

## EDDI CARER MANAGEMENT SYSTEM DICTIONARY

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## **INTRODUCTION**

### **Who uses this dictionary?**

The EDDI CMS dictionary is useful for all recruitment staff, case workers and management staff using the EDDI system.

### **Why use this dictionary?**

Understanding the terms in this dictionary will help you to enter data into EDDI correctly. This will assist your agency in keeping correct records of prospective and current carers, and enable you to draw accurate data from reports.

## **GENERAL TERMS**

**Initial Enquirer:** The person who first made an enquiry about becoming a carer either through the enquiry line, centralised Fostering Connections website or direct to an agency.

**Household Member:** Each person who lives in or frequently visits the initial enquirer's household.

**Household Record:** A record that documents carer compliance and accreditation information relating to the initial enquirer and all household members.

## PHASES

Phases indicate whether a record is a prospective or accredited carer household and if it can accept placements.

The phase should be **manually adjusted** in EDDI CMS according to the current status of the household.

**Accredited – Deactivated:** Household was accredited but can't accept placements due to issues around compliance. *E.g. Household's Working with Children Checks have expired, quality of care issue has arisen.*

**Accredited – Inactive:** Household is accredited but unable to accept placements for reasons nominated by household members *e.g. Household is on holiday, household wants a break from accepting placements.*

**Accredited – Full:** Household is accredited but already has a placement.

**Accredited – Vacancy:** Household is accredited and is available to accept placements.

**Assessment:** Household is sitting at the assessment phase prior to accreditation. Household may proceed to accreditation. This phase applies to all events prior to *Panel Date*.

**Assessment – Withdrawn:** Household withdrew at the assessment phase prior to accreditation. Household will not proceed to accreditation. This phase applies to all events prior to *Panel Date*. Household may recommence accreditation process at a later date.

**Enquiry:** Household is sitting at the enquiry phase prior to training. Household may proceed to accreditation. This phase applies to all events prior to *Training Module 1*.

**Enquiry – Withdrawn:** Household withdrew their enquiry at the enquiry phase prior to training. Household will not proceed to accreditation. This phase applies to all events prior to *Training Module 1*. Household may recommence accreditation process at a later date.

**Exit Program:** Person is exiting the program and will not recommence accreditation process. Please see **Exit Reasons** for specific details.

**Training:** Person's enquiry is active and their household has progressed to Shared Stories, Shared Lives training. This phase applies to all events *Training Module 1* through to *Training Module 8*.

**Training – Withdrawn:** Household withdrew their enquiry during the training phase. Household will not proceed to accreditation. This phase applies to all events *Training Module 1* through to *Training Module 8*. Household may recommence accreditation process at a later date.

## **EXIT REASONS**

An exit reason describes why a carer has withdrawn or exited from the program. Exit reasons must be completed for each household that exits the program either voluntarily or involuntarily prior to or post accreditation.

### **Exit Reason: Change in Personal Circumstance**

Change in Personal Circumstance applies to prospective and current carers who are exiting the program due to a change in personal circumstances affecting their capacity to accept placements.

#### ***Exit Sub-reasons:***

**Loss of Income/Job:** Household member has lost their income/job and no longer has the personal or financial capacity to accept placements.

**House Move/Relocation:** Household member is relocating to a different address outside an agency's service area and they are no longer able to progress to accreditation or take placements with that agency.

**Separation/Divorce:** Household member is undergoing a separation or divorce – current changes to household structure prevent person from being accredited or accepting placements.

### **Exit Reason: Involuntary Exit**

Involuntary exits apply in cases where the prospective carer has been deemed unqualified for accreditation by an agency. This extends to prospective carers who do not respond to multiple contact attempts, as this demonstrates a lack of current interest in becoming a carer.

#### ***Exit Sub-reasons:***

**Displayed Unsuitable Behaviour:** Household member has demonstrated unsuitable behaviour that may compromise the wellbeing a child or young person in their care. E.g. violent or aggressive behaviour, behaviour indicating mental health issues.

