

ANNUAL REPORT 2017-2018

CHAIRPERSON'S REPORT

"... I offer my gratitude and respect to the dedicated Carer community it is our privilege to serve."

Megan Hender

LLB, GDLP

It has been another extraordinary year for Connecting Foster & Kinship Carers – SA Inc (CF&KC-SA) culminating in May 2018 with the winning of a state government tender to provide the Carer Advocacy Service.

As Members know, CF&KC-SA has actually been doing this work for decades — but previously on precarious and limited funds (and sometimes on no funding at all). The Nyland Royal Commission recognised this — and recommended that a **fully funded** advocacy service be established. We were asked to tender for that work — and won the tender. So finally ... after years of dedicated volunteer work and relentless lobbying ... we now have (from 1 July 2018) a fully funded advocacy service, with secure funding for three years. A great achievement for the Carer community — and, frankly, a huge relief!

The task of readying ourselves for the tender process, and completing the tender documentation, cast its shadow over much of the year. It motivated and drove a number of changes and improvements in the organisation, including internal policies and procedures together with quality accreditation assessment.

While all this was happening we were still also managing business as usual – connecting, supporting, informing and advocating for Carers.

So it has been a busy and extremely productive year – and, with funding now secured, a turning point in our organisation's history.

I would like to acknowledge our CEO, Amanda Porter, for her hard work and commitment in managing all of this. We could not have done it without her.

Can I thank and recognise our very hard working and able staff.

And finally can I offer my gratitude and respect to the dedicated Carer community it is our privilege to serve.

CHAIRPERSON'S REPORT

(... continued)

I would also like to take this opportunity to acknowledge and thank my fellow CF&KC-SA Board members, past and present, for their hard work, focus and support:

- Marc Sodomka (Treasurer) and Mel Round (Kinship Care representative) who both left us during the 2017-18 financial year – Marc due to work commitments; Mel because of an interstate move
- **Kelly Ryan** (Foster Care representative, legal expertise and PhD candidate) whose work on legislative reform leaves a lasting legacy. It is Kelly's work that lead to the inclusion of rights for Carers in the new *Children and Young People* (Safety) Act 2017 (SA) a first for the state. Kelly left the Board to take up an appointment on the South Australian Civil and Administrative Tribunal (SACAT)
- **Terry Plane** (media expertise) who joined the Board in August 2017 and brings substantial media and communication expertise from previous experience across a broad range of media. Terry has prior experience of caring and continues to provide respite care
- Hastings Chikuse (Treasurer) who joined CF&KC-SA on October 2017 as our new Treasurer and is a Fellow of the Association of Chartered Certified Accountants with a Master of Science degree in Accounting and Finance. Hastings has previous experience caring for 3 of his grandchildren
- Kelly Mathews (Kinship Care representative) who joined the Board in November 2017 bringing business experience and degrees in both Business and Marketing. Kelly actively supports better outcomes in kinship care, benefiting all children and young people involved in the child protection system
- John (Bo) Rankine who served briefly on the Board as our Kinship Care representative before work commitments took precedence. Bo's insights have helped shape the way we service our community of Carers and connect with Aboriginal communities
- And of course **Jo Jarvis**, **Donna Scott** and **Kate Harmer** (Foster Care representatives), continuing Board members whose years of dedicated service paved the way for this year's success and to whom we owe a debt of gratitude

CEO'S REPORT

"We are committed to delivering services supporting foster and kinship carers in South Australia – so they can focus on their families"

Amanda Porter

B.Psych, MBA (Health)

It is my great pleasure to present the 2017-18 Annual Report, secure in the future of CF&KC-SA for the next 3 years in delivering an expanded **Carer Advocacy Service.**This means CF&KC-SA can continue to help improve the lives of children and young people in care through provision of services valuing and supporting Carer families.

