

MACKILLOP FAMILY SERVICES

WA SERVICES - OOHc BUSINESS ANALYSIS

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1. ABOUT THE SERVICE

1.1 SERVICE CLIENT BASE

Out of Home Care placements for children and young people aged 0 – 18 years.

Perth Metro Services

- Specialised / Therapeutic Program (2 program areas):
 - Sibling Sanctuary Program
 - Foster Care Plus
- General Care Respite Program (New Program – Initial Planning stage only)

Port Hedland / Pilbara

- Aboriginal Out of Home Care General Care Placements (in Partnership with Wirraka Maya)

1.2 TYPES OF REFERRAL FOR SERVICE

Department for Child Protection and Family Support (CPFS)

1.3 FUNDING, LEGAL AND PARTNERSHIPS

- Partnership with Wirraka Maya Aboriginal Medical Service in Port Hedland
- Funding is provided by Department for Child Protection and Family Support (CPFS). No other funding body is currently engaged with MFS- WA services at this time.
- Funding from CPFS is on a contractual basis by;
 - CPFS Central Referral Team (Specialised / Therapeutic Fostering) – Annual Individual Contract
 - CPFS Local District Office (General Care Pilbara Contract) – 3-5 year Contract for 10 General care Placements in the Pilbara region). Note: This contract is done in collaboration and partnership with the Wirraka Maya Aboriginal Medical Service.
- CPFS require monthly documentation relating to the 9 Dimensions of Care (i.e: safety, care arrangements, health, education, social and family relationships, recreation and leisure, emotional and behavioural development, identity and culture, legal and financial).
- CPFS require documentation relating to every critical incident that involves a child in care.
- CPFS require 6 monthly service updates relating to Better Care, Better Services Standards
- Legal Requirements are in line with:
 - The Children and Community Services Act 2004
 - Better Care, Better Services Standards

2. BUSINESS PROCESS DETAILS

The overall business process can be broken down into 5 data management streams:

- a) Carer Enquiry and Recruitment
- b) Assessment and Registration of Carers
- c) Client Management
- d) Carer Management
- e) Management of Finance/Expenditure

2.1 CARER ENQUIRY AND RECRUITMENT

2.1.1 Recruitment Methods / Marketing

Self-referral

- Response to Google Ad Words
- Word-of-mouth

Targeted recruitment

- local newspapers
- targeted newsletters (eg: schools, parishes, professional newsletters)
- Other public events or recruitment campaigns

2.1.2 Enquiry Received

- self-referral “enquiry” via Central website whereby forwarded to WA services via email
- self-referral “enquiry” via Direct phone call from enquirer

2.1.3 Initial Contact

- Initial contact within 24hours of receiving enquiry
- Phone or face-to-face conversation to explain and outline processes
- Filter and screen out any people that may not be suited to service (e.g seeking adoption/employment/out of catchment area etc).
- Information email / letter sent to enquirer to provide more detailed information

2.1.4 Follow-up Contact

- Follow-up within one week of initial contact
- MFS contacts enquirer to answer further queries and outline Foster Carer Assessment processes
- Self-screen out by enquirer and/or MacKillop screen out people that may not be eligible or suitable (health/engaged with another agency/insufficient rooms to take another child etc..)
- Arrange face-to-face meeting or home visit to progress enquiry

2.1.5 Face-to-Face Visit

- Appointment is made for an initial Home or (office) visit – initial assessment of home and if suitable for foster children (eg: look for obvious safety risks and suitable spare bedroom available for a child)
- Face-to-face discussion with potential carer to interview and assess suitability
- Complete initial registration forms to start assessment (see 2.2.1) and forward to the CPFS “Central Foster Carer Directory” to notify the directory that a foster carer assessment is commencing.
Forms include:
 - “MacKillop Foster Carer Application Form”
 - “CPFS Foster Carer Directory – Applicant Information and Acknowledgement Form”
 - CPFS Foster Carer Directory – Notification Form”
 - “Authority to Disclose Information Form” if required
 - “CPFS Record Check Consent Form (also known as a 395 and can be completed at any time during the assessment process.

2.2 ASSESSMENT AND REGISTRATION OF CARERS

2.2.1 Registration of Potential Carers

WA Administration Coordinator to submit all CPFS Carer Registration Forms. These forms notify the Department that a carer is commencing a Foster Carer Assessment with MFS and ensure that a carer is not linked with more than one agency at a time. Forms required for registration include:

1. MacKillop Foster Carer Application Form

This form is used to obtain general information about the potential carer and their family profile to keep on their file, as well as notifies them of the screening process and what personal information may be accessed. It also asks for the carer to nominate referees for the Foster Carer Assessor to contact. This form to be scanned and emailed to the Foster Carer Assessor and remain on the carer hardcopy file.

2. CPFS Foster Care Directory Forms

PART 1. Applicant Information and Acknowledgement Form.

