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*Better lives for children & families*



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**2010**

**Transition from Care Project**

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## Summary

Young people who have been wards of the state are at a higher risk of social disadvantage and negative life outcomes. A significant contributing factor is the young people's lack of necessary resources and skills to live independently.

In Queensland little is known at a state level about the transition from care supports being provided to young people by non-government workers. This project is a starting point for developing a picture of transition from care services provided by non-government workers across Queensland.

Non-government practitioners working in the out-of-home care sector were asked about the transition from care support they provide to young people. Their views regarding effective approaches and challenges in working with young people to achieve a successful transition from care were also sought. Recognising the views of the practitioner's provides additional perspectives that complement previous research regarding transition from care.

Across the three modes of out-of-home care provision within non-government agencies it is significantly the foster carer and residential care worker who are relied upon to prepare young people for independent living. For the most part agencies are only equipped to provide the bare minimum of service. The high likelihood of negative outcomes for young people post care indicates that this level of service does not seem sufficient. The respondents identified the following key themes impacting on effective service delivery:

- Respondents stated that positive and constructive relationships with young people and Child Safety Services staff are essential for successful transition from care outcomes.
- Limitations on human and material resources able to be devoted to young people are considered by respondents to inhibit practice.
- Working in collaboration with Child Safety Services and within their policies is highly challenging for many respondents.
- There are many elements of case work practice that respondents report contributes to successful outcomes for young people.

## Recommendations

Analysis of the survey results and reference to the literature has prompted the following recommendations:

**Recommendation 1:** G-Force to advocate for the enactment of these recommendations by the relevant key bodies through utilising strategic linkages.

**Recommendation 2:** Continue the process of compiling an understanding of the transition from care services provided by non-government workers to young people in statutory care in Queensland.

**Recommendation 3:** The research from Child Safety Services regarding transition from care services be matched, when available, with this project to develop a more holistic picture.

**Recommendation 4:** G-Force work with government and non-government organisations to implement and promote the Participation Strategy as a guide for workers and decision makers for transition from care and that this be monitored for the success of its implementation.

**Recommendation 5:** Workers within the service system be encouraged to develop sound, effective and collaborative working relationships that facilitate improved outcomes for young people.

**Recommendation 6:** Drive flexible service delivery in the service system that will better meet the needs of all individual young people in care.

**Recommendation 7:** Provide joint transition from care training for relevant non-government workers, government workers and foster carers to increase skills and awareness while also promoting collaborative relationships.

**Recommendation 8:** Identify gaps in service provision in regional areas by scoping transition from care services provided by both non-government and government agencies.

**Recommendation 9:** Resourcing be provided that can takes into account the myriad of services and tasks that need to be accomplished by service providers in order to facilitate young people’s development of the skills required for healthy adulthood.

**Recommendation 10:** Strengthen the service system to allow better matching between young people and services.

**Recommendation 11:** Build a system that facilitates priority access to the services needed to make a smooth and healthy transition to autonomous adulthood by expanding the “No Wrong Door” approach to specifically include young people in care.

## Project Initiation

This project was a joint collaboration between PeakCare and CREATE Foundation. The initial inspiration originated from G-Force which also served as a reference group.

G-Force is a workgroup of the Child Protection Partnership Forum, and it is chaired by CREATE Foundation. It aims to increase the participation of young people in decision making, through discussions that directly influence policy and practice. Transition from Care has been identified as a priority issue by the young people with a care experience who sit on the G-Force workgroup, based on the feedback received by CREATE from young people around Queensland. G-Force's position is ideally suited to the role of collecting and disseminating information on best practice.

## Project Context

Children in out-of-home care are one of society's most vulnerable groups. Often exited from the care system at age eighteen most are unprepared and ill-equipped for the challenges of independent living. This is demonstrated by consistently higher rates of homelessness, early parenthood, poor education, criminality, mental health problems and unemployment than found in the general population of the same age cohort. (Munro & Stein 2008; Osborne & Bromfield 2007).

For young people who have been in statutory care, assistance usually ends at eighteen years of age. At this time they often leave their foster or residential care home and begin their life as an adult. However, in modern Australia even young people who have not experienced care are not usually ready for complete independence at age eighteen and rely on continued family support. The average age of leaving home for the first time in Australia is currently 19.8 years for women and 20.9 years for men, with a 46% probability of returning to live at home for a period before the age of 35 (Australian Bureau of Statistics 2009). Also the ongoing emotional, financial and practical support parents often provide to their children after they have left home needs to be acknowledged. By contrast, young people who have been in care usually do not receive this level of support.

This lack of support, negative family experiences and being in the care system compound the challenge of attaining independence. The quality of young people's care experience is often undermined by discontinuity of workers and carers, disruptions to schooling, multiple placements and the loss of friend and family relationships (Cashmore & Paxman 2007).

Studies in Australia and internationally have shown that young people who have been in the child protection system are at a higher risk of social disadvantage and negative life outcomes such as homelessness, early parenthood, poorer education, criminality, mental health problems and unemployment (Munro & Stein 2008; Osborne & Bromfield 2007). There are ethical and practical reasons for providing the support necessary to redress these unequal outcomes.

The Department of Communities, Child Safety Services state they are "dedicated to protecting children and young people who have been harmed, or are at risk of harm (Queensland Government 2010a)". In meeting this objective the state claims a moral authority when it is necessary to remove children. It is commonly agreed that with this moral authority comes an implied moral imperative to provide these children with improved circumstances and parenting. Such a moral responsibility would naturally extend far beyond the time of the child or young person's removal; it extends to providing opportunities and support that will create the best possible environment for a positive transition from childhood to adulthood. Such a moral obligation would be unfulfilled if young people are required to live independently before they are developmentally ready and therefore placed at further risk.

Negative life outcomes experienced by people who have been in care typically result in continued, long term reliance on social services. Research estimates the financial cost to government of approximately \$1.76 million per person over a 44 year period to provide these services (Morgan & Disney 2006). A large proportion of these costs are avoidable if people are assisted to increase their wellbeing and capacities (Morgan & Disney 2006).

"This raises the importance of transition services for young people and the role such service might play in supporting people into productive and supportive environments, before their life challenges are profoundly complex and entrenched (Morgan & Disney 2006:28)."

Adequate transitioning is an early intervention strategy for preventing people who have been in care from experiencing homelessness, drug use, early pregnancy and other negative life outcomes (Stein 2008).

Young people in care are at risk, however, as they are known to the child protection system, there is also a unique opportunity to work with them to prevent negative outcomes. Many other young people who are also at risk of future problems can be more difficult to target as they are not already known to service providers.

Transition from care (TFC) typically refers to the process of young people aging out of the statutory out-of-home care system. The experiences of young people who have left the system are often vastly different. For example, some young people transition to functioning independence, some transition to homelessness and 22.1% (CREATE 2009:57) transition back to the family they were removed from.

