

# User guide



For Foster and  
Kinship Carers

# Table of Contents

<b>WELCOME</b> .....	<b>5</b>
Your responsibility .....	5
<b>REGISTRATION AND LOGIN</b> .....	<b>6</b>
Registering to use the app .....	6
Log in .....	7
<b>NAVIGATION</b> .....	<b>10</b>
<b>IN MY CARE</b> .....	<b>11</b>
<b>Summary</b> .....	<b>11</b>
Profile Photo .....	12
More information for a child or young person: .....	12
<b>Personal Details</b> .....	<b>13</b>
<b>About Me</b> .....	<b>14</b>
View existing trait.....	14
Filter by type of trait .....	14
Add trait .....	15
<b>Documents</b> .....	<b>16</b>
Document Statuses .....	17
<b>Routine</b> .....	<b>18</b>
Add Routine .....	18
<b>Health</b> .....	<b>20</b>
Health Card.....	20
Medical Conditions .....	20
Health Passport .....	21
Immunisations.....	21
<b>Disability</b> .....	<b>22</b>
<b>Education</b> .....	<b>23</b>
<b>Cultural Support</b> .....	<b>24</b>
<b>Family Relationships</b> .....	<b>25</b>
<b>Child Safety Contacts</b> .....	<b>26</b>
<b>WELCOME PACK</b> .....	<b>27</b>
Navigating the Welcome Pack.....	28

# User Guide

Version 5, Sept 2023

Viewing the information .....	28
Dismissing the Welcome pack.....	29
<b>NOTICEBOARD.....</b>	<b>30</b>
<b>STORIES.....</b>	<b>31</b>
Add a story .....	31
Previous Stories .....	32
Editing Previous Stories .....	32
<b>EXPENSES .....</b>	<b>33</b>
Add information to the claim.....	33
Review & submit the claim .....	35
<b>MY PROFILE.....</b>	<b>36</b>
Personal Details.....	37
Our Home .....	38
Approvals .....	39
Application For Renewal.....	40
Change in Carer Circumstances Form .....	40
Completing the Application for Renewal .....	40
<b>TOOLBAR.....</b>	<b>43</b>
Notifications .....	43
Settings.....	44
Logout.....	44
Notifications .....	45
Change Password .....	45
Update Email .....	46
Delete Account .....	47
Privacy & Terms .....	48
Feedback.....	49
App Support.....	49
Resources .....	50
<b>APPENDIX A: KICBOX.....</b>	<b>53</b>
<b>REVISION HISTORY.....</b>	<b>54</b>

## Disclaimer

The information contained in this document including but not limited to people, places, images, names and events are entirely fictitious.

No association with any real organisation, product, person, place or event is intended or should be inferred. This document is provided for informational purposes only to describe the app's functionality and all data has been manually and fictitiously created. All photographic or video material used in this video has been purchased and does not breach any copyright or moral rights of the owner/s.

*Carer Connect is a secure web and mobile friendly app. The information available through the app has been tested to ensure that the data is secure.*

*Your responsibility in safeguarding the data includes ensuring all devices used to access the app are password/passcode protected and your password/passcode is not saved or shared.*

# Welcome

Carer Connect is a web and mobile app that provides foster and kinship carers with access to important information about children in their care, in an efficient and convenient way.

The app is an outcome of the extensive consultation with foster and kinship carers, through the Partners in Care engagements across Queensland in 2017.

Before you get started, there are a couple of key messages you need to be aware of when using the app.

## Protecting information (security)

The Information Security branch within the Department of Child Safety, Seniors and Disability Services runs sophisticated vulnerability scans on the Carer Connect application.

The Department also engages a third-party vendor to provide assurance, from a technical security perspective, around authenticated and non-authenticated (black box) access. The Department holds a high level of assurance regarding the technical security aspects of Carer Connect.

## Your responsibility

All devices that you use to access Carer Connect need to be password protected. For example, fingerprint or pin on smartphones and pin/password on desktop, tablet and laptop devices.

### Email for registration

To register for Carer Connect, each carer requires an individual email address. We recommend using a personal email and not a work email, as you will receive notifications.

For security purposes, carers cannot log in using a shared email.

### Screen shots

Please be aware that taking screen shots of information in Carer Connect is considered misuse of information. Providing screen shots for trouble shooting with the Department is an exception.

### Lost or stolen devices

If a device that you use to access Carer Connect is lost or stolen, report this immediately to [carerconnect@cyjma.qld.gov.au](mailto:carerconnect@cyjma.qld.gov.au).

# Registration and login

## Registering to use the app

To gain access to all of the features in Carer Connect a robust registration process has been implemented. This allows a carer to register for the app online at any time. The full process may take around 15 minutes to complete.

There are two options to starting registration.

### Option 1:

In the App Store (Apple) or Play Store (Android) search for “**Carer Connect QLD**”.



Download and install the app onto your device.

The first screen will offer a register button – click on this and the registration process will commence.

### Option 2:

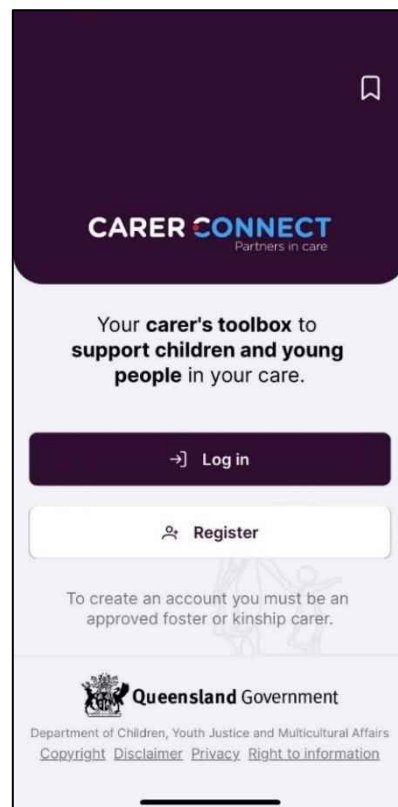
Complete the registration via the Carer Connect website:

<https://carerconnect.communities.qld.gov.au> .

Click on the **Register** button and the process will commence.

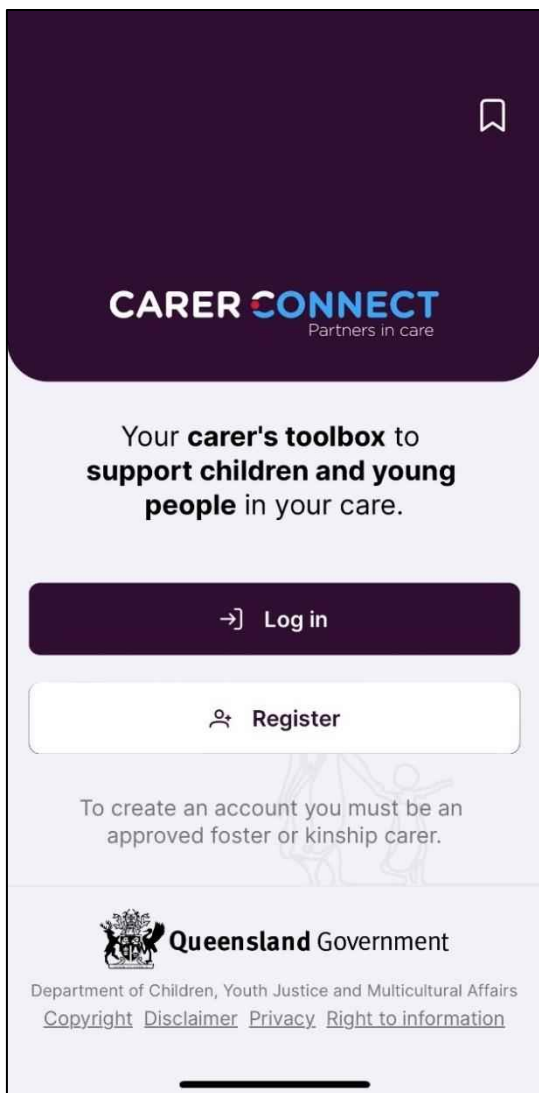
If you have any issues in registering for the app, please refer to the [Self-Registration User Guide](#) available on the Carer Connect website.

If at any point you would like assistance, please call (07) 3097 8111 (during business hours) for help in completing the process.

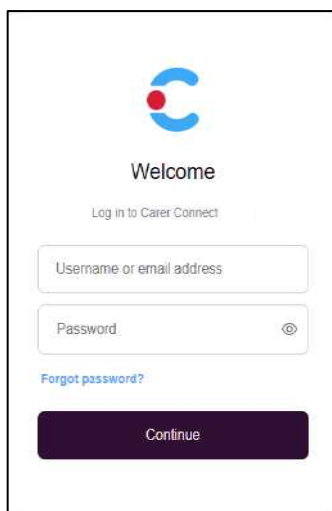


## Log in

Once the complete registration process has been successful, you can then log in to Carer Connect by either opening the app or navigating to: <https://carerconnect.communities.qld.gov.au>




Click on the Log In button and it will bring up a new screen (as per the image below) where you can enter your username and password.



To log in:

1. Enter your username (this is found in the email titled “*Carer Connect – Important account information*”)
2. Enter your password.

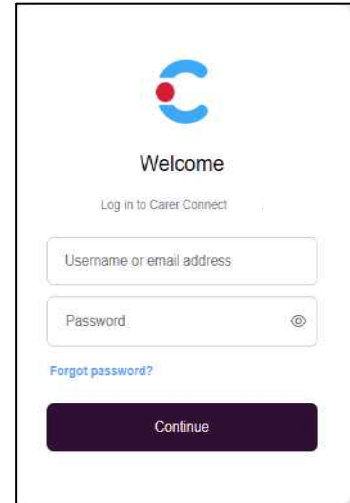
Click Log In.

 **Do not share your password with anyone. If prompted, *do not allow* your browser to remember/save your password.**

## Multi Factor Authentication

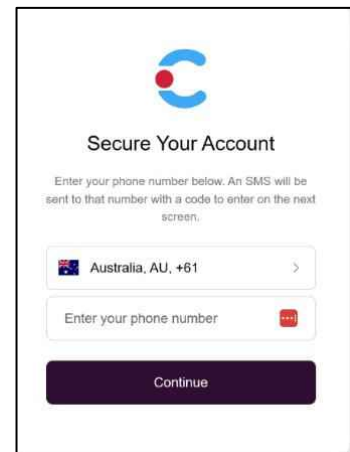
The first time you log in you will be prompted to secure their account with multi-factor authentication (MFA), you will then use MFA each time you log in. The steps below describe how you can enrol in multi-factor authentication (MFA).

1. Log in to Carer Connect with username and password.



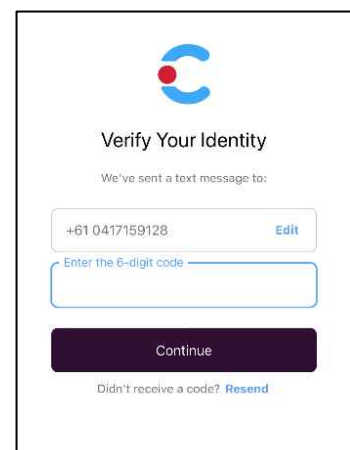
2. Enter the mobile phone number that you want to receive a text message from.

3. Tap **Continue**.



4. A text message containing a 6 digit code will be sent to the nominated phone number.

5. Enter this code and tap **Continue** to log in.



### Didn't receive the code?

- Check that the phone number that has been entered is correct. If it is not correct, tap "Edit".
- If the code does not arrive, tap "Resend" underneath the Continue button.

 For technical support, email [carerconnect@cyjima.qld.gov.au](mailto:carerconnect@cyjima.qld.gov.au).

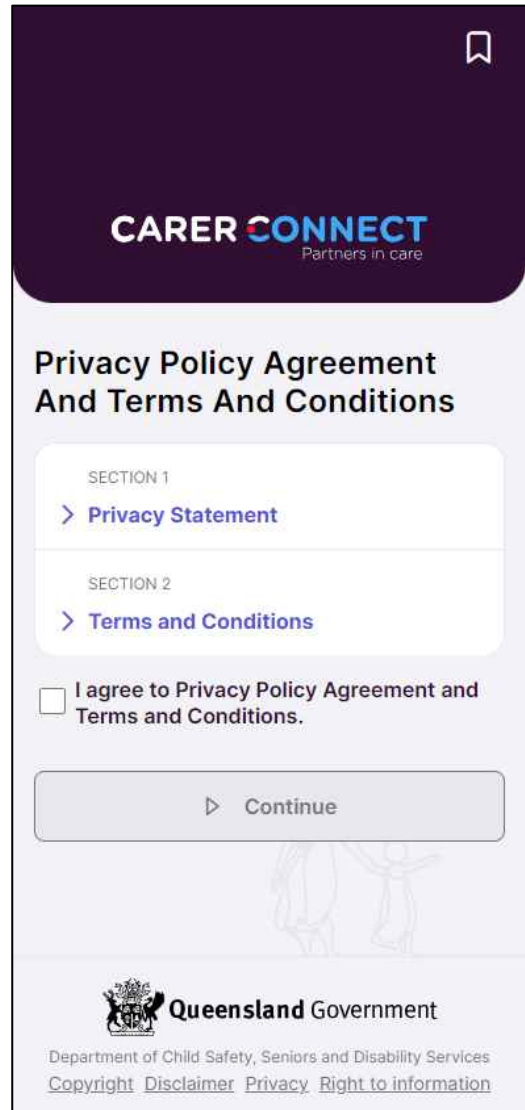


# Privacy Policy Agreement and Terms and Conditions

The first time you log in to Carer Connect you will need to read/agree to the Privacy Policy Agreement and Terms and Conditions.

**i** After reading each of the sections, Privacy Statement and Terms & Conditions, tick the I agree to Privacy Policy and Terms and Conditions Box and the click Continue to proceed to the home screen

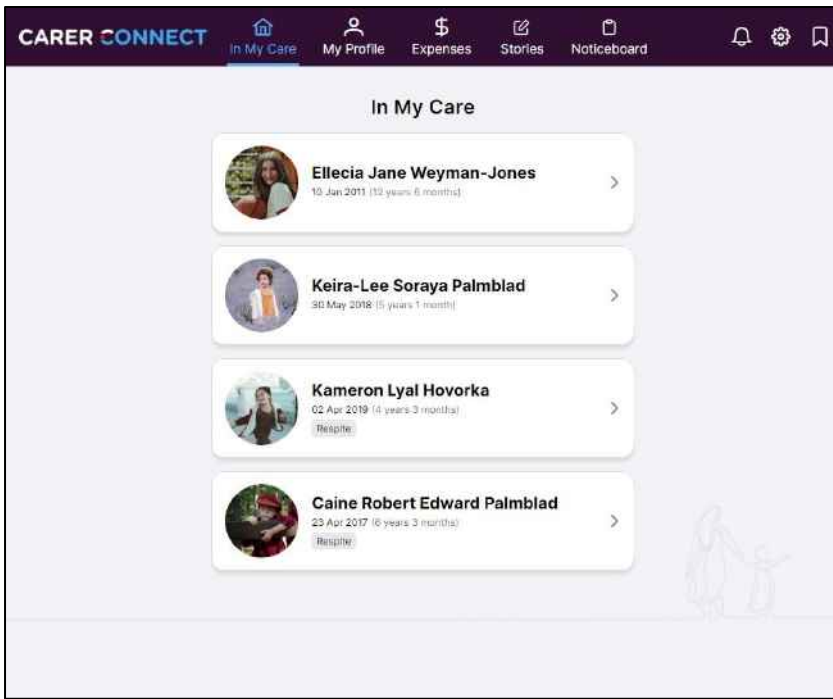
**i** You can now proceed to use the website desktop view of Carer Connect, or you can download the app from the App Store (iOS devices) / Play Store (Android devices). Refer to the **Download app** quick reference guides for information to locate and download the app.



