



Workforce Survey 2019

Final Research Report



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1. Introduction

Background

The Queensland Family and Child Commission (QFCC) promotes the best interests of children and young people and contributes to the evidence base to inform improvements in the child protection system.

MCR was commissioned by the QFCC to analyse and report the results of a survey of Queensland child protection and family support frontline workers and service providers.

Research objectives

The objective of this project was to gather frontline worker and service provider perspectives on a range of topics, including:

- learning and development
- information about services
- referral pathways
- information sharing
- collaboration
- meeting families' needs
- Aboriginal and/or Torres Strait Islander Peoples
- legislation and policy
- awareness of the reform program
- continuous improvement
- system performance
- system change.

A similar survey was undertaken and reported on in 2018.

2. Method

The survey was conducted online using the Queensland Government's *Get Involved* platform.

Sampling frame

Participation was sought from government and non-government staff working in the child protection and family support sector across Queensland.

Postcodes were used to categorise the workplace location of respondents by Department of Child Safety, Youth and Women (DCSYW) regions (Central Queensland, Moreton, Northern Queensland, South East Queensland, South West Queensland) and Family and Child Connect (FaCC) catchments (see Table 1.2 on pages 7 and 8).

Sample size and characteristics

A total sample of 283 respondents were surveyed. Of the total number of respondents, 155 worked in government agencies (56%) and 122 were from non-government organisations (44%). Twenty-eight of those surveyed identified as Aboriginal and/or Torres Strait Islander (10%).

Responses were received from all regions throughout Queensland (refer to Appendix B for a map showing the location of all regions). The highest proportion of overall responses were received from the Central region (25%) and the lowest proportion from the South West region (16%). In terms of FaCC catchments, the highest proportion of responses were received from Maryborough/Bundaberg, Brisbane North, Gold Coast, Cairns, Rockhampton/Gladstone/Emerald, and Townsville (20% or more respondents from each catchment).

Around two thirds of the respondents were employed in large organisations (200 or more employees). 27% were members of medium-sized organisations (20 to 199 employees) and 8% worked in small organisations (1 to 19 employees).

Child protection work history and qualifications

One quarter of those surveyed in 2019 (25%) had 10 to 14 years of experience working in the child protection and family support sector. 19% of respondents had 6 to 9 years of experience, and 15% had worked in the sector for 3 to 5 years.

Respondents had worked in their current role for an average of 4.5 years ($SD = 4.1$). 76% had worked in their current role for 5 years or less and 13% had a longer tenure in their current role of 6 to 9 years. A relatively low proportion of respondents indicated that they had been working in their current role for 10 to 14 years (8%), 15 to 19 years (3%), and 20 years or more (1%).

One half of respondents (53%) had a Bachelor degree as their highest level of tertiary education. 16% had a Graduate Certificate/Diploma and 14% held a postgraduate (Masters or PhD) qualification. 12% had completed a Diploma or Advanced Diploma and 5% held a Certificate-level qualification.

One half (56%) of respondents had no supervisory responsibilities. One third of respondents (34%) were mid-level managers and 10% of respondents were senior managers or executives.

Types of services and clients

Over one half (55%) of respondents nominated child protection as a main service provided. Foster and/or kinship care (25%) and family support (23%) were the next most prevalent support services and were nominated by around one quarter of respondents. Responses from those who indicated that they provided “other” service/s not listed in the response option for this question are displayed in Table 1.1 below.

Table 1.1: ‘Other’ responses for services provided by respondents

Q10. Which of the following best describes the main service/s you yourself provide to children, young people and families (tick all that apply)?
Adoption and permanent care
Case management
Strategic position in investment and partnerships
Management and the supervision of staff
I am a paediatrician and a CPA
Administration role
Family and child health
Complaint referrals
Investigations
Policing

Each row indicates a single response from a respondent

The least common types of services provided by respondents were:

- drug and alcohol services (5%)
- multicultural services (3%)
- disability services (2%).

The majority of respondents regularly worked with Aboriginal and/or Torres Strait Islander Peoples (92%). Most respondents also regularly worked with people experiencing issues relating to mental illness (83%), domestic and family violence (83%) or alcohol and other drugs (80%). Just over two thirds of those surveyed (69%) regularly worked in support of people with disabilities. 55% of respondents worked with culturally and linguistically diverse peoples and 45% worked with people who identify as LGBTIQ.

All demographic data is displayed in Table 1.2 on the following page.

Table 1.2: Demographic characteristics of respondents

Demographic characteristic	n	%
Government or non-government organisation <i>n=277 answered this item</i>		
Government	155	56
Non-government	122	44
Aboriginal and/or Torres Strait Islander <i>n=280 answered this item</i>		
Identify	28	10
Do not identify	252	90
Region <i>n=267 answered this item</i>		
South East Queensland	55	21
Northern	47	18
Central	68	25
South West	43	16
Moreton	54	20
Length of time working in sector <i>n=281 answered this item</i>		
Less than 1 year	20	7
1-2 years	33	12
3-5 years	41	15
6-9 years	53	19
10-14 years	70	25
15-19 years	33	12
20+ years	31	11
Length of time in current role <i>n=279 answered this item</i>		
Less than 1 year	4	1
1-2 years	105	38
3-5 years	102	37
6-9 years	36	13
10-14 years	23	8
15-19 years	7	3
20+ years	2	1
Type of service provided to client <i>n=283 answered this item</i>		
Child protection	156	55
Foster and/or kinship care	70	25
Family support	66	23
Advocacy and liaising	51	18
Domestic and family violence services	30	11
Residential care	28	10
Aboriginal and/or Torres Strait Islander services	26	9
Justice services	24	8
Health and hospitals	24	8
Legal aid/support	22	8
Counselling and other mental health services	22	8
Educational/schools/early education	22	8
Housing assistance/transition services	16	6
Drug and alcohol services	13	5
Multicultural services	8	3
Disability services	7	2
Other	10	4

Table 1.2: Demographic characteristics of respondents (continued)

Demographic characteristic	n	%
Type of clients regularly worked with		
<i>n=283 answered this item</i>		
Aboriginal and/or Torres Strait Islander Peoples	261	92
People experiencing issues relating to mental illness	234	83
People experiencing issues relating to domestic and family violence	234	83
People experiencing issues relating to alcohol and other drugs	227	80
People with disabilities	194	69
Culturally and linguistically diverse peoples	157	55
People who identify as LGBTIQ	127	45
Highest level of tertiary qualification		
<i>n=280 answered this item</i>		
Bachelor	149	53
Graduate Certificate/Diploma	44	16
Masters	35	13
Diploma	22	8
Advanced Diploma	10	4
Cert III	8	3
Cert IV	6	2
No tertiary qualification	5	2
PhD/Professional Doctorate	1	<1
Level in organisation		
<i>n=276 answered this item</i>		
No supervisory responsibilities	155	56
Mid-level manager	93	34
Senior manager/executive	28	10
Size of organisation		
<i>n=277 answered this item</i>		
1-19 employees	23	8
20-199 employees	74	27
200+ employees	180	65
FaCC catchments		
<i>n=267 answered this item</i>		
Maryborough/Bundaberg	29	11
Brisbane North	25	9
Gold Coast	25	9
Cairns	22	8
Rockhampton/Gladstone/Emerald	21	8
Townsville	20	7
Ipswich	18	7
Toowoomba/Roma	18	7
Mackay	15	6
Sunshine Coast including Gympie	13	5
Beenleigh/Bayside	11	4
Browns Plains/Beaudesert	11	4
Moreton Bay	9	3
Logan	8	3
Kingaroy	7	3
Brisbane South	6	2
Mt Isa/Gulf	5	2
Brisbane South West	4	1

Fieldwork

The fieldwork dates for the survey were 11 April 2019 to 24 May 2019.

The survey was promoted through the QFCC's established networks. When the survey launched, government agencies involved in the provision of child protection and family support services and large non-government service providers were asked to send information about the survey, including the survey link, to staff who met the characteristics of the sampling frame. Peak bodies representing non-government service providers were asked to promote the survey to their membership and in their newsletters. These contacts were asked to distribute a second promotional email two weeks prior to the survey closing.

Questionnaire

The survey consisted of 28 questions that were predominantly rating style involving a pre-defined codeframe for respondents to select from or to indicate their agreement with. Several open-ended questions were included so both qualitative and quantitative data could be collected. Three free text questions sought numeric information (e.g. years in current role) and were subsequently coded into numeric categories. Three additional questions provided an opportunity for respondents to answer in their own words using an open-ended response format. These responses were subsequently coded into key themes for analysis.

The questionnaire requested basic demographic information to allow stratified analysis of key subgroups (i.e. organisation type, region, organisation size). Questions covered a broad range of topics relevant to the child protection reform program (e.g. access to services and information, workforce, meeting the needs of Aboriginal and/or Torres Strait Islander Peoples, information sharing and collaboration).

A copy of the questionnaire can be found at Appendix A. While questions were presented to all respondents, responses were not mandatory. The base or total number of respondents reported for each question varies because the base reflects only those who elected to answer the question.

Ethics

Ethical clearance was provided by the Townsville Hospital and Health Service Human Research Ethics Committee (HREC/17/QTHS/47). Informed consent information was included on the front page of the survey and completion of the survey was taken to imply that participants had consented to take part in the research.

Data analysis

At the completion of fieldwork, the survey results were analysed using Q Research Software. The analysis took the form of frequency counts for each question and cross analysis of responses to all questions by selected demographic and behavioural factors (cross tabulations). In the data analysis stage, all survey data were subjected to tests of significance for each survey question. Z-tests were applied to all frequency counts versus the average as well as between sub-groups (in the data tables, red and blue indicate a difference, higher or lower than the average with a 95% confidence level). The average calculation is based on the responses of all respondents to a question. It should be noted that where a key result differs significantly from the average (and is referred to in the report's commentary), it is not necessarily the group with the highest or lowest percentage (small cell sizes mean sometimes there is a group with a higher or lower percentage, however this does not differ significantly from the average after taking sampling error into account).

Weighting

The data have not been weighted.

Comparison of 2019 and 2018 data

Although a similar survey was undertaken in 2018, comparisons between the 2018 and 2019 survey results were not conducted for the following reasons:

- the composition of samples differed in 2018 and 2019¹
- the wording of several survey questions was modified in 2019
- response scales were modified in 2019.

Limitations

The survey population could not be calculated because the survey was forwarded to an unknown number of individuals. All surveys are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options. Appendix C contains a table that details the level of sampling error associated with various cell sizes for this survey (at the 95% confidence level).



Disclaimer

MCR is a member of AMSRO and abides by the AMSRS Code of Professional Behaviour. The Code of Professional Behaviour can be downloaded at www.amsrs.com.au. Under the Code of Professional Behaviour – information about Client’s businesses, their commissioned market research data and findings remain confidential to the clients unless both clients and researchers agree the details of any publications.

As is our normal practice, we emphasise that any market size estimates or marketing recommendations in this report can be influenced by a number of unforeseen events or by management decisions. Therefore no warranty can be given that the information included will be predictive of a desired outcome.

