



WESLEY CHILDREN, YOUTH AND FAMILY SERVICES

HBC CARER TRANSFER PROCEDURE

Purpose

To ensure that carers from other Community Services Organisations who request to transfer to Wesley Mission Victoria are appropriately screened and assessed and all necessary information is gathered and transferred between organisations

Scope

All Wesley Children, Youth and Family Services (WCYFS) Home Based Care staff who are undertaking a Carer transfer process between organisations. Staff may include HBC Training and Support staff, Program Managers, Team Leaders and Case Managers.

In the event that a situation occurs where multiple carers are transferring at one time (e.g. closure of another program) the process may be altered to allow for a timely process to taken place. If a client is also transferring with the carer, the impact of the transition on the client must be a key consideration. Any alteration to the outlined process below must be discussed with and agreed to by the Operations Manager, Regional Manager, Program Manager and the HBC Carer Training and Support Manager.

Policy

Policy 2 Our Clients

Policy 3 Our Volunteers

Policy 5 A Fair Go – Respecting Diversity

References

WMV Volunteers Management Procedure P and C P21

Children, Youth and Families Act 2005

Working With Children Act 2005

Shared Stories Shared Lives Victoria

Procedure

1.0 Initial Enquiry

1.1 When a Carer approaches about transferring to WCYFS from another organisation staff must complete an Initial Enquiry Form.

1.2 The carer/s are required to sign a Release of Information Form permitting the previous agency to release copies of information relating to the carer to Wesley.

1.3 The information may include (but not limited to) the following:

- Quality of Care Reports
- Accreditation Reports
- Referees
- Training records

1.4 If the other agency refuses to provide Wesley any details regarding the carer/s, Wesley can opt



WESLEY CHILDREN, YOUTH AND FAMILY SERVICES

HBC CARER TRANSFER PROCEDURE

to proceed with the Step by Step assessment and transfer ensuring the below documents are all completed.

- 1.5 WCYFS must complete a Community Service Organisation Check Form. This is to confirm that WCYFS contacted the previous agency informing them that the carer/s wish to transfer to Wesley. If the agency refuses to share information pertaining to their carers with WCYFS, this is to be noted on the form.

2.0 Screening checks

Although the previous organisation will have undertaken a screening process, WCYFS must undertake or sight the below checks. A carer can not commence until all appropriate checks are undertaken.

2.1 Criminal History Check

All carers must complete a CHC Police Check Form and provide the appropriate 100 points of identification in line with *WMV Police Check Procedure P and C P30*

All members of the prospective household over the age of 18 years must undertake a Criminal History Check.

2.2 Working With Children Check (in line with WMV WWCC Procedure P and C P36)

Carers will be provided with a WWCC Information Sheet for Prospective Staff and Volunteers (Annex A WMV WWCC Procedure P36)

WCYFS must copy the front and back of the carer's WWCC card.

WCYFS are to confirm the status of a WWCC. Programs can verify whether a WWCC card is valid, either on the following website;

<http://www.justice.vic.gov.au/wps/wcm/connect/Working+With+Children/Home/> or by calling the WWCC Check Information Line on 1300 652 879.

WCYFS must then update the WWCC Register (*WMV HR QF 12*)

3.0 Information Gathering and Review

- 3.1 Upon receipt of carer information from the previous agency, WCYFS must review the file/information noting any missing information or documentation, concerns or issues.

These gaps in information (example – assessment reports, references etc.) must be discussed with the carers and with the previous agency (if possible).

4.0 Carer Interview

- 4.1 It is preferred that Carer interviews take place within the Carer's home. All members of the household must be involved in the process to ascertain their feelings and views about providing care. This involvement can occur the same day or at a different time.

- 4.2 If important information such as references and assessments cannot be supplied, WCYFS will



WESLEY CHILDREN, YOUTH AND FAMILY SERVICES

HBC CARER TRANSFER PROCEDURE

gather this information in the interview with the Carers. As the Carers are already accredited, a shortened interview process can be undertaken to allow WCYFS to gather pertinent information such as –

- motivation for caring
- family structure
- references

The interview also allows WCYFS to ascertain –

- their expectation of WCYFS
- the rewards and challenges they have experienced as Carers
- Approach to team work, support/supervision, conflict resolution, and discipline.

In the interview any concerns or queries must be explored.

5.0 Administration **PRIOR** to Transfer Assessment

5.1 The following must be completed by staff **prior** to transfer assessment completion:

- A full Home and Environment Check (as per the Step By Step Assessment Manual)
- If evidence of satisfactory references could not be provided by the original agency WCYFS will require three people known to the carer/s (but not family members) to complete referee forms and have them sent back to WCYFS.
- If possible, a reference from their previous agency should be sought.
- Carer De-register List Check – WCYFS must contact the Department of Human Services to ensure the carer/s have not been de-registered.

5.2 The following must be completed by carers **prior** to transfer assessment completion:

- An Applicant's Preferred Options Form
- Volunteer Code of Conduct - to be read and agreed to by the carer/s and then co - signed with a Wesley Children, Youth and Family Services representative as a witness.
- Volunteer Rights and Responsibilities - This form is to be read and agreed to by the carer/s and then signed and given to Wesley Children, Youth and Family Services.
- Carer Position Description – a signed copy to be completed by the carer to WCYFS.

6.0 Transfer Summary Report

6.1 A summary report will be prepared to present to the panel. As the Carers are already accredited at another organisation, the report will not be as extensive as an initial carer assessment report.

The Transfer Summary Report will include:

- An introduction to the carer/s (age, occupation, nationality, family structure, interests)



WESLEY CHILDREN, YOUTH AND FAMILY SERVICES

HBC CARER TRANSFER PROCEDURE

- An overview of their caring history (length of time caring, organisations they have been carers with, age of children they have cared for and want to provide care for)
- Motivation for becoming carers
- Motivation for transferring to another agency
- Support networks
- A brief discussion of their initial assessment report (if provided), when it was completed, issues highlighted, strengths noted, concerns raised, recommendations made.
- Highlight any significant issues (strengths, vulnerabilities)
- Recommendation to accept transfer or decline transfer.

7.0 **Carer Transfer Panel**

7.1 A WCYFS Carer Transfer Panel is to be established in order to decide on recommendation to transfer the prospective carer/s. The panel will consist of –

- Regional Manager (not compulsory)
- HBC Program Manager,
- a Department of Human Services representative, and
- HBC Recruitment, Training and Support Program Manager

7.2 If the transfer is approved, WCYFS Recruitment Team must complete the following –

- Create, Cease and Change Form/DHS Bank Form – forwarded to the Department of Human Services.
- WCYFS Registration of Carer Form – forwarded to the regional Administration Coordinator to process.

7.3 Approved carers will be informed verbally initially and then formally in writing. The letter will confirm their acceptance and what they are approved for respite, short term, long term, under 12s etc. The Carers will also receive a HBC Reference Manual.

7.4 Non-approved Carers will be informed verbally and will also be provided with a letter.

7.5 Approved carers must contact the Department of Justice to update their WWCC information.