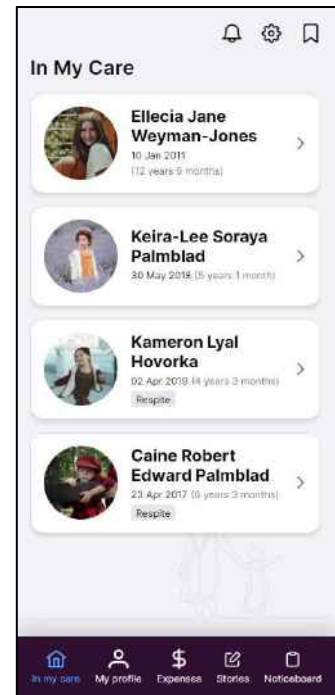
# Navigation

The main navigation for Carer Connect is through the top navigation menu (for larger screens) or the bottom navigation menu (for smaller screens). The below images represent the different views.

**Larger Screen (eg tablet / iPad)**



**Smaller Screen (eg mobile)**



The menu options used in Carer Connect to help locate information are as below:



**In My Care** – information about children and young people currently being cared for by a carer



**My Profile** – a carer's information, approval details, renewal application and profile



**Expenses** – submit and view reimbursement requests



**Stories** – contribute to children and young people life story



**Noticeboard** – view messages broadcast by the Department



**Notifications** – recent activity in the app



**Settings** – a place to change password & email address, delete account and log out



**Resources** – find useful contact details and information

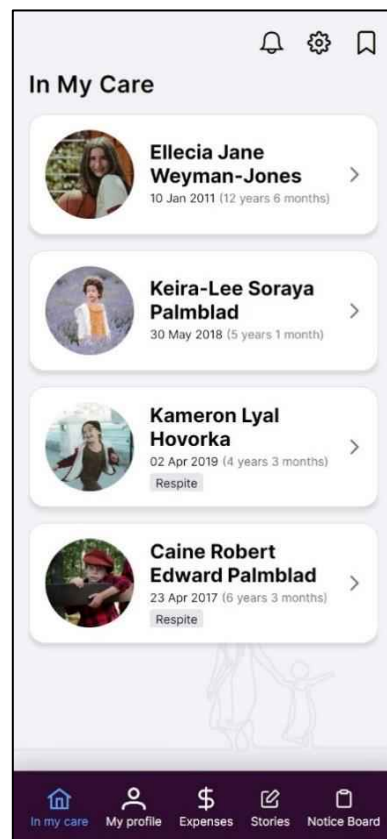
# In My Care

When the application opens, the In My Care page displays. This is also referred to as the 'Home' page. Clicking "In My Care" in the navigation menu returns to the home page.

The children and young people listed on this page are those that are currently living with the carer.

- When a Departmental officer enters a start date within 3 days of a child or young person commencing with the carer, the details automatically appear.
- When a Departmental officer enters an end date for the child or young person, the child will remain visible for a further 14 days. After this time, the child or young person will automatically disappear from this list.
- "Respite" indicates that the child or young person is placed as a Respite placement.

To view a young person's profile, select / tap their tile.



## Summary

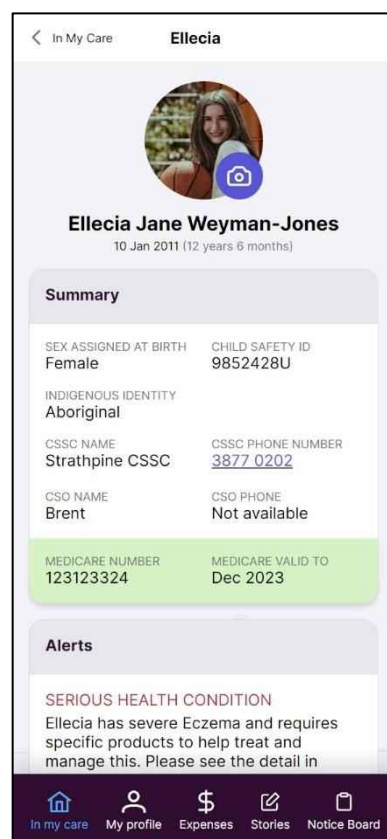
When a child or young person is selected, the Summary page for them appears.

- Displays key information about the child or young person placed with the carer.
- When a child or young person has a current **Serious Health Condition** alert, the information will appear.
- If there is not a Serious Health Condition alert, the Alerts section will not display.

### Navigation Tip

The top section of the page will display preferred first name for a child or young person as different menus are selected.

To return to the previous page, select the arrow at the top left of the page



## User Guide

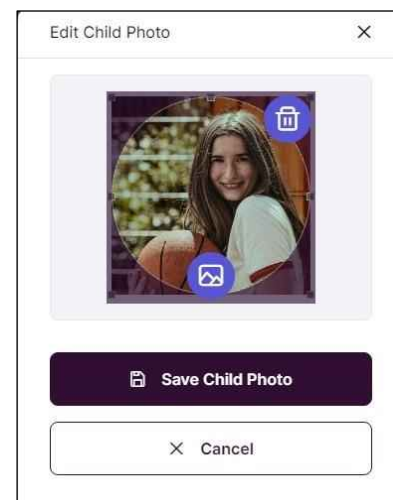
Version 5, Sept 2023



### Profile Photo

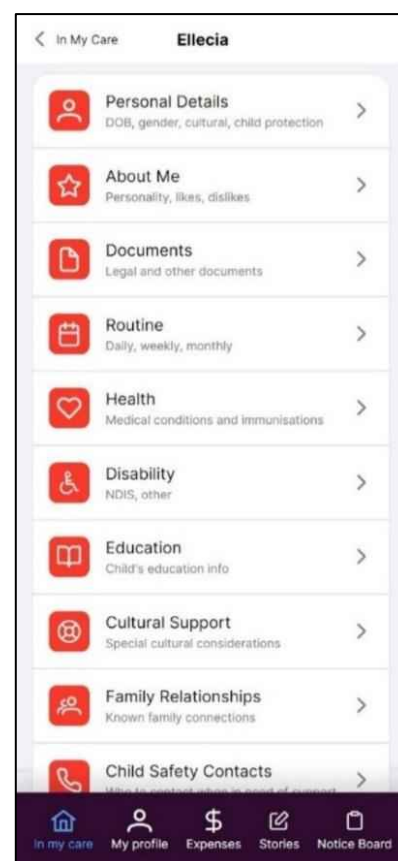
A carer is able to upload a photo of the child or young person by selecting/tapping on the camera icon.

The photo uploaded here will be visible to Child Safety staff, but not to young people using kicbox.

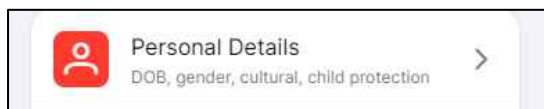


### More information for a child or young person:

- Personal details
- About Me
- Documents
- Routine
- Health
- Disability
- Education
- Cultural Support
- Family Relationships
- Child Safety Contacts




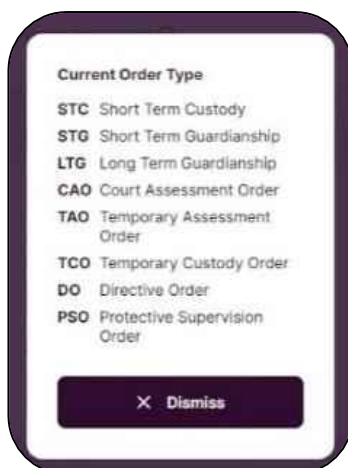
## Personal Details



The Personal Details tab will show:

- Child Protection Details

The acronym for the “Current order type”, can be expanded by tapping :



- Expired CPO date: at times there may be delays in the information being updated. A carer should contact the child or young person’s Child Safety Officer (CSO) of the order expiry date has passed.
- Birth and Gender Details
- Cultural Details

## About Me



The 'About Me' feature helps build a profile for children and young people in your care. You can add and edit information about likes, dislikes, strengths and areas where help might be needed. The information you enter is automatically available to respite carers, children and young people as well as Child Safety staff. The categories are:

- **I am...** - this is a place to record the strengths
- **Help support me with...** - this is a place to record any areas where you may help the child / young person with daily living skills
- **I like...** - this is a place to record anything the child or young person likes to do or watch or participate in.
- **I don't really like...** - this is a place to record the child or young person's dislikes. There might be a strategy that you use to help them with this and that would be useful to describe here.

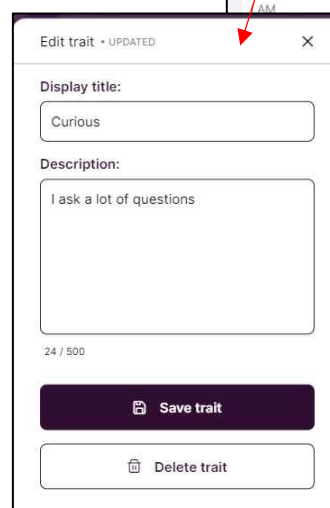
Within each category, carers are able to select a **pre-populated** item from the options available or **create a new item** relevant to their young person.



### View existing trait

To view the details of an existing trait, Click on one you that you want to view.

When a trait is viewed, a carer can also edit to add more details or delete the trait.



### Filter by type of trait

You can filter by different types of traits by selecting one of the buttons at the top of the page. By selecting one type of trait this will filter out the rest to help you only view the information you are looking for.



E.g. If you click on Help Support Me With, it will only show you the traits the Child or Young Person has previously expressed (and has been recorded) they need support with.

## Add trait

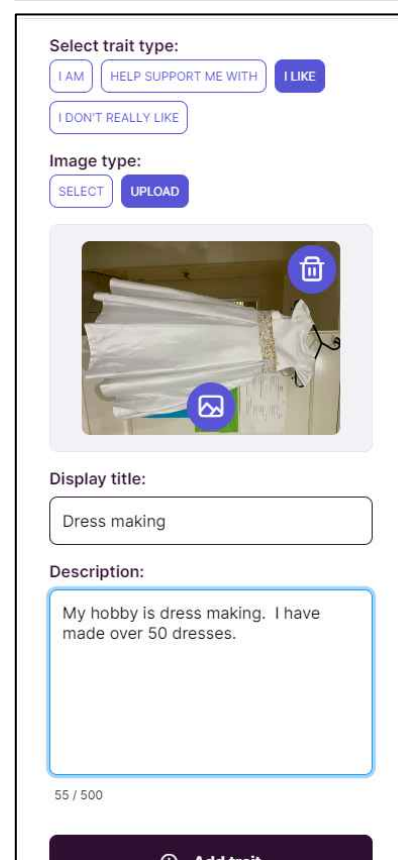
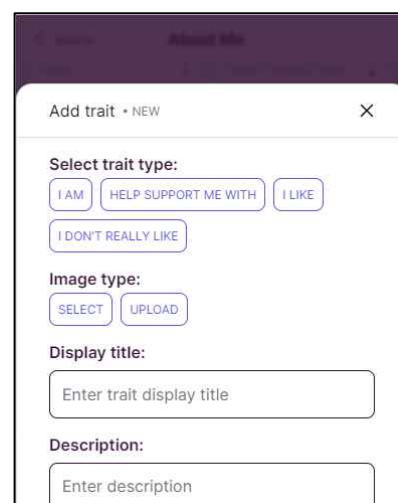
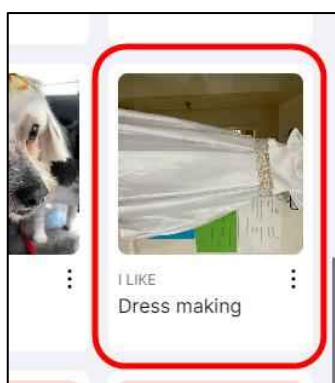
When you select 'Add trait' there are additional options or you can upload an image from the computer or mobile device to create your own icon and name.

When a carer adds, edits or deletes a trait, the allocated Child Safety Officer will receive an automated email with the details of what has been added and/or changed.

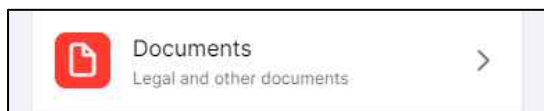


1. **Select trait type:** Select the trait type
2. **Image type:** either select from the standard image type or upload your own image
3. **Display title:** if you have selected a pre-loaded image this will be pre-populated dependent on what image has been selected. If you have uploaded your own image type your desired trait title (e.g., Dress making)
4. **Description:** Enter the description of the trait
5. Once you are happy with your entry, click the **Add Trait** button to save the details

The new trait for the young person will now be displayed on the about me page:



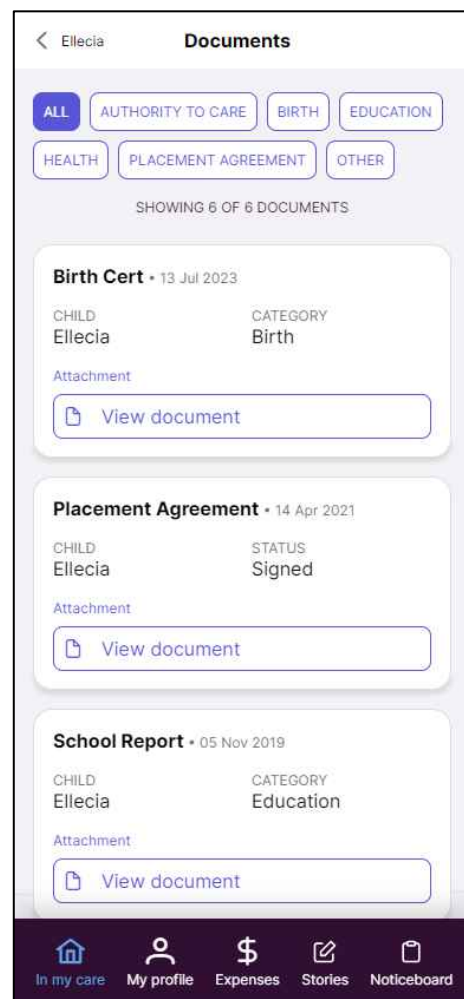
## Documents



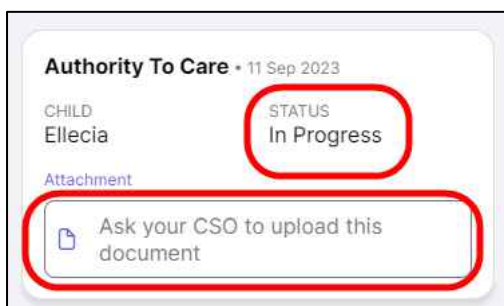
Child Safety staff members can add documents to a child's profile. The document categories include:

- Authority to Care
- Birth
- Child Safety
- Culture
- Education
- Family
- Health
- Money Stuff
- Other
- Placement agreement
- Travel
- Work

If a document you require is missing from this section, please contact your CSO as they will need to upload this information for you.



