My Forever Family NSW
Nurture Belonging
CARING FOR THOSE WHO CARE FOR KIDS
MONTHLY PROGRAM ANALYTICS
TO AUGUST 2019

PROGRAM DASHBOARD – 13 MONTHS

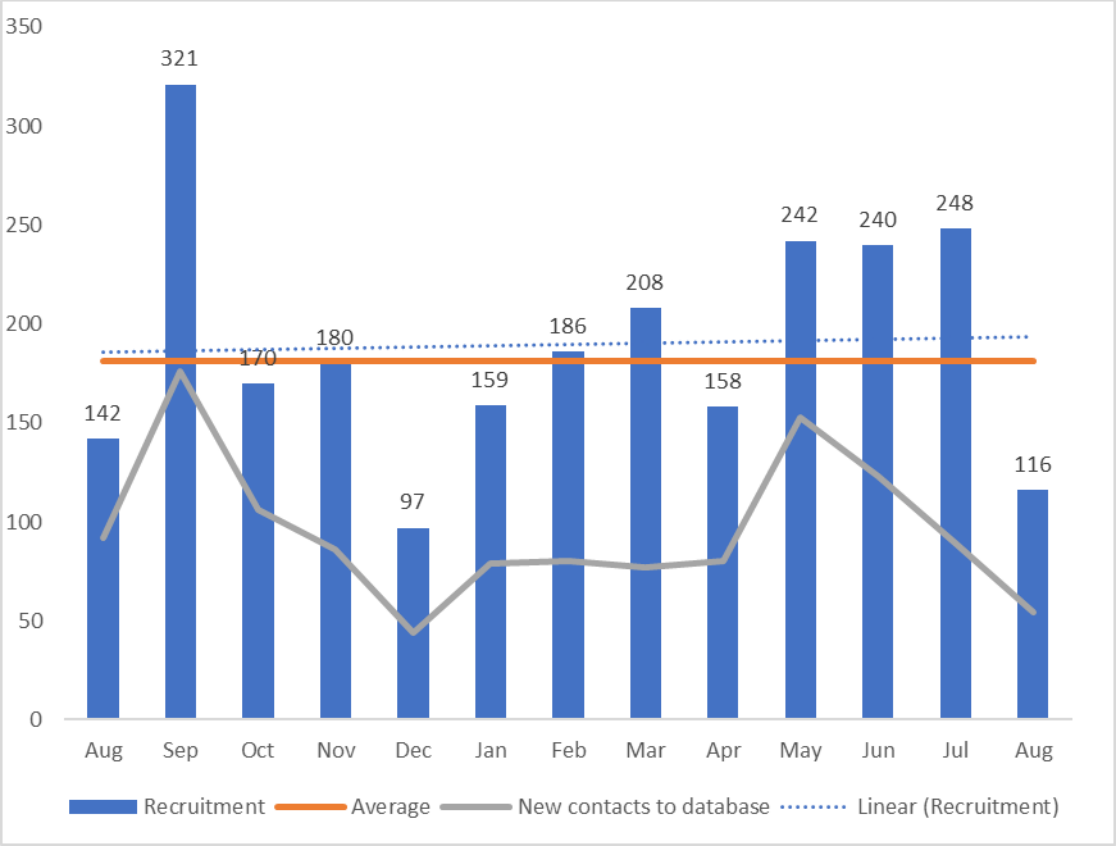
My Forever Family NSW

Activity	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	12 month total	Monthly average (over 12 months)	Month on month (Aug 2019/ July 2019)	Year on year (Aug 2019/ Aug 2018)
Inbound recruitment enquiries	155	321	170	180	97	159	186	200	154	237	222	236	110	2,272	189	47%	71%
Inbound support enquiries	227	326	313	285	252	185	319	389	305	416	400	437	697	4,324	360	159%	307%
Inbound training enquiries	129	158	191	163	129	164	257	103	68	106	57	37	16	1,449	121	43%	12%
Inbound agency enquiries	18	13	21	29	20	64	75	32	31	66	58	47	58	514	43	123%	322%
Total inbound enquiries	**529**	**818**	**695**	**657**	**498**	**572**	**837**	**724**	**558**	**825**	**737**	**757**	**881**	**8,559**	**713**	**116%**	**167%**
Outbound recruitment activities	154	235	204	166	74	185	389	472	613	747	945	1,192	633	5,855	488	53%	411%
Outbound support activities	114	99	162	131	131	99	169	169	142	184	188	252	373	2,099	175	148%	327%
Outbound training activities	369	419	388	484	166	157	379	166	285	373	232	333	334	3,716	310	100%	91%
Outbound agency activities	47	9	15	35	24	91	77	39	35	75	75	62	77	614	51	124%	164%
Total Outbound activities	**684**	**762**	**769**	**816**	**395**	**532**	**1,014**	**846**	**1,075**	**1,379**	**1,440**	**1,839**	**1,417**	**12,284**	**1,024**	**77%**	**207%**
New potential carers	93	173	104	86	44	79	80	77	80	153	123	89	54	1,142	95	61%	58%
New authorised carers	206	175	167	121	86	92	144	907	93	288	450	261	202	2,986	249	77%	98%
Total new contacts	**299**	**348**	**271**	**207**	**130**	**171**	**224**	**984**	**173**	**441**	**573**	**350**	**256**	**4,128**	**344**	**73%**	**86%**
Referrals	19	45	36	34	15	22	31	42	40	43	55	63	28	454	38	44%	147%
Authorisations	0	0	0	0	0	0	0	1	3	0	5	6	0	15	1	0%	

BECOMING A CARER – RECRUITMENT

ENQUIRIES – RECRUITMENT

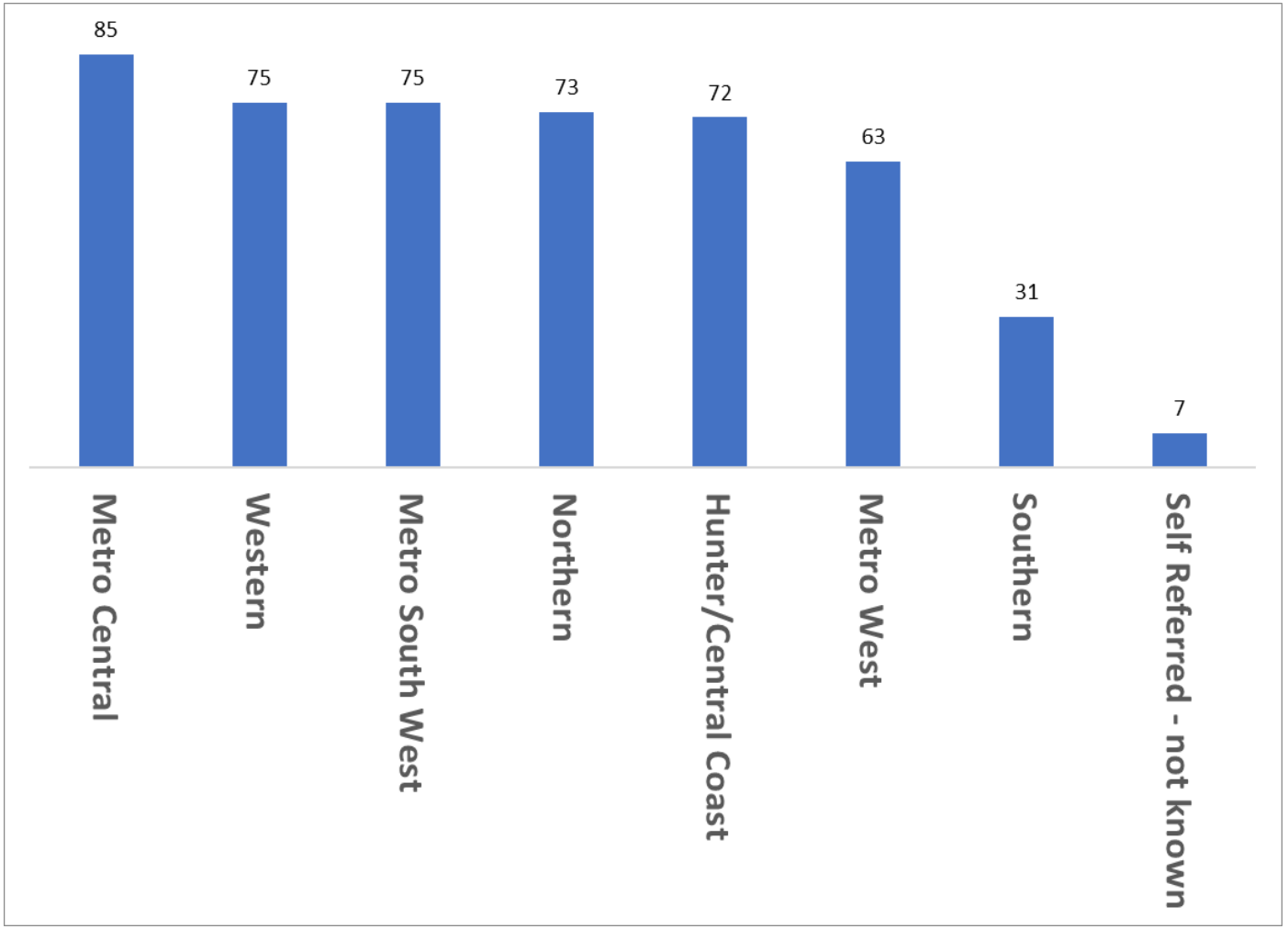
INBOUND TREND BY MONTH – 13 MONTHS TO END AUGUST 2019



- 2,393 inbound recruitment enquiries from 1,314 unique households
- 481 referrals made to agencies – 37% conversion rate
- Average monthly recruitment enquiries = 181
- Low month for recruitment enquiries due to lack of capacity in CST team leading to reduced focus on recruitment

