

FCAV / PPSS Carer Help Line

Breakdown of carer concerns - 2008

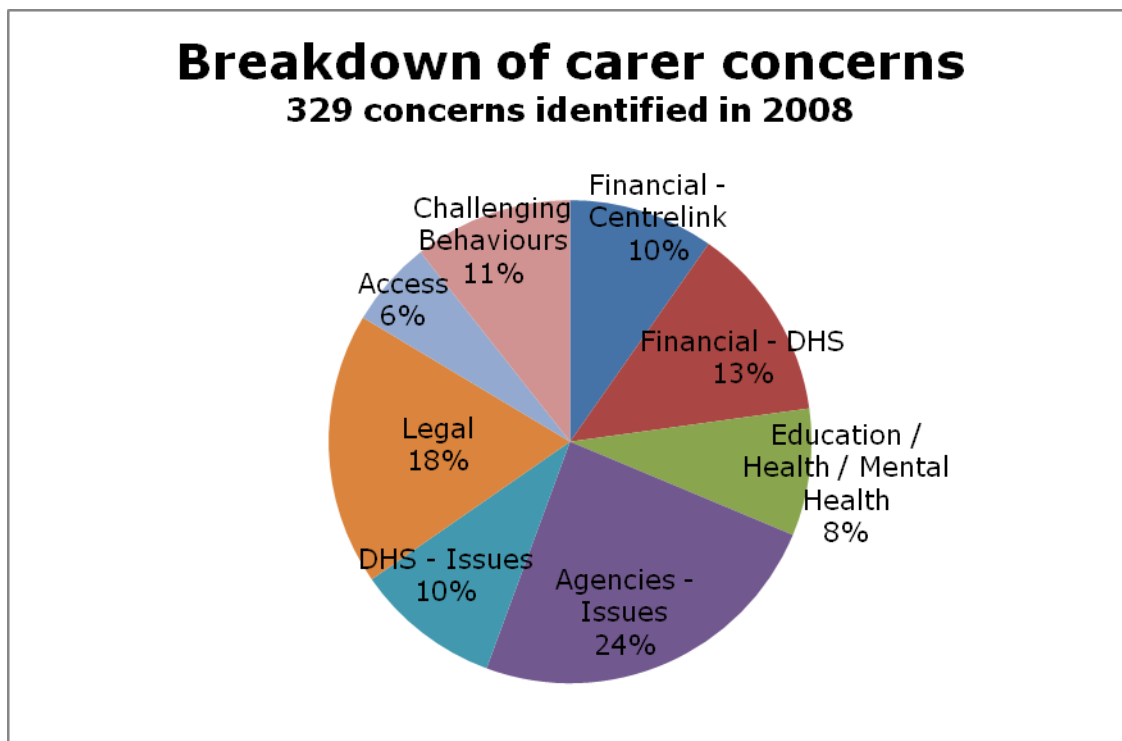
In July 2008, the FCAV undertook to employ a Help Line Coordinator to manage the FCAV / PPSS Carer Help Line. A direct result of this appointment was the establishment of the FCAV / PPSS Carer Help Line database, and the subsequent recording of carer concerns based on formalised, factual and reliable data.

While the database was not established until July 2008, there were records kept of calls taken in the FCAV office from February 2008 up to the time of the appointment of the Help Line Coordinator. These records were loaded to the database, thus providing a record of all calls captured by FCAV office staff from February 2008 through to the end of December 2008.

A total of 142 contacts have been recorded to the FCAV / PPSS Carer Help Line database from February 2008 to December 2008, with a total of 329 separate concerns identified and recorded for statistical purposes. Here are some key annual statistics for 2008:

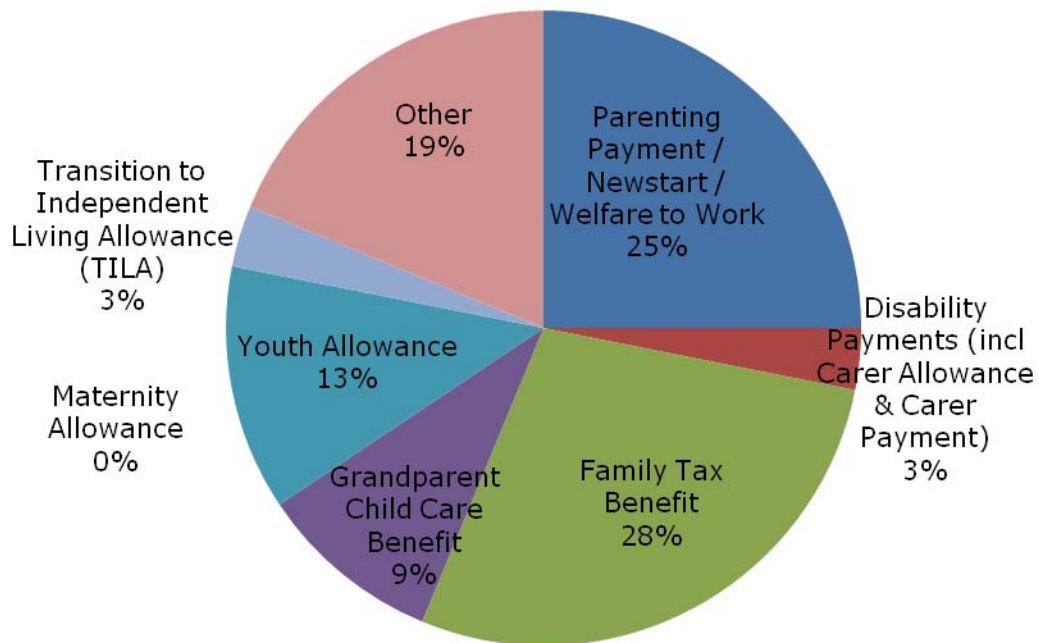
- Total contacts received: Calls: 122 Emails: 17 Letters: 3
- Average call time: 23 minutes
- 89.4% of concerns actioned by FCAV within 48 of receiving the contact
- Contact received from: 75 Foster Carers
 18 Kinship Carers
 8 Adoptive Parents
 8 Permanent Carers
 6 Foster/Permanent Carers
 2 Respite Carers
 1 Kinship Carer – Non-statutory
 1 Kinship/Permanent Carer
 1 Adolescent Community Placement

The following slides detail the breakdown of carer concerns as captured to the FCAV / PPSS Carer Help Line in 2008:



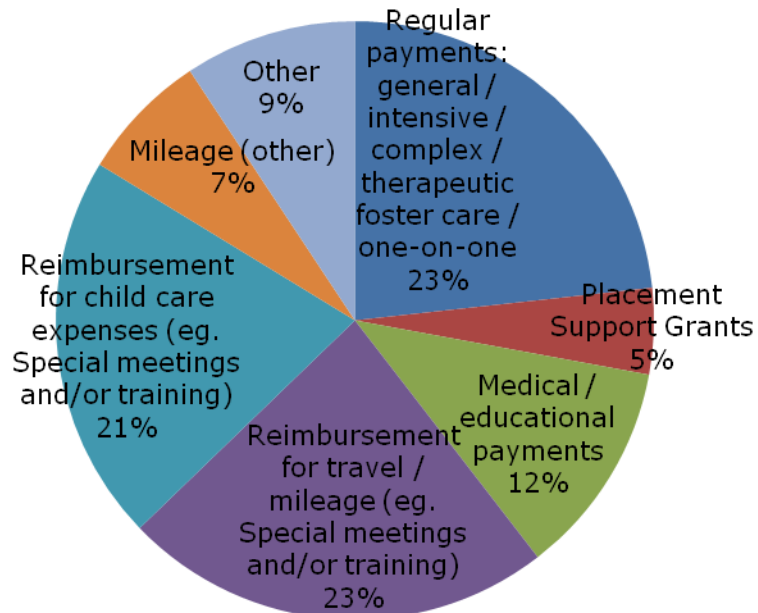
Financial - Centrelink

32 concerns identified in 2008



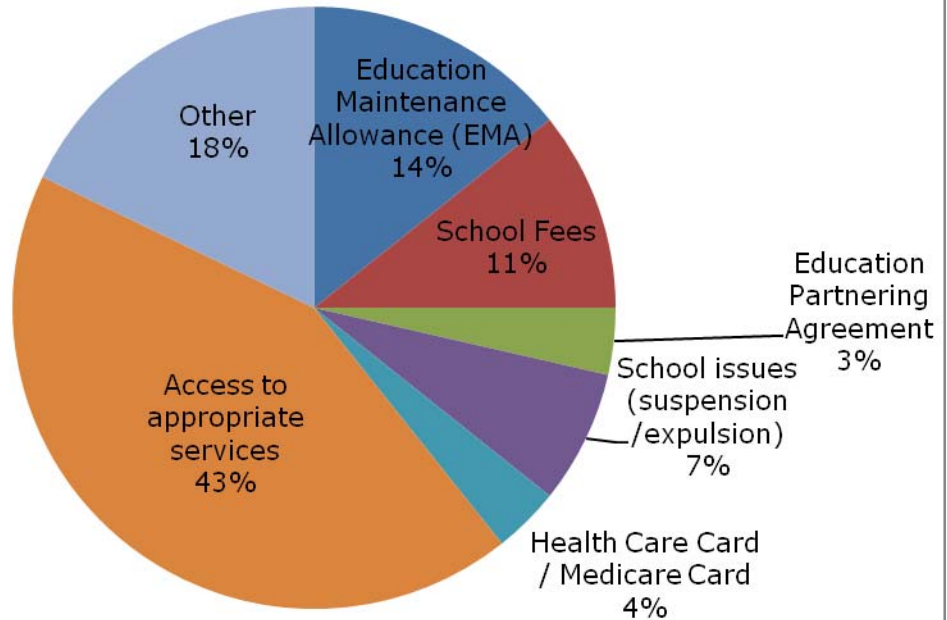
Financial - DHS

43 concerns identified in 2008



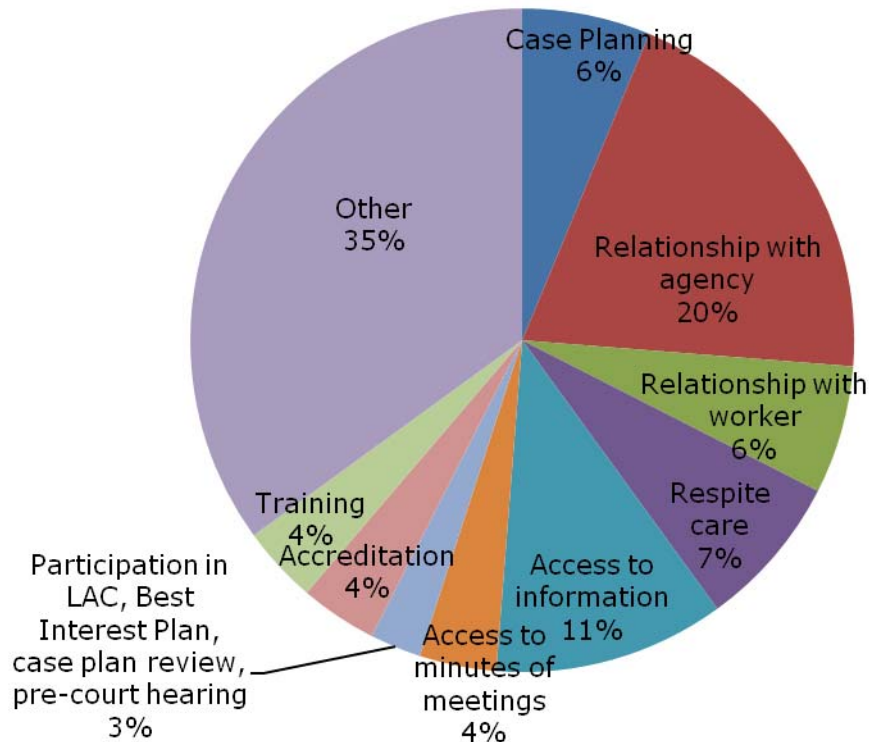
Education/Health/Mental Health

28 concerns identified in 2008



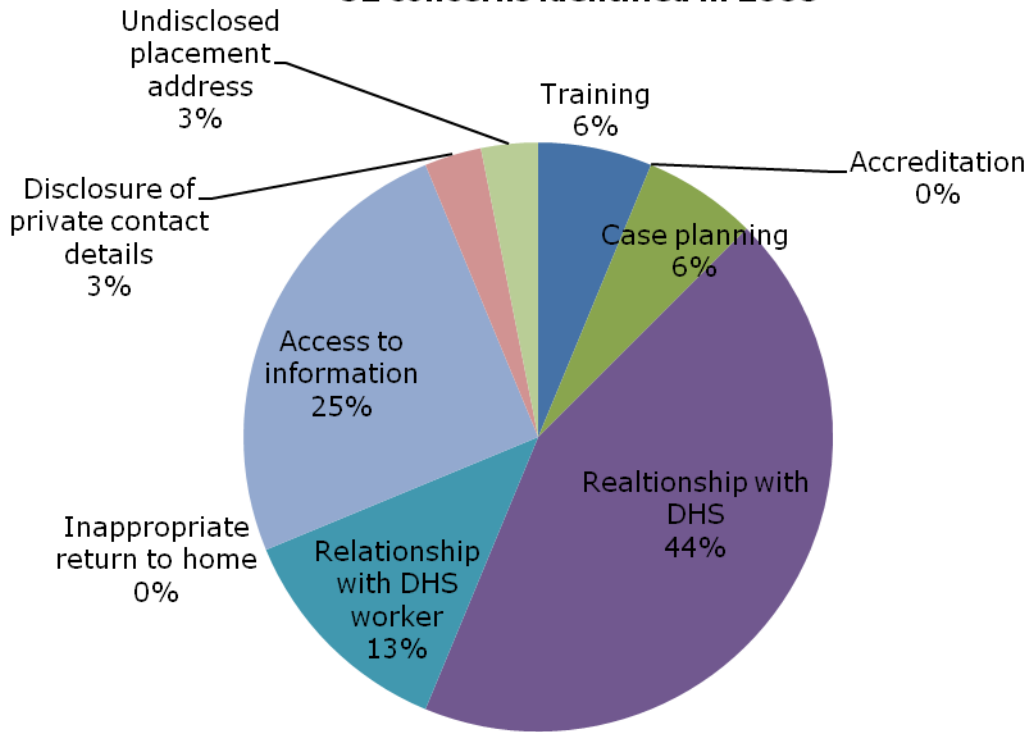
