

Carer support

1. Overview

Use this practice mandate when providing support to and monitoring authorised carers.

Purpose

"I need you to respect the relationships I have and ask me who I want in my team. Partner with those who can assist me and those who love and care about me but remember that my privacy is important to me. Ask me what information can be shared and with whom."

Practice Framework Standard 10 - Collaborating as a team around the child



Support and training for authorised carers and monitoring of placements help to create safe, nurturing and positive environments for children in OOH. Research shows that early and ongoing support to foster carers reduces placement disruptions and increases placement stability. CW are a key partner in the carers network and have the responsibility to provide necessary resources, guidance and support.

Statutory requirements

[Children and Young Persons \(Care and Protection\) Act 1998](#)

Sections: 24 ,140, 143, 146, 147, 150, 157, 161

[Children and Young Persons \(Care and Protection\) Regulations 2012](#)

[NSW Child Safe Standards for Permanent Care](#)

Standards: 19, 21

- **Helping children in care achieve their potential**

This topic will help you to create a vision of high expectations for children in care so they can reach their full potential.

[Read Practice Advice](#)

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Claims for loss and damage

If a carer makes a claim for loss or damage, prepare a report that includes:

- details about the child and their legal status, current placement details such as reason for and length of placement
- a description of what happened including from the carers and child
- a history of any previous claims about the child
- an account of the property loss or damage including:
 - one written quote for claims less than \$2000
 - three written quotes for claims of \$2000 or more
 - if this is not possible, the reason must be given.

If the claim is about an injury to an individual, provide an estimate of the claim

- complete the [Claims for loss or damage release form \(PDF, 20.84 KB\)](#)
- details of any insurance cover
- arguments for and against the claim
- recommendations

Completed by: **CW** Approval by: **MCW**

Send the report for approval of the financial record to a Manager with correct financial delegation

Completed by: **MCW**

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If the child has frequently damaged property in the past develop a [Behaviour support plan. \(DOCM, 134.88 KB\)](#) To support the child's behaviour, see the [Behaviour support practice mandate](#).

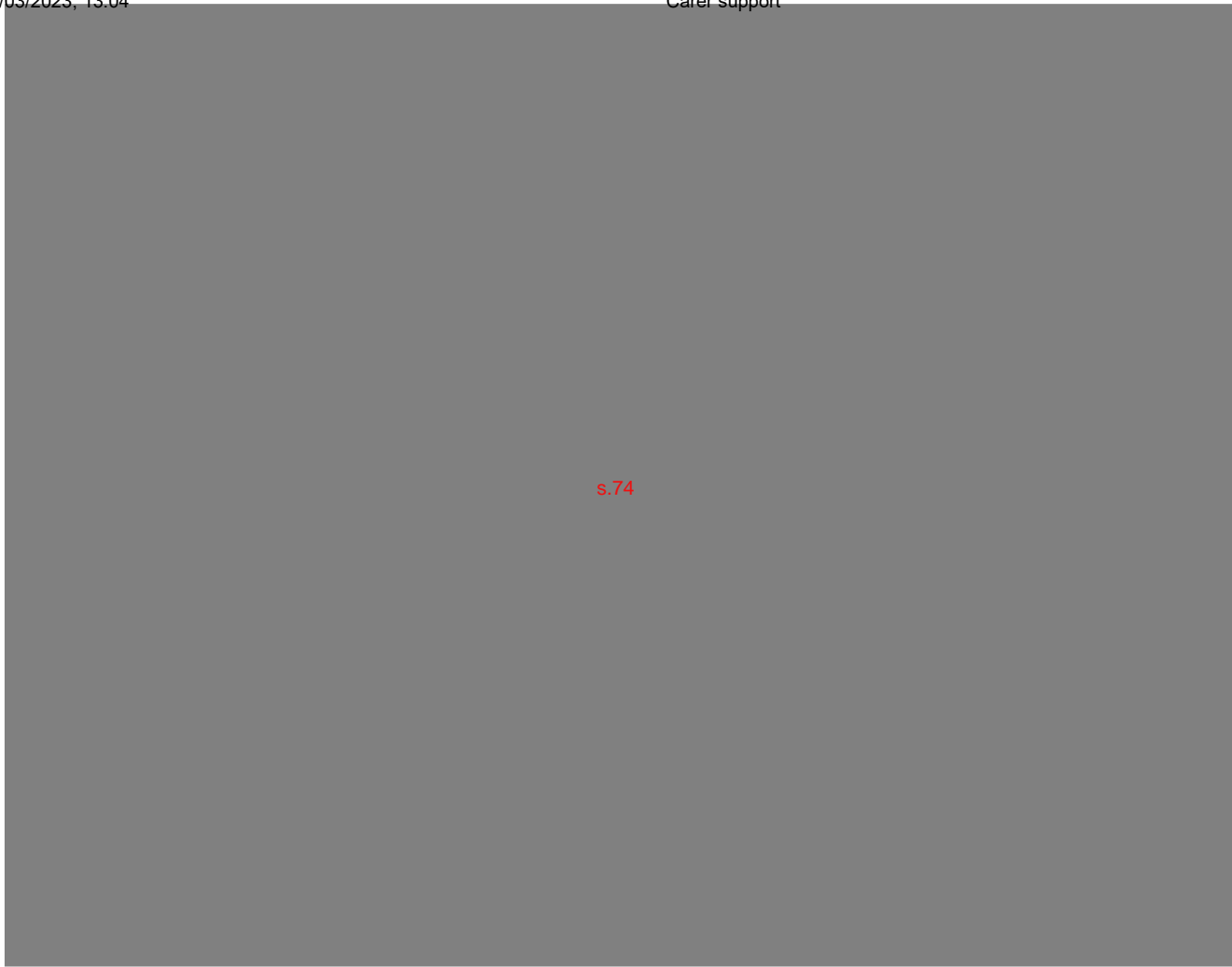
Completed by: **CW** Approval by: **MCW**

