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<b>Service Stream</b>	Families and Young People Services	<b>Category</b>	Foster and Kinship Care
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## Purpose

- The welfare and best interests of children and young people residing in foster and kinship care is paramount.
- Foster and kinship care is a partnership embracing parents and children, carers and their families, Mercy Community (MC) workers, the Department of Child Safety, Seniors and Disability Services (the Department), and other stakeholders – all planning and working in the best interest of the child.

## Scope

This procedure applies to all employees, volunteers and contractors engaged within Foster and Kinship Care (FKC) programs across MC's Family and Young People Services (FYPS). This procedure relates to General FKC placements, Intensive Intervention Placement Support (IIPS), and High Plus (HP) programs.

## Procedure

### 1. Carer resignations – overview

- 1.1 Foster carers may resign for various reasons, including changes in their personal circumstances or where they determine that they are no longer able to continue providing care.
- 1.2 Throughout the resignation process, the role of MC is to continue providing support to the carer, acknowledging that this is often a difficult decision.

### 2. Receiving a resignation from a carer

- 2.1 A carer will generally advise the allocated FKC Practitioner (FKCP) or service of an intention to resign as a foster carer verbally. In these instances, the allocated FKCP will discuss the reasons for the resignation with the carer/s. Where appropriate, the Line Manager may also visit the carer to discuss their reasons for resigning.
- 2.2 The allocated FKCP will inform carers that resignation must be formally received in writing. The allocated FKCP may support carers in this process, including by sending them the *Carer Resignation Request* to complete. If the carer states that they will not provide this advice in writing, the allocated FKCP will document this in a *Case Note* saved in a Carer Exit Service Event.
- 2.3 The allocated Business Support Officer (BSO) will ensure that any resignation dates are entered into the *Carer Household Profile*.
- 2.4 Upon receipt of a resignation, the allocated FKCP will discuss this with their Line Manager and determine what actions need to occur. The written resignation will be attached in the carer's Carer Exit Service Event.

### 3. Acting on a carer resignation

- 3.1 Where there are children placed with the carer/s, the allocated FKCP and/or Line Manager will liaise with the Department regarding the placement ending.
- 3.2 The allocated FKCP will offer the resigning carer/s a visit from Queensland Foster and Kinship Care (QFKC) to complete a Carer Exit Interview. If the carer/s accept this, the allocated FKCP will make the referral to QKFC within five (5) working days.
- 3.3 When a carer's resignation is confirmed, the following tasks will be completed:

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- The Line Manager will send the carer a letter thanking them for their contribution to fostering (*Carer Resignation Confirmation Letter* to be used as a guiding template only and should be personalised for each carer);
- The allocated FKCP will request the carer's *Certificate of Approval* be returned to MC;
- The allocated FKCP or Line Manager will forward a copy of the carer's resignation letter, the *Certificate of Approval*, and the *Carer Resignation Confirmation Letter* to the Placement Services (PS).

## 4. Foster and Kinship Carer exit referral

- 4.1 The referral form is to be completed when a carer (provisionally approved, foster, or kinship) approval ends.
- 4.2 A carer approval ends when:
- 4.3 The FKCP will complete the *FS FORM FKC Carer Resignation Requests* when they are aware the carer has exited and is not seeking to appeal a decision, or the appeal has been decided and the carer has exited.
- 4.4 Refer to *FS IP FKC Exit Referrals* for further information.

## 5. Records management

- 5.1 When a carer's resignation is confirmed in writing and all tasks have been completed, all documentation relating to the carer will be entered or attached to their file in the relevant section.
- 5.2 Emails should be saved by pasting unformatted text into a *Case Note*.
- 5.3 If any children were placed with the carer at the time of their resignation, the allocated BSO will change the 'Relationship' on the Child's Case Level in Penelope to "Former Carer".
- 5.4 Once all correspondence confirming carer has been closed in Penelope, the allocated BSO will close the Service File/s.
- 5.5 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.
- 5.6 The file is archived in line with *GOV SOP Records Management and Archiving*.
- 5.7 Refer to the *FS IP FKC Document Filing Guide* for further guidance on CMS recordkeeping requirements and naming conventions.

## Definitions

### 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

Employees with supervisory and program management responsibilities of a Foster and Kinship Care program.

### Regional Director (RD)

The manager with overall finance and program management responsibilities, who is a member of the FYPS Leadership Team.

## References

The Department's Child Safety Practice Manual (available online at

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<https://cspm.csyw.qld.gov.au/>  
FS DOC FKC Program Overview  
FS IP FKC Document Filing Guide  
FS IP FKC Exit Referrals  
GOV SOP Records Management and Archiving

#### **Related Documents**

FS FORM FKC Carer Resignation Requests

**Penelope Forms:**

Carer Resignation Request

Case Note

Carer Household Profile

Carer Resignation Confirmation Letter

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