TOTAL REFERRALS MADE

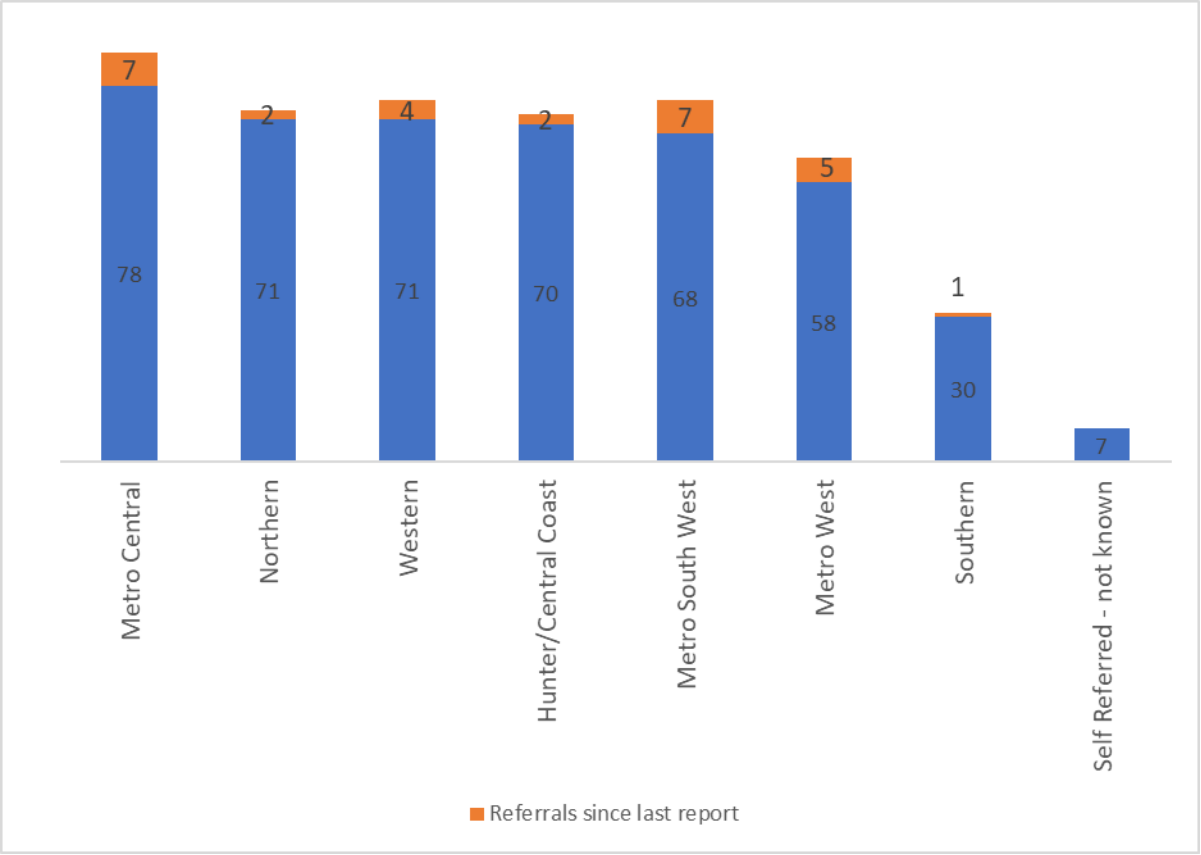
481 REFERRALS TO 2 SEPTEMBER 2019



- 28 referrals in August
- 413 referrals to NGOs
- 68 referrals to FACS (14%)
- Lower monthly rate of referral due to planned and unplanned absences in Carer Support team

REFERRALS MADE LAST MONTH

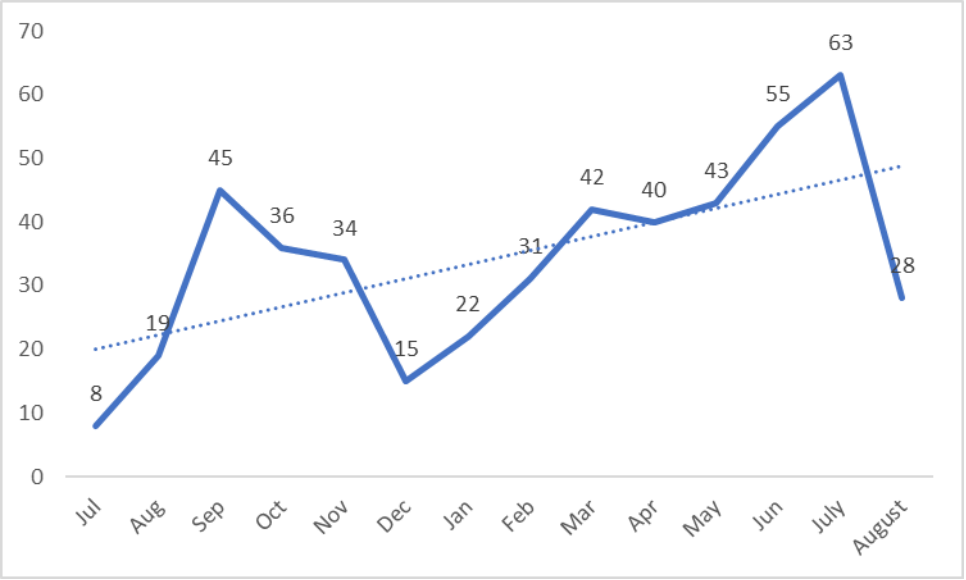
28 REFERRALS IN AUGUST



- Orange bars show referrals in August

REFERRALS BY MONTH

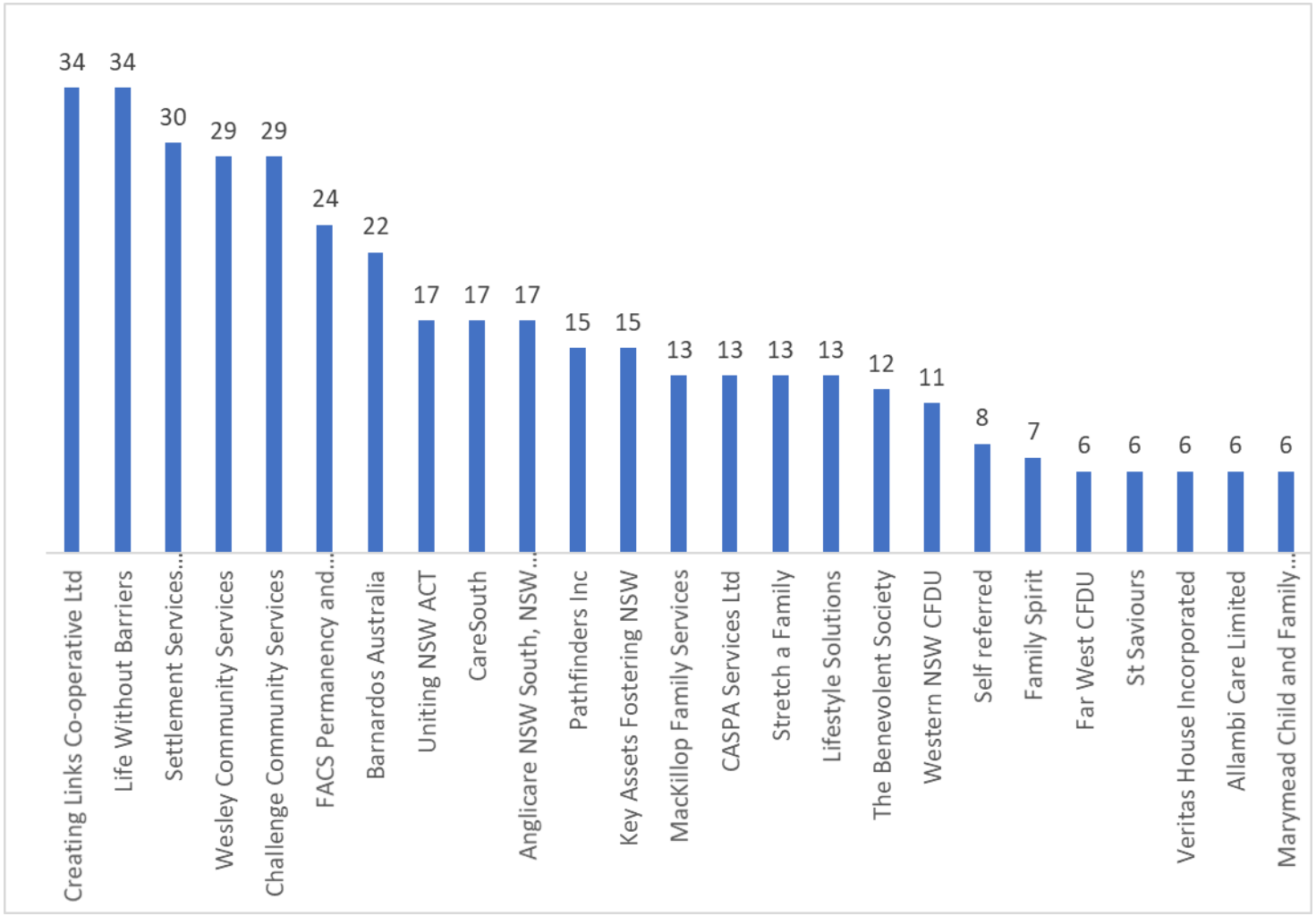
INCREASING TREND OVER TIME



- Decrease in referrals in August
- Carer Support team has had significant staff absences due to planned and unplanned leave
- CST has also given additional focus on enquiries and RSVPs for Foster Care Picnic
- Response to initial enquiries is up to date but the team is behind in following up potential carers once they have received the initial information from MFF – this indicates that the process is successful when fully staffed

