

CARER INFORMATION AND SUPPORT SERVICE (CISS) MID YEAR RESULTS

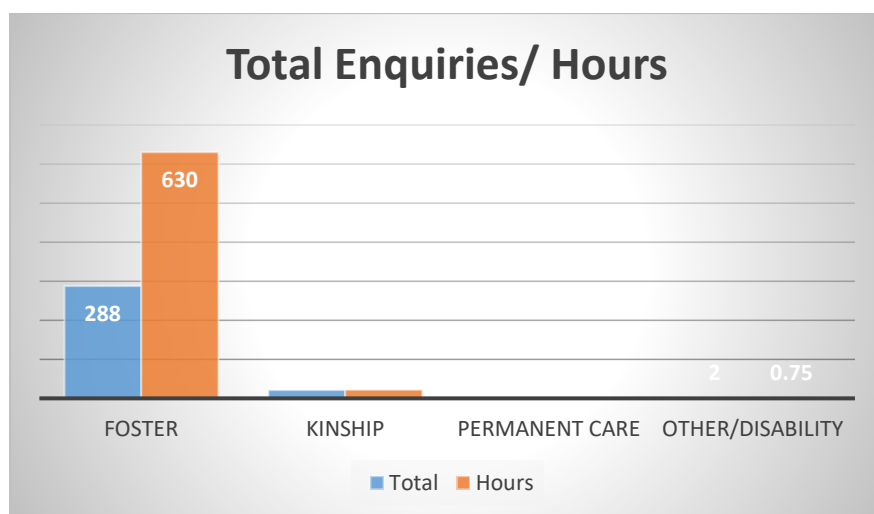


JULY – DECEMBER 2021

From the period 1 July 2021 – 31 December 2021 the Carer Information & Support Service (CISS) responded to and closed 313 overall enquiries.

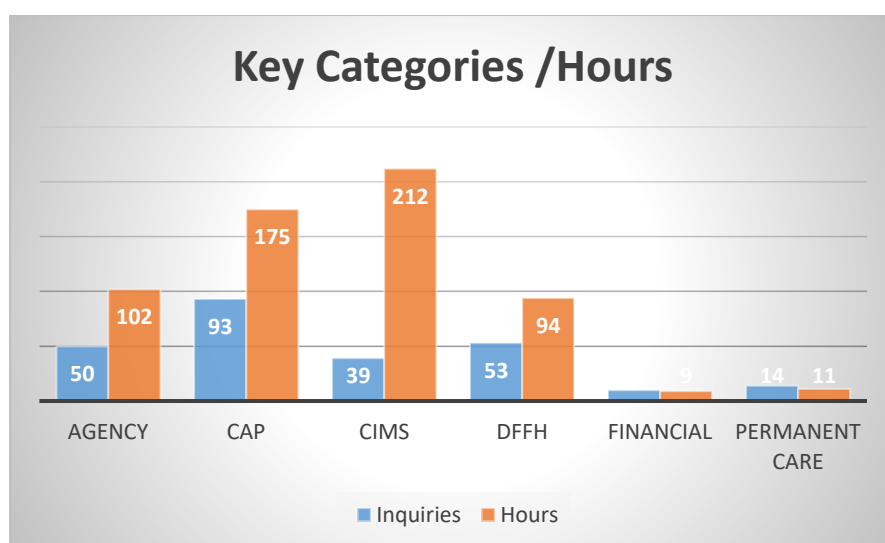
288 foster care enquiries, including CAP (Carer Assistance Program) and foster to permanent care conversion, delivering 630 hours of service.

Kinship (including unrelated Kinship), Permanent Care, Disability and Other accounted for 25 enquiries, delivering 24 hours of assistance.



Categories

The most significant categories of foster care enquiries and associated support related to agency issues, DFFH issues, CIMS, Permanent Care and financial matters (Carer Entitlements, Centrelink). CAP support is included here as well.

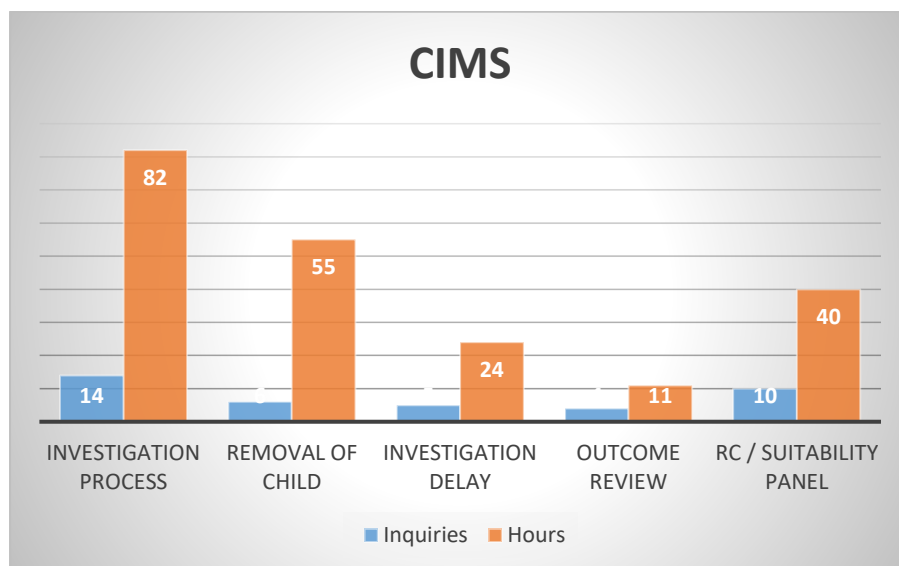


Whilst carer concerns re financial issues and permanent care enquiries have been resolved, on average, in less than an hour, it is very clear that CISS has been required to provide advice and / or advocate more extensively to resolve carers' concerns re their agencies and DFFH/ Child Protection, averaging approximately two hours per inquiry.