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Key documents

Name	Description	Size	Type
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<u>Claims for loss and damage release form</u>	Release form for any loss or damage caused. This form is used to document a payment/release to a carer upon receipt of a claim for loss or damage.	20.8 KB	PDF

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Name

Name	Description	Size	Type
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About this page

- Date updated
12 May 2022
- Last reviewed
1 Dec 2016
- Content owner
Implementation and Performance (Carer Program)
- Directorate
Commissioning - Child & Family



Claims for loss or damage

Release Form

(reimbursement to claimants or payments for loss or injury to an individual)

I, <insert full name of claimant> of <insert complete address of claimant>
ACKNOWLEDGE that I have received the sum of <insert amount
received in words> from the Minister of Community Services.

This amount was paid, without any admission of liability and as an act of
grace only, in full satisfaction and discharge of all claims which I may have
arising from damage caused on approximately <insert date when date
occurred in words>.

Because of this payment I release to the State all claims, demands,
actions or causes of action (howsoever arising) which I may have now or
in the future due to or arising from or associated with the damage which is
referred to in the last paragraph.

AS WITNESSED my hand and seal this <insert date of signing>

In the presence of: <insert full name of witness>

Signed: <Signature of Claimant>

Witnessed: <Signature of witness>

Claims for loss or damage

Release Form
(payments by Community Services to third parties)

I, <insert full name of claimant> of <insert complete address of claimant>
ACKNOWLEDGE that I agree to accept payment of the invoice of <insert
name of the entity raising the invoice> in the amount of <insert amount
received in words> in full settlement of my claim for loss or damage.

It is understood that this amount will be directly paid by Community
Services, without any admission of liability and as an act of grace only, in
full satisfaction and discharge of all claims, which I may have arising from
damage caused on approximately <insert date when date occurred in
words>.

Because of this payment I release to the State all claims, demands,
actions or causes of action (howsoever arising) which I may have now or
in the future due to or arising from or associated with the damage which is
referred to in the last paragraph.

AS WITNESSED my hand and seal this <insert date of signing>

In the presence of: <insert full name of witness>

Signed: <Signature of Claimant>

Witnessed: <Signature of witness>