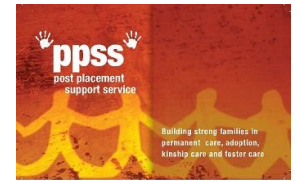




# FCAV / PPSS Carer Information & Support Service

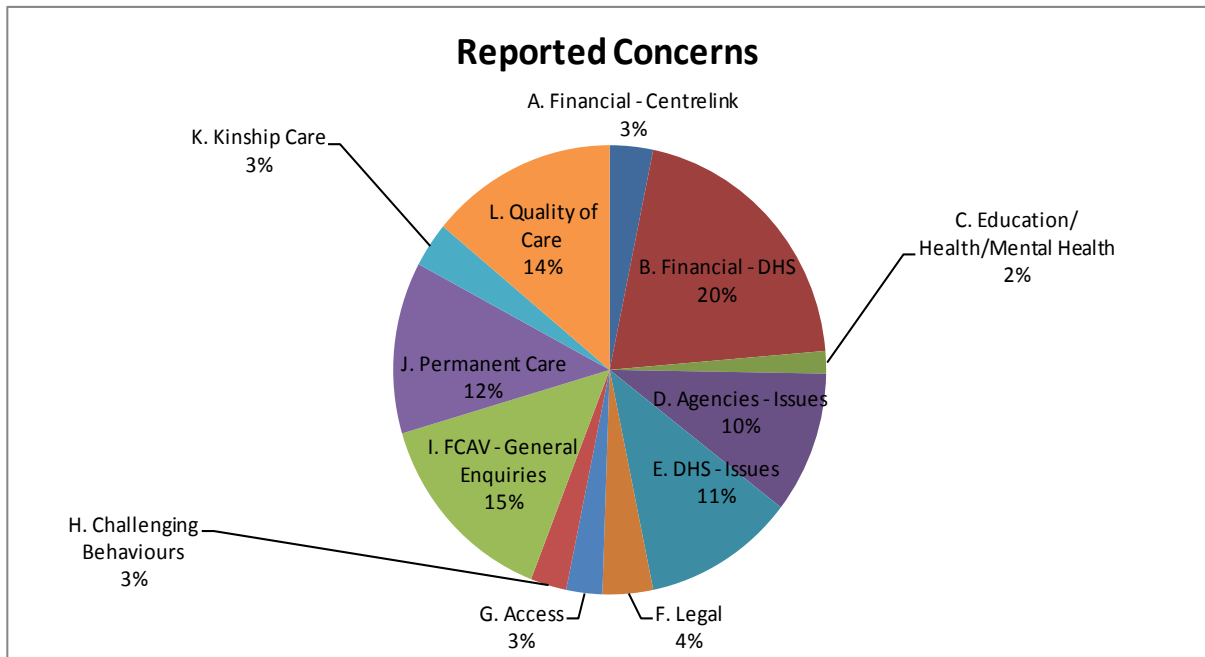
## 2nd quarter results: October 2010 to December 2010

