



**Queensland
Foster and
Kinship Care**

CARER EXIT SURVEY

Moreton Region

2018-2019

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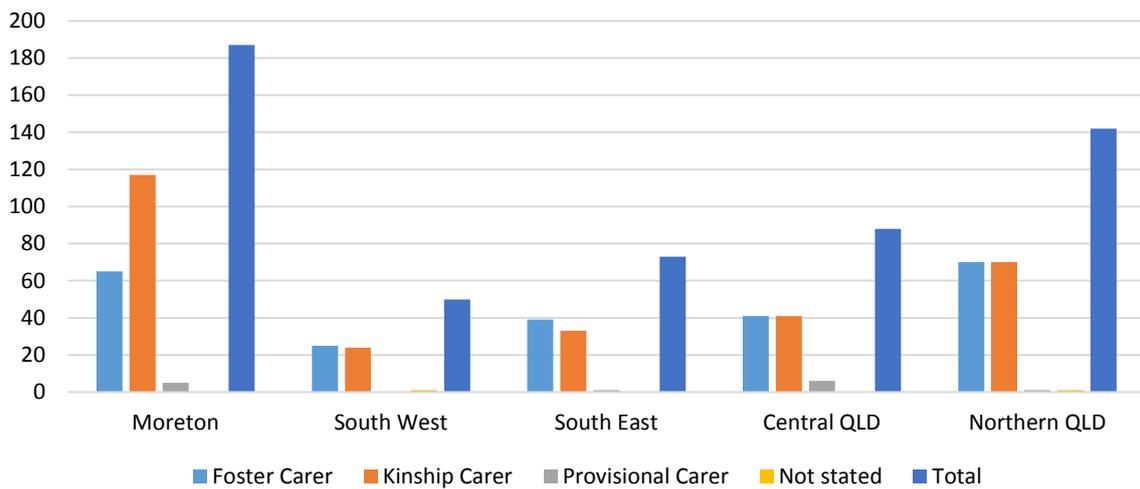
Executive Summary

Information relating to End of Carer Approval Notices

This report brings Queensland Foster and Kinship Care, formally Foster Care QLD (hereafter referred to as QFKC) to the end of our eleventh year managing the Exit Interview Program. For this report QFKC has maintained the breakdown of regions.

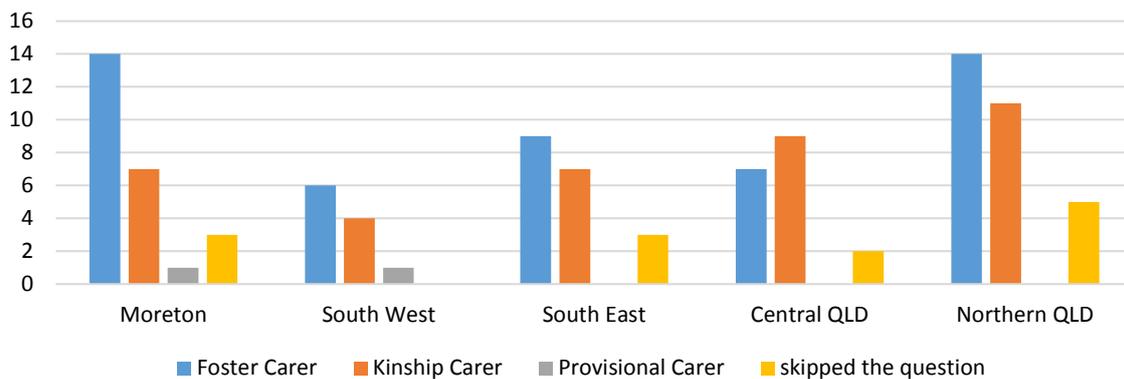
QFKC received a total of 540 Exit Interview referrals for the period **1st July 2018 to 30th June 2019**. 240 of the total were Foster Carers, 285 of the total were Kinship Carers, 13 were Provisional Carers and 2 did not state what the carer status was.

End of Carer Approval Notices received by QFKC during the period of 1st July 2018-30th June 2018



103 Exit Surveys were completed on Survey Monkey, either by the carers directly, QFKC inputting the data on the carer’s behalf from a paper based survey that the carer was sent and returned to QFKC or the carer requested a telephone interview and QFKC inputted the data on to Survey Monkey during the telephone interview. The return rate this year in relation to completed surveys, is 19%.

People who completed the Exit Survey



The procedures for responding to notifications of End of Carer Approval Notices is as follows;

- QFKC send a letter when they receive the End of Carer Approval Notice from the Department, informing the person/persons that QFKC has received the End of Carer Approval Notice and would they like to provide information about their experiences as carers. The letter also provides a number of ways they can complete the survey, either online, over the phone, or have a paper survey sent out with a return stamp addressed envelope, which would then be input into Survey Monkey by QFKC.
- After a two week period QFKC would follow up via phone call where possible with the former carers to confirm receipt of the letter and discuss the opportunity to provide their experiences. When no phone contact details have been provided, QFKC would email the former carer/s if email details were included on the End of Carer Approval Notices.

It has been noted over the years that QFKC do not receive all the End of Carer Approval Notices that should be provided to QFKC to give the opportunity to people who would like to undertake a survey and this needs to improve to ensure equal opportunity for everybody to provide feedback.

As stated in previous reports QFKC continue to receive a number of End of Carer Approval Notices however based on the figures provided by the Department of Child Safety, Youth and Women we continue to receive significantly less notifications than we should be receiving. QFKC has endeavoured to address this significant issue in previous years and it would appear that less than half of the End of Carer Approval Notices have been received again by QFKC in the year 2018-2019 when comparing the figures that are provided on the Department of Child Safety, Youth and Women website. The lack of understanding by regions as to the importance of QFKC receiving all End of Carer Approval Notices has a direct impact on the integrity of the program and places a question as to whether this undertaking is viable in the future. QFKC absolutely believe the data has validity and strength however the full potential of the data cannot be reached if we do not have (all) the notices.

Overall Data and Findings

This report outlines the feedback from all 103 carers and it is sectioned into regions so that the information is specific to the feedback from each region.

Overall, across the state people identified positive aspects of their time as carers and these related to;

- The range of allowances provided by Child Safety to help meet the cost of caring for a child
- Number of children placed with the carer
- Contact with the agency
- The allowance payment rates
- How quickly allowances were paid (this was separate to how quickly out of pocket expenses were reimbursed and a high number of people identified that they were not satisfied)
- Opportunities carers were given to participate in training and professional development
- Pre-service training delivery
- Standard training modules 5,6 and 7
- Ability to access additional training
- Information provided about your role and responsibilities
- Information provided about Foster and Kinship Care Services role and responsibilities
- The manner in which the carer approval renewal process was undertaken

These comments are similar to previous years and reflects the overall responses to the question, whilst some responses may differ to being satisfied we have taken a range of responses whereby the percentage rate is high for satisfaction.

Overall across the State, there were similarities in terms of negative feedback provided, listed below are common themes from information provided in the 2014-2015, 2015-2016, 2016-2017, 2017-2018 and the 2018-2019 reports;

The majority of responses relating to interactions with Child Safety identified that the carer felt;

- Unsupported
- Did not feel valued
- Lack of communication

The majority of responses identifying that the carer left due to issues with the children placed with them, stated it was for the following reasons;

- Behavioural
- Complexity of issues (trauma, medical, psychological)

The majority of responses relating to leaving due to family reasons identified the following;

- Time commitments
- Partner and biological children did not want to continue
- Change in circumstances
- Cost of providing care

The findings relating to what were the most challenging aspects of being a carer have remained consistent over the years that QFKC has been undertaking the Exit Survey Report. The lack of communication and feeling part of a care team is dominant throughout the reports for each region and this would be suggestive that this is a State-wide issue in regards to the feedback provided.

Some areas of care were identified as equally satisfied and dissatisfied in their responses;

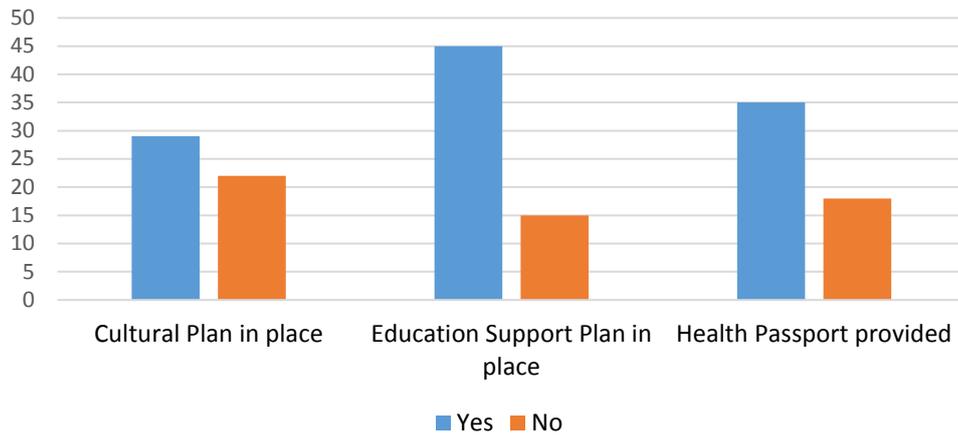
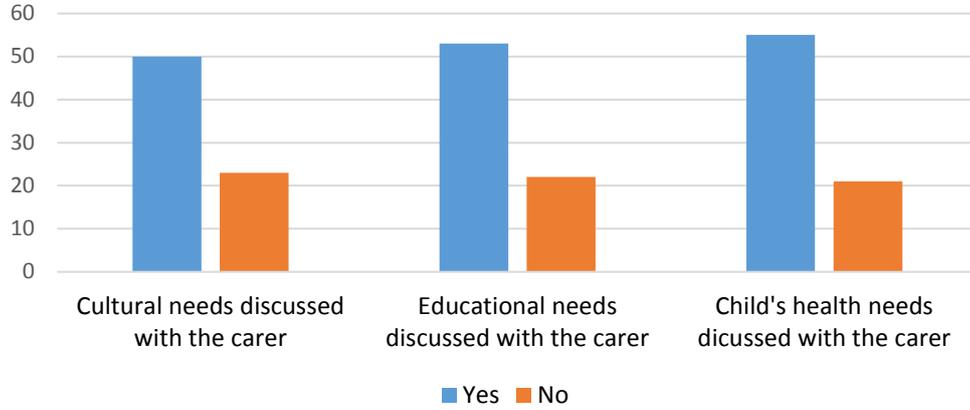
- Child Safety's policies and procedures dealing with Harm Report/SOC process
- Handling of a Harm Report/SOC process
- Outcome of discussions with Child Safety
- Discussions with FAST Reps

People were asked if they had attended training in the last 12 months, 76 people responded to this question and 20 people stated they had attended but 56 people stated they had not attended training.

