



REDESIGNING FOSTER CARE

EVIDENCE, CONGRUENCE AND BEST PRACTICE

WE
LIFE WITHOUT BARRIERS
VE

Mary McKinnon
Executive Director, Practice and Quality

OUR VALUES

Life Without Barriers is a not for profit organisation committed to providing community-based programs to assist children, young people, adults, older people and families to live the best life possible. We are a values-based organisation committed to achieve positive outcomes for all clients.



WE BUILD RELATIONSHIPS

We are people people. Relationships come first.
Listening helps us understand.



WE ARE IMAGINATIVE

We are imaginative in our thinking and open to
new ideas and ways of doing things.



WE ARE RESPECTFUL

We are respectful and caring in our dealings. We see the big
picture but never lose sight of detail. We welcome diversity.



WE ARE RESPONSIVE

We are responsive to needs, determined to get things
done and do them well.



WE ARE COURAGEOUS

We are courageous in our convictions.
We stand up for what we believe in.

FUTURE LWB OUR VISION FOR 2020

WE
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WE

OUR PURPOSE To partner with people and change lives for the better

BY 2020 WE ARE:

- A leading social-purpose organisation
- Agile and innovative
- Constantly challenging ourselves
- One unified team, values-driven and diverse

HOW WE WILL ACHIEVE THE VISION:



WHAT WE WILL ACHIEVE:

EMPOWERMENT

People empowered with the skills and support to live life

TOGETHERNESS

A mutual journey of growth and empowerment for all involved, and a society that's more inclusive

BETTER SOCIAL POLICY

More effective policies that have greater impact and create better opportunities for all of us

Together we transform lives. We help people participate in society and live life to the fullest. And that makes a stronger, more resilient and more connected society.

FOSTER CARE DESIGN PROJECT

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Caring for Children,
Young People and Families



2020

Our Vision for 2020 is to partner with people and change lives for the better. As part of this vision we are working towards a National Child and Family Strategy to guide our work in building a better life for children and families within their communities.

Based on the six guiding principles of the CARE model, this strategy will influence the way we think about working with children by being:

- Developmentally Focused
- Family Involved
- Relationship Based
- Competence Centered
- Trauma Informed
- Ecologically Oriented

The Foster Care Design Project aligns to this strategy and is part of a program of changes to LWB's processes and practice to achieve its 2020 Vision.

WHAT IS THE PURPOSE OF THE FOSTER CARE DESIGN PROJECT?

We want to further develop our delivery of foster and kinship care from what is already a quality program to something even better. To achieve this, we will partner with children, families, carers and other stakeholders to transform lives by operating a world class, evidence-based foster and kinship care program.

WHAT KEY PROCESSES ARE IN FOCUS?

We have identified these critical steps in the caring journey that have the most impact on the lives and outcomes of children and young people in care:

- Carer recruitment
- Carer assessment, approval and review
- Carer learning pathways
- Carer support and supervision.

We know that well supported, knowledgeable carers and employees who are focused on the needs and outcomes of children are the key to enhancing our foster care service.

WHAT DOES THE RESEARCH TELL US ABOUT THESE CRITICAL STEPS?

We sought extensive evidenced-based research from subject matter experts (including Professor Judy Sebba, Director of the Rees Centre for Research in Fostering and Education at Oxford University) to inform our thinking and shape our practice development in these four key areas. In summary:



CARER RECRUITMENT – attract and engage the right people, and increase the role of existing carers in supporting this work.



CARER ASSESSMENT, APPROVAL AND REVIEW – implement a relational, strengths-based approach to carer assessment by people with specialist skills and knowledge.



CARER LEARNING PATHWAYS – create a baseline capability for our staff and carers through learning and development opportunities that are inclusive, contemporary, evidence-informed and flexible.



CARER SUPPORT AND SUPERVISION – strengthen peer support, introduce new support models for general and intensive foster care and build reciprocal relationships with LWB through regular informal and formal supervision.

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FOSTER CARE DESIGN PRINCIPLES

LWB is partnering with children, families, carers and other stakeholders to transform lives by operating a world class, evidence-based foster / kinship care program.

This set of principles will guide the redesign and future direction of LWB foster and kinship care.

FOR CHILDREN AND YOUNG PEOPLE



Children are active decision makers

The needs, views and wishes of children and young people are actively sought and central to decision making.



A sense of community for children

Children and young people create relationships and connections that embed them in their community.



Family inclusion

Family connections are imperative to support outcomes for children and young people in care.

FOR CARERS AND VOLUNTEERS



Continuous carer engagement

Potential carers are actively supported throughout their decision making process to become a foster carer.



Recruit for attributes - train for skills

Carer assessment and recruitment is driven by values and attributes. Skills and knowledge are passed on to carers through training.