Unsurprisingly, the current CIMS data indicates far more intensive CISS support, averaging over 5 hours per inquiry, has been required by carers. More specific analysis of this is detailed below.

CIMS

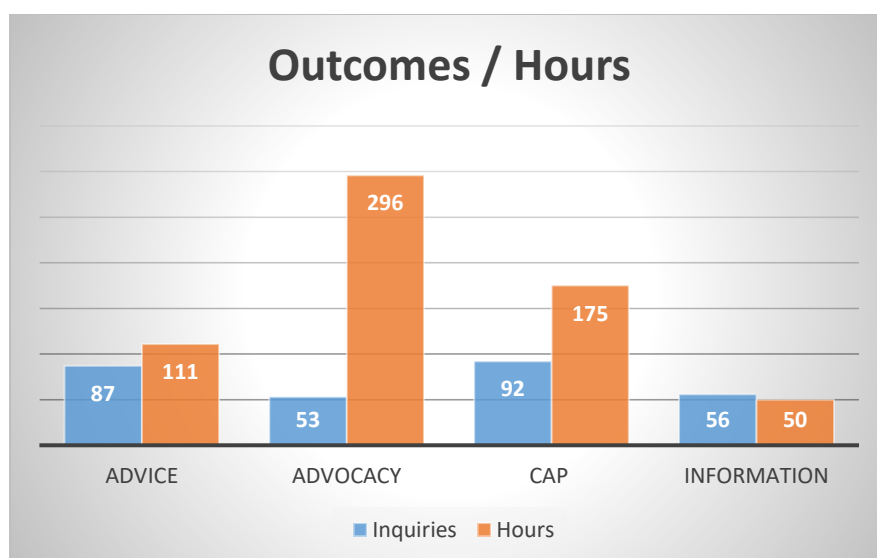
Support to carers throughout the CIMS processes clearly constitutes the vast majority of CISS work undertaken in the past 6 months, suggesting that agencies are perhaps unable to provide adequate support throughout a carer’s investigation.



The multiple layers of CIMS (Agency investigation, Reportable Conduct Scheme, S81 investigations) result in confusion and repeated carer enquiries for clarity of these processes as carers progress through their investigation/s, with these enquiries each averaging approximately 5 hours of support. However, more complex cases have required between 10 to 37 hours of support.

The removal of foster child/ren following reporting of allegations has required an average of 9 hours support by CISS, requiring extensive advocacy and advice.

Outcomes

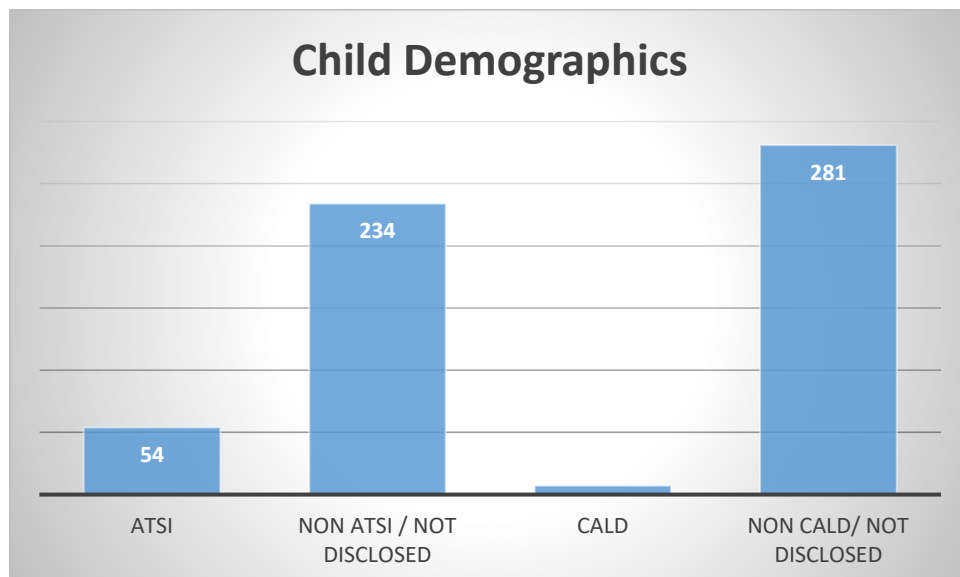


Advice was primarily provided to carers in relation to Agency Issues; CIMS delays; DFFH issues; Permanent Care conversion/ entitlements.

Advocacy was required in relation to Agency issues; CIMS investigations / reviews; DFFH removal of children from placement; DFFH case plan appeals; DFFH - Passport/birth certificate/ Medicare issues.

Information was provided in relation to Agency issues; CIMS matters; DFFH issues; Perm Care queries; carer allowances and Centrelink matters.

Children Demographics



Carer Demographics