¹ All staff working in the child protection and family support sector were targeted in the 2019 survey compared with frontline service providers who also had supervisory responsibilities in the 2018 survey.

3.1 About the workforce

3.1.1 Number of organisations worked for in the child protection and family support sector

Q3. How many organisations in the child protection and family support sector have you worked in?

Respondents had worked in an average of 2.2 organisations in the child protection and family support sector (SD=3.2). The majority of respondents (87%) worked in 0 to 3 organisations. 11% of respondents worked in 4 to 6 organisations. A small proportion of respondents worked in 7 or more child protection and family support organisations (2%).

The reader is referred to Figure 3.1.1 below.

There were no significant sub-group differences in the number of organisations respondents have worked for.

Refer to Table 3.1.1 below.

Figure 3.1.1: Organisations in the child protection and family support sector that have been worked in

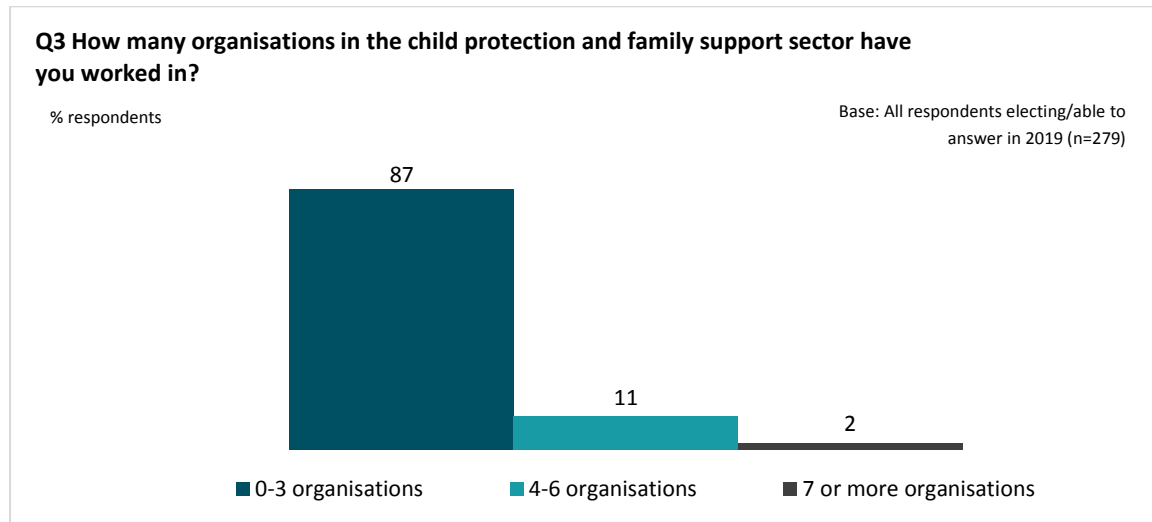


Table 3.1.1: Organisations in the child protection and family support sector that have been worked in

Q3 Column %	Total 2019 n = 279	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 153	Non-govt n = 121	Central n = 68	Moreton n = 53	Northern n = 47	South East n = 54	South West n = 42	1-19 n = 23 [^]	20-199 n = 73	200+ n = 178
0-3 organisations	87	88	85	87	85	87	91	93	70	88	89
4-6 organisations	11	8	14	10	13	13	6	7	26	10	10
7 or more organisations	2	3	1	3	2		4		4	3	2
Average	2.2	2.3	2.3	2.8	2.3	1.9	2.0	1.8	4.5	2.1	2.1
Standard Deviation	3.2	4.2	1.4	6.0	1.6	1.4	1.4	1.0	10.0	1.5	1.5

[^] Caution small cell size

3.1.2 Years of experience in the child protection and family support sector

Q4. How many years' experience do you have in the child protection and family support sector in: a) government agencies b) non-government organisations?

Respondents were asked to indicate their years of work experience in government agencies and non-government organisations in the child protection and family support sector. Those surveyed had worked for an average of 6.9 years in government agencies (SD=7.5) and 4.7 years in non-government organisations (SD=6.1). 40% of respondents had worked in both government and non-government sectors.

The reader is referred to Figure 3.1.2 and Figure 3.1.3 below.

Figure 3.1.2: Years of experience in the child protection and family support sector: Government agencies

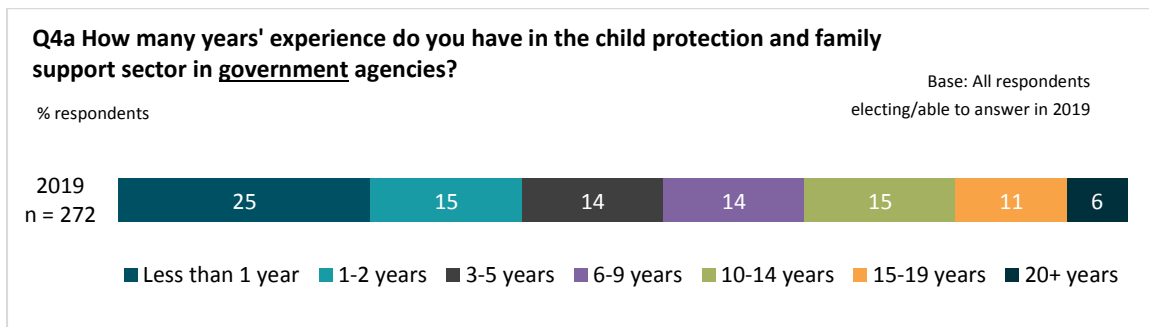
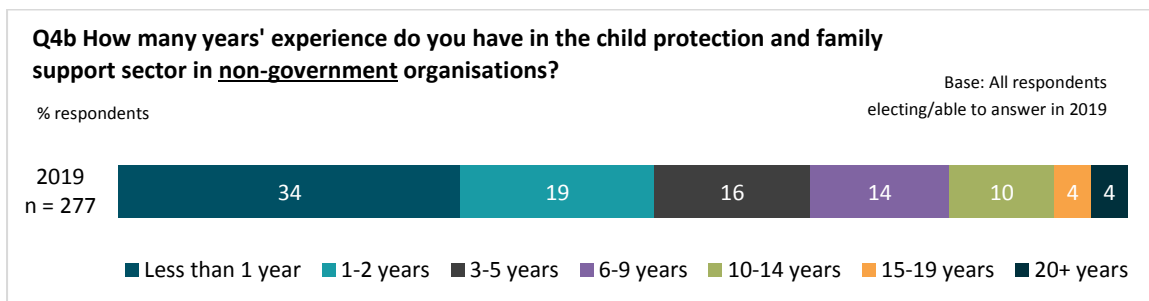


Figure 3.1.3: Years of experience in the child protection and family support sector: Non-government organisations



Respondents employed in a government agency at the time the survey was conducted had a significantly longer history of work experience with government agencies (average=10.1 years; SD=7.6) than respondents currently employed in non-government organisations (average=2.8 years; SD=4.8). Similarly, respondents who worked in a non-government organisation at the time the survey was conducted had more years of work experience with non-government organisations (average=7.6 years; SD=6.2) than respondents from government agencies (average=2.4 years; SD=4.9).

Refer to Tables 3.1.2 and 3.1.3 on the following page.

Table 3.1.2: Years of experience in the child protection and family support sector: Government agencies

Q4a Column %	Total 2019 n = 272	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 150	Non-govt n = 117	Central n = 65	Moreton n = 50	Northern n = 44	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 72	200+ n = 173
Less than 1 year	25	1 ↓	56 ↑	42 ↑	36	16	22	7 ↓	35	32	22
1-2 years	15	15	16	14	14	18	16	21	17	24	12
3-5 years	14	17	9	12	10	16	15	16	9	13	15
6-9 years	14	19	9	6	10	23	16	21	17	10	15
10-14 years	15	22 ↑	6 ↓	11	12	16	18	16	4	11	18
15-19 years	11	15 ↑	4 ↓	8	14	5	9	16	9	8	11
20+ years	6	10 ↑	1 ↓	8	4	7	4	2	9	3	7
Average	6.9	10.1	2.8	5.7	6.3	6.9	6.5	7.8	6.6	5.1	7.5
Standard Deviation	7.5	7.6	4.8	8.4	7.8	6.7	6.4	6.6	9.7	6.8	7.3

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

[^] Caution small cell size

Table 3.1.3: Years of experience in the child protection and family support sector: Non-government organisations

Q4b Column %	Total 2019 n = 277	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 152	Non-govt n = 120	Central n = 66	Moreton n = 53	Northern n = 46	South East n = 54	South West n = 43	1-19 n = 23 [^]	20-199 n = 72	200+ n = 177
Less than 1 year	34	59 ↑	2 ↓	20	32	39	33	47	22	21 ↓	41 ↑
1-2 years	19	17	23	17	25	28	9	21	4	25	19
3-5 years	16	11	21	23	9	7	24	12	9	21	14
6-9 years	14	4 ↓	25 ↑	18	17	11	13	9	17	13	14
10-14 years	10	3 ↓	20 ↑	12	13	4	15	7	26	13	8
15-19 years	4	3	5	6	2	4	4		13	6	1 ↓
20+ years	4	3	5	5	2	7	2	5	9	3	3
Average	4.7	2.4	7.6	6.0	4.6	4.2	4.8	3.7	8.6	5.1	4.0
Standard Deviation	6.1	4.9	6.2	5.8	6.6	6.8	5.1	6.3	6.5	5.5	6.0

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

[^] Caution small cell size

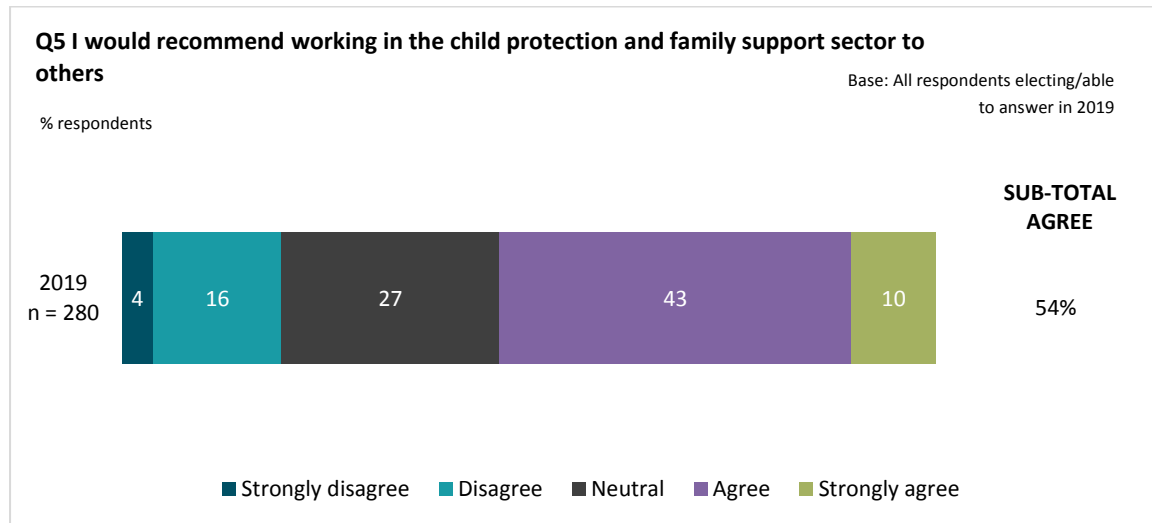
3.1.3 Recommendation of working in the child protection and family support sector

Q5. I would recommend working in the child protection and family support sector to others

One half of those surveyed would recommend working in the child protection and family support sector to others (54%). One in five (20%) respondents would not make this recommendation. 27% of respondents selected the neutral response category for this statement.