Ongoing carer peer support

Carer-to-carer support, based on respect, shared responsibility and mutual understanding is available throughout the foster care process.



Carer continuity

We will work as a team to maintain continuity in the carer relationship to enhance outcomes for children.



Community volunteers

Suitable, probity assessed community volunteers are engaged to support positive outcomes for children and young people in care.

FOR LIFE WITHOUT BARRIERS



Learning pathways

A continuous, individual, evidence informed approach to learning will build the capacity, proficiency and knowledge of the care team.



Role accountability and specialised support

Roles, processes and responsibilities are clearly defined and reflected in the qualifications and skills needed for the future state of foster / kinship care.



Clearly defined 'fixed' and 'loose' processes

Process controls and tolerances will exist to ensure 'fixed' processes are strictly followed and 'loose' processes are used as guides.



Continuous quality improvement

Regular analysis of key performance indicators will be used to continually improve processes and outcomes.



Practice maturity determines local flexibility

Higher levels of practice maturity will support greater practice flexibility at a local level (excluding fixed processes).



Embed technology and process efficiency

Efficient and effective processes that make the best use of technology will optimise the value of direct support given to carers, children and families.



A common language

The language used to describe the LWB foster care design (child centred, trauma informed, reciprocal) will be consistent with its key features.



Our purpose will determine risk responses

Our purpose - to support children and the achievement of their outcomes will drive risk based decisions. Checklists and forms are tools used to capture and report this information.



RELATIONSHIPS



IMAGINATIVE



RESPECTFUL



RESPONSIVE



COURAGEOUS

FOSTER CARE DESIGN PROJECT



practice implications
from research for
carer recruitment



Carer recruitment – attract and engage the right people, and increase the role of existing carers in supporting this work.

1. Carer recruitment – attracting carers

- **Target** those with ‘community services’ experience or who have worked with children previously and people with parenting experience.
- Families, singles, couples; those who work full-time, part-time, casual, self employed, not employed; ages 30-50 years; women (not to discount men).
- Foster carers who have higher measures of **positive reciprocity and patience** invest more money in the children they care for, and carers who have higher measures of altruism invest more time. In turn, the children of the carers who invest more time and money in their care have better outcomes.
- **Word of mouth** is the most powerful foster care recruitment strategy and using current and experienced foster carers to recruit new carers, prior to pre-service training, is considered one of the best ways to increase the pool of carers.
- **Multi-tiered campaigns** are essential to reaching the whole community but each layer has different effects. Broad campaigns may receive a high rate of inquiries, but don’t lead to an increased number of suitable placements for children.
- **Recruitment messages should be positive**, child focused, realistic, informative and emphasise personal rewards. Messages should not disparage the child’s situation or family or portray either in a negative way. Negative campaigns may deter the reciprocals / altruistic carers
- **Community...partnership[s] help to increase contact with the family**, decrease the lengths of stay in out-of-home placement, increase planned reunifications, reduce the number of moves experienced by children in care, decrease re-entries into care, and reduce the number of children (especially youth) in institutional and group care.
- Foster carers are engaged to act as **‘ambassadors’** in recruiting new foster carers. Given the important role they play in attracting people to fostering, this role should be strengthened in publicising opportunities to foster. Foster carers should be actively engaged and remunerated for their recruitment endeavours.
- Mainstream procedural approaches to assessment, recruitment and training of carers have been identified as a barrier to recruitment of **Aboriginal and Torres Strait Islander people**.

KEY THEMES

Increased family inclusion and engagement	Children's lived experiences
Stay engaged with people considering caring	Relationship based reciprocal assessment and review
Increase carer connections with each other and community	Dual assessment – caring and adoption
More efficient and effective carer recruitment processes and systems	Increase learning options and consistency
Increase specialization in recruitment and assessment / review	Introduce measures of our effectiveness

Carers are, and feel part of the care team

RAPID DESIGN PROCESS

LEAN Process

- Client-centric methodology
- Improve process through elimination of waste in everything you do;
- Based on the ideas of “Continuous Incremental Improvement” and “Respect for People.”



**CRITICAL
FRIEND**

Professor Judy Sebba
**Director, Rees Centre for Fostering and
Education, Oxford University**



UNIVERSITY OF
OXFORD



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FOSTER CARE DESIGN PROJECT STAKEHOLDER STUDY

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We all share the responsibility for child safety

Our Foster Care Design Project reflects our commitment to develop a world class, evidence-based foster and kinship care program. We are currently considering a range of initiatives designed to strengthen the development of supported, knowledgeable carers and employees who are focused on the needs and outcomes of children.