People were also asked if they had a Foster Care Agreement in place and 56 people stated they did and 4 people stated they didn't.

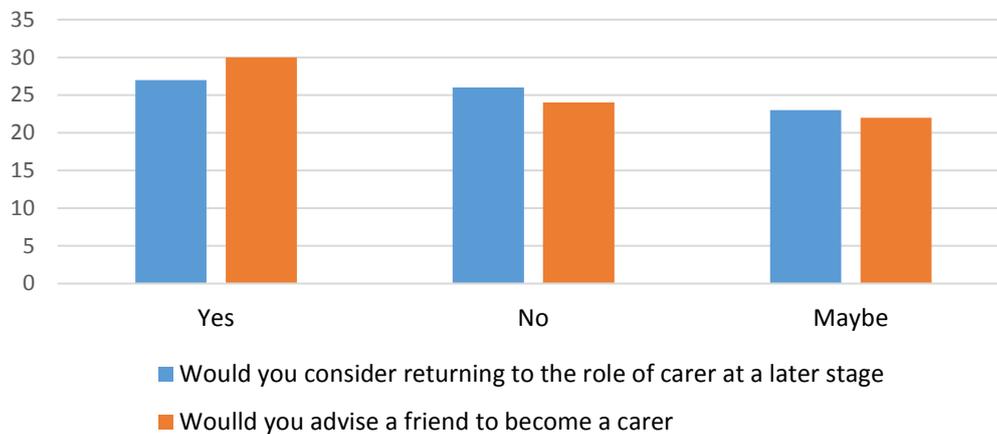
In relation to the needs of the child the following information was identified;

Child's needs



People completing the survey were asked if they would advise a friend to become a carer and would they consider returning to the role of carer at a later stage, the responses overall for QLD are listed below;

Overall



In summary, an equal number of people identified that they would/wouldn't consider returning to foster care at a later stage. A slightly lower number of people identified that they may consider returning to the role of caring at a later stage. The responses are also similar for "would you advise a friend to become a carer".

The majority of carers who completed the survey identified that they started fostering due to a desire to help children. This information has also been consistent throughout the years, but this was diminished by the lack of feeling valued or being part of a care team.

While reading the responses there was one response that summarised all the information relating to lack of feeling valued and being part of a care team, I have taken the extract from the responses word for word and QFKC feel that the response is very relevant to how people are feeling.

"A simple thank you at the end of placement would do wonders"

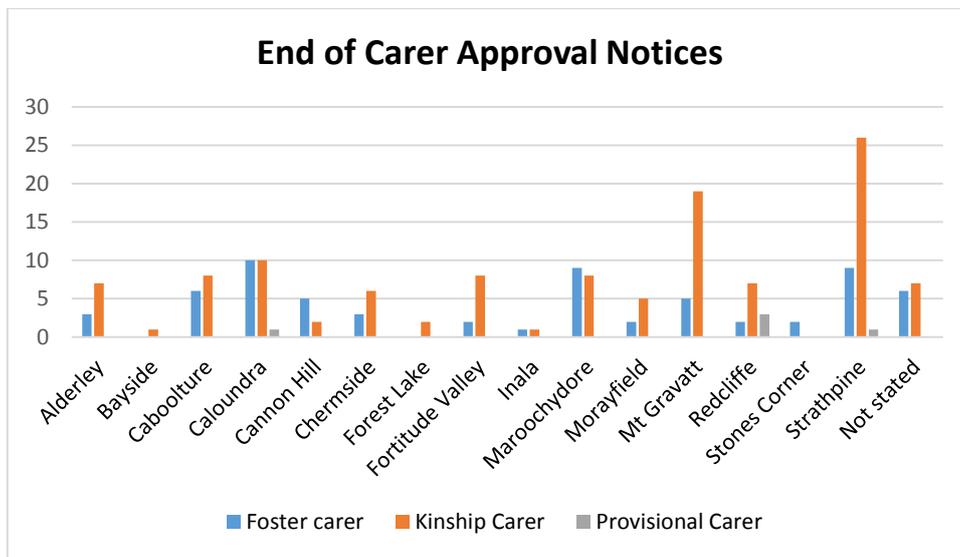
Completed by:
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Presented by:
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Executive Director

8 August 2019

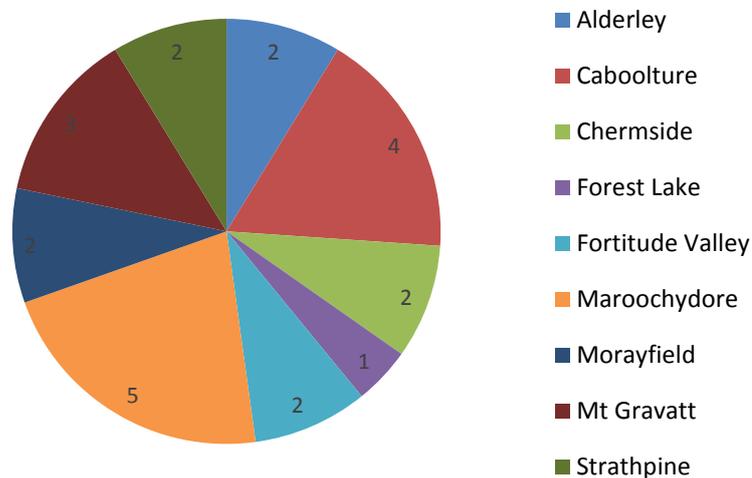
Summary – Moreton Region

Queensland Foster and Kinship Care (here after referred to as QFKC) received 540 End of Carer Approval Notices during the period of 1st July 2018 to 30 June 2019. 187 (34.6%) of the End of Carer Approval Notices were received from the Moreton region and affiliated with the following service centres. Please note that sometimes all the required information is not provided to QFKC.

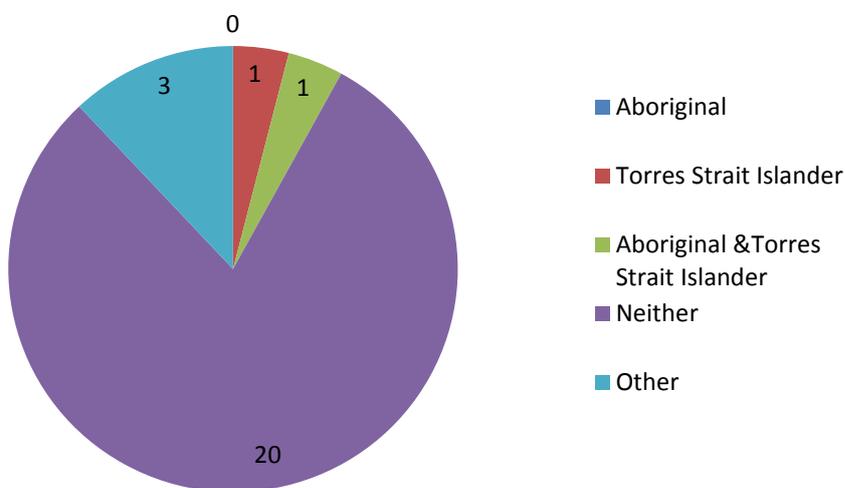
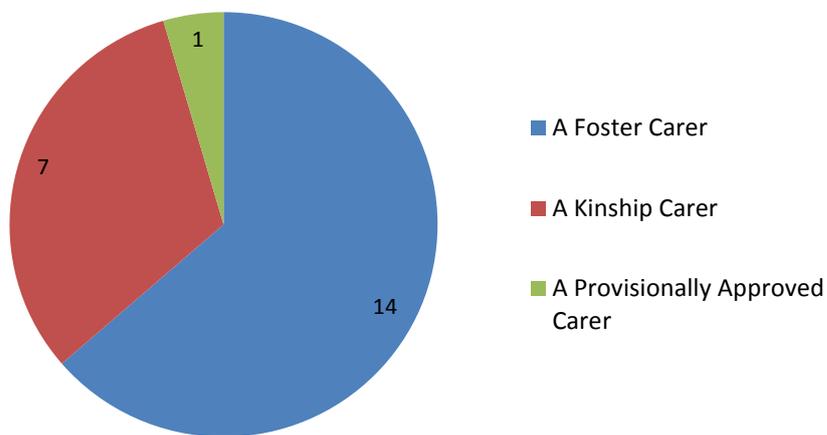


About You

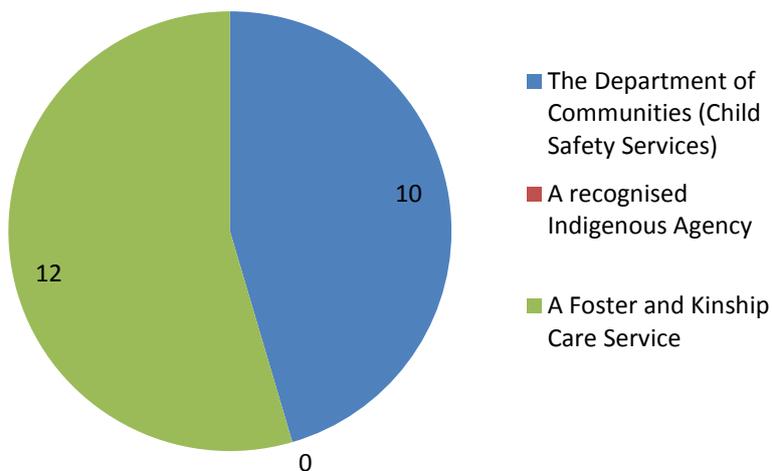
All 187 end of carer approvals were sent an acknowledgment letter from QFKC asking them if they wanted to complete an exit survey. There were 25 people completed the survey, affiliated with the following service centres:



From the 25 people who completed the survey for the Moreton region the following information was shared.