The reader is referred to Figure 3.1.4 below.

Figure 3.1.4: Recommendation of working in the child protection and family support sector



There were no significant differences across sub-groups in views about recommending employment in the child protection and family support sector.

Refer to Table 3.1.4 below.

Table 3.1.4: Recommendation of working in the child protection and family support sector by organisation type, region and organisation size

Q5 Column %	Total 2019 n = 280	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 155	Non-govt n = 121	Central n = 67	Moreton n = 54	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 74	200+ n = 179
Strongly disagree	4	5	2	6	6	4	4		9	4	3
Disagree	16	17	15	13	9	26	18	12	22	18	14
SUB-TOTAL DISAGREE	20	22	17	19	15	30	22	12	30	22	17
Neutral	27	27	27	25	30	26	27	21	22	32	25
Agree	43	41	44	39	44	38	44	58	35	41	46
Strongly agree	10	10	12	16	11	6	7	9	13	5	12
SUB-TOTAL AGREE	54	51	55	55	56	45	51	67	48	46	58

[^] Caution small cell size

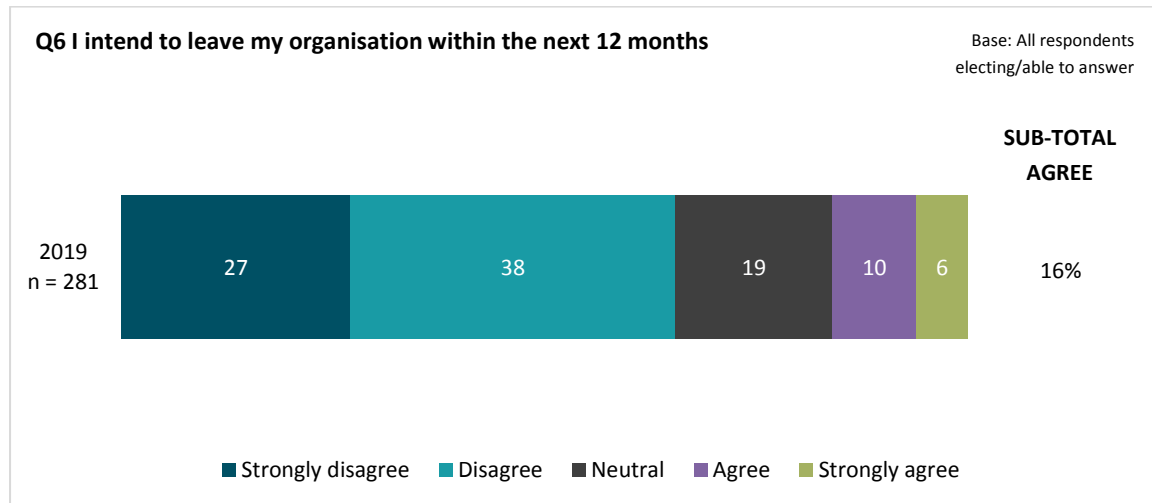
3.1.4 Intention to leave organisation within the next 12 months

Q6. I intend to leave my organisation within the next 12 months

Most respondents (65%) did not intend to leave their organisation within the next 12 months. 16% of respondents reported an intention to leave the organisation within the next 12 months. 19% provided a neutral response to this question.

The reader should refer to Figure 3.1.5 below.

Figure 3.1.5: Intention to leave organisation within the next 12 months



There were no significant sub-group differences concerning intentions to leave the organisation within the next 12 months.

Refer to Table 3.1.5 below.

Table 3.1.5: Intention to leave organisation within the next 12 months by organisation type, region and organisation size

Q6 Column %	Total 2019 n = 281	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 155	Non-govt n = 122	Central n = 68	Moreton n = 54	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 74	200+ n = 180
Strongly disagree	27	26	27	34	31	23	24	26	30	22	29
Disagree	38	37	41	32	37	45	44	40	26	42	38
SUB-TOTAL DISAGREE	65	63	68	66	69	68	67	65	57	64	67
Neutral	19	21	16	22	17	17	16	21	26	22	16
Agree	10	11	9	7	7	9	15	7	4	8	12
Strongly agree	6	5	7	4	7	6	2	7	13	7	5
SUB-TOTAL AGREE	16	16	16	12	15	15	16	14	17	15	17

[^] Caution small cell size

3.2 Your job and organisation

Q15. Thinking about your current role and organisation, how much do you agree or disagree with the following?

3.2.1 Opinions regarding your job and organisation

Agreement (agree/strongly agree) was most prevalent in relation to respondents:

- having a clear understanding of their role and responsibilities (92%)
- feeling supported by the organisation when making decisions about children, young people and families (71%)
- receiving quality line management supervision to support doing their job well (71%).

To a lesser extent, respondents agreed (agree/strongly agree) that:

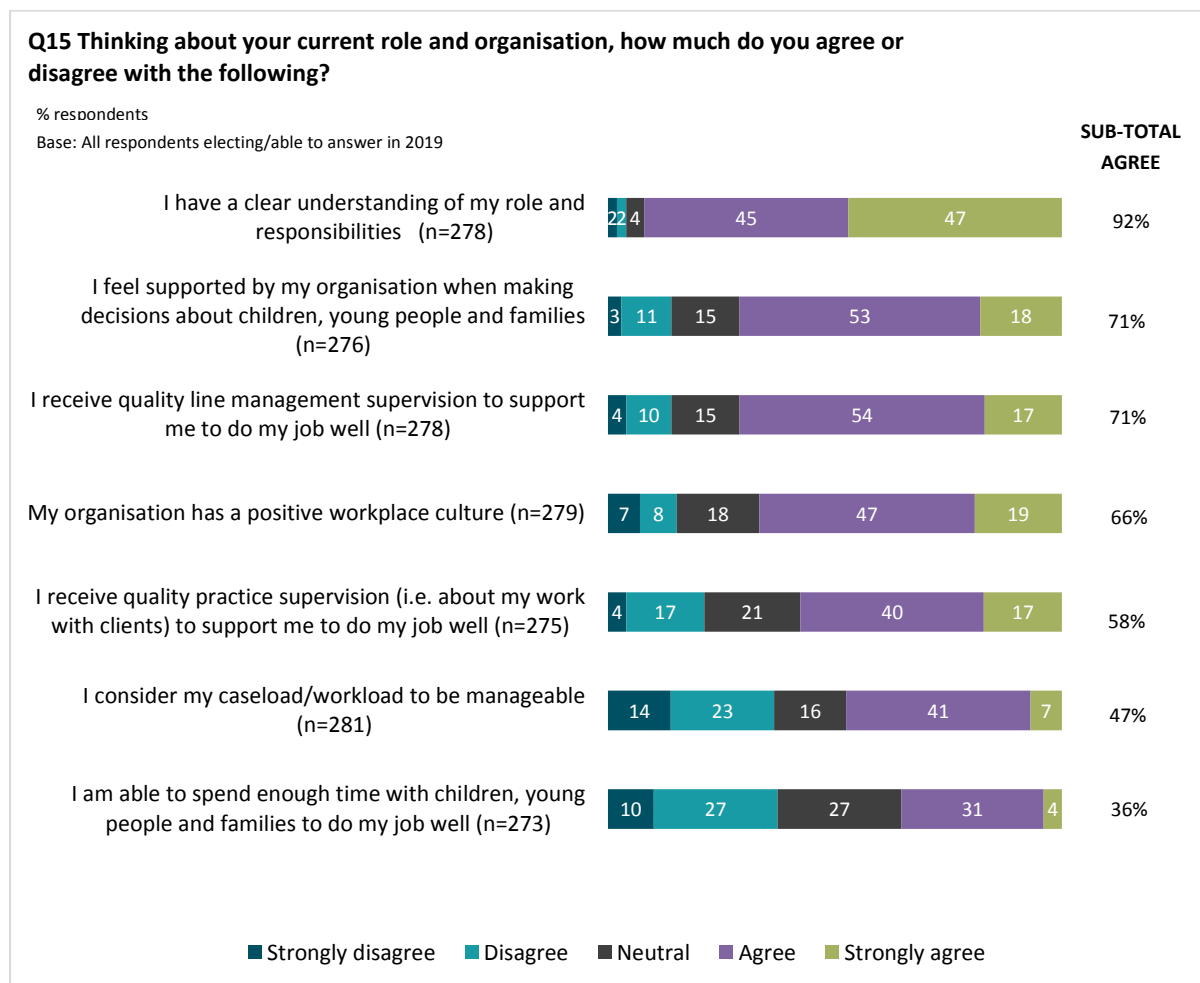
- the organisation has a positive workplace culture (66%)
- staff members receive quality practice supervision to support them in doing their job well (58%).

Agreement (agree/strongly agree) was least frequent in relation to perceptions that:

- caseloads/workloads are manageable (47%)
- they are able to spend enough time with children, young people and families to do their job well (36%).

The reader is referred to Figure 3.2.1 below.

Figure 3.2.1: Your job and organisation



3.2.2 Sub-group differences

A greater proportion of respondents from non-government organisations agreed (agree/strongly agree) with all statements than government respondents. The greatest differences were as follows:

- I am able to spend enough time with children, young people and families to do my job well (53% agreement for non-government; 22% agreement for government)
- I feel supported by my organisation when making decisions about children, young people and families (87% agreement for non-government; 58% agreement for government)
- My organisation has a positive workplace culture (82% agreement for non-government; 53% agreement for government).

Respondents from the Central region were more likely than average to agree (agree/strongly agree) with the following statements:

- I feel supported by my organisation when making decisions about children, young people and families (86% agreement compared with an average of 71% agreement)
- My organisation has a positive workplace culture (82% compared with average of 66%).

Compared with the average, respondents from the Central region were more likely to strongly agree with the following statements:

- I receive quality line management supervision to support me to do my job well (29% strongly agree compared with an average of 17%)
- I receive quality practice supervision to support me to do my job well (33% strongly agree compared with an average of 17%).

Respondents from the South East region were more likely than average to strongly disagree with the following:

- I receive quality practice supervision to support me to do my job well (13% strongly disagree compared with average of 4%)
- I receive quality line management supervision to support me to do my job well (11% strongly disagree compared with average of 4%).

Among respondents from larger organisations (200+ employees), 29% agreed (agree/strongly agree) with the statement “I am able to spend enough time with children, young people and families to do my job well” compared with an average of 36% agreement for all respondents. Similarly, with regard to perceptions that their organisation has a positive workplace culture, strong agreement among respondents from larger organisations (12%) was lower than the average (19% strong agreement).