This form is used to notify foster carers that their personal details will be kept on a database managed by CPFS called "Foster Care Directory of WA". No foster children are able to be placed with people who are not on this Directory. Carers signing this form need to have a witness who can be family, friend or worker. Queries about the Directory can be emailed to the Central Carer Register CentralCarerRegister@cpfs.wa.gov.au

PART 2. Notification Form

This form must be completed so that the Directory is aware of all personal aliases, maiden names and other children or adults that live in the potential carer's house. This is to keep a track of who will be coming into regular and close contact with a child in the care of CPFS, and ensure that everyone has appropriate screening and clearances (eg: WWCC and CPFS Police Clearances).

3. Authority to Disclose Information Form

This form is used to gain permission from an individual to contact and approach another agency and request specific personal information which would otherwise be confidential (ie: details as listed on the form). This form needs to be witnessed by a family member, friend or Worker. This form can be scanned and emailed to the organisation in which the client information is held.

4. CPFS Record Check Consent Form (also known as a 395)

This form can be completed before or during assessment and will take up to 6 weeks to process. This form will need to be completed by all people living in the carers home who is over the age of 18 years. This form has two screening functions to ensure that a potential carer can provide a safe home for a child and to minimise the risk of a child experiencing further trauma or abuse;

- 1) A national police clearance and check (including spent convictions that are more than 10 years old)
- 2) A check of the CPFS historical databases.

This form requires an agency representative to witness numerous signatures and sight 100 points of identification. If a potential carer has difficulty obtaining 100 points of ID – alternative options are listed on page 10 of the document. Note: the Department does not require a photocopy of the documents, but this can be useful for the agency, or if the person has a common name (ie: John Smith).

If a personal has previous convictions, this will make the processing longer. People with past convictions are not necessarily barred from becoming a foster carer, this depends upon the nature and circumstances of the conviction the length of time that has past and an assessment as to how the applicant has changed behaviour. See section 2.2.3 for more information.

2.2.2 Foster Carer Assessment Processes

- Administration Coordinator ensures that all registration forms to CPFS Foster Carer Directory are submitted to notify the Department that an assessment has begun (see section 2.2.1).
- An independent, CPFS approved Foster Carer Assessor is appointed
- The Foster Carer Assessor commences the assessment process that can take up to 2-4 months to complete via 3-4 face to face visits. MFS Assessment forms used by the Assessor to complete this report include:
 - “Foster Carer Assessment Report Template”
 - “Home and Environment Safety Checklist”
 - “Carer Health Self-Assessment Form”
 - “GP Medical Clearance Questionnaire”.
 - “Adult Children Interview Form”
 - “Referee Interview Questionnaire”
- Administration Coordinator arranges for the completion and submission of all screening forms including; CPFS 395 Record Check Consent Form (see 2.2.1) and Working With Children Check (if the carer does not already have an existing WWCC).
- Administration Coordinator confirms enrolment of the carer to the CPFS Foster Carer Preparation training via the “Foster Care Training Enrolment Form”. This training is 20 hours long. Carers will get ongoing training post-registration with Circle of Security Training delivered via Perth Psychological Services.
- Foster Carer Assessor interviews the foster carer, the foster carer’s referees, as well as adult children.
- Foster Carer Assessor completes “family genograms” and individual “life-lines” to plot out family connections and key milestones in the carers life.
- If the carer had a valid WWCC card prior to assessment, the Administration Coordinator requests the carer to update their details on the CPFS website under the WWCC Screening Unit to reflect their foster care status with MFS.
- Once the assessment is complete, the assessor submits a draft report to WA Manager for Out of Home Care who then reviews assessment and recommendation and requests additional information or refers the assessment to the panel

2.2.3 Managing and Resolving any Outstanding Convictions

The process involved in managing and resolving any outstanding conviction(s) raised by CPFS Screening Unit for any applicant include the following steps:

1. CPFS Screening Unit formally advises Authorised Officer (MFS Manager for OOHK Midland) of adverse findings against the applicant and includes details of court convictions; date of offence; nature of offence and sentence and/or penalty.
2. CPFS Screening Unit request that an interview is made with the applicant to discuss the offences (applicant is invited to raises the offences without prompting and provide an explanation as to the background and circumstances leading to the offence
3. MacKillop Authorised Officer provides a draft written report of the interview and recommendations as to supporting/not supporting the application with accompanying evidence.
4. CPFS process is to “clear” the initial draft first through the appropriate Director (I understand that this is for accuracy against the charges and convictions).
5. The “CPFS cleared draft” forwarded to MacKillop CEO MacKillop for finalisation (approval/non-approval) and signature
6. The signed report to be returned to MacKillop Authorised Officer
7. Authorised Officer to forward the signed report to CPFS which triggers the clearance by the Screening Unit.