To guide our work in this area we have drawn on extensive evidence-based research and sought the advice of subject matter expert Judy Sebba (Director of the Rees Centre for Research in Fostering and Education at Oxford University). This allowed us to identify and focus our work on four key areas of practice development.

We were interested in understanding the views of all stakeholders involved in foster and kinship care so conducted a series of focus groups and surveys to capture feedback on key design elements from carers (192), families (26), LWB employees (156) and young people in care (25).

Engaging children and young people in this study proved challenging. We will continue to develop ways to incorporate the voice of young people in our work.

WHAT WE HEARD



The foster care system is under stress due to a limited pool of carers and respite options, high demands for administrative accountability, inconsistent case worker support and varying levels of practical support for children, young people, carers and families.

This is resulting in carer burnout or fluctuating capacity, decreased professional satisfaction, inappropriate placements and a negative impact on outcomes for children and young people.

THE OPPORTUNITY

- There is a genuine passion for growing healthy, grounded, successful children and young people.
- A sense of belonging is essential to build the trust and environment that supports great care outcomes.
- Relationships are the fulcrum of successful care.
- Consistency and transparency are central planks of any working relationship.
- Active involvement of carers as members of the care team is vigorously supported by all stakeholders.
- Relief of tension between personal hopes and dreams and the objective realities of a statutory system.

ASPIRATION	VS	REALITY
Permanent care – 'forever families'	vs	Placement changes and closure at 18 years
Dignity of risk-taking	vs	Statutory and organisational cultures of risk aversion
Just like one of your own kids	vs	Same but different

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WHAT WE'VE DONE SO FAR

MOCKINGBIRD FAMILY



The Mockingbird Family (MF) is an innovative way to structure the support and supervision provided to foster and kinship carers.



The Hub Home provider is responsible for planned and emergency respite, the coordination of monthly constellation meetings, quarterly social activities and a range of practical and emotional supports to the Constellation families. Remuneration is provided to support the additional functions that are outside of the established caring role.



The approach unites 6 to 10 foster and/ or kinship carer homes in a local community called a Constellation supported by an experienced carer who takes on the role of Hub Home Provider.



The community network created by MF focuses on the individual needs of its children and young people by ensuring carers are skilled, supported and confident in providing the best care for children and young people. Evaluations in the USA and UK show promising results in decreasing placement disruptions and improving the attraction and retention of carers.



Underpinned and driven by the CARE Model implemented across LWB and its six evidence-based principles:



RELATIONSHIP BASED

Nurturing care experiences and basic attachments are necessary for children to grow into healthy adulthood.

DEVELOPMENTALLY FOCUSED

Strategies for change are more effective when they match the child's 'zone of proximal development', presenting a challenge but not overwhelming.

TRAUMA INFORMED

All expectations and interactions are to take into account the impact of trauma, such as neglect, abuse and violence, on a child's development.

FAMILY INVOLVED

A child's identity is tied to their family and involving parents or other significant adults is a vital component in achieving safety, wellbeing and permanency.

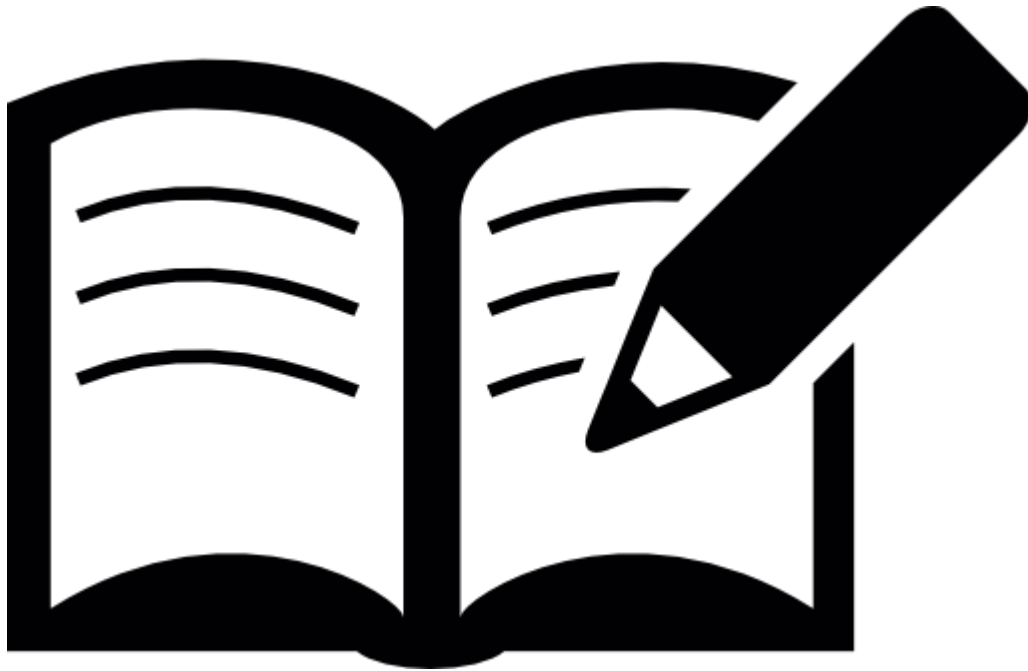
COMPETENCE CENTRED

Competence is the combination of skills, knowledge and attitude that each child needs to negotiate effectively in everyday life.