**i** The **Placement Agreement** and **Authority to Care** documents display with the document status. Other documents may also be available (e.g. Education Support Plan).



**i** Select the **View Document** link under the document name to download a copy of the document. Note, you can only download a document that is approved.





## Document Statuses


Document	Status	Definition
<b>Placement Agreements</b>	In progress	No viewable or downloadable document.
	Approved	CSO has submitted to Team Leader and Team Leader has approved.  No viewable or downloadable document.
	Signed	Parties to the agreement have signed the document and the CSO has uploaded.  This document can be viewed and downloaded.
<b>Authority to care</b>	In progress	No viewable or downloadable document.
	Approved	CSO has submitted to Team Leader and Team Leader has approved.  Document is downloadable but <b>does not</b> have a signature.
	Signed	Team Leader has signed form and the CSO has uploaded.  This document can be viewed and downloaded.

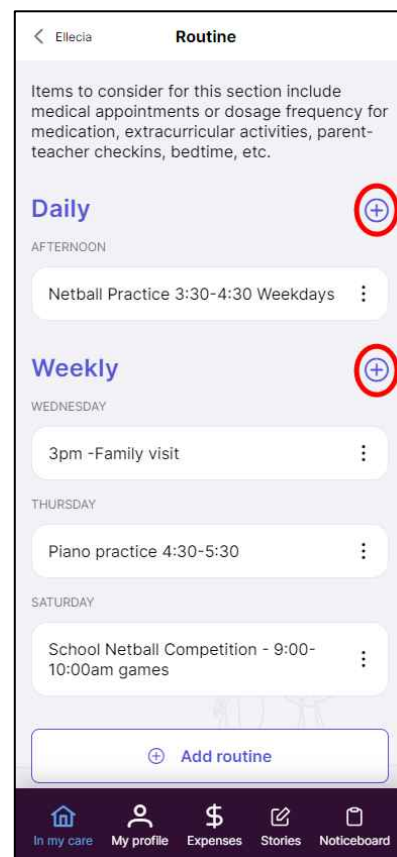
## Routine



Here you are able to input Daily, Weekly, Fortnightly and Monthly routines for the child and young person.

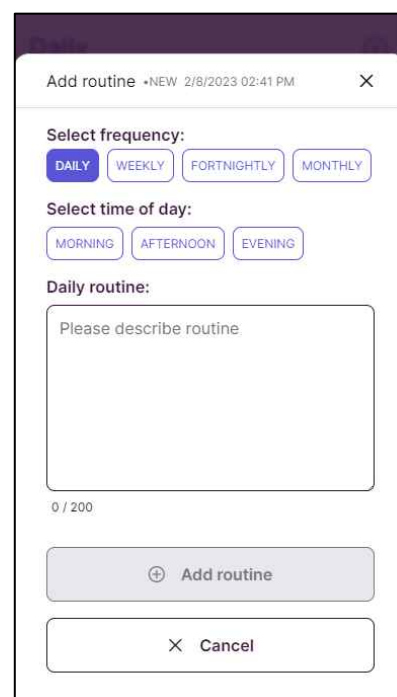
**Routines** can be recorded differently. You can add a daily, weekly, fortnightly or monthly routine into the Routine section of Carer Connect.

- The routine section allows carers to manage the routine of the young people in their care.
- The young person's routine information can show up in the welcome pack, or the carer can manually add routines.
- To add a new routine to an existing section (i.e. daily, weekly) Click on the  icon next to the relevant section and complete the necessary fields. There is a free text field in each section to ensure carers can add information they find relevant.



### Add Routine

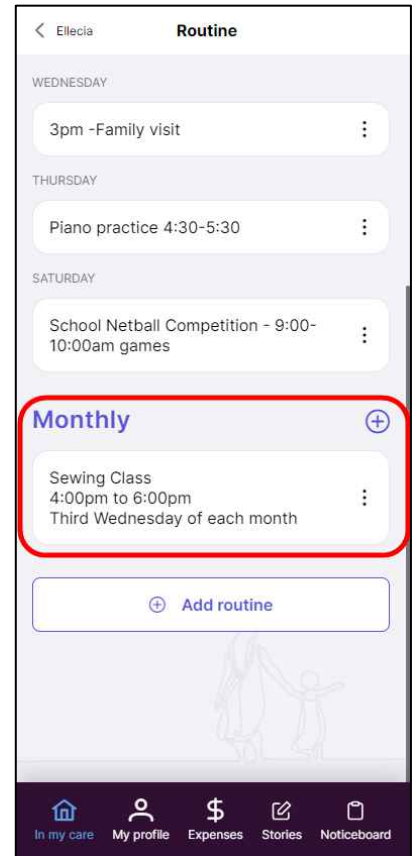
To add a new schedule of routines (i.e. Monthly) click on the **Add routine** button at the bottom of the page and complete the necessary fields. There is a free text field to ensure carers can add information they find relevant.



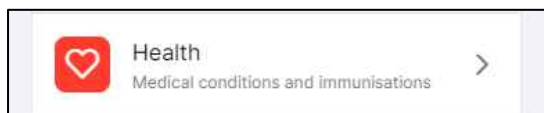
## User Guide

Version 5, Sept 2023

Once the mandatory fields are completed, click **Add routine** -Your new routine is then displayed.



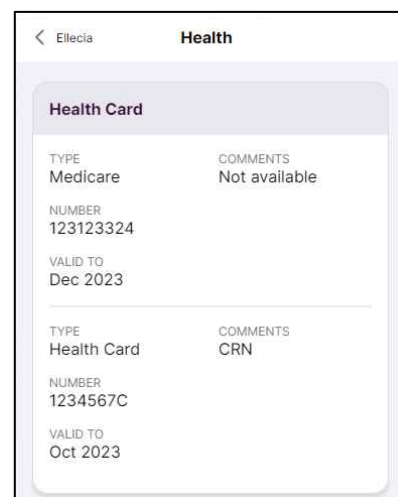
## Health



**i** If a section is blank, this indicates that there is no available information. If you believe this to be incorrect, please contact your CSO who will be able to update the information if appropriate.

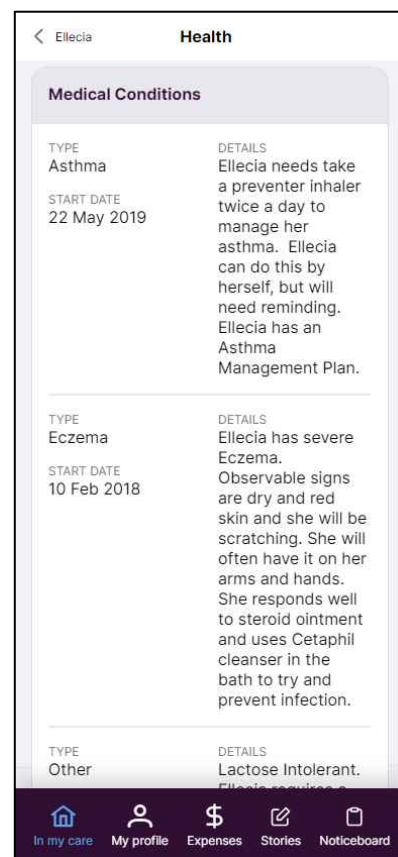
### Health Card

Current health cards recorded for the child or young person has – Medicare, Health Care Concession Card, Private Health



### Medical Conditions

Displays any current medical conditions that has been added to the child or young person's profile.

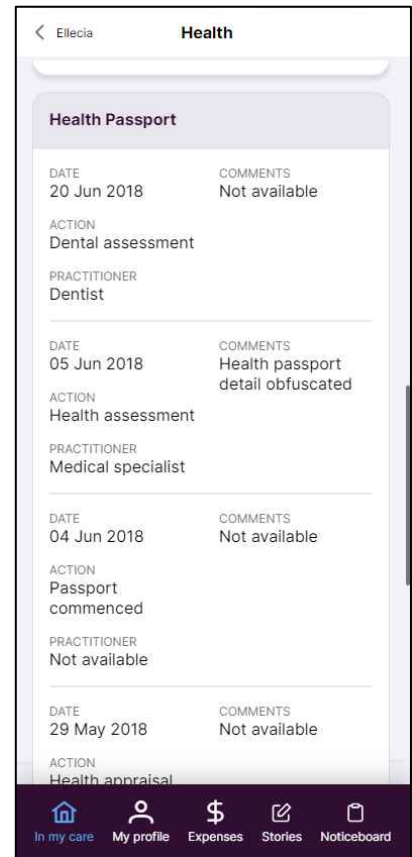


## User Guide

Version 5, Sept 2023

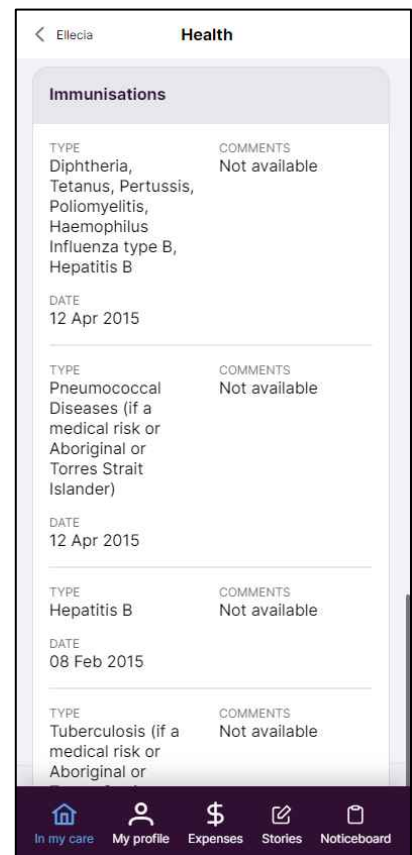
### Health Passport

Shows any health or dental appointments or assessments for the child.



### Immunisations

Shows which immunisations the child or young person has had.



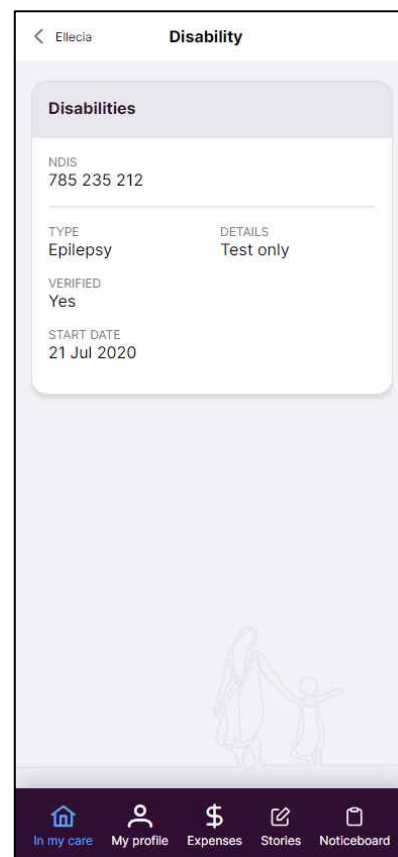
## Disability



**i** *If this section is blank, this indicates that there is no available information. If you believe this to be incorrect, please contact your CSO who will be able to update the information if appropriate.*

This section will show you any current disabilities currently recorded for the child or young person.

If the child or young person has a NDIS number, this will also be displayed.

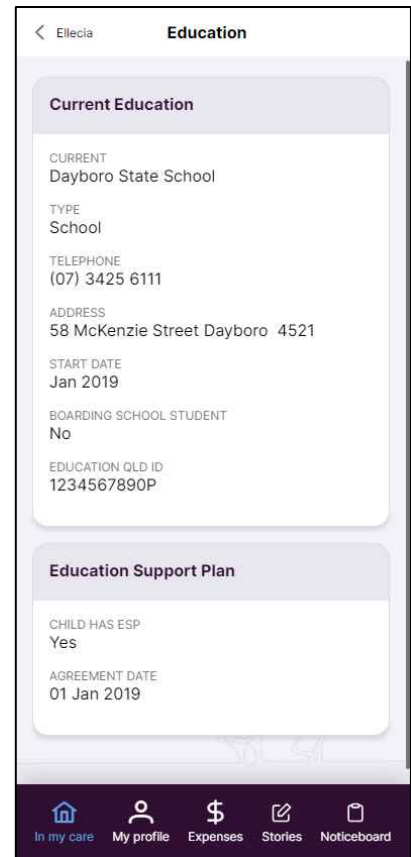


## Education



The Education tab shows the child or young person's **Current Education** details.

If there is an **Education Support Plan** this information will also be available.





## Cultural Support

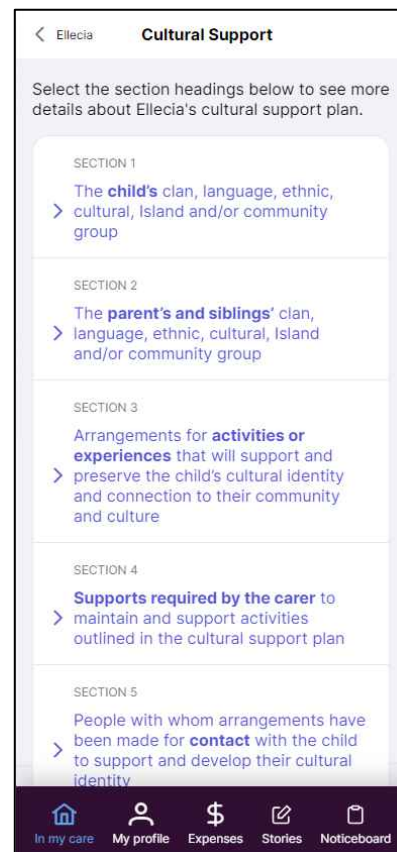


Cultural support details for the young person are extracted from the most recently approved case plan.

Cultural support details may include:

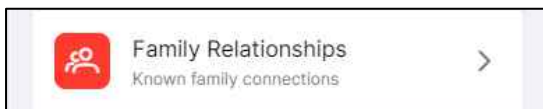
- The child's clan, language, ethnic, cultural, Island and/or community group.
- The parent's and siblings' clan, language, ethnic, cultural, Island and/or community group.
- Arrangements for activities or experiences that will support and preserve the child's cultural identity and connection to their community and culture.
- Supports required by the carer to maintain and support activities outlined in the cultural support plan.
- People with whom arrangements have been made for contact with the child to support and develop their cultural identity.

