



# Family Based Care Services

## Investment Specification



# Acknowledgement of the Traditional Owners

The Department of Child Safety, Seniors and Disability Services acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country. We respect self-determination of our First Nations peoples and recognise the cultural and spiritual connection Aboriginal and Torres Strait Islander peoples have with land, winds, sky, and waters. We pay our respect to Elders both past and present and value their contribution in empowering communities to develop their own futures.

## Use of terms

This investment specification uses 'Aboriginal and Torres Strait Islander peoples' and 'First Nations peoples' as collective terms to reflect the cultures and identities of Aboriginal peoples and Torres Strait Islander peoples.

However, it is recognised that Aboriginal peoples and Torres Strait Islander peoples have their own rich and unique languages, customs, beliefs, cultural practices, and traditions.



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# 1. Introduction

**The Family Based Care Services Investment Specification is being used to support reform of family based care services and limited market testing. Further and ongoing updates to this investment specification will be made and informed by that market testing in 2024-2025.**

In line with the strategic intent of the Department of Child Safety, Seniors and Disability Services (the department), Family Based Care has been designated as a funding area for the purpose of guiding investment in non-government organisations (NGOs).

Family Based Care service provision is provided across three key programs:

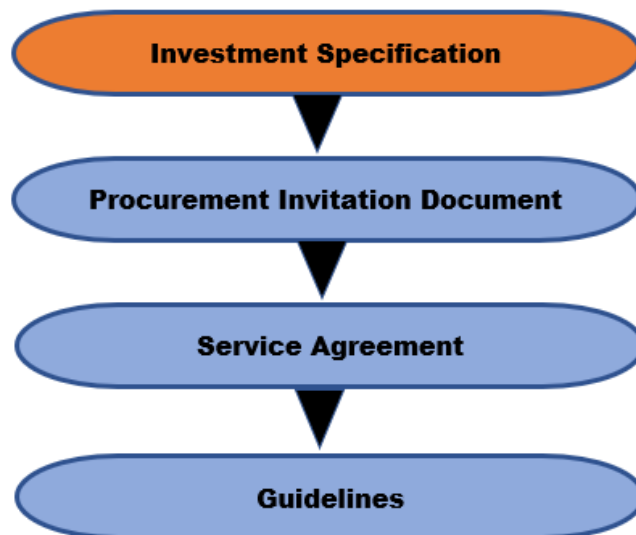
- Kinship Care
- Foster Care
- Specialist Family Based Care (supporting either foster or kinship carer)

The investment specification includes the service users and service types required to establish and support prospective, provisional or approved kinship and foster carers for children and young people subject to the Chief Executive's custody or guardianship under the [Child Protection Act 1999](#) (the Act). Specialist Family Based Care includes services outside the ordinary scope of other family based care services and are used to ensure a flexible and tailored approach to meeting the needs of children and young people regardless of their approval type as a foster or kinship carer.

The department may update this investment specification in response to evidence and changing needs of service users or to support a different combination of responses.

Investment specifications form part of the department's hierarchy of funding documents. Refer to Section 11 for more information and links to other associated documents found on the department's website.

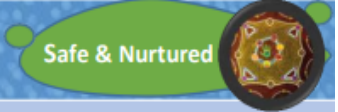




*Figure 1 – Funding document hierarchy*



The department's funding documents underpin the business relationship between the department and the funding recipient. The investment specification should therefore be read in conjunction with the procurement invitation document, the Service Agreement, and any relevant guidelines that form part of the Service Agreement.

## 2. Funding Intent

Service delivery funded through this investment specification is designed to fund activities that will lead to the outcomes identified in the Program Logic in section 3, including that children and young people in custody or guardianship of the Chief Executive under the Act experience outcomes consistent with the [Queensland Care Services Outcomes Framework](#):

<p><b>Domain:</b></p>  <p><b>Aspiration:</b> <i>Children and young people feel nurtured and cared for in safe and stable environments, free from abuse, neglect, violence, and threat</i></p> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>❖ Protected from abuse, neglect, and exposure to violence</li> <li>❖ Nurtured and cared for</li> <li>❖ Living in stable and predictable environments</li> </ul>	<p><b>Domain:</b></p>  <p><b>Aspiration:</b> <i>Children and young people feel a strong sense of identity and belonging, have stable and long lasting relationships with family and friends and are connected to culture and community</i></p> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>❖ Positively connected to family, culture, and community</li> <li>❖ Feel a sense of identity and belonging</li> </ul>	<p><b>Domain:</b></p>  <p><b>Aspiration:</b> <i>Children and young people learn and develop to their full potential</i></p> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>❖ Attend and engage in education</li> <li>❖ Meeting developmental milestones</li> <li>❖ Engage in, and benefit from, recreational activities</li> <li>❖ Developing independence and life skills</li> </ul>	<p><b>Domain:</b></p>  <p><b>Aspiration:</b> <i>Children and young people make healthy lifestyle choices and access health care services</i></p> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>❖ Physically healthy</li> <li>❖ Emotionally and mentally healthy</li> <li>❖ Leading an active and healthy lifestyle</li> </ul>	<p><b>Domain:</b></p>  <p><b>Aspiration:</b> <i>Children and young people have strong social and interpersonal skills and feel confident to pursue life goals and manage challenges</i></p> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>❖ Feel confident and have social skills</li> <li>❖ Possess coping skills and an ability to manage adversity</li> <li>❖ Display positive and appropriate behaviour</li> </ul>
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Funded service types also support the department to achieve the principles of the Act, individual case plans goals for children and young people who are subject to custody or guardianship of the Chief Executive under the Act, placement agreements made with approved carers and the timely assessment and approval of carers. When considering:

- **Principles** refer to Chapter 1 Part 2 Division 1, Purpose of Act, and principles for its administration, in the Act.
- **Case planning requirements** refer to Chapter 2 Part 3A Case Planning in the Act and in the case planning key step of [Support a child in care procedure](#) in the Child Safety Practice Manual.
- **Placement agreements with approved carers** refer to Section 84 Agreements to Provide Care for Children in the Act and in the Support a Care Arrangement key step of [Provide and review care procedure](#) in the Child Safety Practice Manual.
- **Carer assessment and approval requirements** refer to Chapter 4 Regulation of Care and in the Respond to Prospective Carers and the Assess and Approve Carers key steps of [Provide and review care procedure](#) in the Child Safety Practice Manual.



## 2.1 Context

### 2.1.1 Department Strategic Plan

The vision of the department's [Strategic Plan](#) is for Queensland's children, young people, and families to be safe, thriving, and empowered in their culture and communities. This investment specification will support the department's Strategic Plan to:

- improve outcomes for vulnerable children and young people in, or at risk of entering, the child protection system;
- reduce the proportion of children in residential care; and
- increase the proportion of children in kinship care.

### 2.1.2 Statement of Commitment

The [Statement of Commitment](#) between the Department of Child Safety, Seniors and Disability Services and the foster and kinship carers of Queensland has been developed in collaboration with Queensland Foster and Kinship Care, PeakCare Queensland and the Queensland Aboriginal and Torres Strait Islander Child Protection Peak.

The statement of commitment reflects the shared commitment and partnership with foster and kinship carers for the benefit of children and young people in care. The statement also acknowledges the unique role foster and kinship carers have as volunteers in this partnership and promotes their critical role as part of a child or young person's safety and support network that includes kinship and foster care support services funded in this investment specification.

### 2.1.3 Our Way: A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families

[Our Way: a generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2037](#) represents a partnership between the Queensland Government and Family Matters Queensland to fundamentally change the way child and family services respond to Aboriginal and Torres Strait Islander children and families experiencing vulnerability. Our Way is built on a joint commitment to eliminate the disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system by 2037 and close the gap in life outcomes for Aboriginal and Torres Strait Islander children and families.

The *Child Protection Act 1999* provides for the delegation of the Chief Executive's powers and functions in relation to an Aboriginal or Torres Strait Islander child who is either in need of protection or at risk of becoming in need of protection, to an Aboriginal or Torres Strait Islander Chief Executive Officer (CEO) of an Aboriginal or Torres Strait Islander entity (a 'prescribed delegate') (Chapter 4 Part 2A). For the purposes of this document, the making, receiving, and undertaking of delegations under this part are referred to as delegated authority. Delegated authority is an additional tool to improve outcomes for Aboriginal and Torres Strait Islander children and families, in or at risk of entering the child protection system.

As a result, current decision making exercised by the Chief Executive under the Act and described in this investment specification, is sometimes exercised by a 'prescribed delegate' under Section 148BB of the *Child Protection Act 1999*. Delegated authority arrangements are made with respect to the circumstances of each child through an instrument of delegation, which outlines the functions and powers transferred to the CEO.

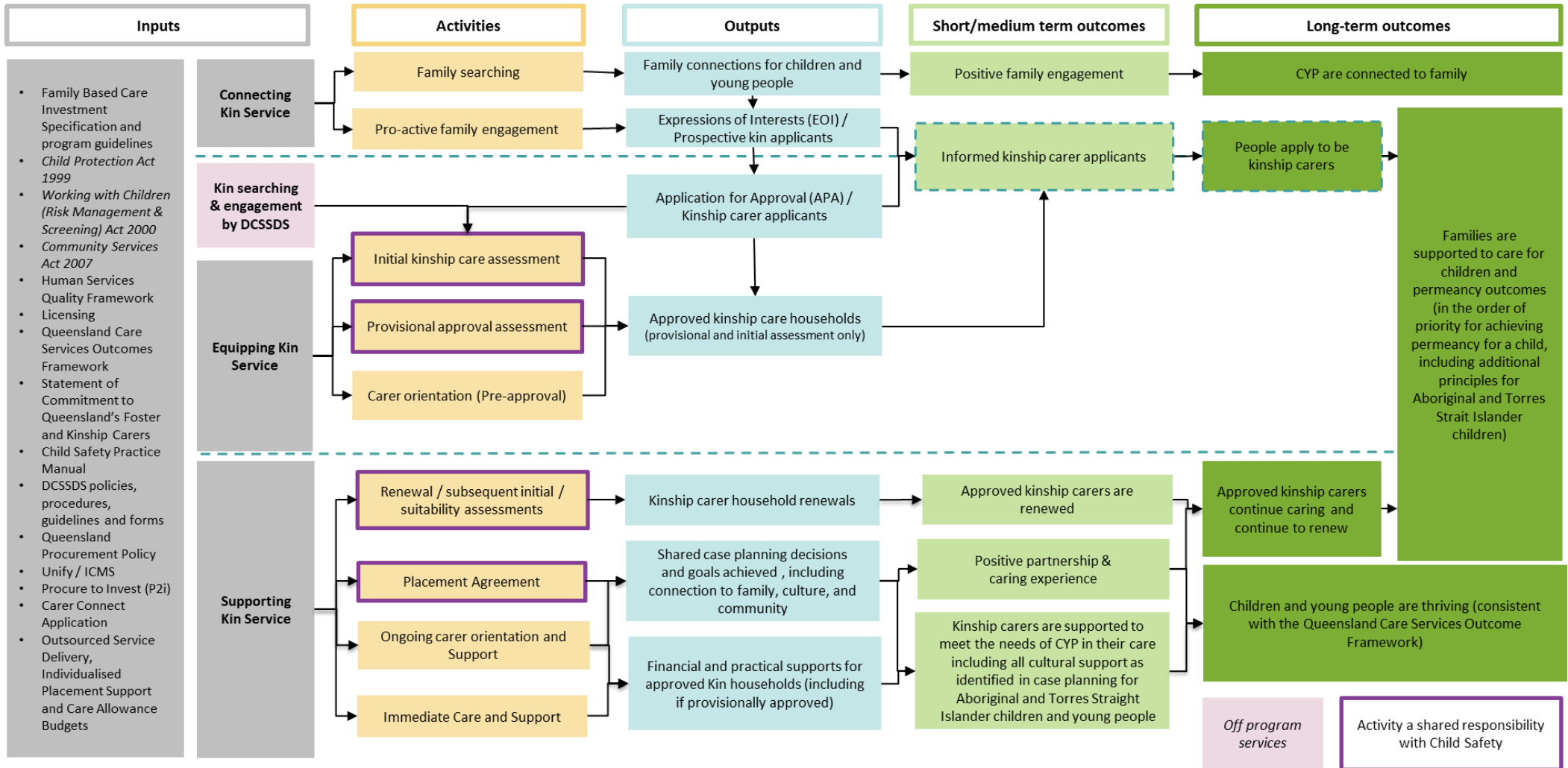
Delegated authority is being co-designed and implemented in a staged approach due to the complexity of decision making within the child protection system. Aboriginal and Torres Strait Islander entities providing delegated authority responses will have local procedures in place outlining how they are working with the department.

