



# Information for Carers: Staying informed of DCP policy

## Feedback for carers

### What this consultation was about

DCP is committed to ensuring that we are transparent in our processes and are currently reviewing the format and accessibility of information regarding DCP policies and practices. We wanted to understand how we can best present information for family-based carers, so that carers can find what they need to know in the easiest way possible. The valuable feedback from this consultation is now informing how we format this information and is helping to ensure that these processes are easy to read and understand.

### Who we spoke to

To understand a range of perspectives on this topic, we sought feedback from a wide variety of family-based carers including:

- Foster carers
- Kinship carers
- Foster and kinship (combined) carers
- Long-term guardians
- Respite carers
- Carers who are new to their role
- Experienced carers with many years in the caring role.

### What we asked

The consultation was focused on the following questions:

- How would carers prefer to find DCP-related information?
- Do carers have a preferred type of information resource, e.g. factsheets, videos or booklets?
- What is the best time for carers to receive information from DCP?

### Our approach

Between June 2024 and July 2024, DCP used the following approaches to hear from family-based carers:



in-person small group forums



online small group forums



online survey (also available as hardcopy)



**58 carers**  
responded to the  
online survey and  
**11 carers**  
attended a forum.



## What you told us

### DCP information resources need to:



#### Be simple, direct and practical

DCP needs to use simple language and ensure resources are understandable and 'to the point'.



#### Focus on solutions and 'next steps'

DCP resources should provide contact information and practical next steps in a process. This will ensure information is meaningful and purposeful.



#### Be available in a variety of ways

Every carer is unique and may prefer to access information in different ways. DCP resources should be available in multiple formats, including online, hard-copy and through discussions with workers.



#### Be current and consistent

DCP resources should provide version information and a date of publication to ensure that information is current and reliable.

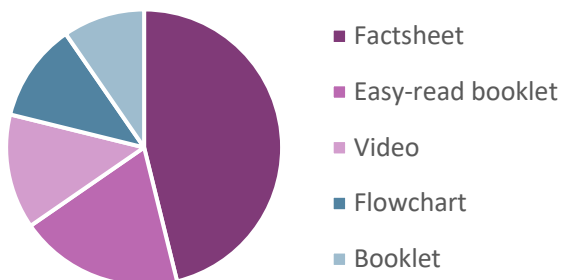


#### Be respectful and accessible

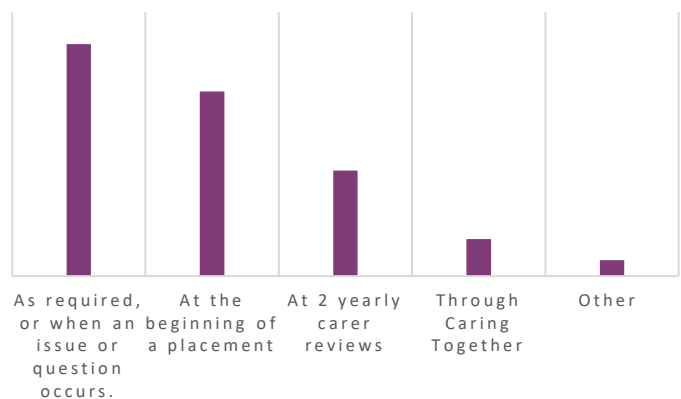
DCP acknowledges that every caring journey is individual. Information resources must reflect the department's deep respect for family-based carers. Resources must also be accessible by all carers, with easy-read versions, 'read out' audio and translation services available where possible.

### DCP information resources – fast facts:

The majority of carers would prefer information via a factsheet or an easy-read booklet.



Information should be available to carers as required or when an issue occurs, and at the beginning of a placement.



## What happens next?

Feedback provided by carers in being incorporated into the development of carer-specific information resources, explaining key DCP information and policy. Feedback is also guiding how DCP works alongside carers ensuring correct information is provided in an appropriate manner. DCP is committed to empowering and informing carers throughout their caring journeys.

Moving forward, DCP is actively working towards information being presented in ways that are clear, understandable and practical.

DCP sincerely thanks all who took the time to participate in these consultations and provide feedback.

**We appreciate you. We hear you. We're working on improvements.**