Circumstances and environments where there is abuse and neglect can impede human psychosocial development (Peterson 2004). Most young people in the care system have experienced either abuse or neglect and hence their development is often delayed. To expect that young people who have been removed from their parents to be comparable with the general population in terms of the speed at which they negotiate the transition from child to adult is erroneous. A level of emotional maturity, knowledge, skills and support mechanisms are necessary for independent living. The expectation that those with a care experience will attain this earlier on average than their peers is problematic and unrealistic.

Australian research studies during the 1990s indicated the disadvantages experienced by people who have left care, and the inconsistent provision of adequate support (Cashmore & Paxman 1996; Cashmore & Mendes 2008). Despite this, research conducted thirteen years later, reveals similar findings (Testro 2009). Recent research regarding transitioning young people from statutory care to independence has focused on the experiences of young



people, legislation and policy, and recommendations for best practice (CREATE 2009; PeakCare 2009; Testro 2009).

In 2009 a Transition from Care Project was conducted by Paul Testro, on behalf of The Child Protection Partnership Forum working group, which gave a broad overview of transition from care in Queensland. The report highlighted the large percentage of young people who do not have a leaving care plan (43%) or do not know if they have a leaving care plan (33%). This is despite the Child Safety Practice Manual requiring transition from care planning to commence at age 15 with the young person's involvement.

The CREATE Report Card (CREATE 2009) reviewed state and territory legislation governing transitioning from care and the key features of each system. A sample of young people both in care and those who had left care were surveyed to develop a picture of their experiences in transitioning. The most significant findings related to the frequent absence of leaving care plans or young peoples' lack of involvement in developing these plans.

The Listen Up Report (PeakCare 2009) explored themes of importance in young people's transition from care from the perspective of professionals and young people. It concluded that the young people must be central to service delivery and that services must be delivered in a timely manner. The report found that inflexible case management, restrictions on ability of workers to develop relationships with their clients, and lack of young people's involvement in decisions currently limit exemplary practice. Placing the individual at the centre of service provision was thought to resolve these issues. In addition, bureaucratic processes can delay the timely delivery of service to young people. Delays can have significant impacts on the wellbeing of young people and the outcomes achieved with them.

The Transition from Care Project 2009, CREATE Report Card 2009, and the Listen Up Report also identified elements necessary for best practice. These can be summarised as including:

- person centred services
  - listen to young people
  - focus on personal development

- person orientated rather than system orientated services
  - young people must have a plan and contribute to it
- collaboration
  - across agencies
  - between individuals and agencies
  - streamline services and planning
- cultural competence and sensitivity
- opportunity to develop relationships and connections
- receive quality education
- housing after exiting care is ensured
- opportunity to learn life skills
- Child Safety Services and outcomes for young people are monitored
- support until 25 years
- priority access to government services
- qualified, trained and supported workers

### Young People's Perspective

CREATE Foundation regularly seek the perspective of young people with a care experience. This provides a useful complement to the workers perspectives. The following is collated from a variety of published and unpublished research conducted by CREATE Foundation regarding young people's perspective on what aids their successful transition from care to independence.

Young people say that they appreciate a focus on their individual needs, flexibility and approachable workers. They speak of wanting workers to provide both emotional and practical support. Emotional support includes approachability and friendliness, listening, honesty and involving the young person in decision making. The relationship developed between worker and young person is aided by the reliability of the practical support provided. Practical support includes following up on requests and processes, keeping young people informed and taking the time to provide information and assistance. Young people consider hands on activities and the assistance of mentors to be more useful than web-based resources, booklets and workshops. Many young people are aware that they lack necessary job readiness and financial management skills. The transition time is a time of

uncertainty and anxiety for some young people, wondering where they will live and how they will survive.

The Children and Young People's Participation Strategy 2008-2011 (Queensland Government 2008) was developed as a framework and vision for young people's participation in decisions that affect their lives. It recognises that it is necessary to involve young people in their own care as a right and to improve care outcomes. Its implementation will aid young people's development due to experiencing a level of responsibility and reflection upon their needs.

### Systemic Challenges

Despite recommendations for best practice being available for many years it is evident that adequate support is not widespread. While workers and carers are responsible and accountable for providing quality support, the systemic and structural challenges they face are severely inhibiting (Thomson 2007). High staff turnover, low pay, risk adverse practices, high caseloads and lack of qualified staff, amongst other pressures, contribute to depletion and disempowerment (Thomson 2007). Despite these challenges some workers and carers are able to provide adequate support. However, little is known at this stage as to how challenges are overcome and good practice is achieved. This forms the second main research question:

- How do some workers and carers provide successful transition from care support despite the challenges they face?

### Legislation and Policy

Transition from Care is acknowledged at a state and national level. The National Framework for Protecting Australia's Children 2009-2020 includes as a strategy, "improve support for young people leaving care" (Commonwealth of Australia 2009:27). This is hoped to be achieved by, "increas(ing) support through NGOs for young people leaving care to establish their independence" and "continue and improve State and Territory initiatives targeting young people as they leave care"(Commonwealth of Australia 2009:27). This relates to the Homelessness White Paper which stated as a priority area, "no exits into homelessness from statutory care" (Commonwealth of Australia 2008).

Current legislation and Department of Communities, Child Safety Services policies refer to transition from care.

Child Protection Act 1999 (Qld)

- s. 75 (2) As far as practicable, the chief executive must ensure the child or person is provided with help in the transition from being a child in care to independence.
- Additionally this support does not necessarily end at age 18 (s. 75 (1))

Child Safety Practice Manual

- “The Child Safety Officer is required to assist the young person in identifying their goals and support the young person in achieving their goals (as cited in Testro 2009).”
- Child Safety Officer’s are required to facilitate the participation of young people at key decision-making points including transition from care (Queensland Government 2010b).
- “Children and young people's participation is a right, not an option (Queensland Government 2010b).”

In addition the Child Safety Services website acknowledges the need for smooth transitions and the challenge of providing these (Queensland Government 2010c).

These laws and policies recognise the importance of transition from care.

## Project Niche

The work of the CREATE Report Card 2009, the Listen Up Report and the Transition from Care Report 2009 provided the foundational research and findings which this project drew upon to provide direction and purpose. These projects have provided a guide for best practice and identification of the key issues faced by the sector regarding transition from care. However, in Queensland little is known at a state level about the transition from care supports being provided to young people by non-government workers at this point in time.

This project is a starting point for developing a picture of transition from care services provided by non-government workers across Queensland. In addition it collates the views of non government practitioners regarding effective approaches and challenges in working with young people to achieve a successful transition from care. Recognising the views of the practitioner's provides additional perspectives that complement previous research regarding transition from care.

## Process

This project consisted of two online self completion questionnaires and a number of phone interviews with non-government workers. Potential respondents were located through a combination of email networks, cold calling and internet searches. Only non government service providers were canvassed because we understand that Child Safety Services will be undertaking their own research into services and supports given to young people by their staff in the near future.

The initial project design consisted solely of an online, self report questionnaire. The survey links were disseminated through state wide email networks of workers who then forwarded the survey through their own networks. Early analysis of the data revealed an unrepresentative respondent base. To rectify this cold calling of identified agencies was employed.