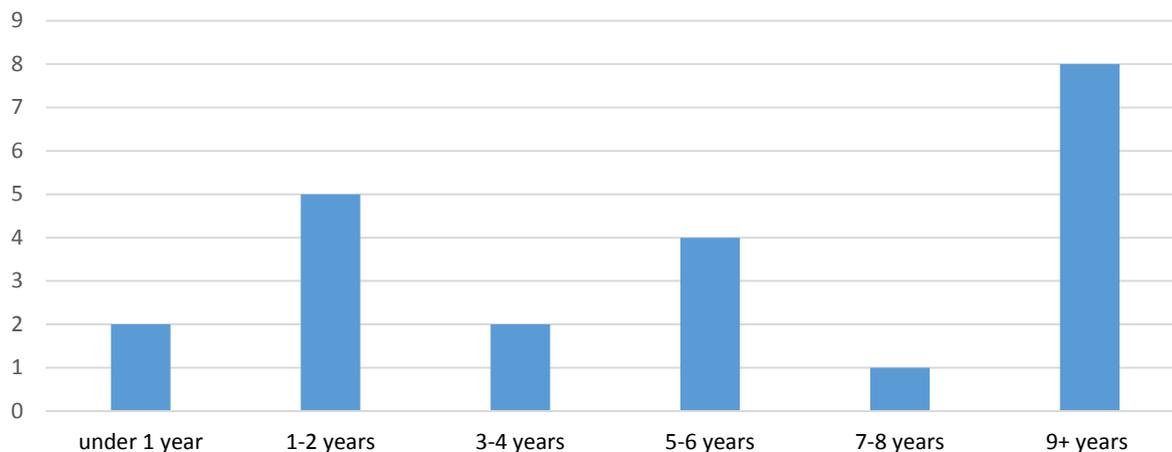


People were asked to identify who they are supported by, they answered as follows;



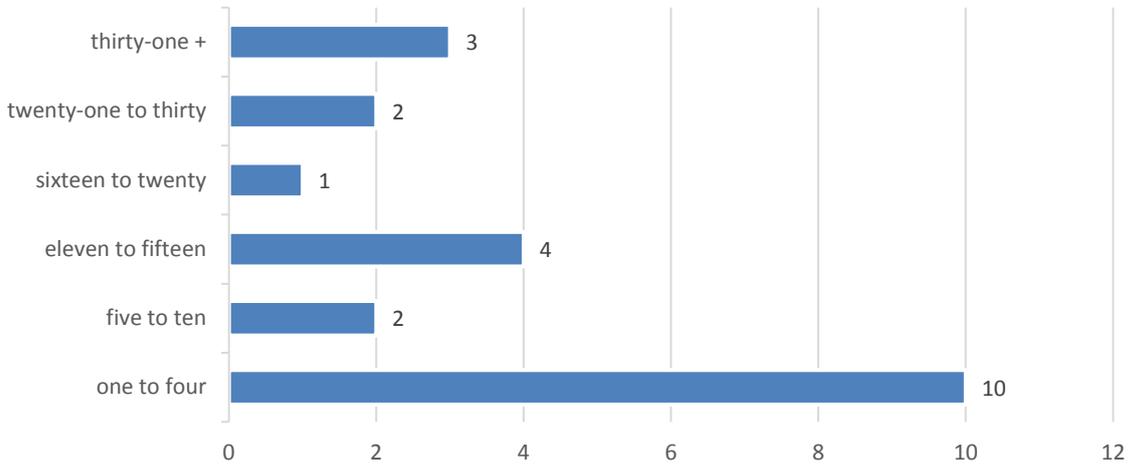
Information is requested regarding the person’s time spent as a carer; to identify when they started as a Carer and when they stopped. Below is a graph that identifies the length of time stated in the responses.

Number of years being a carer



The information provided also evidences the amount of children the person/persons have provided care to.

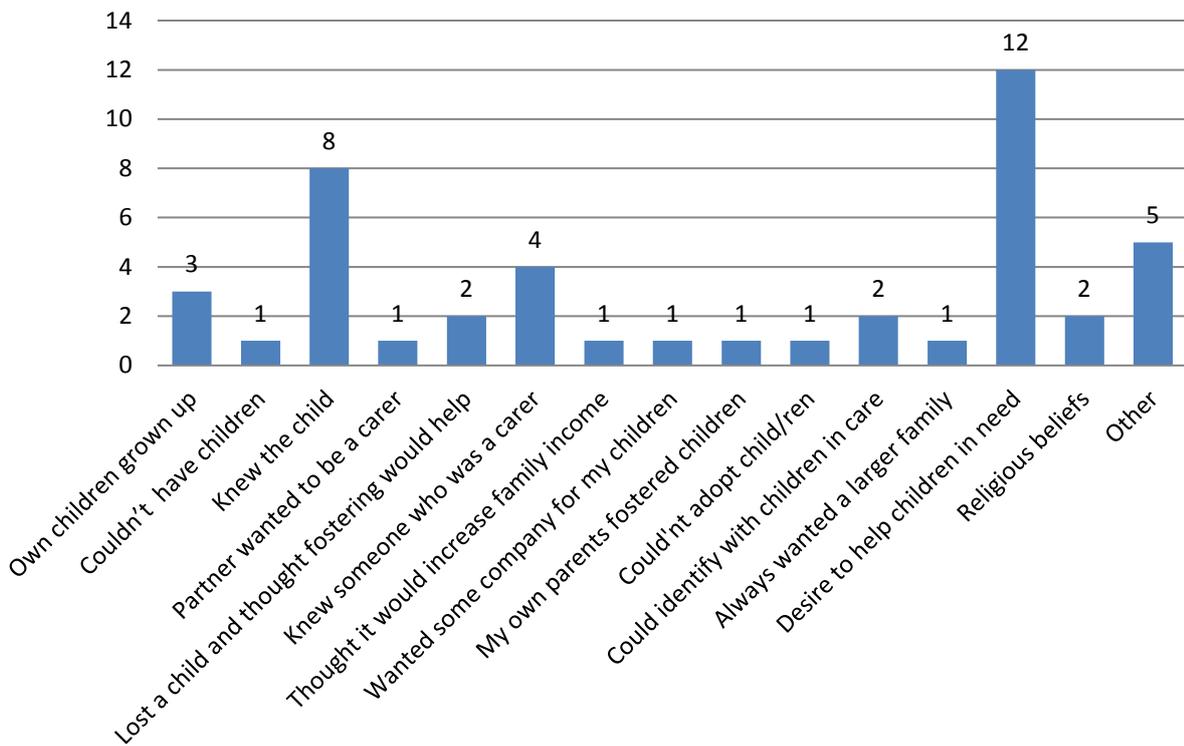
Number of Children



About You as a Carer

People were asked to identify what made them decide to become a Foster Carer.

why carers decided to become carers



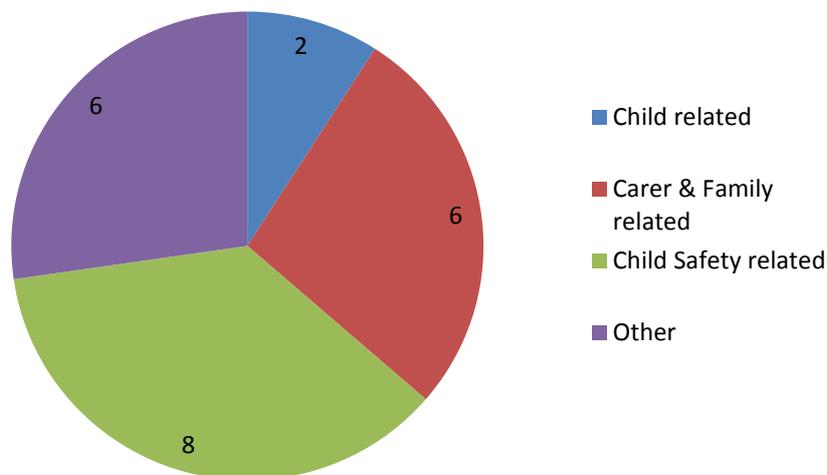
Below is a selection of some of the comments provided by the people undertaking the survey in relation to why they decided to become a carer. This information would be consistent with the section under *other* on the graph:

- Previously worked for Save the Child and wanted make a change in children's lives
- Worked in mental health and saw need
- Grandchildren needed someone to give them a safe home environment
- Was volunteering as PJ Angel and wanted to further help children in need
- Wanted to make a difference in children's lives
- We wanted to make a difference
- Child is niece of my daughter-in-law
- Wanted to make the world a better place for children in need
- As a police officer I saw many children in need of care and the shortage of carers. I had dropped some children at carer's addresses and could see the strain on the system
- I had always wanted from a young age to help others, especially children in need. We had a large home and the ability to take in foster children, and I had been working with them through the PJ Foundation as a PJ Angel for 3 years already
- the child is my grand-child and was originally placed in care outside of the family familial care works best when possible and appropriate and I love my grand baby
- caring for my granddaughter, my sons daughter
- liked having children around

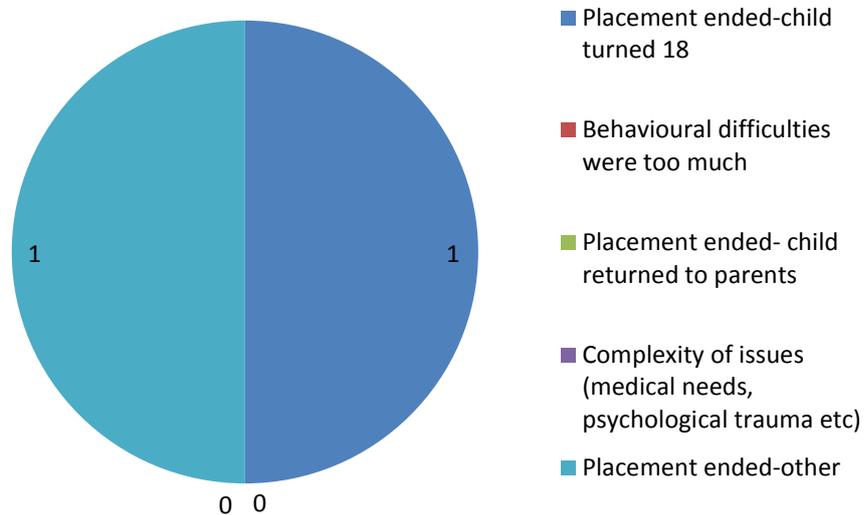
Reason for Discontinuing as a Foster/Kinship Carer

People undertaking the survey were asked to provide the reason why they deciding to stop being carers. They are provided with four options then asked to elaborate in relation to the option that they have selected.

