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| Carer development plan |
| Client incident management system |

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# Introduction

## What is the purpose of a carer development plan?

The purpose of a carer development plan is to formalise actions for service providers and out-of-home carers to overcome any identified quality of care concerns. Out-of-home carers includes home based, kinship, residential and lead tenant carers. They focus on promoting practice improvement by carers and are action oriented to develop strategies to overcome quality of care concerns.

## When can a carer development plan be used?

Carer development plans can be used in the following instances:

|  |  |
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| **Following an investigation of a major impact incident, to promote practice improvement** | Where an incident investigation does not substantiate abuse by a carer, but identifies further action is required or opportunities for carers to improve their practices. |
| **Following a review of a major impact incident** | If during the process of an incident review, issues are identified about the actions or role of the carer. |
| **Following a series of non-major impact incidents reported about one carer** | Service providers may determine that a series or repeated incidents involving one carer identify opportunities for carers to improve their practices, a carer development plan may be introduced and implemented. |

## Who is responsible for managing and completing the carer development plan?

The service provider has lead responsibility for completing the carer development plan and ensuring that appropriate support to meet objectives is provided to the carer/s. Carer development plans are completed in collaboration with carers. Carers should be treated fairly, honestly and with respect and should be supported through the process of a carer development plan.

The carer development plan can be used for more than one carer and client if they were/are all residing in the same placement where the incident occurred.

## Carer development plans and the department

The carer development plan **does not** need child protection’s endorsement. However, if any child or young person in out-of-home care is still residing with the carer, *Part C: Action plan* of the carer development plan, once completed, must be shared with the relevant child protection area manager for the purpose of continuing to assess the suitability of the placement for the child or young person.

Where a child or young person in out-of-home care is still residing with the carer, service providers must provide copies of the progress reviews of the carer development plan to the relevant child protection area manager until all outstanding actions are completed. The relevant child protection area manager will store the copy of the progress reviews and the completed Part C of the carer development plan on the file of the child protection client that is currently residing with the carer.

## Timelines

Carer development plans can be in place for **no longer than six months.**

Progress reviews are expected during the length of any carer development plan. The first progress review must occur 28 business days from commencement of the carer development plan. Another progress review must occur 3 months from commencement of the carer development plan.

Additional progress reviews of the carer development plan can occur at the discretion of the service provider however the number of reviews should not be onerous or disruptive and should be focussed on promoting practice improvement of carers.

## Information Sharing

Where a child or young person in out-of-home care is still residing with the carer, a copy of the completed and signedPart C of the carer development plan must be shared with the relevant child protection area manager to be stored on the client/s unique file.

The carer should always be provided with a copy of the completed carer development plan and be informed if any other parties have been nominated to receive a copy or part of the carer development plan with appropriate explanation as to why it is being shared (for example, the carer is registered with more than one service provider). Please refer to section 3.8 of the *Client incident management guide* for further information and guidance.

If the child or young person impacted by the incident is from Aboriginal and/or Torres Strait Islander background, there is an obligation of the department to consult with the Aboriginal Child Specialist Advice and Support Service (ACSASS).

The service provider may choose to involve additional parties, including child protection, at their discretion. There must be appropriate rationale as to why any additional parties are involved including the role they will play in the carer development plan process.

## Using this template

Part A: Carer and incident details includes details of the relevant carer/s, client/s and incident/s as well as the names and titles of service provider staff involved in the carer development plan.

Part B: Carer development areas includes the rationale for commencing a carer development plan as well as the specific areas for carer development as identified by both the carer and the service provider.

Part C: Action plan includes the activities to be completed by both the carer and the service provider as well as the carer’s and service providers assessment of the carer development at the end of the carer development plan period.

The text in orange throughout this template serves as a guide and can be deleted.]