**Failed Criminal Record Check:** Household member did not pass their criminal record check.

**Failed Working With Children Check:** Household member did not pass their Working With Children Check.

**Failed Disqualified Carer Check:** Household member is on record as having previously been disqualified from accreditation by an agency.

**Neglect/Insufficient Care Standard:** Case worker has identified that accredited carer is neglecting a child or providing an insufficient quality of care. Carer should be exited from the program to avoid further placements.

**Unresolved Trauma:** Household member has revealed experience of unresolved trauma that may compromise their own wellbeing or that of a child/young person in their care.

**Unreachable/No Contact:** Worker or recruitment staff have attempted to contact initial enquirer without success.

### **Exit Reason: Not Suitable**

Not Suitable exits apply in cases where the prospective carer has been deemed to be of unsuitable character or circumstances for accreditation by an agency.

#### ***Exit Sub-reason***

**Agency Decision:** Household member has been deemed of unsuitable character to become an accredited carer.

**Cleanliness/Health Hazard:** The household is unclean or has identifiable health hazards that may compromise the health, security and wellbeing of a child/young person in their care.

**Financial Constraints:** Household does not have enough income to manage the day to day needs of the child.

**Financial Motivation:** Initial enquirer was financially motivated to become a foster carer. E.g. person was seeking employment, person confused foster care with child care work.

**No Spare Bedroom:** Household does not have adequate space for a child or young person to reside with them.

**Service/Program not Suitable:** Household member was not seeking to become a foster carer. E.g. Person was seeking to adopt, person seeking to become a kinship carer.

**Unreachable/No Contact:** Worker or recruitment staff have attempted to contact initial enquirer without success.

**Unresolved Home/Environment Check:** Household member was unavailable or unwilling to complete a home environment check.

**Unsuitable Living Arrangements:** Household has a relative/friend/domestic partner living in the household who may compromise the wellbeing of a child/young person in their care.

**Unsuitable Parenting Style/Discipline:** Household member has indicated or demonstrated unsuitable parenting or discipline style to assessor or case worker. E.g. Person has smacked child as discipline for misbehaving. Prospective carer should not be accredited. Current carer should be exited from program.

### **Exit Reason: Voluntary Exit**

Voluntary exits apply in cases where the prospective carer has decided to leave the program prior to or post accreditation.

#### ***Exit Sub-reason***

**Change of Heart:** Household member has decided they no longer want to become a carer.

**Health Reasons:** Household member has identified existing health issues or recently diagnosed health problems preventing them from becoming a carer.

**Lack of Time:** Household member does not have enough time to become a carer or accept placements due to new or existing commitments.

### **Exit Reason: Out of Region**

Out of Region exits apply in cases where an enquiry has come from a person who lives outside the agency's service area.

#### ***Exit Sub-reason***

**Cannot Provide Service:** Initial Enquirer lives outside agency's catchment area and can't be accepted for accreditation or placements by your agency. This also applies to enquiries that come direct to your agency and move outside your catchment area.



## **EVENTS**

Events are key milestones that need to be completed or reviewed in order for a person to become or remain an accredited carer. Some events apply to entire households, while others apply to individual household members.

*Please note all events below are listed in alphabetical order, not the order they would take place pre or post accreditation.*

### **Compulsory Events Toward Accreditation**

Compulsory events toward accreditation are the events you need to complete in order for a prospective carer to become accredited in the system. There are 27 events to complete in total.

**Accreditation Date:** Date household member was accredited.

**Assessment Interviews A-D:** Documents the four assessment interviews undertaken between the assessor and household members to confirm their suitability for accreditation.

**Assessment Report:** Household member's assessment report has been completed.

**Carer Application Form:** Date application form received from household member confirming their intent to commence the journey to accreditation.