REFERRALS BY AGENCY (1/2)

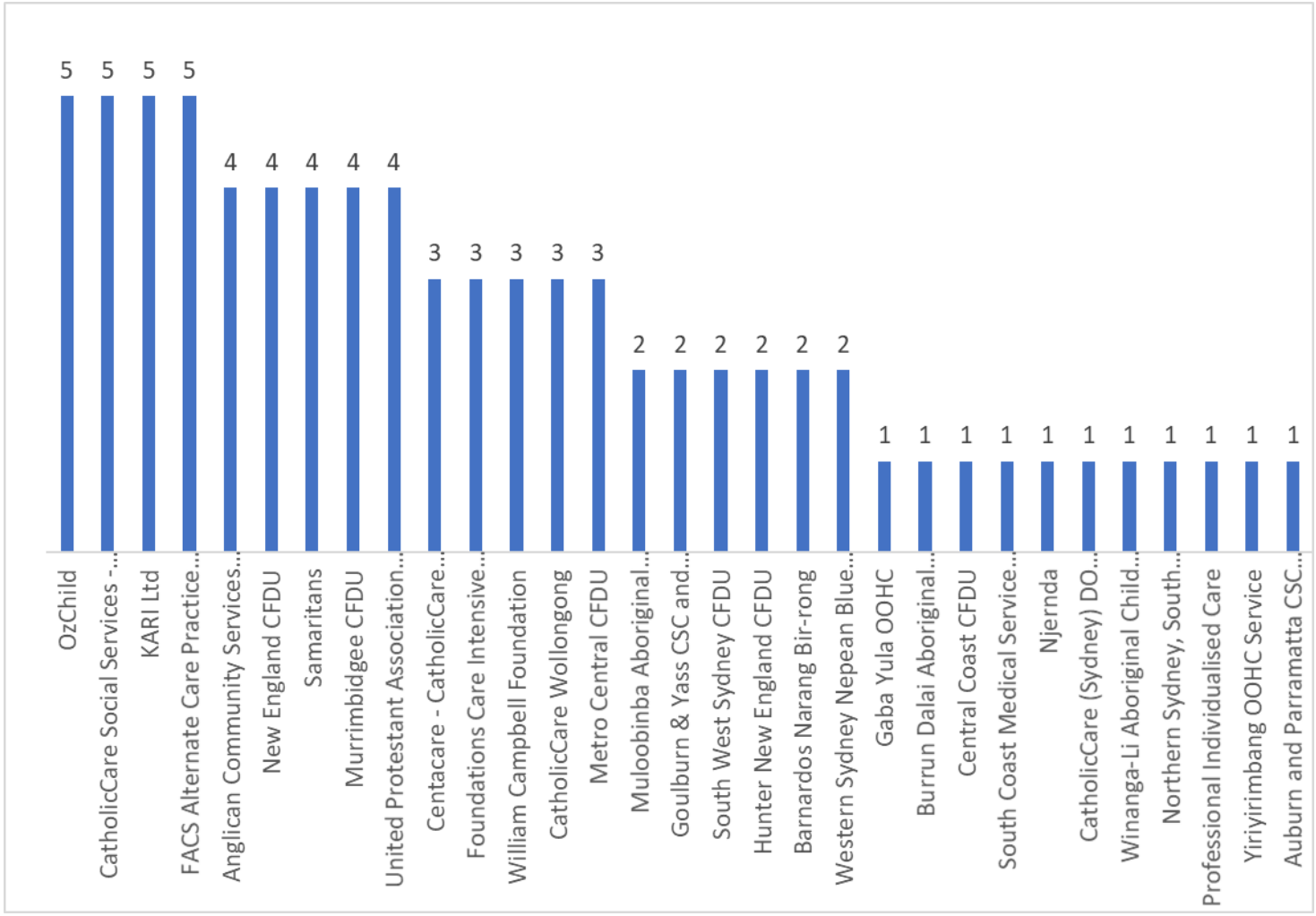
481 REFERRALS TO 2 SEPTEMBER 2019



- Referrals made to 41 NGOs

REFERRALS BY AGENCY (2/2)