 Click the  button to expand each section explore the child or young person's cultural considerations.





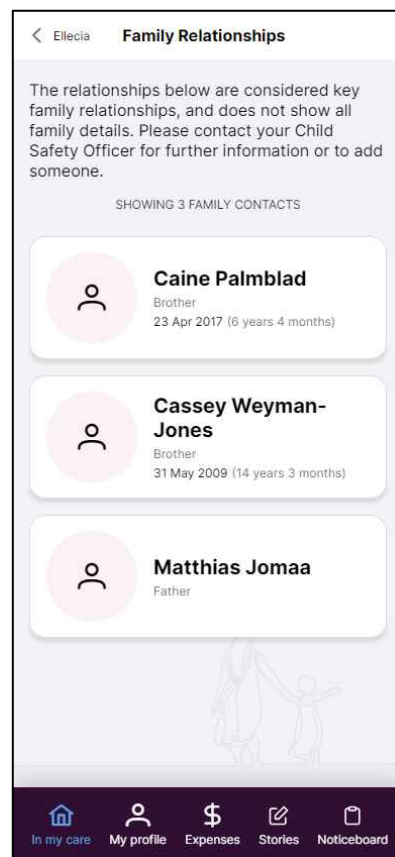
## Family Relationships



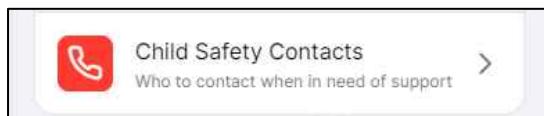
The Family Relationships tab reflects key relationships for the child. This may not necessarily be all their relationships, just those that are considered most important for the young person.

For immediate family members, the date of birth will also display for carers.

Please contact your Child Safety Officer if you would like to discuss any of the information displayed.

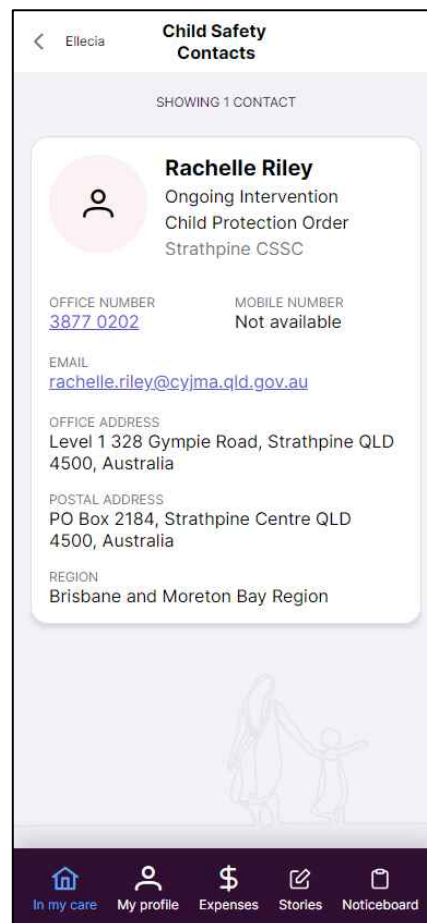


## Child Safety Contacts



Child Safety Contacts information for the child in your care displays.

You may see both a CSO and Senior Team Leader listed. Your CSO should be the first point of contact for any day to day matters about the child in your care.



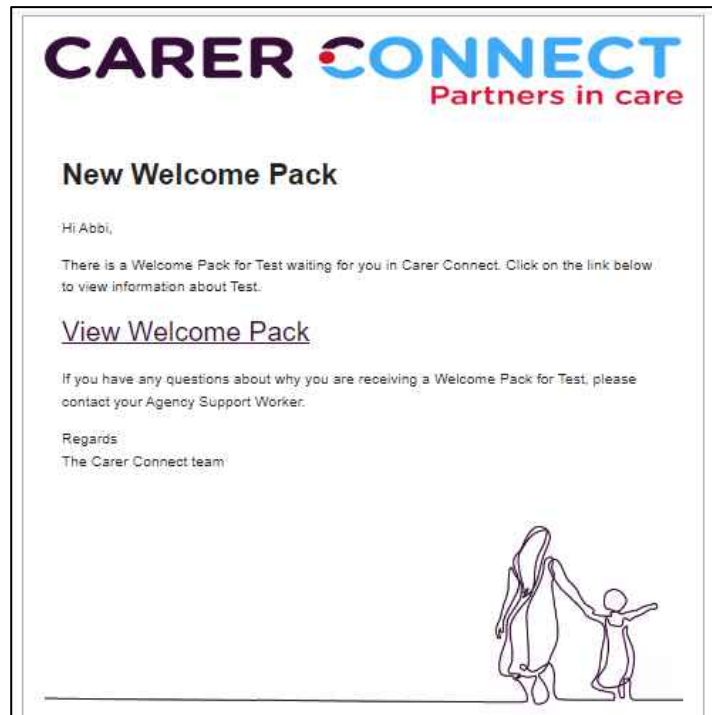
# Welcome Pack

The Welcome Pack is to assist a smooth transition to a new placement for the child or young person and the carer.

When a new placement is confirmed for a carer, within 3 days of the placement start date, the carer will receive a phone notification and/or an email – **Carer Connect – Welcome Pack available.**

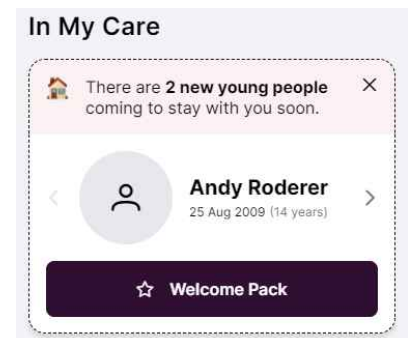
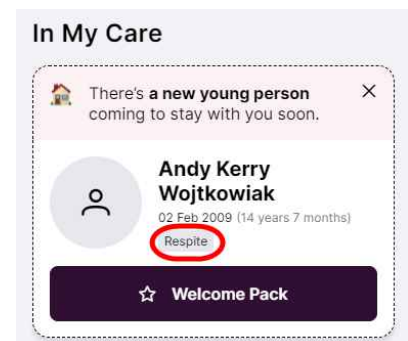
Carers will receive this notification for each approved placement, where the carer has not previously cared for this child or young person before.

- Tapping the phone notification or the 'View Welcome Pack' in the email will launch the Carer Connect app.
- Once logged in, the Welcome Pack will be visible on the "In my care" page.



The home page will show a Welcome Pack banner.

If the child or young person is placed with a carer on a respite placement, the **Respite** label will show on the Welcome Pack

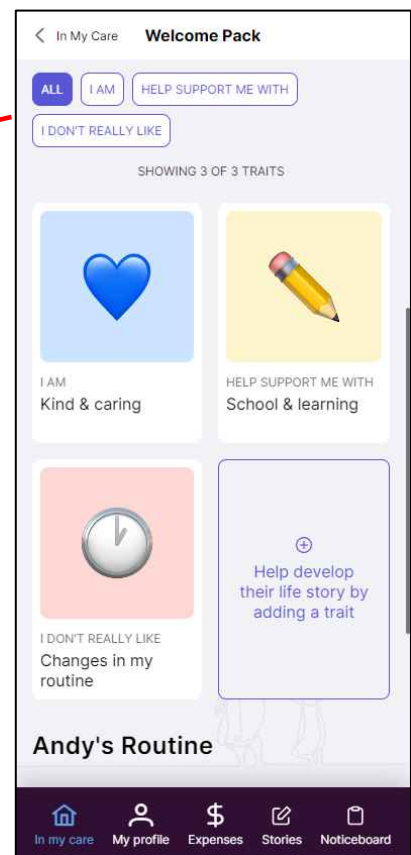
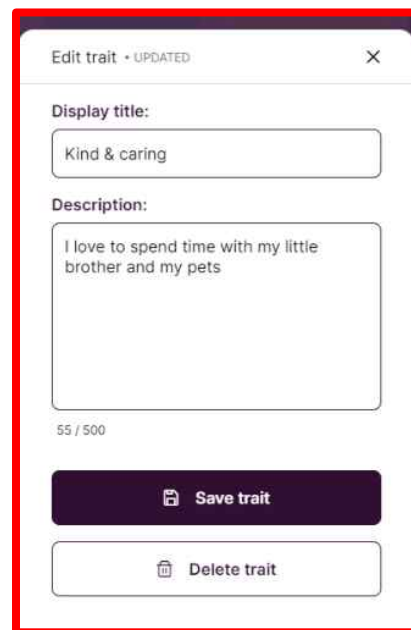
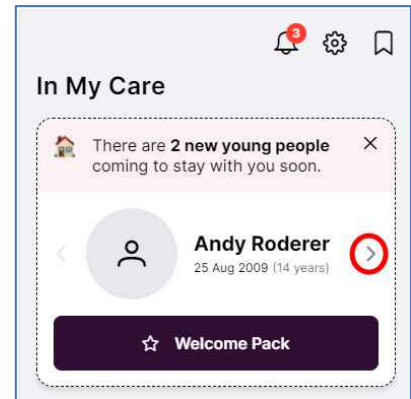


## Navigating the Welcome Pack

The Welcome Pack page provides important information about the child or young person, including their name, date of birth, medical conditions and school. Further to this, the Welcome Pack may also contain information compiled from the About Me and Routine section, providing contextual information to help welcome a child to their placement.

### Viewing the information

- If multiple Welcome Packs are available, navigate between them by using the arrows at the side of the page.
- Selecting an icon will expand the icon to provide more details about the selection.

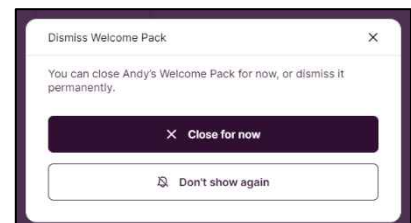
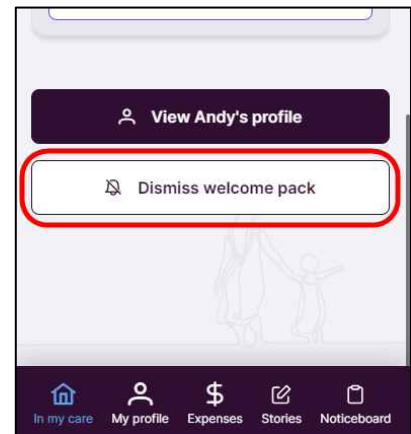


The Welcome Pack banner and page will remain available until the placement closes, or until the carer chooses to dismiss the Welcome Pack.

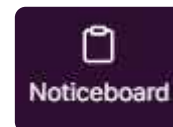


## Dismissing the Welcome pack

- Click on **Dismiss welcome pack** at the bottom of the welcome pack page, then click **Close for now**. This will take you back to the “In my care” page. You will still be able to access the Welcome pack from the top of the page.
- Clicking the **Don't show again** dismisses the Welcome pack entirely and will not show again on your profile, unless the child or young person leaves and returns to your care AND updates have been made to the About Me & Routine sections.




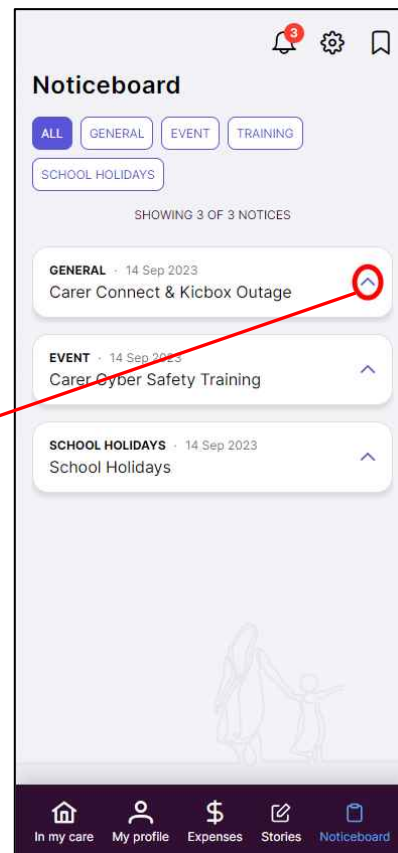
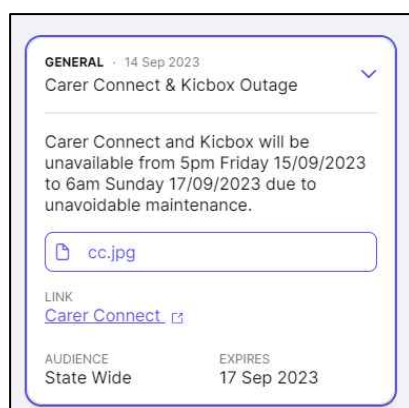
# Noticeboard



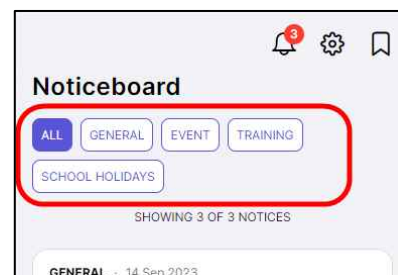
The noticeboard is where Child Safety staff can broadcast important messages.

**i** Notices can be posted to a State or Region wide audience or to Service Centres (the service centre responsible for your approval). Notices will never be personal messages to you.

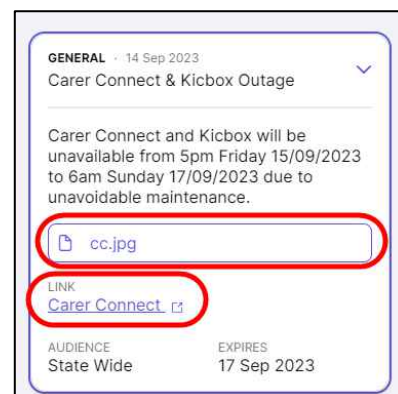
To view the message, click the  button to the right of the message. This will display the details.



Notices are categorised as: General, Event, Training or School Holidays.




