% stating this type of contact occurred with Child Safety,
- 33% stated contact with Child Safety occurred through phone call,
- Kinship carers preferred **home visit** followed by a **phone call** from Child Safety and had also a **home visit** preference followed by a **meeting in the office** with their Foster and Kinship Care Service.

Support Received and Requested

Participants were provided an opportunity to reflect 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.

Foster Carers



Support requested and received by Far North Queensland foster carers indicated that the majority of requested support were not received, with the exception of respite to which those requesting this support received this (refer to the graph above—*Support Requested and Received from Child Safety*). In relation to Foster and Kinship Care Services;

- 100% or more received the following support—emotional, in-home, training, task focused problem solving, respite care and behavioural supports, however;
- Carers have stated receiving financial support and assistance with transportation without requesting such support.

Kinship Carers



Far North Queensland kinship carer participants informed requests were fulfilled by Child Safety with the assistance of transport and financial support (refer to the graph above—*Support Requested and Received from Child Safety*). Child Safety provided In-home support for a carer without the requesting such support. In relation to Foster and Kinship Care Services;

- 100% or more received the following support—emotional, training to support their role, task focused problem solving, respite care, assistance with transport and behavioural supports, however;
- 50% of requested In-home support was fulfilled and,
- A carer stated receiving financial support without requesting such from their Foster and Kinship Care 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

21% of foster carers were overall **satisfied** with the carer allowance, in this question an average of 17% of Far North Queensland Region foster care participants skipped this question. From the table below;

- 33% of carers were neutral with how reimbursements were if any out of pocket expenses occurred,
- 33% were dissatisfied with the range of allowance provided to meet the cost of caring,
- 50% were satisfied with how quickly to allowances were paid and,
- 33% were very 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	17%	0%	33%	17%	17%	17%
The range of allowances provided by Child Safety to help meet the costs of caring for the child	17%	0%	17%	33%	17%	17%
How quickly allowances were paid	17%	50%	0%	0%	17%	17%
The allowances payment rates	0%	33%	17%	17%	17%	17%
Overall Satisfaction	13%	21%	17%	17%	17%	17%

Kinship Carers

50% of kinship carers were overall **very satisfied** with the carer allowance (refer to the table below). From the table below;

- 67% of carers were very satisfied with how reimbursements were if any out of pocket expenses occurred,
- 33% were either very satisfied, satisfied or neutral with the range of allowance provided to meet the cost of caring;
- 67% were **very satisfied** with how quickly to allowances were paid and,
- 33% were either very satisfied, satisfied or dissatisfied 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	67%	0%	0%	33%	0%	0%
The range of allowances provided by Child Safety to help meet the costs of caring for the child	33%	33%	33%	0%	0%	0%
How quickly allowances were paid	67%	0%	0%	33%	0%	0%
The allowances payment rates	33%	33%	0%	33%	0%	0%
Overall Satisfaction	50%	17%	8%	25%	0%	0%

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 overall **satisfied**, 46% foster carers and 37% kinship carers, with the training and development before and during their role as a carer. Please note from this region, 17% of foster carer and no kinship carer participants skipped this question.

Insights from the survey results show the following;

- 67% of foster carers were **satisfied** with the Pre-service training (Get Ready to Start) and Standard Training (Starting Out),
- 67% of kinship carers were **satisfied** with the information provided on Child Safety's policies, legislation and procedure, 33% of foster carers also were **satisfied** with this statement,
- 50% of foster and 67% of kinship carers were **satisfied** with the information provided to them bout the role of the Foster and Kinship Care Service's roles and responsibilities,
- 67% of foster carers were satisfied with their ability to access additional training specific to the child's needs if requested, however, 33% of kinship carers were either very satisfied, neutral or dissatisfied with this statement,
- 67% of kinship carers were **satisfied** with information provided to assist them in their role, 33% of foster carers stated either being **satisfied** or **very dissatisfied** with this statement.

Further break down on other statements and results is provided below for foster carers and on the next page for kinship care participants.

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Pre-service training- Get Ready	0%	67%	17%	0%	0%	17%
Standard training - Starting Out	0%	67%	17%	0%	0%	17%
Advanced training - Continuous learning opportunities	0%	33%	50%	0%	0%	17%
Information provided on Child Safety's Policies, Legislation and Procedures	17%	33%	17%	17%	0%	17%
Information provided to assist you with the foster care role	17%	33%	0%	0%	33%	17%
Information provided about your role and responsibilities	17%	33%	33%	0%	0%	17%
Information provided about Child Safety's role and responsibilities	17%	33%	0%	17%	17%	17%
Information provided about your Foster and Kinship Care Service's role and re- sponsibilities	17%	50%	0%	0%	17%	17%
Information provided about other agen- cies role and responsibilities	17%	33%	17%	17%	0%	17%
Information about positive behaviour support strategies and acceptable disci- pline practices	0%	50%	17%	17%	0%	17%
Your ability to access to additional train- ing specific to the child's needs if request- ed	0%	67%	17%	0%	0%	17%
Hope and Healing - trauma informed approaches	0%	50%	17%	17%	0%	17%
Overall Satisfaction	8%	46%	17%	7%	6%	17%

Foster Carers

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Information provided on Child Safety's Policies, Legislation and Procedures	33%	67%	0%	0%	0%	0%
Information provided to assist you with the kinship care role	33%	67%	0%	0%	0%	0%
Information provided about your role and responsibilities	33%	33%	0%	33%	0%	0%
Information provided about Child Safe- ty's role and responsibilities	33%	33%	0%	33%	0%	0%
Information provided about your Foster and Kinship Care Service's role and responsibilities	33%	67%	0%	0%	0%	0%
Information provided about other agencies role and responsibilities	33%	33%	33%	0%	0%	0%
Information about positive behaviour support strategies and acceptable disci- pline practices	33%	0%	67%	0%	0%	0%
Your ability to access additional training specific to the child's needs if requested	33%	33%	0%	33%	0%	0%
Hope and Healing - trauma informed approaches	33%	0%	33%	33%	0%	0%
Overall Satisfaction	33%	37%	15%	15%	0%	0%

Kinship Carers

Overall Experience

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

response.

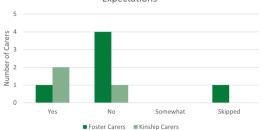


2 0 Yes No Maybe Skipped

indicated they **would** return to this role later in life. Whereas 33% of kinship carer participants stated they either **would, would not** or **may** return to a carer's role.

however, no foster carers stated the same response.

Did their Carer Experience Meet their Initial Expectations



Both carer types provided insight as to whether their experience as a carer meet their initial expectation, to which 67% of the kinship carer cohort stated their experience **did meet** their initial expectations. However, 67% of foster carers stated their experience **did not meet** their initial expectations.

Advising a friend to become a carer varied between the two carer types—50% of foster carer participants indicated they **would maybe** advise a friend in which **no kinship carers** stating the same

67% of kinship participants would advise a family/friend to volunteer,

Consideration in returning to their carer role, 33% of foster carers