Refer to Table 3.2.1 on the following page.

Table 3.2.1: Your job and organisation by organisation type, region and organisation size

Q15 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
I have a clear understanding of my role and responsibilities											
	Total 2019 n = 278	Govt n = 152	Non-govt n = 122	Central n = 67	Moreton n = 54	Northern n = 47	South East n = 54	South West n = 42	1-19 n = 22 [^]	20-199 n = 74	200+ n = 178
Strongly disagree	2	1	2	3	2		2			5	1
Disagree	2	3	1		4		4	2		3	2
SUB-TOTAL DISAGREE	4	5	3	3	6		6	2		8	3
Neutral	4	7 ↑		3	2	4	6	2		5	3
Agree	45	49	42	39	43	45	43	60	32	51	44
Strongly agree	47	40	55	55	50	51	46	36	68	35	50
SUB-TOTAL AGREE	92	89	97	94	93	96	89	95	100	86	94
I consider my caseload/workload to be manageable											
	Total 2019 n = 281	Govt n = 155	Non-govt n = 122	Central n = 68	Moreton n = 54	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 74	200+ n = 180
Strongly disagree	14	20 ↑	6 ↓	13	7	11	18	21	9	12	14
Disagree	23	25	21	25	20	21	31	14	13	23	26
SUB-TOTAL DISAGREE	37	45 ↑	27 ↓	38	28	32	49	35	22	35	40
Neutral	16	16	15	19	13	15	15	7	17	15	16
Agree	41	35	47	37	52	40	31	53	48	47	37
Strongly agree	7	3	11	6	7	13	5	5	13	3	8
SUB-TOTAL AGREE	47	39 ↓	58 ↑	43	59	53	36	58	61	50	44
I am able to spend enough time with children, young people and families to do my job well											
	Total 2019 n = 273	Govt n = 152	Non-govt n = 118	Central n = 65	Moreton n = 51	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 22 [^]	20-199 n = 71	200+ n = 177
Strongly disagree	10	15 ↑	3 ↓	11	4	13	15	9	5	11	10
Disagree	27	32	20	20	20	23	36	30		28	30
SUB-TOTAL DISAGREE	37	47 ↑	24 ↓	31	24	36	51	40	5	39	40
Neutral	27	31	23	22	39	30	20	28	36	17	31
Agree	31	22 ↓	43 ↑	43	31	32	20	33	50	39	25
Strongly agree	4		10 ↑	5	6	2	9		9	4	4
SUB-TOTAL AGREE	36	22 ↓	53 ↑	48	37	34	29	33	59	44	29 ↓

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

[^] Caution small cell size

Table 3.2.1: Your job and organisation by organisation type, region and organisation size (continued)

Q15 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
I feel supported by my organisation when making decisions about children, young people and families											
	Total 2019 n = 276	Govt n = 152	Non-govt n = 120	Central n = 66	Moreton n = 52	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 22 [^]	20-199 n = 72	200+ n = 179
Strongly disagree	3	6		5		2	5	2	5	6	2
Disagree	11	16 ↑	4 ↓	3	13	15	13	7		7	13
SUB-TOTAL DISAGREE	14	22 ↑	4 ↓	8	13	17	18	9	5	13	15
Neutral	15	20	9	6	17	17	16	21	23	11	16
Agree	53	51	54	52	54	47	45	70	45	50	54
Strongly agree	18	7 ↓	33 ↑	35 ↑	15	19	20		27	26	15
SUB-TOTAL AGREE	71	58 ↓	87 ↑	86 ↑	69	66	65	70	73	76	69
I receive quality practice supervision (i.e. about my work with clients) to support me to do my job well											
	Total 2019 n = 275	Govt n = 151	Non-govt n = 120	Central n = 66	Moreton n = 53	Northern n = 47	South East n = 54	South West n = 43	1-19 n = 22 [^]	20-199 n = 72	200+ n = 178
Strongly disagree	4	7	2	2	4		13 ↑	2		6	4
Disagree	17	21	13	9	15	26	11	21	5	18	19
SUB-TOTAL DISAGREE	21	28	14	11	19	26	24	23	5	24	23
Neutral	21	26	14	15	19	26	20	21	27	15	22
Agree	40	37	45	41	49	34	39	49	50	38	40
Strongly agree	17	9 ↓	27 ↑	33 ↑	13	15	17	7	18	24	15
SUB-TOTAL AGREE	58	46 ↓	72 ↑	74	62	49	56	56	68	61	55
I receive quality line management supervision to support me to do my job well											
	Total 2019 n = 278	Govt n = 154	Non-govt n = 120	Central n = 68	Moreton n = 53	Northern n = 46	South East n = 55	South West n = 43	1-19 n = 22 [^]	20-199 n = 73	200+ n = 180
Strongly disagree	4	7	1	3	2	4	11 ↑			5	4
Disagree	10	15 ↑	4 ↓	6	6	13	5	19	5	11	11
SUB-TOTAL DISAGREE	14	22 ↑	5 ↓	9	8	17	16	19	5	16	15
Neutral	15	18	11	12	17	13	16	9	23	10	16
Agree	54	51	59	50	62	46	51	72	59	52	53
Strongly agree	17	10 ↓	25 ↑	29 ↑	13	24	16		14	22	16
SUB-TOTAL AGREE	71	60 ↓	84 ↑	79	75	70	67	72	73	74	69

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

[^] Caution small cell size

Table 3.2.1: Your job and organisation by organisation type, region and organisation size (continued)

Q15 Column %	Total 2019	ORGANISATION TYPE			CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents												
My organisation has a positive workplace culture												
	Total 2019 n = 279	Govt n = 153	Non-govt n = 122	Central n = 68	Moreton n = 53	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 74	200+ n = 179	
Strongly disagree	7	12 ↑	1 ↓	3	8	13	11	2	4	8	7	
Disagree	8	10	6	7	4	9	7	12		5	11	
SUB-TOTAL DISAGREE	15	23 ↑	7 ↓	10	11	21	18	14	4	14	18	
Neutral	18	24	11	7	21	19	18	28	4	15	21	
Agree	47	48	46	49	53	34	49	53	52	43	49	
Strongly agree	19	5 ↓	36 ↑	34 ↑	15	26	15	5	39	28	12 ↓	
SUB-TOTAL AGREE	66	53 ↓	82 ↑	82 ↑	68	60	64	58	91	72	61	

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level
[^] Caution small cell size

3.3 Learning and development

Q16. Thinking about your current organisation, how much do you agree or disagree with the following?

3.3.1 Perceptions of learning and development

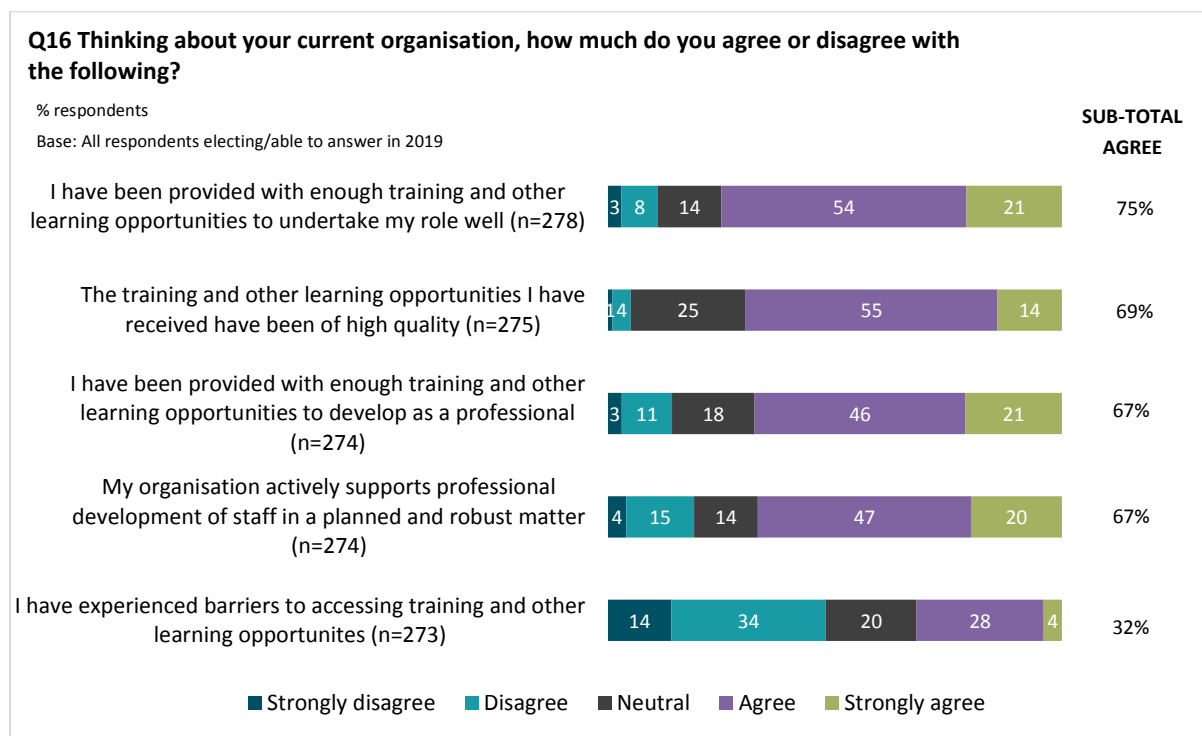
Around three quarters of respondents agreed (agree/strongly agree) that:

- they have been provided with enough training and other learning opportunities to undertake their role well (75%)
- the training and other learning opportunities they received have been of high quality (69%)
- they have been provided with enough training and other learning opportunities to develop as a professional (67%)
- their organisation actively supports professional development of staff in a planned and robust manner (67%).

There was less common agreement (agree/strongly agree) with the statement that “I have experienced barriers to accessing training and other learning opportunities” (32%).

The reader is referred to Figure 3.3.1 below.

