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Wesley Mission procedure

Carer Support OOHCO7

1. Purpose

- The Carer Support phase of Wesley Dalmar Out of Home Care is to ensure that the care provided to children and young people in foster care meets industry standards.
- This procedure outlines the tasks to complete in order to ensure that all parties including carers, case managers and others are working as a team to meet the needs of the child/young person and their family.

2. Scope

This process is relevant to all Wesley Dalmar Out of Home Care staff.

3. Process owner

Executive Manager - Wesley Dalmar

4. Procedure

Process step	Process and responsibility	Documents
1. Initial carer support plan	<p>Carer Recruitment Officer</p> <ul style="list-style-type: none"> • In conjunction with the carer, establish a Carer Support Plan once an initial placement has been made • The Initial Carer Support Plan should include: <ol style="list-style-type: none"> (a) A visit schedule (b) A training schedule (c) An Authorisation Review Plan 	Carer Support Plan
2. Quarterly Carer Review	<p>Case Worker</p> <ul style="list-style-type: none"> • Discuss with the Foster Carer their performance and identify any needs for support every three (3) months. • These reviews shall be conducted face to face. • The Quarterly Review also offers the Carer the opportunity to discuss <ol style="list-style-type: none"> (a) A change in circumstances (b) A request of Authorisation change 	
3. Annual carer review	<p>Case Worker</p> <ul style="list-style-type: none"> • Conduct an Annual Carer Review on or about the anniversary of the Carer's original approval date. • Complete the following document during the review: <ol style="list-style-type: none"> (a) A letter offering the carer the opportunity of a meeting to discuss their experience of caring during the previous year and (b) A feedback survey form for both the Carer and the child/children in their care if no 	Invitation to Annual Carer Review Feedback Survey



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Process step	Process and responsibility	Documents
	<p>meeting is required.</p> <p>Carer Support Officer</p> <ul style="list-style-type: none"> • Takes no action if feedback received from all parties is positive. • Contact the carer immediately if they receive negative feedback or there are issues raised by the carer. <p>Note: The Annual Review also offers the Carer the opportunity to discuss</p> <ul style="list-style-type: none"> • A change in circumstances • A request of Authorisation change • Training requirements 	<p>Carer Training Record OOHCF7-11</p>
<p>4. Assessment Review</p>	<p>Case Manager</p> <ul style="list-style-type: none"> • Completes an Assessment Review Report stating reasons for the request of Authorisation change should a Carer wishes to change their type of Authorisation (eg. From long to short term care) • Give the completed Assessment Review Report to carer for comment and approval • Submit to the Program Manger to review the Initial Assessment report and the Assessment Review Report <p>Program Manager</p> <ul style="list-style-type: none"> • conclude whether or not they support the change of Authorisation and will discuss the reasoning of the decision with the Case Manager and Carer Support Officer 	<p>Assessment Review Report</p>
<p>5. Authorisation /Re-Approval</p>	<p>Principal Officer</p> <ul style="list-style-type: none"> • Review the Assessment Review Report and send the carer a letter outlining the approval of their change of Authorisation if the Program Manager deems the change in Authorisation is appropriate. 	<p>Letter of Re-Authorisation of Carers OOHCF7-10</p>