# Part A: Carer and incident details

## Timeframe for carer development plan

|  |  |
| --- | --- |
| **Commencement date of the carer development plan** | <Enter start date here> |
| Progress review dates of the carer development plan [Minimum requirement - within 28 business days and again in three months from commencement date] | <Enter progress review dates here> |
| Proposed end date of the carer development plan | <Enter end date here> |

### Carer development plan manager

|  |  |
| --- | --- |
| Name, title and service provider of staff member leading the carer development plan | <Enter name, title and service provider here> |
| Name, title and service provider of staff member supporting the carer throughout the carer development plan[If different from above] | <Enter name, title and service provider here> |

## Who will receive a copy of the carer development plan?

[A full copy or only Part C [Action Plan] of the carer development plan may be shared depending on the audience and purpose of sharing the information].

| Parties to receive carer development plan information | Level of carer development plan information shared | Rationale for sharing carer development plan Information | Was the carer advised that the carer development plan information is being shared? | Date that carer development plan information was shared |
| --- | --- | --- | --- | --- |
| [At a minimum, the carer is to receive the completed carer development plan; and Part C only to the relevant child protection area manager if any child or young person in out-of-home care is still residing with the carer] | [Is it a full copy of the completed carer development plan or only Part C] | [Information should only be shared where the service provider deems it reasonable and necessary to support the development of the carer and promote the safety and wellbeing of a child or young person in their care] | [Enter yes or no. If no, why not?] |  |
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## Carer details

### Carer 1

|  |  |
| --- | --- |
| Surname  | <Enter surname / family name here> |
| Given name | <Enter given name here> |
| Date of birth | <Enter date of birth here> |
| Sex | <Enter male / female / intersex / intergender / not stated / inadequately described here> |
| Indigenous status  | <Enter Indigenous status here> |
| Address | <Enter address here> |
| Service provider carer unique ID (if available) | <Enter carer unique ID here> |
| Years of caring experience of carer | <Enter length of caring experience here> |
| Current service provider/s the carer is registered with[A carer can be registered with more than one service provider] | <Enter service providers here> |
| Placement type/s approved for[Kinship, Residential, Pre-permanent care, home-based care, lead tenant] | <Enter placement type/s here> |
| Scope of accreditation[For example a specific age range or gender of child or young person] | <Enter scope of accreditation here> |
| Date and outcome of the last carer accreditation review[Include the rationale for the outcome of that review and if any issues or actions were identified or recommended at that time] | <Enter date and outcome here> |

Carer Training within the last three years

[List any training the carer has attended relevant to their role as a carer in the last three years. This information helps identify any training gaps and to identify recent training received that could influence the service providers’ expectation of appropriate carer conduct.]

| Training name | Training dates |
| --- | --- |
| <Enter training names here> | <Enter training dates here> |
|  |  |

[Add additional lines if required]

|  |  |
| --- | --- |
| Any **known** previous quality of care concerns raised in relation to the carer? | <Enter YES or NO here> |

| Known previous quality of care concern/s | Date | Outcome |
| --- | --- | --- |
| <Enter known previous quality of care concern here> | <Enter date of known previous quality of care concern here> | <Enter outcome of known previous quality of care concern here> |
|  |  |  |

[Add additional lines if required

[Copy and paste for additional carer details as required.]

## Client details

### Client 1

|  |  |
| --- | --- |
| Surname | <Enter surname / family name here> |
| Given name | <Enter given name here> |
| Date of birth | <Enter date of birth here> |
| Indigenous status | <Enter Indigenous status here> |
| Client unique ID [For example, CRIS number] | <Enter client unique ID here> |
| Sex | <Enter male / female / intersex / intergender / not stated / inadequately described here> |
| Address | <Enter address here> |
| Length of current placement with carer | <Enter length of time here> |
| Length of any previous placements with carer | <Enter length of previous placements with carer here> |
| Is the client still in the placement with the identified carer? | <Enter Yes or No here> |

### Incident impact and type

|  |  |
| --- | --- |
| IRD Number | <Enter incident number here> |
| Major impact or non-major impact | <Enter incident impact here> |
| Primary incident type | <Enter primary incident type here> |
| Secondary incident type[If applicable] | <Enter secondary incident type here> |

[Copy and paste for additional incident details if more than one incident lead to the commencement of the carer development plan.]

[Copy and paste for additional client details as required.]