Figure 3.3.1: Learning and development



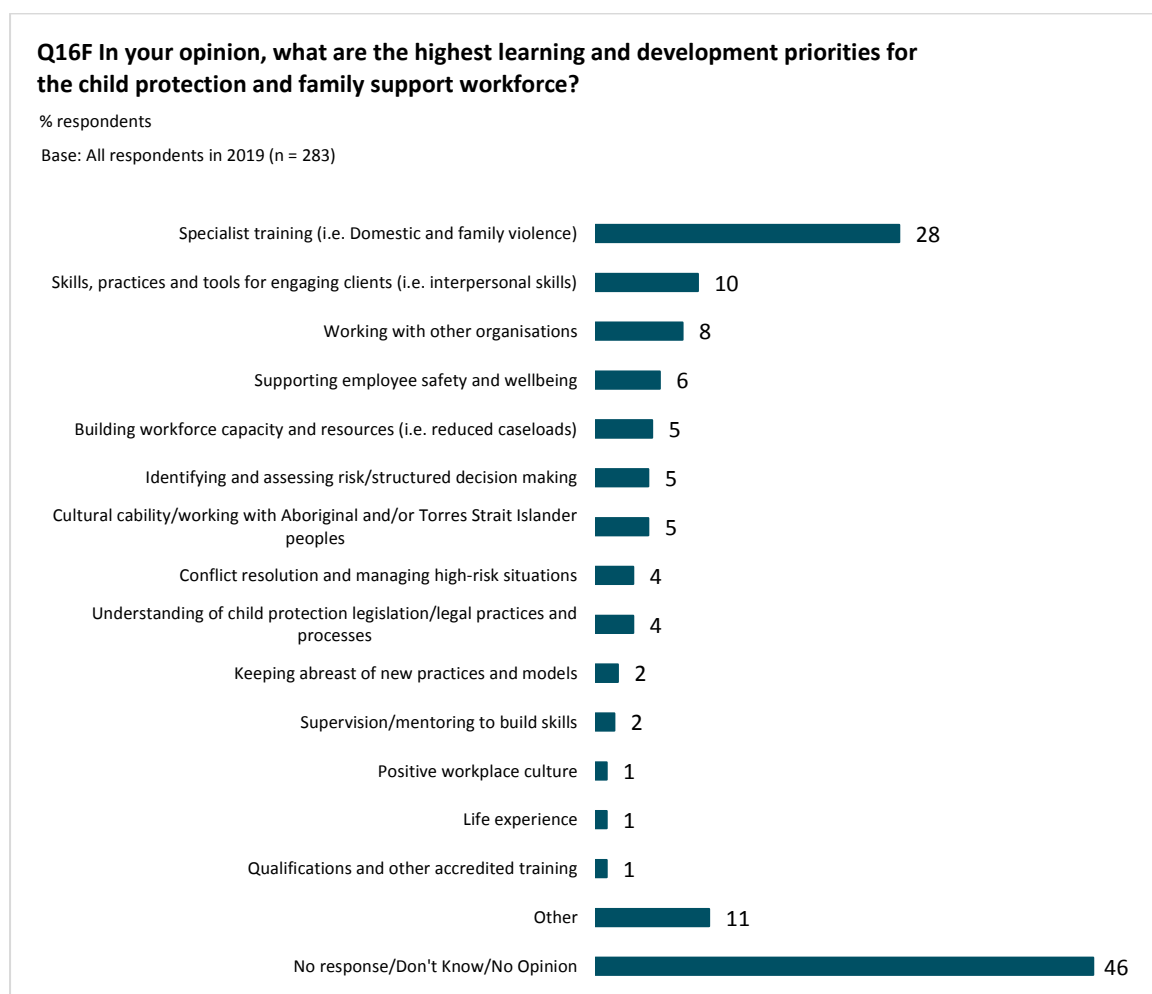
Respondents were given the opportunity to use their own words to answer the question “In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?”. The most prevalent responses were:

- specialist training such as domestic and family violence training (suggested by 28% of respondents)
- skills, practices and tools for engaging clients such as interpersonal skills (suggested by 10% of respondents)
- working with other organisations (suggested by 8% of respondents).

Other suggested priorities included supporting employee safety and wellbeing (suggested by 6% of respondents), building workforce capacity and resources, identifying and assessing risk/structured decision making, and cultural capability/working with Aboriginal and/or Torres Strait Islander Peoples (each suggested by 5% of respondents).

Refer to Figure 3.3.2 below.

Figure 3.3.2: Learning and development (Q16F)



3.3.2 Sub-group differences

Agreement (agree/strongly agree) with most statements was more common among non-government employees than among government employees. For example, 85% of non-government employees agreed that they have been provided with enough training and other learning opportunities to develop as a professional compared with 53% of government employees agreeing with this statement. In regard to the statement “I have experienced barriers to accessing training and other learning opportunities”, agreement was more likely among government (40%) than non-government employees (22%).

Table 3.3.1: Learning and development by organisation type, region and organisation size (continued)

Q16 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
The training and other learning opportunities I have received have been of high quality											
	Total 2019 n = 275	Govt n = 153	Non-govt n = 118	Central n = 65	Moreton n = 52	Northern n = 47	South East n = 54	South West n = 43	1-19 n = 22^	20-199 n = 71	200+ n = 178
Strongly disagree	1	3		2			4	2		3	1
Disagree	4	5	3		8	2	6	2		3	6
SUB-TOTAL DISAGREE	6	8	3	2	8	2	9	5		6	7
Neutral	25	32 ↑	16 ↓	20	21	23	24	37	23	24	25
Agree	55	56	54	60	50	64	50	53	59	56	54
Strongly agree	14	5 ↓	26 ↑	18	21	11	17	5	18	14	14
SUB-TOTAL AGREE	69	60 ↓	81 ↑	78	71	74	67	58	77	70	69
I have experienced barriers to accessing training and other learning opportunities											
	Total 2019 n = 273	Govt n = 151	Non-govt n = 118	Central n = 66	Moreton n = 51	Northern n = 46	South East n = 55	South West n = 42	1-19 n = 21^	20-199 n = 72	200+ n = 177
Strongly disagree	14	8 ↓	21 ↑	17	20	11	16	7	14	14	14
Disagree	34	28	41	29	41	41	29	36	38	35	34
SUB-TOTAL DISAGREE	48	36 ↓	62 ↑	45	61	52	45	43	52	49	48
Neutral	20	23	16	20	18	13	18	29	24	15	21
Agree	28	36 ↑	18 ↓	27	20	28	33	29	24	32	27
Strongly agree	4	4	4	8	2	7	4			4	5
SUB-TOTAL AGREE	32	40 ↑	22 ↓	35	22	35	36	29	24	36	31
My organisation actively supports professional development of staff in a planned and robust manner											
	Total 2019 n = 274	Govt n = 150	Non-govt n = 120	Central n = 68	Moreton n = 53	Northern n = 45	South East n = 53	South West n = 42	1-19 n = 21^	20-199 n = 73	200+ n = 177
Strongly disagree	4	7	1	1	4	4	8	5		4	5
Disagree	15	22 ↑	7 ↓	7	9	22	13	24		8	20 ↑
SUB-TOTAL DISAGREE	19	29 ↑	8 ↓	9	13	27	21	29		12	24 ↑
Neutral	14	17	8	12	8	9	13	21	5	10	16
Agree	47	47	48	51	51	47	43	48	71	53	41
Strongly agree	20	7 ↓	36 ↑	28	28	18	23	2 ↓	24	25	18
SUB-TOTAL AGREE	67	53 ↓	84 ↑	79	79	64	66	50 ↓	95	78	59 ↓

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

^ Caution small cell size

Table 3.3.1: Learning and development by organisation type, region and organisation size (continued)

Q16 (F) Column %	Total 2019 n = 283	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 155	Non- govt n = 122	Central n = 68	Moreton n = 54	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 74	200+ n = 180
Specialist training (i.e. Domestic and family violence, trauma-informed practice, alcohol and drug use, mental health)	28	29	28	26	28	34	40	16	22	27	31
Skills, practices and tools for engaging clients (i.e. interpersonal skills/relationships/interviewing skills)	10	8	10	6	6	21	11	7	22	8	8
Working with other organisations (including sharing learnings and linking in with other services)	8	8	7	6	11	9	7	9	22	4	8
Supporting employee safety and wellbeing	6	6	6	7	2	4	11	5		4	8
Building workforce capacity and resources (i.e. reduced caseloads, more staff)	5	6	2	7	2	9	4	7	4	4	6
Identifying and assessing risk/structured decision making	5	4	6	4	7	9	4	2	4	7	3
Cultural capability/working with Aboriginal and/or Torres Strait Islander Peoples	5	5	5	3	7	6	4	2	4	7	4
Conflict resolution and managing high-risk situations	4	3	4	7		2	5	2	9	4	3
Understanding of child protection legislation/legal practices and processes	4	3	4	6	2		4	2		7	3
Keeping abreast of new practices and models	2	3	2	1	2	4	2	2	4		3
Supervision/mentoring to build skills	2	1	2	3		4				1	2
Positive workplace culture	1	1	2	3			2			4	
Life experience	1	1	1	1	2		2		4		1
Qualifications and other accredited training	1	1	2		4		2				2
Other	11	10	12	15	6	17	9	5	4	9	12
No response/Don't Know/No Opinion	46	46	47	44	50	36	40	58	43	47	46

[^] Caution small cell size

3.4 Information about services

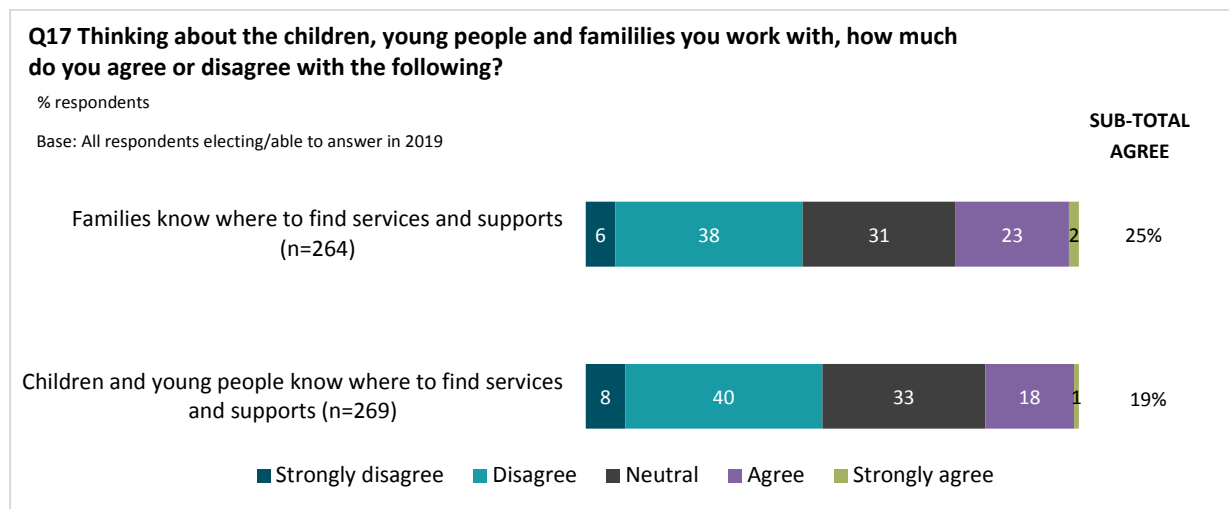
Q17. Thinking about the children, young people and families you work with, how much do you agree or disagree with the following?

3.4.1 Access to information about services

One quarter of respondents agreed (agree/strongly agree) with the statement “Families know where to find services and supports”. By comparison, fewer respondents agreed (agree/strongly agree) with the statement “Children and young people know where to find services and supports” (19%).

The reader is referred to Figure 3.4.1 below.

Figure 3.4.1: Information about services



3.4.2 Sub-group differences

There were no significant sub-group differences in perceptions of the extent to which families and children/young people know where to find services and supports.

Refer to Table 3.4.1 below.

