



**My Forever
Family NSW**

Caring for those who care for kids



NSW
GOVERNMENT

NSW CARER SURVEY 2022

This is a paper copy of the survey if needed.
Return your completed survey by **Monday 29 August, 2022**
to your agency or

My Forever Family
P O Box 595
Dulwich Hill, NSW 2203

Alternatively, complete the survey online at:
www.surveymonkey.com/r/carersurvey2022



1300 782 975 | www.myforeverfamily.org.au



NSW CARER SURVEY 2022

Thank you for agreeing to take part in the NSW Carer Survey 2022.

The survey will take approximately 20 minutes to finish. It is completely anonymous for you and, where relevant, your agency. Because it is anonymous your privacy is protected and no-one is identified. It is also voluntary and that means you can choose not to complete it. Questions marked with an asterisk (*) are required.

If you prefer not to respond to a question, you can skip to the next question. My Forever Family NSW aims to help improve the lives of carers through information, support and training. To do this we need to hear from current foster carers, relative and kinship carers with a non-government agency or the Department of Communities and Justice (DCJ), guardians and adoptive parents. The results will help us understand your experience, the support you currently receive and how the sector can support you better.

My Forever Family NSW will report back to carers, DCJ and non-government agencies on the survey results so that they can also work on improvements to the system.

1. What type of carer are you? You can choose more than one.

- Foster carer
- Relative / kinship carer – grandparent
- Relative / kinship carer - other
- Guardian – relative / kin of child from out-of-home care
- Guardian – non-related to child from out-of-home care
- Adoptive parent

2. If you are a foster carer or relative/kin carer, what type of care do you provide? You can choose more than one.

- Long term care
- Short term care
- Emergency / crisis care
- Respite care
- I don't know

3. Are you with Department of Communities and Justice (DCJ – formerly FACS or DOCS) or another agency?*

- DCJ
- Another agency
- Have adoption or guardianship orders
- Prefer not to say

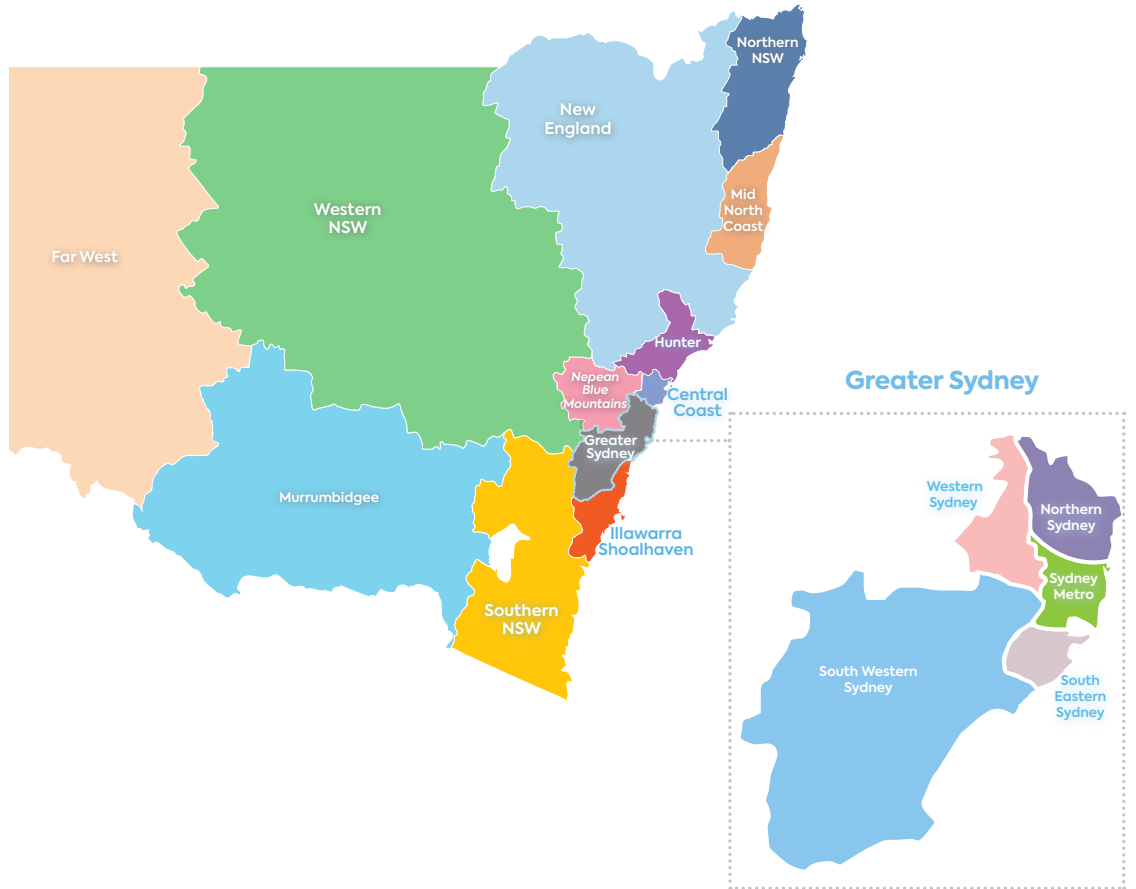
4. What is your gender?

