



Exit Interview Information for Service Providers

Background

Carers play a critical role in providing safe and nurturing care for children and young people. Non-Government Services and the Department for Child Protection (DCP) highly value the commitment carers and their families make to the children and young people in their care.

Exit Interviews will be provided to kinship carers, foster carers and Specific Child Only (SCO) carers to inform service providers and the department about their caring experience.

By supporting carers to complete exit interviews, you are enabling the systematic gathering of information about carers' experiences, what is working well and what needs to change, so that we can continually improve the way we all support carers to enable children and young people reach their full potential.

The information obtained in exit interviews will be de-identified and collated by the DCP. Feedback from carers about their caring experience will be used to inform future carer recruitment and retention strategies and improve the way we work together to provide information, support and training to carers.

Process

When a carer makes a final decision to cease caring for children and young people, their support agency will follow their established processes to acknowledge and thank the carer for the role they have played and undertake any agency specific exit planning.

Building exit interviews into your carer exit processes, will mean that carers are more likely to complete the exit interview. It is recommended that the carer be offered an exit interview as soon as is reasonable to do so, but no longer than 4 weeks after they cease their caring role. Exit interviews can be completed face to face, by phone or on-line.

Completing the survey

Face to face or phone exit interviews can be recorded in the on-line survey with the carer or if necessary, be recorded on the hard copy exit interview form by the person holding that exit interview with the carer. All completed hard copy exit interviews are to be emailed to DCPCarerExitSurveys@sa.gov.au.

If carers prefer to complete the exit interview on line by themselves, in their own time, the NGO or Kinship Care program will provide the carer with the link to the survey. The on-line survey is available at <https://www.surveymonkey.com/r/SACarerExitSurvey>

If carers require assistance with completing the survey, they should be advised to contact Kinship Care or the NGO service providing their support. Alternatively DCP can be contacted via email at DCPCarerExitSurveys@sa.gov.au.

Providing information to service providers

The department will send completed surveys to NGO service providers and to DCP Kinship Care.