Table 3.4.1: Information about services by organisation type, region and organisation size

Q17 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
Children and young people know where to find services and supports											
	Total 2019 n = 269	Govt n = 148	Non-govt n = 117	Central n = 67	Moreton n = 51	Northern n = 43	South East n = 53	South West n = 41	1-19 n = 22 [^]	20-199 n = 72	200+ n = 171
Strongly disagree	8	7	8	4	10	12	9	5	9	10	7
Disagree	40	44	36	46	39	42	23	46	32	43	40
SUB-TOTAL DISAGREE	48	51	44	51	49	53	32	51	41	53	47
Neutral	33	31	34	28	37	23	43	29	45	28	33
Agree	18	17	20	16	12	23	25	20	14	15	19
Strongly agree	1	1	3	4	2					4	1
SUB-TOTAL AGREE	19	18	22	21	14	23	25	20	14	19	20
Families know where to find services and supports											
	Total 2019 n = 264	Govt n = 148	Non-govt n = 112	Central n = 64	Moreton n = 49	Northern n = 44	South East n = 52	South West n = 41	1-19 n = 22 [^]	20-199 n = 68	200+ n = 170
Strongly disagree	6	5	8	5	8	7	8	5	9	12	4
Disagree	38	40	34	39	41	43	23	46	36	40	36
SUB-TOTAL DISAGREE	44	45	42	44	49	50	31	51	45	51	41
Neutral	31	29	34	33	35	16	38	27	27	29	33
Agree	23	24	22	19	14	34	31	22	23	16	26
Strongly agree	2	1	2	5	2				5	3	1
SUB-TOTAL AGREE	25	26	24	23	16	34	31	22	27	19	26

[^] Caution small cell size

3.5 Referral pathways

Q18. How much do you agree or disagree with the following?

3.5.1 Understanding referral pathways

Agreement (agree/strongly agree) was most widespread in relation to the following statements:

- I am confident in my knowledge of reporting thresholds when deciding whether to report concerns about a child or young person's safety (93%)
- I am confident in my ability to use assessment tools to identify concerns about a child or young person's safety (86%)
- I know my organisation's policies and procedures for referring children, young people or families to appropriate services (84%)
- I have a sound knowledge of the services available in my area (75%)
- I am confident that I know where to refer families for specialist services (73%).

Agreement (agree/strongly agree) was more moderate in regard to:

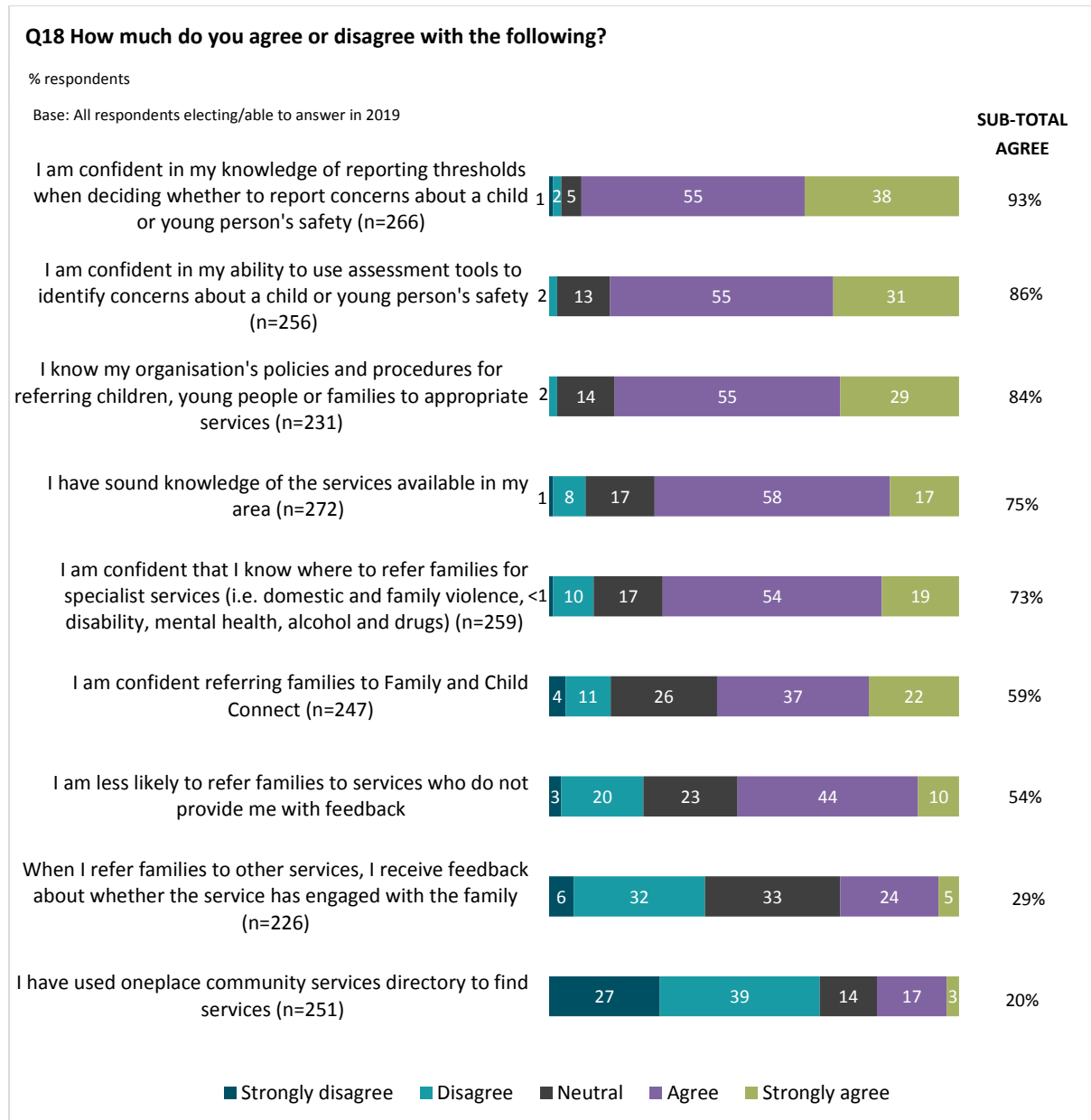
- I am confident referring families to Family and Child Connect (59%)
- I am less likely to refer families to services who do not provide me with feedback (54%).

Agreement (agree/strongly agree) was least frequent for the following statements:

- When I refer families to other services, I receive feedback about whether the service has engaged with the family (29%)
- I have used oneplace community services directory to find services (20%).

The reader is referred to Figure 3.5.1 on the following page.

Figure 3.5.1: Referral pathways



3.5.2 Sub-group differences

There were no significant sub-group differences in views concerning their competencies in the use of referral pathways.

Readers should refer to Table 3.5.1 below.

Table 3.5.1: Referral pathway responses by organisation type, region and organisation size

Q18 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)			
	% of respondents											
I am confident in my ability to use assessment tools to identify concerns about a child or young person's safety												
	Total 2019 n = 256	Govt n = 145	Non-govt n = 107	Central n = 64	Moreton n = 43	Northern n = 42	South East n = 51	South West n = 42	1-19 n = 19 [^]	20-199 n = 64	200+ n = 169	
Strongly disagree												
Disagree	2	3		2	2			2		3	1	
SUB-TOTAL DISAGREE	2	3		2	2			2		3	1	
Neutral	13	10	16	19	14	17	8	7	26	20	8	
Agree	55	59	51	53	49	52	53	67	47	58	54	
Strongly agree	31	29	33	27	35	31	39	24	26	19	36	
SUB-TOTAL AGREE	86	88	84	80	84	83	92	90	74	77	91	
I am confident in my knowledge of reporting thresholds when deciding whether to report concerns about a child or young person's safety												
	Total 2019 n = 266	Govt n = 149	Non-govt n = 113	Central n = 65	Moreton n = 47	Northern n = 45	South East n = 54	South West n = 41	1-19 n = 22 [^]	20-199 n = 70	200+ n = 170	
Strongly disagree	<1		1		2					1		
Disagree	2	2	1	2	4		2		5	3	1	
SUB-TOTAL DISAGREE	2	2	2	2	6		2		5	4	1	
Neutral	5	5	4	3	11	7	6	2	18	6	4	
Agree	55	56	55	58	43	47	52	78	36	63	54	
Strongly agree	38	37	39	37	40	47	41	20	41	27	42	
SUB-TOTAL AGREE	93	93	94	95	83	93	93	98	77	90	96	
I have sound knowledge of the services available in my area												
	Total 2019 n = 272	Govt n = 149	Non-govt n = 119	Central n = 68	Moreton n = 49	Northern n = 45	South East n = 55	South West n = 42	1-19 n = 22 [^]	20-199 n = 73	200+ n = 173	
Strongly disagree	1	1						2			1	
Disagree	8	9	6	6	14	9	7	5	9	11	6	
SUB-TOTAL DISAGREE	8	11	6	6	14	9	7	7	9	11	8	
Neutral	17	15	16	16	20	9	20	19	14	18	17	
Agree	58	60	59	60	39	64	64	60	55	62	57	
Strongly agree	17	14	19	18	27	18	9	14	23	10	18	
SUB-TOTAL AGREE	75	74	78	78	65	82	73	74	77	71	76	

[^] Caution small cell size

Table 3.5.1: Referral pathway responses by organisation type, region and organisation size (continued)

Q18 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)			
% of respondents												
I have used oneplace community services directory to find services												
	Total 2019 n = 251	Govt n = 140	Non-govt n = 108	Central n = 65	Moreton n = 40	Northern n = 43	South East n = 49	South West n = 42	1-19 n = 20 [^]	20-199 n = 65	200+ n = 163	
Strongly disagree	27	26	30	31	28	28	29	26	15	31	28	
Disagree	39	44	34	43	33	30	43	40	35	38	40	
SUB-TOTAL DISAGREE	67	69	64	74	60	58	71	67	50	69	69	
Neutral	14	14	12	14	10	26	10	10	25	15	11	
Agree	17	16	19	9	25	14	14	24	25	12	17	
Strongly agree	3	1	6	3	5	2	4			3	3	
SUB-TOTAL AGREE	20	17	24	12	30	16	18	24	25	15	20	
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)												
	Total 2019 n = 259	Govt n = 144	Non-govt n = 112	Central n = 62	Moreton n = 45	Northern n = 44	South East n = 52	South West n = 43	1-19 n = 21 [^]	20-199 n = 70	200+ n = 165	
Strongly disagree	<1	1						2			1	
Disagree	10	9	11	6	11	9	8	16	19	10	8	
SUB-TOTAL DISAGREE	10	10	11	6	11	9	8	19	19	10	9	
Neutral	17	15	20	23	13	16	25	2	10	26	15	
Agree	54	58	49	50	49	55	52	63	57	50	55	
Strongly agree	19	18	21	21	27	20	15	16	14	14	22	
SUB-TOTAL AGREE	73	76	70	71	76	75	67	79	71	64	76	
I am confident referring families to Family and Child Connect												
	Total 2019 n = 247	Govt n = 143	Non-govt n = 101	Central n = 62	Moreton n = 41	Northern n = 41	South East n = 50	South West n = 41	1-19 n = 21 [^]	20-199 n = 69	200+ n = 155	
Strongly disagree	4	5	2	5	5	5	2	2		4	4	
Disagree	11	8	16	10	17	17	10	2	10	14	10	
SUB-TOTAL DISAGREE	15	13	18	15	22	22	12	5	10	19	14	
Neutral	26	21	34	35	24	20	20	22	38	36	20	
Agree	37	46	25	19	37	34	44	61	38	33	38	
Strongly agree	22	20	24	31	17	24	24	12	14	12	28	
SUB-TOTAL AGREE	59	66	49	50	54	59	68	73	52	45	66	