2.2.4 Assessment Review – Foster Carer Panel

- The MFS Foster Carer Panel is made up of both MFS and external agency representatives to review the foster carer assessments and assess suitability against the five core competencies for WA Foster Care. They also make recommendations about what may be suitable placements for the carer(s).
- The Foster Carer Panel date is set one month in advance and a calendar invitation to panel members is forwarded by the MFS Manager for OOHC
- Completed Assessment Reports (that are to be reviewed) is sent to the panel members at least one week prior to the panel sitting
- Foster Carer Assessor attends panel in person or by phone link to be available to respond to any queries that may arise
- The Panel may ask the Foster Carer Assessor for additional or supplementary information as required (answered verbally then and there and panel satisfied, or a decision is deferred until a later date).
- After all questions have been asked and answered by the Assessor, they leave the room for the Panel to discuss as a group
- The Panel approves the foster carer status (or not)
- The Panel makes broad placement recommendations for consideration by WA Manager OOHC
- The Panel Chairperson and WA Manager OOHC co- sign "Foster Carer Outcome of Assessment" which includes approval/non approval notification and panel placement recommendations.

2.2.5 Administration of Panel Decisions

- The Foster Carer Assessor notified-by phone of the Panel Decision and then by e-mail of final panel outcome including certificate of registration
- The Carer is advised by phone of approval/non approval in the first instance
- If not approved, home visit discussion arranged to debrief unsuccessful application
- CPFS Foster Care Directory of WA is notified of approved status of carers and their placement recommendations via an updated "Foster Carer Directory of WA Notification Form".
- Written Approval / non-approval of carer status is sent to the carer via a "Panel Approval Notification Letter"
- "WA Carer Manual and WA Carer Resource Guide" given to carer, as well as a "WA Foster Carer Agreement" (includes expected Codes of Conduct) to be signed and approved by carer and WA Manager for OOHC

2.2.6 Carer File

Once a carer has been approved and Registered with the Foster Carer Directory, a hard copy file created with carer information with the following headings;

- General Carer Information (address, contact numbers, placement recommendations, current status)
- Letter of Authorisation as an approved carer / MFS Foster Carer Agreement
- Placement History and Review
- Finance and Banking
- Current Placement and Support
- Supervision and Carer Contracts
- Training and accreditation
- Carer Annual Reviews
- Quality of Care
- Mandatory Checks
- Carer Assessment and related documents.

2.3 BUSINESS PROCESS – SPECIALISED FOSTER CARE

2.3.1 Client Referral Phase

2.3.1.1 Specialised / Therapeutic Placements

- 2.3.1.1.1 MFS Manager for Out-Of-Home Care (WA Services) receives “*Client Information Form Referral*” from the CPFS Central Referral team, which includes the following information;
- *Name*
 - *DOB*
 - *Gender*
 - *Is Child/Young Person Aboriginal/Torres Strait Islander?*
 - *CALD?*
 - *Category of Care*
 - *Date of entry into Care and date order ceases*
 - *CPFS Case Manager*
 - *CPF District*
 - *Reason for Referral and Current Care Arrangements*
 - *Critical and Safety Information*
 - *Professional Contacts (ie: Psychologist)*
 - *Health*
 - *Education*
 - *Social and Family Relationships*
 - *Emotional and Behavioural Development*
 - *Identity and Culture*
- 2.3.1.1.2 MFS Manager for Out-Of-Home Care (WA Services) and General Manager (WA Services) determine if there is an appropriate match with a MFS registered carer. In no, no action is required.
- 2.3.1.1.3 If there is an appropriate match, a recommendation is made to MFS “Director Innovation and Business Development” and request for approval to create a MacKillop WA quotation.
- 2.3.1.1.4 The Quotation Team is identified and consists of WA, NSW and Victorian staff as required. The team is Chaired by WA General Manager.
- 2.3.1.1.5 WA Manager for OOHC gathers any additional information about client from CPFS local district office, CPFS Care Plans and Psychologist Report.
- 2.3.1.1.6 Perth Psychological Services analyse documented information and provide insight, advice, and provide a quotation for specialised psychological services.
- 2.3.1.1.7 MFS completes the draft tender document outlining the proposal for the care of the referred client.
- 2.3.1.1.8 MacKillop “Director of Finance” develops a draft budget based on the draft proposal
- 2.3.1.1.9 MFS “Director Innovation and Business Development”, as well as the “WA General Manager adjust draft proposal as required and finalise quotation. WA General
- 2.3.1.1.10 WA General Manger submits Quotation
- 2.3.1.1.11 CPFS will advise MFS is the tender is successful or not.