### 2.1.4 Unify

The Unify Care Services Portal (Unify) plays an important role in providing easy access to and exchange of secure information online, giving family based care service providers up-to-date information about a child or young person. For example, referrals for foster care arrangements made by the department, and offers and responses provided by funded services, are made in Unify. Further releases of Unify functionality will see other activities able to be completed more easily and securely online. Services will remain responsive to changes in processes and practices that make full use of Unify functionality.

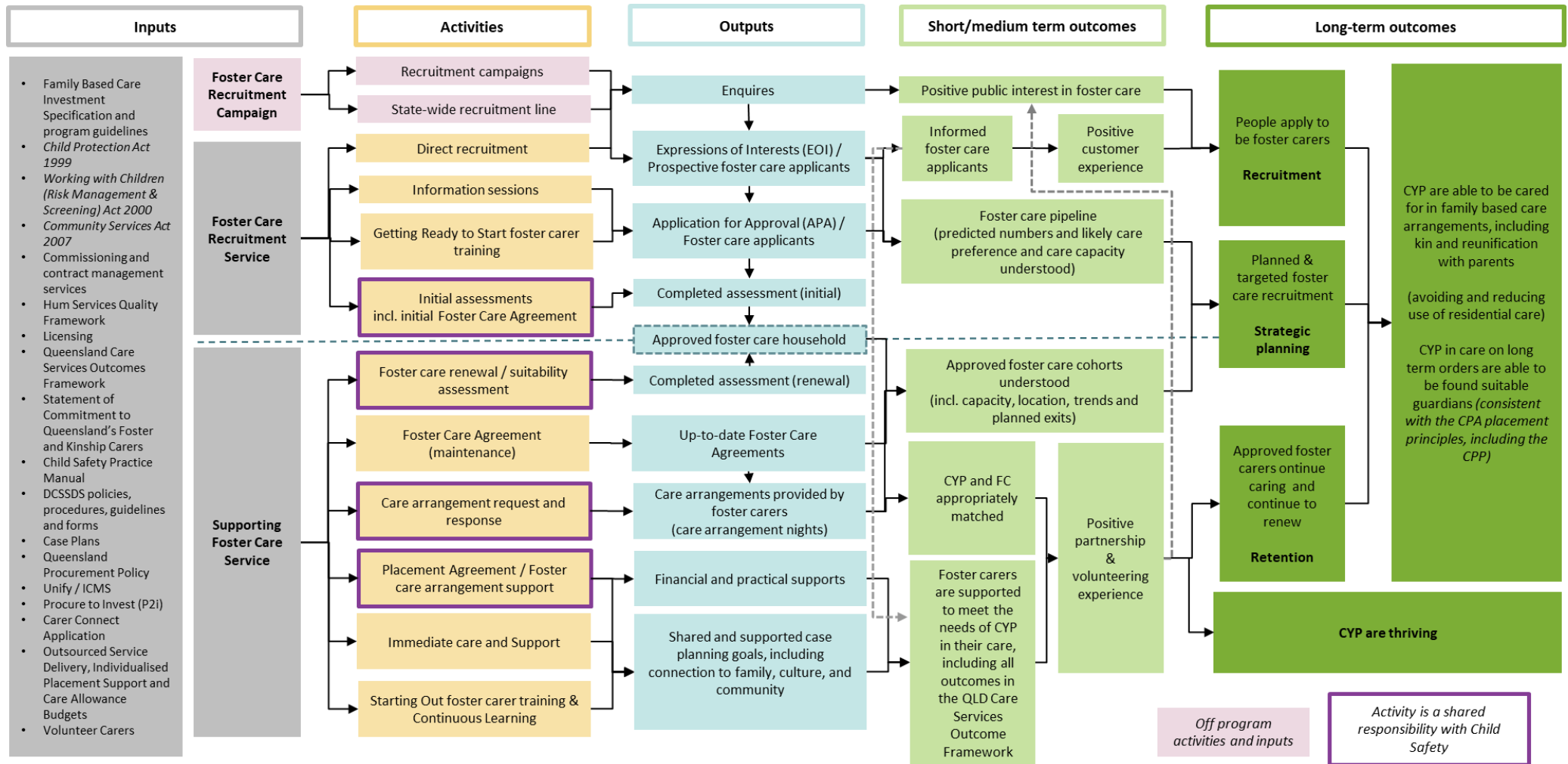
# 3. Program Logics

## 3.1 Kinship Care Program Logic

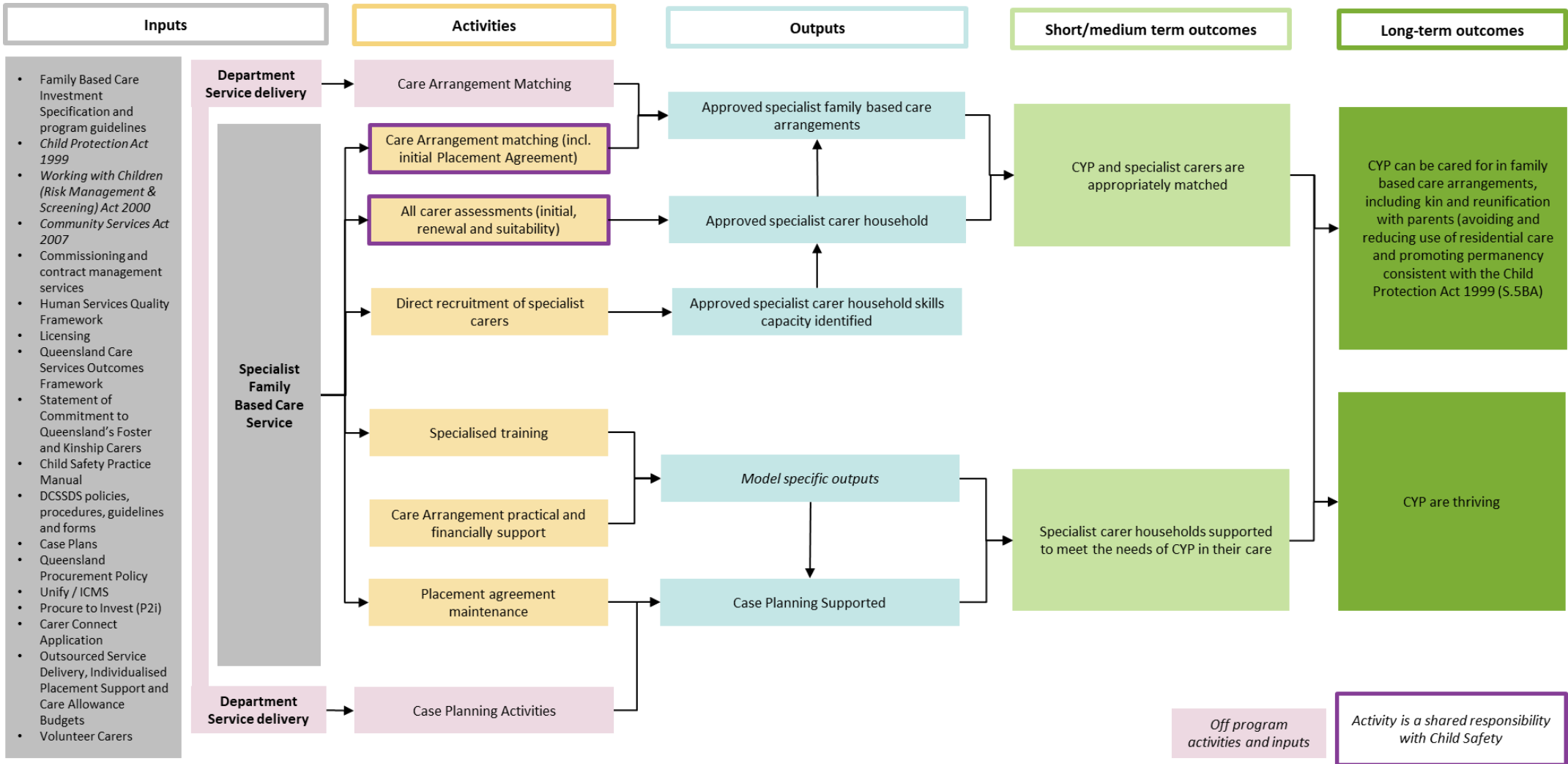




## 3.2 Foster Care Program Logic



### 3.3 Specialist Family Based Care Program Logic





## 4. Service Delivery Overview

In Queensland, the department retains case management responsibility for children and young people placed in the custody or guardianship of the Chief Executive under the Act, including care arrangement decisions and the approval, cancellation, or suspension decisions for carers (including provisionally approved carers and approved foster and kinship carers).

The implementation of delegated authority may involve the shifting of case management responsibilities to a 'prescribed delegate' in accordance with Chapter 4 Part 2A of the Act.

When children and young people are placed in the care of provisionally approved carers, approved kinship carers or approved foster carers, the carer is responsible for making day-to-day decisions and, depending on the order type, may need to seek approval for more significant decisions from the department or the child's parents.

Prospective foster and kinship carer households will be provided access to services to undertake their initial assessment (Equipping Kin or Foster Care Recruitment Services) and pending approval (including provisional approval) will be supported to affiliate to a supporting service (Supporting Kin or Supporting Foster Care).

Family Based Care services engage with and provide support to prospective carers, provisionally approved carers, and approved kinship and foster carer households in accordance with placement agreements and case plans. This includes assisting the department to locate prospective kinship carer households and enhance family connections for children and young people under 18 years requiring family based care and responding to people expressing an interest in becoming a foster carer.

Family Based Care services work with the department as part of a child or young person's safety and support network, which includes their approved carers, to provide available supports and share information to meet the needs of children and young people while placed in care. The views and wishes of the child or young person are important considerations for the safety and support network.

NGOs and government partners deliver services that engage/find, upskill, and support carers to:

- Obtain and maintain their carer approval, including fulfilling training and assessment requirements (including blue card approvals).
- Respond to the care arrangement requests for children and young people in need of protection.
- Provide family based care arrangements consistent with the statement of standards and understand their responsibilities and obligations when holding the authority to care for a child under the Act.
- Make day-to-day care decisions aligned with the child or young person's case plan and supported by the carer's placement agreement.
- Positively contribute to the outcomes of the child or young person's case plan, including permanency outcomes consistent with legislative principles for achieving permanency for a child or young person and the additional principles for Aboriginal and Torres Strait Islander children.

Outcomes sought from Family Based Care services are for:

- Children and young people in care to be safe and nurtured, connected, achieving, healthy and resilient.
- Families to be supported to care for children and young people.
- People wishing to volunteer as either foster or kinship carers are supported to understand care requirements to make an informed decision, positively participate in the provision of family based care, including assessment processes and as part of a care team.
- Permanency outcomes to be achieved for children and young people (in order of priority for achieving permanency for a child or young person, including additional principles for Aboriginal or Torres Strait Islander children).

## 4.1. Description of Service Type

An individual Family Based Care service may be contracted to perform one or multiple service types, each providing a discrete service response that may be required to deliver outcomes for a particular child or young person.