To form a holistic picture, information was also sought regarding state and federal government provisions and system responses. A brief outline of these resources is included in Figure 1.

## Limitations

There are certain limitations with this report to be acknowledged. The number of respondents is quite low. Although there are only a few organisations that provide of out-of-home support in Queensland there are numerous branches of these organisations and some small agencies across the state. More research would be needed to ascertain the representativeness of the findings presented here. As such, this report is not to be

understood to be comprehensive but rather an initial exploration of the transition from care services being provided and the issues encountered by some workers in the non-government sector.

Not included in this report are the programs available for young people that are not dependent on them being in care. This includes a range of mental health, health, housing and disability services.

This project only investigates non-government agencies and thus the perspective of Child Safety Officers and Child Safety Services is absent. A fuller picture of transition from care would include the support being provided by Child Safety Services staff. It is acknowledged that this research excludes the opinions and contributions of Child Safety Services and Child Safety Officers.

Obtaining solely the workers opinion on whether assistance is successful does not give an indication of the young people's experiences and whether the support made a long term positive impact on their lives. While it is very difficult to ascertain the latter, the former was addressed by utilising research with young people conducted by CREATE Foundation and others. Observations of how the workers and young people's perspectives align are included in the Discussion and Recommendations section.

## Surveys

The primary source of data was online, self report surveys conducted in two sequential phases. Initial survey questions were designed in collaboration with the stakeholders; G-Force, PeakCare and CREATE Foundation.

The research design is cross-sectional. The research method involved a self report, internet based survey on Survey Monkey. The Survey Monkey tool was chosen for ease of distribution, minimal resource requirement and computer assisted compilation of data.

The survey consisted of open ended, short answer questions and closed, tick box questions. Most of the questions were open ended so as not to circumscribe participant's responses. The survey was structured take no more than 10 minutes of the respondent's time. The first survey is reproduced in Appendix One.

The first survey was disseminated on 25<sup>th</sup> August 2010 through PeakCare's fortnightly e-news letter and a direct email to the Regional Planning and Partnership Officers. Participation in the survey was voluntary and potential respondents were informed of the projects confidentiality.

Initially the survey targeted both non-government workers and Child Safety Services workers. However objections from a representative on the G-Force workgroup led to the closure of the survey after three days. Minor modifications to some questions were made and the project retargeted to only include non-government workers. The second survey is reproduced in Appendix Two.

G-Force members were contacted to inform them of the changes and to provide an opportunity for further feedback before relaunch. The survey was then relaunched on the 10<sup>th</sup> September 2010. The last response was received on 10<sup>th</sup> October 2010.

Many of the questions call for subjective information. Examples include asking if the respondents feel able to provide successful assistance, and how they think the assistance helps young people. Obtaining verifiable measures of success was beyond the scope, purpose and resources available for this project. As most information would thus be subjective it was decided to be explicit in acknowledging and seeking this through the way the questions were asked. Respondents work in the sector every day and their responses reflect their lived work experiences.

To clarify information entered into the survey, four respondents were phoned and asked to provide more details to clarify their responses.

## Phone interviews

As the second phase of the survey had a low number of respondents and initial analysis of data showed that assistance is sparse, the representativeness of the data was questioned. To increase the number of respondents and verify the existing data the cold calling of agencies and workers across the state was initiated. Potential respondents and their contact details were identified by Regional Planning and Partnership Officers, searching websites for agencies providing out of home care, and PeakCare employees knowledge of agencies.

The phone interviews were semi-structured and brief. The interview guide consisted of two specific topic areas; the core business of the agency or worker, and how they transition young people from care to independence. Depending on responses, clarification was sought regarding whether transition from care assistance is formal or informal and information regarding the structure of formal programs. Considerable latitude was given for respondents to add additional information. Many respondents chose to speak, unprompted, of the challenges they face and their opinions on what creates a successful transition.

## Respondents

Table 1: Number of respondents by region.

	Brisbane	Gold Coast	Central	Far North	South West	North	Sunshine Coast	Total
Survey 1	4	-	2	5	-	-	-	11
Survey 2	3	-	1		1	1		6
Phone interviews	7	3	2	1	-	2	1	16
Total	14	3	5	6	1	3	1	33



Table 2: Survey respondents' length of time working in the child protection sector. Note: two Survey 2 respondents did not answer this question and phone interviewees were not asked this question.

Years	Survey 1 (n=11)	Survey 2 (n=6)	Total
0-2	3	1	4
2 – 5	3	-	3
5 – 10	2	3	5
10 – 20	2	-	2
20+	1	-	1
Total	11	4	15