ECOLOGICALLY ORIENTED

Caring and supportive environments provide children with a model of how to care for themselves and others.

“Foster Care Recruitment for Life Without Barriers: Enhancing assessment of the risk of sexual abuse”



NEW CARER WEBSITE

LIFE WITHOUT BARRIERS

ABOUT FOSTER CARE ▾ CAN I BE A CARER? STORIES FROM CARE CARER SUPPORT CONTACT US



THE MOST
REWARDING
THING YOU
WILL EVER DO

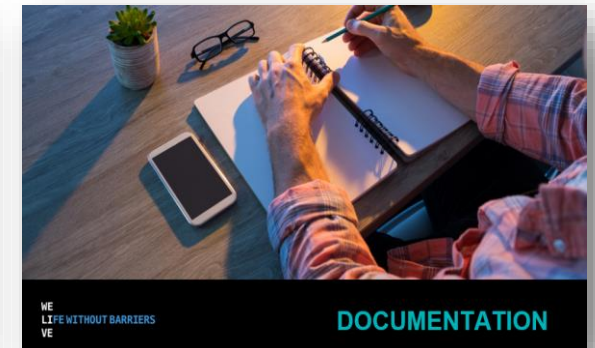
- Jacintha and Eddie, long-term foster carers

READ THEIR STORY

SEE ALL STORIES

OOHC LEARNING PATHWAYS

- Around **4-6 new modules per month** published on myLearning
- All modules to include a **Coaching resource** – support for local care teams in follow-up with carers
- **A coaching workshop for case managers** has been piloted and will soon be available to provide baseline skills in coaching using the GROW model



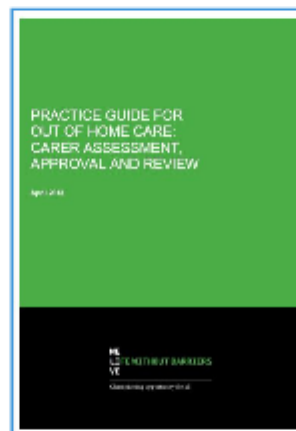
CARER ASSESSMENT PRACTICE GUIDE

CARER ASSESSMENT

Assessment is the process of gathering and analysing information leading to a professional judgement, which in the out of home care (OOHC) context primarily focuses on weighing strengths, needs and risks. A carer assessment is used to determine the suitability of an applicant to provide safe, quality care for children and young people in care.

The Practice Guide for Out of Home Care: carer assessment, approval and reviews (The Guide) describes LWB's organisation wide approach to completing and approving carer assessments and carer reviews. The guide highlights the importance of a relationship-based, participatory approach to assessment, in collaboration with children, families, carer applicants and carers. The aim of the guide is to help LWB recruit carers with the values, beliefs attributes and behaviours that create the conditions for positive change in children, including development of healthy relationships, increased self-efficacy, social and emotional wellbeing, connection to family, culture and country

[Click on the document to access the practice guideline.](#)



If you have questions about a carer assessment or review, you can consult and seek advice from your line manager or your state Quality team. The Guide will be regularly reviewed and updated in consultation with Client Services and the Quality Business Partners to incorporate new information and resources as our practice approach matures.

Building on our approach

We are committed to continually building on our approach and strengthening the important work of carer assessment, approval and review. We have a number of key activities planned for development and implementation in LWB by 2020, including:

Carer Assessment FAQ

☐ Title

What do I do if an applicant or a carer disagrees with my assessment or review and recommendations?

Is the assessment for family carers the same as for foster carers?

How often do I have to do a carer review?

Can I audio-record assessment interviews?

When the carer applicant is in a relationship and the partner is not living in the home do we need to assess the partner as a carer?

What should I do if the applicant's children are not happy about the idea of fostering?

What should I do if the interviews take a long time?

What should I do if conflicting information has been collected from various sources and processes during assessment?

What do I do when a carer has an animal that poses a potential threat to the safety of a child?

What if the applicants are great in every other way but express negative beliefs and /or don't want to have anything to do with children's birth families?