Main reason for deciding to stop being a carer



The following information will be specific to the reason that has been provided in this question. If the respondents answered that they ceased being carers due to child related reasons, they are asked to expand on the reasons, as follows.

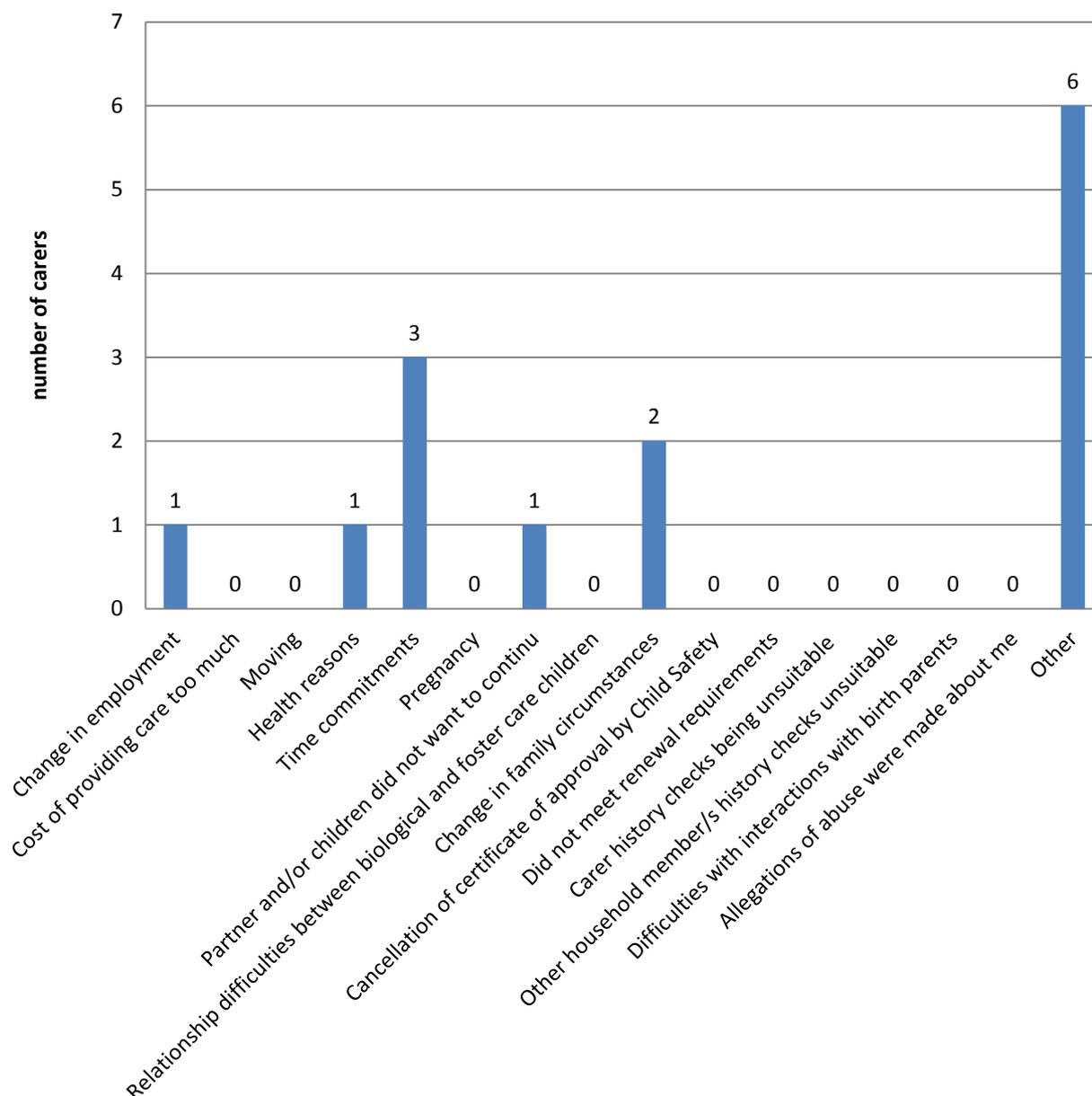


Below are extracts of comments that were made by people completing the survey in relation to this question:

- I went to court to get custody of my grandchildren
- Their biological parents cannot provide a safe and loving environment, my grandchildren have trauma and stress issues caused by their parents and child safety still wanted to reunify them with their parents

For people who stated that they ceased caring due to carer and family reasons, they were asked to expand on their response.

Ceased being a carer for carer and family related reasons

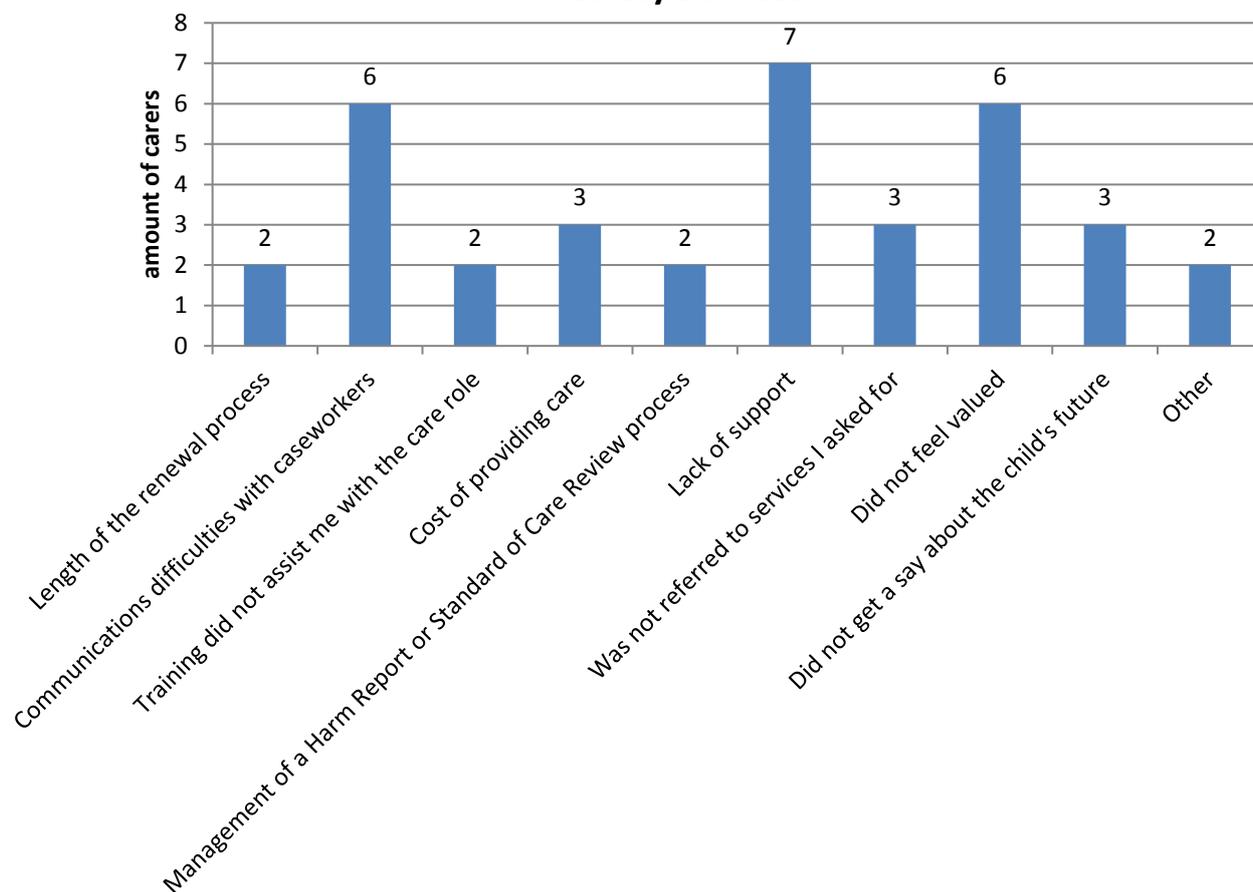


Comments provided:

- I changed from part time to full time employment
- My husband and I decided to separate, so resigned as a carer for now until I am set back up again
- We didn't make the decision. Our child felt old enough to be independent. She came back to us after 3 months however I moved a 7 yr old grandson into her room due to a mould problem in his room. So we ran out of room. My kinship child decided she would head to another state. We still have contact
- Placement ended and for the safety of the children we took Child Safety and the biological parents to court
- We felt that the treatment given to us as foster carers was demeaning and we were often treated like employees of the department with little respect given to our experience and opinions

- Behaviour issues towards wife and other child

Response from carer when ceasing care due to issues relating to Child Safety Services



Below are extracts of comments made by carers in relation to the questions referring to why they ceased as Carers if this was related to Child Safety Services.