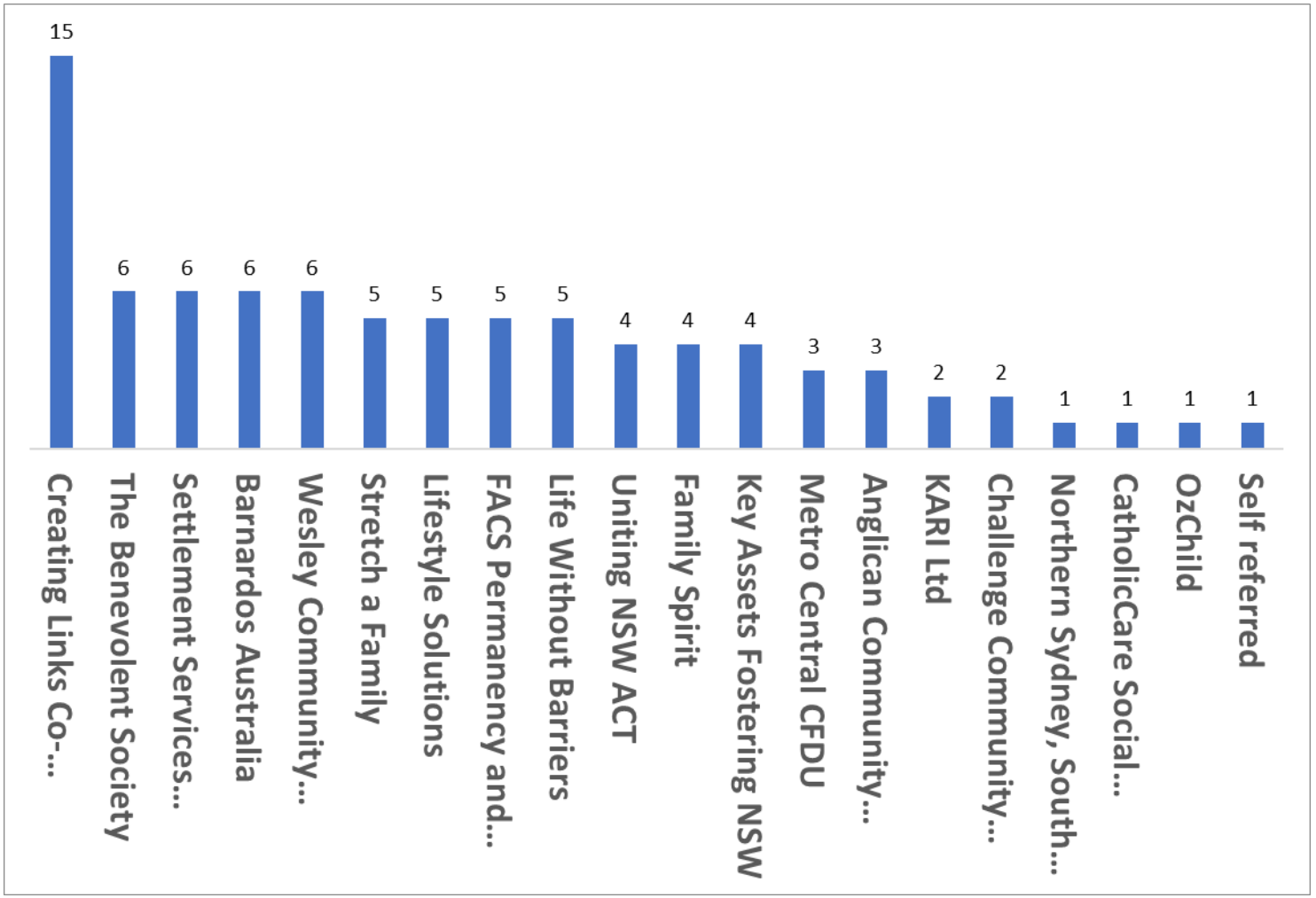
481 REFERRALS TO 2 SEPTEMBER 2019



- Referrals made to 41 NGOs

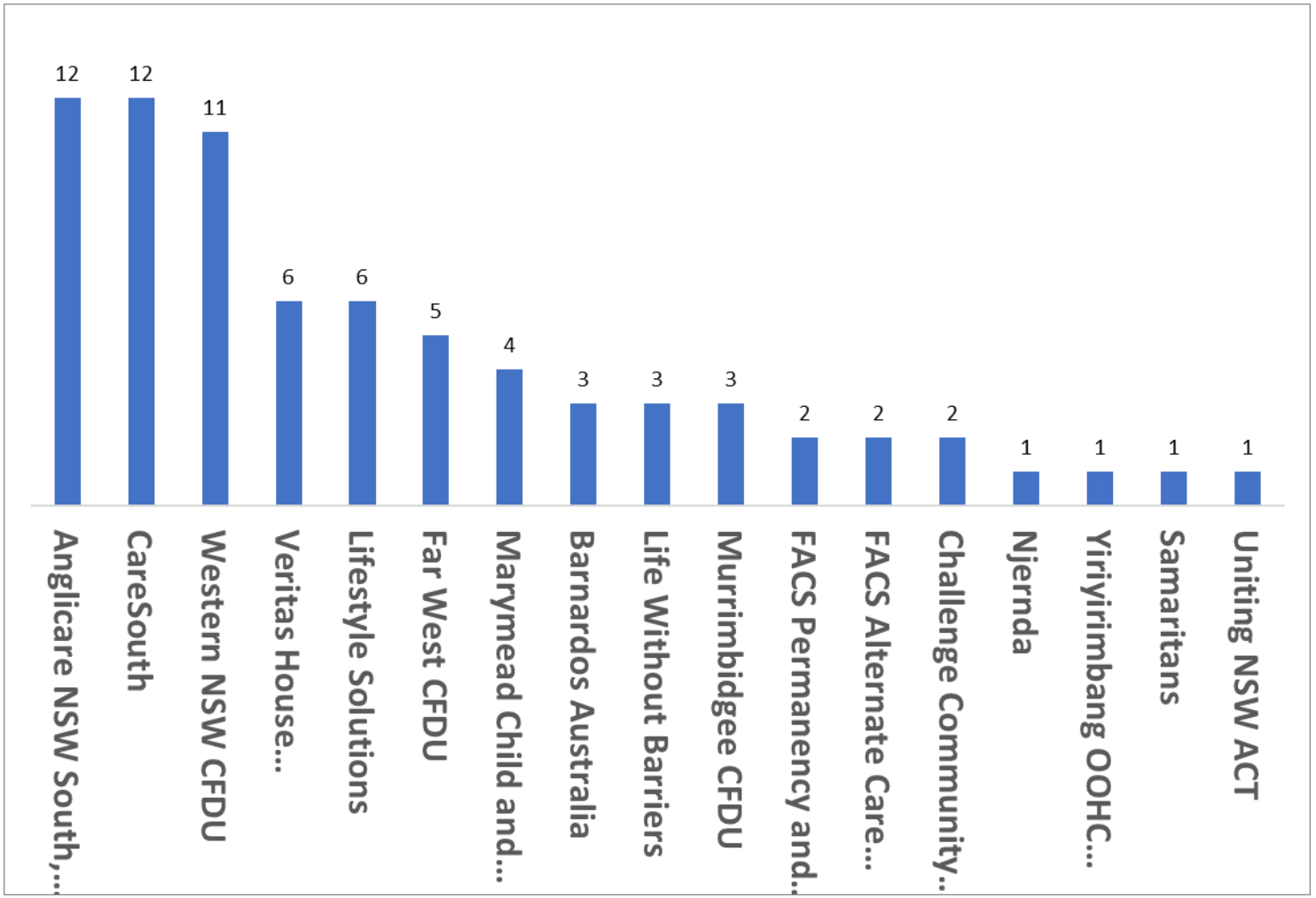
REFERRALS BY REGION

METRO CENTRAL – 85 REFERRALS



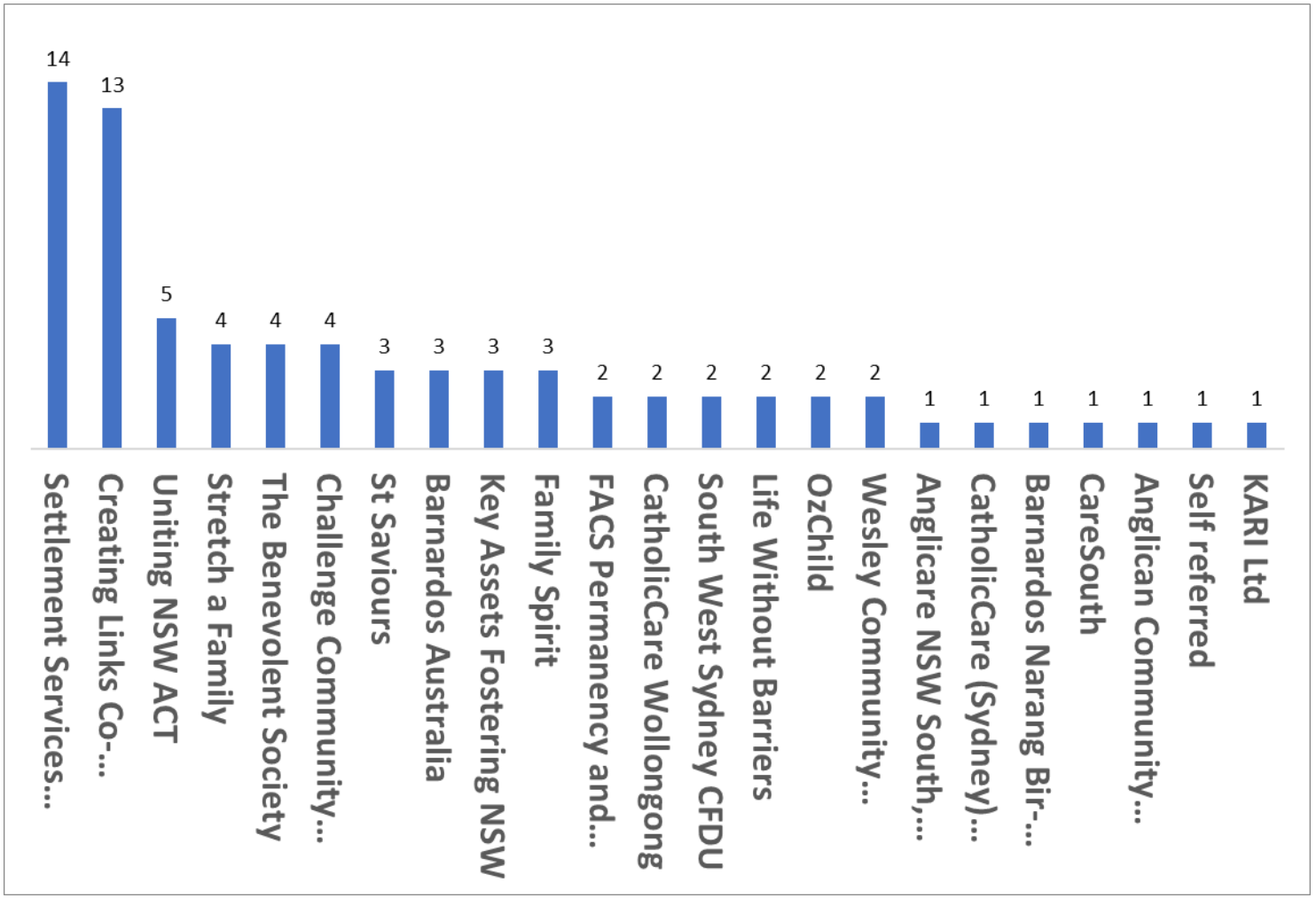
REFERRALS BY REGION

WESTERN – 75 REFERRALS



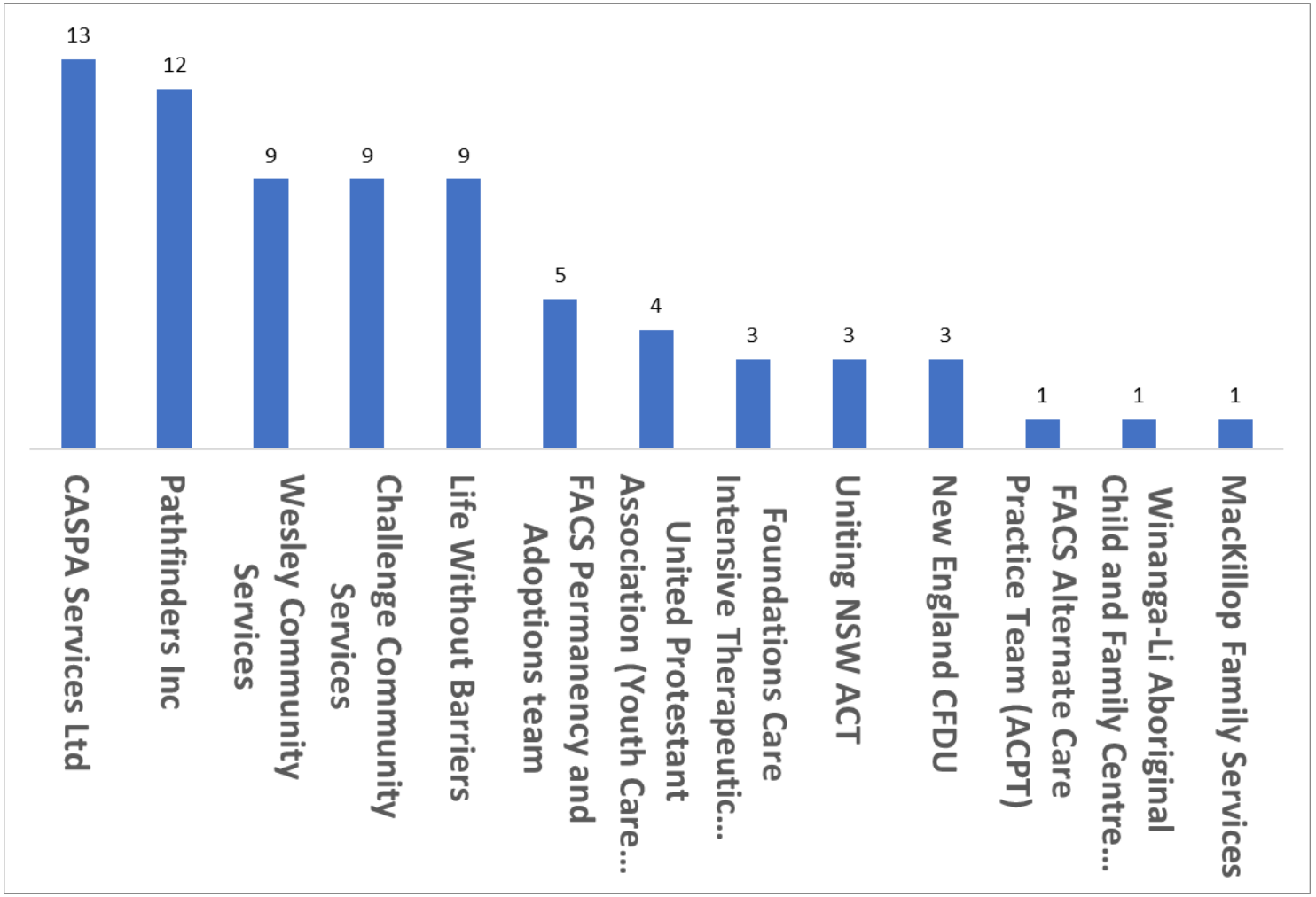
REFERRALS BY REGION

METRO SOUTH WEST – 75 REFERRALS



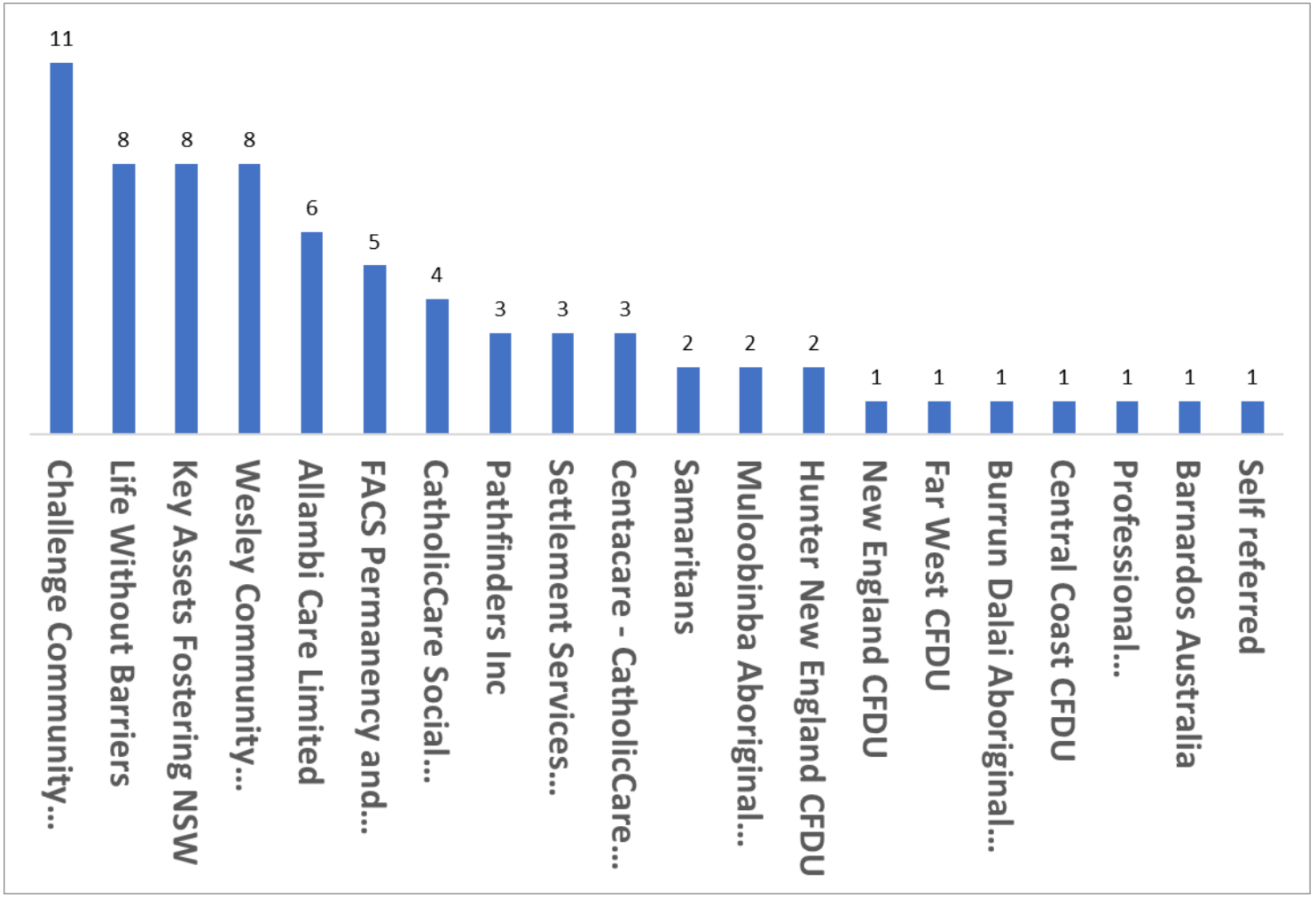
REFERRALS BY REGION