- Female
- Male
- Other

5. What is your age?

- 18–30
- 31–40
- 41–50
- 51–60
- 61–70
- 71–100

6. What part of NSW are you located in? If not sure, see the map and select the district closest to your location.



- | | | |
|--|--|---|
| <input type="checkbox"/> Central Coast | <input type="checkbox"/> Far West | <input type="checkbox"/> Hunter |
| <input type="checkbox"/> New England | <input type="checkbox"/> Illawarra Shoalhaven | <input type="checkbox"/> Mid North Coast |
| <input type="checkbox"/> Murrumbidgee | <input type="checkbox"/> Nepean Blue Mountains | <input type="checkbox"/> Northern NSW |
| <input type="checkbox"/> Northern Sydney | <input type="checkbox"/> South Eastern Sydney | <input type="checkbox"/> South Western Sydney |
| <input type="checkbox"/> Sydney Metro | <input type="checkbox"/> Western Sydney | <input type="checkbox"/> Southern NSW |
| <input type="checkbox"/> Western NSW | | |

7. Do you identify as Aboriginal or Torres Strait Islander?

- Aboriginal
- Torres Strait Islander
- Aboriginal and Torres Strait Islander
- No
- Prefer not to say



8. Which language/s do you speak at home other than English?

- Aboriginal language Arabic Cantonese Croatian Italian
 Mandarin Maori or Te Rao Russian Spanish Swahili
 Tagalog Turkish Vietnamese Other language (please specify)

9. How many children are currently in your care? Please exclude children in your care that are biological and/or step children.

- | 0 | 1 | 2 | 3 | 4 | 5 | 6 or more |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

10. Are there Aboriginal or Torres Strait Islander children in your care?

- Yes
 No

11. How long have you been a carer?

- Less than 1 year
 1 - 5 years
 6 - 10 years
 11 - 15 years
 16 - 20 years
 More than 20 years

12. How much longer do you plan to be a carer?

- Less than 1 year
 1 - 5 years
 6 - 10 years
 11 - 15 years
 16 - 20 years
 More than 20 years
 I don't know





RECRUITMENT/BECOMING A CARER

13. Were you authorised for the first time in the last 12 months?

- Yes
- No

14. Were you satisfied with the process of becoming a carer?

Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Thinking about the last 12 months, being new to caring and the child/ren placed in your care, was there training or information that could have assisted you/prepared you for the placement of the child/ren in your care? You can choose more than one.