Is the age of an applicant relevant to their

CARER “AMBASSADOR”

- Building on local arrangements to develop an approach to identifying, selecting, training and recognising the work of experienced carers in promoting foster care, and LWB in their community
- Ambassadors will also be available to speak with prospective carers during the enquiry phase
- Anticipate release of materials in October 18 to support local identification and training of carer ambassadors

FOSTER CARE AMBASSADORS

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We all share the responsibility for child safety

We're looking for LWB Foster Care Ambassadors to help spread the word about fostering.

Because with nearly 50,000 children unable to live safely at home in Australia we are always looking for foster carers to help these children feel protected, supported and safe. By sharing their experience and connecting with the community, our Ambassadors will help us raise awareness about fostering and encourage others to find out if fostering is right for them.



WHO CAN BE AN AMBASSADOR?

This is a summary sentence talking about who can be an Ambassador. Click through to attributes of a great Ambassador.



WHAT DO WE NEED OUR AMBASSADORS TO DO?

This is a summary sentence about what our Ambassadors will be doing. Click through to an Ambassador position description - include reference to employment status.



WHAT KIND OF SUPPORT DO AMBASSADORS RECEIVE?

Our Ambassadors are never alone. This is about training, supervision, reimbursement, network of support. Click through to details of support.



HOW WILL WE FIND AND SELECT AMBASSADORS?

Sentence on engaging Ambassadors with the right attributes. Click through to resource and FAQs for staff to discuss with potential Ambassadors.



WILL OUR AMBASSADORS HAVE ACCESS TO RESOURCES?

Yes. Sentence about the handouts, business cards, presentations etc. that Ambassadors can access. Click through to resources for Ambassadors.

