

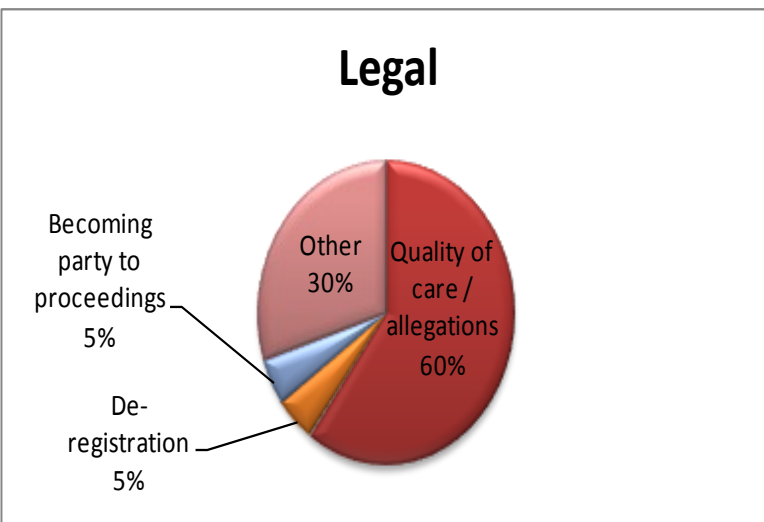


Observations from the:

FCAV/PPSS Carer Info & Support Service—Quarterly Reporting as at 31 March 2010

With 49% of calls to the 'Agencies—Issues' category for this quarter focusing on *Case planning*, *Relationship with agency* and *Relationship with worker*, it is clear these issues remain of great significance to carers across Victoria. The FCAV/PPSS Info Sheet—*Building and maintaining effective working relationships* was launched in the February FCAV Newsletter. It is hoped the release of this Info Sheet will aid both carers and workers by providing a practical and effective tool to help establish the basis for positive and effective working relationships between carers and workers. Agencies need to consider how this relationship can be supportive, as well as robust so that conversations can occur and issues talked through and resolved as they arise.

It must be noted however that the results found in both the categories of Permanent Care and Legal are also of great concern.

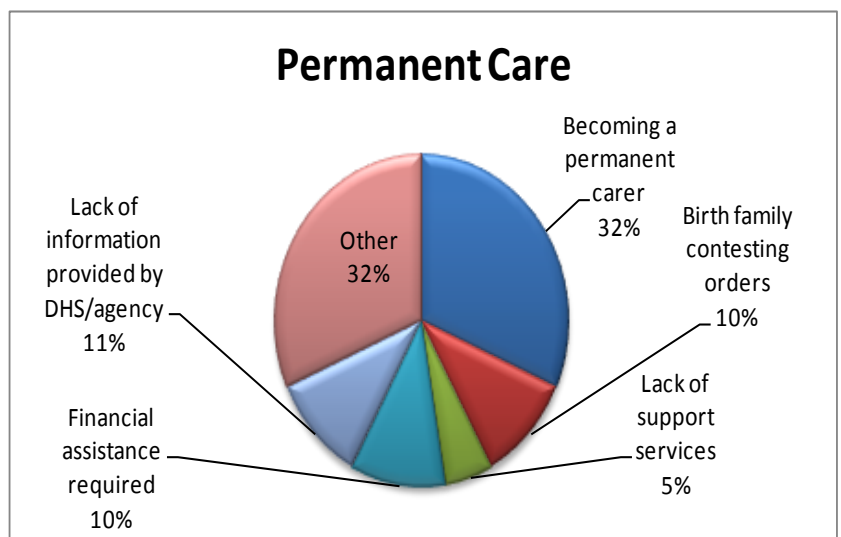


Legal

The issue of 'quality of care/allegations' accounted for only 6% of the issues raised by carers for the period, but equated to 34% of the work output generated by calls to the Service. The need for de-briefing, assistance in preparing for meetings, and subsequent appeals of decisions, and the need to attend meetings to support carers results in a significant work commitment from both the Service and FCAV staff. It must be questioned if this level of commitment can truly be maintained by a phone help line, or whether the intensive support needed to adequately support these carers needs to fall to agencies or an independent advocate contracted by the agency.

Permanent Care

Similarly, the issues raised by permanent carers while representing only 10% of the calls received as a whole, have resulted in over 25% of the work output generated over the period. The difficulty in following up on these cases is the lack of support services and commitment from agencies and DHS to provide post-legal support and assistance to carers, thus resulting in the need for significant liaison with these areas to gain the necessary assistance and support for carers. While we can proudly say we have ensured some great outcomes for permanent carers in the last quarter, these wins have not come easily in terms of time and effort by FCAV and CISS staff. Work is progressing on a FCAV/PPSS Info Sheet on Permanent Care.