- Information on the types of care available
- Understanding guardianship
- Understanding adoption
- Therapeutic parenting
- Planning for family visits
- Planning for placement change
- More information about the child
- Talking with another carer
- Self care for carers
- How to access support
- How to access latest agency policies and guidelines
- Cultural knowledge/ training
- Other (please specify)

YOUR EXPERIENCE

16. How likely are you to recommend becoming a carer to others?

Very likely	Likely	Neutral	Unlikely	Very unlikely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



17. What would make you more likely to recommend caring to others? Please rank your top 3 in order, with 1 being what would make you most likely to recommend caring.

- More agency accountability
- Caseworkers following up on what they say they will do
- Improved support with contact with birth family
- Improved financial support for medical and education expenses
- More transparency and efficiency in decision-making
- Permanency support
- Improved access to respite
- More support from caseworkers
- Improved access to policies and guidelines relevant to carers
- Improved communication and information provided by caseworkers, agencies and the department

18. To help us further understand your experience, complete the sentences that are relevant for you.

I like it when

I don't like it when

It takes so long to

19. How satisfied are you in your role as a carer?

Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



SUPPORT FOR YOU

Support to voice concerns, access information, defend your rights and explore choices and options.

20. Do you receive the support you need from your caseworker / case manager to care for the child/ren and/or young people in your care?

Always	Mostly	Sometimes	Never	I don't need support	Not relevant
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. This question considers the last 12 months and whether you needed support for the child/ren and young people in your care. Choose the ones you needed.

- Specialist medical care
- Behaviour support
- Counselling /psychologist
- Speech therapy
- Specialist education support including tutoring
- Specialist carer support service
- Help with family time (contact) with the birth family
- Respite care (this means formal respite, not including friends/family)
- Informal respite care
- Additional financial support (to your carer allowance)
- Support with Restoration of the child/ren in my care

22. Use the scale to indicate how often you received the support when needed.

	Always	Mostly	Sometimes	Never
Specialist medical care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counselling /psychologist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist education support including tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist carer support service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help with family time (contact) with the birth family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite care (this means formal respite, not including friends/family)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informal respite care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional financial support (to your carer allowance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support with Restoration of the child/ren in my care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



23. In the last 12 months have you used any of the below support to help you look after the child/ren in your care? Choose the ones you used and use the scale to indicate how satisfied you were with this support?

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	Not used in the last 12 months
From your agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer reference group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer support service – AbSec	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer support service – My Forever Family NSW	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After hours crisis support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifeline, Kids helpline, Parent line or similar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Carer Support line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer coaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informal support from a carer group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informal support from other carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TRAINING AND DEVELOPMENT

24. In the last 12 months, have you attended any training?

- Yes
- No
- Not sure

25. Who organised the training that you attended? You can select more than one.

- Your agency
- My Forever Family NSW
- Department of Communities and Justice
- Other provider

26. In the last 12 months, how many training topics did you complete?

0	1	2-3	4-6	7 or more
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



27. What topics would you like training on? You can choose more than one.

- Therapeutic parenting
- Challenging behaviours / behaviour support
- Healing from trauma
- Building resilience
- Helping teenagers
- Online safety and bullying
- Guardianship
- Open Adoption
- Cultural connection / competency
- Caring for an Aboriginal child
- Children in care with sexualised behaviours
- Caring for a child with disability
- Advocating for kids in your care
- Achieving better health and education outcomes
- Understanding allegations
- Contact, family time and building positive regard
- Self-care for carers
- First aid
- Leaving care and after care
- How to work effectively with your agency
- Supporting children through restoration
- Code of Conduct
- Responding to disclosures
- Other topic (please specify)

28. Generally, how satisfied were you with the availability of training?

Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments about availability of courses?