# Part B: Carer development areas

## Rationale for completing a carer development plan

[This requires a summary of why the service provider has determined that a carer development plan is the most appropriate follow up action to the client incident/s. If there are multiple carers they can be separated in this section by carer or consolidated if the issues are the same. This template section can be expanded as needed]

|  |
| --- |
| <Enter rationale for completing a carer development plan here> |

## Areas for carer development identified by the service provider

[This includes a summary of what has transpired to result in the concerns, the specific concerns identified and why they are required to be addressed. If there are multiple carers they can be separated in this section by carer or consolidated if the identified development areas are the same. This template section can be expanded as needed.]

|  |
| --- |
| <Enter areas for carer development identified by the service provider here> |

## Areas for carer development identified by the carer

[This includes a summary of how the carer/s respond to the concern/s raised with them and whether they agree, disagree and/or nominate other areas where they believe they would benefit from training and additional support. A carer can provide this in writing to be attached to the carer development plan if they wish to. If there are multiple carers they can be separated in this section by carer or consolidated if their identified development areas are the same. This template section can be expanded as needed]

|  |
| --- |
| <Enter areas for carer development identified by the carer here> |

# Part C: Action Plan

[Part C must be provided to the relevant child protection area manager where a child or young person in out-of-home care still resides with the carer/s subject to this carer development plan.]

## Activities to be completed by the carer/s

[If there are multiple carers they can be separated in this section by carer or consolidated if the activities are the same. This template section can be expanded as needed]

| Activities by the carer | Measures of success | Timeline | Status |
| --- | --- | --- | --- |
| [These are the carer actions designed to reduce future risk and enhance the quality of care by the carer/s] | [Clearly articulated objectives and measures of success to evidence carer development] | [When the activity should be completed by] | [Complete or incomplete] |
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## Activities to be completed by the service provider

| Activities for the service provider | Measures of success | Timeline | Status |
| --- | --- | --- | --- |
| [These are the service provider actions designed to support the carer in meeting their obligations set out in the carer development plan] | [Clearly articulated actions to evidence support of the carer to meet their obligations set out in the carer development plan] | [When the activity should be completed by] | [Complete or incomplete] |
|  |  |  |  |
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## Carer assessment of their development at the completion of the planned actions

[This information can be obtained in an interview with the carer after the agreed activities have been completed and/or the carer can choose to provide this in writing to be attached to the carer development plan. This section seeks to understand the carer’s opinion of the process and whether they believe it has been successful in supporting them to provide enhanced quality of care. If there are multiple carers they can be separated in this section by carer or consolidated if the carers’ assessment has been completed jointly. This template section can be expanded as needed.]

|  |
| --- |
| <Enter the carer’s assessment of their development at the completion of the carer development planned actions here> |

## Service provider assessment of the carer development at the completion of the carer development planned actions

(This is an assessment by the service provider at the end of the carer development plan to articulate whether the concerns identified were addressed through the process and what has changed to evidence this development. If there are multiple carers they can be separated in this section by carer or consolidated if the assessment is the same for both carers. This template section can be expanded as needed)

|  |
| --- |
| <Enter the service provider’s assessment of the carer development at the completion of the carer development plan planned actions here> |

## Service provider recommendation/s and follow up actions

[This includes recommending any further specific development/support of the carer that could be required, such as more frequent support visits, as well as a recommendation as to whether the carer should or should not remain an accredited carer of the service provider or if the scope of their accreditation should change. If there are multiple carers they can be separated in this section by carer or consolidated if the recommendations are the same. This template section can be expanded as needed.]

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# Carer development plan approvals

## Carer

|  |  |
| --- | --- |
| Carer name | <Enter carer name here> |
| Signature | <Enter carer signature here> |
| Date | <Enter date here> |

## Carer development plan manager

|  |  |
| --- | --- |
| Carer development plan manager name | <Enter carer development plan manager name here> |
| Signature | <Enter carer development plan manager signature here> |
| Date | <Enter date here> |

## Service provider chief executive officer or senior delegate

|  |  |
| --- | --- |
| Service provider chief executive officer / senior delegate name | <Enter service provider chief executive officer / senior delegate name here> |
| Signature | <Enter service provider chief executive officer / senior delegate signature here> |
| Date | <Enter date here> |

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