2.3.2 Create Client File

MFS Worker Creates an Electronic and Hard-copy File which includes:

- Client information : Name / Birthdate / Current Care Order and Expiry
- CPFS Tender Document, budget and contract Information
- Care Planning including Care Team Members (CPFS, MFS, School, Psychologist, other
- Separate sections against the 9 Dimensions of Care;
 1. Safety (eg: review of operation and effectiveness of previous aspects of care plan.
 2. Care arrangements
 - Current Placement
 - Placement History
 3. Identity and culture ie; Cultural and Care plans / Genograms
 4. Health (ie: Health Passport / medicare card number / health care card
 5. Education
 - Name of School or Day Care
 - Year Level
 - Teachers, Principle and staff
 - Educational Supports
 - School reports / achievements and rewards
 6. Social and family relationships
 - Name of person with whom access has been arranged
 - Relationship
 - Supervised
 - Type of Contact
 - Frequency / Schedule
 7. Recreation and leisure
 8. Emotional and Behavioural development
 - Therapeutic Interventions
 - Behavioural Support Plans
 9. Legal and financial
 - Birth Certificate Copy, Care Order
- CPFS Status Reports and Care Updates

2.3.3 Client Placement Initiation

- 2.3.3.1 MFS, CPFS and carer discuss and plan a placement transition (if required). Transition plan may involve day visits, overnight stays, weekend stays.
- 2.3.3.2 MFS works with carer to ensure they are prepared and equipped for the arrival of the client (ie: house set-up and safety precautions)
- 2.3.3.2 CPFS Case Worker schedules a Care Team Meeting in the first 2 weeks of placement. Care Team creates or reviews and updates care plan. CPFS provide written plan which is then reviewed again for accuracy and authorization.
- 2.3.3.3 MFS Case Worker records any appropriate information against the 9 dimensions of care including;

1. Safety - eg: review of operation and effectiveness of previous aspects of care plan.

2. Care arrangements

- Case Worker visits the carer and child at least weekly for the first 2-3 weeks of initial placement to ensure that they are coping.
- Case Manager meets Client (Child) minimum monthly, however weekly/fortnightly visits in early stages are good practice.
- Case Manager records each face to face visit in “*Case Notes*”

3. Identity and culture – Cultural heritage identified and documented and extend of current links. Case Worker follows up/reviews and updates “*Cultural Support Plan*” as required in collaboration with the CPFS local district Aboriginal Practice Leader.

4. Health. Medicare and Health Care Card details (if not already provided) from CPFS Health Passport (CPFS). Record all health issues, allergies, medication, medical practitioner details and any scheduled appointments)

5. Education eg: school/kinder/day-care details for the start of development of Individual Education Plan. Include the following information; *Name of School or Day Care; Year Level; Teachers, Principle and staff; Educational Supports, Classroom Behaviour Management Plans*. MFS to have regular visits the school to liaise with DCP Education Officer, Principal, teacher and education support staff.

6. Social and family relationships including genogram, important family information, direct and extended family members and visitation/access requirements. Note that CPFS arrange frequency and type of contact arrangements. Information should be documented relating to;

- *Name of person with whom access has been arranged*
- *Relationship*
- *Type of Contact (face to face, telephone, email, special events, sleep-overs)*
- *Supervised or non-supervised*
- *Frequency / Schedule*
- *Transport*

7. Recreation and leisure – identify hobbies, interests and sports and review participation costs within budget.

8. Emotional and behavioural development Case Worker obtains and updates information about any emotional or behavioural issues from CPFS (including known strategies for managing these issues/details of support people/care requirements/appointments). Include details of counsellors / psychologist / psychiatrists and any *Therapeutic Interventions* and *Behavioural Support Plans*.

9. Financial and Legal – care orders, legal issues, charges / offences, police reports ect.

- 2.3.3.4 Carer is given a log-book / diary to record appointments, incidents, family contact, medication. This information will then be used by MFS for CPFS reporting.
- 2.3.3.5 Case Manager follows protocol and escalation process during Incidents. If an incident occurs the Case Manager updates “MRDS/ Riskman Incident Report Notes” as required.
- 2.3.3.6 CPFS are notified within 24 hours of the Critical Incident occurring (note: District office during the week / Crisis Care on the weekend). A formal written report to be submitted to CPFS within 1 month.
- 2.3.3.7 MFS Coordinator updates case Finance/Expenditure management and and keeps financial records in the “Finance” sub-folder in the client's folder on the shared “WA I: drive”

2.3.4 Carer Management and Reviews

Case Worker oversees and ensures the following;

- Carer Approved by Foster Care Assessment Panel
- Carer Registered with CPFS
- Letter of Authorisation of becoming an approved foster carer
- Carer Agreement / Code of Conduct reviewed and signed
- Regular Monthly Supervision
- Regular face to face and phone contact (fortnightly)
- After hours phone contact as required by foster carer
- Foster carers to be encouraged and invited to attend and participate in Care Plan Meetings
- Regular respite care scheduled
- Ongoing training provided (eg. Circle of Security /CPFS extension workshops and courses)
- Annual Carer Review
- Review after each placement ends

Where the circumstances of the family have changes (ie: people have moved into the household, or out of the household), then the CPFS Foster Carer Directory must be notified via a “CPFS Approved Carer Changes Form”.