**Carer Register Date:** Date carer is registered in the Victorian Carer Register.

**Criminal Check:** Date from which household member's criminal check is valid.

**Enquiry Date:** Date the initial enquiry was first accepted by the recruitment worker at the agency.

**Fire Safety Audit:** Identifies that checks have been conducted to ensure the household has a fire safety plan in place and/or is safe from bushfires. A fire safety plan must be discussed with the household prior to accreditation. Only agencies in bushfire prone areas require a bushfire plan. DHHS provides annual updates to agencies on bushfire prone areas.

**First Contact with Enquirer:** Date the recruitment worker first made contact and spoke directly with the initial enquirer and about becoming a carer.

**Health Check:** Results of the household member's health check and confirmation of date clean bill of health was confirmed.

**Home Environment Check:** Identifies household meets all the standard requirements for securely housing a child or young person.

**IEF (Initial Enquiry Form) Received:** Carer has been screened and initial information from their enquiry has been detailed by recruitment worker.

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**Information Session:** Date household member attended carer information session.

**Life Story Received:** Life story of household member has been received by recruitment worker.

**Medical Check receipt:** Confirmation that household member's medical check has been completed.

**Panel Date:** Date that household member is due to go to panel.

**Referee Check:** Confirms household member's suitability to become a carer has been supported by referees.

**Training Modules 1-8:** Documents the Shared Stories, Shared Lives training undertaken by household members. Please note you can include the names of multiple household members in the comments section of each module.

**Working with Children Check:** Date which a household member's Working with Children Check is valid from.

### **Post Accreditation Events**

Post accreditation events are events that you can update and monitor for accredited carers to assist with your record keeping.

**Accreditation Welcome Pack Sent:** Date welcome pack has been sent to recently accredited carer.

**Annual Carer Review:** Date annual carer review of the household has taken place.

**Bank Details Form:** The bank details of a household member for the care allowance paid by the agency.

**Carer Payment Submitted:** Details of care allowance submitted to household member.

**Code of Conduct & Privacy Statement:** Code of Conduct & Privacy Statement has been signed at first post accreditation supervision session prior to first placement.

**Confidentiality Form:** Confidentiality form has been signed at first post accreditation supervision session prior to first placement.

**DHHS Bank Details Form:** The bank details of a household member for the care allowance paid by the DHHS.

**DHHS Carer Register Registration:** Carer has been registered with DHHS. Register of out of home carers within 14 days of approval.

**DHHS Carer Registration Closure:** Agency has contacted DHHS to deregister household.

**Disability Training Module:** Disability Training Module completed.

**Exit Interview:** Details of the Exit Interview for household that has been exited from the program.

**Exit Letter Sent:** Household member has been sent a letter confirming they have been exited from the program.

**FCAV Membership:** Accredited Carer has been offered FCAV membership and their response has been recorded.

**Foster Carer Agreement:** Foster Carer Agreement has been signed at first post accreditation supervision session prior to first placement.

**Home Environment Review:** Date case worker has reviewed an accredited household.

**Infection Control Agreement:** Training has been provided to carers in infection control procedures, including procedures to follow in medical and non-medical emergencies and accidents.

**Information Pack Sent:** Recruitment worker has sent information pack to initial enquirer.

**Interview Session with Household Children:** Recruitment or case worker has conducted an interview with children living in the household.

**Post Accreditation Training:** Training delivered to a household member after accreditation.

**Registration Changed to Another Agency:** Accredited Carer household is now registered with another agency.

**Sanctuary Training:** Sanctuary Training module completed (MacKillop Family Services only).

**Supervision:** A supervision note related to an accredited household member entered by their assigned case worker.

**Therapeutic Care Training:** Household member has undertaken therapeutic foster care training (Circle program) making them eligible to accept a therapeutic care placement.

**Training Certificate Sent:** Household member has been sent a certificate for completing training.

**Unsuccessful Contact Attempt:** Recruitment or Case Worker has unsuccessfully attempted to contact a household member.