Service Users	Service types
Children and young people aged under 18 years requiring kinship care and/or to enhance family connections (U2261)	Connecting Kin (T210)
Prospective kinship carer household (U6000)	Equipping Kin (T211)
Approved kinship carer household (U6001)	Supporting Kin (T212)
Prospective foster carer household (U6002)	Foster Care Recruitment (T213)
Approved foster carer household (U6003)	Supporting Foster Care (T214)
Specialist family based carer household (U6004)	Specialist Family Based Care (T215)

## 5. Service Delivery Requirements for All Services

### 5.1 General Information for All Services

Services under the Family Based Care funding area will comply with the relevant statements under the heading of 'Requirements' as specified in the service agreement. Services should also have regard to the relevant best practice statements and guidance provided under the heading of 'Considerations'.

Requirements and considerations for all services are outlined below. Service delivery requirements and considerations for specific service users and service types are outlined in Sections 6 and 7 of this investment specification.

#### 5.1.1 Requirements for All Services — Information and Confidentiality

All Family Based Care services must comply with:

- information and confidentiality provisions under Chapter 5A Part 4 of the *Child Protection Act 1999*, particularly in relation to specialist service providers<sup>1</sup> sharing information with each other, with other prescribed entities and with other service providers to identify, assess and respond to child protection and child wellbeing concerns; and
- [Information Privacy Principles](#) for collecting, storing, using, and disclosing personal information as indicated within the *Information Privacy Act 2009*.

Unify can provide family-based care service providers with up-to-date information about a child or young person. If required to access Unify, services will:

- ensure staff access to Unify is monitored, including advising the department immediately when an employee or ex-employee no longer requires access to Unify.
- Maintain staff training and access to Unify, including incorporation of learning and technical support tools provided in Unify.

<sup>1</sup> Specialist service providers are defined as *non-government entities funded by the Queensland or Commonwealth Government to provide services that have the primary purpose of helping children in need of protection or decreasing the likelihood of children becoming in need of protection.*



### 5.1.2 Requirements for All Services — Output Delivery

The actual level of service outputs delivered and their alignment with the capacity for which the service is funded will be assessed regularly by departmental staff.

Where a service is unable to achieve the level of outputs for which they are funded the service will alert the department to this matter as soon as possible.

Where a service is unable to deliver outputs to the level of funded capacity agreed to in the service agreement, the department will require a practical action plan which demonstrates how the service will be able to achieve its funded capacity within a realistic timeframe.

If a service consistently delivers outputs below its level of funded capacity, the department will seek to renegotiate the service's funded capacity to a more achievable level.

### 5.1.3 Considerations for All Services — Output Delivery

Where a service may be requested to achieve outputs to a level over the amount they are funded in response to demand, the department will alert the service to this likelihood as soon as possible.

Where a service is delivering outputs in excess to the level of the funded capacity agreed to in the service agreement, the department will consider purchasing additional capacity.

### 5.1.4 Requirements for All Services — Family Based Care

#### Definition of Kin

The term 'family' is used extensively throughout this document and for clarification purposes, the notion of 'family' will be aligned with the definition of kin as per the Act<sup>2</sup> (below):

Kin in relation to a child, means the following persons—

- a) a member of the child's family group who is a person of significance to the child.
- b) if the child is an Aboriginal child—a person who, under Aboriginal tradition, is regarded as kin of the child.
- c) if the child is a Torres Strait Islander child—a person who, under Islander custom, is regarded as kin of the child.
- d) another person—
  - (i) who is recognised by the child, or the child's family group, as a person of significance to the child; and
  - (ii) if the child is an Aboriginal or Torres Strait Islander child—with whom the child has a cultural connection.

#### Family-Led Decision Making Principles and Values

Family-led decision making is the cornerstone of intervention for all Family Based Care service types. Family-led decision making is a practice approach where family are supported to take the lead in making decisions and taking action to meet the safety, belonging and wellbeing needs of the child or young person.

Family-led decision making is based on a number of key principles and values:

- Families are the experts in their own lives. Family choice and self-determination is essential.
- Given the opportunity and the right support, families are competent and capable of developing plans and taking action to resolve danger, reduce risk and meet the care and protective needs of their children.
- Participation, collaboration, and inclusion are essential to develop and implement safe, positive, and sustainable outcomes for children.
- Holding values such as cultural integrity, fairness and curiosity at the forefront supports family-led decision making.
- Strengths based and solution focused approaches create better processes and outcomes for families and children.

Foster carers support family-led decision making principles and values by proactively supporting:

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<sup>2</sup> Child Protection Reform and Other Legislation Amendment Act 2022

- the [Statement of Commitment to Queensland foster and kinship carers](#) where all carers commit to support and encourage ongoing relationships with the child or young person's family in a way that is safe
- The [Charter of rights for a child in care](#), that provides the right of children to maintain relationships with the child's family and community.
- Principles of the *Child Protection Act 1999*, including that the preferred way of ensuring a child's safety and wellbeing is through supporting the child's family and when achieving permanency for a child the first preference is for the child to be cared for by the child's family.

### **Aboriginal and Torres Strait Islander Family-Led Decision Making Principles**

Aboriginal and Torres Strait Islander family-led decision making includes the above principles of family-led decision making and the following additional principles:

- The process is facilitated by an Aboriginal or Torres Strait Islander person.
- The facilitator is employed by an Aboriginal and Torres Strait Islander community controlled organisation or is a private convenor.
- The meeting is run in an Aboriginal or Torres Strait Islander way.
- There is a focus on:
  - creating a culturally safe space; and
  - mapping kinship networks.

### **Cultural Capability for Working with Aboriginal and Torres Strait Islander Families**


In the administration of the Act, the Department is required to support the connection of Aboriginal and Torres Strait Islander children and young people with their family, kin, culture, and country.

Organisations should understand and work in accordance with the Family Matters Building Blocks and the Aboriginal and Torres Strait Islander Child Placement Principle which is relevant across the child and family service system. Additional information is available at:

- The [Family Matters Roadmap](#)
- [Aboriginal and Torres Strait Islander Child Placement Principle](#)
- SNAICC resource – [Understanding and applying the Aboriginal and Torres Strait Islander Child Placement Principle](#)

Family Based Care services will:

- Act and support decision making that considers the safety, wellbeing, and best interests of a child, both through childhood and for the rest of the child's life as paramount.
- Comply with all relevant legislative requirements relating to approval of carers and care provided under the Act, including care service licensing provisions to ensure quality care consistent with:
  - The Charter of rights for a child in care.
  - The Statement of Standards.
  - The Aboriginal and Torres Strait Islander Child Placement Principle.
- Act and support the rights of all service users under the *Human Rights Act 2019*, having special regard to the needs of approved carers as both having human rights and acting as public entities responsible for upholding the rights of children placed in their care.
- Comply with the requirements under the *Working with Children (Risk Management and Screening) Act 2000* including, but not limited to:
  - Ensuring requirements for staff, approved carers, and adult household members to hold suitable Working with Children Checks (Blue Card) are adhered to.
  - Provide supports to all approved and prospective carer household members to maximise successful outcomes for any Blue Card applications within required timeframes.
  - The development of a child and youth risk management strategy to help create a safe and supportive environment for children.
- Work with government and non-government partners to establish suitable client information sharing and referral arrangements to support a coordinated system response.
- Comply with relevant departmental policies, procedures, program descriptions and related guidelines in the provision of family based care included within the [Child Safety Practice Manual](#) and on the [Foster and Kinship Care Resources page](#) of the department's internet site.
- Be consistent with the [Foster and Kinship Carer Orientation and Responsibility Guidelines](#) when:
  - informing prospective carers about their obligations so they can make informed decisions; and
  - supporting approved carers to comply with their obligations.



Consistent with the age and ability of the child or young person for whom family is being sought, services will consider their views and wishes. Consistent with the Charter of rights for a child in care, children and young people subject to the custody or guardianship of the Chief Executive under the Act have the right to:

- Maintain relationships with the child's family and community.
- Be consulted about and take part in making decisions affecting the child's life (having regard to the child's age or ability to understand), particularly decisions about where the child is living, contact with the child's family and the child's health and schooling.
- Be given information about decisions and plans concerning the child's future and personal history, having regard to the child's age or ability to understand.
- Privacy, including for example, in relation to the child's personal information.

### 5.1.5 Considerations for All Services

Family Based Care services will:

- Have regard to the impact of trauma on child development and families, including transgenerational and intergenerational trauma, to ensure services support healing and minimise its effects without causing additional distress.
- Deliver support in regard to age-appropriate parenting skills and approaches to support family connections and upskill prospective and approved carers consistent with the Statement of Standards.
- Provide domestic violence informed practice that identifies and responds to perpetrator patterns of behaviour, survivor strengths and the safety and welfare of adult and child victims.
- Have thorough working knowledge of universal and secondary services and financial supports and their respective eligibility, application, or referral pathways in order to assist service users to access required supports. Universal and secondary services include, but are not limited to, the Queensland Government's fair play vouchers and kindy plus or fee-free kindy, the National Disability Insurance Scheme, Medicare, Services Australia payments, concessions, and subsidies such as the Carer Allowance, Carer Payment, Additional Child Care Subsidy and Health Care Card and access to Medicare benefits.
- Provide approaches to service delivery that values and reaffirms the unique role carers perform as volunteers and/or family members, including approaches that attract and retain volunteers and/or family engaged in caring roles.
- Provide communication and advice to
  - prospective carer households consistent with information provided on the Queensland government website: [www.qld.gov.au/community/caring-child/foster-kinship-care](http://www.qld.gov.au/community/caring-child/foster-kinship-care).
  - approved carer households consistent with information on the Connecting with Carers website: [www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers](http://www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers).
- Be responsive to the regional processes of the department's Placement and Support Unit or Placement and Support Services (placement services) for managing and responding to localised service demand.



## 6. Service Delivery Requirements for Specific Service Users

### 6.1 Children and Young People Under 18 Requiring Kinship Care Arrangements and/or Enhanced Family Connections (U2261)

#### Definition

Children and young people aged under 18 years who are subject to the Chief Executive's custody or guardianship under the Act and who are not yet in the care of family members as approved kinship carers, or who would benefit from improved family connections.

#### 6.1.1 Requirements — Children and Young People Under 18 Requiring Kinship Care Arrangements and/or Enhanced Family Connections

Service users are children and young people subject to the Chief Executive's custody or guardianship under the Act and where the department is actively seeking support to enhance the child's family connections and/or explore potential kinship care arrangements.

Case planning for the child or young person indicates the child or young person is not likely to leave the Chief Executive's custody or guardianship under the Act or be placed with their parents under Section 82(2) of the Act. The child or young person:

- is not currently placed with a family member in an approved care arrangement or subject to any current assessment for a prospective kinship carer, or
- has limited family connections and their current care arrangement requires support in exploring and making new family connections.

#### 6.1.2 Considerations — Children and Young People Under 18 Requiring Kinship Care Arrangements and/or Enhanced Family Connections

Consistent with the Charter of Rights for a child in care, the child or young person is to be consulted and take part in making decisions (having regard to their age or ability to understand) about where they live and contact with their family. The department will ensure their views are sought and considered when considering new kinship care arrangements and family connections. As part of the child's safety and support network, services may support the department's consideration and structure services that promote processes that listen to the voices of children and young people.

## 6.2 Prospective Kinship Carer Household (U6000)

#### Definition

Prospective kinship carer households are households where at least one adult in that household has requested to be assessed for approval to be a kinship carer for a family member and has properly lodged an application with the department to be assessed as a kinship carer (APA initial form). The adult/s requesting to be assessed are carer applicants and other adult members of the household are adult household members.


#### 6.2.1 Requirements — Prospective Kinship Carer Household

Service users include all members of that household, including the carer applicant and all other household members. Children and other adult household members are all persons required to be included on the [Application for Initial Approval \(Form 3A\)](#).