Where the circumstances of the family have changed markedly from the original assessment, a review may recommend a complete re-assessment.

2.3.5 Foster Carer - Temporary Break in Caring

Carers can choose to take a period of time to have a break from foster caring on a voluntary basis. The term ‘inactive’ is used to describe situations where carers make the decision not to provide any care for children or young people for a defined period of time. MacKillop supports carers who wish to have a break from the carer role, acknowledging that providing care for children and young people in out of home care can be a demanding and a significant commitment. It is important to note however that the agency is committed to ensuring that carer's skills and knowledge base are kept current and that carers have an up to date understanding of agency expectations with regard to the carer role.

On this basis carers who have been “inactive” for twelve months or more must undergo the assessment process again, with a particular focus on any change in carer or household circumstances since they have last provided care. While this assessment may not be as detailed as the initial assessment, all of the core competencies will be addressed. As with initial accreditation, the assessment will need to be presented to a panel as part of the re-accreditation process.

2.3.6 Carer Closure

When Foster Carers choose to cease involvement with a foster care program, they are offered the opportunity of an exit interview, by telephone or in person.

- Exit Interview - The exit interview is an opportunity to provide closure and support for the carer in relation to issues that may have impacted upon their decision to cease involvement with the program. The exit interview is recorded on a “Carer Exit Interview Form” and placed on the carer file, with a copy provided to the MFS WA Manager OOHC.
- The carer must be withdrawn from the CPFS Central Carer Registry through the form of a “Foster Carer Directory of WA Notification Form”.

2.4 BUSINESS PROCESS – PILBARA ABORIGINAL PARTNERSHIP

2.4.1 Client Referral Phase

2.4.1.1 General Care Placements (Pilbara)

2.4.1.1.1 MFS WA Manager for Out-Of-Home Care (OOHC) receives an initial referral via phone or email and follow up information is received in the form of a “*Client Information Form Referral*” from the local CPFS district office, which includes the following information;

- *Name*
- *DOB*
- *Gender*
- *Is Child/Young Person Aboriginal/Torres Strait Islander?*
- *CALD?*
- *Category of Care*
- *Date of entry into Care*
- *CPFS Case Manager*
- *CPF District*
- *Reason for Referral and Current Care Arrangements (Child Information Form)*
- *Critical and Safety Information*
- *Professional Contacts (ie: Psychologist)*
- *Members of Care Team identified*
- *Health*
- *Education*
- *Social and Family Relationships*
- *Emotional and Behavioural Development*
- *Identity and Culture*

2.4.1.2.2 MFS Manager for OOHC, Aboriginal Practice and Partnership Consultant Pilbara, and the Wirraka Maya OOHC Team determines if there is an appropriate placement with a registered carer.

2.4.1.2.3 Identified possible carer contacted via phone or face to face meeting for discussion about their availability, placement suitability and care needs of child. Carer notifies Wirraka Maya Case Worker or MFS if they are willing to care for the child/young person.

2.4.1.2.4 If there is no appropriate match – notify local CPFS district and not further action is required.

2.4.1.2.5 If there is an appropriate match – notify local CPFS district.

2.4.2 Create Client File

Wirraka Maya OOHC Case Worker creates an Electronic and Hard-copy File which includes the following information:

- Client information : Name / Birthdate / Current Care Order and Expiry
- CPFS Tender Document, budget and contract Information
- Care Planning including Care Team Members (CPFS, MFS, School, Psychologist, other
- Separate sections against the 9 Dimensions of Care;
 1. Safety (eg: review of operation and effectiveness of previous aspects of care plan).
 2. Care arrangements
 - Current Placement
 - Placement History
 3. Identity and culture (ie; Cultural and Care plans / Genograms)
 4. Health (eg: Health Passport, Medicare Card Number, Health Care Card)
 5. Education
 - Name of School or Day Care
 - Year Level
 - Teachers, Principle and staff
 - Educational Supports
 - School Reports, achievement award
 6. Social and family relationships
 - Name of person with whom access has been arranged
 - Relationship
 - Supervised
 - Type of Contact
 - Frequency / Schedule
 7. Recreation and leisure
 8. Emotional and behavioural development
 - Therapeutic Interventions
 - Behavioural Support *Plans*
 9. Legal and financial
 - Care Order / Copy of birth certificate
- CPFS Status Reports and Care Updates

2.4.3 Client Placement Initiation

2.4.3.1 MFS, Wirraka Maya and CPFS and carer discuss and plan a placement transition (if required). Transition plan may involve day visits, overnight stays, weekend stays ect.

2.4.3.2 CPFS Case Worker schedules a Care Team Meeting in the first 2 weeks of placement. Care Team creates or reviews and updates care plan. CPFS provide written plan which is then reviewed again for accuracy and authorization.

2.4.3.3 Case Worker visits the carer and child at least weekly for the first 2-3 weeks of initial placement to ensure that they are coping.