**i** Notices may contain attachments (such as documents) or links to additional text or a website.



# Stories

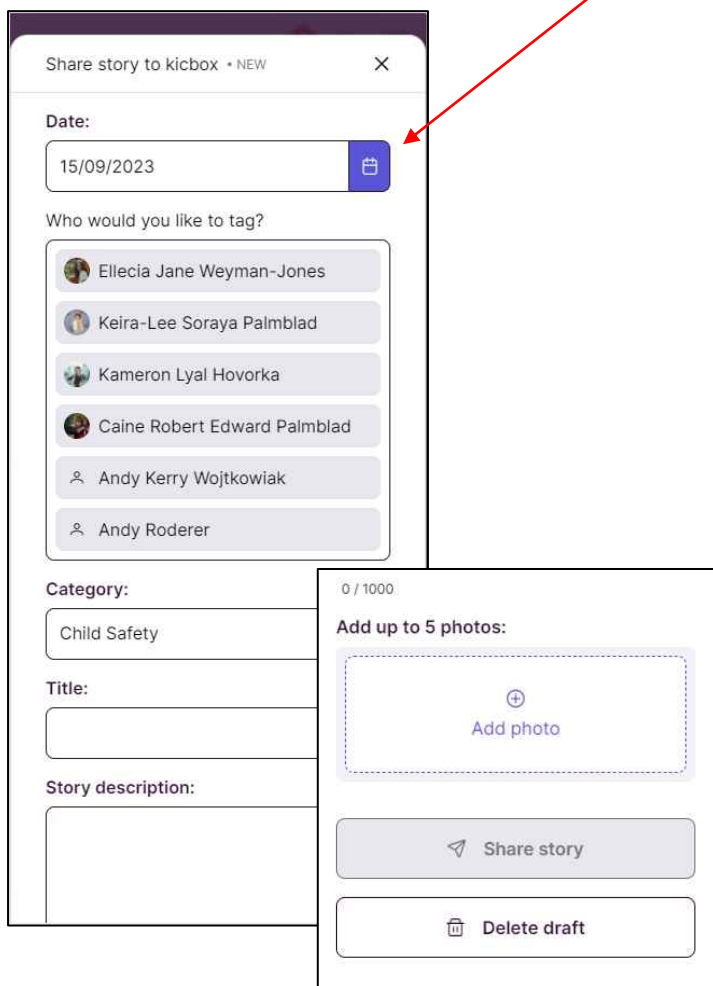
Carers can add stories and photos to a young person's kicbox account via the Carer Connect Stories tab.

 Refer to [Appendix A](#) for further information on kicbox.

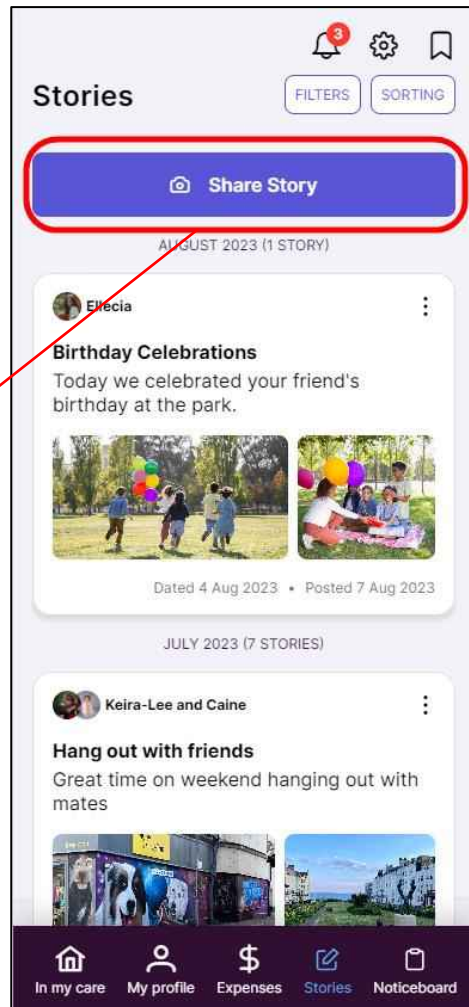
 Currently, carers cannot add videos - only photos and stories.

## Add a story

To share a story, simply click the **Share Story** button. Then select the date of the story and tag the relevant children or young people in your care. You can then proceed to fill in the details of the story and add photos.



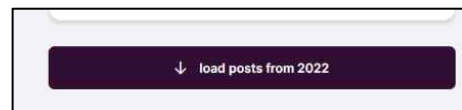
The screenshot shows a form titled "Share story to kicbox + NEW". It includes a date picker set to "15/09/2023", a list of people to tag (Ellecia Jane Weyman-Jones, Keira-Lee Soraya Palmblad, Kameron Lyal Hovorka, Caine Robert Edward Palmblad, Andy Kerry Wojtkowiak, and Andy Roderer), a category dropdown set to "Child Safety", a title field, and a story description field. At the bottom, there is a "0 / 1000" character count, an "Add up to 5 photos:" section with an "Add photo" button, and "Share story" and "Delete draft" buttons.



Selecting **Share story** will post to the child's or young person's kicbox for them to access. The Child Safety Officer who is allocated to the child or young person will also receive an automated email.

## Previous Stories

- Carers can view all posts they contribute to kicbox, even after a child has left their care.
- Scroll to the bottom of the stories page and you can load the previous years posts (1 year at a time).




## Editing Previous Stories


Carers can edit the Date, Category, Title, Description, and images of their storyline posts.

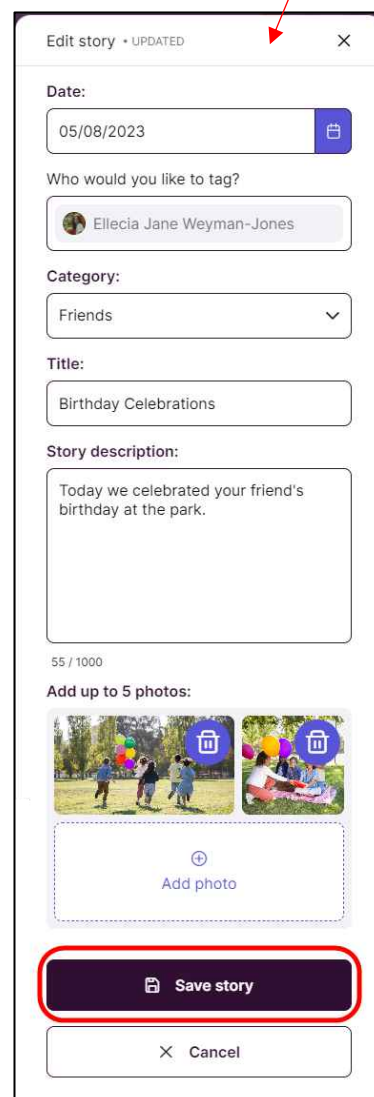
### To edit a post:

- Click on the three dots in the top right hand corner of the story you want to edit.
- Then change the details you need to, or add / delete photos then click on save story

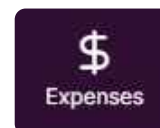


 **Currently, carers are unable to tag extra children when editing a post.**

 Child Safety Staff can view a history of storyline posts, in kicbox for Staff. If a carer accidentally types something incorrectly and edits their post, the Child Safety worker is able to view all versions of the post and make amendments.



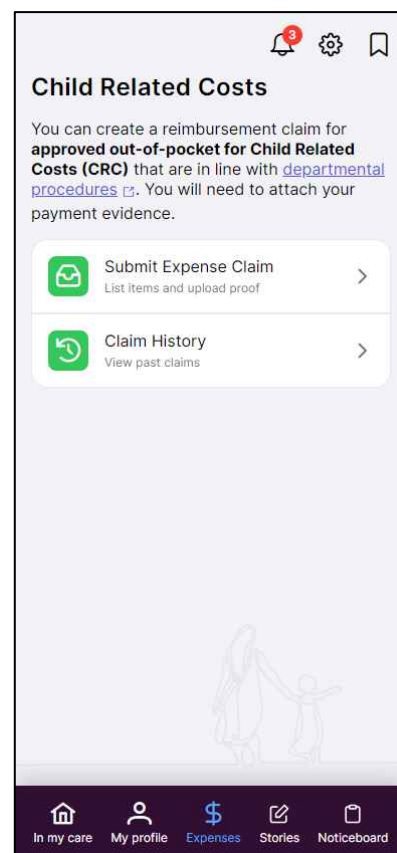




# Expenses

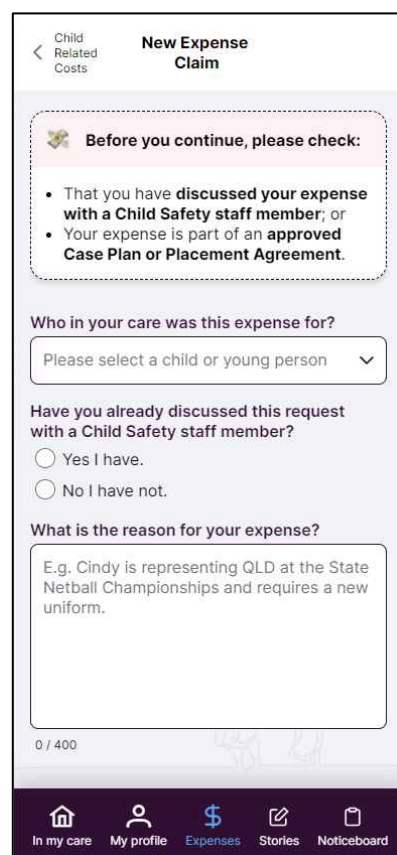
Carers can submit Expense Claims for pre-approved Child Related Costs through Carer Connect. The Expenses page is the starting point to create a new request and also shows the historical requests.

The Claim History tab shows you a complete list of all Expense claims you have made to date. The claim history will continue to show even after the Child or Young person has left your care.

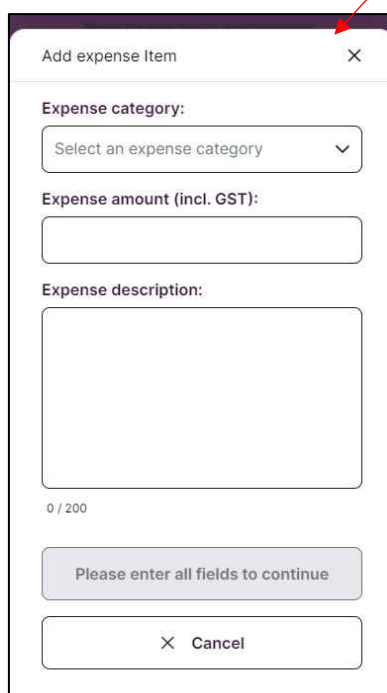
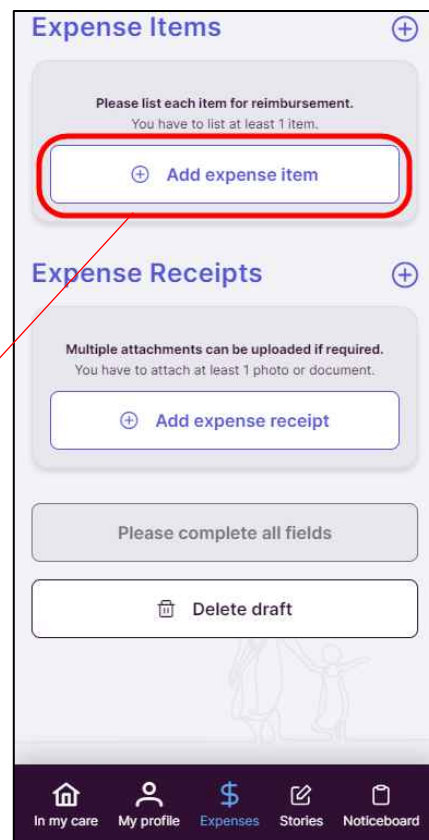


## Add information to the claim

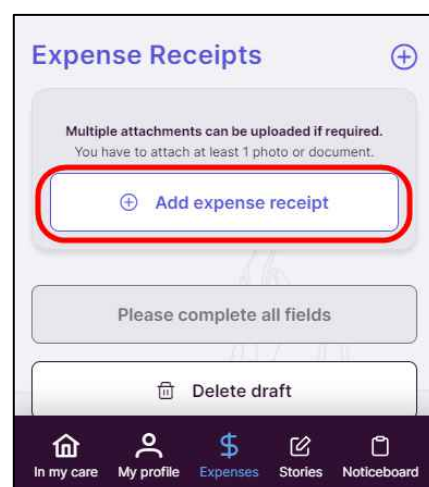
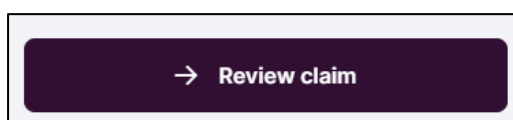
1. Click on Submit an Expense Claim
2. Select which child or young person the claim is related to. NB Only one child can be selected per request
3. Advise if you have spoken to a Child Safety staff member about this request. When selecting yes, a further field will appear asking to enter the name of the person you spoke to.
4. Provide the reason for the expense(s) being requested.



5. Click on Add expense item.
6. Enter the details of the expense.
  - ① Categories that can be chose are Carer Support, Child & Young Person Support, Education & Child Care Support, Emergency Placements, Health & Wellbeing, Travel Support, Unaccompanied (Unacc.) Humanitarian Minor.
7. Click Add item once the fields have been completed

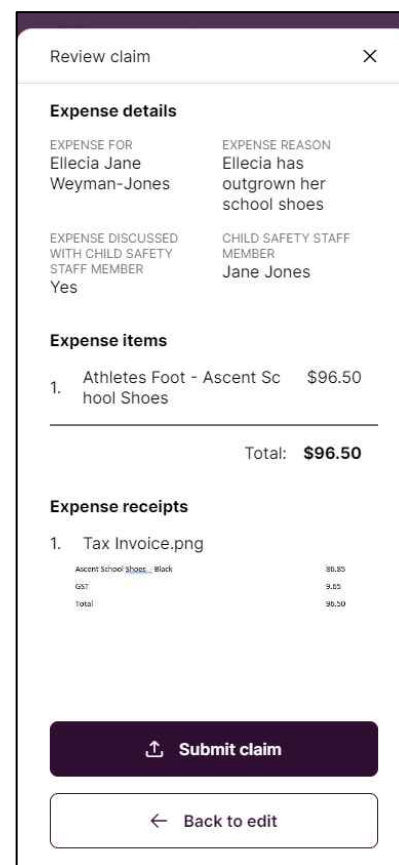


8. Click on Add expense receipt – this will prompt you to upload a photo of the receipt
9. Click on Review Claim (this button will become available once all fields have been completed)



## Review & submit the claim

1. Review the details of the claim.
  - *Once this has been submitted to the Department, the claim can not be edited. If something needs to change, please contact the Child Safety Service Centre that holds case management for the child or young person.*
2. When satisfied that the details are correct, click the Submit Claim button.
3. Observe a pop up advising that the claim was submitted successfully.



Expense details	
EXPENSE FOR Ellecia Jane Weyman-Jones	EXPENSE REASON Ellecia has outgrown her school shoes
EXPENSE DISCUSSED WITH CHILD SAFETY STAFF MEMBER Yes	CHILD SAFETY STAFF MEMBER Jane Jones

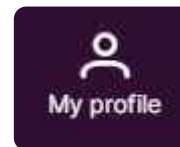
Expense items	
1. Athletes Foot - Ascent School Shoes	\$96.50
Total: <b>\$96.50</b>	

Expense receipts	
1. Tax Invoice.png	
Ascent School Shoes - Black	96.50
GST	9.05
Total	96.50

### After submitting:

- On successful submission of the expense claim, an automated email is sent to the Child Safety Service Centre that holds case management for the child or young person the expense pertained to.
- This goes directly to the administration team so that they can commence the processing of the claim.
- The claim is visible in the Claims History menu option in the app.