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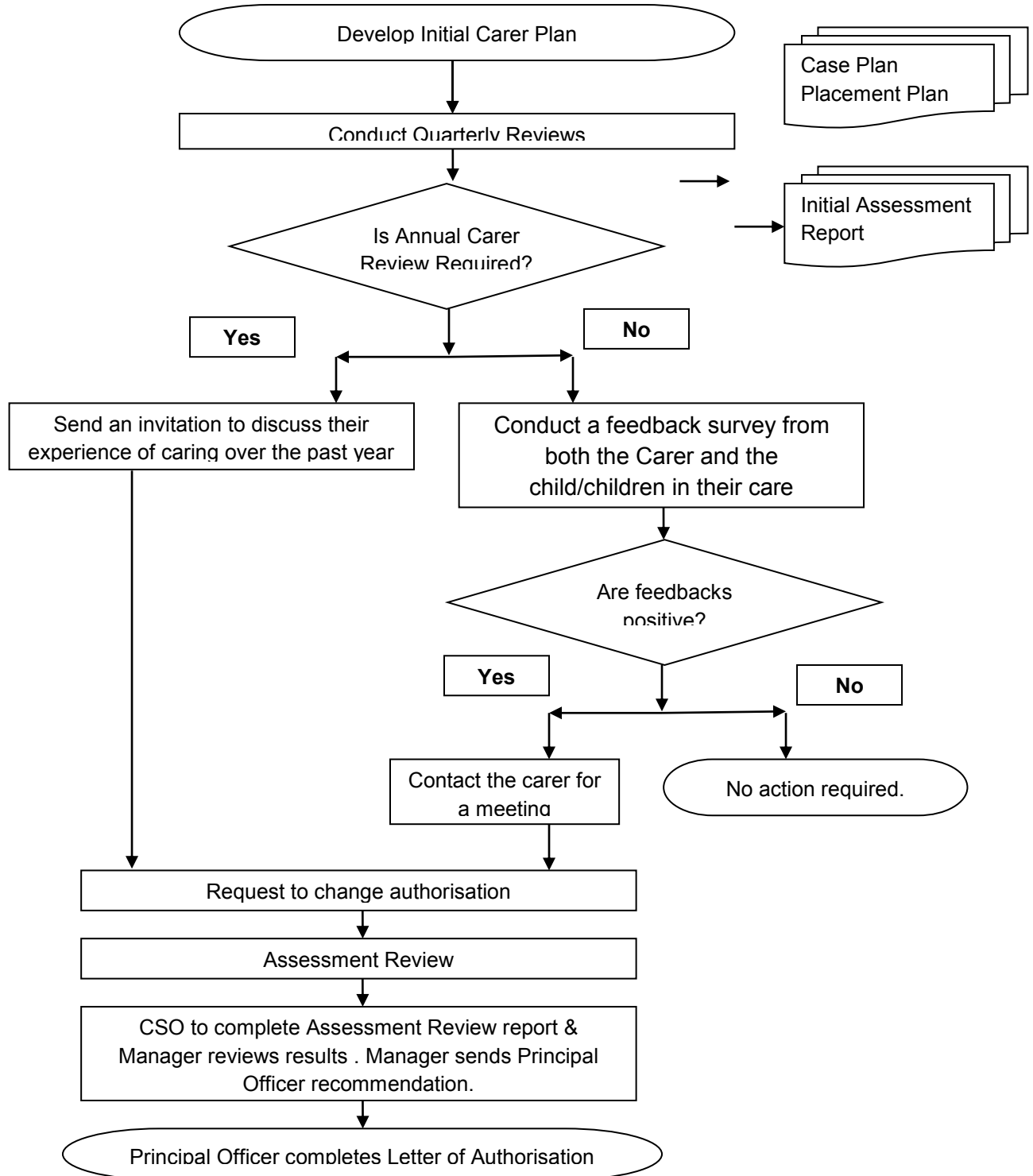
5. Associated documents

- NSW Standards for Substitute Care 1998
- Children and Young Persons (Child Protection) Act 1998
- Amendment (Out of Home Care) Regulation 2001
- Privacy Amendment (Private Sector) Act 2000
- Explanatory Notes and Guidelines, Office of the Children's Guardian 2002
- Wesley Mission Child Protection Policy
- [Carer File Essential Contents Sheet OOHCF8-6](#)
- [Carer Support Plan OOHCF7-1](#)
- [Carer Review record OOHCF7-2](#)
- [Assessment Review Report OOHCF7-3](#)
- [Withdrawal of Authorisation Letter OOHCF7-4](#)
- [Letter requesting Interview OOHCF7-8](#)
- [Carer Feedback Survey OOHCF7-5](#)
- Step by Step Assessment Records
- [Letter of Authorisation OOHCF6-6](#)
- [Letter of Reauthorisation OOHCF7-10](#)
- [End of Placement Summary OOHCF4-2](#)
- Documentation of Allegations of Reportable Conduct OOHCF16-3, OOHCF16-4
- Ombudsman Notification Form
- Finance Procedure OOHCF20
- Guidelines for Contingency Payments OOHCF20a.
- [Respite Approval Form OOHCF20-14](#)
- [Carer Training Record OOHCF7-11](#)

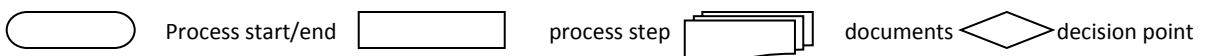


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6. Process map



Legend :





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7. Consultation & Approval

This policy has been developed in consultation with stakeholders listed in this procedure:

- Carer Support Officer
- Case Manager
- Nigel Lindsay, Executive Manager, Wesley Dalmar Services