NORTHERN – 73 REFERRALS



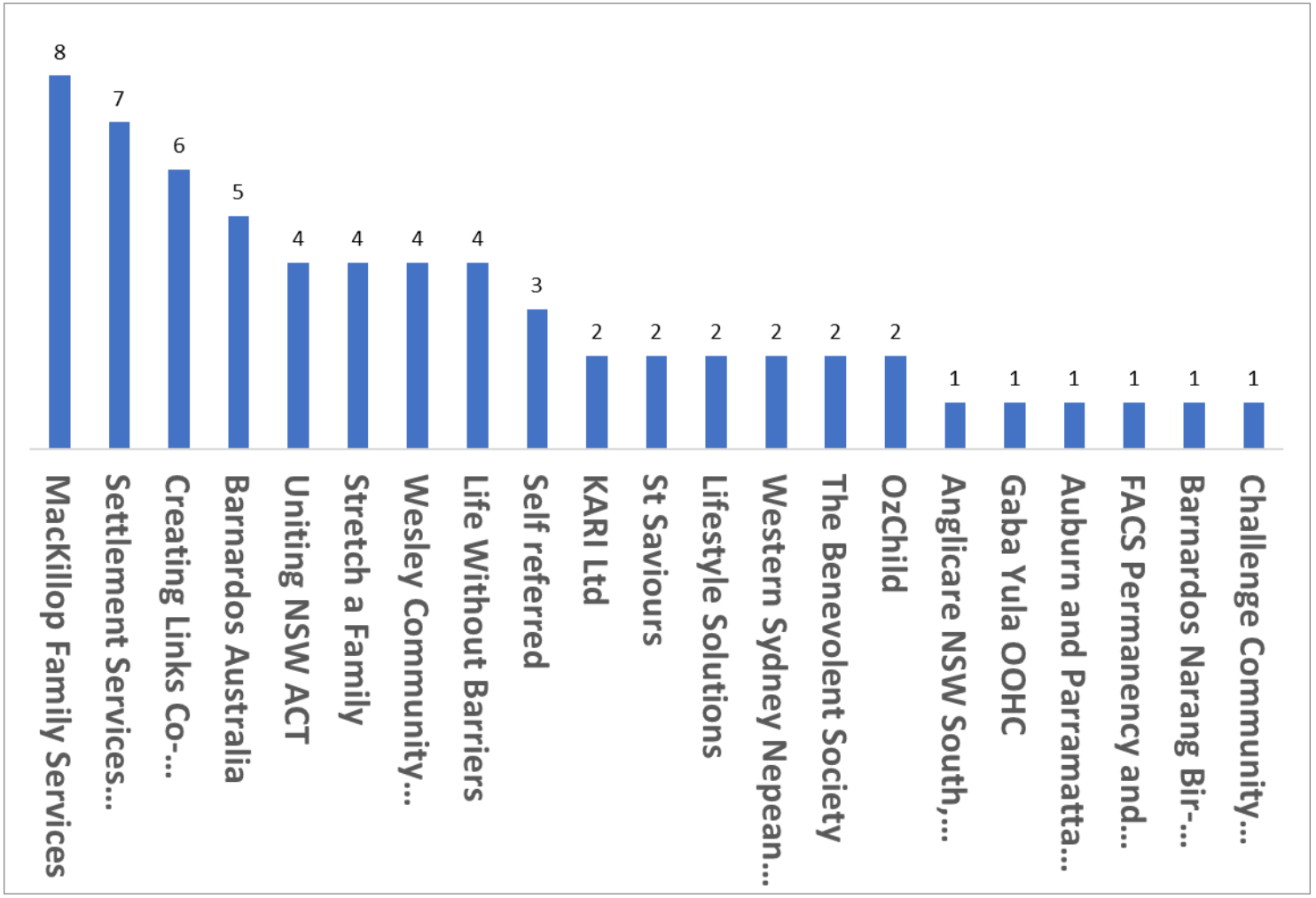
REFERRALS BY REGION

HUNTER/CENTRAL COAST – 72 REFERRALS



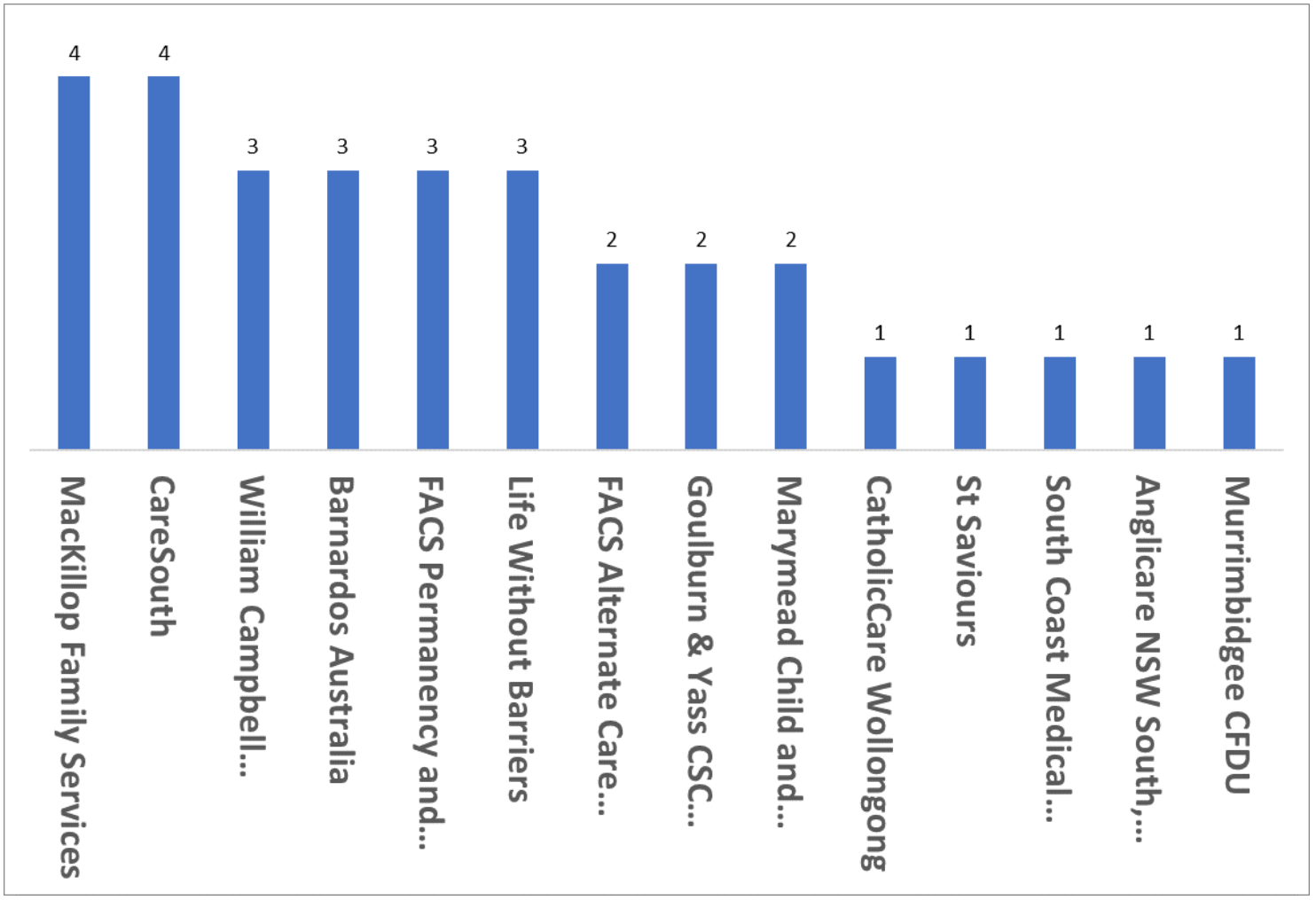
REFERRALS BY REGION

METRO WEST – 63 REFERRALS



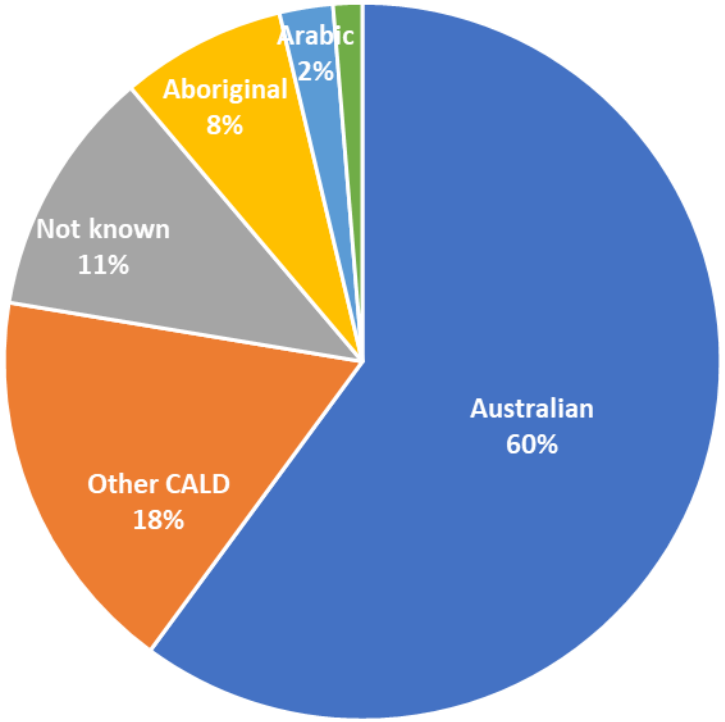
REFERRALS BY REGION

SOUTHERN – 31 REFERRALS



REFERRALS BY CULTURAL BACKGROUND

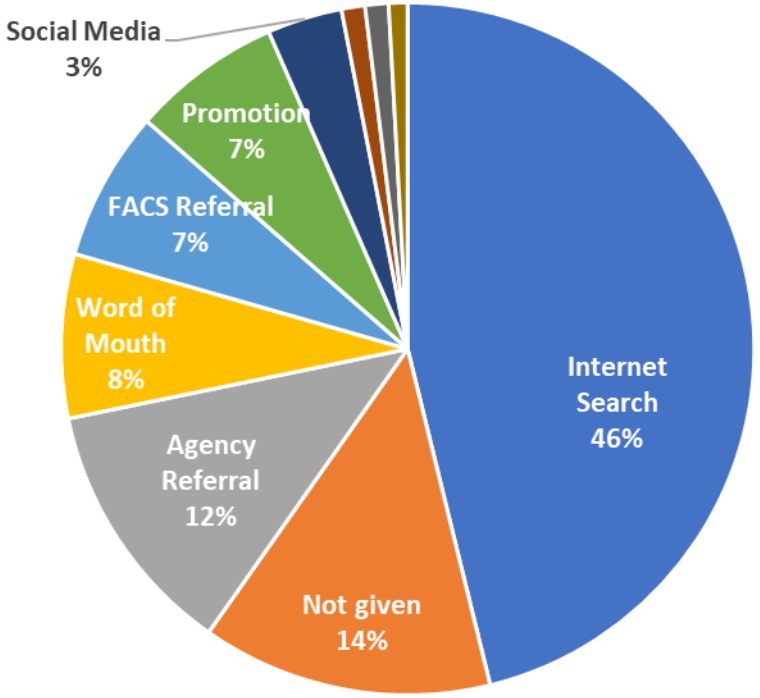
481 REFERRALS TO 2 SEPTEMBER 2019



Cultural background	Number of referrals