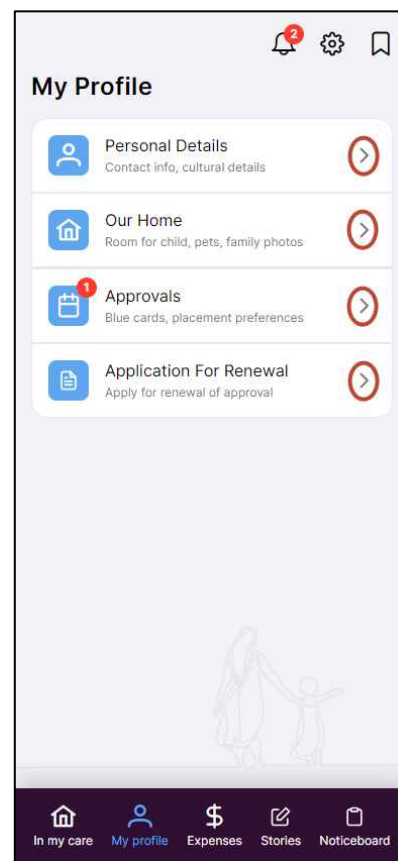
## My Profile

My profile allows you to create a profile that the CSO can share with a young person that has been approved to be in your care.

From the **My Profile** screen you can navigate to:

- Personal Details
- Our Home
- Approvals
- Application For Renewal

Click the > to expand each section for more information.





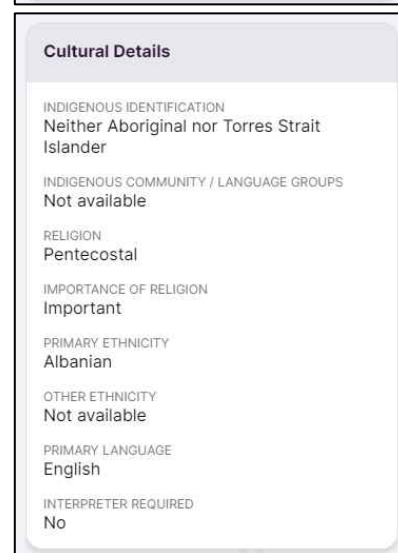
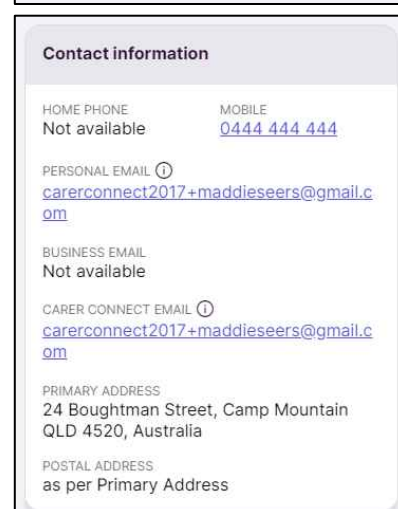
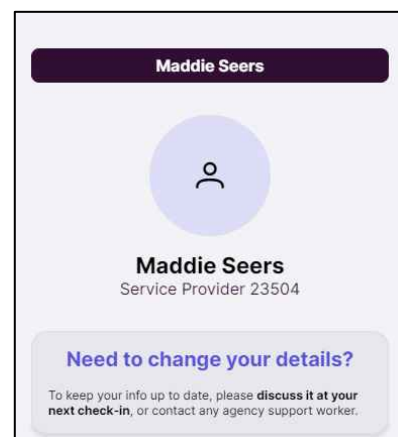
## Personal Details



This tab will show the details the department has on file for you. This includes:

- Contact Details
  - Person email address reflects the email recorded on the Department's client management system. There are times when this might be different to the email address being used for Carer Connect.
- Cultural Details
- Blue Card information
  - *There can sometimes be a small delay between a blue card being updated and those new details (card number and expiry date) being updated on the system.*

**i** For any updates to information in this tab please contact your CSO





## Our Home



Our Home is where you can build your personal profile that can be shared with a Child or Young Person coming into your care.


Here you can enter information under:


- About Us
- Our House
- Your Room
- Things you can do here
- Our Pets
- Family Photos


Each of these sections are editable with a free text field and the ability to add up to 5 photos in each.

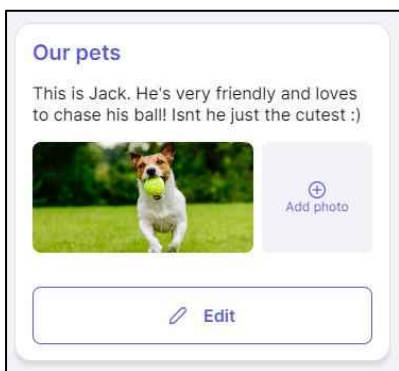
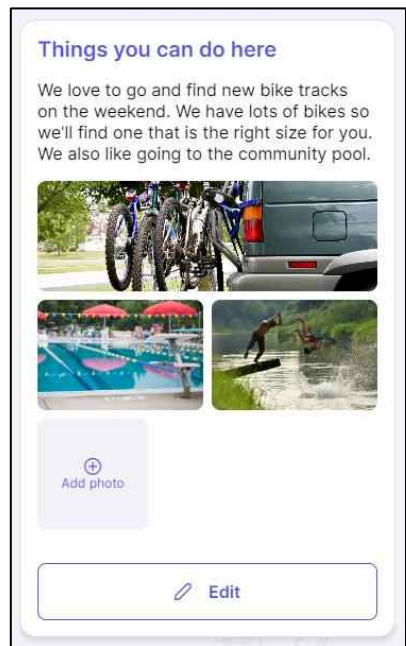
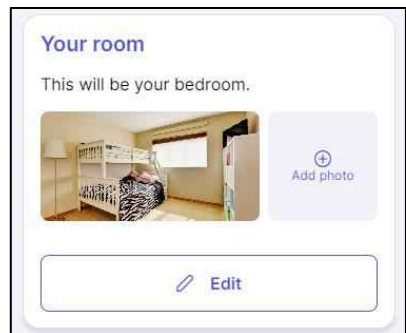
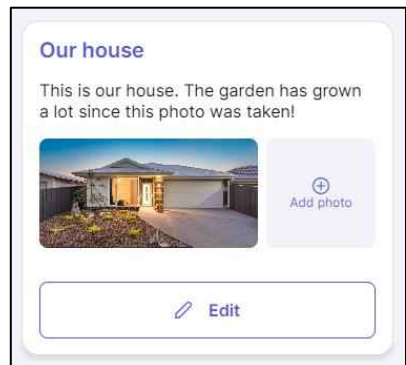
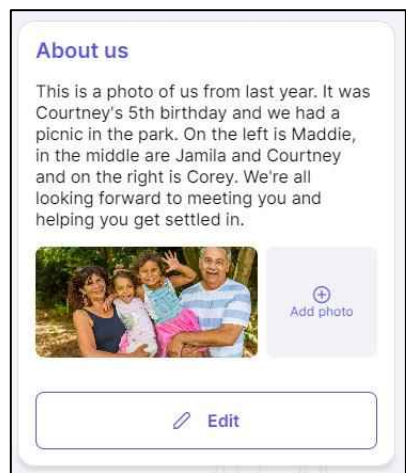
Simply click the **Edit** button under the section you want to update and when you are done updating click the Save button to save your updates.

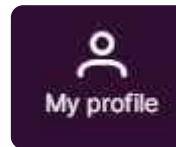


 Please note that if you have other children in your care that are in the photos, do not state that they are children in care / foster children.

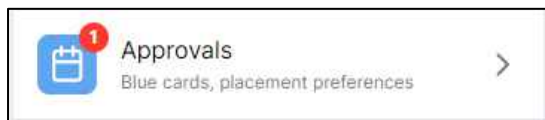
 Don't include address details or full names (first name only is appropriate).

 Only provide information that is relevant to you and your household e.g. you don't have to upload a photo of a pet if you don't have one.





# Approvals

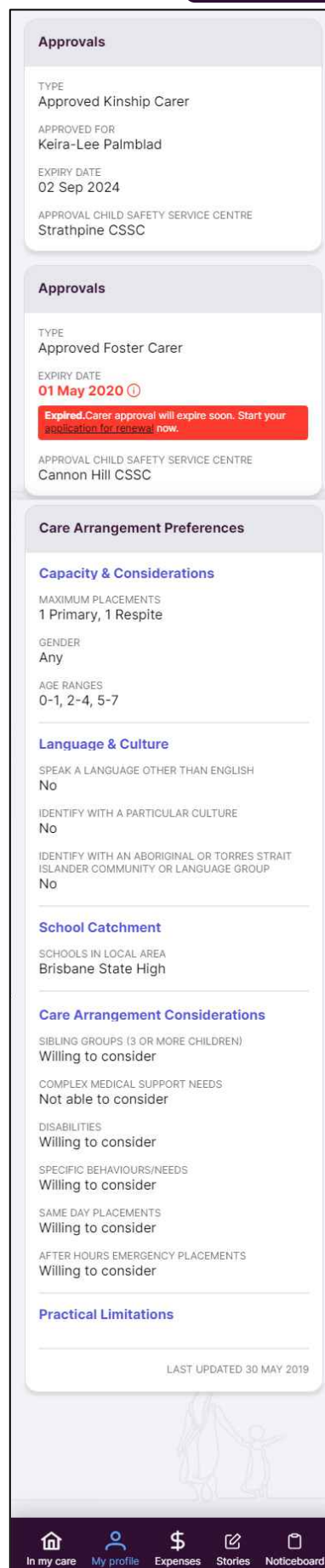


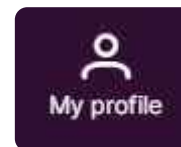
The Approval Tab is where you will be able to view all your current approvals and the expiry dates.

If your approval is about to expire or has expired, this will be clearly shown in red. You can either click on the link **Application for renewal** or navigate back to the My Profile page and select the Application for Renewal (see the next page).

This tab will also show you your **Care Arrangement Preferences** (as completed in the Foster Care Agreement).

For any updates to this information, please contact your agency support worker.





## Application For Renewal



### Change in Carer Circumstances Form

If your details have changed since your last approval (for example address, change of name, new household members), the *Change in Carer Circumstances – Form 39* will need to be completed and provided to your foster and kinship support agency. This information can not be updated in the Application for Renewal.

### Completing the Application for Renewal

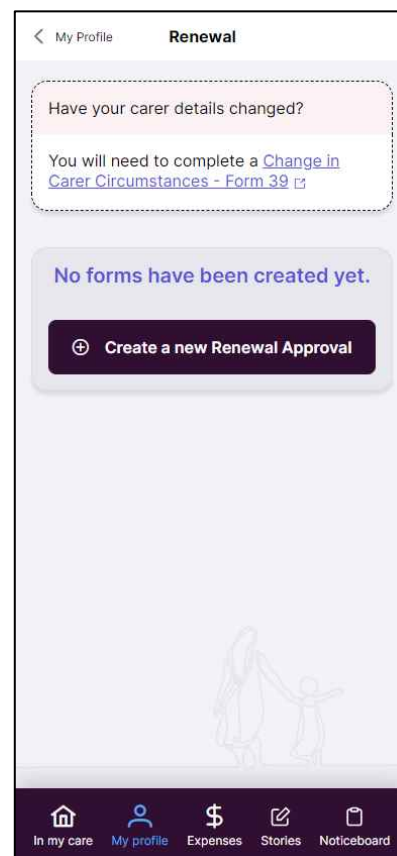
An application to renew your carer approval will appear three months prior to the current approval expiry date.


To be able to *complete and submit* an application for renewal, all members of the Carer Entity are required to log into their Carer Connect accounts. Each carer must provide their own signature and consent.

Where there are existing adult household members who must consent to updated personal checks, they do not need a Carer Connect account. An adult household member can, via a carer with an open Carer Connect session, provide their updated details for personal checks and sign on the carer's device. **The carer must not sign on behalf of the adult household member.**

To commence the application for renewal, click the **Create a new Renewal Approval** button.

When you create the Renewal Approval you will be presented with important information. Please read this carefully. If you agree to complete the form online, click **Proceed to Edit** button.



 The Carer Health and Wellbeing questionnaire is a Word document. Please download, complete the form and save it so that it can be attached here.

#### Complete your details

This section captures information about any updates since the last carer approval.

- Complete all the fields in this section.







An expiry date for a Temporary visa must be added into the “Australian residency status” information, if a carer meets this criteria.

NB: The drivers licence number requested here is only stored in the form, for processing requirements.

The information being collected here is the same information that is asked on the paper based form.

### Signing on the device

The application for renewal must be signed by the person who is consenting to the personal checks being completed.

Where the form is being completed on a mobile device, or a tablet with touch screen capabilities, the signature can be done but drawing on the screen.

**Applicant consent\***  
I acknowledge that:  
I have read and understand the [disclosure statement and privacy notice](#) and provide consent in accordance with the consent requirements listed above. I confirm that the information in the application is correct, including that any additional adult household member consents are properly recorded in this application.

Name\*

Date\*

Signature\* ✕ Clear Signature

If a mistake is made during signing, use the “Clear Signature” button to remove the attempt and try again.

This signature will be applied to the final form that is processed at the completion of the application.

Click the **Save & Back** button once completed

**Maddie Seers**

Applicant Details

Australian residency status  
 Permanent  
 Temporary

Do you provide or intend to provide regulated childcare services from your home, such as home-based family day care or other home-based care service?  
\*   
 Yes  
 No

Self Disclosure

When responding to the questions around personal history information you must provide ALL known personal history information including criminal history and traffic history since you were last approved on 29/05/2019 . Criminal history checks include all charges and convictions (including [spend convictions](#) )

For the question 'Have you ever been the aggrieved or respondent in a domestic violence and family violence matter in Queensland, interstate or internationally? The 'aggrieved' is the person who needs protection from domestic violence; and the 'respondent' is the person from whom the aggrieved seeks protection.

Since your last approval have you had any criminal charges, including charges laid against you awaiting determination in Queensland, interstate or internationally?\*

Yes  
 No

Have you ever held a Queensland driver's license?\*

Yes  
 No

Since your last approval have you had any traffic violations, including fines and/or charges laid against you awaiting determination in Queensland, interstate or internationally?\*

Yes  
 No

Since your last approval have you been the aggrieved or respondent in a domestic violence and family violence matter in Queensland, interstate or internationally?\*

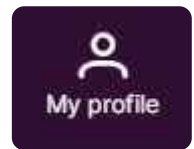
Yes  
 No

Since your last approval are you aware of any criminal, domestic violence, or traffic history information including charges laid against a member of your household in Queensland, interstate or internationally?\*

Yes  
 No

## User Guide

Version 5, Sept 2023



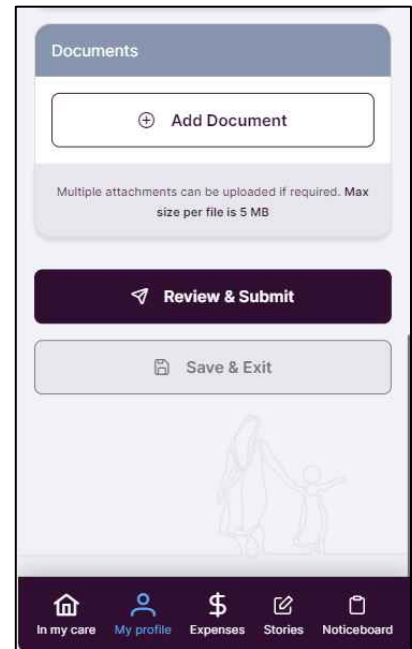
Where an Adult Household member is listed, and is still a member of the household, they are able to complete the same process via the carer's logged in Carer Connect session.