Much time was spent over the past year preparing and then readying CF&KC-SA for the Carer Advocacy Service, while maintaining business as usual and focusing on other important areas of work. The following points offer a brief review of some of the major achievements throughout the year:

- registered our change of name to include the work we do supporting kinship carers and to acknowledge kinship carers who provide over half of all familybased care in SA
- presented the CF&KC-SA 2018-2020 Strategic Plan
- continued to work toward increasing cultural awareness and addressing the over-representation of Aboriginal and Torres Strait Islander children and young people in care
- delivered the Recharge 2017 Event and Family Fun Day Event (January 2018)
- lobbied on **8 Election Commitments** ahead of the SA state election in March 2018, receiving responses and support from 4 of the 6 parties
- assessed under Australian Service Excellence Standards quality accreditation
- entered into lease arrangements for Prospect site on 16 March 2018 (officially opened 11 September 2018)

Our work is supported by many individuals and organisations and we thank all involved for their time, energy and commitment to SA's Carer community. In particular I would like to acknowledge and thank the following for their continued support and contributions:

- All our CF&KC-SA Members
- Megan Hender, for strong Board leadership and professional guidance
- Key partners across the child protection sector, including DCP, foster care agencies, CREATE, CAFFSA and GCYP
- Our growing staff and volunteer team for their outstanding efforts

While we have plenty to do in the coming 1-3 years, we look forward to creating and embracing many opportunities to connect, support, advocate and inform with and on behalf of our valued Carer families.

CULTURAL ACKNOWLEDGEMENT

CF&KC-SA acknowledges Traditional Owners of Country throughout South Australia and recognises the continuing connection to lands, waters and communities.

We pay our respect to Aboriginal and Torres Strait Islander cultures and to Elders both past and present.



Artwork: **Bush Medicine**Artist: **Janet Golder**

Bush medicine leaves play an important role in Aboriginal life and by painting this the Aboriginal people are paying homage to the spirit of the medicine plant in the hope it will regenerate enabling the people to continue to benefit from its healing properties

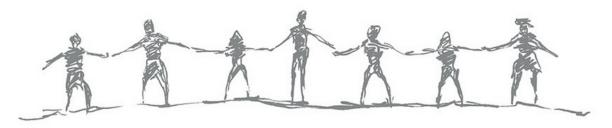
We are thrilled to be showing this piece (pictured above in part) in our office during 2018 – generously on loan from **Kungka Dreamtime Art Gallery**

HISTORY

Connecting Foster & Kinship Carers - SA Inc (CF&KC-SA) has been supporting South Australian foster and kinship carers (Carers) and their families for over 20 years.

Evolving from a grassroots organisation, CF&KC-SA was incorporated in 1999 and continues to utilise **peer support** in the delivery of peak body services, strengthening individuals and families who provide family-based care for children and young people.

CF&KC-SA works together with Carer families, the Department for Child Protection (DCP), support agencies and other partners to bring about positive change in South Australia.



The following page contains an image taken from our Prospect site

It is a letter written, drawn and lovingly hand-painted onto the wall by talented artist **Kara Gillett (aka 'Auntie Ra-ra!')** and addressed to her parents about **the difference** their care made to her

We know Kara's letter has touched many people, and hope it is appreciated by many more – most especially all those who accept the awesome responsibility caring for children and young people

KARA'S LETTER

... DEAR MUM & DAD ...

THE DIFFERENCE WAS IN WELCOMING ME INTO YOUR HOME, SO I WOULD KNOW I WASN'T ALONE IN HELPING ME TO NOT FEEL DIFFERENT...ALWAYS FAKING THE FIME TO LISTEN ...IT WAS IN SHOWING ME A DIFFERENT WAY, THAN MY BEGINNINGS OF DISRUPTION & DISMAY

LOVED & CARED FOR IN A PLACE OF STRUCTURE, YOU PROVIDED LOVE, STABILITY & HELPED TO HEAL...

MY FRACTURED PAST & DESTRUCTIVE EMOTIONAL PAIN, SO I COULD FIND MY VOICE

& GAIN THE SKILLS I NEEDED TO LIVE MY LIFE...CHOOSING EMPOWERMENT OVER STRIFE

THE DIFFERENCE IS, EVEN THOUGH WE'VE HAD OUR CHALLENGES...OUR HARD
TIMES GOOD & BAD...BLOOD COULDN'T MATCH WHAT I FEEL IS TRUE
TO A NOW WOMAN WHO WAS PLACED IN CARE WITH YOU

LOVE, KARA XXX

OUR PEOPLE

BOARD MEMBERS

NAME	POSITION	DATES (if not for whole year)
Megan Hender	Chairperson	
Donna Scott	Vice Chairperson	
Kate Harmer (formerly Copeland)	Secretary	
Hastings Chikuse	Treasurer	From October 2017
Jo Jarvis	Board member	
Terry Plane	Board member	From August 2017
Kelly Mathews	Board member	From November 2017
John (Bo) Rankine	Board Member	From March 2018 to October 2018
Marc Sodomka	Treasurer	To August 2017
Mel Round	Board Member	To November 2017
Kelly Ryan	Board member	To December 2017

OUR PEOPLE (cont.)