Australian	288
Other CALD	83
Not known	54
Aboriginal	35
Arabic	12
Chinese	6
Vietnamese	3

HOW DID YOU HEAR ABOUT MFF?

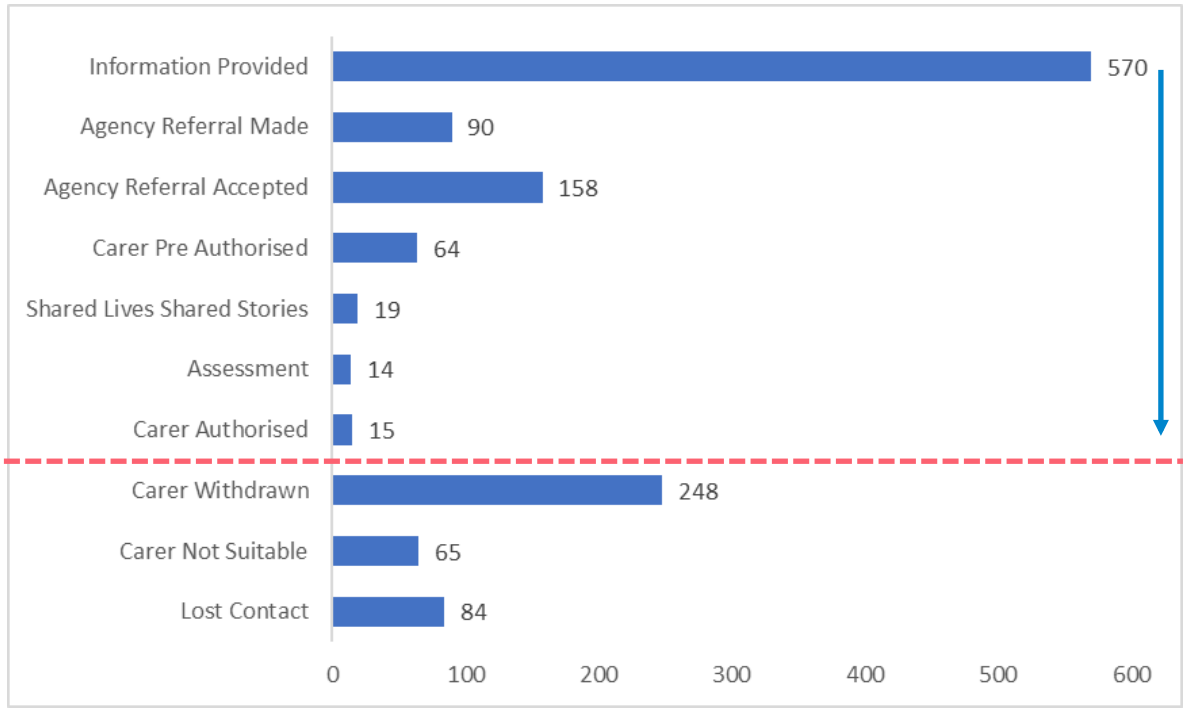
481 REFERRALS TO 2 SEPTEMBER 2019



How did you hear about MFF?	Number of referrals
Internet Search	223
Not given	66
Agency Referral	58
Word of Mouth	36
FACS Referral	35
Promotion	31
Social Media	16
Roadshow	6
Other	5
Connecting Carers Redirect	4
Fostering NSW Redirect	1