[^] Caution small cell size

Table 3.5.1: Referral pathway responses by organisation type, region and organisation size (continued)

Q18 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
When I refer families to other services, I receive feedback about whether the service has engaged with the family											
	Total 2019 n = 226	Govt n = 135	Non-govt n = 89	Central n = 55	Moreton n = 37	Northern n = 37	South East n = 45	South West n = 41	1-19 n = 19 [^]	20-199 n = 63	200+ n = 142
Strongly disagree	6	10	1	2	3	8	13	2		5	8
Disagree	32	31	34	31	49	41	27	24	26	33	33
SUB-TOTAL DISAGREE	38	41	35	33	51	49	40	27	26	38	41
Neutral	33	28	39	36	22	30	31	39	42	33	32
Agree	24	28	18	24	24	22	22	27	26	24	23
Strongly agree	5	3	8	7	3		7	7	5	5	5
SUB-TOTAL AGREE	29	31	26	31	27	22	29	34	32	29	27
I am less likely to refer families to services who do not provide me with feedback											
	Total 2019 n = 231	Govt n = 135	Non-govt n = 93	Central n = 60	Moreton n = 36	Northern n = 39	South East n = 47	South West n = 38	1-19 n = 21 [^]	20-199 n = 63	200+ n = 145
Strongly disagree	3	1	4	5	6		2		5	3	2
Disagree	20	19	23	18	28	10	23	21	19	21	21
SUB-TOTAL DISAGREE	23	20	27	23	33	10	26	21	24	24	23
Neutral	23	23	23	25	28	18	17	24	38	19	23
Agree	44	44	45	43	36	62	38	47	33	46	44
Strongly agree	10	13	5	8	3	10	19	8	5	11	10
SUB-TOTAL AGREE	54	57	51	52	39	72	57	55	38	57	54
I know my organisation's policies and procedures for referring children, young people or families to appropriate services											
	Total 2019 n = 247	Govt n = 140	Non-govt n = 104	Central n = 62	Moreton n = 42	Northern n = 39	South East n = 51	South West n = 41	1-19 n = 20 [^]	20-199 n = 63	200+ n = 161
Strongly disagree											
Disagree	2	2	2	2	2	3	2		5	2	2
SUB-TOTAL DISAGREE	2	2	2	2	2	3	2		5	2	2
Neutral	14	15	13	16	7	10	18	17	20	21	11
Agree	55	59	50	42	55	62	55	71	35	56	57
Strongly agree	29	24	36	40	36	26	25	12	40	22	30
SUB-TOTAL AGREE	84	83	86	82	90	87	80	83	75	78	87

[^] Caution small cell size

3.6 Information sharing

Q19. How much do you agree or disagree with the following?

3.6.1 Perceptions of information sharing

At least three in four respondents agreed (agree/strongly agree) that:

- sharing of information between organisations supports better responses for children, young people and families (91%)
- they have a clear understanding of the information that can be shared with other organisations (88%)
- information sharing occurs regularly between their organisation and other organisations where appropriate (75%).

One half (55%) of those surveyed agreed (agree/strongly agree) that information sharing barriers limit their organisation's ability to support children, young people and families.

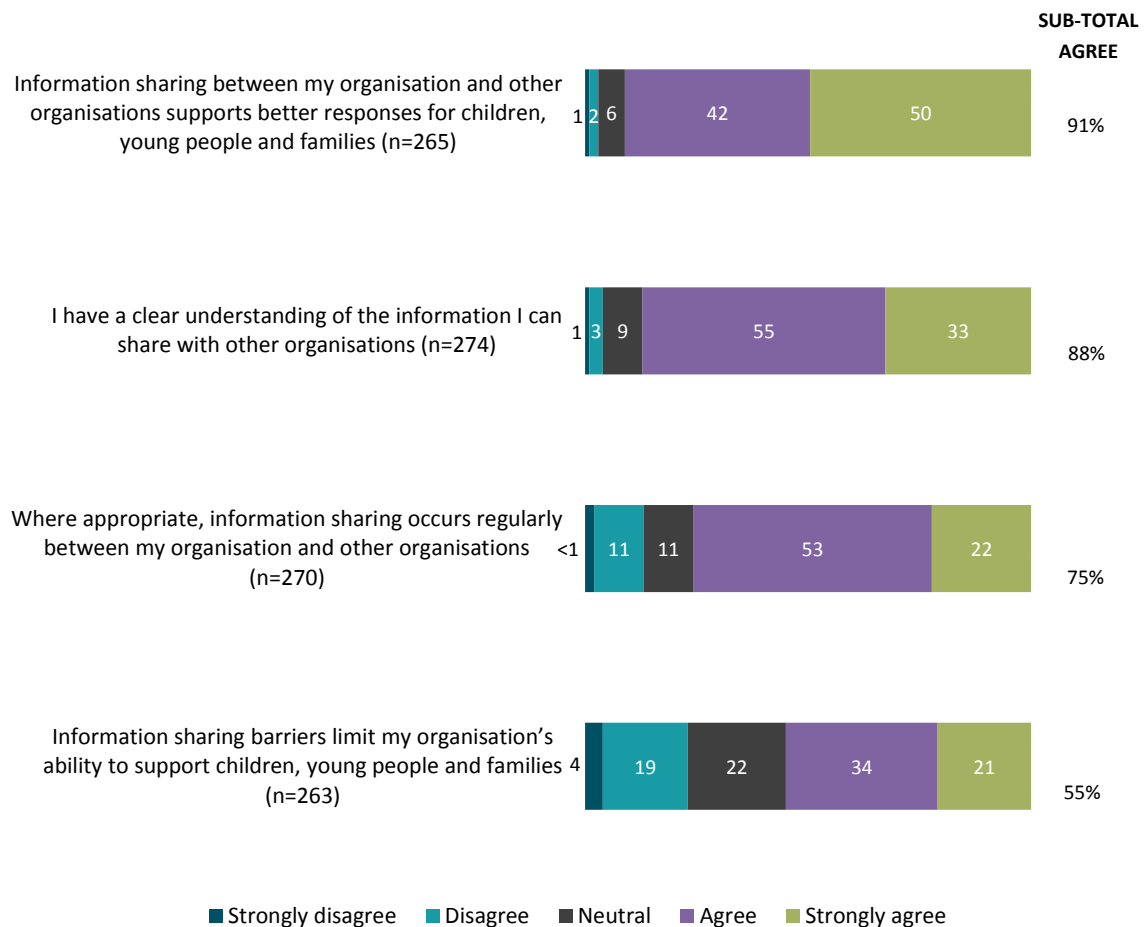
The reader is referred to Figure 3.6.1 below.

Figure 3.6.1: Information sharing

Q19 How much do you agree or disagree with the following?

% respondents

Base: All respondents electing/able to answer in 2019



3.6.2 Sub-group differences

Respondent's opinions concerning information sharing did not significantly differ among sub-groups.

Readers should refer to Table 3.6.1 below.

Table 3.6.1: Information sharing by organisation type, region and organisation size

Q19 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)			
	<i>% of respondents</i>											
I have a clear understanding of the information I can share with other organisations												
	Total 2019 n = 274	Govt n = 154	Non-govt n = 117	Central n = 67	Moreton n = 50	Northern n = 47	South East n = 54	South West n = 42	1-19 n = 22 [^]	20-199 n = 71	200+ n = 177	
Strongly disagree	<1	1						2			1	
Disagree	3	5	1	1	2	6	6			3	3	
SUB-TOTAL DISAGREE	3	5	1	1	2	6	6	2		3	4	
Neutral	9	10	9	9	12	9	11	7	18	13	7	
Agree	55	55	55	51	52	43	54	76	45	49	58	
Strongly agree	33	30	36	39	34	43	30	14	36	35	31	
SUB-TOTAL AGREE	88	85	91	90	86	85	83	90	82	85	89	
Where appropriate, information sharing occurs regularly between my organisation and other organisations												
	Total 2019 n = 270	Govt n = 149	Non-govt n = 117	Central n = 68	Moreton n = 49	Northern n = 46	South East n = 51	South West n = 43	1-19 n = 22 [^]	20-199 n = 70	200+ n = 175	
Strongly disagree	2	2	3		8			5	5	1	2	
Disagree	11	13	10	9	14	15	10	12	9	13	11	
SUB-TOTAL DISAGREE	14	15	13	9	22	15	10	16	14	14	14	
Neutral	11	9	14	19	8	9	12	9	23	19	7	
Agree	53	56	50	49	41	50	59	63	45	56	53	
Strongly agree	22	21	24	24	29	26	20	12	18	11	27	
SUB-TOTAL AGREE	75	77	74	72	69	76	78	74	64	67	79	
Information sharing between my organisation and other organisations supports better responses for children, young people and families												
	Total 2019 n = 265	Govt n = 150	Non-govt n = 112	Central n = 63	Moreton n = 49	Northern n = 46	South East n = 51	South West n = 42	1-19 n = 21 [^]	20-199 n = 65	200+ n = 175	
Strongly disagree	<1	1					2			2		
Disagree	2	3	1		6	2	2				3	
SUB-TOTAL DISAGREE	2	3	1		6	2	4			2	3	
Neutral	6	4	9	10	10	7	4	2	29	8	3	
Agree	42	44	38	40	29	33	41	62	29	45	42	
Strongly agree	50	49	52	51	55	59	51	36	43	46	53	
SUB-TOTAL AGREE	91	93	90	90	84	91	92	98	71	91	94	

[^] Caution small cell size

Table 3.6.1: Information sharing by organisation type, region and organisation size (continued)

Q19 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
<i>% of respondents</i>											
Information sharing barriers limit my organisation's ability to support children, young people and families											
	Total 2019 n = 263	Govt n = 145	Non-govt n = 115	Central n = 65	Moreton n = 48	Northern n = 44	South East n = 52	South West n = 41	1-19 n = 21 [^]	20-199 n = 68	200+ n = 170
Strongly disagree	4	3	5	8		5	4	2	5	3	4
Disagree	19	23	14	18	21	20	13	27	5	12	23
SUB-TOTAL DISAGREE	23	26	19	26	21	25	17	29	10	15	27
Neutral	22	19	26	26	27	11	19	22	38	25	19
Agree	34	34	34	35	35	30	37	34	43	44	29
Strongly agree	21	21	21	12	17	34	27	15	10	16	25
SUB-TOTAL AGREE	55	55	55	48	52	64	63	49	52	60	54

[^] Caution small cell size

3.7 Collaboration

Q20. How much do you agree or disagree with the following?

