



# e-News from the FCAV/PPSS Carer Information & Support Service



## FCAV / PPSS Carer Information and Support Service : 1st Half Results 2009/10

### Reporting Summary

There were 204 contacts received to the Carer Information and Support Service for the period 1 July 2009 to 31 December 2009. These calls, emails and letters revealed 299 issues currently impacting carers including 69 issues recorded as FCAV—General Enquiry calls. It is pleasing to be able to report that of these 69 General Enquiries, 22 calls (32%) were from people keen to learn more about becoming foster carers. The breakdown of issues raised are as follows:

Category	No of issues recorded	% of issues recorded
A. Financial—Centrelink	22	7%
B. Financial—DHS	40	13%
C. Education/Health/Mental Health	6	2%
D. Agencies—Issues	77	26%
E. DHS—Issues	25	8%
F. Legal	23	8%
G. Access	15	5%
H. Challenging Behaviours	8	3%
I. FCAV—General Enquiries	69	23%
J. Permanent Care	14	5%
<b>TOTAL</b>		<b>100%</b>

47% of the calls received to the Carer Information and Support Service were from carers (or others) seeking information, while 48% of callers required individual support and 4% of callers required referral to a specialised or targeted service. Interestingly, the 48% of callers requiring individual support accounted for 80% of the total work time generated through the Service.

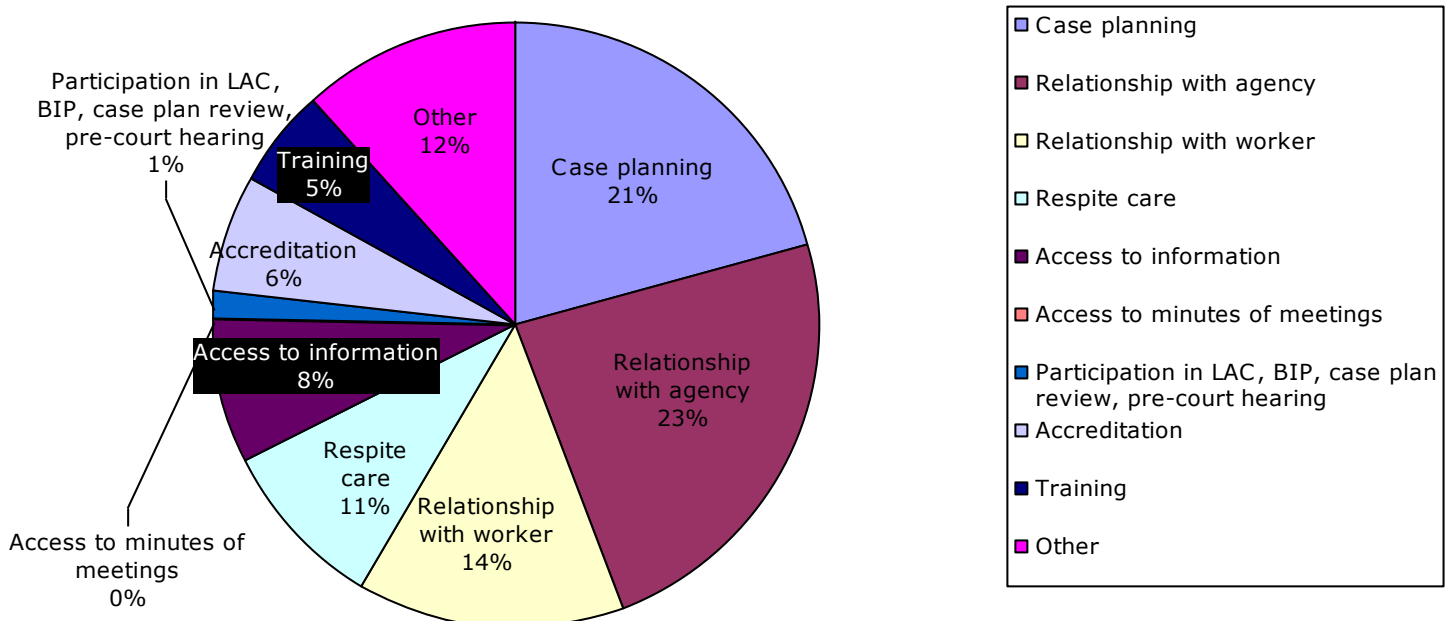
The combination of the DHS related categories *Financial—DHS* and *DHS—Issues* represented an overall 21% of the issues recorded for the period, with the larger portion of these issues pertaining to financial issues.