POTENTIAL CARER JOURNEY

2 SEPTEMBER 2019

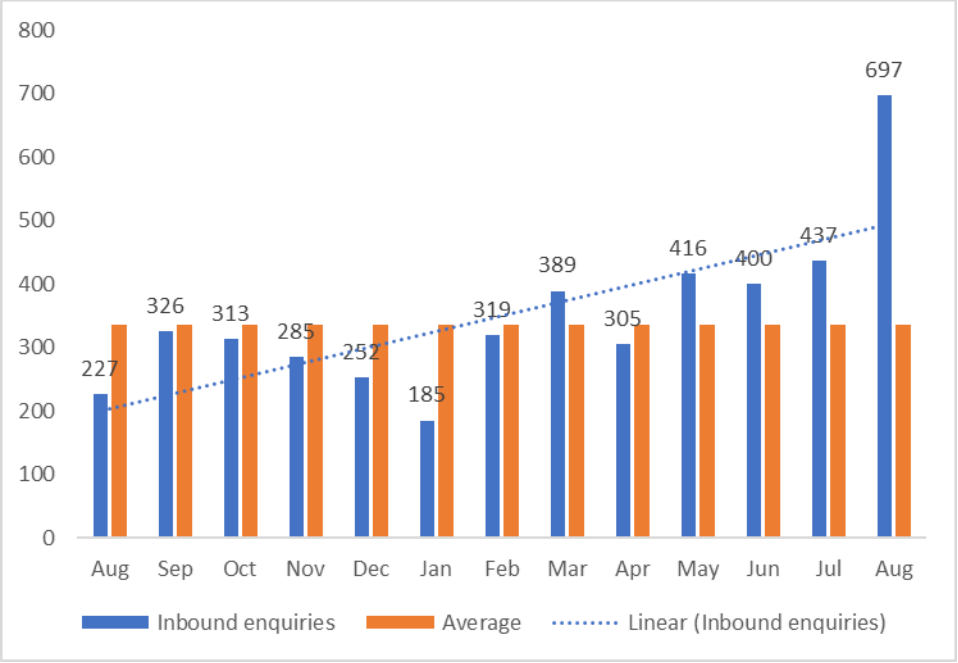


- 15 carers authorised and 34 at final assessment/ training stage of 481 pre-screened potential carers
- MFF is liaising with agencies directly in order to progress potential carers through the journey

CARER SUPPORT

ENQUIRIES – SUPPORT

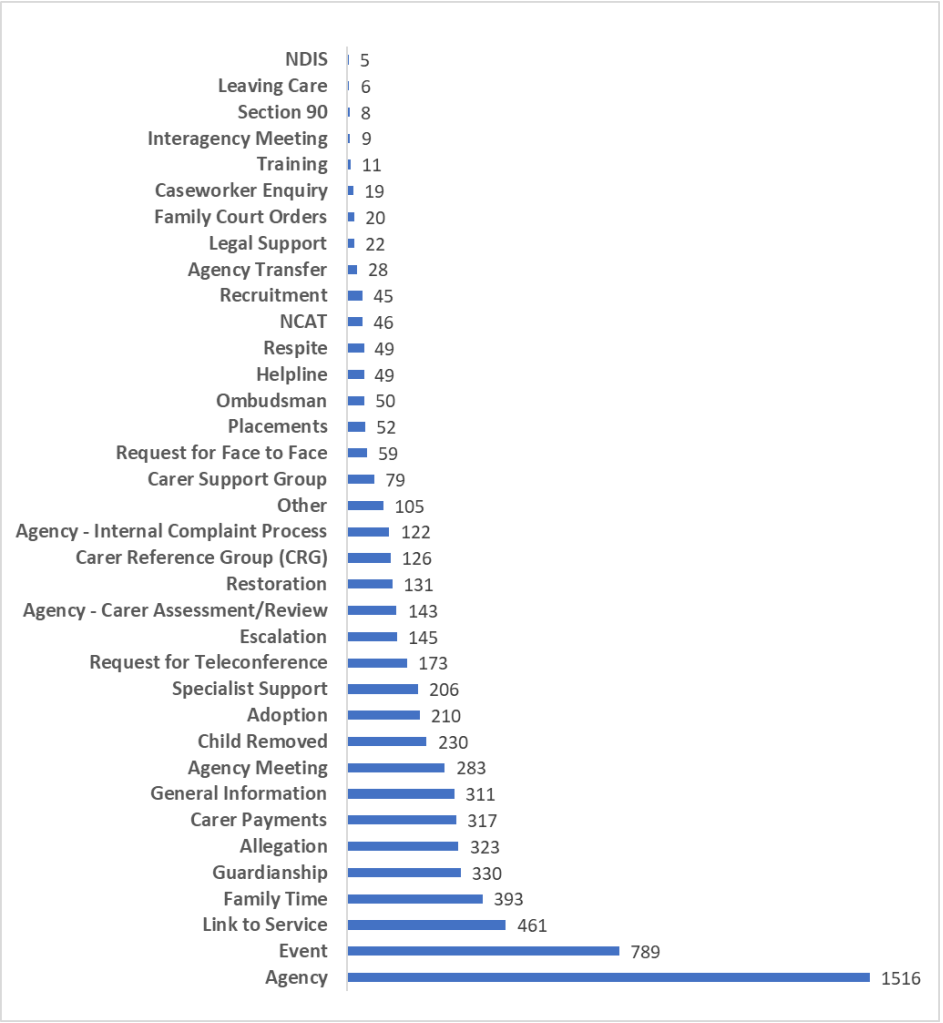
INBOUND TREND BY MONTH – 13 MONTHS TO END AUGUST 2019



- 4,571 inbound support enquiries from 1,030 households
- Average monthly support enquiries = 336
- Increase in support enquiries in August 2019 due to enquiries and RSVPs for Foster Care picnic event

ENQUIRIES – SUPPORT

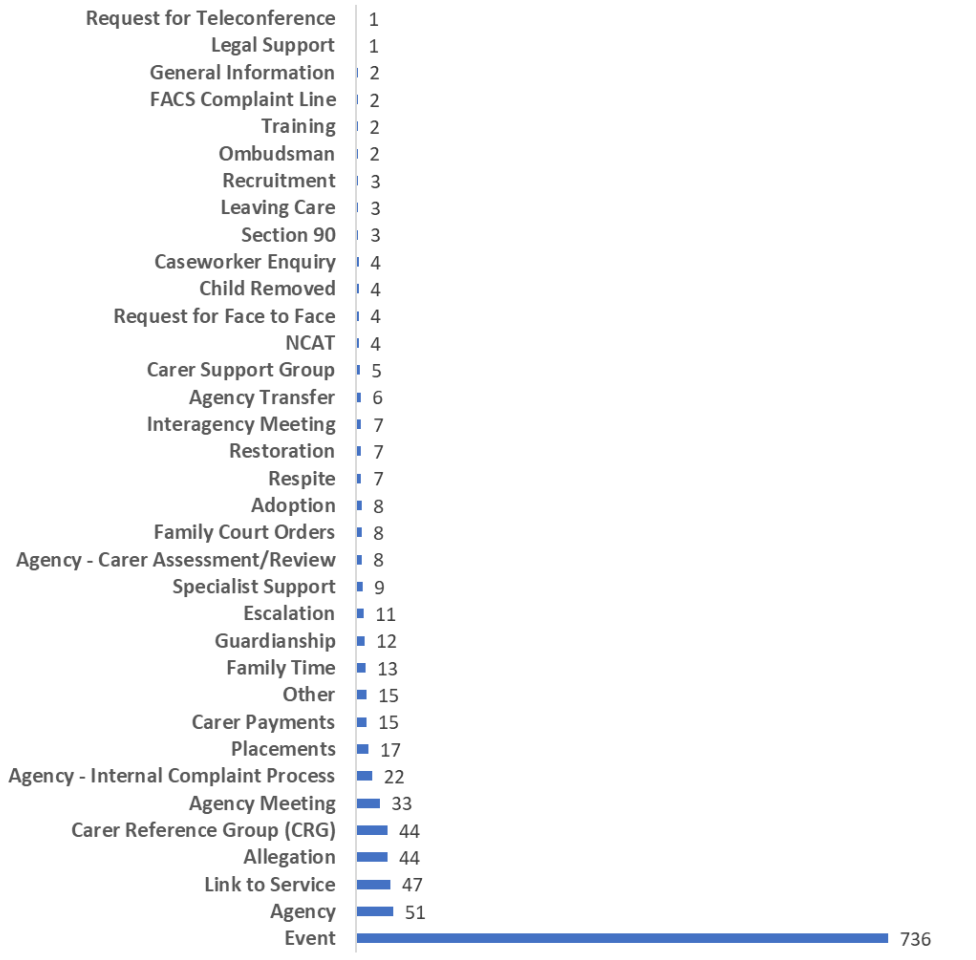
BY SUPPORT TYPE – 13 MONTH'S DATA TO END AUGUST 2019



- 6,875 support activities from 1,218 organisations and households – 66% inbound and 34% outbound
- "Agency" category has been broken down into a number of more specific categories and will reduce proportionally over time