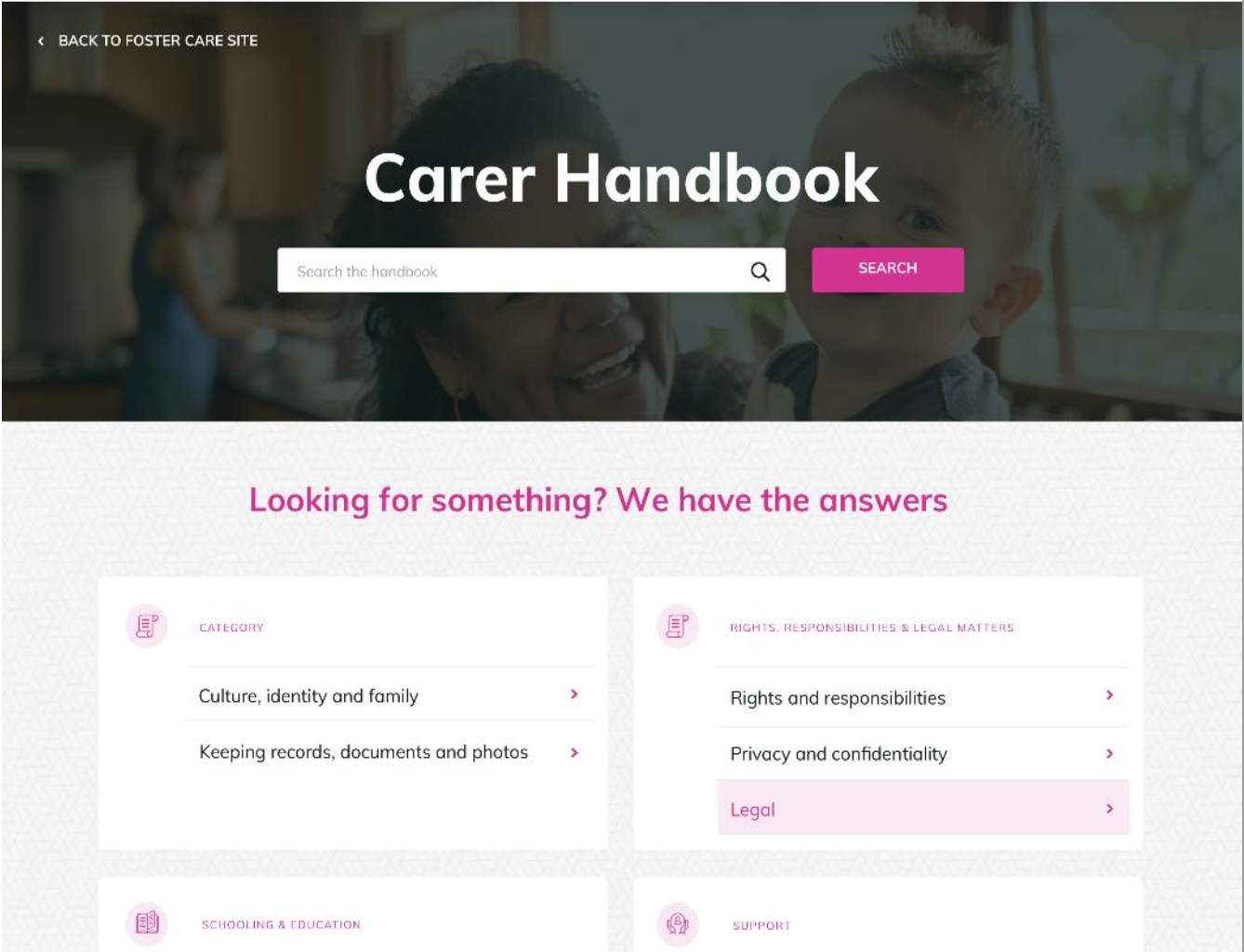


HOW WILL WE KNOW THIS IS WORKING?

This is a KPI sentence with reference to measurement tools. Link to policy document on Ambassadors.

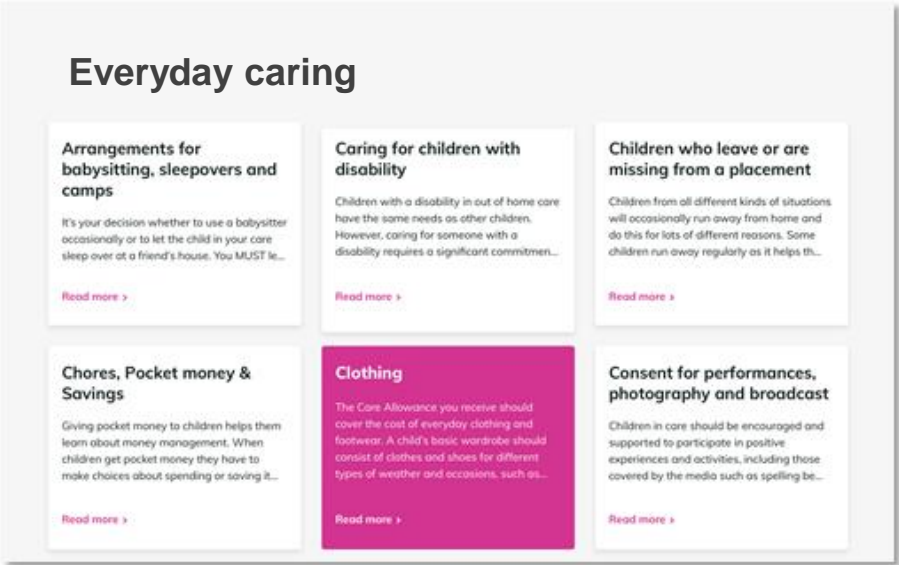
CARER HANDBOOK

LIFE WITHOUT BARRIERS CARER HANDBOOK



Developed with input and review from all states and covering a range of topics including:


- everyday caring such as babysitting, travel, decision making, water safety
- life story
- culture
- medication
- emotional wellbeing
- education and training
- leaving care,
- legal matters,
- young people and the justice system
- understanding and supporting teenagers




CENTRAL ENQUIRY TEAM – KEY FUNCTIONS

First line of contact for people interested in learning more about foster care and becoming a carer


- Conduct a detailed initial screening conversation/s with prospective carers to provide a more qualified lead/ referral to local LWB care teams for personal follow up.
- Prioritise response to enquiries from areas of high LWB demand for carers
- Promote local events to prospective carers based on information from local LWB teams

**NEW AND IMPROVED
FOSTER CARE WEBSITE AND
CENTRAL ENQUIRY TEAM**

As part of our Foster Care redesign work, we are revitalising our foster care website and establishing a Central Enquiry Team to deliver more suitable enquiries from potential carers for your local teams. This will save you from following up people who are clearly not suitable, and increase the time you have to work with people more likely to proceed in their applications.


**WHAT'S HAPPENING WITH THE
FOSTER CARE WEBSITE?**

The website will be enhanced from July to October to improve the online experience for potential carers. It includes new functionality to help people get the information they need to consider becoming a foster carer.

**WHAT WILL THE CENTRAL
CARER ENQUIRY TEAM DO?**

Staffed by people with experience in engaging with and assessing prospective carers, the team will commence operation from mid September 2018 for a 12 month pilot and will:

- Respond to initial enquiries made by people seeking information about becoming a foster carer.
- Through conversation with prospective carers identify those more likely to proceed and share that information for local LWB care team follow up.
- Prioritise responses to enquiries from areas of high LWB demand for carers.
- Stay in contact with prospective carers through the assessment process which includes:
 - Maintaining contact with people in the consideration phase.
 - Capture exit survey data from people leaving the caring journey.
 - Promote local events to prospective carers based on information from local LWB teams.
- Provide training and support to LWB care teams in the use of CARES.
- Actively seek feedback from local teams about the approach including ideas for CARES design and practice improvements.