2.4.3.4 Wirraka Maya Case Worker records any appropriate information against the 9 dimensions of care including;

1. Safety - eg: review of operation and effectiveness of previous aspects of care plan.

2. Care arrangements

- Case Worker contacts Caregiver by phone 2-3 times per week in the first 1-2 weeks of placement to ensure that they are coping.
- Case Worker meets Client (Child) minimum monthly, however weekly/fortnightly visits in early stages are good practice.
- Case Worker records each face to face visit in “Case Notes”

3. Identity and culture – Cultural heritage identified and documented and extend of current links. Case Worker follows up/reviews and updates “*Cultural Support Plan*” as required in collaboration with the CPFS local district Aboriginal Practice Leader.

4. Health. Medicare and Health Care Card details (if not already provided) from CPFS Health Passport (CPFS). Record all health issues, allergies, medication, medical practitioner details and any scheduled appointments)

5. Education eg: school/kinder/day-care details for the start of development of Individual Education Plan. Include the following information; *Name of School or Day Care; Year Level; Teachers, Principle and staff; Educational Supports, Classroom Behaviour Management Plans.* Wirraka Maya to visit the school and liaise with school staff regarding progress of child.

6. Social and family relationships including genogram, important family information, direct and extended family members and visitation/access requirements. Note that CPFS arrange frequency and type of contact arrangements. Information should be documented relating to;

- *Name of person with whom access has been arranged*
- *Relationship*
- *Type of Contact (face to face, telephone, email, special events, sleep-overs)*
- *Supervised or non-supervised*
- *Frequency / Schedule*
- *Transport*

7. Recreation and leisure – identify hobbies, interests and sports and review participation costs within budget.

8. Emotional and behavioural development - Case Worker obtains and updates information about any emotional or behavioural issues from CPFS (including known strategies for managing these issues/details of support people/care requirements/appointments). Include details of counsellors / psychologist / psychiatrists and any *Therapeutic Interventions* and *Behavioural Support Plans*.

9. **Financial and Legal** – care orders, legal issues, charges / offences, police reports ect.

- 2.4.3.5 Wirraka Maya Case Worker follows protocol and escalation process during Critical Incidents. If an incident occurs the Case Manager updates “*Incident Report Notes*” and notifies the MFS WA OOH Manager immediately.
- 2.4.3.6 CPFS must be notified within 24 hours of the Critical Incident occurring (note: District office during the week / Crisis Care on the weekend). A formal written report to be submitted to CPFS within 1 month of the incident occurring.
- 2.4.3.7 Case Worker updates case Finance/Expenditure management and and keeps financial records in the “*Finance*” sub-folder in the client's folder on the shared “WA I: drive”

2.4.4 Carer Management and Reviews

Case Worker oversees and ensures the following;

- Carer Approved by Foster Care Assessment Panel
- Carer Registered with CPFS
- Letter of Authorisation of becoming an approved foster carer
- Carer Agreement / Code of Conduct reviewed and signed
- Regular Monthly Supervision
- Regular face to face and phone contact (fortnightly)
- After hours phone contact as required by foster carer
- Foster carers to be encouraged and invited to attend and participate in Care Plan Meetings
- Regular respite care scheduled
- Ongoing training provided (eg. Circle of Security /CPFS extension workshops and courses)
- Annual Carer Review
- Review after each placement ends

Where the circumstances of the family have changes (ie: people have moved into the household, or out of the household), then the CPFS Foster Carer Directory must be notified via a “CPFS Approved Carer Changes Form”.

Where the circumstances of the family have changed markedly from the original assessment, a review may recommend a complete re-assessment.

2.4.5 Foster Carer - Temporary Break in Caring

Carers can choose to take a period of time to have a break from foster caring on a voluntary basis. The term ‘inactive’ is used to describe situations where carers make the decision not to provide any care for children or young people for a defined period of time. MacKillop supports carers who wish to have a break from the carer role, acknowledging that providing care for children and young people in out of home care can be a demanding and a significant commitment. It is important to note however that the agency is committed to ensuring that carer’s skills and knowledge base are kept current and that carers have an up to date understanding of agency expectations with regard to the carer role.

On this basis carers who have been “inactive” for twelve months or more must undergo the assessment process again, with a particular focus on any change in carer or household circumstances since they have last provided care. While this assessment may not be as detailed as the initial assessment, all of the core competencies will be addressed. As with initial accreditation, the assessment will need to be presented to a panel as part of the re-accreditation process.

2.4.6 Carer Closure

When Foster Carers choose to cease involvement with a foster care program, they are offered the opportunity of an exit interview, by telephone or in person.

- Exit Interview - The exit interview is an opportunity to provide closure and support for the carer in relation to issues that may have impacted upon their decision to cease involvement with the program. The exit interview is recorded on a "Carer Exit Interview Form" and placed on the carer file, with a copy provided to the MFS WA Manager OOHC.
- The carer must be withdrawn from the CPFS Central Carer Registry through the form of a "Foster Carer Directory of WA Notification Form".