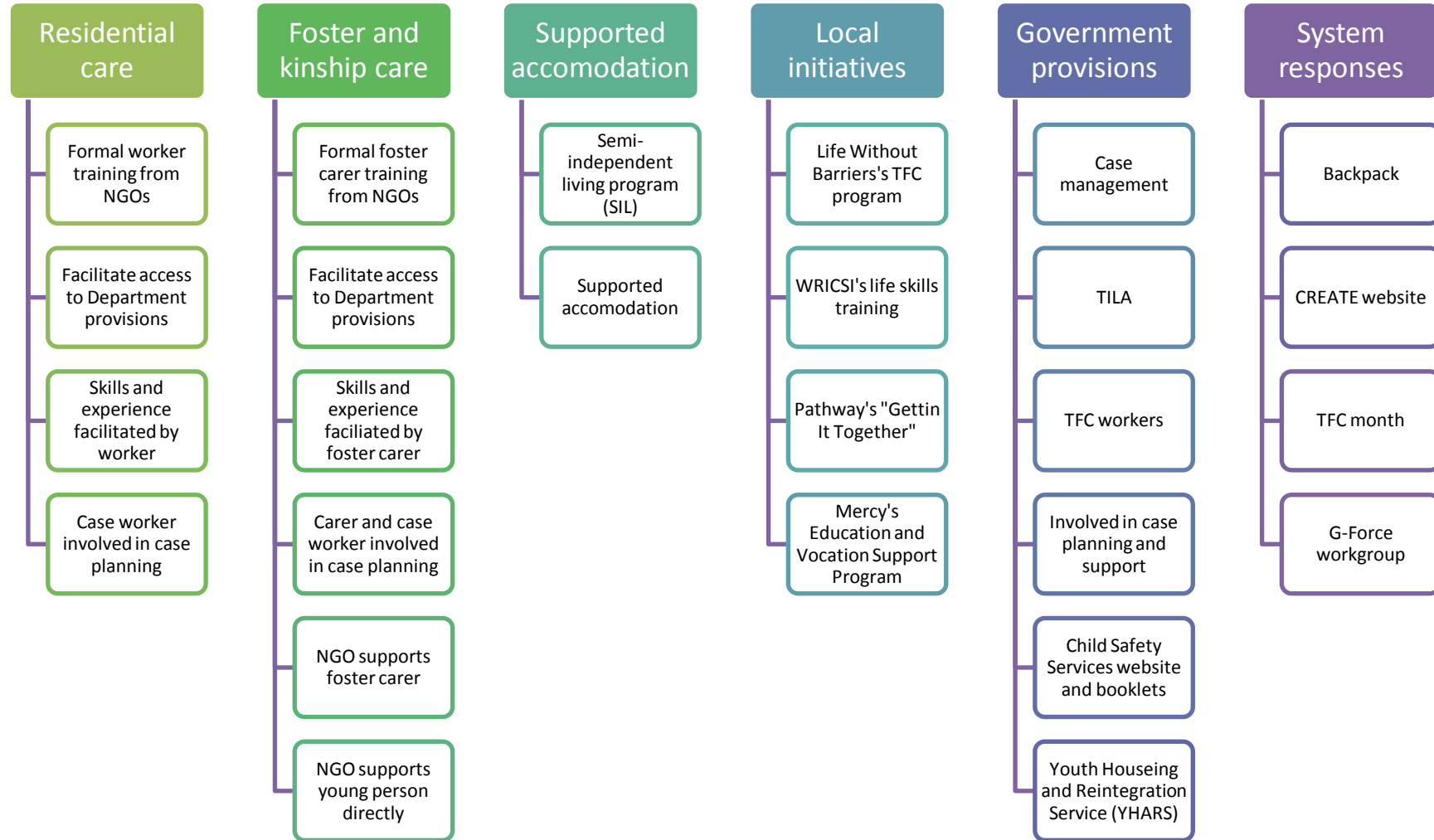
### Analysis

Many of the questions asked in the surveys and the phone interviews were open ended and allowed for considerable latitude in response. As a result respondents provided information which can be grouped into three main topics those being; the transition from care support provided to young people, the challenges workers face and the contributing factors to successful transition from care practice. Across these three topics the data sets have been conflated due to the commonality of responses. Quantitative data is not conflated.

The findings regarding the transition from care support provided to young people are grouped by model of out of home care. The challenges the workers face and the contributors to successful transition from care practice are grouped by themes.

## TFC in Queensland

Figure 1: This figure represents transition from care provisions in Queensland as gleaned from this project. This is not to be understood as a complete picture. Government Provisions and System Responses have been included here for a holistic picture however description of them is beyond the scope of this project.



## Findings

Transition from care assistance is provided through the main models of out-of-home care; residential care, foster and kinship care, and supported accommodation. In addition there are specific localised initiatives. This section is divided into three main sections: the support provided through out-of-home care, the challenges and successes reported, and local transition from care initiatives.

### Support provided

#### Foster and kinship care

Foster and kinship care is the most common form of out-of-home care caring for 6649 young people representing 93.7% of out-of-home care provision as at 30 June 2009 in Queensland (Australian Institute of Health and Welfare 2010). Typically, non-government agencies provide support to the foster carer rather than the young person. Non-government workers attend case planning meetings, identify the young person's needs, advocate for the young person to receive the government provisions to which they are entitled, link young people to services, monitor the progression of the case plan and support the carers. Significantly the foster carer is to teach independent living skills to the young people in their care. Some agencies provide direct support to the young person when they have high needs.

#### Residential care

Residential care is a model of support where one or more young people live in residential accommodation with 24 hour worker support. As at 30 June 2009 there were 444 young people in residential care in Queensland (Australian Institute of Health and Welfare 2010). Workers stated that the main way young people learn the life skills necessary for independent living is through the day to day functioning of the residential home and enacting case plans. This includes such activities as participating in the cooking and cleaning of the house, learning social skills through interaction in the home and participating in activities. Those involved with residential care also participate in case planning, enacting the plan and linking young people to services.

## Supported accommodation

Semi Independent Living Programs (SIL) are run by a number of out-of-home care providers. Young people aged between fifteen and seventeen live alone in an apartment with a case or youth worker providing support. The support provided by workers is typically in assistance to apply for their entitlements from Child Safety Services and linking to community organisations and education. Support workers accompany young people to appointments, shopping and other daily chores to assist them in developing the skills and confidence essential for independent living.

## Challenges and successes: the themes

### Relationships

The relationship between worker and young person was repeatedly mentioned as being important to the success of transition from care. Respondents mentioned the need to mentor young people, provide them with emotional support, offer respect and recognise their strengths. Relational elements influenced the case planning process. Respondents found that it is helpful to work collaboratively with the young person, listen to them, be honest, develop trust, discuss all the facts and assist them to make and enact their own plan:

“First, you need to build a trusting relationship with them. Without this relationship with mutual respect, you will not be able to assist them fully with their transition.”

“Listen to the young person and help him/her to think what he/she wants to do in five/ten years.”

“Discuss all the facts, be honest, allow them to own their planning and include the foster carer.”

Engaging young people was mentioned as a significant challenge. Many young people in out-of-home care have had experiences which have led them to develop feelings of distrust towards adults. Naturally engaging with young people who feel this way can be challenging and time consuming. One respondent spoke of their experience of how young people are more likely to overcome feelings of distrust when engaged in an activity alongside a worker. In addition,

“(We need to) find new, innovative ways to engage with young people and to keep them engaged.”

Young people who have had negative experiences may be emotionally unable or not ready to participate. Young people not engaging with workers limits the extent to which they can benefit from attempts to provide transition from care support:

“Young people have to want to engage in the program that is offered and at times they choose not to.”

When young people are able and willing to engage the results are improved:

“(The transition from care planning meeting) is an opportunity for the young person to make decisions about their future when they exit care. The young people I have worked with that have completed transition plans are usually enthusiastic and eager to discuss their plans for the future. This meeting builds their confidence and allows them to make decisions that are relevant to their life.”

Relationships with other service providers and Child Safety Services staff was also considered important with an emphasis on collaboration:

“I think it is imperative that we work together harnessing the resources and networks of all organisations to ensure the best possible TFC for all young people.”

“We also work creatively with PSU (Placement Support Unit) and CST (Community Support Team) to resource additional support where needed.”

## Resources

Most respondents recorded the shortage of both human and material resources as a major challenge faced in providing assistance. Other respondents said that young people often needed more support than the agency or local services could provide:

“Sometimes the young people who are transitioning from care require higher levels of support than we are able to provide. In these cases, their tenancies may fail before we have the opportunity to engage them sufficiently to support them in making the transition.”

“(Transitioning) is so important and most of the young people who are not able to access services like ours move into adulthood with a lack of basic skills.”

“(There needs to be) more housing for young people that are transitioning.”

Some suggested the need for a dedicated worker or specialist support worker in their response to the question, “What do you or your organisation need to increase the effectiveness of transitioning a young person from care to independence.”

“Resources to fund a position.”

“Additional funding to provide specialist support / brokerage for young people transitioning out of care would enable us to provide effective transitional support to more young people exiting care.”

“More funding, specialised staff.”

“That young people exiting care are given priority access to One Social Housing System accommodation upon leaving our service.”

Respondents noted the pressures they faced:

“Everyone is overloaded and time pressured”.

“Pressure on time seems to limit the amount of transition work that is done.”