Carer applicants and all adult household members belonging to the prospective kinship carer household must make an application to obtain a Blue Card if they do not already hold one.

Carer applicants must keep the department updated about changes in their household or other material





changes related to their application to be assessed.

Until the Application for Initial Approval is decided, the service user remains a prospective kinship carer household.

Prospective kinship carer households may be provisionally approved prior to their application being decided. If a child is placed in their care under a provisional approval, the household will also be supported by a supporting kin service. Where this occurs the carer household is both a prospective kinship carer household for the equipping kin service type as well as an approved kinship carer household for the supporting kin service type.

### **6.2.2 Considerations — Prospective Kinship Carer Household**

Service users may require support to address transgenerational, intergenerational, or shared trauma with family members they are being considered kinship carers for.

Services users may also require support to address the needs of biological children, other family members and persons living in the household in order to successfully apply to become kinship carers.

## **6.3 Approved Kinship Carer Household (U6001)**

### **Definition**

Approved kinship carer households are households where an adult in that household holds a provisional carer approval or an approved kinship care certificate to care for a child who is a family member and subject to the Chief Executive's custody or guardianship under the Act.

When an already approved foster carer provides care for a child who is also a family member and subject to the Chief Executive's custody or guardianship under the Act, they may be deemed to be an approved kinship carer household. To be clear, the distinction is the existence of a family relationship between the approved carer and the child, rather than the carer certificate type held by the family member.

Approved kinship carer households include all members of that household, including the approved carers and all other household members inclusive of children and young people in care.

### **6.3.1 Requirements — Approved Kinship Carer Household**

Approved carers are provided with the authority to care for specific children and young people and will exercise that responsibility in accordance with the [Foster and Kinship Carer Orientation and Responsibility Guidelines](#).

To meet these responsibilities and support positive outcomes for children and young people in their care, approved kinship carers will work with their supporting kin service, the department and other persons belonging to the child or young person's safety and support network.

The needs of approved kinship carer households may fluctuate and change over time. Needs may change in response to:

- The needs and age of the children and young people placed in their care under the Act.
- Case planning considerations made as part of the child or young person's safety and support network, and/or case planning decisions made by the department including planned permanency outcomes consistent with the order of priority for achieving permanency for a child and additionally for Aboriginal or Torres Strait Islander children, adherence to the Aboriginal and Torres Strait Islander Child Placement Principle.
- The needs of other children and young people, other adult household members, and those of the approved carers.

### **6.3.2 Considerations — Approved Kinship Carer Household**

Service users may require ongoing support to address transgenerational, intergenerational, or shared trauma with those family members for which they are kinship carers.

Service users may also require support to address the needs of biological children, other family members and persons living in the household in order to successfully apply to become kinship carers.



## 6.4 Prospective Foster Carer Household (U6002)

### Definition

Prospective foster carer households are households where at least one adult in that household has made an expression of interest (EOI) to become a foster carer. The adult household member/s making the request is a prospective carer applicant.

A further category of prospective foster carer households are those households who have properly lodged an application with the department to be assessed (APA initial form). The adult/s requesting to be assessed are carer applicants, other adult members of the household are adult household members.

Prospective foster carer households will usually be a prospective carer applicant before becoming a carer applicant, but not always.

### 6.4.1 Requirements — Prospective Foster Carer Household

Service users include all members of that household, including the prospective carer applicant/s, carer applicant/s and all other household members. Children and other adult household members are all persons required to be included on the [Application for Initial Approval \(Form 3A\)](#).

Carer applicants and all adult household members belonging to the prospective foster carer household must make an application to obtain a Blue Card if they do not already hold one. Foster Care Recruitment services will support and monitor Blue Card applications.

Carer applicants must keep the department updated about changes in their household or other material changes related to their application to be assessed. Foster Care Recruitment services will support and monitor care applicants and update the department about changes in their household.

The service user remains a prospective foster carer household until one of the following occurs:

- The prospective carer applicant withdraws their EOI.
- The care applicant withdraws their Application for Initial Approval.
- The Application for Initial Approval is decided.
- The prospective carer applicant or carer applicant receives a negative Blue Card Notice.

With the support of their Foster Care Recruiting services, prospective foster carer households will nominate their volunteering capacity to care for children and young people in their initial Foster Care Agreement

Prospective foster carer households may be provisionally approved prior to their application being decided. If a child is placed in their care under a provisional approval, the household will also be supported by a supporting foster service. Where this occurs the carer household is both a prospective foster carer household for the recruiting foster service type as well as an approved foster carer household for the supporting foster service type.

## 6.5 Approved Foster Carer Household (U6003)

### Definition

Approved foster carer households are households where an adult in that household holds a provisional approval, for a child not related to them, or holds a foster care approval under the Act.

Approved foster carer households include all members of that household, including the approved carers and all other household members inclusive of children and young people in care.



### 6.5.1 Requirements — Approved Foster Carer Household

Approved carers are provided with the authority to care for specific children and young people and will exercise that responsibility in accordance with the [Foster and Kinship Carer Orientation and Responsibility Guidelines](#). Supporting Foster Care services will support and monitor approved carers to meet their responsibilities.

To meet these responsibilities and support positive outcomes for children and young people in their care, approved foster carers will work with their supporting service, the department and other persons belonging to the child or young person's safety and support network.

The needs of approved foster carer households may fluctuate and change over time. Needs may change in response to:

- The needs and age of the children and young people placed in their care under the Act.
- Case planning considerations made as part of the child or young person's safety and support network, and/or case planning decisions made by the department including planned permanency outcomes consistent with the order of priority for achieving permanency for a child and additionally for Aboriginal or Torres Strait Islander children, adherence to the Aboriginal and Torres Strait Islander Child Placement Principle.
- The needs of other children and young people, other adult household members, and those of the approved carers.

With the support of Supporting Foster Care services, approved foster carer households will maintain an up-to-date record of their volunteering capacity to care for children and young people via the carer's Foster Care Agreement.

## 6.6 Specialist Family Based Carer Household (U6004)

### Definition

Approved foster or kinship carer households recruited and/or supported under a specialist family based care service, including the children and young people placed in their care.

Consistent with the model engaged, service users may be further defined in the contract with providers.

### 6.6.1 Requirements and Consideration — Specialist Family Based Carer Household

Requirements and considerations for specialist family based carer households relate to the particular service model commissioned, this may include existing evidence based models or bespoke arrangements designed to respond to specific cohorts or individual children and young people.

## 7. Service Delivery Requirements for Specific Service Types

Note: Service delivery requirements for specific service types need to be read in conjunction with requirements and considerations for all services outlined in Section 5.

### 7.1 Connecting Kin (T210)

Connecting kin services support children and young people aged under 18 years who are subject to the Chief Executive's custody or guardianship under the Act and who are not yet in the care of family members as approved carers, or who would benefit from enhanced family connections.

Services are funded to provide case management that supports searching and engagement of family members for children and young people referred to the service.

Services are not licensed care services under the Act, and do not provide any direct support to persons providing a care arrangement.



### 7.1.1 Requirements – Connecting Kin

Services will case manage family tracing and engagement activities for children and young people referred to them. Services will manage these activities consistent with:

- Information and confidentiality requirements under the Act
- The *Information Privacy Act 2009* and [Information Privacy Principles](#).

Services will:

- Identify family members through various means, such as searching departmental records or other family mapping activities and resources e.g., Circles of Safety and Support tool.
- Engage family members via face to face or digital outreach to obtain information about familial linkages and future connection with the child or young person.
- Locate family members and their proximity to the child or young person and other family networks
- provide family members with information about the role of the department, processes in relation to the child or young person entering care, growing the child or young person's safety and support network and future parental contact arrangements.
- Support family members to make an informed decision about providing any level of kinship arrangement (whether primary, short break, emergency care or enhanced family connection).
- Support family members considering making application to be kinship carers by providing universal practical support activities prior to commencing the formal family care assessment process, for example obtaining identification documents, accessing income support and locating appropriate housing options. Practical support outcomes may be enhanced using brokerage funds.

Services will seek to positively engage with family members, including composing messaging and selecting the method of communication most appropriate for the sensitivity of the topic being discussed.

Services will discuss and share information about the roles and responsibilities of regulated care with family members with the support of and consistent with:

- [Family caring for family](#) information guide
- [Foster and Kinship Carer Orientation and Responsibility Guidelines](#)

Services will deliver support for family connections and identification of prospective kinship carer households through the timely expenditure of brokerage funding consistent with the [Family based care brokerage guidelines](#). Expenditure will contribute to meeting, and be recorded against, the outcome "Connected" in the [Queensland Care Services Outcomes Framework](#).

Services will engage with a child or young person's safety and support network to provide information about family members seeking to connect/interact with a child or young person in the Chief Executive's custody or guardianship under the Act.

Services will engage with the department's regional Placement Support Services Unit when supporting a family member to submit an application to be assessed as an approved kinship carer. Services will support potential care applicants to understand and complete the following:

- [Application for Initial Approval \(Form 3A\)](#)
- [Carer Applicant Health and Wellbeing Questionnaire](#)
- In undertaking this activity, the service is responsible for ensuring:
  - The carer applicant and all adult household members have commenced a Blue Card application if they do not already hold a Blue Card.
  - The carer applicant understands the assessment process and where relevant, the Child Safety Service Centre (CSSC) Manager or prescribed delegate may request additional discretionary checks such as a [Medical practitioners' assessment](#). Additional checks will be undertaken with the consent of the carer applicant.
  - The carer applicant understands they will be supported through the assessment process by an equipping kin service, if not being provided by the same organisation engaged with the family under the connecting kin service.



## 7.1.2 Considerations – Connecting Kin

Considerations for connecting kin services will be further detailed in localised service particulars if required and be responsive to local needs of communities and families.

## 7.2 Equipping Kin (T211)

Equipping kin services support family member/s who have made an initial application to be assessed as kinship carers for a relative in care. Equipping kin services support families who are new to statutory care to complete their initial carer assessment and initial orientation to statutory care.

As part of an initial application, the Equipping Kin service will also support provisional assessments if requested, while continuing to undertake the initial carer assessment. In such cases the initial assessment will be completed prior to the expiry of any provisional approval.

Services are funded to undertake the assessments required and provide the supports needed for family members to be approved as kinship carers.

The service is not a licensed care service under the Act and does not provide any direct care support if children are placed in the care of the prospective carers.

### 7.2.1 Requirements – Equipping Kin

Services will consult the [Standard carer assessment tool](#) to identify the required documents and templates to support assessments.

Services are responsible for undertaking the initial kinship carer assessments consistent with the [Kinship Carer Initial Assessment Report](#) and [Kinship Carer Initial Assessment Report Guidelines](#). In conjunction with this report and guidelines, services will undertake a [Household Safety Study](#).

Services will support prospective carers and all adult household members to obtain Blue Cards, noting applications will be underway as part of a carer's initial application for approval.

Services will undertake [Provisional Approval Assessment](#) if requested.


Services will respond to requests for additional information from CSSC Managers, the prescribed delegate (decision makers for carer applications) or assessment panels if required. Where there is an identified need, such requests for additional information may relate to medical checks and referee reports. These checks and reports will be undertaken with the consent of the carer applicant/s.

Services will deliver support for initial and provisional carer applications through the timely expenditure of brokerage funding consistent with the [Family based care brokerage guidelines](#). Expenditure will contribute to meeting, and be recorded against, the outcome "Safe and Nurtured" in the [Queensland Care Services Outcomes Framework](#).

### 7.2.2 Considerations – Equipping Kin

In some circumstances where a prospective kinship carer is approved, the service may continue to work with the approved kinship carer household where ongoing development needs are identified and are best able to be resolved through the continuation of the Equipping Kin service, in coordination with the Supporting Kin Service.

When supporting prospective kinship carer households to make new applications for Blue Cards or planning for new adult household members to arrive, with the consent of the applicant, services will consider the use of the [Consent to discuss information form](#) when supporting a carer applicant.