Tap on the edit button (appears as three dots) against their name.

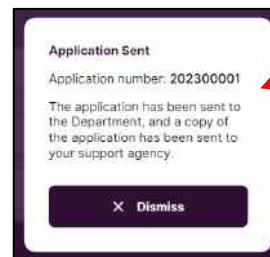
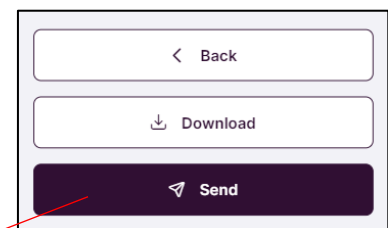
Alternatively, if a member of your household has left, check the tick box to indicate this.


Upload any necessary documents to the application.

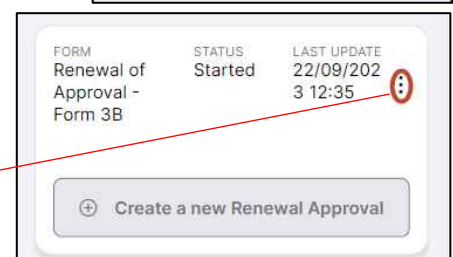
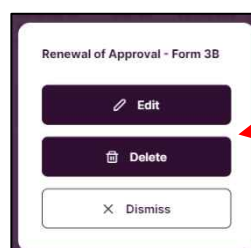
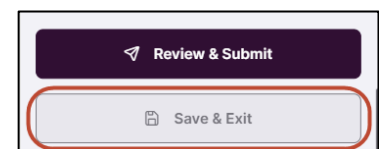
Once completed click the **Review & Submit** button.



Review carefully the details of your application, If you are not satisfied with the details, click the **Back** button to continue editing. If you are satisfied with your application, you can **Download** a copy for your records if you wish and then click the **Send** button to submit your application.



 The application for renewal form can be completed over time – you can save an exit the form and come back to it later as you wish. Just click the **Save & Exit** button (which will become available as you edit the form). To go back to the form, when you enter the Application for Renewal section of the app you will see that there is a form there with a status of Started. Click on the three dots next to this and select edit.



# Toolbar

These additional buttons have important information but you may not use them all the time

The are:

- Notifications
- Settings
- Resources



## Notifications




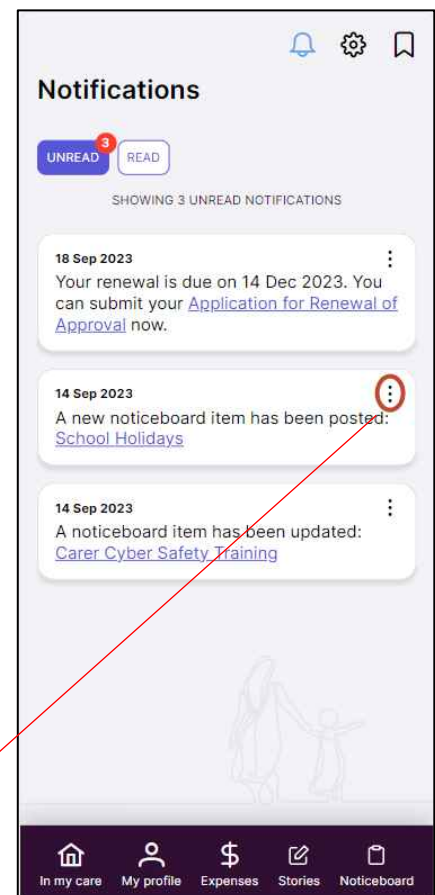
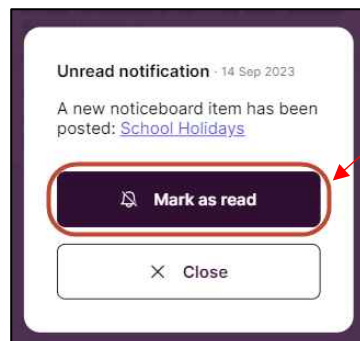
The Notifications button shows you important notifications from different sections of the app. A red number will appear over this symbol when you have new unread notifications.

Click on the **Notifications** button to see your unread notifications, from here you can click through and read each notification.

You can filter this section by Unread and Read using the buttons at the top of this page



 To dismiss the red numbering / notification, click on the 3 dots to the left of the notification and then click **Mark as read**. The notifications will be moved into the Read filter.



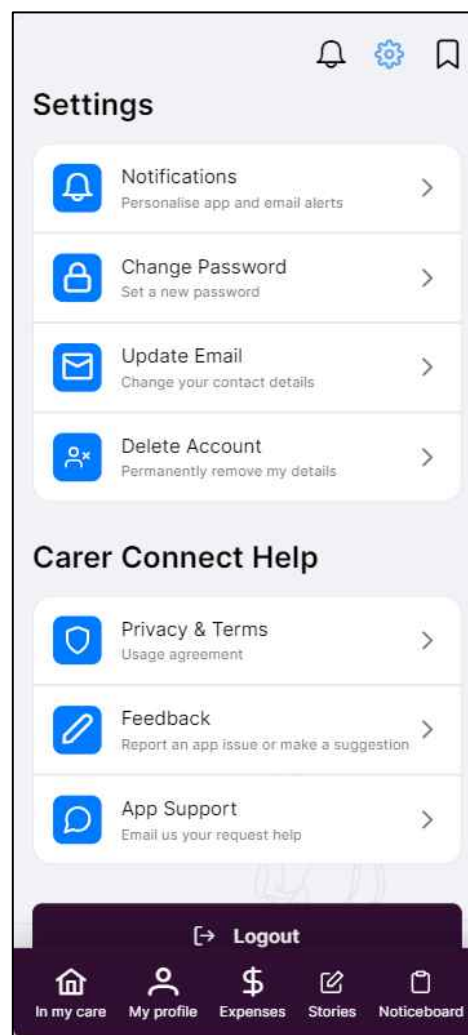
## Settings



**Settings** is where you can change your notifications preferences, change your password, update your log on email address and Delete your account.

You can also access the Privacy statement and Terms & Conditions of the app, provide feed back or make a suggestion for the app and request App Support.

This is where you also Logout of the app.



## Logout

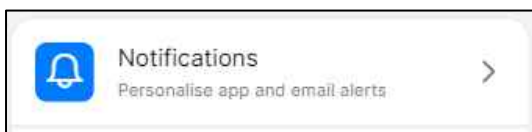


Select **Log Out** to return to the Login screen

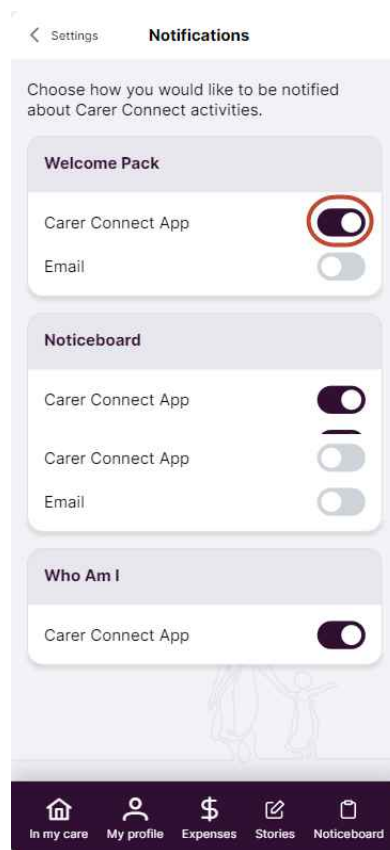
The Carer Connect App will log you out after 15 minutes of inactivity.

Please ensure you log out when you have completed your activities. If using a computer/laptop please log out and close the browser.

## Notifications




Here you can turn preferences on and off, simply click the swipe button on preference you want to change to on or off.

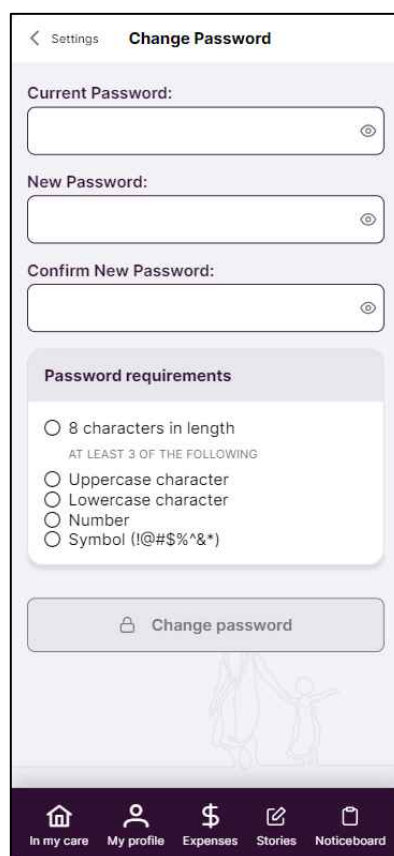


## Change Password

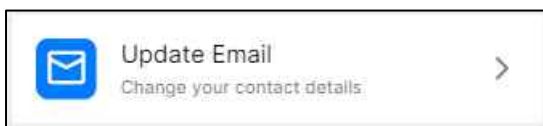


This is where you can change your password. Enter your current password and then enter your selected new password.

 **Do not share your password with anyone. If prompted, do not allow your browser to remember/save your password.**



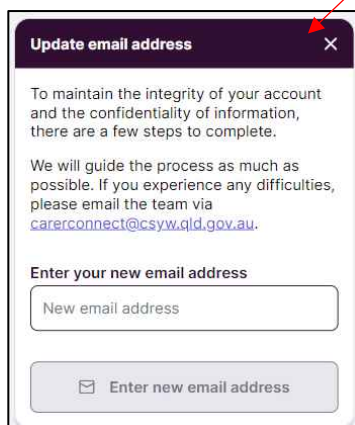
## Update Email



This is where you can update your Logon email address. Click the update email address.

Click **Update email address**

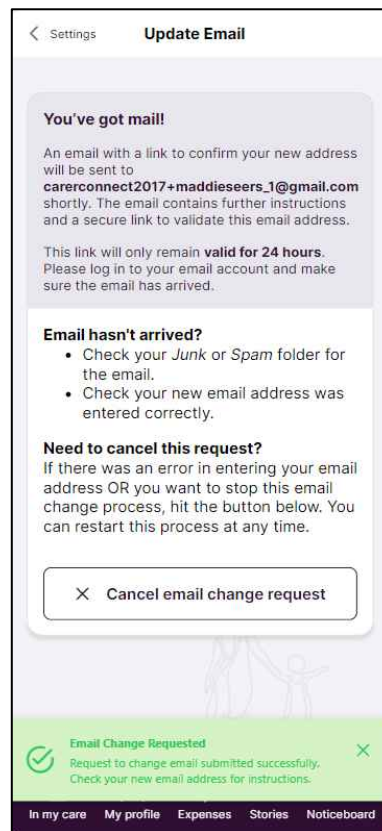
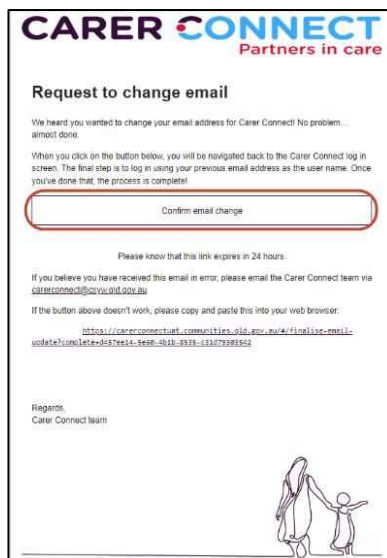
Enter the new email address you want to logon with then click **Update email address**



You will then get a notification page to check your emails to confirm the email address change. From here you can also cancel the request.

Check your emails and click the button in the email to **Confirm the email change**.

Once you have confirmed the email address change you will be prompted to log back into the Carer Connect app using your new email address.



## User Guide

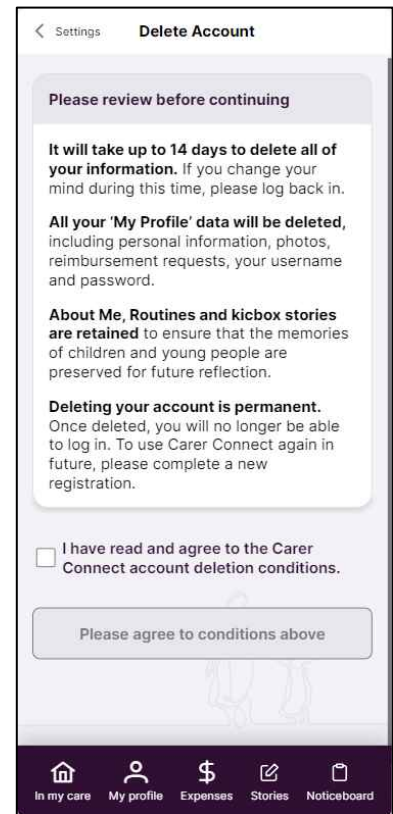
Version 5, Sept 2023

### Delete Account



This is where you can delete your Carer Connect app account.

Read the Conditions of account deletion, Tick the tickbox “I have read and agree to the Carer Connect account deletion conditions”.



You will be prompted to provide feed back regarding your account deletion,

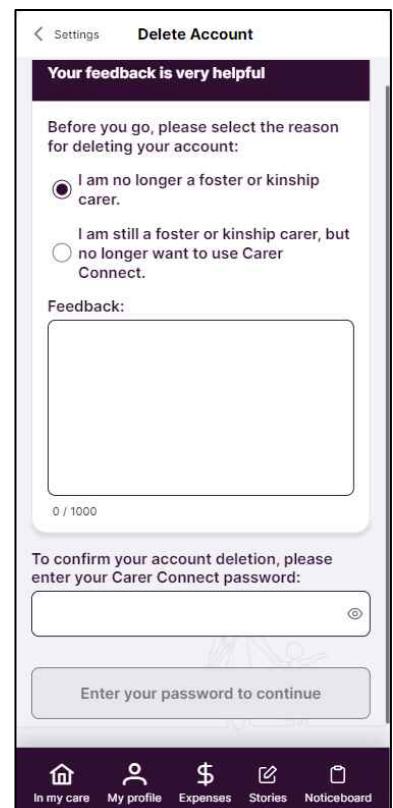
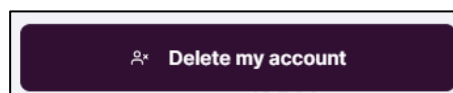
Select from:

- “I am no longer a foster or kinship carer” or;
- “I am still a foster or kinship carer, but no longer want to use Carer Connect”.