ENQUIRIES – SUPPORT

BY SUPPORT TYPE – DATA FOR AUGUST 2019



Data for August 2019 only:

- 1,160 support activities from 507 households – 64% inbound and 36% outbound
- Average monthly support activities (in and outbound) for MFF during 2019 = 557
- Focus on August has been responding to Foster Care Picnic enquiries and RSVPs – 1,300 RSVPs to date

CARER TRAINING

12 MONTH TRAINING DASHBOARD

My Forever Family NSW

Training Type	Activity	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	12 month total	Monthly average	Month on month (Aug 2019/ July 2019)	Year on year (Aug 2019/ Aug 2018)
Face to face	Training sessions scheduled	11	6	8	11	4	0	6	10	9	17	17	5	9	**102**	**9**	**180%**	**82%**
	Training sessions run	7	5	7	8	4	0	6	10	8	11	11	5	9	**84**	**7**	**180%**	**129%**
	Registrations	77	47	68	218	58	0	154	218	149	122	106	175	125	**1,440**	**120**	**71%**	**162%**
	Attendees	45	32	49	140	37	0	114	136	87	93	79	120	59	**946**	**79**	**49%**	**131%**
	% of registrations that attended	58%	68%	72%	64%	64%	0%	74%	62%	58%	76%	75%	69%	47%	**729%**	**61%**	**69%**	
Webinar	Webinars held										6	6	3	4	**19**	**5**	**133%**	
	Registrations										107	99	26	36	**268**	**67**	**138%**	
	Attendees										76	63	18	24	**181**	**45**	**133%**	
Online	Training packages offered										1	1	0	0	**2**	**1**	**0%**	
	Licences available										350	200	0	0	**550**	**138**	**0%**	
	Licences issued										350	86	41	18	**495**	**124**	**44%**	
	Online training completed										**35**	**3**	**1**	**8**	**47**	**12**	**800%**	
	LMS new sign ups											151	83	65	**299**	**100**	**78%**	
	LMS course completions											143	65	107	**315**	**105**	**165%**	
	Online library users										30	15	8	11	**64**	**16**	**138%**	
	Online library books checked out										41	38	15	15	**109**	**27**	**100%**	
Total	**Total registrations - all training**	**77**	**47**	**68**	**218**	**58**	**0**	**154**	**218**	**149**	**620**	**472**	**322**	**301**	**2,627**	**219**	**93%**	**391%**
	Total attendees - all training	**45**	**32**	**49**	**140**	**37**	**0**	**114**	**136**	**87**	**245**	**326**	**219**	**213**	**1,598**	**133**	**97%**	**473%**

FACE TO FACE TRAINING PRIOR MONTH

DATA FOR AUGUST 2019

Date	Training	Region	Location	Presenter	Registered	Attendance
01/08/19	Facilitating Contact for Carers	Mid North Coast	Taree	Continuum	14	13
06/08/19	FACS: Introduction to Trauma	South Western Sydney	Campbelltown	FACS	11	14
07/08/19	First Aid	South Western Sydney	Liverpool	First Aid for	9	6
19/08/19	FACS: Introduction to Trauma	Northern NSW	Lismore	FACS	11	7
22/08/19	Therapeutic Parenting	Hunter New England	Cessnock	Continuum	18	
23/08/19	Connection before correction: Approaches to Tricky	Western Sydney	Blacktown	Gail Johnston	14	
26/08/19	Connection before correction: Approaches to Tricky	Northern NSW	Tweed Heads	Gail Johnston	10	
27/08/19	Reparative Parenting	Illawarra Shoalhaven	Port Kembla	Continuum	20	19
29/08/19	FACS: Behaviour Support for Carers	Hunter New England	Thornton	FACS	18	

- 9 sessions scheduled; 9 sessions held (0 cancelled)
- Total registrations = 125
- Total attendees = 59 (final numbers for some courses TBC)

FACE TO FACE TRAINING – UPCOMING

SEPTEMBER AND OCTOBER 2019

Date	Training	Region	Location	Presenter	Registered
02/09/19	Connection before correction: Approaches to Tricky	Hunter New England	Tamworth	Gail Johnston	9
03/09/19	Facilitating Family Visits for Carers	Western Sydney	Merrylands	Continuum	6
17/09/19	FACS: Introduction to Trauma	Illawarra Shoalhaven	Wollongong	FACS	6
26/09/19	FACS: Guardianship training	Hunter New England	Tamworth	FACS	1
14/10/19	Understanding Attachement to guide children into a	South Western Sydney	Liverpool	Gail Johnston	0
15/10/19	Online Safety	Hunter New England	Charlestown	Continuum	
23/10/19	MFF Roadshow	Northern NSW	Lismore	MFF	0
24/10/19	Theraplay	Hunter New England	Raymond Terrace	Continuum	
24/10/19	MFF Roadshow	Illawarra Shoalhaven	Port Kembla	MFF	
29/10/19	Doing Life Story work with children in care	Western Sydney	Castle Hill	Continuum	0

- 4 sessions scheduled in September and 6 in October
- Total registrations = 22 to date, registrations still open

WEBINARS

WEBINARS HELD AUGUST 2019

Date	Training	Region	Location	Presenter	Registered	Attendance
06/08/19	WEBINAR - Tips on getting through reportable conduct	Webinar	Webinar	Continuum	12	7
13/08/19	WEBINAR - Top tips for responding to disclosures	Webinar	Webinar	Continuum	8	6
20/08/19	WEBINAR - Participating in Family Group Conferences	Webinar	Webinar	Continuum	4	5
27/08/19	WEBINAR - Use of technology in the care environment:	Webinar	Webinar	Continuum	12	6

- 4 webinars held in August
- Total registrations = 36
- Total attendees = 24 (67%)
- Completed webinars are available to view via LMS (MFF website – Online Training link)

WEBINARS

SCHEDULED WEBINARS

Date	Training	Region	Location	Presenter	Registered
03/09/19	WEBINAR - Use of technology in the care	Webinar	Webinar	Continuum	12
10/09/19	WEBINAR - Understanding Foetal Alcohol Spectrum	Webinar	Webinar	Continuum	40
17/09/19	WEBINAR -Top tips on understanding children's	Webinar	Webinar	Continuum	0
24/09/19	WEBINAR -Understanding the impacts of trauma on	Webinar	Webinar	Continuum	28
15/10/19	WEBINAR - Top tips for therapeutic parenting	Webinar	Webinar	Continuum	4
22/10/19	WEBINAR - Understanding grooming and what it means	Webinar	Webinar	Continuum	7
29/10/19	WEBINAR - Working collaboratively with your care	Webinar	Webinar	Continuum	0
05/11/19	WEBINAR - Preparing for leaving care	Webinar	Webinar	Continuum	0

- 8 sessions scheduled to November 2019
- Registrations to date = 91 – registrations still open

ONLINE TRAINING

DATA FOR AUGUST 2019

Course	Licences available	Licences Issued and activated	Training completed
Talk Less Listen More, ParentShop	350	350	35
Triple P – 0-12 years	130	96	10
Triple P - Teens	70	49	2

- Awaiting updated completion data from ParentShop – data above is for June 2019

MFF LMS

LAUNCHED JUNE 2019. DATA TO AUGUST 2019

Course	August 2019 Enrollments	August 2019 Completions	Total Enrolments (all time)	Total Completions (all time)	Total Completion rate
Understanding Emotional Regulation	18	7	133	68	51%
How Trauma Affects the Brain	14	10	109	56	51%
Planning for Family Visits	11	19	99	60	60%
Top Tips for Therapeutic Parenting	11	9	61	34	56%
Behaviour Support Planning	12	8	40	20	50%
Responding to Disclosures	8	7	38	26	68%
Self Care For Carers	8	6	28	16	57%
Children who have been exposed to domestic/family violence (new)	18	9	18	9	50%
Reportable Conduct Processes	11	6	13	6	46%
Working Collaboratively with your Care Team	10	3	12	3	25%
Participating in Family Group Conferences (new)	8	5	8	5	63%
Rights of the Child (new)	6	3	6	3	50%
What is food hoarding and how do I manage it?	5	3	5	3	60%
Preparing for Leaving Care	4	3	4	3	75%
Understanding Risk Taking in Adolescents (new)	4	2	4	2	50%
Use of Technology in the Care Environment (new)	3	1	3	1	33%
Total	**151**	**101**	**581**	**315**	**54%**