Should carer applicants identify they will likely access childcare services, the service will support the carer applicants to meet eligibility requirements for the Commonwealth Government's Additional Child Care Subsidy (ACCS) by:

- Obtaining a Centrelink Customer Reference Number (CRN).
- Setting up a MyGov account and link their Centrelink CRN to this account.
- Lodging an application to apply for the Child Care Subsidy (CCS) even if their entitlement is nil.
- Accessing the additional child care subsidy guide to understand the process for obtaining and maintaining the subsidy.

## 7.3 Supporting Kin (T212)

### 7.3.1 Requirements – Supporting Kin

Services will support requirements by providing on-call and after hours support to service users and the department, in addition to support provided through normal business hours. Services delivered on-call and after hours may be coordinated by the department's Child Safety After Hours Service Centre.

Services will be active participants and members of the safety and support network for children and young people placed in approved kinship carer households and be active participants at placement agreement meetings and contribute to placement agreement reviews as required by the department.


Services will manage and monitor the quality of kinship care arrangements by:

- Ensuring approved carers are aware of their roles and responsibilities consistent with:
  - [Foster and Kinship Carer Orientation and Responsibility Guidelines](#)
  - [Reporting missing children guidelines](#).
- Supporting approved carers to meet their responsibilities, including assisting them to meet outcomes sought from the child's case plan or requirements documented in the carer's placement agreement. Services will also support approved carers to meet any emergent needs of the child or young person such as health or education needs not yet identified within the child's case plan or placement agreement.
- Providing ongoing skills development to approved carers to match the observed or anticipated needs of children and young people placed in their care, including cultural capability support. Support will be consistent with the requirements for carers identified in the [Foster care training guidelines](#), that includes support of kinship carers under 'continuous learning opportunities':  
*"For kinship carers, the ... (care agencies) will work with Child Safety to ensure any learning, development and support needs are recorded in the Placement Agreement. Progress and activity of continuous learning opportunities, including those training needs identified and yet to be provided, will be noted in a carer's subsequent renewal assessments"*.
- Providing ongoing support to approved carers including access to short breaks by identifying potential carers within a kinship carer's network of supports and/or expanding the safety and support network to include other potential carers to provide short-term care arrangements if required.
- Supporting appropriate members of the approved kinship carer household, including children and young people, to participate in placement agreement meetings and case plan meetings as required.
- Providing service users with counselling, when needed. Particularly following critical incidents or disruptions to care arrangements.
- Supporting approved carers to have access to and know how to utilise the Carer Connect application ([www.qld.gov.au/carerconnect](http://www.qld.gov.au/carerconnect)). The app allows approved carers to directly receive information from the department and make requests for reimbursements from the department through Child Related Costs.

Services are responsible for undertaking all:

- kinship carer renewal assessments and review (when required) for approval by the department and
- limited initial assessments, consistent with [Kinship Carer Renewal Assessment Report Guidelines](#) on "subsequent carer applications for approval as a kinship carer", when relatives of children and young people already placed with the approved kinship carer household are placed in their care.

Services are responsible for undertaking all carer renewal assessments and review (when required) for



approval by the department. Services will undertake assessments consistent with the [Kinship Carer Renewal Assessment Report](#) and [Kinship Carer Renewal Assessment Report Guidelines](#).

Services will ensure approved kinship carer households are able to remain caring by:

- Consulting the standard carer assessment tool to identify the required documents and templates to support required carer re-assessments.
- Ensuring kinship carers requiring renewal of their care application submit their [Application for Renewal of Approval \(Form 3B\)](#) three months prior to the expiry of their current certificate.
- Ensuring all approved carers and adult household members maintain a valid Blue Card (with the exception of provisionally approved carer households). Services will assist carers and their adult household members throughout the Blue Card application and renewal process or in response to requests for information made by Blue Card Services.

Services will deliver additional wrap around supports to maintain the quality of the kinship care arrangement and ensure ongoing approvals through the timely expenditure of brokerage funding consistent with [Family based care brokerage guidelines](#). Expenditure will contribute to meeting and be recorded against the outcomes contained in the [Queensland Care Services Outcomes Framework](#).

Services will participate in shared planning activities and work in partnership with the department around each approved carer's placement agreement, and as a member of each child's safety and support network, contribute to and receive copies of each child's case plan. Placement agreements and case plans are shared by the department with both approved carers and Services.

Services will assist in meeting and identifying support needs of approved carer households, including the individual needs of children and young people placed with approved kinship carers. Meeting the support needs is a shared responsibility of the service (with brokerage funding) and the department (through additional supports listed below). Services will support approved carer households access universal services, such as Additional Child Care Subsidy when required. Services will consider how any support can be immediately met through the timely application of brokerage funding and record this support in placement agreements and/or case plans. Communication and participation at placement agreement meetings by services will support approved kinship carers to understand processes for consideration and applying for:

- Reimbursement through Child Related Costs.
- Additional care allowances:
  - Establishment Allowances
  - Start-up Allowance
  - High Support Needs Allowance
  - Complex Support Needs Allowance
- Individualised placement and support packages.

Services will provide support consistent with case plans prepared for children and young people prepared by the department. These case plans integrate outcomes from:

- The Child Strengths and Needs Assessment.
- The Child Health Passport.
- The Education Support Plan.
- The Cultural Support Plan for Aboriginal and Torres Strait Islander children and young people and, where appropriate, children and young people from culturally and linguistically diverse backgrounds.
- The Transition to Adulthood Plan for young people aged 15 to under 18 years.
- Any specialist assessments, such as those conducted by Evolve Therapeutic Services, provided under a NDIS plan, and any behaviour support and/or treatment plans.

The participation in and completion of shared placement agreements and case plans meets the organisation's requirements for care planning processes and care plans for placement services in the [Human Services Quality Framework](#).



## 7.3.2 Considerations – Supporting Kin

When supporting prospective kinship carer households to make new applications for Blue Cards or plan for new adult household members to arrive, with the consent of the applicant, the service will consider the use of the [Consent to discuss information](#) form when supporting a carer applicant.

Should a carer want to access childcare services, the service will support the carer to meet eligibility requirements for the Commonwealth Government's Additional Child Care Subsidy (ACCS) by:

- Obtaining a Centrelink Customer Reference Number (CRN).
- Setting up a MyGov account and link their Centrelink CRN to this account.
- Lodging an application to apply for the Child Care Subsidy (CCS) even if their entitlement is nil.
- Accessing the [additional child care subsidy guide](#) to understand the process for obtaining and maintaining the subsidy.

Kinship carer households may continue to support a young person over 18 years and contribute to the support identified in a young persons' transition to adulthood plan and support service case plan if required to meet outstanding case plan goals. The fortnightly carer allowance will be made available to all carers who continue to provide care arrangements to young people to their 21<sup>st</sup> birthday. Unless the household is also providing another care arrangement for a child or young person under 18 years of age, the household does not remain a service user, or is required to remain a service user to continue to receive the allowance for a young person remaining in their care.

## 7.4 Foster Care Recruitment (T213)

### 7.4.1 Requirements – Foster Care Recruitment

Services are responsible for:

- Generating positive public interest in foster care.
- Informing people who express an interest to become foster carers – see [Top Questions about Foster Care](#)
- Assessing and training people who make application to become foster carers.

When persons have been referred or engaged with the services, prior to making an application to be assessed, they are called prospective foster carer applicants and are recorded as having made an EOI.

When persons having been engaged and informed make an application to be assessed they are called foster carer applicants.

#### **Recruitment Activity**

The service will receive referrals of prospective foster carer applicants from a range of sources, including:


- The state-wide Queensland Foster and Kinship Care (QFKC) Recruitment Line.
- Local communication strategies developed, implemented and maintained by the service.

When prospective foster carer applicants are referred from the QFKC Recruitment Line, services will attempt contact within two business days to confirm the referral and plan service delivery. Services will record this contact, the outcome and other requested service delivery information provided to prospective foster carer Households.

Direct recruitment will also occur through local communication strategies developed and implemented by the services. Direct recruitment strategies will be responsive to the regional processes of the department's Placement and Support Unit or Placement and Support Services (placement services) for managing and responding to localised service demand. Strategies will promote:

- The role and responsibilities of foster carers.
- Positive community attitudes to foster carers.
- Current and future demand for foster care and types of foster care, informed by the department's placement services (for example, the need for long-term, short-term, primary, short break or emergency carers).
- Ways interested persons can connect directly with services to express an interest to become foster carers.





Services will utilise a range of static and dynamic market, communication and information strategies for generating and maintaining interest from individuals to:

- Lodge an EOI.
- Having made an EOI, make a timely and informed decision about making an application to be assessed.
- Having made an application to be assessed, remain informed about the status and timing of their application.

### **Information Activity**

Services will provide accessible and timely information to Prospective Foster Carer Households to support them to make informed decisions about making an application for approval. Information activity is targeted at prospective foster carer applicants.

Services may provide information in one-to-one engagement or via group information sessions. A mix of service delivery that responds to community needs is encouraged.

Information activities may be coordinated jointly with direct recruitment activities, however all people belonging to a prospective foster carer household must be given adequate information about the role of foster care to make informed decisions and properly participate in assessments.

Information services will discuss local Supporting Foster Services (or Foster and Kinship Care (T204) services providing that role). Information services will outline how affiliation with a service is made as part of a foster carer applicant's initial assessment.

Information activities are to provide opportunity for prospective foster carer household members to ask questions and receive information about the role and responsibilities of foster carers. Services may engage approved and experienced foster carers to be included in information services. When engaging approved and experienced foster carers as part of information activities, services will provide financial reimbursement for their participation.

When discussing the role and responsibility of foster carers, services will consult the [Foster and Kinship Carer Orientation and Responsibility Guidelines](#)

### **Training Activity**

[Getting ready to start](#) foster carer training can be provided to both prospective foster carer applicants and foster carer applicants.

Training sessions can be a time efficient and effective way to provide information about the roles and responsibilities of a foster carer and assist in decision-making about when to make a carer application.

Regardless of when training commences, a foster carer applicant must have successfully completed their training prior to their initial assessment being completed.


Services are to provide training using Getting Ready to Start training content provided by the department or training developed or procured by the service. Training developed or procured by the service will be consistent with the learning outcomes identified in the Getting Ready to Start modules. Training is to be undertaken consistent with the Foster Care Training Guidelines.

Services will engage approved and experienced foster carers to be included in training services. Services are responsible for financially reimbursing approved and experienced foster carers for their participation in training services.

Wherever possible, resources for foster carer training will be designed to enable flexible and timely delivery, including the use of technology to connect with carers online as well as training in small groups, self-paced learning and one-to-one delivery. Services must ensure that all foster carer applicants have successfully completed the Getting Ready to Start course content prior to their initial foster carer assessment being completed.

Training Activity for Getting Ready to Start training will include the completion of participant feedback forms with outcomes recorded in IS70 reports submitted during the reporting period.

### **Assessment Activity**



Assessment services will be provided to foster carer applicants and include support to complete their application for assessment and carer health and wellbeing questionnaire form.

Services will consult the standard carer assessment tool to identify the required documents and templates to support assessments.

Services are responsible for undertaking the initial foster carer assessments consistent with the [Foster carer applicant assessment and recommendation form - Initial Approval Only](#) and [Guidelines for completing an assessment Report – Initial approval Only](#). In conjunction with this report and guidelines, services will undertake a [Household Safety Study](#).

Services will consider the timely and effective use of resources in the combination of training and assessment services for foster carer applicants.

Services will support prospective carers and all adult household members to obtain Blue Cards, noting applications will be underway as part of a carer's initial application for approval. Services will undertake [Provisional Approval Assessment](#) of prospective foster carer household if requested, when it is not possible, or not in a particular child's best interests, for the child to be placed in another care arrangement.