Agencies - Issues

80 concerns identified in 2008



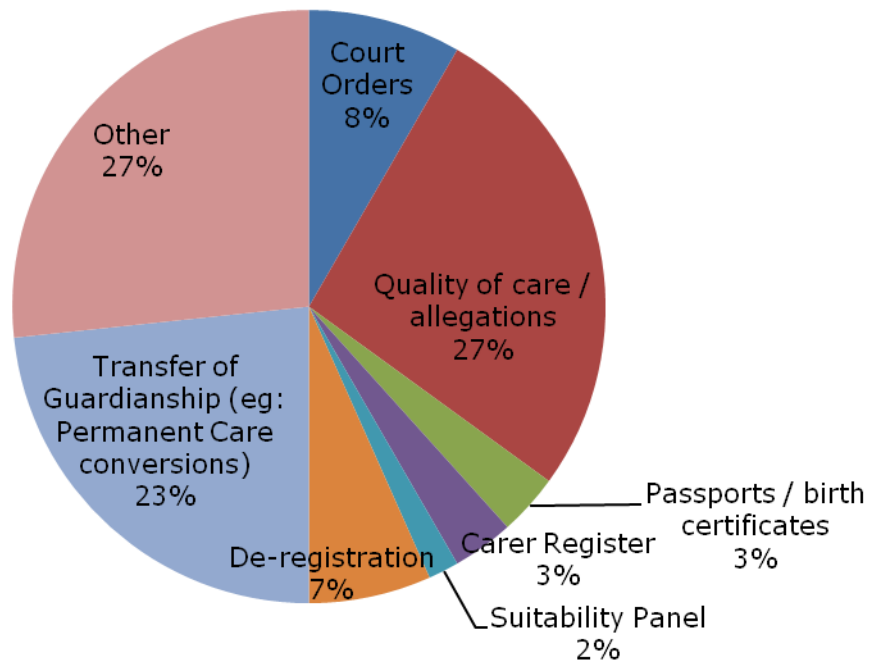
DHS - Issues

32 concerns identified in 2008



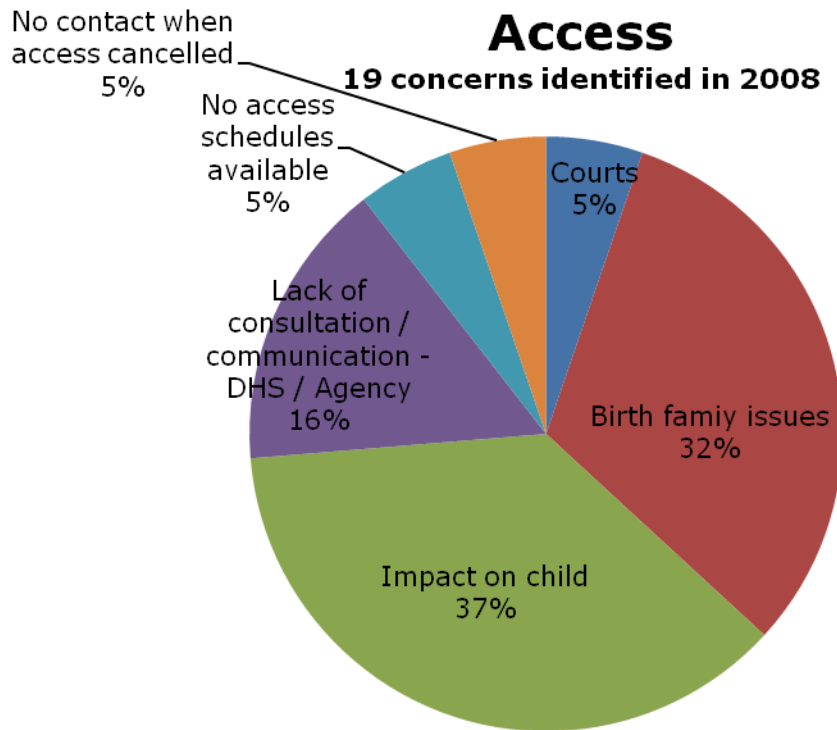
Legal

60 concerns identified in 2008



Access

19 concerns identified in 2008



Challenging Behaviours

35 concerns identified in 2008

