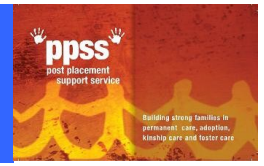




e-News from the FCAV/PPSS Carer Information & Support Service September 2010 edition



Welcome to the September edition of e-News. Here is an update on key issues and upcoming events.

The 2009-10 annual report for the Carer Information and Support Service has been completed. The following details some of the key statistics for the period. A more detailed report will be available on the FCAV website at www.fcav.org.au and featured in the upcoming October Newsletter.

CARER INFORMATION & SUPPORT SERVICE - STATISTICS 2009/10

In the 2008/09 financial year, a total of 239 contacts were received to the service, with 476 issues recorded as being of concern. In the financial year for 2009/10, these figures have increased dramatically, with 488 contacts received, an increase of 51% on the year before, along with a 30% increase in reported issues for a total of 683 issues for the year. Here are some key annual statistics for 2009-10:

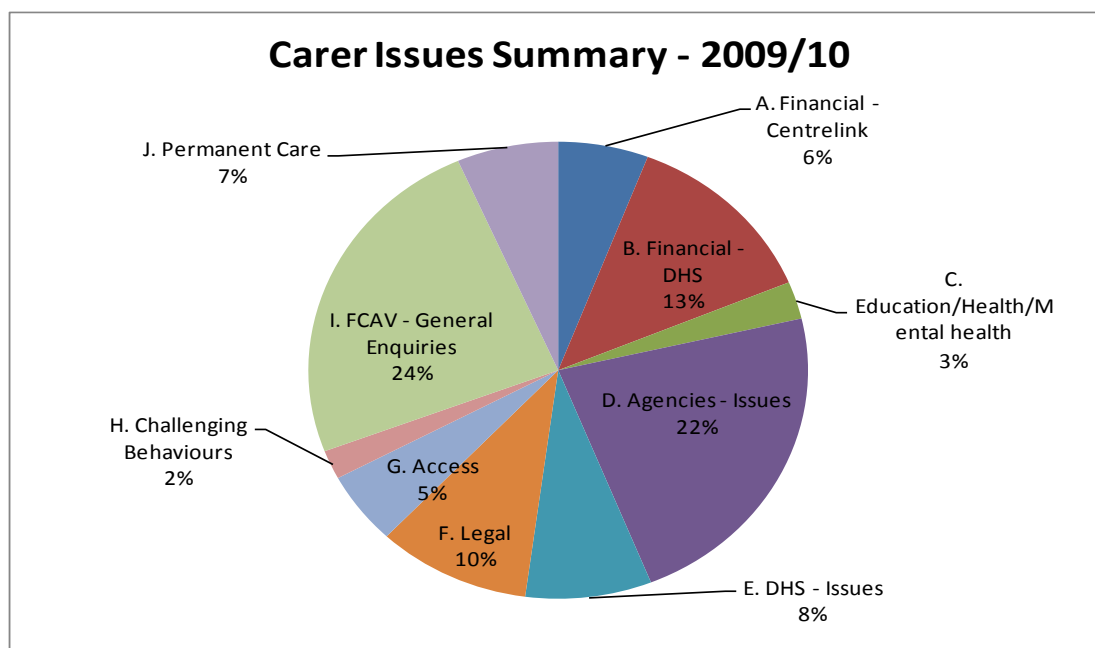
Total contacts received:	Calls:	428	(51% increase (inc) on 2008/09)
	Emails:	55	(56% inc on 2008/09)
	Letters:	5	(60% inc on 2008/09)
	Faxes:	0	(100% decrease (dec) on 2008/09)

Average call time: 15 minutes (55% dec from 2008/09)

Average file handling time: 1:19 minutes (41% inc on 2008/09)

96% of concerns responded within 48 hours of receiving the contact (7% improvement on 2008/09)

Contact received from:	359 Foster Carers	(60% inc on 2008/09)
	47 Kinship Carers - Statutory	(36% inc on 2008/09)
	45 Foster/Permanent Carers	(67% inc on 2008/09)
	16 Kinship Carers - Non-Statutory	(88% inc on 2008/09)
	15 Adoptive & Permanent Carers	(40% dec on 2008/09)
	4 Kinship/Perm conversion	(stat not captured 2008/09)





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Training opportunities for carers

Great News! There are training opportunities everywhere for carers of children and young people in care. Check out the following events coming your way:

FCAV and Prime Focus Consulting are proud to partner and present a two day conference.

Conference: **The Good, the Bad & the Ugly: Fostering the Practice of Care**

Dates: 27 and 28 October 2010

Location: The Treacy Centre, 126 The Avenue, Parkville

Cost : For carers: \$121 (for 1 day) or \$214.50 (for 2 days) (GST inclusive)
For workers: \$165 (for 1 day) or \$302.50 (for 2 days) (GST inclusive)

The Conference will be opened by the Minister for Community Services the Hon. Lisa Neville and we have lined up some great guest speakers including Robyn Miller, Principal Practitioner, Children, Youth and Families Division, DHS and Children's Court Magistrate Peter Dotchin. This will be a great event, so come along!

FCAV Member Bonus:

There are just a handful of FCAV sponsored 'free registration' opportunities left for FCAV members to attend, so get in quick!

Contact conferenceregistration@primefocusconsulting.com.au to register for the event or phone 03-9415-6066 for more information.

Conference: **Supporting Kinship Families**

Building on the achievements of last year's inaugural event, this conference will address a range of issues such as the latest trends in support for kinship carers in Australia and overseas, the development of the new model to support kinship carers in Victoria and the power of family conferencing.

Date: 7 & 8 October 2010

Location: Clocktower Centre, Junction Mt. Alexander and Pascoe Vale Roads, Moonee Ponds

Costs: Free of charge

Foster Care Association of Victoria—Annual General Meeting

2010 FCAV Annual General Meeting (AGM)

Wednesday 27 October at 6.30pm

The Treacy Centre, 126 The Avenue, Parkville, Vic

A cocktail reception will precede the AGM from 5.30pm
(following Day 1 of the Conference (see above))

RSVP your attendance at the AGM by Friday 15 October by calling Gabbi on 9489 9770 or email admin@fcav.org.au

Post Placement Support Service

7 October: Journal Club — "Using stories to help children understand their background and to assist healing". 8pm to 9.30pm.

9 October: " Resilience and understanding emotions", \$35 for PPSS members—registration essential. 10am to 2pm.

24 November: Post Placement Support Service Annual General Meeting.

Contact PPSS on 1300 760 566 or info@ppss.org.au for locations and booking information.

FCAV / Dendy Village Dental / Big 4 Holiday Parks Celebrating Carers Competition

Don't forget to find the hidden message in the August FCAV Newsletter and get your entry in for our great holiday giveaway in the FCAV / Dendy Village Dental / Big 4 Holiday Parks Celebrating Carers Competition.

Entries close on Friday 17 September 2010 so get in quick!!