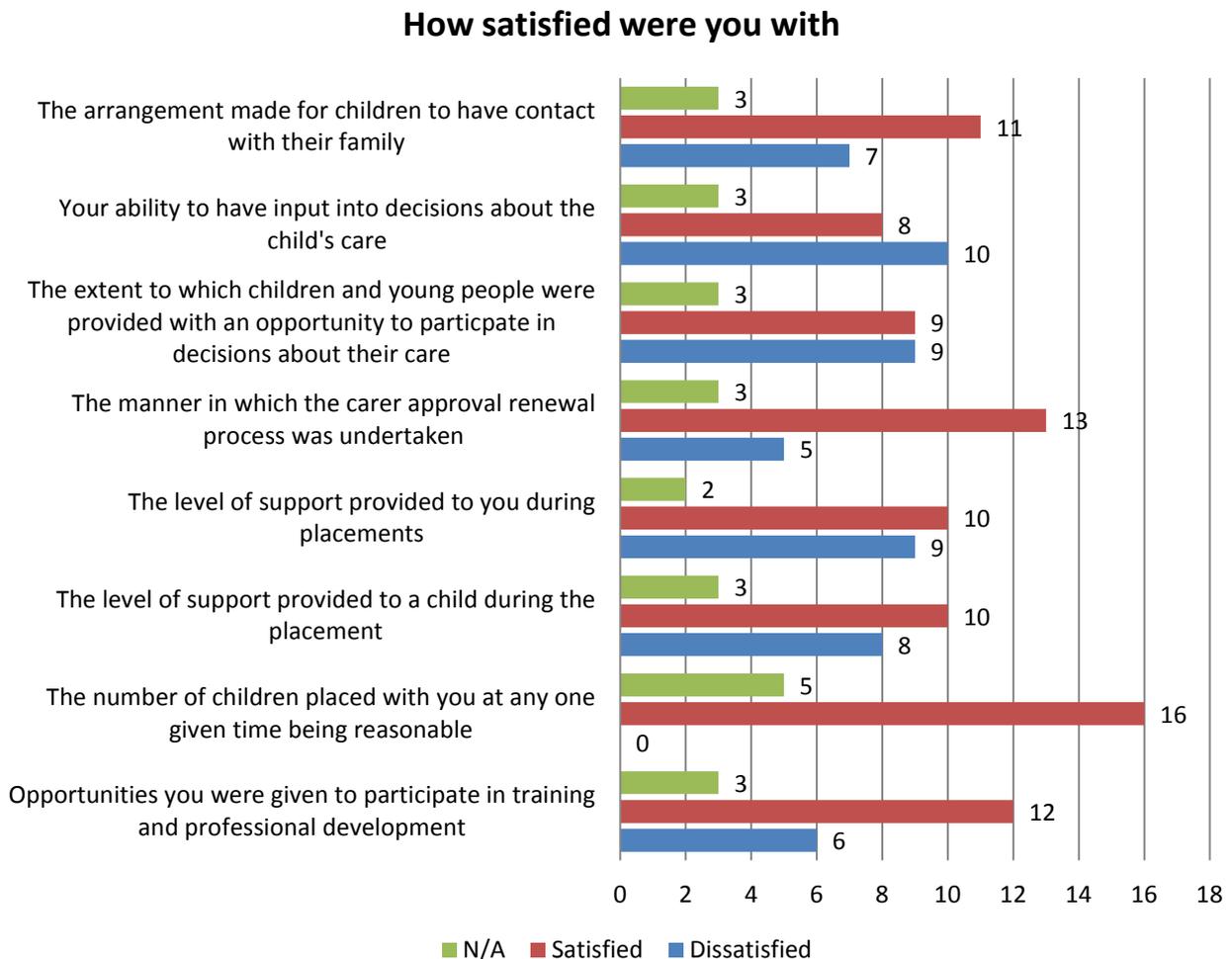
- Child was reunified
- Way too many to list
- Absolutely no respect towards Carers. Despite best effort by the carer not being considered as part of the broader Foster Care Team. A feeling of isolation
- Had an extremely difficult five year drawn out process resulting in systems abuse to a child which was even acknowledged by Magistrate. After much advocacy - child is now subject to LTG to other to us so we resigned
- Child was reunified in a very short process totalling less than two months very stressful for all of us during this process we were not consulted were not heard by staff members and while we had originally considered continuing to provide foster care we have made the decision that being treated as a non-entity is not for us
- As trying to start a family

- We decided it was time to think about ourselves, as we are retired and wanted to travel. We could not provide stability to children if we were travelling
- Child chose not to spend time with us
- The child at age 17 self-placed when we were due to go on holidays rather than having DOCs find her a placement
- My age
- Long term children turned 18
- We have enjoyed our experience as carers
- Being 61 years of age my own thoughts was if I took on another child or children I would do for long term not short term, Would be unfair to all
- We were extremely dissatisfied with Dept.' Child Safety
- Sick of rubberstamp but time consuming re-approval process every 2 years. Sick of dealing with Uniting Care Community where was always a high turnover of case workers, most of who insisted on meeting me for at least an hour or more at regular intervals, only to then cease being a case worker a very short time later, then want to have another meeting to introduce me to the next case worker, who would stay only a short time then do exactly the same thing. Questions and responses almost always the same. We had a few great case workers, but the majority were not great. I always found dealing directly with Child Safety to be quicker, easier and more effective
- No. We love this child as our own and she is in contact
- It takes a special kind of person to be a foster carer, a person with both a big heart combined with a considerable amount of empathy and expertise. Sadly this appears at least on the surface not to be recognised by Child Safety
- To protect them from their parents, the domestic violence and drugs. And give them a better chance to a more normal upbringing that their parents could not provide. Child Safety have tunnel vision when it comes to the safety of children they are not always better off with their biological parents or parent
- Some of the decisions to return children to parents and the way we were treated by Child Safety on a few occasions left us with mixed feelings
- We were not happy with the quality of care given by DOCs
- Changing support staff. Lack of any clear communication channels. Continued difficulties with Child Safety staff continued difficulties in reimbursement, medical issues, lack of any clear support for mental health issues - even help with medicine. Lack of any delivery on agreed promises. Really really awful to be honest
- My son was having anxiety attacks because of the out of control behaviours of the foster kids. We were worried that we might get sued and lose everything if there was a vindictive or crazy biological parent who wanted to get money. Also we felt that the Dept. was not making good decisions for the well-being of the children, just trying to look good on paper with reunifications
- Disillusioned with DOCs and their vision for children in care
- Placement ended through child wishing to be with grandparents and associated family related issues.
- We were treated as an inconvenience and a dumping ground for children. We were treated disrespectfully and often felt bullied and looked down upon
- In a lot of cases in my experience common sense seems to have disappeared
- not enough room

People undertaking the surveys were asked how satisfied they were with different elements of their involvement with the Department of Child Safety.



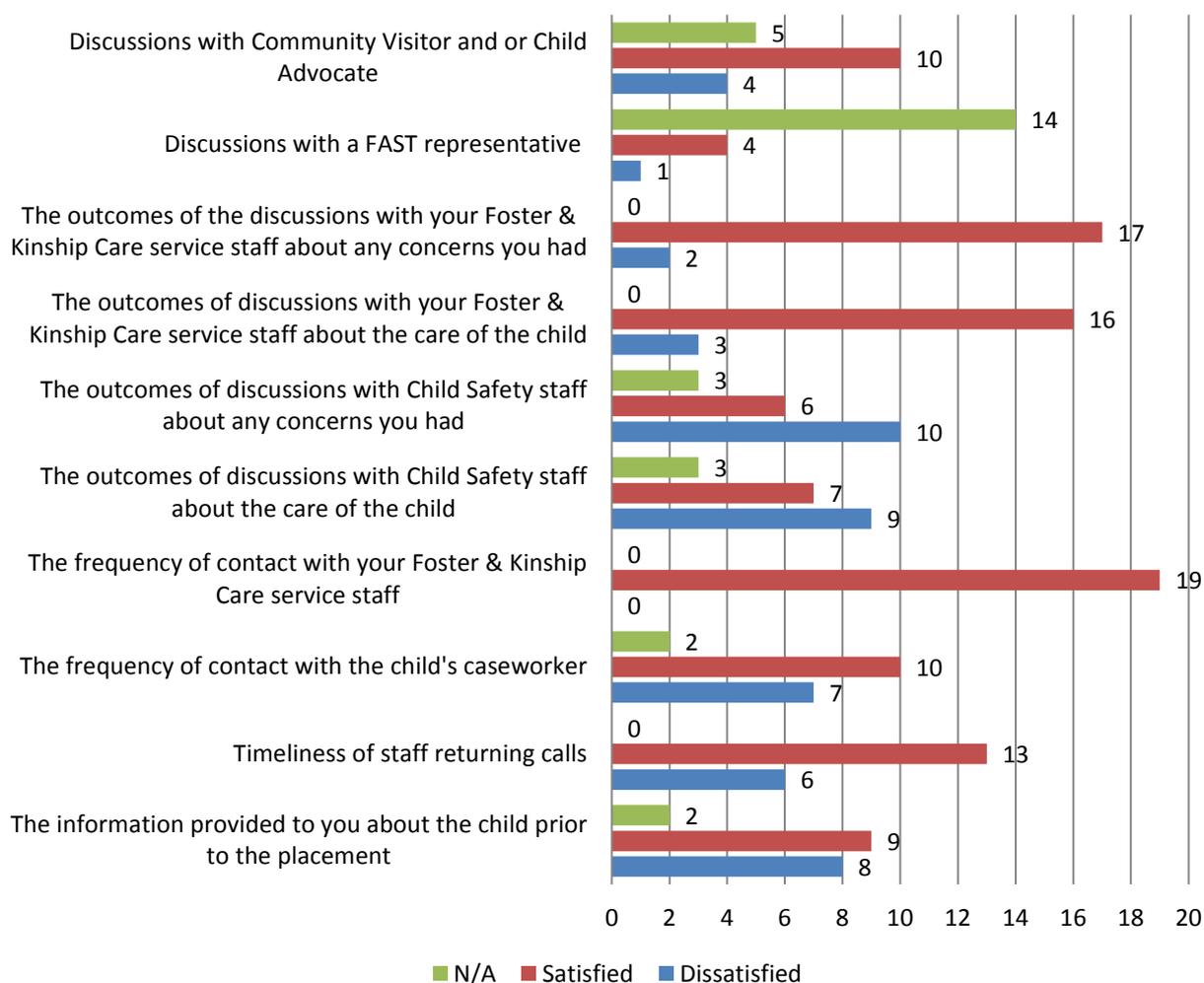
The Experience of Caring



The Experience of Caring: Communication

Carers were asked how satisfied they were with their experiences of communication with relevant stakeholders. Below is a table that outlines the responses and extracts of further comments that they wanted to make in relation to the question.

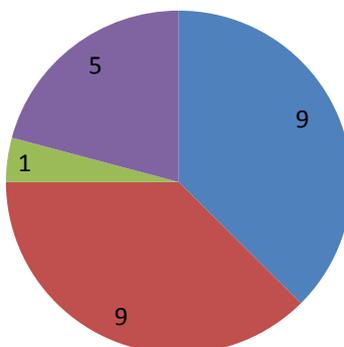
How satisfied were you with



The carers were asked to identify whether Child Safety discussed the following matters with them:

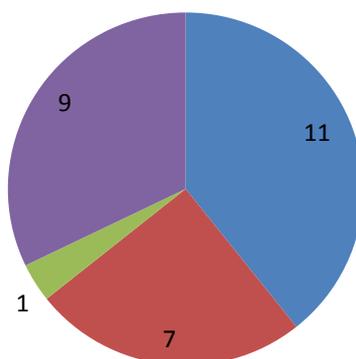
The child's cultural support needs

■ Yes ■ No ■ Unsure ■ If yes, was there a cultural support plan in place



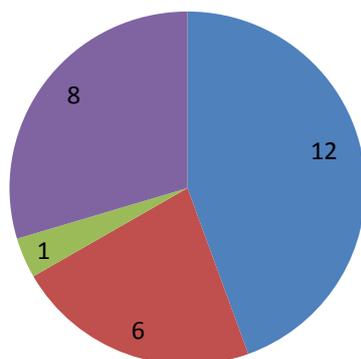
The child's educational needs

■ Yes ■ No ■ Unsure ■ If yes, was there an education support plan in place



The child's health needs

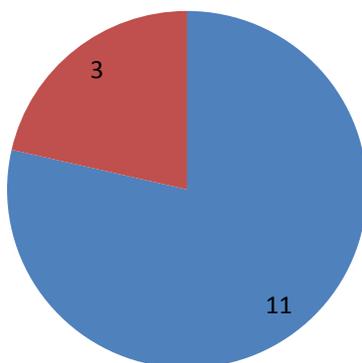
■ Yes ■ No ■ Unsure ■ If yes, did the child have a current child health passport



Carers were asked if they had received information regarding FAST Representatives and QLD Foster and Kinship Care, the table below identifies their responses:

Did you receive information about FAST and/or QLD Foster and Kinship Care (Foster Care QLD)

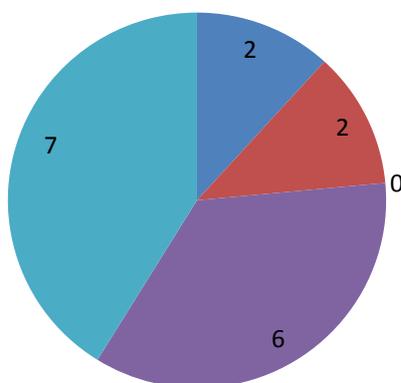
■ Yes ■ No



Experience of Caring: Contact

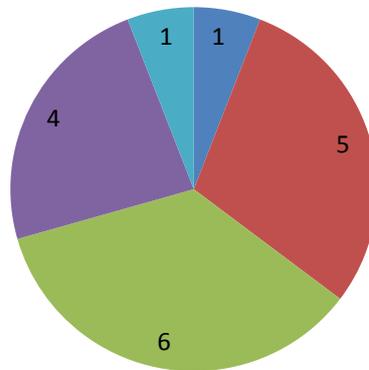
How often did you have contact with Child Safety staff

■ Daily ■ Weekly ■ Fortnightly ■ Monthly ■ Only occasionally



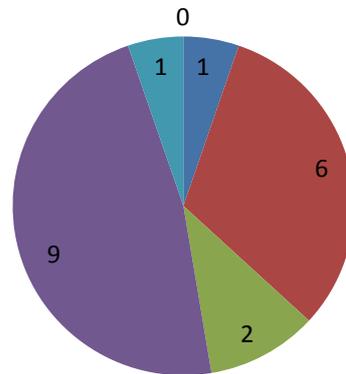
How did contact occur?

■ Phone call ■ Home Visit ■ Email ■ Meeting at the office ■ Other



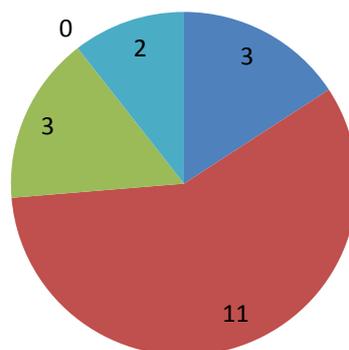
How often did you have contact with your Foster and Kinship Care Service?

■ Daily ■ Weekly ■ Fortnightly ■ Monthly ■ Only occasionally ■ Not applicable



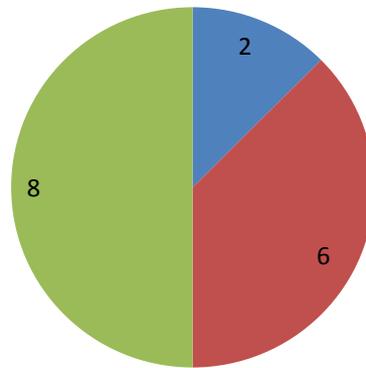
How did this contact occur?

■ Phone call ■ Home visit ■ E-mail ■ Meeting at the office ■ Other



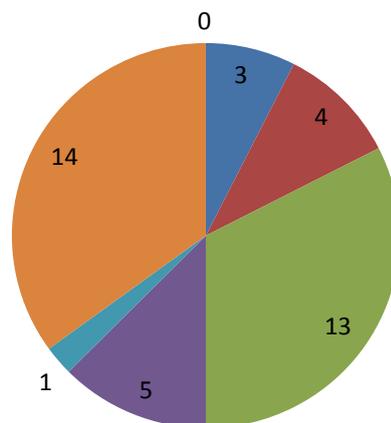
What was your preference regarding contact?

■ E-mail ■ Phone ■ Face to face



Which of the following persons did you usually have contact with?

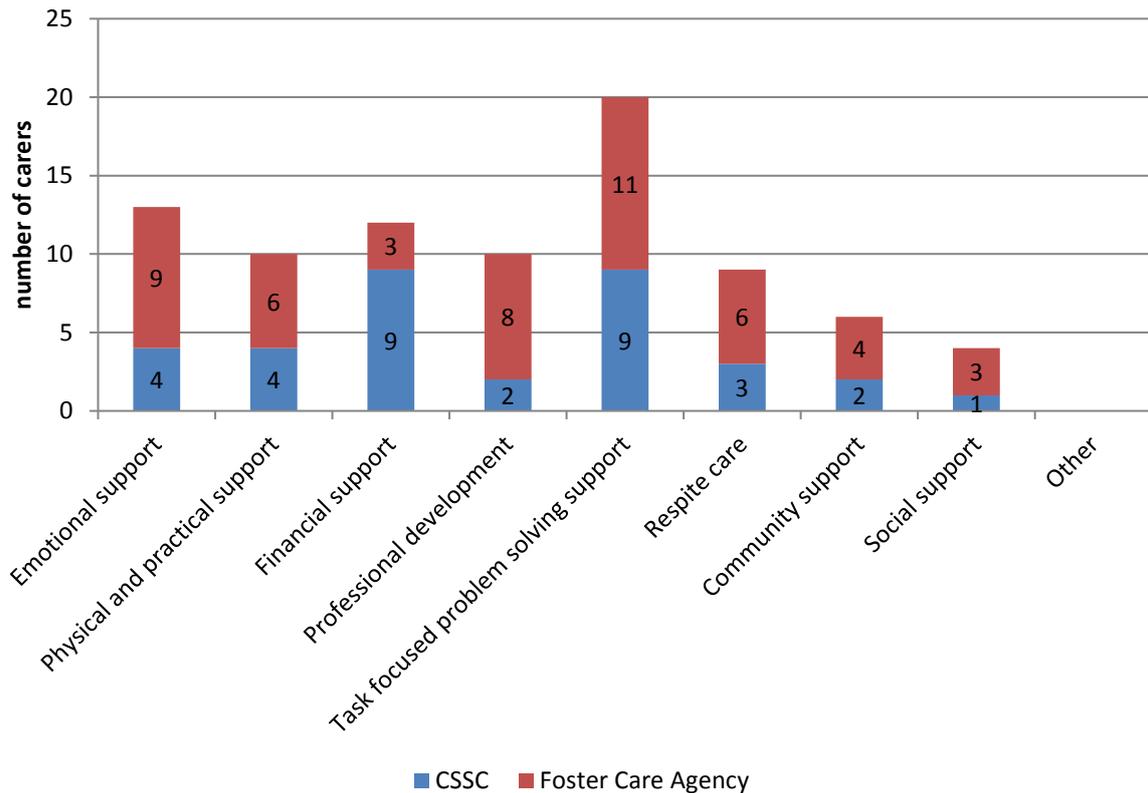
- Child Safety Service Centre Managers
- Child Safety Team Leaders
- Child Safety Officers
- Child Safety Support Officers (family support worker)
- Child Safety Youth Worker
- Foster and Kinship Care Service Workers
- None of the above