Services will respond to requests for additional information from CSSC Managers or assessment panels if required. Where there is an identified need, such requests for additional information may relate to medical checks and referee reports. These checks and reports will be undertaken with the consent of the carer applicant/s.

Services will deliver support for initial and provisional carer applications through the timely expenditure of brokerage funding consistent with the [Family based care brokerage guidelines](#). Expenditure will contribute to meeting, and be recorded against, the outcome "Safe and Nurtured" in the [Queensland Care Services Outcomes Framework](#).

Services will complete the initial Foster Care Agreement with the prospective foster carer household and submit with the agreement of the carer applicants as part of completed foster care assessment. The Foster Care Agreement will be consistent with the volunteering wishes of the carer applicants and assessed capacity of the prepositive foster carer households outlined in the assessment. The capacity will not exceed what the carer applicants are willing to provide.

Services will discuss local Supporting Foster Services and their role in providing ongoing support to an approved foster carer household as part of training services. Services will initiate affiliation processes to the Supporting Foster Service. Services will provide a warm referral to a local Supporting Foster Service and record that referral outcome in the initial assessment.

## 7.4.2 Considerations – Foster Care Recruitment

When supporting prospective foster carer households to make new applications for Blue Cards or planning for new adult household members to arrive, services will use of the [Consent to discuss information form](#) with the consent of the applicant.

Should carer applicants identify they will likely access childcare services, the service will support the carer applicants to understand and meet eligibility requirements for the Commonwealth Government's Additional Child Care Subsidy (ACCS) by:

- Obtaining a Centrelink Customer Reference Number (CRN).
- Setting up a MyGov account and link their Centrelink CRN to this account.
- Lodging an application to apply for the Child Care Subsidy (CCS) even if their entitlement is nil.
- Accessing the additional child care subsidy guide to understand process for obtaining and maintaining the subsidy.



## 7.5 Supporting Foster Care (T214)

### 7.5.1 Requirements – Supporting Foster Care

Services will support requirements by providing on-call and after hours support to approved foster carer households and the department, in addition to support provided through normal business hours. Services delivered on-call and after hours may be coordinated by the department's Child Safety After Hours Service Centre.

#### **Care Arrangement Request and Response Activity**

Services will receive and respond to care arrangement requests via Unify. Services will maintain up-to-date Foster Care Agreements with all affiliated approved foster carer households, in order to understand carer capacity and availability to respond to new care arrangement referrals in a timely manner.

Services will proactively engage with affiliated approved foster carer households to increase the possibility of care arrangement responses. Proactive engagement includes:

- testing and helping foster carers to understand and correctly record the capacity of their household as part of Foster Care Agreement (maintenance) Activities before carer arrangement requests are made, and
- Care Arrangement Request and Response Activities performed at the time care arrangement requests are made that seeks the positive response from approved foster carers.

Services will approach approved and affiliated foster carers to determine ability even when delivery of carer arrangements would exceed funded outputs (see Section 5.1.3 Considerations for All Services — Output Delivery).

Services are required to receive and respond to care arrangement requests via Unify at all times (24 hours 7 days a week) and will maintain on call details with Child Safety After Hours Service Centre via Unify.

#### **Immediate Care and Support Activity**

Services will scale up and down levels of Care Arrangement Support Activity to the changing needs to approved Foster Carer Households generally. Services will scale up support to:

- newly approved foster carer households during their first 24 months of approval; and
- when approved foster carer households are responding to a new care arrangement during the first 6 months of a new care arrangement.

Services will tailor visits (frequency and duration) and levels of supports (discussed in the Care Arrangement Support Activity) to the above approved foster carer households to maximise stability of carer arrangements and ensuring approved foster carer households have their needs met.


#### **Care Arrangement Support Activity**

Services will participate in shared planning activities and work in partnership with the department around each approved carer's placement agreement, and as a member of each child's safety and support network contribute to and receive copies of each child's case plan. Placement agreements and case plans are shared by the department with both approved carers and Services.

Services will be active participants and members of the safety and support network for children and young people placed in approved foster carer households. Services will engage independently with approved foster carers and be active participants at placement agreement meetings and contribute to placement agreement reviews as required by the department.

Services will manage and monitor the quality of foster care arrangements by:

- Ensuring approved carers are aware of their roles and responsibilities consistent with:
  - [Foster and Kinship Carer Orientation and Responsibility Guidelines](#)
  - [Reporting missing children guidelines](#)
- Supporting approved carers to meet their responsibilities, including assisting them to meet outcomes sought from the child's case plan or requirements documented in the carer's placement agreement.
- Supporting approved carers to meet any emergent needs of the child or young person such as health or education needs not yet identified within the child's case plan or placement agreement through the timely expenditure of brokerage funding consistent with the [Family based care brokerage guidelines](#).

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- Delivering care arrangement support activities in coordination with training activities when services provide ongoing skills development to approved carers to match the observed or anticipated needs of children and young people placed in their care, including cultural capability support.
  - Providing ongoing support to approved carers including access to short breaks by identifying potential carers within the carer's network of supports and/or expanding the safety and support network to include other potential carers to provide short-term care arrangements if required.
  - Supporting appropriate members of the approved carer household, including children and young people, to participate in placement agreement meetings and case plan meetings as required.
  - Providing service users with counselling, when needed. Particularly following critical incidents or disruptions to care arrangements. Counselling may be provided by the service through the timely expenditure of brokerage funding consistent with the [Family based care brokerage guidelines](#).
  - Supporting approved carers to have access to and know how to utilise the Carer Connect application ([www.qld.gov.au/carereconnect](http://www.qld.gov.au/carereconnect)). The app allows approved carers to directly receive information from the department and make requests for reimbursements from the department through Child Related Costs.


Services will assist in meeting and identifying support needs of approved foster carer households, including the individual needs of children and young people placed with approved foster carers. Meeting the support needs is a shared responsibility of the service (with brokerage funding) and the department (through additional supports listed below). Services will support approved carer households access universal services such as Additional Child Care Subsidy when required. Services will consider how any support can be immediately met through the timely application of brokerage funding and record this support in placement agreements and/or case plans. Communication and participation at placement agreement meetings by services will support approved foster carers to understand processes for consideration and applying for:

- Reimbursement through Child Related Costs.
- Additional care allowances:
  - Establishment Allowances
  - Start-up Allowance
  - High Support Needs Allowance
  - Complex Support Needs Allowance
- Individualised placement and support packages.

Services will provide support consistent with case plans prepared for children and young people prepared by the department. These case plans integrate outcomes from:

- The Child Strengths and Needs Assessment.
- The Child Health Passport.
- The Education Support Plan.
- The Cultural Support Plan for Aboriginal and Torres Strait Islander children and young people and, where appropriate, children and young people from culturally and linguistically diverse backgrounds.
- The Transition to Adulthood Plan for young people aged 15 to under 18 years.
- Any specialist assessments, such as those conducted by Evolve Therapeutic Services, provided under a NDIS plan, and any behaviour support and/or treatment plans.

The participation in and completion of shared placement agreements and case plans meets the organisation's requirements for care planning processes and care plans for placement services in the [Human Services Quality Framework](#).



### **Foster Care Agreement (maintenance) Activity**

Services will work with approved foster carer households to maintain Foster Care Agreements that accurately record care preferences, care capacity nominated by the carer and supported by the Supporting Foster Service.

Services will record Foster Care Agreement updates and supply these to the department via completed Foster Care Agreement templates.

### **Renewal and Suitability Assessment Activity**

Services are responsible for undertaking all carer renewal assessments and review (when required) for approval by the department. Services will undertake assessments consistent with the [Guidelines for completing an assessment report – Renewal of approval](#).

Services will ensure approved carer households are able to remain caring by:

- Consulting the standard carer assessment tool to identify the required documents and templates to support required carer re-assessments.
- Ensuring carers requiring renewal of their care application submit their [Application for Renewal of Approval \(Form 3B\)](#) three months prior to the expiry of their current certificate. Should services anticipate renewals will be complex and require longer timeframes and or need to respond to workload of many renewals occurring at the same time, services will proactively manage and support carers to submit their [Application for Renewal of Approval \(Form 3B\)](#) up to six months prior to their expiry.
- Ensuring all approved carers and adult household members maintain a valid Blue Card (with the exception of provisionally approved carer households). Services will assist carers and their adult household members throughout any Blue Card application and renewal process or in response to requests for information made by Blue Card Services.
- Submitting completed carer renewal assessments to Placement Support Services/Placement Support Services prior to the expiry of their original carer certificate.

Services will not be required to submit a completed carer renewal assessment when a carer's renewal assessment occurs at the same time as the department is undertaking a Long Term Guardianship to Other (LTG-O) or Permanent Care Order (PCO) Assessment. In such scenarios:

- Services will still support carers to submit their [Application for Renewal of Approval \(Form 3B\)](#) within timeframes.
- The department's LTG-O or PCO assessment will be used to assess the carer's substantive renewal assessment, if this is required to be completed while new court orders are sought.

### **Training Activity**

Services may engage approved and experienced foster carers to be included in training services. Services are responsible financially reimbursing approved and experienced foster carers for their participation in training services.


Services will provide [Starting Out](#) foster carer training to approved foster care households during their first 12 months of approval. Services are to provide Starting Out training consistent with the Foster Care Training Guidelines.

Services are to provide training using Starting Out training content provided by the department or training developed or procured by the service. Training development or procured by the service will be consistent with the learning outcomes identified in the Starting Out modules. Training is to be undertaken consistent with the Foster Care Training Guidelines.

Wherever possible, resources for foster carer training will be designed to enable flexible and timely delivery, including the use of technology to connect with carers online as well as training in small groups, self-paced learning and one-to-one delivery. Services will ensure all approved foster carers successfully complete the Starting Out course content during their first 12 months of carer approval.

Training activity for Starting Out training will include the completion of participant feedback forms with outcomes recorded in IS70 reports submitted during the reporting period.

Services will support approved foster care households access [Continuous Learning](#) training opportunities consistent with the Foster Care Training Guidelines and as part of ongoing additional wrap around supports provided to approved foster carer households.



Services will deliver additional wrap around supports to maintain the quality of the foster care arrangement and ensure ongoing approvals through the timely expenditure of brokerage funding consistent with [Family based care brokerage guidelines](#). Expenditure will contribute to meeting and be recorded against the outcomes contained in the [Queensland Care Services Outcomes Framework](#).

## 7.5.2 Considerations – Supporting Foster Care

Should a carer want to access childcare services, the service will support the carer to meet eligibility requirements for the Commonwealth Government’s Additional Child Care Subsidy (ACCS) by:

- Obtaining a Centrelink Customer Reference Number (CRN).
- Setting up a MyGov account and link their Centrelink CRN to this account.
- Lodging an application to apply for the Child Care Subsidy (CCS) even if their entitlement is nil.
- Accessing the [Additional child care subsidy guide](#) to understand process for obtaining and maintaining the subsidy.

Foster carer households may continue to support a young person over 18 years and contribute to the support identified in a young persons’ transition to adulthood plan and support service case plan if required to meet outstanding case plan goals. The fortnightly carer allowance will be made available to all carers who continue to provide care arrangements to young people to their 21<sup>st</sup> birthday. Unless the household is also providing another care arrangement for a child or young person under 18 years of age, the household does not remain a service user, or is required to remain a service user to continue to receive the allowance for a young person remaining in their care.

## 7.6 Specialist Family Based Care (T215)

### 7.6.1 Requirements – Specialist Family Based Care

The Specialist Family Based Care service type is used to engage services outside the ordinary scope of other family based care services. To ensure a responsive, flexible and tailored approach, the specific service delivery model, activities and associated requirements will be commissioned and contracted based on need. Specialist Family Based Care may be provided to either a prospective or approved kinship care or foster carer households. Carer supported by a Specialist Family Based Care service, will be referred to as a specialist family based carer household.