29. How do you prefer to access training?

- Face to face
- Live online
- Pre-recorded webinar to access in my own time
- A combination of all the above

30. If you selected online, what is the reason? You can choose more than one.

- I find it hard to access face to face training due to my geographic location
- I find it easier to make time for online training
- Online training takes up less time
- I can access a greater range of training options online than what is offered in my area
- I prefer this style of learning to face to face

31. If you selected face-to-face, what is the reason? You can choose more than one.

- I like interacting with the presenter
- I like meeting/socialising with other carers in person
- I like learning from other carers
- There are more opportunities to practice skills
- I find it easier face to face than online
- I am not comfortable with online learning

WELLBEING AND CONNECTION

More services have been delivered online because of the COVID-19 pandemic and My Forever Family NSW has met some new carers during this period.

32. Which online services provided by My Forever Family NSW have you accessed? You can select more than one.

- Online Lounge Rooms for connection and support
- Webinar or other live online training
- Pre-recorded webinar to access in own time
- One on one video carer coaching
- I don't access online services
- I did not know about My Forever Family NSW online services



**33. Over the last 12 months, how satisfied were you with the carer activities you attended?
You can choose more than one.**

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	N/A
Carer-organised event / catch up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agency organised event/ catch up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other comment? (please specify)						

34. If you are not connected to other carers, what are the reasons? You can choose more than one.

- Not aware of how to connect
- I don't receive information about events
- It is hard to find the time
- I don't want to connect with other carers
- I am connected with other carers
- Other (please specify)

35. How would you rate your personal health and wellbeing out of 10?

No satisfaction at all	1	2	3	4	5	6	7	8	9	Completely satisfied 10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36. How would you rate your sense of connection with others out of 10?

No satisfaction at all	1	2	3	4	5	6	7	8	9	Completely satisfied 10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



37. How would you rate your sense of achievement and fulfilment out of 10?

No satisfaction at all	1	2	3	4	5	6	7	8	9	Completely satisfied 10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. How often do you feel stressed?

Not at all	Not very often	Sometimes	Quite often	All the time
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MY FOREVER FAMILY NSW

39. Had you heard of My Forever Family NSW before completing this survey? *

- Yes and I am a member (Being a member of My Forever Family NSW means you receive our information on support, training and resources and you're an authorised carer, guardian or adoptive parent.)
- No
- Don't know

40. How did you hear of My Forever Family NSW? You can choose more than one.

- Through another carer
- Through my agency
- Through the Department of Communities and Justice (DCJ)
- Through social media (Facebook, etc)
- Other (please specify)

41. Did you contact My Forever Family NSW in the last 12 months?

- Yes
- No

42. How satisfied were you regarding:

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided about caring for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training events provided by My Forever Family NSW	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support to talk through an issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy on your behalf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



43. Is there any other information that you would like to share?

44. Any other comments about My Forever Family NSW?

Thank you for completing this survey.

If you are not yet a My Forever Family NSW member, sign up on our website after completing this survey to get access to newsletters, resources, support, free training.

Return your completed hard copy survey to your agency or

My Forever Family

PO Box 595

Dulwich Hill NSW 2203

You can ring My Forever Family NSW on **1300 782 975** if you have any questions about this survey, free membership or about caring, training or support.





CARING FOR THOSE WHO CARE FOR KIDS

The **My Forever Family NSW** program delivers a seamless and quality service that creates awareness of the need for carers in NSW, as well as supporting and providing training for them throughout the carer journey.

We seek to improve the experience of carers, so that together we can achieve better outcomes for children.

For more information on the My Forever Family NSW program call the Support Line or email enquiries@myforeverfamily.org.au

Visit www.myforeverfamily.org.au to:

- View our training calendar which outlines the courses available
- View Access to Caring for Kids: A guide to foster, relative, and kinship carers
- Write to us with your questions on becoming a guardian, foster carer or adoptive parent.

My Forever Family NSW recognises the need for safety, nurture and stability for all children.

CARER 
SUPPORT LINE
1300 782 975
Monday to Friday
9am - 5pm

CARER 
SUPPORT
enquiries@myforeverfamily.org.au