

This guide is intended to assist Foster and Kinship carers (Carers) understand the function of a Complex Case Review Meeting and identify how Carers can be part of the process.

The Complex Case Review Meeting (CCRM) process was established in accordance with the Department for Child Protection (DCP) "Every Effort for Every Child" strategy. The CCRM process is designed to bring together key clinicians and stakeholders involved in the care team of a child or young person under Guardianship of the Chief Executive to evaluate existing and future needs through a multi-disciplinary lens.

A CCRM is not a function initiated as a matter of course for every child or young person under Guardianship of the Chief Executive. This review function is only used when there is exceptional complexity and risk regarding the child or young person that requires support beyond the regular case management provided by the DCP.

Carers are not traditionally involved in the CCRM, as it is a forum for clinicians and agency partners to meet and discuss their collective planning and support for a child or young person under guardianship. It is a forum to explore how the systems are working collectively to ensure the best outcomes for the child or young person, and identify any gaps or barriers that may be preventing a cohesive service delivery response.

The CCRM involves a range of agencies and specifically from those involved in the ongoing therapeutic support for the child or young person.

Participants include:

- Child and Adolescent Mental Health Services (CAMHS)
- Department for Education, Children in Care Social Worker
- DCP Disability Consultant
- DCP Lead Psychiatric Director (Chair)
- DCP Case Manager/Senior Practitioner/Supervisor
- DCP Psychologist
- DCP Clinical Manager/Principal Social Worker
- Foster Care Agency Support Worker/DCP Kinship Worker
- Teachers & Department for Education representatives

In some instances, representatives from public hospital emergency departments or the South Australian Police (SAPOL) may attend, if the child or young person is known to present frequently to these services.

Please note: not all stakeholders are present for the full meeting, for example school teachers who are required to return to lessons, typically attend for a specific section of the meeting only.

What do the Complex Case Review Meetings look like?

The **initial meeting** runs for approximately 90 minutes and all aspects of the child or young person's life domains (i.e. health & wellbeing, therapy, respite, education) are explored in order to understand how the different parts of the system are contributing (or not contributing) to the best possible outcomes for that child/young person. The desired outcome of the initial meeting is to develop a shared understanding of the child or young person's circumstances and identify any gaps or barriers that may be preventing the overall system working cohesively.

Specific recommendations will emerge from this meeting (i.e. the requirement for regular Care Team meetings) for immediate action. A narrative summary regarding the needs of the child or young person is typically developed after the initial meeting, thoroughly incorporating the views from all services/agencies, building a comprehensive picture of the support required by the child or young person to thrive and succeed whilst under guardianship arrangements.

A **follow up meeting** is scheduled typically three months after the initial meeting. The follow up meeting runs for approximately 1 hour in duration whereby actions from the initial meeting are reviewed. The narrative summary of the child or young person is updated against any progress or findings that may have emerged over the previous three month period. Typically, all attendees from the initial meeting will be invited to attend the follow up meeting.

Please note: The Complex Case Review process is an escalation pathway and not intended to be in place forever. It is designed to support complex cases, with the intention for regular case management practice to continue accordingly.

Who can initiate a Complex Case Review Meeting?

Referral for a CCRM can be initiated by a range of agencies/services i.e. DCP case workers, SAPOL, SA Health, the Department for Education and is signed off by Case Management and leadership within DCP.

What happens after referral for a Complex Case Review Meeting is received?

The CCRM team explore the reasons for referral, and the process is then triaged accordingly based on the child or young person's life domain areas requiring immediate attention.

Specific services/agencies are invited to attend the initial CCRM and are provided the relevant documentation considered to be of use for the attendees. This documentation provides an opportunity for all involved to reflect on practice and support regarding the child or young person at the centre of the process.

How can I ensure my voice as a Carer is heard throughout this process?

If a Carer is informed a CCRM is scheduled regarding their child or young person, a Carer is entitled to be both informed and consulted of the process, as stipulated within the Statement of Commitment for South Australian Foster & Kinship Carers.

The Carer can inform their DCP case worker or Agency Support Worker of any relevant information regarding their child or young person they wish to be considered at the CCRM.

Carers are encouraged to schedule a Care Team Meeting shortly after a CCRM to unpack and discuss the outcomes of the meeting. To understand the process of how to call a Care Team meeting please read the Care Team meeting Carer Guide available on the Connecting Foster & Kinship Carers SA website. The Carer Advocate team are available to support Carers with this process and can assist if required.

Carer support

For more information, or to discuss your personal circumstances, please contact us:

Email: support@cfc-sa.org.au

Freecall: 1800 732 272