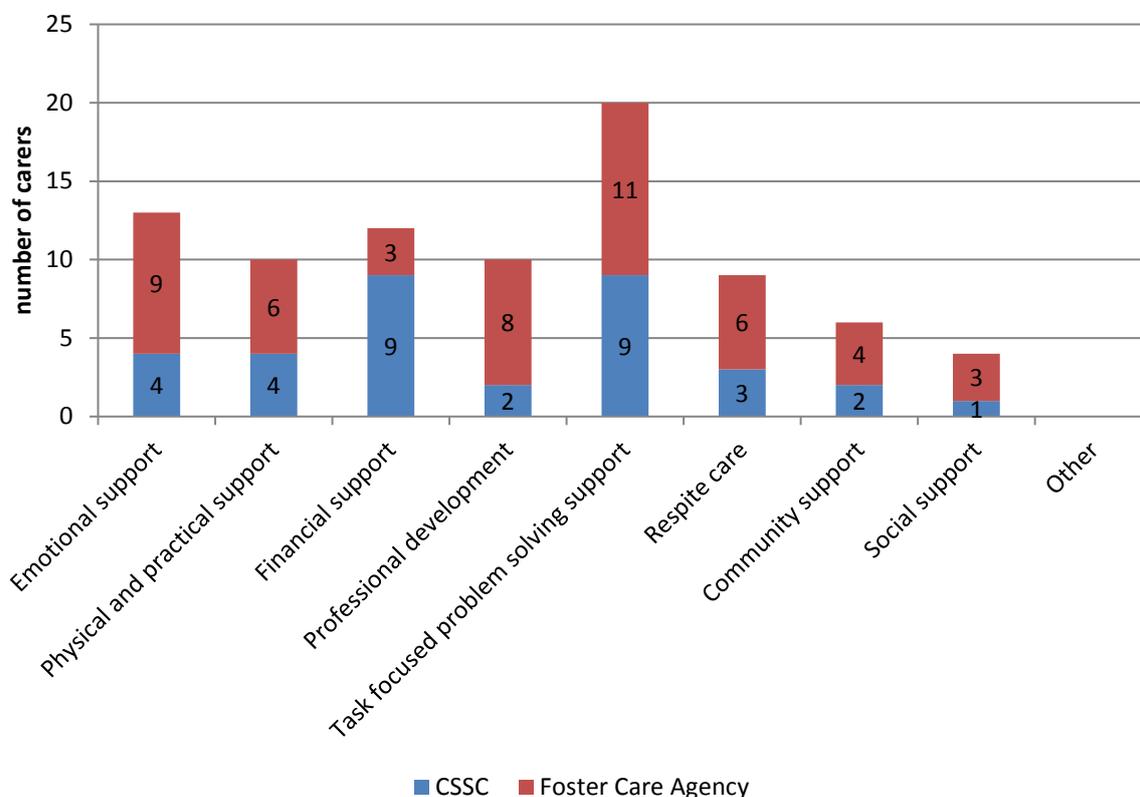
The Experience of Caring: Support

This section addresses the experience of caring and support received.

Please indicate whether during your time as a foster carer you requested any of the following supports from Child Safety and or your Foster & Kinship Care Service



Please indicate whether during your time as a foster carer you received any of the following supports from Child Safety and or your Foster & Kinship Care Service



Carers were asked to provide responses to two questions:

- Did they seek or receive any other form of support, and where was this from?
- Were there other supports you would have liked access to?

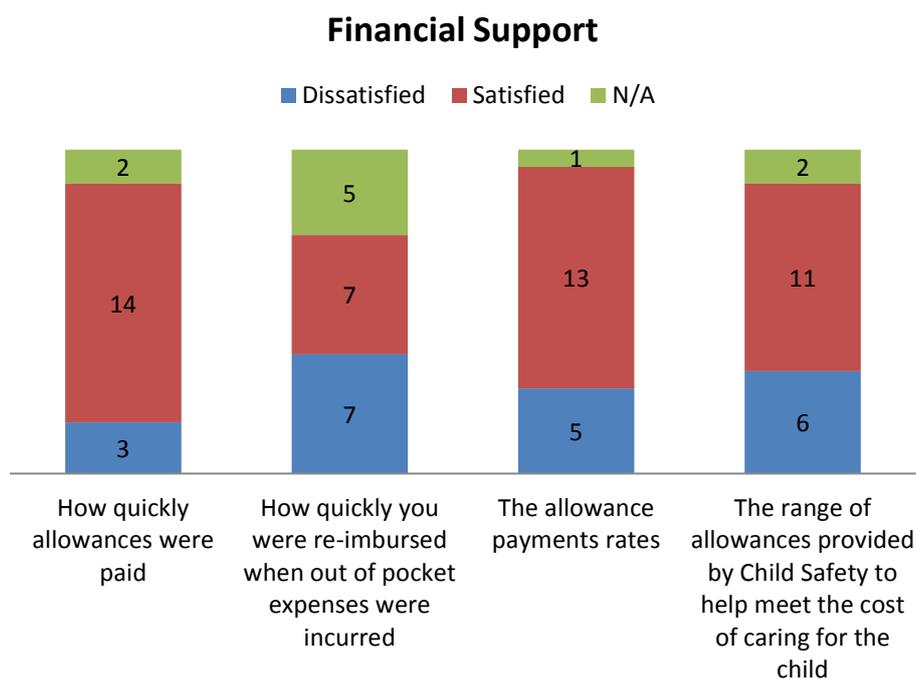
Below are the responses supplied:

- TRACC support workers
- No
- No
- We got donations and assistance from our own community and we paid for things we needed ourselves
- No
- Psychology services for child
- We paid for all mental professional help for the children
- Many issues e.g. advice on medical aspects
- Friends helped us with morale at times and once with a crisis I needed a friend to look after one of a sibling group for a few hours whilst I was in hospital with the other and my husband was away
- I did training through Kyabra. Both Child Safety and ATSICHS gave constant support

Responses to, were there other supports you would have like to access:

- Family supports
- No
- No
- No
- Very self-sufficient carer family - family have great support network in family and friends and are financially comfortable so did not seek additional support
- Assistance with transport when caring for multiple children assistance with police interviews of children - we were made to attend forensic testing and interviews and even supervise visits with parents when this is not our role
- I would have appreciated the supports I requested which were knocked back by Child Safety including assistance with uniforms and school books for 3 children
- We would have liked the twins to be treated as equals
- just what should have occurred would have been nice

The Experience of Caring: Financial Support



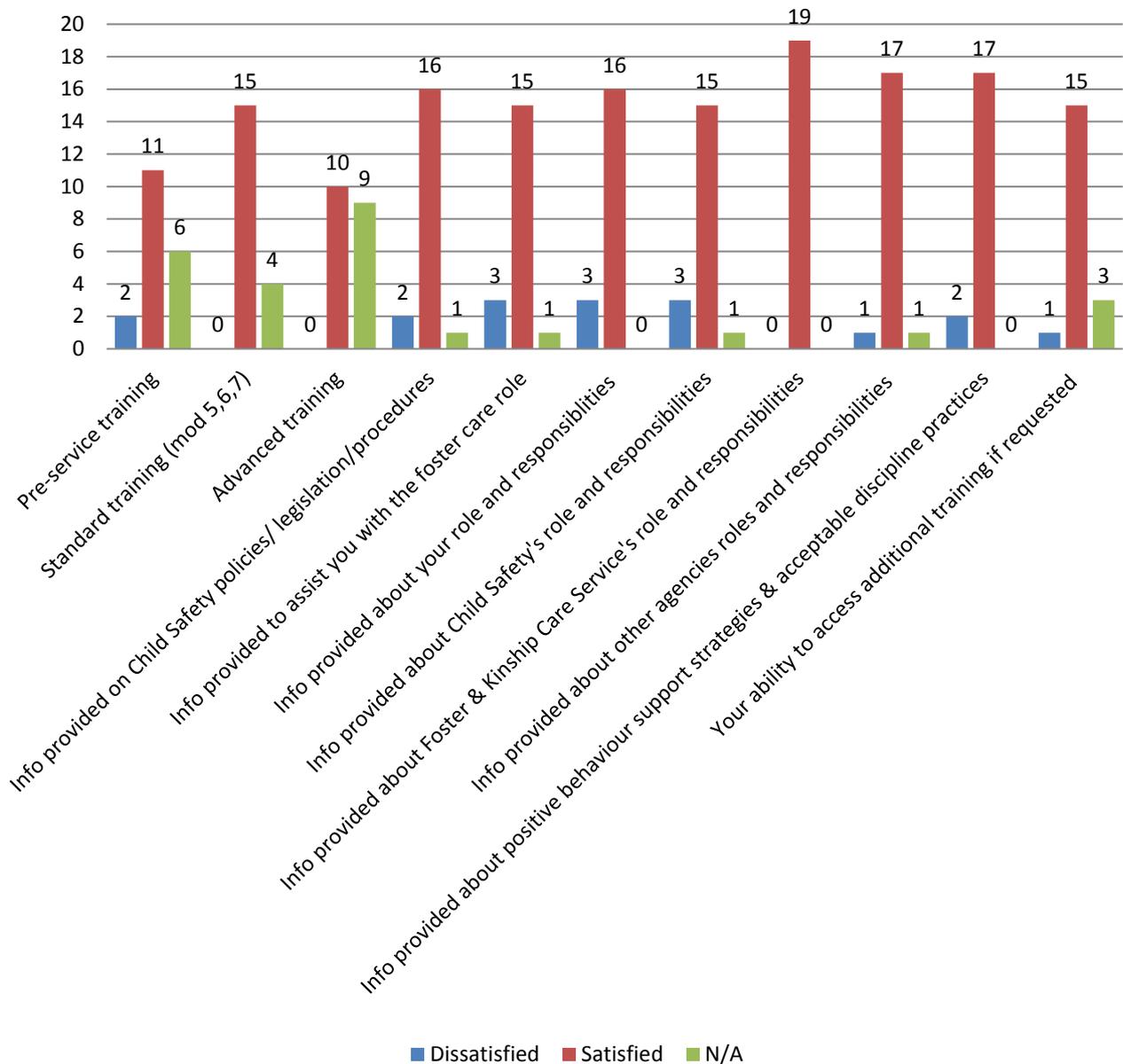
Responses from carers in relation to financial support:

- Lack of information regarding what other assistance we were eligible for
- The level of service from Child Safety was appalling. The amount of times I had to contact them regarding payments not being made, payments being incorrect etc. was just ridiculous. And as a carer it made me feel like the focus was on the financial side of things when that was never the case
- Don't believe he allowance really does cover what it costs to provide everything needed for a child, we were definitely out of pocket to provide the level of care to children placed with us that we provide for our own children

- We paid for a significant amount without reimbursement and we got help from our friends with things we needed
- was never reimbursed for out of pocket expenses
- on one occasion medical equipment took time to receive
- Inconsistent some things were paid reasonably fast and other took many phone calls and anguish

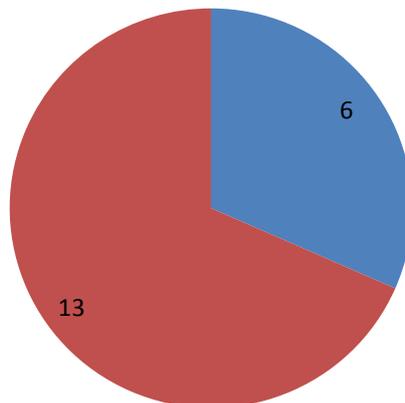
The Experience of Caring: Training and Professional Development

In regard to training and development, how satisfied were you with the following?



