



# Survey of frontline workers – 2019

## Summary of key findings



### Purpose

We surveyed **283** government and non-government frontline workers in the child protection and family support sector in Queensland. A similar survey was conducted in 2018 that targeted frontline service providers who also had supervision responsibilities.

In 2019, we broadened the survey to all frontline workers in the child protection and family support sector to gain a richer understanding of their experiences.

We also made improvements to the survey questions and response scales to gather more meaningful information about the workforce. For these reasons, comparisons are not made between the 2018 and 2019 surveys.

This document summarises the **key findings** from the 2019 workforce survey in terms of positive findings (**to be celebrated**) and less positive findings (**where more needs to be done**).

Findings are described in four groups of topics:

- Working with families
- About the workforce
- Learning and development
- Perceptions of the system.



### Overall findings

Survey respondents' perceptions about their role and organisations were generally more positive than their perceptions about the broader child protection and family support system.

We also found that respondents working for non-government organisations were often more positive than those from government agencies.



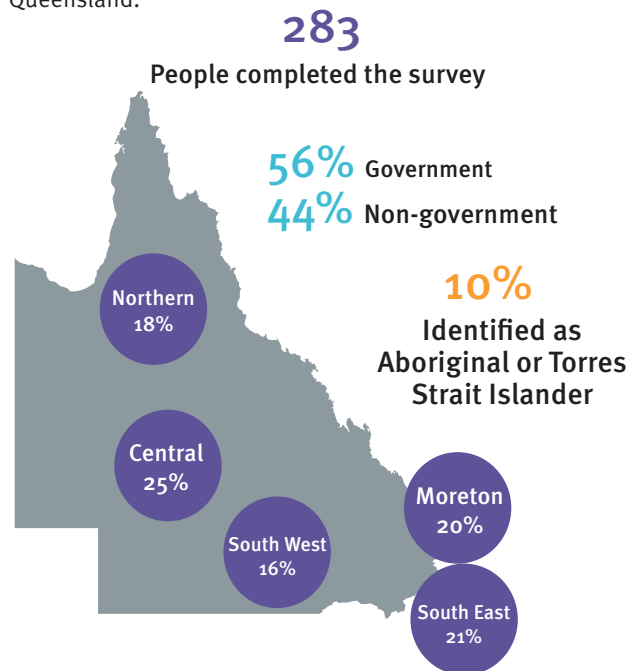
### Method

The online survey link was sent to government agencies and non-government organisations and peak bodies in the child protection and family support sector who forwarded it on to their frontline staff. The survey was open for six weeks between 11 April and 24 May 2019. We asked 28 questions with a mixture of rating style and free text responses.



### Sample

Responses were received from frontline workers throughout Queensland.



### About the survey

The Queensland Family and Child Commission (QFCC) collects data from a variety of sources to inform our programs of work.

The QFCC intends to conduct a workforce survey annually to gather evidence to contribute to our evaluation, oversight, and strategic workforce activities.



## Key findings

## Working with families

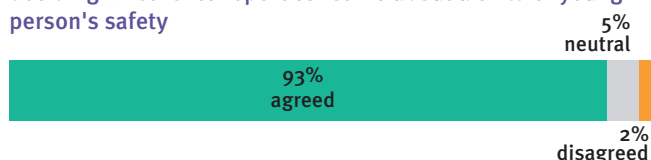
### To be celebrated

- Knowledge of reporting thresholds
- Knowledge of organisational policies and procedures for referrals
- Knowledge of services in the area, including specialist services
- Workplace culture that supports collaboration with other organisations to achieve client outcomes

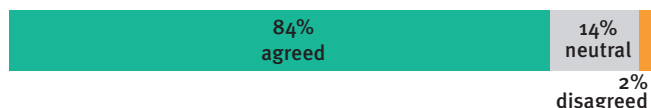
### More to be done

- Confidence referring families to Family and Child Connect
- Receiving feedback about when a family has engaged with a service
- Actively seeking client feedback to improve quality of service
- Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making

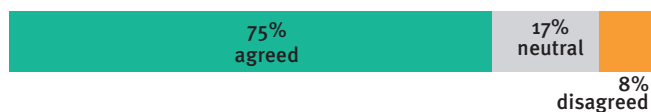
I am confident in my knowledge of reporting thresholds when deciding whether to report concerns about a child or young person's safety



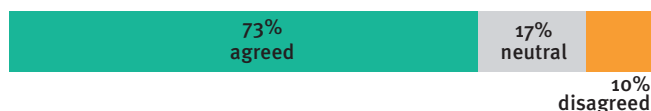
I know my organisation's policies and procedures for referring children, young people or families to appropriate services



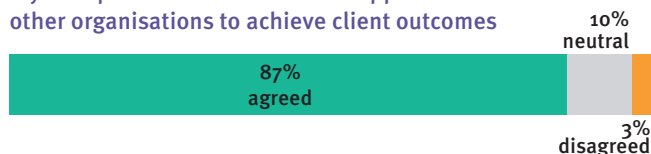
I have sound knowledge of services available in my area



