

DCP Kinship Care Program

Targeted Support Approach (TSA) Consultation: Feedback from Carers

What this consultation was about:



The Targeted Support Approach (TSA) has been developed to deliver the right support at the right time to carers supported by the DCP Kinship Care Program (KCP.)

The TSA considers the level and type of support KCP carers need at different stages of the caring journey, noting that carer needs and strengths may change over time.

The Targeted Support Approach began in mid 2023 and by the end of 2023, the TSA had been rolled out to 95% of all eligible kinship families (999 kinship placements.) TSA continues to be applied to new and incoming placements.

This feedback from carers is an integral part of a broader consideration of the TSA procedure. Developing new initiatives takes time and persistence to establish strong practice. The information from carers along with the views of other partners such as the Multicultural Services Team and the Aboriginal Policy and Services Directorate will help to ensure that the TSA is meeting the support needs of carers.

Who we spoke to:

An online survey was available on the 'Carers Voice' page of the DCP website for kinship carers to access.

We also spoke with a collection of kinship carers from across metropolitan, regional and remote locations of South Australia. To ensure the views provided were unbiased, carers were selected at random and the survey was conducted by an impartial staff member to allow for honest feedback.



What we asked:



We asked a series of questions to help us understand more about kinship carers' knowledge and experiences of the Targeted Support Approach.

The questions explored topics such as:

- Inclusion in decision making
- Satisfaction with the TSA level
- Being listened to, understood and respected by Kinship Care Workers
- Promptness of responses
- Whether the TSA has made a difference to the support received

Our approach:

There were two strategies utilised to consult with kinship carers:

- An online form on the DCP Carers Voice internet page
- A phone consultation with randomly selected kinship carers

The Carers Voice page is publicly available and all kinship carers were able to provide their views about the Targeted Support Approach Assessment procedure. The link was emailed to all staff in the Kinship Care Program to send directly to kinship carers.

The online carer consultation was available for six weeks in July and August 2024

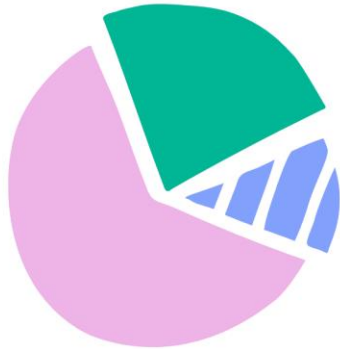


To seek more in-depth feedback, thirty six kinship carers were randomly selected and contacted via phone by the Clinical Practice Leaders in the Kinship Care Program. To prevent any possible bias, carers from the northern region were contacted by the Southern Clinical Lead and vice versa for the southern carers.

Carers who were willing then completed the consultation via phone, responding to the same questions that were offered online.

Who responded:

We had 38 respondents to the survey

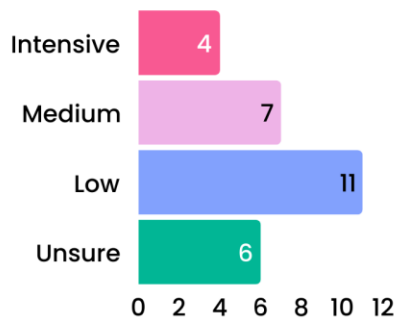


- ★ 7 Respondents were not Kinship Carers
- ★ 3 Respondents were Kinship Carers but are supported by an Aboriginal Community Controlled Organisation (ACCO)
- ★ 28 Respondents are Kinship Carers supported by the Kinship Care Program (KCP)*

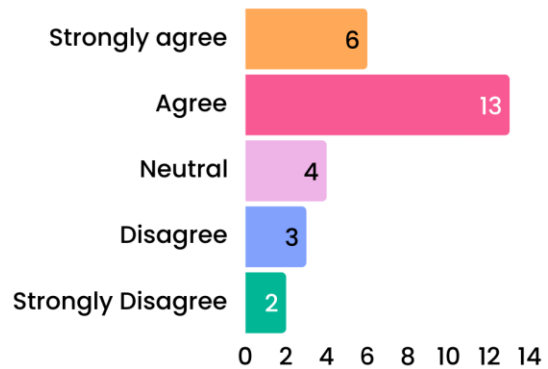
*The below findings reflect the feedback provided by the 28 Kinship Carers who are supported by the Kinship Care Program (KCP.) The findings do not include feedback from the remaining 10 participants as their responses were out of scope.