The key issue category identified for the review period July-December 2009 was '*D—Agency Issues*'. This category dominated the carer concerns received, representing 26% of the issues captured for the period.



A breakdown of the calls received to this category is reflected in the graph below:

### Agencies - Issues





## e-News from the FCAV/PPSS Carer Information & Support Service



### Snap Shot News—What's happening at the Foster Care Association of Victoria?

We were very busy in the office in the lead up to Christmas, and we have now returned to work after a happy and festive season. As they say, there's no rest for the wicked, so here's an update on some key projects happening in and around FCAV:

**FCAV/PPSS Information Sheet:** The *Quality of Care Processes* Information Sheet has been released in January 2010 and focuses on the process and timelines associated with Quality of Care investigations.

**FCAV/PPSS Information Sheet:** The *Developing Independence and Community Connections* Information Sheet has been released in January 2010 and focuses on the skills and information young people need when leaving care and venturing out on their own.

**FCAV/PPSS Information Sheets—Progress Update:** Work is underway on the following FCAV/PPSS Information Sheets: > Permanent Care > Building and Maintaining Effective Working Relationships > Court Orders and Procedures. If you have a suggestion for an Information Sheet, please give Beth a call on 9489 9770 or shoot us an email at [b.parker@fcav.org](mailto:b.parker@fcav.org). Remember, copies of all released Information Sheets are available on the website [www.fcav.org](http://www.fcav.org).

**FCAV Regional Training Dates:** The FCAV Regional Training Dates have been posted to our website. The training has already been conducted in Hume, and the road show will be coming to a town near you soon. For more information, please check the website at [www.fcav.org](http://www.fcav.org) or call the office on 9489 9770.

**FCAV/PPSS Carer Information and Support Service—Evaluation:** We will be conducting an evaluation of the Carer Information and Support Service over the next three months, seeking feedback and recommendations for improving the service, and consolidating what is already working effectively. If you have used the Carer Information and Support Service and would like to contribute any feedback or thoughts, or if you have any ideas about the Service, please feel free to speak to Kristen on 9489 9770 or send an email to [treasurer@fcav.org](mailto:treasurer@fcav.org).

**Early Start Kindergarten – for 3 year old children known to Child Protection:** Katie from FCAV is meeting with Department of Education and Early Childhood Development mid Jan 2010 to gather more information for foster carers and discuss communication about the scheme with you all. In the mean time try [www.education.vic.gov.au/kindergarten/earlystart](http://www.education.vic.gov.au/kindergarten/earlystart) to gain more info.

**Specialised In Home Care Model:** The working model for Specialised In Home care is almost at final draft stage. We will keep you posted on key development and launch dates as they come to hand.

**Bushfire Prevention Plans and Procedures:** By now all carers should have received information from DHS about bushfire prevention plans and procedures. If you haven't received any information and you live in a bushfire zoned area, please contact your local DHS office for further information.

**Kinship Care Model:** All tenders have been submitted by agencies wishing to support kinship carers and announcements of the successful agencies have commenced. We will provide further details of the successful agencies and the roll out of the Model in next month's FCAV Newsletter.

**Office of Child Safety Publication:** *From isolation to connection—a guide to understanding and working with traumatised children and young people* was released in December 2009. Copies are available through FCAV or the Office of Child Safety website at [www.ocsc.vic.gov.au](http://www.ocsc.vic.gov.au).

**CREATE Report Card 2009:** Look out for a comprehensive review of the CREATE Report Card for 2009 in the February edition of the FCAV Newsletter. You can check out the Report Card for yourself at [www.create.org.au](http://www.create.org.au).

### And check this out.....

Our new website is up and running at [www.fcav.org](http://www.fcav.org), so jump online and review the latest posted information:

- ↳ Carer Information and Support Service—1st half reporting and analysis for 2009/10
- ↳ Seminar Learnings: The Science of Success in Working with Difficult Children - A Day with Dr Dave Ziegler
- ↳ Foster Care Association of Victoria Annual Report 2008/09
- ↳ FCAV/PPSS Information Sheet—Quality of Care Processes
- ↳ FCAV/PPSS Information Sheet—Developing Independence and Community Connections

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