I am confident that I know where to refer families for specialist services (i.e domestic and family violence, disability, mental health, alcohol and drugs)



My workplace has a culture that supports collaboration with other organisations to achieve client outcomes



I am confident referring families to Family and Child Connect



When I refer families to other services, I receive feedback about whether the service has engaged with the family



I am less likely to refer families to services who do not provide me with feedback



My organisation actively seeks child/young person/family feedback to improve the quality of services we provide



Aboriginal and/or Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children





## Key findings

## About the workforce

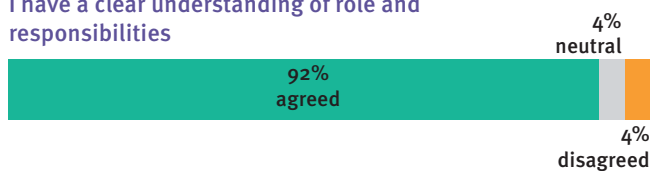
### To be celebrated

- Clear understanding of role and responsibilities
- Provided with enough training and other learning opportunities to undertake role well
- Competent to meet the needs of Aboriginal and Torres Strait Islander clients
- Organisation has a positive workplace culture

### More to be done

- Engaging the workforce
  - Recommend working in the sector
  - Intention to leave organisation
- Manageable caseload/workload
- Able to spend enough time with clients to do job well

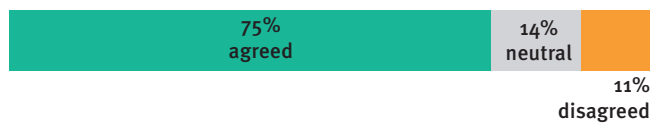
I have a clear understanding of role and responsibilities



I would recommend working in the child protection and family support sector to the others



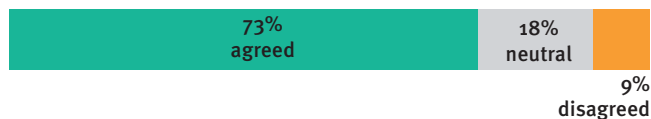
I have been provided with enough training and other learning opportunities to undertake my role well



I intend to leave my organisation within next 12 months



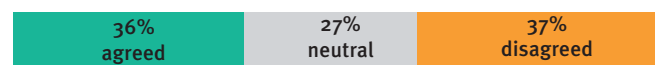
I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families



I consider my caseload/workload to be manageable



Able to spend enough time with children, young people and families to do my job well



My organisation has a positive workplace culture





## Key findings

### Learning and development

#### To be celebrated

- Organisation actively supports the professional development of staff
- Information/training about legislative changes, including the Aboriginal and Torres Strait Islander Child Placement Principle

#### More to be done

- Practice supervision
- Highest learning and development priorities include:
  - Specialist training (i.e domestic and family violence)
  - Skills, practices and tools for engaging clients
  - Working with other organisations

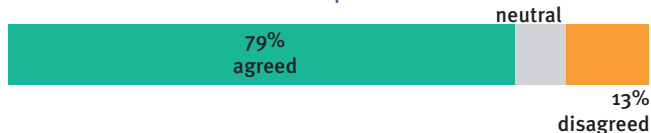
My organisation actively supports professional development of staff in a planned and robust manner



I have received information and/or training regarding changes to child protection legislation in the past 12 months



I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle



I receive quality practice supervision (i.e. about my work with clients) to support me to do my job well



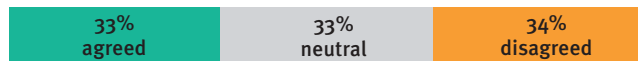
## Key findings

### Perceptions of the system

#### More to be done

Respondents' perceptions of their roles and organisations were more positive than their perceptions of the sector or system as a whole. It is beyond the scope of this survey to explain why this is, but one explanation is that respondents have limited visibility of how the broader system works (as evidenced by the proportion of neutral responses).

The system is built on shared connections and commitment



The system meets the needs of children, young people and families

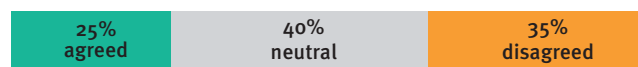


The community has confidence in the system

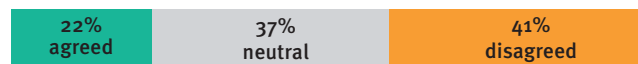


Four in 10 respondents did not have a clear opinion on the impact of the reforms to date, which may be influenced by their awareness of the reforms.

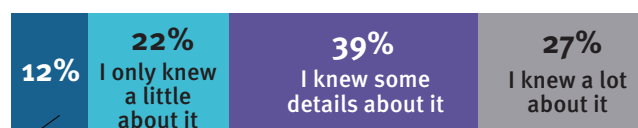
In your opinion, have the reforms resulted in improved outcomes for children, young people and families?



improved workplace culture?



Before today, were you aware of the Supporting Families Changing Futures reform program, implemented in response to the Queensland Child Protection Commission of Inquiry (the Carmody Inquiry)?



I didn't know anything about it