### Carer Issue Reporting

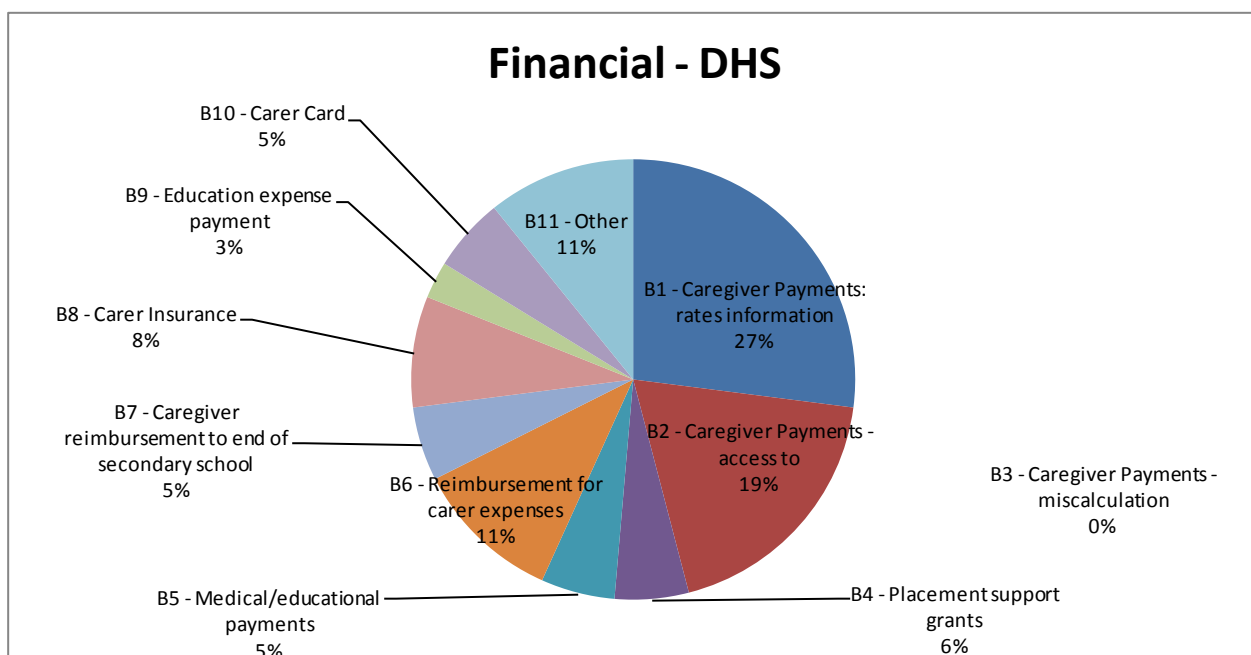


#### Reporting Summary

There were 139 contacts received to the FCAV/PPSS Carer Information and Support Service (CISS) for the period 1 October 2010 to 31 December 2010. These calls and emails revealed 186 issues currently impacting carers including 27 issues recorded as FCAV—General Enquiry calls, 8 of which were from callers seeking further information on becoming a foster carer. Issues relating to Quality of Care represented 14% of the issues reported by carers for the period, while 20% related to the category Financial—DHS. The full breakdown of issues raised are as follows:

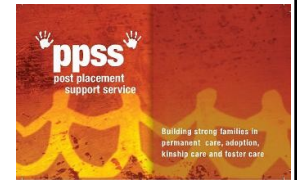


'Financial—DHS' recorded the highest number of carer concerns, with 20% of all concerns falling into this category. A breakdown of the category and an analysis of the results is presented on the following pages:





**FCAV / PPSS Carer Information & Support Service**  
**2nd quarter results: October 2010 to December 2010**  
**Carer Issue Analysis**



**Financial—DHS**

**27% B1. Caregiver Reimbursements—rates information**

Calls received relating to this concern came from foster carers, kinship carers (both statutory and non-statutory), foster carers planning for permanent care and prospective carers or concerned relatives/friends seeking advice on what financial support might exist for someone contemplating taking on the care of someone else's child.

**19% B2. Caregiver Reimbursements—access to**

In five out of the seven calls received citing this topic as an area of concern, the carer in question had experienced difficulty in obtaining financial support payments through DHS. One caller was seeking advice as to how her sister, who was contemplating taking on the care of a friend's daughter, could go about securing this financial assistance, while the final caller advised she was providing respite care through an agency, and she was querying whether she was entitled to financial reimbursement for providing this.

**11% B6. Reimbursement of carer expenses**

Of the four calls received, one was from the caller seeking advice on behalf of her sister about the types of reimbursements that might be available should her sister take on the care of a friend's daughter. The second caller was seeking advice on the reimbursement of kindergarten costs for a child in her care, while the third caller (who rang in November 2010) was seeking outstanding (and agreed to) reimbursements dating back to June 2010. The final caller was concerned at advice she had received from a local paediatrician, that DHS had advised any and all medical costs pertaining to children in out of home care were now to be the responsibility of the carer. The implication of the advice was that this included any costs incurred beyond the Ed/Med reimbursement amount.

**11% B11. Other (please specify)**

Of the four calls received pertaining to this topic, one was again from the caller seeking advice on behalf of her sister who was contemplating taking on the care of her friend's daughter. The second caller had a query around respite and the reimbursement entitlements for respite carers. The third caller was querying whether caregiver reimbursement rates would be viewed as an election issue in the upcoming Victorian state election, while the last caller was querying ongoing financial support options for a young person leaving care.

**8% B8. Carer Insurance**

Again, of the three calls received relating to this topic the first call was from the caller seeking advice on behalf of her sister. The second caller was seeking general information on insurance for foster carers, while the final call came from a carer who had been injured by a foster child in her care, and the carer insurance agency (VIMA) would not cover the 'gap' payments in the carer's medical insurance.

**6% B4. Placement Support Grants**

These two callers (one a non-statutory carer -calling on behalf of her sister, and one an agency worker) were querying the range of reimbursement entitlements for carers.

**5% B5. Medical/educational payments**

These two callers (again, the non-statutory carer query on behalf of the sister and an agency worker) were querying what medical and education reimbursement entitlements exist for carers.

**5% B7. Caregiver Reimbursement to end of secondary school**

The first caller was again the caller seeking information on behalf of her sister. The second call was from an agency worker seeking information and advice on entitlements for young people leaving care.

**5% B.10 Carer Card**

Again, one of these two callers was the caller seeking information on entitlements on behalf of her sister. The second caller was calling after hearing about the Carer Card, wanting further information and referral to apply for the card.

**3% B.9 Education Expense Payment**

Again, this query was taken from the caller seeking information on behalf of her sister who was contemplating taking on the care of a friend's daughter. It should be noted, when offering advice to this caller, CISS was very clear about the eligibility for financial and support services between statutory and non-statutory kinship care.

**CISS Update and Observations**

**CISS Update**

**CISS Database Review**

The recent CISS Database review has again enabled a clearer and more defined issue analysis to be undertaken. In addition to the review and realignment of various carer concern topics, this review also saw the introduction of 'Kinship Care' and 'Quality of Care' as new concerns categories, along with the expansion of the 'Permanent Care' category to incorporate 'Adoption'.

Here's a snapshot of the 'Quality of Care' and 'Permanent Care & Adoption' concern categories for the October to December 2010 reporting period:

