

# CARER INFORMATION AND SUPPORT SERVICE (CISS) ANNUAL RESULTS



1 July 2021 – 30 June 2022

## CISS Service Delivery

From the period 1 July 2021 – 30 June 2022 the Carer Information & Support Service (CISS) responded to and closed 624 overall enquiries. Overall hours of service were 1325.

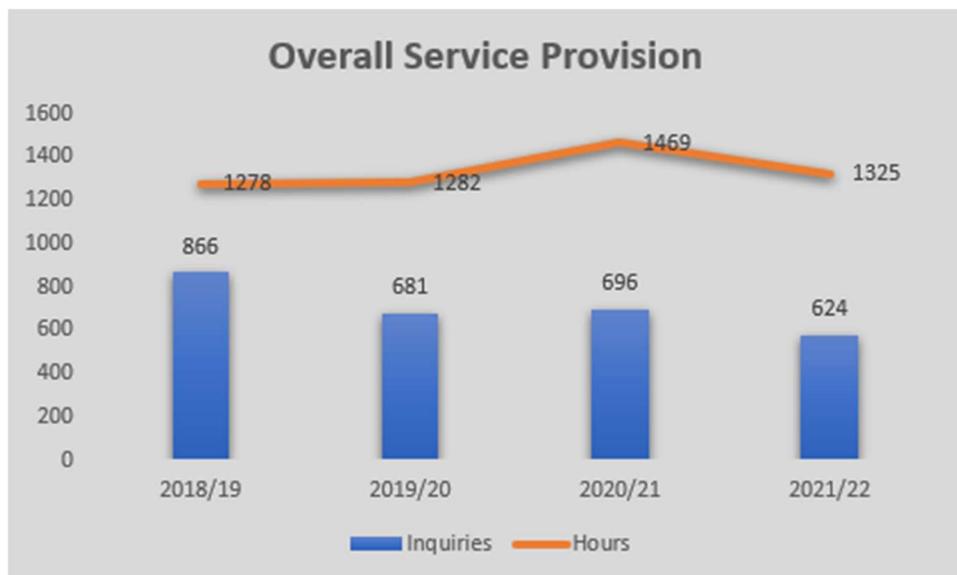
579 foster care enquiries, including Carer Assistance Program (CAP) and foster to permanent care conversion, delivered 1276 hours of service.

Kinship (including Unrelated Kinship), Permanent Care, Disability and Other accounted for 47 enquiries, delivering 49 hours of service.

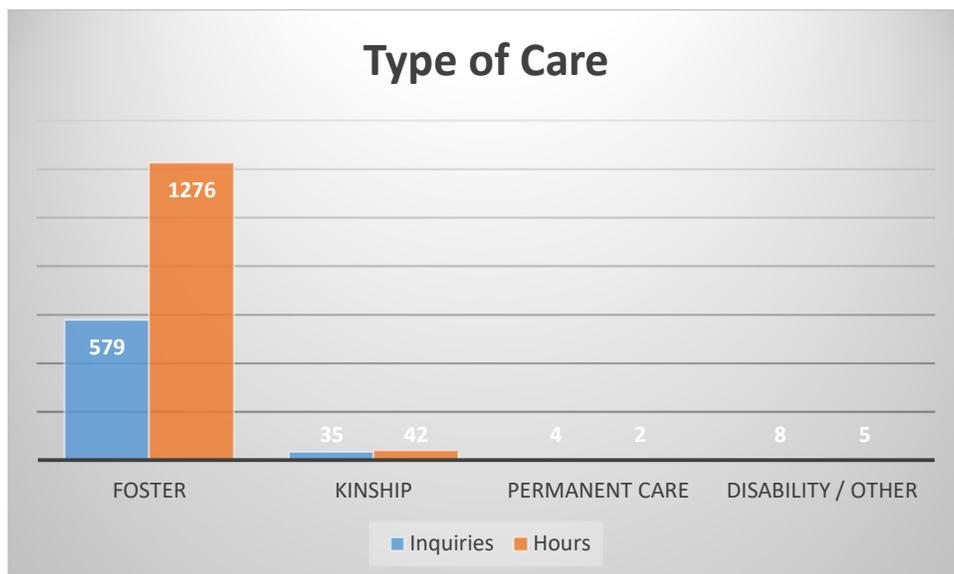
These figures are slightly lower than the previous year.

This has been a period of significant change over the past few years, whilst the service has operated remotely, during COVID. There has not been the outreach work conducted across Community Based Agencies and Aboriginal Controlled Agencies to inform them of the service, which may have impacted on sector knowledge of the service.

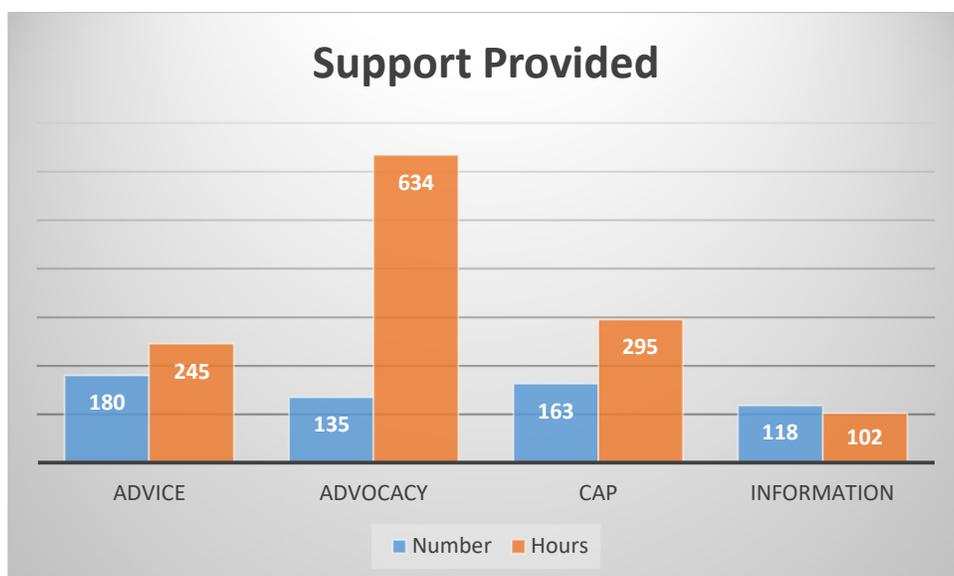
The chat with the CEO Sessions were established in the last few years to provide a forum for carers to discuss issues and concerns as a peak body. We have been able to advocate accordingly for change in the system.