What you told us:

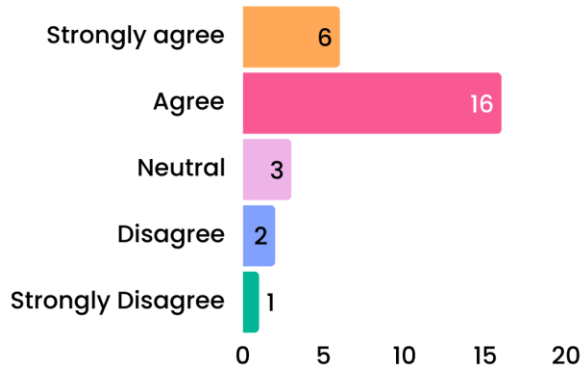
Do you know what TSA level you are currently assessed to be on?



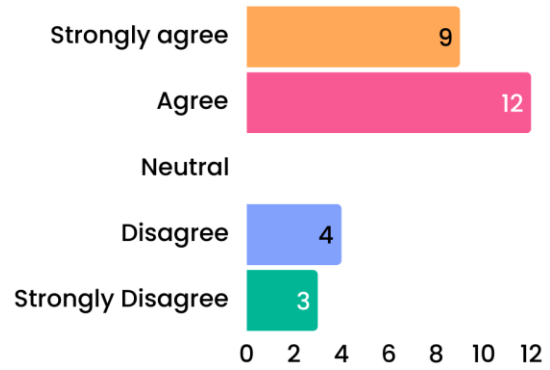
My Kinship Care worker included me in the decision about my TSA level.



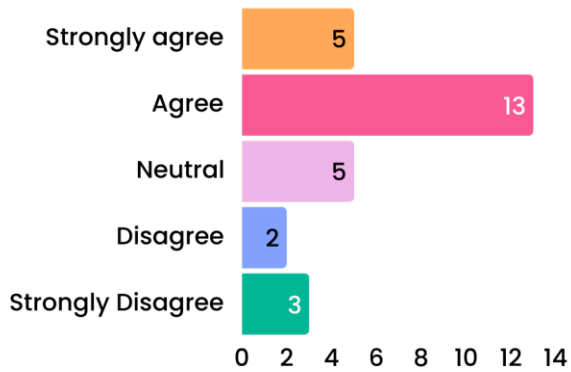
I feel satisfied with the TSA level applied to me.



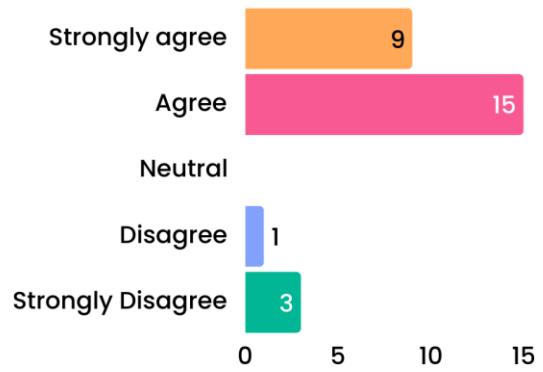
I feel satisfied with the level of support that I currently receive from my Kinship Care worker.



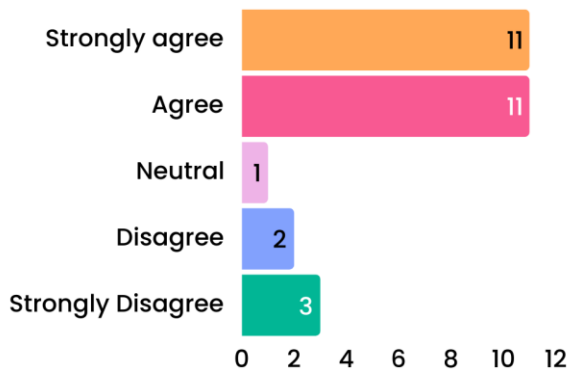
My Kinship Care worker has been more responsive to my changing needs since the TSA was introduced.