Specialist Family Based Care services will:

- Undertake **targeted recruitment** of persons with pre-requisite skills and experiences, including cultural and family connections, able to provide family based care to children and young people referred to the service by the department.
- Provide all **carer approval services** consistent with Equipping Kin and/or Foster Care Recruitment services that align with the recruited person’s relationship to the child or young person and definition of Kin included in the *Child Protection Act 1999*.
- Support a high level of **care arrangement matching** in partnership with the department consistent with the [Placement of children in care Policy \(578\)](#), including active efforts to apply the Aboriginal and Torres Strait Islander Child Placement Principle.
- Provide all **practical and financial supports** to approved specialist family based carer households consistent with the model commissioned. A feature of current publicly available specialist care models and programs<sup>3</sup> is that all care allowances, child related costs and/or any additional individualised placement supports are included in the funding allocated to the supplier to disperse to the carer household rather than the department. The level of financial supports included in the model must be more than the maximum allowance support possible under the department’s care allowance structure (CSNA level 3).
- It will be the responsibility of the supplier of this service type to obtain its own legal and financial advice (in relation to matters including, but not limited to, taxation, insurance, workplace health and safety and industrial considerations). The supplier will be required to provide evidence to the department during the commissioning process of how these will be met.
- Submit placement agreements updates to the department every 6 months for every care arrangement supported (in coordination with approved carers). Services will document the financial and practical supports provided to carer/s and to children and young people in placement agreements. Services will manage updates to placement agreements consistent with, and in support of, Case Plan goals created and maintained by the department.

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<sup>3</sup> Information based on analysis of a number of evidence based/certified models and/or therapeutic programs developed by individual agencies within Queensland and across jurisdictions



## Supporting Care Arrangements

Consistent with the model being utilised, work toward outcomes sought and directed by individual Case Plans created by the department for each child and young person. Case Plans will outline goals for children and young people's care arrangement, including stability, transition and reunification planning.

Consistent with a child or young person's Case Plan, services will take a leadership role, in partnering with approved carers, children or young people, and other members of the child or young person's safety and support network, when participating in:

- Education Support Plans
- Cultural Support Plans
- Child Health Passports
- Transition to Adulthood Plans
- NDIS plans.

Required plans will be completed by the services and submitted to the department. Required plans will be identified in a child's Case Plan completed by the department.

In partnership with the approved carer/s, services will:

- Manage and monitor the quality of care by ensuring approved carers are aware and supported in their roles and responsibilities consistent with
  - [Foster and Kinship Carer Orientation and Responsibility Guidelines](#), including providing all carer renewal and re-assessment processes.
  - [Reporting missing children guidelines](#).
- Coordinate intensively with local Child Safety Service Centres, approved carers and children and young people on care arrangement decision making.
- Support approved carers exercise decision making consistent with the Child Safety Practice Manual requirements.
- Support children and young people exercise decision making consistent with Section 5E Principles for participation of children contained within the *Child Protection Act 1999*.

### 7.6.2 Considerations – Specialist Family Based Care

Services will typically respond to children and young people requiring family based care who have been assessed as having a complex or extreme level of support need. Any changing need and/or care arrangement required for a child or young person will not make the service user ineligible to continue to be supported by the service. Any transition to different service types will be planned consistent with the model being used.

Services will consider models of financial support that appropriately match the recruitment approach and skill levels of carers sought. Financial supports should maximise the ability for approved carers to meet the identified needs of children and young people, including mixed financial supports as both volunteers and, how they may be engaged to receive further remuneration. Services will obtain their own legal and financial advice (in relation to matters including, but not limited to, taxation, insurance, workplace health and safety and industrial considerations) on models used and must provide this advice to the department and prospective and approved carers supported by the service.

Services provided by Aboriginal and Torres Strait Islander Organisations are encouraged to consider the use of delegated authority as part of comprehensive service delivery options that may alter requirements to coordinate with the department on decision making.



## 8. Service Modes

Service delivery modes are the type of physical setting in which a service is provided to a client.

### 8.1 Connecting Kin (T210)

Services may be provided in various delivery modes (in home, mobile, and virtual) to ensure that services are delivered in the most appropriate mode to meet and engage the family of children and young people aged under 18 years requiring kinship care or enhanced family connections.

### 8.2 Equipping Kin (T211), Supporting Kin (T212), Foster Care Recruitment (T213) and Supporting Foster Care (T214)

Services are provided to prospective, approved carer households primarily in the home of the service user. Services will also support a variety of delivery modes to meet the needs of carers including mobile and virtual supports to ensure that services, such as training and support, are delivered in the most appropriate mode to meet the needs of the service user.

### 8.3 Specialist Family Based Care Model (T215)

Services are provided in a tailored and comprehensive way consisted with the model commissioned.



## 9. Deliverables and Performance Measures

The following deliverables and performance measures are funded under the family based care services funding area. The service agreement will identify the relevant outputs and measures for each service outlet, the quantum to be delivered and the range of measures to be collected and reported. All services support outcomes for children and young people to be thriving consistent with the [Queensland Care Services Outcomes Framework](#). Specific outcome statements for service users are detailed below.

The reporting period for all Family Based Care services' deliverables and performance measures is quarterly. For counting rules, detailed descriptors and examples please refer to the [Family Based Care Factsheet](#).

Service Users	Service Types	Outputs
<b>U2261</b> - Children and young people aged under 18 years requiring kinship care and/or enhanced family connection	<b>T210</b> – Connecting Kin	<b>A01.2.02HH</b> Case management - number of hours provided during the reporting period.
<b>U6000</b> – Prospective kinship carer household	<b>T211</b> – Equipping Kin	<b>A01.2.02CC</b> Case management - number of service users who received a service during the reporting period.
<b>U6001</b> – Approved kinship carer household	<b>T212</b> – Supporting Kin	<b>A02.4.02K</b> Out of home care placement and post-placement supervision – care arrangement nights (Kin).
<b>U6002</b> – Prospective foster carer household	<b>T213</b> – Foster Care Recruitment	<b>A01.2.02CC</b> Case management - number of service users who received a service during the reporting period.
<b>U6003</b> – Approved foster carer household	<b>T214</b> – Supporting Foster Care	<b>A02.4.02F</b> Out of home care placement and post-placement supervision – care arrangement nights (Foster).
<b>U6004</b> – Specialist family based carer household	<b>T215</b> – Specialist Family Based Care Model	<b>A02.4.02S</b> Out of home care placement and post-placement supervision – care arrangement nights (Specialist Family Based Care).

## U2261 - Children and Young People Aged Under 18 Years Requiring Kinship Care and/or Enhanced Family Connection

<b>Outcome Statement</b>	<p>Through delivery of the activities outlined in service delivery requirements and program logic, services will support:</p> <ul style="list-style-type: none"> <li>• Children and young people to connect with family and experience improved family connections.</li> <li>• Family members make application and be assessed as kinship carers in cultural safe and supported way.</li> </ul> <p>Through these active services will contribute to children and young people to be cared for by family, including supporting reunification to parents.</p>
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Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			Relates to Item 7.1 of the Service Agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U2261	T210	A01.2.02HH Case management.	Number of hours provided during the reporting period.	N/A	A01.2.02HH	Number of hours provided during the reporting period.

Relates to Item 7.1 of the Service Agreement			
Service User Code	Service Type Code	Throughput Measure	
U2261	T210	IS133	Number of existing service users at the beginning of the reporting period.
U2261	T210	IS133B	Number of existing service users at the beginning of the reporting period who have been receiving a service for longer than <b>6 months</b> .
U2261	T210	IS255	Number of new service users.
U2261	T210	IS145	Number of service users who have exited from the service.
U2261	T210	IS117	Number of service users where brokerage was provided.
U2261	T210	IS151	Value of brokerage expenditure.

Service User Code	Service Type Code	Demographic Data	
U2261	T210	IS35	Number of service users identifying as Aboriginal and/or Torres Strait Islander.
U2261	T210	IS39	Number of service users identifying as being from Culturally and Linguistically diverse background.
Service User Code	Service Type Code	Outcome Measure	
U2261	T210	<b>OM2.1.03</b> Number of service users with improved family interactions/connectedness (see fact sheet: only count family connection and only count on service user exit).	
U2261	T210	<b>OM2.1.05</b> Number of service users with improved ability to access appropriate services (see fact sheet: only count service users who have had Prospective Kin service user apply to be assessed as carers and only count on service user exit).	
Service User Code	Service Type Code	Other Measures	
U2261	T210	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.

### U6000 - Prospective Kinship Carer Household

<b>Outcome Statement</b>	Through delivery of the activities outlined in service delivery requirements and program logic, including shared activities with child safety, services will support family members make application and be assessed as kinship carers in cultural safe and supported way.
	Services will ensure family are informed and supported so they can support children and young people in their care, including supporting reunification to parents.

Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			Relates to Item 7.1 of the Service Agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U6000	T211	<b>A01.2.02CC</b> Case management.	Number of service users who received a service during the reporting period.	N/A	<b>A01.2.02CC</b>	Number of service users who received a service during the reporting period.

**Relates to Item 7.1 of the Service Agreement**

<b>Service User Code</b>	<b>Service Type Code</b>	<b>Throughput Measure</b>	
<b>U6000</b>	T211	<b>IS255</b>	Number of new service users.
<b>U6000</b>	T211	<b>IS133</b>	Number of existing service users at the beginning of the reporting period.
<b>U6000</b>	T211	<b>IS133A</b>	Number of existing service users at the beginning of the reporting period who have been receiving a service for longer than <b>90 days</b> .
<b>U6000</b>	T211	<b>IS145</b>	Number of service users who have exited from the service.
<b>U6000</b>	T211	<b>IS145A</b>	Number of service users who have exited from the service because they withdrew their application.
<b>U6000</b>	T211	<b>IS145B</b>	Number of service users who have exited from the service because their application was not approved.
<b>U6000</b>	T211	<b>IS145C</b>	Number of service users who have exited from the service because of Blue Card decision.
<b>U6000</b>	T211	<b>IS145D</b>	Number of service users who have exited from the service because their application was approved.
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Data</b>	
<b>U6000</b>	T211	<b>IS35</b>	Number of service users identifying as Aboriginal and/or Torres Strait Islander.
<b>U6000</b>	T211	<b>IS39</b>	Number of service users identifying as Culturally and Linguistically diverse background.
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measures</b>	
<b>U6000</b>	T211	<b>IS116</b>	Number of children and young people where brokerage was provided.
<b>U6000</b>	T211	<b>IS151A</b>	Value of brokerage expenditure to assist children and young people to be safe and nurtured.
<b>U6000</b>	T211	<b>GM16</b>	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.

## U6001 - Approved Kinship Carer Household

<b>Outcome Statement</b>	<p>Through delivery of the activities outlined in service delivery requirements and program logic, including shared activities with child safety, services will support:</p> <ul style="list-style-type: none"> <li>• Positive and lasting partnership and caring experience of approved kinship carers who are supported to meet the need of children and young people in their care.</li> <li>• Children and young people to be cared for by family, including supporting reunification to parents.</li> <li>• Children and young people in care on long term orders can be found suitable guardians consistent with the permeancy principles of the Child Protection Act 1999 (5BA) and Aboriginal and Torres Strait Islander Child Placement Principal (5C)</li> </ul>
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Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			Relates to Item 7.1 of the Service Agreement
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures
U6001	T212	A02.4.02K	Out of home care placement and post-placement supervision – care arrangement nights.	NA	Number of individual care arrangement nights provided by kinship carer households during the reporting period. (Note: the number of care arrangement nights funded per annum is calculated by multiplying the number of funded places by the nights per annum).

Relates to Item 7.1 of the Service Agreement			
Service User Code	Service Type Code	Throughput Measure	
U6001	T212	IS133	Number of existing service users at the beginning of the reporting period.
U6001	T212	IS255	Number of new service users.
U6001	T212	IS145	Number of service users who have exited from the service.
U6001	T212	IS145E	Number of service users who have exited from the service during the reporting period where their exit resulted in a child/young person's move from kinship care.
U6001	T212	IS162	Number of service users without a current placement agreement (see factsheet: only count service users without a current placement agreement).