FCAV/PPSS Carer Information and Support Service—Update

Work is continuing on both the CISS Service Evaluation 2010 Project and the FCAV/PPSS Carer Needs and Satisfaction Survey. The Service Evaluation Report is due for release by May 21st, 2010 and the FCAV/PPSS Carer Needs and Satisfaction Survey responses are due by May 14th, after which time an analysis of the results will be conducted and a final report prepared.

The due date for the FCAV/PPSS carer Needs and Satisfaction Survey report is September 10th, 2010.



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



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

We have been busy both in and out of the office over the last month or so with Katie travelling around regional Victoria on our 'FCAV/ Prime Focus Regional Road Show'. Here's some updates on other key events and work groups we are currently working on:

FCAV/PPSS Carer Needs and Satisfaction Survey

The FCAV/PPSS Carer Needs and Satisfaction Survey was launched in the April FCAV Newsletter and to date we have received 160 responses! What a sensational effort - our thanks to all of you who have responded. If you are yet to complete the Survey and would like to, we have extended the deadline to this Friday May 14th, 2010 so get in quick and have your say! The survey can be accessed via https://www.surveymonkey.com/s/ppss_fcav_support_needs_survey and only takes 5-10 minutes to complete.

Victorian Law Reform Commission

Our thanks to all those carers who shared their experiences of the Children's Court as part of our report to the Victorian Law Reform Commission. FCAV submitted a comprehensive report based on this feedback to the Commission in April. We will feature elements of this report in our June FCAV Newsletter.

Kinship Care Update

The new Kinship Care Model was officially launched by the Minister for Community Services, Hon. Lisa Neville at Bethany Community Support in Geelong on Monday 3rd May, 2010. After such a long wait, it is great to know things can finally start happening in terms of support and assistance for kinship carers and the children in their care.

More training opportunities for carers

START presents "Who's in the Driver's Seat? Road Testing Interventions"

If a child is 'running their own race' then the 'adults' are not in the 'driver's seat'. Creating a 'therapeutic treatment' environment in residential and foster care is achievable!

Venue: The Treacy Centre, 126 The Avenue, Parkville
Date: Friday 18th June, 2010 from 9.30am to 12.30pm
Cost: \$65 per person (GST inclusive. Includes morning tea and lunch)
Check the [START Training Calendar](#) for further training opportunities.

Nikara's Journey

This training program aims to provide non-Aboriginal carers of Aboriginal children with introductory knowledge and understanding to assist them in supporting the best interests of Aboriginal children who are in their care. It is a 2 day training program with carers required to attend from 10am to 3pm on both days. The training follows the story of Nikara and her non-Aboriginal foster parents as they learn how to support Nikara, keep her safe, and keep her connected to her culture, family and community.

Venue: VACCA, Upstairs, 139 Nicholson Street, East Brunswick
Date: Tuesday May 25th and Wednesday May 26th, 2010
Cost: \$395.00 per person (GST inclusive. Includes morning tea and lunch)

FCAV/Prime Focus Regional Road Show: "Mad, Bad or Sad—The Practice of Care"

There has been an amazing turn out to this training opportunity across the State, and Gippsland, now we are coming to you!

Venue: Italian Australian Club, 499-501 Princes Drive, Morwell
Date: Wednesday 9th June, 2010 from 9.30am to 3.30pm
Cost: Free to all staff and carers of Quantum, Anglicare, Berry Street, Salvation Army, Kilmany and GEGAG.
\$20 for all other participants. (GST inclusive. Morning tea and lunch included) Door prizes for carers!
Please RSVP to Karin Thomsen (ph 5120 2000 or karin.thomsen@quantum.org.au) by Friday June 4th, 2010.

Competition News!

Congratulations to our two winners of the 'Pick Me' competition. Both **Julie Campbell** and **Fiona Blain Bartle** both from Southern Region, will be jetting off to beautiful Hobart, Tasmania in August to attend the National Foster Care Conference courtesy of FCAV.

Our thanks also to the Office of the Child Safety Commissioner who have come through with \$500 toward sending **Jeanette Hanley-Heath** a kinship carer from Barwon South West region to the conference in August.

We are extending the deadline for our 'Carer Inspiration' competition to Friday May 21st, so if you want to be in the running to win a beautiful Crabtree & Evelyn Pamper Pack send your 'Great Family Fun Ideas' along with your favourite 'Fussy Eater Recipes' to admin@fcav.org.au or call us on 9489 9770.....Good Luck!



Key dates coming up in the Indigenous calendar

22 May The Long Walk
A charity day inspired by Michael Long's walk to Canberra to get the lives of indigenous people back on the national agenda.

26 May National Sorry Day
The *Bringing Them Home* report (BTH Report) recommended a National Sorry Day be held each year on 26 May "to commemorate the history of forcible removals and its effects". This recommendation resulted in the forming of the community based organisation the National Sorry Day Committee (NSDC).

3 June Mabo Day
Commemorating the 1992 High Court decision recognising the existence in Australia of native title rights.

4—11 July NAIDOC Week
Celebrations held across Australia to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people.