**WHEN ARE THE
TEAM AVAILABLE?**

Commencing in late August/September, and reporting to the national Manager - Carer Recruitment, this enquiry team of specialist Carer Engagement people will be available to accommodate time zones across Australia.

Team members will be based in east and west coast locations to offer immediate enquiry, call back and initial screening contact with prospective carers during the following hours:

MON	10AM – 5PM
TUE	10AM – 8PM
WED	10AM – 8PM
THU	10AM – 8PM
FRI	10AM – 5PM
SAT	10AM – 2PM

During the 12 month pilot we will learn more about the times when prospective carers want to speak with us, and we will adjust times as needed.

More information will be available via the LWB Intranet soon. Watch out for the update.
FOR FURTHER QUESTIONS: CARERS@LWB.ORG.AU

CARER RECRUITMENT – IMPROVING THE DIGITAL EXPERIENCE AND CENTRALISING ENQUIRY MANAGEMENT AND INITIAL SCREENING

Technology

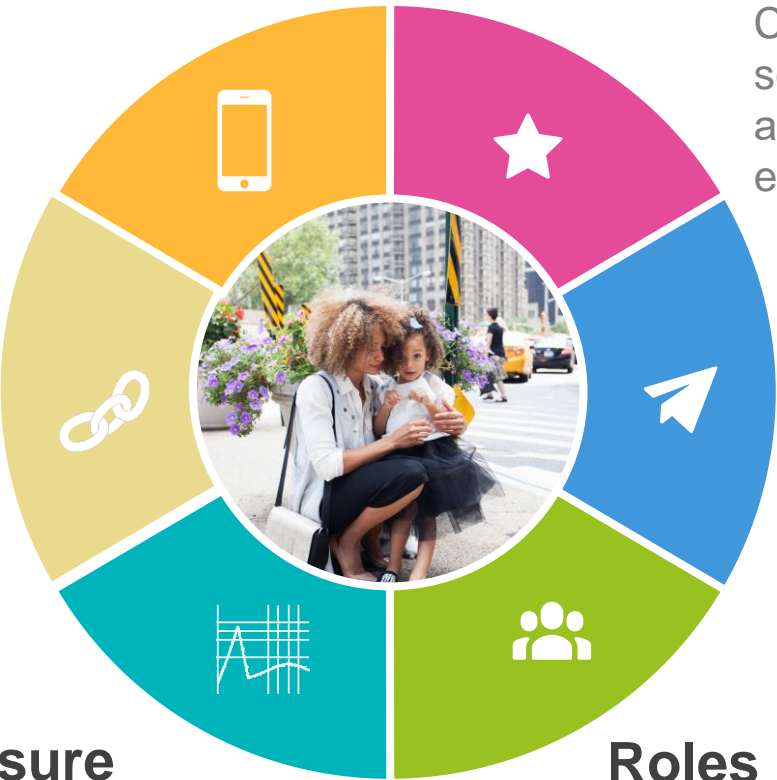
Website improvement – stronger links to social media, increase self-assessment, improved SEO. Capture more data about site visitors. Enhance CARES in short term towards CRM decision.

Links to other work

- Carer “ambassador” to support local engagement, talk with prospective carers during enquiry.
- Shape advertising strategies based on better data about motivation and screening success

Pilot and measure

Develop clear success measures and milestones for the pilot. Engage Client Services in assessing value



Content

Clear pathways through the site from the source of interest. Include carer stories but also the child’s voice – more personalised engagement

Process

Make enquiry management and screening a signature process. Complement with dedicated resources and performance measures – personal and ROI

Roles

Clarity and agreement on central enquiry and local team roles, handovers and feedback loops.

CHANGING LIVES NEW DIRECTIONS IN CARE

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WE ARE A CHILD SAFE ORGANISATION

At LWB, we put children first. Ensuring that the children in our care are well cared for, supported and protected from harm is an absolute, non-negotiable priority.

www.lwb.org.au/about-us/childrenfirst/

WE MADE A COMMITMENT

LWB are proud signatories of the Family Matters Statement of Commitment. We are committed to ensuring Aboriginal and Torres Strait Islander children and young people grow up safe and cared for in family, community and culture.

www.familymatters.org.au/whos-with-us

WE OFFER EVIDENCE-INFORMED SERVICES

LWB is committed to engaging with evidence and best practice to find new and better ways to partner with people and change lives for the better.