Service Users	Service Type Code	Demographic Data	
U6001	T212	<b>Note:</b> All demographic information about this service user (approved kinship carer household) is recorded by the department in ICMS and able to be reported by agency affiliation (contract).	
Service User Code	Service Type Code	Other Measures	
U6001	T212	<b>IS163</b>	Number of existing children and young people at the beginning of the reporting period.
U6001	T212	<b>IS164</b>	Number of new children and young people.
U6001	T212	<b>IS165</b>	Number of children and young people who exited from the service.
U6001	T212	<b>IS165A</b>	Number of children and young people who exited because they turned 18 years of age.
U6001	T212	<b>IS165B</b>	Number of children and young people who exited to foster care, non-family based care arrangement or unknown.
U6001	T212	<b>IS165C</b>	Number of children and young people who exited during the reporting period due to reunification with parents (preferred permanency care option).
U6001	T212	<b>IS165D</b>	Number of children and young people who exited during the reporting period due to provision of another permanency care option (LTGO / PCO / adoption).
U6001	T212	<b>IS116</b>	Number of children and young people where brokerage was provided.
U6001	T212	<b>IS151A</b>	Value of brokerage expenditure to assist children and young people to be safe and nurtured.
U6001	T212	<b>IS151B</b>	Value of brokerage expenditure to assist children and young people to be connected.
U6001	T212	<b>IS151C</b>	Value of brokerage expenditure to assist children and young people to be achieving.
U6001	T212	<b>IS151D</b>	Value of brokerage expenditure to assist children and young people to be healthy.
U6001	T212	<b>IS151E</b>	Value of brokerage expenditure to assist children and young people to be resilient.
U6001	T212	<b>GM16</b>	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.

## U6002 – Prospective Foster Carer Household

<b>Outcome Statement</b>	<p>Through delivery of the activities outlined in service delivery requirements and program logic, including shared activities with child safety, services will support:</p> <ul style="list-style-type: none"> <li>• People apply to be foster carers</li> <li>• Planned and targeted foster care recruitment activities</li> <li>• Maintain positive public interest in foster care, provide a positive customer experience and informed foster care applicants that can support children and young people requiring care to be cared for in family based care arrangements.</li> </ul>
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Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			Relates to Item 7.1 of the Service Agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U6002	T213	<b>A01.2.02CC</b> Case management	Number of service users who received a service during the reporting period.	N/A	<b>A01.2.02CC</b>	Number of service users who received a service during the reporting period.

### Relates to Item 7.1 of the Service Agreement

Service User Code	Service Type Code	Throughput Measure	
U6002	T213	<b>IS255</b>	Number of new service users.
U6002	T213	<b>IS133</b>	Number of existing service users at the beginning of the reporting period.
U6002	T213	<b>IS170</b>	Number of service users who have made an application to be assessed
U6002	T213	<b>IS145</b>	Number of service users who have exited from the service.
U6002	T213	<b>IS171</b>	Number of service users who have exited from the service because they withdrew their EOI
U6002	T213	<b>IS145A</b>	Number of service users who have exited from the service because they withdrew their application.

<b>U6002</b>	T213	<b>IS145B</b>	Number of service users who have exited from the service because their application was not approved.
<b>U6002</b>	T213	<b>IS145C</b>	Number of service users who have exited from the service because of Blue Card decision.
<b>U6002</b>	T213	<b>IS145D</b>	Number of service users who have exited from the service because their application was approved.
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Data</b>	
<b>U6002</b>	T213	<b>IS35</b>	Number of service users identifying as Aboriginal and/or Torres Strait Islander.
<b>U6002</b>	T213	<b>IS39</b>	Number of service users identifying as Culturally and Linguistically diverse background.
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measures</b>	
<b>U6002</b>	T213	<b>IS117</b>	Number of service users where brokerage was provided.
<b>U6002</b>	T213	<b>IS151A</b>	Value of brokerage expenditure to assist children and young people to be safe and nurtured.
<b>U6002</b>	T213	<b>GM16</b>	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
<b>U6002</b>	T213	<b>IS70</b>	Multi-purpose additional data collection (service user feedback Training and information Session Activities)

### **U6003 - Approved Foster Carer Household**

<b>Outcome Statement</b>	<p>Through delivery of the activities outlined in service delivery requirements and program logic, including shared activities with child safety, services will support:</p> <ul style="list-style-type: none"> <li>• Planned and targeted foster care recruitment (via reporting about approved foster carer cohorts)</li> <li>• Positive partnership and volunteering experience of approved foster carers who are supported to meet the need of children and young people in their care.</li> <li>• Children and young people to be cared for in family based care arrangements, including supporting transition to kin and reunification to parents</li> <li>• Children and young people in care on long term orders can be found suitable guardians consistent with the permeancy principles of the Child Protection Act 1999 (5BA) and Aboriginal and Torres Strait Islander Child Placement Principal (5C)</li> </ul>
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Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			Relates to Item 7.1 of the Service Agreement
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures
U6003	T214	A02.4.02F	Out of home care placement and post-placement supervision – care arrangement nights.	NA	Number of individual care arrangement nights provided by foster carer households during the reporting period. (Note: the number of care arrangement nights funded per annum is calculated by multiplying the number of funded places by the nights per annum).

Relates to Item 7.1 of the Service Agreement			
Service User Code	Service Type Code	Throughput Measure	
U6003	T214	IS133	Number of existing service users at the beginning of the reporting period.
U6003	T214	IS255	Number of new service users.
U6003	T214	IS145	Number of service users who have exited from the service.
U6003	T214	IS145F	Number of service users who have exited from the service during the reporting period where their exit resulted in a child/young person's unplanned change in their care arrangement.
U6003	T214	IS162	Number of service users without a current placement agreement (see factsheet: only count service users without a current placement agreement).
Service Users	Service Type Code	Demographic Data	
U6003	T214	<b>Note:</b> All demographic information about this service user (approved <b>kinship</b> carer household) is recorded by the department in ICMS and able to be reported by agency affiliation (contract).	


Service User Code	Service Type Code	Other Measures	
U6003	T214	IS163	Number of existing children and young people at the beginning of the reporting period.
U6003	T214	IS164	Number of new children and young people.
U6003	T214	IS165	Number of children and young people who exited from the service.
U6003	T214	IS165A	Number of children and young people who exited because they turned 18 years of age.
U6003	T214	IS165E	Number of children and young people who exited to kinship care.
U6003	T214	IS166	Number of children and young people who exited to non-family based care.
U6003	T214	IS165C	Number of children and young people who exited during the reporting period due to reunification with parents (preferred permanency care option).
U6003	T214	IS165D	Number of children and young people who exited during the reporting period due to provision of another permanency care option (LTGO / PCO / adoption).
U6003	T214	IS116	Number of children and young people where brokerage was provided.
U6003	T214	IS151A	Value of brokerage expenditure to assist children and young people to be safe and nurtured.
U6003	T214	IS151B	Value of brokerage expenditure to assist children and young people to be connected.
U6003	T214	IS151C	Value of brokerage expenditure to assist children and young people to be achieving.
U6003	T214	IS151D	Value of brokerage expenditure to assist children and young people to be healthy.
U6003	T214	IS151E	Value of brokerage expenditure to assist children and young people to be resilient.
U6003	T214	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U6003	T214	GM08	Number of Service Users who had the majority of their needs being met during the reporting period.
U6003	T214	IS70	Multi-purpose additional data collection (service user feedback Training Activity)

## U6004 – Specialist Family Based Carer Household

<b>Outcome Statement</b>	<p>Through delivery of the activities outlined in service delivery requirements and program logic, including shared activities with child safety, services will support:</p> <ul style="list-style-type: none"> <li>• Specialist carer households meet the needs of children and young people in their care</li> <li>• Children and young people are able to be cared for in family based care arrangements, including supporting transition to kin and reunification to parents and other care arrangements consistent with:             <ul style="list-style-type: none"> <li>○ the permeancy principles of the Child Protection Act 1999 (5BA) and Aboriginal and Torres Strait Islander Child Placement Principal (5C) and</li> <li>○ the any particular outcomes included in model being utilised by the specialist family based care service</li> </ul> </li> </ul>
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Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			Relates to Item 7.1 of the Service Agreement
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures
U6004	T215	A02.4.02S	Out of home care placement and post-placement supervision – care arrangement nights.	NA	Number of individual care arrangement nights provided by specialist family based care households during the reporting period. (Note: the number of care arrangement nights funded per annum is calculated by multiplying the number of funded places by the nights per annum).

Relates to Item 7.1 of the Service Agreement			
Service User Code	Service Type Code	Throughput Measure	
U6004	T215	IS133	Number of existing service users at the beginning of the reporting period.
U6004	T215	IS255	Number of new service users.
U6004	T215	IS145	Number of service users who have exited from the service.
U6004	T215	IS145F	Number of service users who have exited from the service during the reporting period where their exit resulted in a child/young person's unplanned change in their care arrangement.
U6004	T215	IS162	Number of service users without a current placement agreement (see factsheet: only count service users without a current placement agreement).
U6004	T215	<b>Note:</b> All demographic information about this service user is recorded by the department in ICMS and able to be reported by agency affiliation (contract).	



<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measures</b>	
<b>U6004</b>	T215	<b>IS163</b>	Number of existing children and young people at the beginning of the reporting period.
<b>U6004</b>	T215	<b>IS164</b>	Number of new children and young people.
<b>U6004</b>	T215	<b>IS165</b>	Number of children and young people who exited from the service.
<b>U6004</b>	T215	<b>IS165A</b>	Number of children and young people who exited because they turned 18 years of age.
<b>U6004</b>	T215	<b>IS165E</b>	Number of children and young people who exited to kinship care.
<b>U6004</b>	T215	<b>IS165C</b>	Number of children and young people who exited during the reporting period due to reunification with parents (preferred permanency care option).
<b>U6004</b>	T215	<b>IS165D</b>	Number of children and young people who exited during the reporting period due to provision of another permanency care option (LTGO / PCO / adoption).
U6004	T215	<b>GM16</b>	What significant achievements or factors have impacted on the quality-of-service delivery during the reporting period.
<b>U6004</b>	T215	<b>IS70</b>	Additional output/outcome data collection (tailored to the model specifications and documented in the service delivery particulars).
<b>U6004</b>	T215	<b>GM08</b>	Number of Service Users who had the majority of their needs being met during the reporting period.



## 10. Contact Information

For further information regarding this investment specification, please contact your nearest Child Safety Service Centre.

Details of which can be found at:

<http://www.cyjma.qld.gov.au/contact-us/department-contacts/child-family-contacts/regional-offices>

For information regarding current funding opportunities at the Department of Child Safety, Seniors and Disability Services please go to [www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment](http://www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment)

## 11. Other Funding and Supporting Documents

### Guidelines

- [Family Based Care Brokerage Guideline](#)
- [Foster and Kinship Carer Orientation and Responsibility Guidelines](#)
- [Foster Care Training Guidelines](#)
- [Reporting missing children: Guidelines for approved carers and care services](#)

### Investment Specifications

- [Child protection \(support services\)](#)
- [Child protection \(placement services\)](#)
- [Families](#)
- [Domestic and family violence](#)
- [Individuals](#)
- [Young people](#)
- [Community](#)
- [Service system support and development](#)
- [Sexual violence and women's support service](#)

### Other Supporting Documents

[Family caring for family](#) - An information guide for family members considering caring for children within their family network (when Child Safety is involved).

Family Based Care (Kinship Care) Fact Sheet – a guiding document of counting rules and examples to assist funded Kinship Care providers to submit data in relation to contractual deliverables and performance measures.

[Output funding and reporting](#)

[Human Services Quality Framework \(HSQF\)](#)