EMPLOYEES

NAME	POSITION	DATE JOINED
Amanda Porter	Chief Executive Officer	August 2016
Natalie Baron	Administration Officer Administration & Events Coordinator	December 2016 July 2018
Jane Horton	Volunteer Coordinator	July 2017
Fiona Endacott	Project Officer Senior Advocate	November 2017 July 2018
Hailey Connor	Foster Care Advocate	July 2018
Kris Watson	Kinship Care Advocate	July 2018 to October 2018

OUR PEOPLE (cont.)

VOLUNTEERS

NAME	POSITION	DATE JOINED
Heidi	Peer Support Network	October 2017
Jackie	Peer Support Network	October 2017
Kelly	Peer Support Network	October 2017
Matthew	Peer Support Network	October 2017
Michelle	Peer Support Network	October 2017
Narelle	Peer Support Network	October 2017
Wendy	Peer Support Network	October 2017
Sam	Peer Support Network	October 2017 to April 2018
Donna	Peer Support Network	October 2017 to September 2018

OUR PEOPLE (cont.)

VOLUNTEERS (cont.)

NAME	POSITION	DATE JOINED
Shehani	Social Media Volunteer	April 2018
Katy	Events Volunteer	July 2018 to August 2018

STUDENT PLACEMENTS

NAME	POSITION	DATE JOINED
Heather	Student Placement	December 2017 to March 2018
Trish	Student Placement	March 2018 to June 2018

OUR ACTIVITIES 2017-2018 ADVOCATE

Carers often face challenges and issues that impact their ability to provide care for vulnerable children and young people resulting in poorer life outcomes. Advocacy provides Carers with the opportunity to participate in decisions that impact the children and young people they care for, their lives and their families, and aims to ensure their rights as Carers are promoted and protected.

CF&KC-SA works to promote the voice of Carers, to have Carers' voices heard, and for Carers to be collectively recognised as an essential part of the child protection system.

This advocacy occurs at two levels: influencing positive changes to attitudes, policies, systems and laws through **systems advocacy**; and **individual advocacy**, helping Carers have an effective voice in matters that affect them and the children and young people in their care.

During 2017-18 CF&KC-SA recorded **79 occasions of individual advocacy** supporting Carers on a range of issues, including:

- care concerns
- cancellation of Carer approval
- Kinship Carer assessments
- Other Person Guardianship (OPG)
- Carer payments

The majority of communication on these issues occurred with DCP staff at local offices and we acknowledge all staff who took the time to review the individual circumstances for Carer families and work towards positive resolutions.

OUR ACTIVITIES 2017-2018 ADVOCATE

(... continued)

We thank all our Members and Carers who contacted CF&KC-SA and trusted us to help them have a voice and to share many of their learnings with the broader Carer community.

Our **systems advocacy** continued to be largely focused on legislative change with the partial implementation of the *Children and Young People (Safety) Act 2017* (SA) in February 2018, and preparations for full implementation from 22 October 2018.

In July 2017 we designed a **Foster & Kinship Carer Survey** to ask South Australian Carers to tell us what it's like to be in their shoes, to be upfront and honest, share the challenges and barriers they face, together with the successes and rewards which come from providing family-based care. We received **246 responses from Carer households** across the state who had provided care to 2,295 children and young people. Thank you to all respondents – we have been able to speak with confidence from your feedback, to use your views and words in our systems advocacy and future service design.

We were also involved in many other areas of work across the child protection sector including:

- attending over 138 sector meetings, including regular meetings with the Ministers, with DCP Chief Executive, Cathy Taylor and other key personnel where we raise common issues and seek improvements to DCP processes (including OPG and care concerns)
- endorsing the Family Matters Campaign a national campaign to ensure Aboriginal and Torres Strait Islander children and young people grow up safe and cared for in family, community and culture
- supporting the national Home Stretch Campaign delivered locally through Anglicare SA, extending support for Carer families to continue caring for young people from 18 to 21 years

OUR ACTIVITIES 2017-2018 SUPPORT

CF&KC-SA support services are available to Carers statewide via phone, email, website and Facebook contact. We aim to complement existing services or meet areas of support or need not currently available.