Many mentioned that often young people are not ready to leave care at age eighteen. While for some continued support was not an available option, some were able to continue providing support:

“(My advice is to) provide as much support as possible and try hard not to make the young people feel that just because they are exiting care they no longer have the support of the Department/community agencies.”

“(My advice is to) link with organisations that can support young people beyond 18.”

“Children are always made to feel welcome at (agency name) even after they have left our service.”

### System

Systemic issues were by far the most frequently recorded challenge reported by workers. While many of the following challenges faced by non-government workers were worded as direct criticisms of Child Safety Services staff and processes it is important to note that without being able to include the perspective of Child Safety Officers this is one sided and remains undefended.

Working cooperatively with Child Safety Services staff was challenging for some respondents:

“It would be great if CSO's could participate and be helpful in assisting young people to make the transition out of care.”

This following response was to the survey question, “What challenges have you faced in providing assistance?”

“Getting Dept Child Safety to partner in a meaningful way in assisting the young people to make the transition from care. Either through the provision of brokerage support, but more often, in preparing the young person for the transition out of care, developing partnerships/plans with agencies such as Dept Housing, providing young people with access to information about themselves and their families, and their time in care.”

Some perceived resistance and barriers such as limitations regarding eligibility criteria for young people attempting to access transition from care funding:

“We have been advised by Child Safety Officers that transition from care funding is at managers’ discretion.”

“I think we have achieved lots of good outcomes but these are limited because the support can only occur within the context of providing placements; the program we offer would equally work if it was a support / outreach service, in fact, it would probably be able to reach more young people.”

“The funding rules provide the biggest barrier to our service in that support must be linked to a placement.”

“Linkage to a range of services is on occasions helpful however without Child Safety support outcomes are extremely poor with young people becoming homeless and involved in criminal activities. In addition attempting to obtain access to the Transition from Care funding which I understand is a young person's right is not possible due to high levels of resistance and barriers created by Child Safety.”

Others were frustrated with timely service provision such as having trouble obtaining basic information such as medical records:

“We have to struggle with the Department to have placement meetings let alone TFC meetings”

“The Department (Child Safety Services) does an appalling job in this regard, on the whole. The majority of young people we have worked with have been significantly let down by their 'guardian' (ie. Department) for much of their lives - and then they

are spat out of the system with no forethought or real ongoing support to make the transition to independence. The State has a lot to answer for.”

“(TFC) is not working effectively, CSOs (Child Safety Officers) do it because they have to not because they have an awareness of the importance.”

Other concerns included crisis driven referrals and Child Safety Services staff making decisions that the worker is unable change and that they believe to be unhelpful for the young person:

“In my experience the times that it has been unsuccessful is when decisions are made by the CSSC (Child Safety Service Centre) that I have no control over and I believe disadvantage the young people.”

Respondents’ spoke of the need for appropriate matching between young people and programs so that those young people taking part participate in a meaningful way. Respondents reported they sometimes received referrals for young people who they thought would inappropriate for the program. Especially for the semi-independent living program, young people must be ready and able to participate by adhering to the rules:

“I feel personally that our program is an excellent vehicle to assist young people but not all young people are able to cope or have the skills to manage the difficulties such as loneliness, lack of family or other support and peer pressure even with the Youth Worker support.”

“(The program works well) but only if the young person is well matched to this program. There are some major pitfalls such as, the young person needs to be able to reside alone as if they cannot and invite friends over in large numbers and music and alcohol are also present it will result in several complaints to the real estate. Young people must be able to manage these things.”

“We provide an excellent service to those young people prepared to participate. Those that come into the program with no intention of participating generally fail, which saddens me because they are being setup for failure by being inappropriately referred in the first instance.”

### Case work

Elements of case work were frequently included in workers perception of what aided the provision of successful assistance. Prioritising transition from care and starting planning early were the most commonly recorded response to many of the survey questions. Respondents spoke of the personal qualities of the worker which contribute to case work:



“There are individual workers who have made this a priority due to their significant relationship with a young person.”

“We have passionate and dedicated staff who genuinely wish to see young people succeed.”

“Have a firm resolve to stick in there and do whatever is needed to successfully transition the young person.”

Survey participants had the following recommendations regarding ways in which transition from care is aided by good case work practice:

“Assess their level of living skill knowledge as often these young people have missed out on even the very basic knowledge. Talk to the young person and hear what they are saying.”

“Assist the young person to make a plan for what they want when they are independent. Problem solve it with them and help them prepare for any potential problems.”

“ORGANISE ACCOMMODATION FOR THEM!!!!!!!!!!!!!!”

“It is a challenging and frightening time for a young person who has become comfortable with the supports in place. We begin our Transition from Care planning immediately the young person enters the program and it is discussed during "each and every" monthly care plan, which seems quite effective in preparing the young person and lessening their anxiety.”

“Develop a realistic, practical and timely plan that will be followed through on incorporating other services into the plan. Young people in care have multiple plans developed for and about them throughout their time in care. These plans more often than not do not reflect the young person's wishes and or are never followed up resulting in some young people developing a negative view of all planning. Then a young person is asked to develop a transition plan at 15 and bases their view on previous plans that went nowhere. Child Safety then say young person is not engaging with the Child Safety or the plan and can't get the Transition from Care funding.”

“In foster care it is about planning early, talking to the young person without it being intrusive in their foster care placement.”

“Transitioning from care should not be considered as a stand alone plan. It incorporates a number of factors which must also be considered to gain a true understanding of what is happening to young people leaving the care system.”

Respondents recorded their opinion that when organisations see transition from care as a priority young people tend to have better outcomes:

“We have transition from care as a central part of our care planning process and therefore it is a focus for support work regardless of the placement service the young person is accessing.”

“The organisation certainly sees transition from care as a priority, there is allocated funding, and there are workers who have made this a priority. We are branching out to provide more services in the community and have recently received more funding to do so... this is really exciting!”

### Perception of success

The surveys specifically asked for respondent’s perception of how successful they think their assistance is and if they feel able to provide successful service despite the challenges faced.

Table 3: Survey respondents answer to the question: “Thinking about the assistance that your organisation provides or links young people to, how successful do you think this is in transitioning young people from care to independence?” Note: one Survey 2 respondent did not answer this question and phone interviewees were not asked this question.

	Survey 1 (n=11)	Survey 2 (n=6)	Total
Very successful	1	3	4
Somewhat successful	9	2	11
Somewhat unsuccessful	-	-	-
Not at all successful	1	-	1
Total	11	5	16

Table 4: Survey respondents answer to the question: “Do you feel able to provide successful transition from care assistance to young people despite the challenges you or your organisation face?” Note: one Survey 1 and two Survey 2 respondents did not answer this question and phone interviewees were not asked this question.

	Survey 1 (n=11)	Survey 2 (n=6)	Total
Always	3	1	4
Sometimes	6	3	9
Never	1	-	1
Total	10	4	14

## Local Initiatives

### Life Without Barriers

Life Without Barriers run the only funded, transition from care specific program delivered directly to young people in Queensland. This is a three year pilot program has been operating for seventeen months. It is currently under evaluation by CREATE Foundation and Griffith University to determine if there is a difference in outcomes for young people who have been involved in this program.