2.5. ALLEGATIONS OR COMPLAINTS AGAINST CARERS OR AGENCY WORKERS

All allegations, incidents and concerns of care need to be reported immediately (ie: within a few hours to either the CPFS District, or Crisis Care during after-hours) so that the Department can ensure that;

- The Child is safe
- A thorough investigation can be completed
- Appropriate supports can be offered to the child, carer or others
- All parties are protected from further allegations

2.5.1 STANDARD OF CARE CONCERN

- A “Standard of Care Concern” include acts or situations that indicate a carer (or an employee) have failed to meet a standard of care (as per WA Carer Competencies), but that the child has not experienced harm and is not at risk of experiencing harm.
- As soon as a MFS/Wirraka Maya worker, or the Departmental worker, is made aware of any concern they must inform the other party immediately.
- CPFS will commence a “Safety and Wellbeing Assessment” (SWA) to classify and respond to the concerns. The SWA will determine if the concern is a “Standard of Care Concern” (ie: where the child is not at significant risk) or a “Safety and Wellbeing Concern” (ie: the child may be at risk of significant harm) and should take into account and consider the views of the MFS/Wirraka Maya workers.
- MacKillop / Wirraka Maya worker and OOH Manager meets with relevant CPFS workers to share information, discuss concerns and plan the response.
- MacKillop / Wirraka Maya is responsible for addressing all ‘Standard of Care’ concerns with the carer (or employee). MacKillop to arrange a meeting with the carers to inform them of the concern and to work with them to ensure that the child(ren) are receiving appropriate care.
- MacKillop / Wirraka Maya to provide written evidence for their carer assessment and what plans have been put in place to address the concerns. This outcome report needs to be forwarded to the CPFS district office within 30 days and, includes how the agency has addressed the concern, when, as well as by whom. This report will inform CPFS and be entered into their SWA, therefore CPFS can request additional information if required.

2.5.2 SAFETY AND WELLBEING CONCERN

A “Safety and Wellbeing Concern” is an allegation of abuse in care against either a registered foster carer, or an agency worker.

Note: Safety and Wellbeing Concerns MUST NOT be investigated by the NGO (ie: MFS or Wirraka Maya). The NGO MUST NOT interview the children or and carer / employee the allegation is against, nor any other children or workers who may have witnessed the alleged incident.

- As soon as a MFS/Wirraka Maya worker, or the Departmental worker, is made aware of any concern they must inform the other party immediately.
- CPFS will commence a “Safety and Wellbeing Assessment” (SWA) to classify and respond to the concerns. The SWA will determine if the concern is a “Standard of Care Concern” (ie: where the child is not at significant risk) or a “Safety and Wellbeing Concern” (ie: the child may be at risk of significant harm) and should take into account and consider the views of the MacKillop workers.
- MacKillop / Wirraka Maya worker and OOH Manager meets with relevant CPFS workers to share information, discuss concerns and plan the response.
- If Police are required to investigate a criminal matter, then any CPFS investigation will be put on hold under the Police investigation has ceased.
- Where a “Safety and Wellbeing Concern” relates to an agency worker, the CPFS District “Safety and Wellbeing Assessment” will inform the investigation. This investigation should be completed within 30 days and the outcome should be shared with the NGO. Any decision about the employment status of the worker is the responsibility of MFS / Wirraka Maya).

- Where the concern relates to an approved carer listed on the "WA Foster Carer Directory", the CPFS Duty of Care Unit will undertake a carer investigation. A CPFS Senior Investigation Officer will interview the carer. This investigation should be completed within 30 days and the outcome should be shared with the NGO.
- The outcome of the CPFS investigation will be provided in writing to the person the allegation is against and the agency representative (ie: MFS Manager for OOHC). The letter must include advice regarding the right to appeal any decision made by the CPFS.

3. MANAGEMENT OF FINANCE/EXPENDITURE BUSINESS PROCESS

3.1 SPECIALISED FOSTER CARE – Perth Metro

- Amounts and nature of Carer and Client expenditure is determined by the CPFS tender and budget submission. Some flexibility is enabled with the agreement for MFS Manager for OOHC and carer.
- Authorisation must be obtained from MFS Management for expenditure (ie: for both carer reimbursement or to be purchased by MFS staff.
- All items of expenditure must have tax invoice.
- Written breakdown financial expenditure recorded against clients individual budget
- Invoices are coded with item, site and service area, then forwarded to MFS Finance Department for payment
- Fortnightly carer payment schedule - MFS WA Administration Coordinator to maintain and update carer schedules (both F/T and respite carers). Spreadsheet then forwarded to MFS Finance Department for payment

3.2 GENERAL CARE – PERTH METRO

General Care - Carer Subsidies (As of July 2014)

Basic Subsidy

Age Group	Fortnightly Subsidy
0 – 6 years	\$363.15
7 – 12 years	\$427.60
13 – 17 years	\$492.05

Pocket Money

Age Group	Fortnightly Subsidy
6 – 12 years	\$8.00
13 – 15 years	\$20.00
16 – 17 years	\$26.00 - Exceptional circumstances only

Note: Receipt of pocket money and clothing allowance will not be paid if a young person is working or receiving a Centrelink benefit. Such instances should be discussed with the young person's case manager.