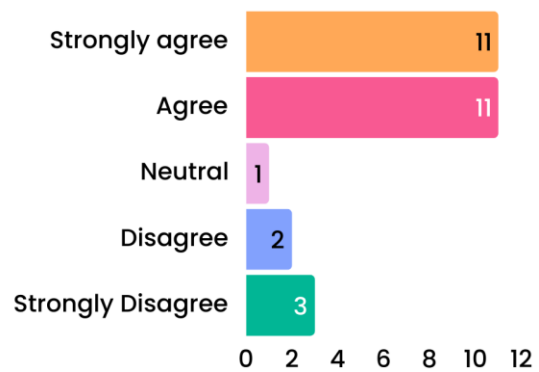
My Kinship Care worker listens to me.



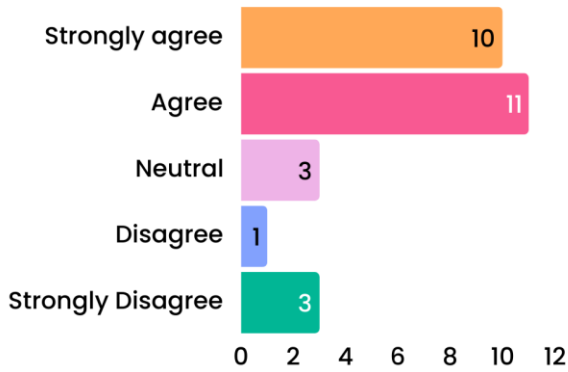
My Kinship Care worker understands and respects my needs.



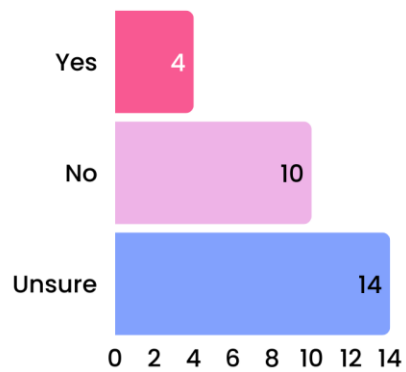
My Kinship Care worker visits me with the frequency I require.



My Kinship Care worker responds promptly when I contact them for support



Has the TSA made a difference to the level of support that you receive from Kinship Care?

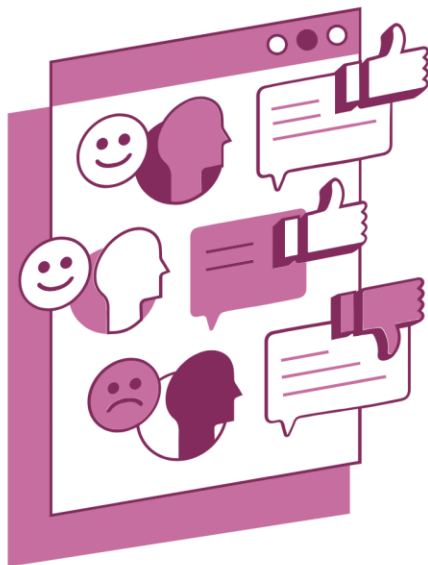


When asked: What differences have you noticed?



When asked: Is there anything else about the TSA you would like to tell us?

The main themes of the feedback included carers reporting:



- They are happy with the support they receive and with their Kinship Care Worker, regardless of their TSA level.
- There has been a recent improvement in the support they receive, but are unsure if the improvement is related to their TSA assessment.
- Some would like to receive a higher level of support that was more timely and practical.
- Some feel their Kinship Care Workers are not always able to respond as quickly as needed.

- Thanks to the TSA there has been a reduction in unnecessary involvement from DCP.
- Not all carers knew their TSA level and were unsure if they had been told about it. In particular carers mentioned that working with DCP can be an information overload.



What happens next?

The findings will be provided to the Kinship Care Program to reflect examples of good support and areas for improvement.

Feedback will inform review and development of the TSA assessment procedure, ensuring the TSA remains responsive to meeting the needs of kinship carers.

Leadership will continue to seek opportunities to meet with carers at carer engagement events and training sessions and hear directly about carers experiences with the TSA.



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.

DCP Kinship Care Program

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