## Type of Care



## Support Provided



**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.

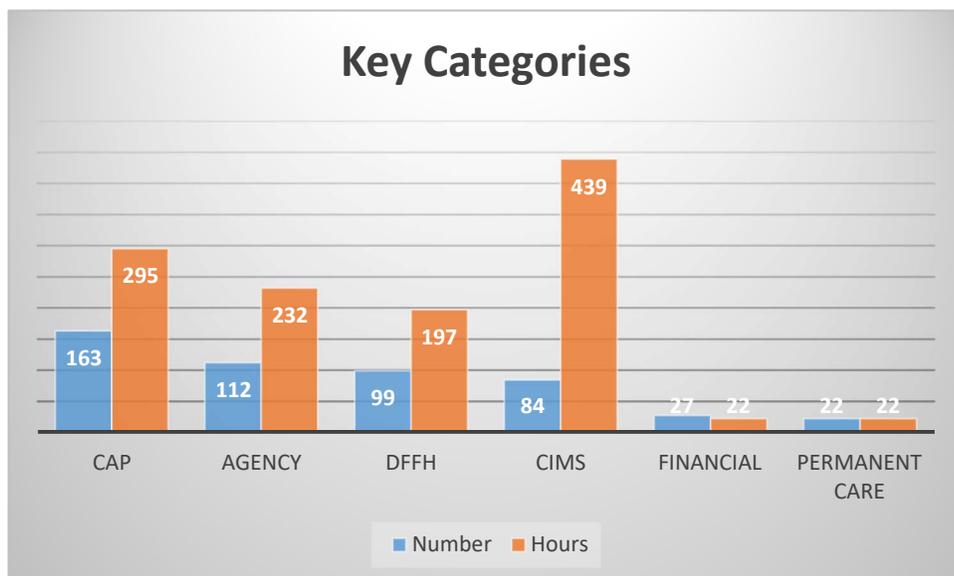
**Information** was provided in relation to Agency issues; CIMS matters; DFFH issues; Perm Care queries; carer allowances and Centrelink matters.

FCAV can raise issues of concern and advocate for change. There is a review being conducted by DFFH about the CIMS process. FCAV provided an extensive report outlining the details of issues associated with the process. The investigation team are going to interview staff and hear of specific matters that have had a profound impact on carers.

## Categories

The most significant categories of foster care enquiries, including CAP and foster to permanent care conversions, were related to agency, DFFH, CIMS and financial matters (Carer Entitlements, Centrelink).

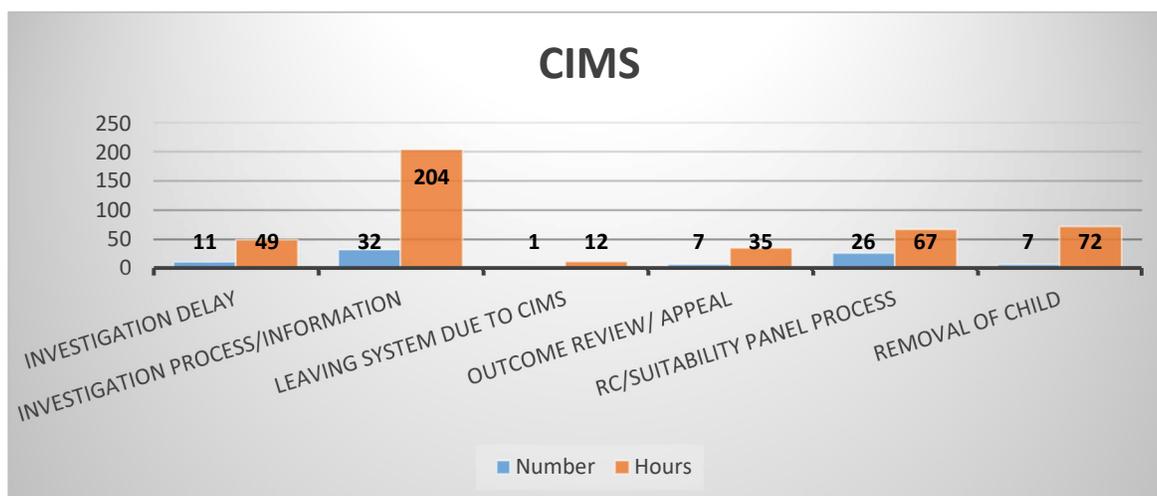
The uptake for the CAP service has well exceeded expectations with close to 300 hours of service in this period. This has highlighted the tremendous need for emotional support for carers, often in relation to the system.



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 enquiry.

## CIMS

Support to carers throughout the CIMS processes clearly constitutes the vast majority of CISS work undertaken in the past 12 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.

There has been significant support offered to carers concurrently across CAP and CIMS matters. This has had a significant impact on retaining carers in the system.