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Service Stream	Families and Young People Services	Category	Foster and Kinship Care
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Purpose

- The safety, welfare and best interests of foster and kinship carers are paramount.
- The provision of on call support is to ensure carers have access to support outside business hours.

Scope

This procedure applies to all employees, volunteers and contractors engaged within the Foster and Kinship Care (FKC) Mercy Community (MC) – Families and Young People Services (FYPS).

Procedure

1. On-call overview

- 1.1. On-call is an after-hours telephone support service implemented to respond to various needs, including:
 - Crisis support for foster and kinship families;
 - Advice regarding children and young people's emergency needs; and
 - Line management support, including reporting, after business hours.
- 1.2. Where matters are not urgent, they will be dealt with during business hours. The provisions in this procedure are only applicable outside of normal business hours.
- 1.1. Training for this Procedure is available within the Saba Learning Management System (LMS).

2. On-call information for carers

- 2.1. FKC Practitioners (FKCPs) will provide the relevant on-call information, including contact phone number, to their carers.

3. Responsibility of On-call Managers

- 3.1. On-call Managers will:
 - Provide support to carers and On-call Representatives regarding reportable incidents – this includes practical support, debriefing and psychological first aid to On-call Representatives; and
 - Provide support and direction when there is a Suspected Breach of the Statement of Standards of Care, including liaising with the relevant Program Manager (PM)/Senior Program Manager (SPM) (as per *FS PROC FKC Alleged Unmet Standards of Care*) to determine support to be provided until next business day.
- 3.2. PMs/SPMs will provide information to the Regional Director (RD) as per the requirements of the *FS IP Incident Category Definitions – Statutory Services*.
- 3.3. Any decision about changing a placement must be made in consultation with the FKC On-call Manager.

4. Incident reporting contact with Child Safety After Hours Service Centre

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- 4.1. Where contact with Child Safety After Hours Service Centre (CSAHSC) is made, refer to *GOV SOP Incident Management* and *FS IP Incident Category Definitions – Statutory Services*.

5. On-call rosters

- 5.1. On-call comprises of a rotating roster of On-call Representatives and On-call Managers (see definitions). Local protocols exist around how on-call rosters are managed, duration and re-negotiating rostered days.
- 5.2. On-call runs outside of business hours (9:00am to 5:00pm), including public holidays.
- 5.3. Employees are not rostered for on-call during annual leave; however, they may still be rostered on during Rostered Days Off (RDOs) and public holidays.
- 5.4. If the On-call Representative/Manager rostered for on-call is required to take personal leave, they will contact their Line Manager to ensure another worker is able to cover on-call during this period.

6. On-call documentation

- 6.1. *Case Notes* and *Incident Reports* are vital documents that record all reporting and advice provided outside of business hours.

7. Preparing to be on-call

- 7.1. On-call Representatives/Managers are provided electronic mobile devices to assist with accessing information required to be on-call. They must have their devices always charged and in easy access while on call. Having this information available electronically also negates the need for hard copy information or folders, thus minimising the potential for confidentiality or privacy breaches.

8. Records management

- 8.1. All calls received by on-call are to be documented in a *Case Note* under the relevant carer/child Service File.
- 8.2. Saving emails to child/carer Service Files requires FKCPs to copy and paste the contents of the email unformatted into a *Case Note*.
- 8.3. All documentation is to be uploaded to Penelope within ten (10) working days. Where uploading is anticipated to take longer than this, FKCPs must negotiate this with their Line Manager.
- 8.4. Refer to the *FS IP FKC Document Filing Guide* for further guidance on CMS recordkeeping requirements and naming conventions.

Definitions

Child Safety After Hours Service Centre (CSAHSC)

A state-wide service, coordinated by the Department of Child Safety, Seniors, and Disability Services (the Department) to respond to emergent statutory child protection issues and provide urgent, immediate support to children and young people in the Department's care.

Foster and Kinship Care Practitioner (FKCP)

The employee who has been delegated by the Line Manager to undertake specific case management or placement support tasks.

Line Manager

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Employees tasked with client care planning and care management oversight within the program. Line Manager covers Coordinators, Team Managers and Program Managers, to whom workers directly report for their program/region. Line Managers report to the Program Manager/Senior Program Manager.

On-call Manager

Comprises of a rotation of Line Managers who have supervisory responsibility.

On-call Representative

Comprises of a rotation of Foster and Kinship Care Practitioners (FKCPs) and Clinicians from the FKC programs. The On-call Representative reports to the On-call Manager.

Program Manager/Senior Program Manager (PM/SPM)

Employees tasked with day-to-day oversight of MC programs. The Program Manager/Senior Program Manager reports to the Regional Director.

Regional Director (RD)

The manager with overall finance and program management responsibilities, who is a member of the leadership team.

References

FS IP FKC Document Filing Guide
FS IP Incident Category Definitions – Statutory Services
FS PROC FKC Alleged Unmet Standards of Care
GOV SOP Incident Management

Related Documents

Penelope Forms:

Case Note

Riskman Forms:

Incident Report

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