It is a short term intensive program for young people in statutory care aged between fifteen to eighteen years. Each co-ordinator works with fifteen young people and visits them fortnightly. Part of the coordinators role is to be a positive social role model and provide emotional support. They provide practical support such as developing and implementing a budget, setting up a tax file number, help with shopping, assist with social skills by going to groups with them, setting up housing and employment. The workers have found that the young people required more than the originally planned six months intensive work and some have been with them for the whole time the program has been running.

The program utilises a resource centre in a commercial unit at Springwood which has been set up to be young person friendly. Group programs are run from here such as the Learners Club (drivers licence) and the Jobs Club. Over the school holidays a range of fun programs

were run such as Go-Karting and camps. This program also utilises and links to other community agencies and support services.

### Mercy Family Services

Mercy Family Services offer the Education and Vocation Support Program which “provides individualised education and vocation support to young people in the Residential Care Program” (Mercy Family Services 2005).

### Pathways

Pathways developed a transition from care workbook called Gettin’ It Together, for use with young people in their semi-independent living program aged between sixteen and eighteen years. The workbook has twelve modules that are completed over the time they are in the semi-independent living program. The modules are able to be completed in an order appropriate for that young person and were designed to be adaptable for regions.

### Wynnum and Redlands Integrated Care and Support Initiative (WRICSI)

WRICSI is a partnership between two government area offices and three non-government organisations. They provide life skills training for the young people in their care through a seven to eight week program at Silky Oaks or other venues. The key skill areas to be focused on are determined in consultation with the young people. The facilitator provides information but also encourages the young people to think through the issues with a different topic focused on each week. The program adopted the seven domains identified in the CREATE report and uses these to set the agenda throughout transition planning.

The program mainly works with young people in semi-independent living but also from foster care, looking for young people who could benefit from the program. Some young people with learning difficulties have completed the course more than once.

## Discussion and Recommendations

One of the aims of this report was to start building an understanding of the transition from care services and supports that are being provided to young people across Queensland as this is not otherwise documented. The other objective was to explore worker's perspectives of the challenges these workers face and the factors that aid successful practice. This has already been widely explored through previous projects from the perspective of academics and young people. This project draws in the perspective of practitioners to complement this view.

It is important to acknowledge that this project only includes the views of non-government workers. The perspective of Child Safety Officers would be an ideal complement to this project.

### Support provided

Across the three modes of out-of-home care provision, significantly it is the foster carer and residential care worker on whom we depend to prepare young people for independent living. For the most part it is the bare minimum of service that is being provided. This level of service does not seem to be leading to positive outcomes for young people, as evidenced by high likelihood of negative life outcomes post care, as identified by research discussed earlier in this report.

Large districts (eg. Brisbane), larger organisations (eg. Pathways), integrated models (eg. Kyabra) and collaborations (eg. WRICSI) have an increased capacity to provide comprehensive and customised services. Smaller, specialised or isolated agencies have lower capacity at an agency level due to limited human and practical resources, fewer young people transitioning and fewer referral options. In these agencies successful transition from care is dependent on human resource factors such as staff ability, the quality of the carers and capacity of the young people to engage.

This project has only just started the process of mapping transition from care service provision in Queensland and more research is needed to complete this picture.

**Recommendation 1:** G-Force to advocate for the implementation or consideration of these recommendations by the relevant key bodies through utilising strategic linkages.

**Recommendation 2:** Continue the process of compiling an understanding of the transition from care services provided by non-government workers to young people in statutory care in Queensland.

**Recommendation 3:** The research from Child Safety Services regarding transition from care services be matched, when available, with this project to develop a more holistic picture.

## Challenges and successes

### Relationships

Relationships and collaboration have been key themes emerging from this research; relationships between young people and their workers, non-government workers and Child Safety Services workers, and collaboration between respondents and other services. This is supported by the findings of the Transition from Care Report 2009, CREATE Report Card 2009, the Listen Up Report and the voices of young people.

The relationship between young people and their workers is the foundation on which successful case work is based. If the young person does not respect and trust their worker they are unlikely to listen or heed them, and vice versa. Relationships are difficult to quantify as they are reliant on the personal qualities and willingness of both the practitioner and the young person. However, it is possible to institute practices that facilitate the formation of positive relationships and limit those that impede. Developing a relationship with a teenager takes time and commitment thus and as such relies on continuity of service. It is acknowledged that increasing the stability of workers would facilitate the development of relationships between workers and young people. Worker stability would be aided by increasing employment conditions such as, training to skill workers for the complex work

they undertake, best practice supervision and support and achieving salary parity with other attractive employers.

**Recommendation 4:** G-Force work with government and non-government organisations to implement and promote the Participation Strategy as a guide for workers and decision makers for transition from care and that this be monitored for the success of its implementation.

Building strong working relationships between non-government organisations and Queensland Government is a principle of the Queensland Compact and recognised as important in the literature<sup>1</sup>. According to many of the survey respondents this is not yet happening at a practice level. Relationships and collaboration between Child Safety Services workers and non-government workers is important to best practice as the provision of services is divided between non-government agencies, Child Safety Services and other government departments. In any working relationship a breakdown occurs when one or both parties do not fulfil their responsibilities, or competing demands and objectives result in divergent decisions being made which may impede the delivery of effective and timely service.

**Recommendation 5:** Workers within the service system be encouraged to develop sound, effective and collaborative working relationships that facilitate improved outcomes for young people.

### Resources

Shortage of practical and human resources is an issue for best practice. Workers want to be able to provide high quality service but say they are often limited by service agreements, a lack of services to refer to, funding and time pressures. The recommendations for best practice in the aforementioned reports (CREATE 2009; PeakCare 2009; Testro 2009) and derived from young people's views would be aided by adequate resourcing.

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<sup>1</sup> CREATE 2009; PeakCare 2009; Testro 2009

**Recommendation 6:** Drive flexible service delivery in the service system that will better meet the needs of all young people in care.

**Recommendation 7:** Provide joint transition from care training for relevant non-government workers, government workers and foster carers to increase skills and awareness while also promoting collaborative relationships.

**Recommendation 8:** Identify gaps in service provision in regional areas by scoping transition from care services provided by both non-government and government agencies.

**Recommendation 9:** Resourcing be provided that can take into account the myriad of services and tasks that need to be accomplished by service providers in order to facilitate young people's development of the skills required for healthy adulthood.

### System

Previous research (CREATE 2009; Testro 2009) has indicated that there is a disconnect between policy and practice. This is reflected in this project by workers' frustration with Child Safety Services workers not making time for case planning meetings and not providing medical records. In addition, respondents reported that policies regarding eligibility for funding are an issue. Funding by Child Safety Services is usually based on the provision of a placement or bed however the complex issues faced by young people in the transition phase of their care require holistic service provision.