<http://www.lwb.org.au/about-us/publications-and-resources/evidence-informed-strategy>



TO CHANGE LIVES WE WILL

- Put children and young people at the centre of everything we do
- Recognise that families are children's first and most enduring relationships
- Prioritise strong and positive relationships in every aspect of a child or young person's life
- Provide the network of support that children and young people need to thrive
- Acknowledge that every child and young person has their own unique strengths and goals
- Engage positively with families to create solutions

THAT MEANS WE

- Create safe spaces for children and young people
- Encourage diversity and support positive cultural identity
- Support families to create better options for permanency
- Lead and empower staff and partners to prioritise relationships and outcomes
- Work inclusively with communities, families, governments and service providers
- Use evidence-informed approaches to improve outcomes for children and young people
- Commit to a process of continuous improvement in all aspects of our work
- Influence social policy to create opportunities to achieve lasting change

OUR VALUES



WE BUILD RELATIONSHIPS
We are people people. Relationships come first. Listening helps us understand.



WE ARE IMAGINATIVE
We are imaginative in our thinking and open to new ideas and ways of doing things.



WE ARE COURAGEOUS
We are courageous in our convictions. We stand up for what we believe in.



WE ARE RESPECTFUL
We are respectful and caring in our dealings. We see the big picture but never lose sight of detail. We welcome diversity.



WE ARE RESPONSIVE
We are responsive to needs and determined to get things done and do them well.

MAKING IT HAPPEN

Changing Lives: New Directions in Care is an important part of the LWB Vision for 2020. Our Strategy involves strengthening our approach to family inclusion, redesigning our foster and kinship care services and improving our systems, processes and practice to ensure we are delivering high quality, evidence-informed and nationally consistent services for the children, families and communities we partner with.

We are also implementing CARE, an organisational model underpinned by six evidence-based principles to guide our interactions with children, young people and their families to create conditions for positive change. We will strive to be part of a continuum of care that helps children, young people and families live the lives they choose.

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DEVELOPMENTALLY FOCUSED

While all children have the same basic requirements for growth and development, each journey is unique.

That's why we will provide a safe and encouraging space for children and young people to grow emotionally, socially and intellectually, helping them to reach milestones appropriate for their age and capacity.

Helping children and young people believe they can achieve.

FAMILY INVOLVED

Family is a child's most enduring relationship and constructive family time helps achieve positive and sustainable change.

So, we will work alongside families in a way that is supportive and non-judgemental. We'll prioritise keeping families together and support the right of Aboriginal and Torres Strait Islander children to live in family and culture.

Helping children, young people and families have lasting connections.

RELATIONSHIP BASED

Children need to have trusting, meaningful relationships with the adults that care for them so they build emotional and social confidence for other aspects of their lives.

We will nurture relationships between children, their families, friends, carers and staff so they feel safe, connected and have the courage to seek help when needed.

Helping children, young people and families have caring relationships and build resilience.

COMPETENCE CENTRED

Everybody needs a combination of skills, knowledge and attitudes (otherwise known as competence) to meet the challenges of everyday life.

By focusing on competence, we will help children and young people develop the thinking and problem-solving skills they need to manage their environment, learn new skills and cope with challenges.

Helping children, young people and families build skills for life.

TRAUMA INFORMED

A large proportion of the children and young people in care – and their families – have a history of violence, abuse and neglect that impacts their growth and development.

We will be sensitive to this trauma in all of our interactions. We will support children, young people and families through our therapeutic approach.

Helping children and young people and families heal and thrive.

ECOLOGICALLY ORIENTED

Our surroundings can help us grow and change. Caring and supportive environments provide children and young people with a model for how to care for themselves and others.

We will work to make our environments emotionally and physically safe, supportive, friendly and caring for children and young people and their families to participate, grow and develop.

Helping children and young people to learn, grow and develop.

WE
LISTENED

CHILDREN told us

*Help me live a normal life.
I just want to belong to one place.*

Experiencing OOH in Australia: The Views of Children and Young People
www.create.org.au/publications/research-reports/

FAMILIES told us

*Include us in decisions.
Be supportive and non-judgemental.*

Parental Perspectives Research Report
www.lwb.org.au/assets/Parent-perspectives-OOHC-Final-Report-Feb-2017.pdf

CARERS told us

*Make stability the priority.
Let kids do the things other kids are allowed to do.*

Foster Care Design Research Report
www.lwb.org.au/assets/FCD-Research-Results.pdf

A close-up photograph of several young children smiling and looking towards the camera. The image is heavily overlaid with a vibrant red color, which serves as a background for the white text. The children's faces are partially visible through the red tint, with their expressions of joy and curiosity. The text 'QUESTIONS AND DISCUSSION' is centered in a bold, white, sans-serif font.

QUESTIONS AND DISCUSSION

**WE
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