

**From:** Connecting Foster & Kinship Carers - SA Inc <support@cfc-sa.org.au>  
**Sent:** Wednesday, 19 February 2025 9:30 AM  
**To:** CF&KC-SA Administration  
**Subject:** Legislative update: key wins for carers



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Connecting Foster & Kinship Carers - SA Inc (CF&KC-SA) is the peak representative body for **foster & kinship carers** in South Australia

CF&KC-SA aims to improve the lives of children and young people in care through provision of services addressing the key themes:

**advocate - support - connect - inform**

CF&KC-SA's services value and support Carer families to sustain strong and positive relationships in homes across South Australia

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**Member Update**

## **Legislative Update: Key Wins for Carers in the Children and Young People (Safety & Support) Bill**

Dear Members,

As the independent carer peak body, the remit for CF&KC-SA is to actively advocate for systems changes that will better support foster and kinship carers.

Through **submissions, meetings with parliamentarians, and persistent advocacy**, we are pleased to see several key amendments included in the **Children and Young People (Safety & Support) Bill 2024**, which is set for debate in the Legislative Council this week.

CF&KC-SA believe it is vitally important to communicate with our membership the suite of amendments proposed for the Bill - amendments we have advocated for. We are confident these inclusions will further embed the voice of carers in legislation.

The **first four amendments** listed below were part of the **initial draft Bill**—three of which **directly reflect the legislative amendments CF&KC-SA proposed**, and the final aligning with our **2022 election advocacy efforts**, calling for a **whole-of-government approach** to support children and young people in care.

These amendments include:

- **Quality of Care Guidelines** – A clear, consistent process for how care concerns are handled, developed with input from the carer peak body.

- **Procedural Fairness for Carers** – Ensuring carers are informed and given a fair process when care concerns arise.
- **Enshrining the Statement of Commitment** – Strengthening the partnership between the Department for Child Protection (DCP), The Minister for Child Protection, CAFFSA and the carer peak body.
- **Whole-of-Government Support** – A state strategy to coordinate care across health, education, and human services, with the Minister empowered to direct Chief Executives to meet and provide a collaborative response—**one of CF&KC-SA's key election asks in 2022.**

Since the initial draft, **additional amendments have been introduced**, many of which reflect **direct recommendations made by CF&KC-SA in our submissions and advocacy efforts**, including:

- **Timely Review of Decisions** – A long-overdue change ensuring that internal reviews of decisions made by the DCP must be completed within **60 days**. If this timeframe is not met, carers will now have the ability to escalate their case to the **South Australian Civil and Administrative Tribunal (SACAT)**. This amendment provides a much-needed **safety net for carers**, ensuring that crucial decisions—such as the removal of a child from a placement—do not languish without resolution. We have seen firsthand how delayed decision-making has negatively impacted carers and young people alike. This change ensures **clarity, accountability, and fairness in the process**, giving carers more certainty when challenging decisions that affect them and the children they support.

- **Independent Complaints Review Panel** – For too long, carers have raised concerns about how complaints within DCP are handled, with many feeling that there is **a lack of independent oversight**. This amendment introduces a **Complaints Review Panel**, providing carers with an additional avenue for having their concerns **fairly and transparently reviewed**. While complaints are not among the most frequently raised issues by carers to our advocacy service, we know from experience that **when complaints arise, carers want a process that is fair and impartial**. CF&KC-SA has consistently advocated for an independent complaint mechanism—one that ensures carers are heard, that decisions are explained, and that there is **accountability in how complaints are managed**. The establishment of this panel is a step in the right direction toward **greater trust and transparency** within the system.
- **Recognition of the Carer Peak Body** – A statutory foundation for the work of CF&KC-SA, ensuring carer voices are represented in policy and decision-making. This amendment, alongside the amendments which ensure the **peak body must be consulted in the development of the Quality of Care Guidelines and the Complaints and Feedback Management Guidelines, underscores the vital importance of the carer peak voice in both policy development and frontline interactions with carers, children, and young people**. These provisions require that the carers voice become a part of directly shaping practice so that it can reflect and support the real experiences and needs of carers.
- **Stronger Ombudsman Access** – Extending the timeframe for complaints from 12 months to 2 years, increasing access to justice for carers.

The Children and Young People (Safety & Support) legislation is complex and has real life implications on those it is designed for. The peak body Board and staff unanimously agree these changes mark real progress in embedding the rights of carers and ensuring your voices are heard.

We remain committed to pushing for meaningful reforms that strengthen the support available to you and the children in your care.

Thank you for being part of this journey—we will continue to keep you updated.

Best wishes,

Fiona Endacott  
Chief Executive Officer

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### **CF&KC-SA Carer Advocacy Service**

Did you know that we provide individual [Advocacy](#) support to Foster & Kinship Carers across South Australia?

Connecting Foster & Kinship Carers SA is the independent peak body for Carers in South Australia. The organisation is funded principally by the South Australian Government, through the Department for Child Protection, to provide advocacy services and support to Carers in accessing and exercising their rights, and to assist them in fulfilling their aspiration and commitment to providing a safe and secure family environment for children in their care.

To chat with one of our Carer Advocates, contact us on freecall **1800 732 272** or via email: [support@cfc-sa.org.au](mailto:support@cfc-sa.org.au)

*"Thank you so much again my frustration levels are dissipating slowly. You've been an extraordinary sounding board and I feel heard for the first time ever. It is greatly appreciated"*

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## Connecting Foster & Kinship Carers - SA Inc

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