



DCP Kinship Care Program: Targeted Support Approach fact sheet for kinship carers

The Department for Child Protection (DCP) has developed an approach to delivering support to kinship carers.

The Targeted Support Approach (TSA) was developed through consultation. Kinship carers told us:

- that their support needs change over time
- they need more support early on in the placement
- they want clarity about their role and the role of DCP from the beginning
- they need flexible supports and training that increase or decrease with life changes, including responding to the changing developmental needs of the child, or changes in the carer's life.

The TSA has been developed to deliver the right support at the right time to kinship carers.

All kinship carers can access information, training and support from the DCP Kinship Care Program when needed. The TSA offers flexible support to meet the individual needs of kinship carers throughout their caring journey.



Intensive level support

Intensive level support is for:

- new carers to orientate them to their caring role
- existing carers requiring a higher level of support due to the complexities of the placement.

Support at the intensive level typically includes:

- face to face contact with your kinship care worker within one week of allocation
- ongoing weekly contact with your kinship care worker, as appropriate
- 24-hour support through the DCP After-hours service, as required
- induction for new carers
- connecting with financial, practical, specialist, cultural and community supports as required
- learning and development opportunities
- navigating the processes of being a carer and getting involved in decision making about the child in their care
- completing Carer Agreements (as required) and Carer Reviews (every two years)
- invitations to carer groups and events
- supporting new carers through the full carer assessment process.

Medium level support

Medium level support is primarily for carers whose support needs have reduced and they no longer require weekly support. Carers at the medium level will have the supports they need in place.

At this level of support carers are an integral part of the child's care team and involved in making decisions about the child in their care. Their level of knowledge about the care system will have increased as well as skills and confidence in their caring role.

Support at the medium level typically includes:

- face to face visits with the kinship care worker every eight weeks
- monthly phone contact with the kinship care worker
- 24-hour support through the DCP After-hours service
- continued support as a member of the care team
- engaging with specialist and other services
- access to information, learning and development opportunities
- invitations to carer groups and events
- completing Carer Agreements (as required) and Carer Reviews (every two years).

Low level support

Low level support is primarily for carers where the child in their care is settled and stable in the home environment and have minimal support needs. The carer has the knowledge, skills and confidence required by their caring role and is meeting the individual needs of the child or young person in their care. This includes accessing supports as needed and engaging with services independently.

It is important to note that all carers receiving low level support from the DCP Kinship Care Program can request additional support when needed.

Support at the low level typically includes:

- support from the DCP Kinship Care Program, when required and/or requested
- 24-hour support through the DCP After-hours service, when required
- continued support through access to information, learning and development
- invitation to carer groups and events
- completing Carer Agreements (as required) and Carer Reviews (every two years).

How is my support level assessed?

If you are a new carer, you will be provided with intensive support from the DCP Kinship Care Program for a minimum of six months.

After that time, your kinship care worker will discuss with you what supports you identify as being important to you and your family. Your kinship care worker and case worker for the child in your care will review your support needs with you and recommend your support level, for approval by their supervisor.

If you are an existing carer, your support level will also be determined by the same process.

What if I don't agree with my support level assessment?

It is important that you are part of the decision making regarding your support level.

If you are not satisfied with the support level decision, you can contact the kinship care supervisor or manager to discuss your concerns.

If you are still not satisfied with the decision, you can contact the Complaints and Feedback Management Unit who will take further steps to resolve the matter. You can:

- complete the [online complaints form](#)
- phone the Complaints and Feedback Management Unit on **1800 003 305**
- print and complete the complaints form and send it to:

Complaints and Feedback Management Unit
Department for Child Protection
GPO Box 1072
Adelaide SA 5001

Should you need a third party to assist with raising your concerns, **Connecting Foster & Kinship Carers SA Inc** are available to provide advocacy. You can:

- phone them on 1800 732 272
- email them on support@cfc-sa.org.au
- complete an [online contact form](#)