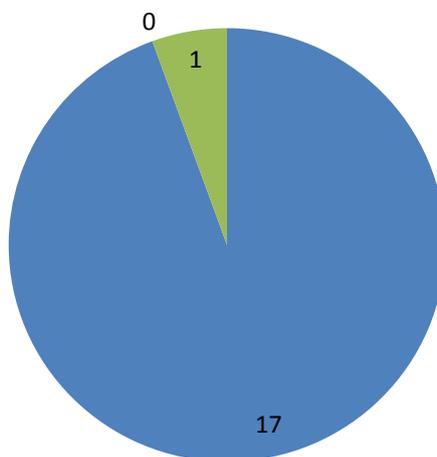
Have you attended any training in the last 12 months

■ Yes ■ No

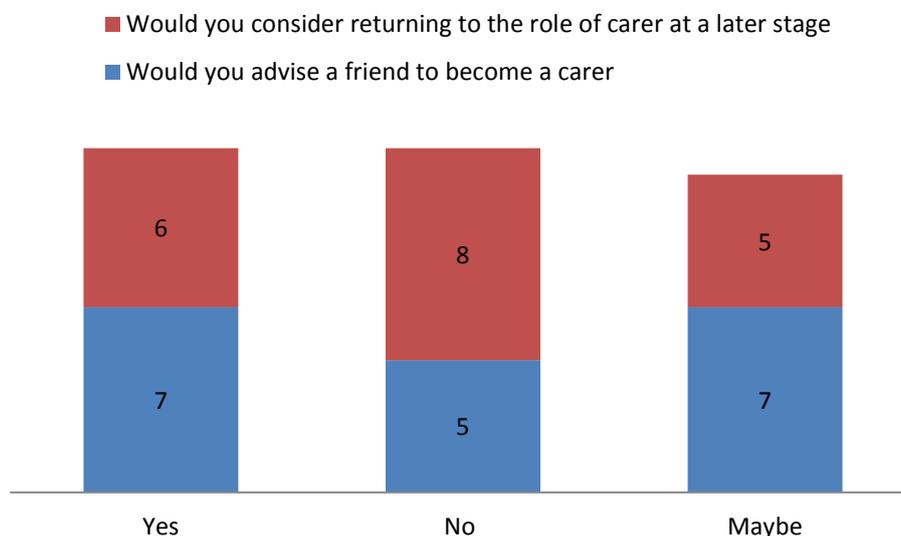


If you were approved as a Foster Carer, was there a Foster Care Agreement in place?

■ Yes ■ No ■ Don't know



Overall Experience



Responses in relation to returning to the role as a carer at a later stage and advising a friend to become a carer:

- Mine was a kinship caring role not a fostering role so probably can't comment
- Sadly no, the level of support from our agency was never the issue. It was always to do with the incompetence of the DOCs staff and their lack of expertise in dealing with children
- Depends on the circumstances
If they can handle the difficulties with Child Safety
- Depends on their circumstances
- Only if I believe that person is right for it
- much too invasive
- Having info isn't the same as trying to receive it when needed
- Only for the tough/brave or stupid!
- But need to spend some time to travel in our retirement
- I'm in my late 60's so probably past it
- After our children have finished school and our life slows a little
- Depends on personal circumstances
- Sorry but my age and mental space is not up to it at this time
- When my child is out of home

Carers were asked to provide comments in relation to their overall experience as a carer, the responses were as follows:

1. **Did your experiences of providing care meet the expectation you had when you decided to become a carer?**
 - I did it out of love because I didn't want the child to go into foster care
 - I expected it would be hard, and it was
 - I was always referred to as a carer and not a grandparent

- Dealing with Child Safety was a very disappointing experience as they do not have the best interest of the child as first priority
- There is no respect for your effort as a carer

2. What were the most challenging aspects of being a Carer?

- Nil
- The really high needs children and making sure they were getting the right support
- The teen years were very challenging
- The lack of recognition of the day to day care being provided
- Dealing with DOCs! Honestly, if we could have just had the children with us without having to deal with them it wouldn't have been anywhere near as bad
- Being asked to take on greater roles with limited support, follow-up and poor outcomes (children were returned to carers on appeal on numerous occasions & we were left to bear the blame)
- Lessons in ... patience, learn to pick your arguments, non-judgemental, the heart aches of what the young people had been / were going through
- Dealing with Child Safety, the court process, the legislation that appears to put parental rights and preservation at all costs
- Having to deal with Child Safety, they did not listen when you try to explain things about the parents especially when I knew them better than Child Safety did
- Handing children back to parents who were clearly still not ready, only to have that child put in harm's way again, taken and returned to care. Dealing with Child Safety arrogance and poor communication
- Not receiving a placement meeting when I took in my first 3 full time children, and not being provided all the information regarding these children. Lack of support from Child Safety, Lack of funding to assist with financial burden. Child safety do not listen to the children's wants and needs, and put the parents first
- Dealing with the total lack of interest from departmental staff
- Family dynamics
- Working with a young person with mental issues
- Dealing with the bureaucracy
- Dealing with Child Safety.
- Out of control behaviours with very limited methods of dealing with that behaviour. Heart breaking for the futures of the children if they were to return home

3. What was the most positive aspect of being a Carer?

- The kids
- There's too many to state I loved my time as a carer and changing the lives for so many children
- Another child to love along with my own 6
- It was an absolute pleasure to meet and care for the children that were placed in our care
- Seeing a real difference in the children placed with you over time. We had the same kids on and off for 6 years and it was great seeing them become "part of the family"
- Positive relationships and impact on children
- We were only Respite Carers, however, know we made a difference to the children who were in long term respite care with us. We continue to have contact with a number of them even though they are now out of the system
- The children - I have two beautiful children in my care on LTGO now and they will be given the best opportunity to be the best they can be

- Having my 2 grandchildren living with us
- Children who came into our home were loved and cared for - we could see the difference in their faces and their health. It was good for our children to see this in our lives as part of their role in this world
- Making a difference to the children's lives, seeing them smile and succeed and grow. Seeing how much they trusted and relied on you and showing them what life is about.
- Watching a little angel become the beautiful child she was meant to be a happy secure and well-adjusted child
- Help and support family
- giving the young person a choice, and having a positive influence on young person
- Seeing the two long term children in our care become functioning adults attending university
- Supporting a child and getting them out of care
- Giving love and support that was received and seeing happier kids as a result

4. What helped you feel supported in your role as a Carer?

- Support workers
- Foster care agency were a good support and my husband
- My family were and are wonderful, did most of the respite so this child could always feel like ours.
- Regular visits by our agency support worker
- Our last agency worker from IFYS was fantastic, she was the most useful person we dealt with in the 6 years - and then she sadly passed away very unexpectedly, and this helped make our decision to stop as carers
- Our support workers
- I knew I could seek help from our agency whenever I needed it
- Family and Friends Agency workers - however acknowledge their limitations FCQ provided the support when needed throughout the children court/legal process
- Being able to contact my C of C support worker and the Public Guardian
- our agency was much better than Child Safety - they knew us as people and called regularly
- My Agency was fantastic however their hands were tied due to Child Safety
- My agency workers were always amazing
- Confidence in helping children with lived experience with disability
- My own families support and understanding
- My husband and some other carers
- Kyabra
- Affirmations from support worker for our queries with and reports of how we dealt with situations

5. What could be improved to assist Carers in their role?

- Nil
- The department needs to give carers more information about what extra help is available and what other payments carers are entitled to for the children
- My child always complained that she felt like our child but having to get permission from DOCs etc. made her feel different
- Simply trust
- Get staff at DOCs who actually have an idea of what they are doing. They seem to rely on having to refer to paperwork and guidelines constantly and many don't seem to really have any idea of what works with children

- Better processes and support when removing children from foster carers
- Department staff genuinely listening to carers and children Common courtesy and respect from department staff towards carers
- The policies that Child Safety follow need a huge and long overdue review.
- Pay a reasonable rate to cover costs, give the help needed when we ask, and listen to the carers when making decisions
- Better Financial Support, Placement Meetings to actually occur before a breakdown, Child Safety to listen to the carers and children's needs and offer assistance
- Properly trained DOCs staff who have in home care experience with dysfunctional children. If they were trained as foster carers they would appreciate the challenges
- Child Safety Officers, Child Safety Team Leaders
- Dept. listening to the carers and giving carers opinion weight in custody situations as carers have a well-rounded view on the children due to the huge amount of time spent with the children

6. Do you have any additional comments, suggestions or concerns?

- This child will always be a part of our family no matter where she goes. A great outcome, I would think!
- Sadly too much focus has been placed on the rights of the child, not basic human rights, to be safe etc., but they are just given such a sense of entitlement it is ridiculous, and doesn't do them any good in the real world when they don't have someone in the Dept. they can call up for help
- As mentioned above, we were Respite Carers, therefore a number of the questions were not applicable
- We would take another child in a heartbeat and provide the same level of care and opportunity to, however we cannot subject our family to anymore heartache that comes with that. All of our children (including a child that was already on LTG to Other) has suffered trauma as a result of Department decision making and Children's court orders that were not child focussed and resulted in additional substantiated harm to the child in question
- Child Safety need to change their name because they DO NOT put the child's safety first it seems more of what the parents want and it's the parents unsafe environment that put these children in this situation to start with
- I was disgusted at the way we were treated in one case where we took on two children despite not having enough seats in our car to transport our family for basic needs. The CSO said there would be no trouble getting a loan car or a van for the short placement yet we had to hire a van out of our own pocket. The manager refused to see us, even though we attended the CS Office. They were having a morning tea and he was busy. He left us waiting and they sent us away. Then they asked us to take these children again so their kinship carers could go on a cruise. We did, but it felt like we were day care no foster care
- one key word for me is "UNDERSTANDING"
- I have never regretted having the children but dealing with the Department of Child Safety made my life a misery. It is difficult to answer these questions on a form. If you were serious about correcting the problem you would have a one on one with the carer
- Kyabra help was great. Foster carers need to be better support and treated with respect and care