Provide any relevant feedback (this helps us to make improvements to the app for all carers).

Enter your Carer Connect password.

The **Delete my account** will then become available. Click this button to finalise your account deletion.



## User Guide

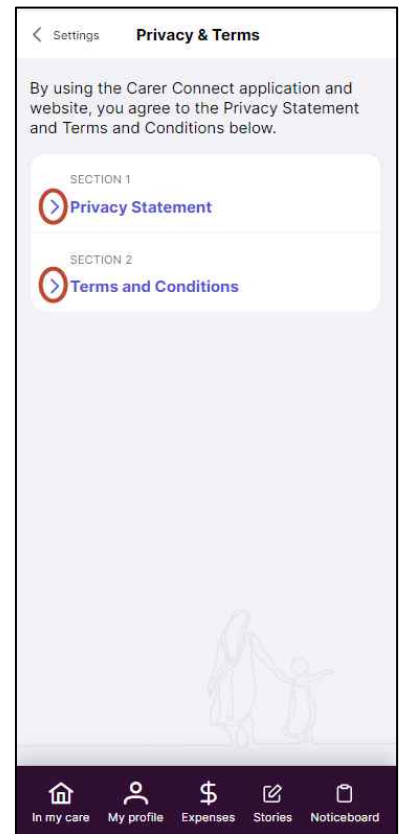
Version 5, Sept 2023

## Privacy & Terms



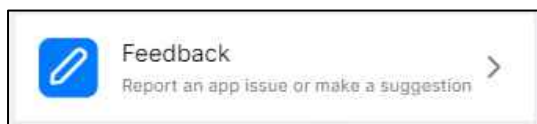
You agreed to the Privacy Statement and Terms and conditions during your registration / sign up process of the Carer Connect app. If you want to read over them again you can from here.

Click on the > next to **Privacy Statement** or **Terms and Conditions** to read that section.





## Feedback



This where you can provide feedback about Carer connect app.

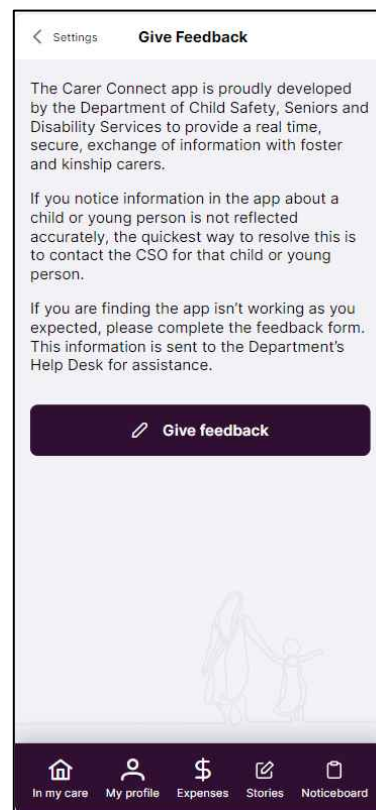
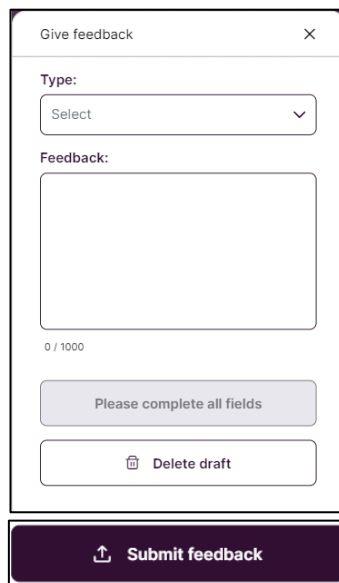
Click the **Give feedback** button

Select the type of feedback you want to give:

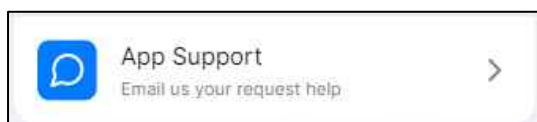
- Child details missing or incorrect
- Child/ren not in the app
- Missing document
- Update my details
- General carer experience feedback
- Idea for the app
- Other

Enter the details of the feedback.

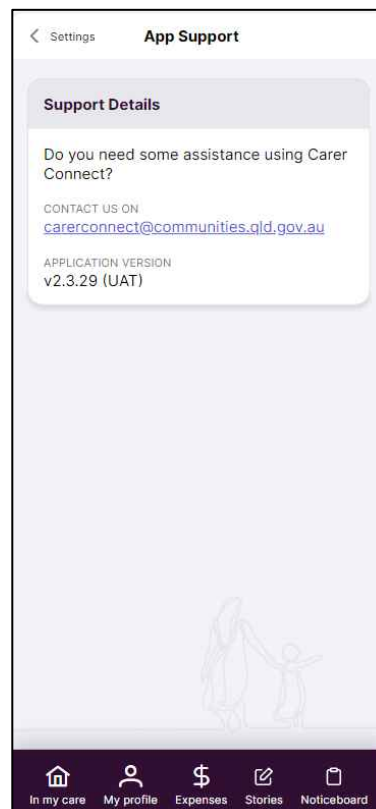
Click the Submit feedback button.



## App Support



This page gives you details on how to contact us if you need help with the app.

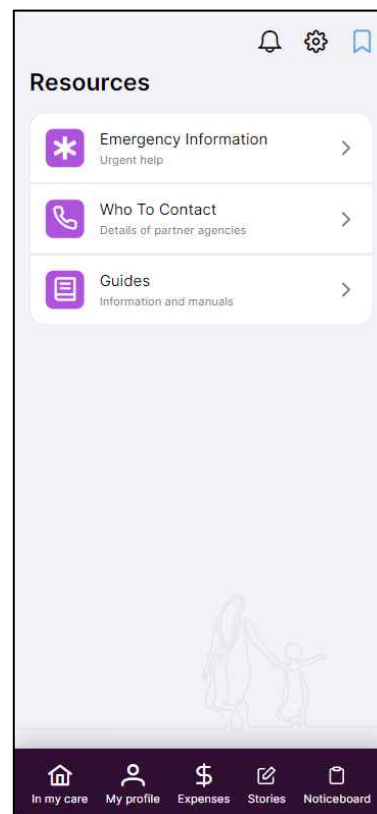


## Resources

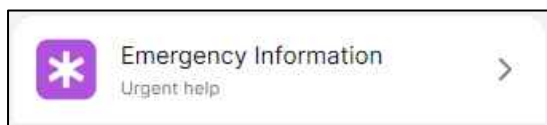


The Resources button shows:

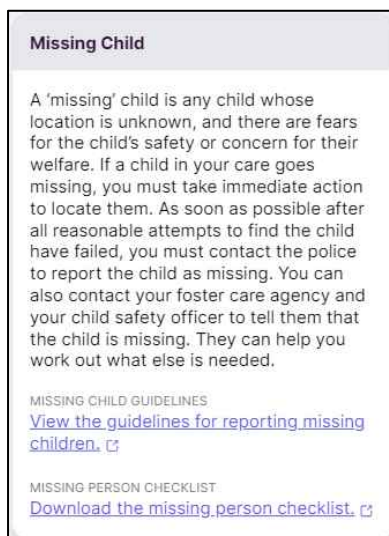
- Emergency Information
- Who to Contact
- Guides



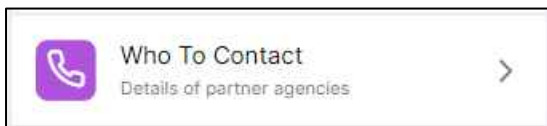
## Emergency Information



This section gives you the Emergency contact details for Child Safety After Hours Service Centre; QHealth; Poisons Information Centre; and the Missing Child guidelines and Missing Person Checklist.



## Who to Contact



This page provide contact details / website details of Partner Agencies where you can get support along your Foster or Kinship Care journey. You can also find the details of how to give a compliment or make a complaint.

**Foster and Kinship Care support line**

Support line staff are skilled in working with vulnerable children, and are able to provide practical information and parenting tips that can help foster and kinship carers (including provisionally approved carers) across a number of areas.

CONTACT  
[1300 729 309](tel:1300729309)

**Queensland Foster and Kinship Care (QFKC)**

Queensland Foster and Kinship Care is a government funded organisation with the goal to contribute to the development of an inclusive, responsive and fair foster and kinship care system. QFKC aims to represent and advocate for carers.

WEBSITE  
[Visit the Queensland Foster and Kinship Care website. ↗](#)

**QFKC Support Team**

The support team is a group of trained specialist local foster and kinship carers who have volunteered to provide advice, support and advocate on behalf of other foster and kinship carers.

WEBSITE  
[Visit the QFKC Support Team page. ↗](#)

**Complaints and Compliments**

Provide feedback about something that has been done well or if there is something you're not satisfied with.

WEBSITE  
[View the Compliments and Complaints page. ↗](#)

## Guides



Available under Resources is additional information on:

- Information for existing Foster and Kinship Carers
- Statement of Commitment
- Foster Carer Training
- Child Safety Practice Manual
- kicbox
- National Disability Insurance Scheme (NDIS)
- Next Step Plus
- Queensland Children’s Gender Service

**Information for existing Foster and Kinship Carers**

Find all the things you need to know about caring for a child that is placed with you, along with helpful tips and advice.

WEBSITE  
[Visit the Information for Foster and Kinship Carers webpage.](#)

**Statement of Commitment**

Queensland's child protection system relies on foster and kinship carers volunteering their homes and their care, and this Statement outlines a collective commitment to that care being enduring, fulfilling and able to meet the needs of children and young people.

STATEMENT OF COMMITMENT  
[View the Statement of Commitment.](#)

**Foster carer training**

Foster care training is recognised as critically important to enable carers to perform their role. Whether it's training for getting ready to start or starting out or continuous learning, it's vital to keep learning.

WEBSITE  
[View information about foster carer training.](#)

**Child Safety Practice Manual**

The Child Safety Practice Manual provides a comprehensive set of procedures that guide and inform the delivery of child protection services by the Department.

WEBSITE  
[View the Child Safety Practice Manual.](#)

**kicbox**

For Children and Young People in care, it can be difficult to keep track of things like photos, records and documents that make up their life story. kicbox keeps these things in one place – safe and secure.

WEBSITE  
[View more about kicbox.](#)

**National Disability Insurance Scheme**

Does a child in your care have a condition or impairment that makes it more difficult for them to communicate, participate in social situations, learn, move, or care for themselves?

WEBSITE  
[View NDIS information for foster and kinship carers.](#)

**Next Step Plus**

Next Step Plus is a support system for young people with a care experience aged 15-25 in Queensland. Young people can self-refer, or can be supported by their carer to refer.

WEBSITE  
[Find your closest provider.](#)

**Queensland Children's Gender Service**

The Queensland Children's Gender Service offers safe, expert, accessible child and family-centred care for all children and young people. We will work alongside young people and their families to maximise each young person's strengths and work towards optimum social and emotional wellbeing and development.

WEBSITE  
[View more information about the Queensland Children's Gender Service.](#)

## Appendix A: kicbox



### What is kicbox

kicbox is a platform for recording a digital life story for children and young people in out of home care.

Think of kicbox as a digital version of a keepsake box – a place to safely and securely record a personal life story. Photos, documents, personal mementos – all the moments in time that underpin identity.

### When does a kicbox account get created for children and young people?

Once a child (of any age) is defined as being in a Care Arrangement, an account is created automatically.

This allows foster and kinship carers and Child Safety staff (that are working with the child) to start contributing to the account, and building the child's digital life story.

### How does a carer contribute to kicbox?

Carers contribute to a child's kicbox account through their Carer Connect account and will ideally be posting stories and photos at least once a month.

It is important for both foster and kinship carers to be contributing to kicbox, as it is using technology to help young people make sense of their experiences.

These contributions will always be visible to the carer, however contributions can only be made while the child is in a placement with the carer.

The child/young person's Child Safety Officer will be notified of the contribution and will be able to view and modify the post, if required.

### When can a young person be invited to use kicbox?

There are a few pre-requisites for a child or young person to request access to their kicbox account.

They are:

- Have been in a Care Arrangement for 30+ days;
- An age where they are able to be responsible online. This can be assessed by the Child Safety Officer and may include a discussion with the Safety & Support Network.
- Have their own email address and phone number to be able to log in and start using the platform.

If a child or young person in a placement meets these pre-requisites, prompt the young person to download the app and submit their registration for the app.

### For more information

Visit <https://www.qld.gov.au/youth/family-social-support/kicbox>

## Revision history

As Carer Connect continues to evolve, so will this user guide. Use the table below to identify changes.

Published	Version #	Author	Description of change/revision
02.04.2018	1.0	DCSYW	Published for trial of Carer Connect.
31.08.2018	2.0	DCSYW	Updated for state-wide release of Carer Connect, new screen shots and information has been added relating to: <ul style="list-style-type: none"> <li>• Privacy policy agreement - terms and conditions</li> <li>• Notifications</li> <li>• Notice Board</li> <li>• Cultural support details</li> <li>• My Documents <ul style="list-style-type: none"> <li>○ View additional documents</li> </ul> </li> <li>• kicbox</li> </ul>
06.09.2018	2.1	DCSYW	Disclaimer added.
01.10.2018	2.2	DCSYW	Updated for go-live of Carer Connect, new screen shots and information has been added relating to: <ul style="list-style-type: none"> <li>• Log in process</li> <li>• Young person's alerts</li> <li>• Personal details</li> <li>• Health</li> <li>• Cultural support</li> <li>• Document status</li> <li>• My documents</li> <li>• Notice Board</li> <li>• My profile <ul style="list-style-type: none"> <li>○ Home</li> <li>○ Create carer profile</li> </ul> </li> <li>• Log out</li> </ul>
11.10.2018	2.3	DCSYW	Updated to reference quick reference guides for iOS and Android apps.
30.11.2018	2.4	DCSYW	Updated for 30/11/2018 release of Carer Connect: <ul style="list-style-type: none"> <li>• New welcome email and set password screen</li> <li>• Storyline posts: edit and view history</li> </ul>
27.02.2019	2.5	DCSYW	Updates for 29/04/2019 release of Carer Connect <ul style="list-style-type: none"> <li>○ New self-registration and self-verification process</li> <li>○ Who am I</li> <li>○ Welcome pack</li> <li>○ Family Relationships</li> </ul>
27.06.2019	3.0	DCSYW	Signed and approved version.
31/1/2020	4.0	DCSYW	Updated for release of Reimbursements functionality.
25/3/2020	4.1	DCSYW	Updated to include respite placements in line with new functionality.
20/09/2023	5.0	DCSSDS	Updated to reflect new User Interface and added application for renewal..