Respite

Foster parents are entitled to five days **respite** per month; *further days require extended respite approval to avoid overpayment*. The **daily** rates are as follows:

Age Group	Daily Subsidy
0 – 6 years	\$31.85 (equivalent to \$445.99 per fortnight)
7 – 12 years	\$37.98 (equivalent to \$531.65 per fortnight)
13 –17 years	\$44.09 (equivalent to \$617.30 per fortnight)

Clothing Allowance

Paid three times a year in **January, May and September** (paid in advance)

Age Group	Quarterly Allowance
0 – 6 years	\$178.81 every 4 months
7 – 12 years	\$235.28 every 4 months
13 – 17 years	\$400.00 every 4 months
	(16 – 17 year olds in exceptional circumstances only)

Special Guardianship Orders

Age Group	Fortnightly Payment from 31 January 2011
0 – 6 years	\$382.78
7 – 12 years	\$452.20
13 –17 years	\$546.68

Special Needs Loading – Part A rates only

Hours spent providing extra care to meet the special needs of a child/young person	0-6yrs	7-12yrs	13-18yrs
7-14 hours per week	\$ 72.63	\$ 85.52	\$ 98.41
15-21 hours per week	\$ 145.26	\$ 171.04	\$ 196.82
22-28 hours per week	\$ 217.89	\$ 256.56	\$ 295.23
29-35 hours per week	\$ 290.52	\$ 342.08	\$ 393.64
36+ hours per week	\$ 363.15	\$ 427.60	\$ 492.05

3.3 GENERAL CARE – PILBARA (DRAFT FINANCIAL RATES)

In the Pilbara model in which MFS works in partnership with Wirraka Maya Aboriginal Medical Service. During the placement planning process, before the child comes to the foster family, any significant costs need to be identified and form part of the child's Care Plan and negotiated with CPFS. All other expenditure will be divided as follows;

3.2.1 Child Subsidy Payment

- Child Subsidy Payment is for each placement paid to the registered carer to cover the normal ongoing expenses associated with maintaining a child in care eg:
 - *Food and accommodation*
 - *Heating/electricity/gas*
 - *Local transport (20km return trips)*
 - *Outings and entertainment*
 - *Haircuts*
 - *Small toys*
 - *General expenses related to personal hygiene items, basic medical treatment and pharmaceutical requirements that are non-prescriptive*
 - *Incidental expenses for education leisure and hobby activities.*
- Respite carer subsidy for each placement to cover five days respite per calendar month (or as agreed);
- Clothing allowance for each placement; and
- Pocket money allowance for each placement unit.
- Basic Foster Carer Subsidy - Basic Foster Carer Subsidy is paid fortnightly into the foster parent's bank account. MacKillop Family Services will pay these funds directly into carers bank account on a fortnightly basis:

3.2.2 Case Support Costs

Case Support Costs (total of \$5,204 per annum per child) represent incidental one-off and recurrent costs for the provision of goods and services in relation to a child or young person (placement unit) in the CEO's care. Case Support Costs are low level day-to-day type costs and include but not limited to:

- *Counselling and mentoring costs;*
- *Day care expenses;*
- *Individual furniture requirements;*
- *Minor legal costs;*
- *Supervision contact;*
- *Day-to-day medical and dental costs;*
- *School and tuition fees, books and equipment;*
- *School and local transportation costs;*
- *Christmas and birthday presents;*
- *Haircuts; and*
- *Recreational, leisure and entertainment activities.*
- The funds available for case support costs per child are \$5204
- Wirraka Maya Aboriginal Health Service holds these funds which are available on request from carers and subject to MFS Program Manager approval.

3.2.3 Process of Expenditures

- Authorisation from Managers needs to be obtained for organizational expenditure (ie: for both carer reimbursements and/or to be purchased by Wirraka Maya Staff.
- All items of expenditure must have tax invoice.
- A written breakdown (ie: spreadsheet) of all financial expenditure should be recorded against clients individual budget to ensure money is spent as agreed and allocated. This needs to be kept updated to ovoid over-spending.
- Invoices are to be sent to Wirraka Maya Finance / Admin person to be paid against the program and individual client budgets.
- Fortnightly carer payment schedule – Wirraka Maya to maintain and update carer schedules (both F/T and respite carers) and forward to MFS Admin Coordinator WA and/or MFS Finance Department for payment.