CF&KC-SA focus on **collaboration** and working in a coordinated manner that supports communication between Carers and other parties, while acting in the best interests of the child or young person.

During the 2017-18 year, CF&KC-SA:

- responded to 365 phone calls
- replied to 38 email and website enquiries
- Provided 88 general support services
- engaged with a growing Facebook community 735 Likes and 738
 Followers of our page as at 30 June 2018

Listening to Carers' experiences and acknowledging the importance of the caring role in each child and young person's life, CF&KC-SA supports the effective communication of Carers' needs and wants, and offers Carers additional benefits through access to **peer support** from experienced Carers – 9 experienced Carers available to have a chat with other Carers across the 10 regions of SA.

"It is great that we can check with you all at CF&KC-SA if we are unsure of things, it helps us to know what is standard and what is not. Thank you so much for your time and help."

PEER SUPPORT NETWORK

On 20 October 2017, CF&KC-SA launched the Peer Support Network.

9 experienced and diverse foster and kinship carers, with over 80 years of caring experience, are available to chat with other Carers across the 10 regions in South Australia. This access to local peer support has been a goal for CF&KC-SA from 2007 and is now a reality, with the first peer support services delivered less than one week after launch!

As part of CF&KC-SA's mission to support Carers and deliver a more accessible statewide service across SA, the Peer Support Network offer SA Carers many benefits, including:

- being able to "have a chat" and talk about caring with someone who understands
- not feeling so alone
- increased community connectedness
- development of new coping strategies
- developing awareness and understanding of support services
- managing life in a more positive way
- increased confidence in their role as a Carer

Volunteering is important to any Not For Profit organisation and CF&KC-SA is delighted to welcome Peer Support volunteers as part of the team. Details of the Peer Support Network and volunteer peer support workers in each region are available on the CF&KC-SA website.

The Department for Communities and Social Inclusion has contributed funds towards this Project.

OUR ACTIVITIES 2017-2018 CONNECT



CF&KC-SA connects with the Carer community, DCP, foster care agencies, kinship care teams and other key stakeholders to ensure effective consultation, coordination, communication and education on issues and activities which affect Carers. We received **46 requests from Carers wanting opportunities to connect** with others during the 2017-18 period.

CF&KC-SA offers opportunities for Carers to connect through events and activities, together with information about local support groups and other networks offering Carers' families a range of opportunities to share the achievements, joys, challenges and demands involved in parenting within the various contexts of the child protection system.

Opportunities to connect over the past year include the following events:

- Recharge 2017, attended by over 250 people across 2 sessions. Guests
 heard from keynote speaker Nathan Wallis on child development and the
 impact of trauma on the brain plus how to help children and young people
 recover, together with a mindfulness session from Annie Harvey
- Sponsored 3 Carer Members to attend the 2017 Foster & Kinship Carer Conference in Albert Park, Melbourne
- Family Fun Event at the Adelaide Zoo (pictured), attended by 70 Member families (250 individuals) despite a last minute change due to extreme heat. Families enjoyed the opportunity to socialise with other Carers and involve all the members of their family. Children and young people (and some adults) enjoyed an animal show and free animal themed books from Raising Literacy Australia
- Hosted forums, sharing information and education on navigating the NDIS and Other Person Guardianship, alongside updates from DCP Chief Executive, Cathy Taylor
- Adelaide 500 tickets for 10 Members to attend the South Australia Suite in March 2018 at the invitation of Premier Weatherill and Minister Close
- Attended Carers Week events at Kadina and Port Pirie
- Term 2 2018 Regional visit to Whyalla, Port Lincoln and Port Augusta

OUR ACTIVITIES 2017-2018 CONNECT

(... continued)

CF&KC-SA connects with other organisations within the child protection sector and is a member of the following organisations:

- International Foster Care Organisation (IFCO)
- Australian Foster & Kinship Care Partnership (AFKCP)
- Child and Family Focus SA (CAFFSA) where we connect regularly with foster care agencies and other organisations working across the child protection sector
- South Australian Council Of Social Service (SACOSS)
- SNAICC (Secretariat of National Aboriginal and Islander Child Care)
- Volunteering SA&NT

We have also been continuing to build our connections and relationships with key stakeholders across the child protection sector, including:

- CREATE Foundation
- The Office of the Guardian for Children and Young People (GCYP), and have endorsed the Charter of Rights for Children and Young People in Care
- Foster care agencies (across metropolitan and regional areas)
- DCP Kinship care teams

"As a foster carer we love what we do – it is very important to us that we all need to work together because we are talking about children's lives and how important family relationships are"

OUR ACTIVITIES 2017-2018 INFORM

Having access to the right information at the right time can help lessen the amount of time Carers spend dealing with aspects of the child protection system and keeps the focus on their parenting role with children and young people.

CF&KC-SA gathers and shares information to improve Carers' capacity and experience. We also work with various groups to help them provide relevant and useful services. Information is intended to:

- raise awareness
- inform about change and new initiatives
- be about a specific area of interest (e.g. NDIS; accessing new services)
- provide advice on a range of topics relevant to foster and kinship care, including DCP policies and processes
- raise the profile of foster and kinship care within the broader community

CF&KC-SA also aims to inform potential Carers about the realities of foster and kinship care and offers the benefit of Carers' experiences to the broader sector on issues important to Carers and their families.

Last year we received **79 enquiries for general information** from individuals about foster and kinship care, children and young people's behaviour and placement support and advice.

To share information more widely we:

- maintain the CF&KC-SA website, updating regularly and adding to our FAQ's from Carers and pass on information distributed by DCP
- utilise our Facebook page to sharing a range of posts relating to parenting, caring, children's behaviours, international practices, research, DCP updates and awareness weeks
- Update our **brochure** to raise awareness about our range of services
- distribute an eNewsletter each term via email to DCP and foster care agencies to forward to their Carer households

OUR ACTIVITIES 2017-18: SNAPSHOT

RESPONDED TO



Phone calls

DELIVERED OVER

1,000

Hours of support









Email & Website enquiries

619

Members as at 30/6/2018

WELCOMED

164

New Members





LAUNCHED 4 SPECIAL PROJECTS

ATTENDED 3 Sector meetings





ENGAGED WITH

738

Followers as at 30/6/2018

735 Likes

FINANCIAL REPORT

TREASURER'S REPORT

On behalf of the Board of CF&KC-SA, I am pleased to present the Financial Report for the year ended 30 June 2018.

2018 has been a good year for CF&KC-SA financially speaking. Total income of \$256,635 represents an increase of 29% over the \$198,139 reported last year.

All grant funding was expended in accordance with funding agreements.

CF&KC-SA also received confirmation of our registration as a charity with the Australian Charities and Not-for-profits Commissions (ACNC) on 4 January 2018. This means we can diversify and supplement our income through donations, grants and other philanthropic opportunities.

In the 2016-17 financial year CF&KC-SA received a DCSI grant of \$11,229 which was expended in the 2017-18 financial year. The reported deficit for the year of \$9,267 is therefore due to this this disbursement.

We would like to thank Super Funds Accounting Pty Ltd for independently auditing these financial statements (Attachment 1).

We also recognise the substantial work of Amanda Porter and her team for their dedication toward ensuring CF&KC-SA finances are in good order.

Hastings Chikuse

Treasurer

CHILD PROTECTION REFORM

On 6 July 2017 the *Children and Young People (Safety) Act 2017* (SA) ('Act') passed through the South Australian Parliament.

In February 2018 a portion of the Act came into force, with the remainder of the Act to be implemented on 22 October 2018. It contains several sections that are in the interests of the rights and protection of South Australia's Carers, in particular the right to appeal against DCP decisions in the South Australian Civil and Administrative Appeals Tribunal ('SACAT'), an independent authority that has the **power to bind** the Department.

The decisions that are open to review by SACAT from 22 October 2018 include, amongst other things, the:

- approval of Carers
- cancellation of Carer approval
- delegation of certain powers to approved Carers
- provision of information to approved Carers and involvement in decision-making
- decisions of the Chief Executive, including placement and removal of a child or young person
- transition to long-term guardianship
- agreement for funeral arrangements

CF&KC-SA's Carer Advocacy Service can help Carers to navigate the processes, understand their responsibilities and offer Carer families ongoing support when dealing with issues and seeking a review of decisions.