The semi-independent living program is unique in that it is designed to up skill young people and increase their independence. While this is reportedly working well, premature entry to the program is not likely to be beneficial for the young person. Services and programs need the flexibility to be able to involve young people based on that individual's capacity and readiness for the program rather than a simplistic age criterion. The implication of this is that services need to be available for support of young people who have not yet demonstrated that readiness.



**Recommendation 10:** Strengthen the service system to allow better matching between young people and services.

**Recommendation 11:** Build a system that facilitates priority access to the services needed to make a smooth and healthy transition to autonomous adulthood by expanding the “No Wrong Door” approach to specifically include young people in care.

### Case Work

Respondents were aware of the case work and organisational elements that contributed to good practice. Young people rely on the competence, willingness and capacity of front line workers to ensure their transitioning needs are met. All previous recommendations will contribute to good case work practice.

### Future Research

It is recommended that the process of compiling an understanding of the transition from care services provided by non-government workers to young people in statutory care in Queensland be continued. This project has been a starting point but has not completed the process. There are certain questions that remain unanswered and possibly services and initiatives that remain unknown.

- How widespread are the supports reported in Figure 1 under Residential care, Foster and kinship care, and Supported accommodation?
- It appears that most foster care agencies provide support to the foster carer but not to the young person directly. However, some respondents reported providing direct support to young people in foster care. How widespread is this assistance and is it only provided to high-need young people?
- Are there other local initiatives that have been missed in this project?
- How successful are the local initiatives reported here?

## Conclusions

This project has started the process of mapping transition from care service provision across Queensland and has explored the challenges and successes for front line workers in non-government agencies. The fragmented nature of the child protection system prompts the need for further work if the picture of transition from care services is to be completed.

The findings and recommendations from this project regarding the successes and challenges in the provision of transition from care services are consistent with the Transition from Care Report 2009, CREATE Report Card 2009 and the Listen Up Report. This project adds weight to the previous research by including the front line workers perspective on transition from care.

Young people in out-of-home care are one of society's most vulnerable groups. By stepping in and removing these children the state, as the representative of the broader society, has intervened and become the substitute parent. As such we have a responsibility to these young people to do what is needed to improve their life chance as they move into adulthood.

The journey to independence, from childhood to adulthood, is fraught even under the best of circumstances. Working with young people in out-of-home care to support their process of growth and learning is necessary to provide a foundation for a functioning and stable future life.

## Acknowledgements

The author would like to thank PeakCare, CREATE Foundation and G-Force for the opportunity to conduct this project and the ongoing support. A special mention is deserved by Gail Slocombe, Tim Johnston and Lucas Moore. Thank you to all the practitioners who participated in the process, your voice has been heard and hopefully it will also be heeded.

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## Appendix One

### Transition from Care (1)

#### 1. Introduction

**Purpose:**

The results of this survey will be used to form a picture of what is happening across Queensland regarding how young people in statutory care are aided in their transition to independent living. At present, very little is known at a state level as to who is doing what and how obstacles to good practice are faced. A publically available report will be compiled from the results and information about successful support/services/programs/initiatives/projects will be disseminated.

Transitioning to independent living from statutory care is necessary to ensure positive outcomes for young people. However not all young people have the opportunity to learn the skills or access the resources necessary for independent living. Carers and workers can play an important role in aiding transition. Many carers, workers and organisations are providing very successful support/services/programs/initiatives/projects however often few other people know about it.

This survey forms part of an initiative of G-Force, CREATE Foundation and PeakCare Queensland.

G-Force is chaired by CREATE Foundation to increase the participation of young people in decision making. GForce is a high level group that includes young people and is involved in discussions that directly influence policy and practice. Issues include participation, Transition From Care and others relevant to children and young people in care.

**Confidentiality:**

It is possible to complete the survey anonymously. You do not have to complete the questions which ask for identifying information. However, our preference is to acknowledge in the report the organisations and/or workers who are doing great work. In the report, if we include criticisms that respondents may have made, we will ensure individuals and organisations are not able to be identified. At the end of the survey you can choose to let us contact you for follow up information. You will also be asked if you would like your responses to remain confidential in any publically available material.

If you wish to receive a more detailed overview of the project, please contact us.

**Contact:**

Please feel free to contact us with any questions or comments you may have.

Julie Baker at PeakCare Queensland

Phone: (07) 3368 1050

Email: [jbaker@peakcare.org.au](mailto:jbaker@peakcare.org.au)

Website: [www.peakcare.org.au](http://www.peakcare.org.au)

#### 2. Demographics

##### 1. Please provide your contact details.

Name:	<input type="text"/>
Organisation:	<input type="text"/>
City/Town:	<input type="text"/>
Post Code:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>

##### 2. How long have you worked in the child protection sector?

- ☐ 0 - 2 years
- ☐ 2 - 5 years
- ☐ 5 - 10 years
- ☐ 10 - 20 years
- ☐ 20 + years

## Transition from Care (1)

**\* 3. Do you (or the organisation you work for) provide, or link young people to assistance that aids their transition from care to independence? Assistance may include services, support, programs, initiatives or projects.**

- ☐ We provide assistance
- ☐ We link young people to assistance
- ☐ We provide and link young people to assistance
- ☐ We don't provide or link young people to assistance

Comments (optional)

3.

**4. Please detail the assistance that is provided.**

**5. How does this assistance help young people?**

**6. Does the organisation you work for have a dedicated Transition from Care worker?**

- ☐ Yes
- ☐ No

What does that Transition from Care worker do for young people?

## Transition from Care (1)

**7. Thinking about the assistance that your organisation provides or links young people to, how successful do you think this is in transitioning young people from care to independence?**

- ☐ Very successful
- ☐ Somewhat successful
- ☐ Somewhat unsuccessful
- ☐ Not at all successful

Why do you think this?

**8. What challenges have you personally faced in providing this assistance? (You may choose more than one answer)**

- |  |  |
|--|--|
| <input type="checkbox"/> Lack of mentoring/supervision           | <input type="checkbox"/> Shortage of practical resources |
| <input type="checkbox"/> Lack of training and/or knowledge       | <input type="checkbox"/> Shortage of human resources     |
| <input type="checkbox"/> High staff turnover                     | <input type="checkbox"/> Lack of co-worker support       |
| <input type="checkbox"/> Young people not willing to participate | <input type="checkbox"/> Lack of organisational support  |

Other and/or Comments

**9. What challenges has the organisation you work for faced in providing this assistance? (You may choose more than one answer)**

- |  |  |
|--|--|
| <input type="checkbox"/> Young people not willing to participate | <input type="checkbox"/> Shortage of practical resources |
| <input type="checkbox"/> Lack of training and/or knowledge       | <input type="checkbox"/> High staff turnover             |
| <input type="checkbox"/> Lack of worker support                  | <input type="checkbox"/> Shortage of human resources     |

Other and/or Comments



## Transition from Care (1)

**10. Do you feel able to provide successful transition from care assistance to young people despite the challenges you or your organisation face?**

☐ Always

☐ Sometimes

☐ Never

Comment (optional)

**4.**

**11. How are you (your organisation) able to provide successful transition from care assistance to young people despite the challenges you or your organisation face?**

**For example; the organisation sees transition from care as a main priority, there is allocated funding, there are workers who have made this a priority.**

**5.**

**12. Thinking of the times when you (your organisation) are able to provide successful transition from care assistance, how are you or your organisation able to do this despite the challenges?**

**For example; the organisation sees transition from care as a main priority, there is allocated funding, there are workers who have made this a priority.**

**6.**

**13. If a new Child Safety Officer (CSO), foster carer, residential worker or other child protection worker asked your advice on how to best aid a young person's transition to independence, what would you tell them?**

Note: Respondents completed either question 11 or 12 but not both, depending on their previous answers.