OUR FUTURE

CF&KC-SA will be focused on the establishment and delivery of the **Carer Advocacy Service** during this coming year. The purpose of the Carer Advocacy Service is to provide information, advice, support, education and training, together with individual and systemic advocacy to approved Carers.

The Carer Advocacy Service has been funded in direct response to **Recommendation 116** of the Nyland Royal Commission and effectively results in a significant expansion of current services, with additional requirements. CF&KC-SA will be also be working towards **Recommendation 117**, which comes into effect in January 2019 as part of the child protection reform agenda, and states: 'Fund the advocacy service to develop education material which clearly describes foster parents rights to contribute to decision making, and their rights of review regarding decisions which affect them.'

The **Strategic Plan 2018-2020** guides CF&KC-SA's future work in the delivery of the service and as the peak representative body for foster and kinship carers in South Australia and identifies strategic priorities goals and objectives across the following three areas:

- Our Carer Community
- The Child Protection Sector
- Our Organisation



OUR MEMBERS

Members play an important part in shaping the future of CF&KC-SA and improving the system for Carer families.

The support of Members helps CF&KC-SA to speak up and be a voice for Carer families, advocate for improvements and deliver a better range of support services.

As of 30 June 2018, CF&KC-SA had 619 active Members, welcoming 164 new members who joined during 2017-18.

As a peak body, it is vitally important for CF&KC-SA to ensure that it understands the needs of its Members so that it may best represent their interests in CF&KC-SA's advocacy efforts and service development.

CF&KC-SA has implemented a Membership Strategy introducing special Member offers, and incorporates key outcomes and actions within the 2018-2020 Strategic Plan.



JOIN US



JOIN US – BECOME A MEMBER

CF&KC-SA welcomes new Members and invites Carers and others interested in making a difference to the lives of children and young people in care to join in this important work.

Reasons to join:

- contribute your ideas and opinions
- help make CF&KC-SA's voice stronger
- receive invitations to special events (e.g. Zoo Family Fun Event pictured above)
- connect with other Carers
- be notified of policy developments and research
- Receive member benefits such as discounted fees and special offers from organisations

We thank the following organisations for their generous Member offers:

- Cloud Admin Services for discounted tax returns 2017 and 2018
- **Johnston Withers Lawyers** for discounted legal services
- **NEW! Nectar Mortgages** for % of commissions paid by lenders from CF&KC-SA referrals made via Alex Filipovic

Details of these offers are available on the CF&KC-SA website.

JOIN US – VOLUNTEERING, SPECIAL MEMBER OFFERS, STUDENT PLACEMENTS and OTHER CONTRIBUTIONS

We also welcome interest from individuals who wish to volunteer their time, from businesses who can provide special offers to members, from students in community or allied health professions for placements and work experience, and from other people interested in being involved or contributing to our work and goals.

ACKNOWLEDGEMENTS

CF&KC-SA would like to acknowledge our funding body and we thank the **Department for Child Protection** for contributing funds towards this Program.

THANK YOU

- Foster Care Queensland for organisational mentoring and continued guidance
- Raising Literacy Australia for donation of books for children and young people
- Trees for Life for hosting us at your Brooklyn Park site in early 2018
- **Harcourts Sharoglazov** for allowing us a short term lease while we awaited future funding decisions (and extending it when we were successful!)
- David Egege and Sharon Floyd for tender advisory services
- Kara Gillett for crafting and sharing your beautiful letter

And, THANK YOU also to the multitude of individuals and organisations who have taken the time to meet with CF&KC-SA during the past financial year and shown their support for the organisation in various ways: by offering advice, lending support, providing items, sharing views about the past and the future, and giving the benefit of your experience freely and with noble intent. Your generosity has further enhanced our growth and development in so many ways and is sincerely appreciated.

And a final THANK YOU to all the Carers ...

... for investing in the lives of children and young people

... for opening your doors and welcoming children and young people into your homes

... for navigating the reforming child protection system

... for working together so that your children and young people can access what they need

... for not giving up





CONTACT US

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