## Transition from Care (1)

**14. Who do you work with when providing transition from care assistance? (You may tick multiple boxes)**

☐

Department of Communities - Housing and Homelessness Services

☐

Health professionals

☐

Department of Communities - Child Safety Services

☐

Young persons family

Other (please specify)

**15. What would you like to see happening in your organisation with transition from care that isn't happening at the moment?**

**16. What do you or your organisation need to increase the effectiveness of transitioning a young person from care to independence?**

**17. What other comments would you like to make about transitioning a young person from care to independence?**

## 7. Conclusion

**\* 18. May we contact you in the coming month by telephone if we would like more information or details from you?**

☐

Yes

☐

No

Comments (optional)

## Transition from Care (1)

**\* 19. Would you like your name and organisation to remain confidential in the final report?**

☐ Yes

☐ No

Comments (optional)

Thank you very much for your time in completing this survey. The results will help inform best practice in Queensland.

If you have any questions or comments please feel free to contact us

Julie Baker at PeakCare Queensland

Phone: (07) 3368 1050

Email: [jbaker@peakcare.org.au](mailto:jbaker@peakcare.org.au)

## Appendix Two

# Transition from Care

## 1. Introduction

### Purpose:

The purpose of this survey is to gain a snap shot of what is happening across Queensland non-government organisations regarding how young people in statutory care are supported in their transition to independent living. At present, very little is known at a state level as to who is doing what and how obstacles to good practice are faced. A publically available report of the survey results will be compiled.

Transitioning to independent living from statutory care is necessary to ensure positive outcomes for young people. However not all young people have the opportunity to learn the skills or access the resources necessary for independent living. Workers can play an important role in aiding transition. Many workers and organisations are providing very successful services, support, programs, initiatives and projects. However, such endeavours may not be widely known.

This survey forms part of an initiative of G-Force, CREATE Foundation and PeakCare Queensland. G-Force is chaired by CREATE Foundation to increase the participation of young people in decision making. G-Force is a high level group that includes young people and is involved in discussions that directly influence policy and practice. Issues include participation, Transition From Care and others relevant to children and young people in care.

### Confidentiality:

It is possible to complete the survey anonymously. You do not have to complete the questions which ask for identifying information. However, our preference is to acknowledge in the report the organisations and/or workers who are doing great work. In the report, if we include criticisms that respondents may have made, we will ensure individuals and organisations are not able to be identified. At the end of the survey you will be asked if you would like your responses to remain confidential in any publically available material.

If you wish to receive a more detailed overview of the project, please contact us.

### Contact:

Please feel free to contact us with any questions or comments you may have.

Julie Baker at PeakCare Queensland

Phone: (07) 3368 1050

Email: [jbaker@peakcare.org.au](mailto:jbaker@peakcare.org.au)

Tim Johnston

Phone: 0418 730 570

Email: [tjohnston@peakcare.org.au](mailto:tjohnston@peakcare.org.au)

Website: [www.peakcare.org.au](http://www.peakcare.org.au)

## 2. Demographics

### 1. Please provide the following information.

Name:	<input type="text"/>
Organisation:	<input type="text"/>
Job title/position:	<input type="text"/>
Main function of organisation:	<input type="text"/>
City/Town:	<input type="text"/>
Post Code:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>

## Transition from Care

**\* 2. May we contact you in the coming month by telephone if we would like more information or details from you?**

☐ Yes

☐ No

Comments (optional)

**3. How long have you worked in the child protection sector?**

☐ 0 - 2 years

☐ 2 - 5 years

☐ 5 - 10 years

☐ 10 - 20 years

☐ 20 + years

**\* 4. Do you (or the organisation you work for) provide, or link young people to assistance that aids their transition from care to independence? Assistance may include services, support, programs, initiatives or projects.**

☐ We provide assistance

☐ We link young people to assistance

☐ We provide and link young people to assistance

☐ We don't provide or link young people to assistance

Comments (optional)

**3.**

**\* 5. Please detail the assistance that is provided.**

**6. How does this assistance help young people?**

## Transition from Care

**7. Does the organisation you work for have a dedicated Transition from Care (TFC) worker?**

- ☐ Yes
- ☐ No
- ☐ I am a TFC worker

What does that Transition from Care worker do for young people?

**\* 8. Thinking about the assistance that your organisation provides or links young people to, how successful do you think this is in transitioning young people from care to independence?**

- ☐ Very successful
- ☐ Somewhat successful
- ☐ Somewhat unsuccessful
- ☐ Not at all successful

Why do you think this?

**9. What challenges have you personally faced in providing this assistance? For example; shortage of practical resources, lack of mentoring.**

**10. What challenges has the organisation you work for faced in providing this assistance? For example; shortage of practical resources, high staff turnover.**

## Transition from Care

**11. Do you feel able to provide successful transition from care assistance to young people despite the challenges you or your organisation face?**

- ☐ Always
- ☐ Sometimes
- ☐ Never

Comment (optional)

**4.**

**12. How are you (and/or your organisation) able to provide successful transition from care assistance to young people despite the challenges you or your organisation face?**

**For example; the organisation sees transition from care as a main priority, there is allocated funding, there are workers who have made this a priority.**

**5.**

**13. Thinking of the times when you (and/or your organisation) are able to provide successful transition from care assistance, how are you or your organisation able to do this despite the challenges?**

**For example; the organisation sees transition from care as a main priority, there is allocated funding, there are workers who have made this a priority.**

**6.**

**14. If a new Child Safety Officer (CSO), foster carer, residential worker or other child protection worker asked your advice on how to best aid a young person's transition to independence, what would you tell them?**

Note: Respondents completed either question 12 or 13 but not both, depending on their previous answers.



## Transition from Care

**15. Who do you work with when providing transition from care assistance? For example: health professionals, young persons family, other NGOs, Department of Communities - Housing and Homelessness.**

**16. What would you like to see happening in your organisation with transition from care that isn't happening at the moment?**

**17. What do you or your organisation need to increase the effectiveness of transitioning a young person from care to independence?**

**18. What other comments would you like to make about transitioning a young person from care to independence?**

## 7. Conclusion

**\* 19. Would you like your name and organisation to remain confidential in the final report?**

☐ Yes

☐ No

Comments (optional)

Thank you very much for your time in completing this survey. The results will help inform best practice in Queensland.

If you have any questions or comments please feel free to contact us

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