3.7.1 Opinions regarding collaboration

There was widespread agreement (agree/strongly agree) with the following statements regarding collaboration with other organisations:

- My workplace has a culture that supports collaboration with other organisations to achieve client outcomes (87%)
- My workplace encourages multi-disciplinary responses to meet clients' needs (84%)
- I am usually aware of the other services working with my clients (76%).

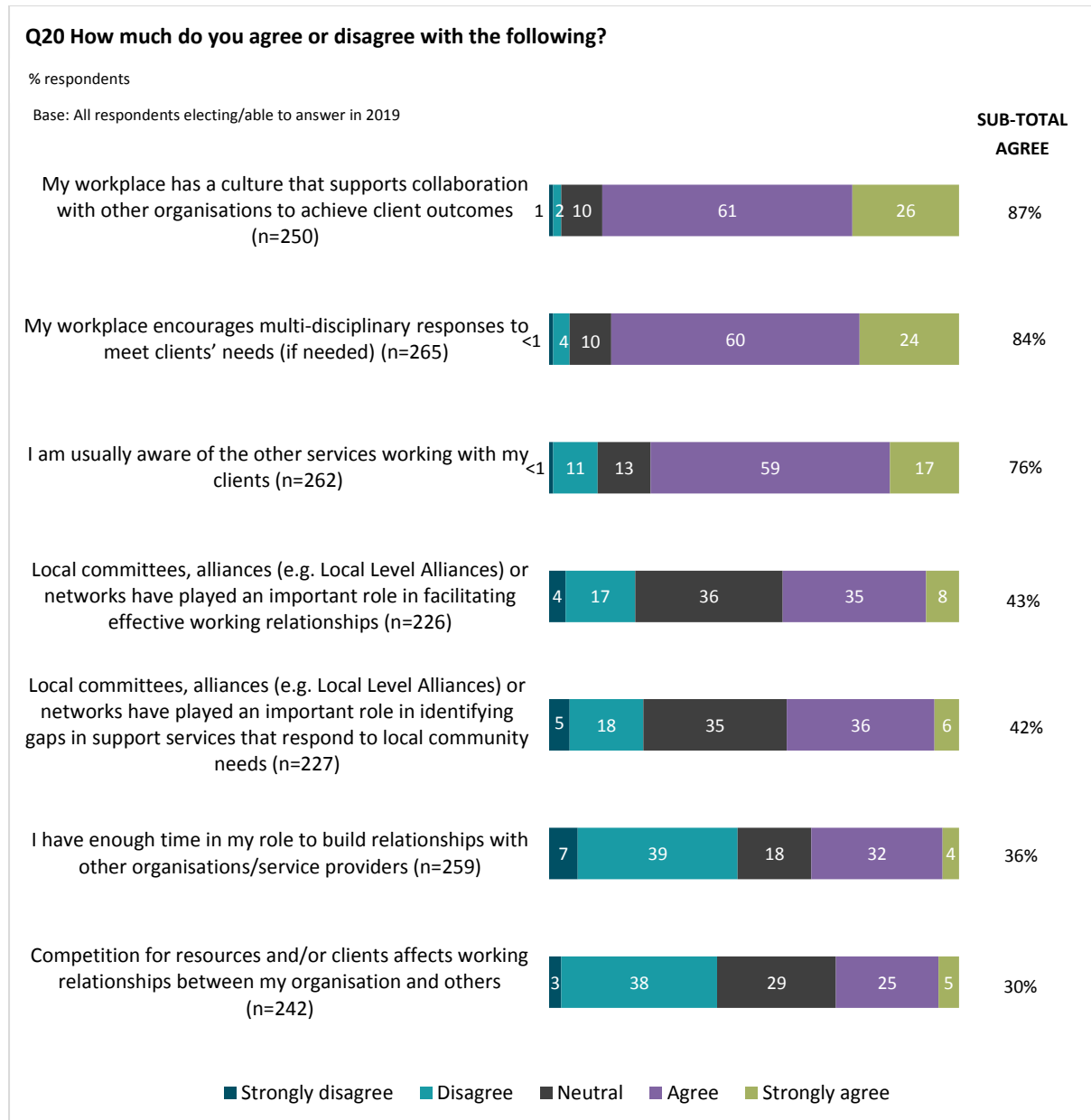
Agreement (agree/strongly agree) was slightly less frequent with statements concerning the importance of local committees, alliances or networks in facilitating effective working relationships (43%) or for identifying gaps in support services that respond to local community needs (42%). The proportion of respondents who selected the neutral category for these two statements was relatively high compared with other statements about this topic (36% and 35% respectively).

Less common agreement (agree/strongly agree) was registered for the following statements:

- I have enough time in my role to build relationships with other organisations/service providers (36%)
- Competition for resources and/or clients affects working relationships between my organisation and others (30%).

The reader is referred to Figure 3.7.1 on the following page.

Figure 3.7.1: Collaboration



3.7.2 Sub-group differences

Respondents from the Northern region (42%) were more likely than average (18%) to disagree with the statement that “Local committees, alliances, or networks have played an important role in identifying gaps in support services that respond to local community needs”.

No other significant sub-group differences were detected among those surveyed. Readers should refer to Table 3.7.1 below.

Table 3.7.1: Collaboration by organisation type, region and organisation size

Q20 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
My workplace encourages multi-disciplinary responses to meet clients' needs (if needed)											
	Total 2019 n = 250	Govt n = 142	Non-govt n = 104	Central n = 60	Moreton n = 44	Northern n = 43	South East n = 50	South West n = 40	1-19 n = 18^	20-199 n = 62	200+ n = 168
Strongly disagree	1	1	1		5			3	6		1
Disagree	4	5	4	2	7	2	4	3	6	6	4
SUB-TOTAL DISAGREE	6	6	5	2	11	2	4	5	11	6	5
Neutral	10	8	13	10	11	2	14	15	11	8	11
Agree	60	69	49	58	48	70	58	70	61	58	61
Strongly agree	24	17	33	30	30	26	24	10	17	27	23
SUB-TOTAL AGREE	84	86	82	88	77	95	82	80	78	85	85
My workplace has a culture that supports collaboration with other organisations to achieve client outcomes											
	Total 2019 n = 265	Govt n = 147	Non-govt n = 114	Central n = 64	Moreton n = 49	Northern n = 46	South East n = 52	South West n = 41	1-19 n = 21^	20-199 n = 68	200+ n = 173
Strongly disagree	<1		1		2				5		
Disagree	2	3	1		2	4	4			1	3
SUB-TOTAL DISAGREE	3	3	2		4	4	4		5	1	3
Neutral	10	10	11	8	16		13	15		10	12
Agree	61	66	54	53	55	74	58	71	81	60	58
Strongly agree	26	21	32	39	24	22	25	15	14	28	27
SUB-TOTAL AGREE	87	87	87	92	80	96	83	85	95	88	86
I am usually aware of the other services working with my clients											
	Total 2019 n = 262	Govt n = 146	Non-govt n = 112	Central n = 63	Moreton n = 48	Northern n = 44	South East n = 52	South West n = 42	1-19 n = 21^	20-199 n = 66	200+ n = 171
Strongly disagree	<1	1				2					1
Disagree	11	12	10	10	13	9	10	10	5	11	12
SUB-TOTAL DISAGREE	11	13	10	10	13	11	10	10	5	11	12
Neutral	13	16	9	22	17	7	2	17	14	9	15
Agree	59	61	57	44	56	77	65	60	67	67	55
Strongly agree	17	10	24	24	15	5	23	14	14	14	18
SUB-TOTAL AGREE	76	71	81	68	71	82	88	74	81	80	73

^ Caution small cell size

Table 3.7.1: Collaboration by organisation type, region and organisation size (continued)

Q20 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
Competition for resources and/or clients affects working relationships between my organisation and others											
	Total 2019 n = 242	Govt n = 136	Non-govt n = 102	Central n = 58	Moreton n = 42	Northern n = 43	South East n = 48	South West n = 40	1-19 n = 15 [^]	20-199 n = 65	200+ n = 159
Strongly disagree	3	2	4	5	7			3	7	3	3
Disagree	38	41	31	28	31	49	44	45	40	28	42
SUB-TOTAL DISAGREE	41	43	35	33	38	49	44	48	47	31	45
Neutral	29	32	26	34	26	26	25	30	13	32	30
Agree	25	21	30	28	31	23	25	20	40	31	20
Strongly agree	5	3	8	5	5	2	6	3		6	5
SUB-TOTAL AGREE	30	24	38	33	36	26	31	23	40	37	25
I have enough time in my role to build relationships with other organisations/service providers											
	Total 2019 n = 259	Govt n = 145	Non-govt n = 110	Central n = 63	Moreton n = 44	Northern n = 46	South East n = 51	South West n = 42	1-19 n = 20 [^]	20-199 n = 68	200+ n = 168
Strongly disagree	7	11	2		7	7	14	10		9	7
Disagree	39	43	35	35	36	41	37	43	20	34	43
SUB-TOTAL DISAGREE	46	54	36	35	43	48	51	52	20	43	50
Neutral	18	17	19	21	20	11	20	17	30	18	17
Agree	32	27	39	37	34	35	27	31	45	35	29
Strongly agree	4	2	5	8	2	7	2		5	4	4
SUB-TOTAL AGREE	36	29	45	44	36	41	29	31	50	40	33
Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in identifying gaps in support services that respond to local community needs											
	Total 2019 n = 227	Govt n = 130	Non-govt n = 94	Central n = 56	Moreton n = 38	Northern n = 36	South East n = 45	South West n = 39	1-19 n = 19 [^]	20-199 n = 61	200+ n = 144
Strongly disagree	5	7	2	4	5	3	9	5		5	6
Disagree	18	19	17	14	16	42 ↑	2	21	21	23	16
SUB-TOTAL DISAGREE	23	26	19	18	21	44	11	26	21	28	22
Neutral	35	33	37	41	34	17	47	28	42	30	35
Agree	36	35	36	32	37	31	40	44	26	41	35
Strongly agree	6	5	7	9	8	8	2	3	11	2	8
SUB-TOTAL AGREE	42	41	44	41	45	39	42	46	37	43	43

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

[^] Caution small cell size

Table 3.7.1: Collaboration by organisation type, region and organisation size (continued)

Q20 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
<i>% of respondents</i>											
Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in facilitating effective working relationships											
	Total 2019 n = 226	Govt n = 133	Non-govt n = 90	Central n = 56	Moreton n = 37	Northern n = 39	South East n = 44	South West n = 37	1-19 n = 18 [^]	20-199 n = 60	200+ n = 145
Strongly disagree	4	6	2	5	5		7	5		7	4
Disagree	17	19	14	13	16	36	7	14	28	15	17
SUB-TOTAL DISAGREE	21	25	17	18	22	36	14	19	28	22	21
Neutral	36	38	32	36	35	15	48	41	28	33	37
Agree	35	30	42	36	38	41	36	30	39	42	32
Strongly agree	8	7	9	11	5	8	2	11	6	3	10
SUB-TOTAL AGREE	43	37	51	46	43	49	39	41	44	45	42

[^] Caution small cell size

3.8 Meeting families' needs

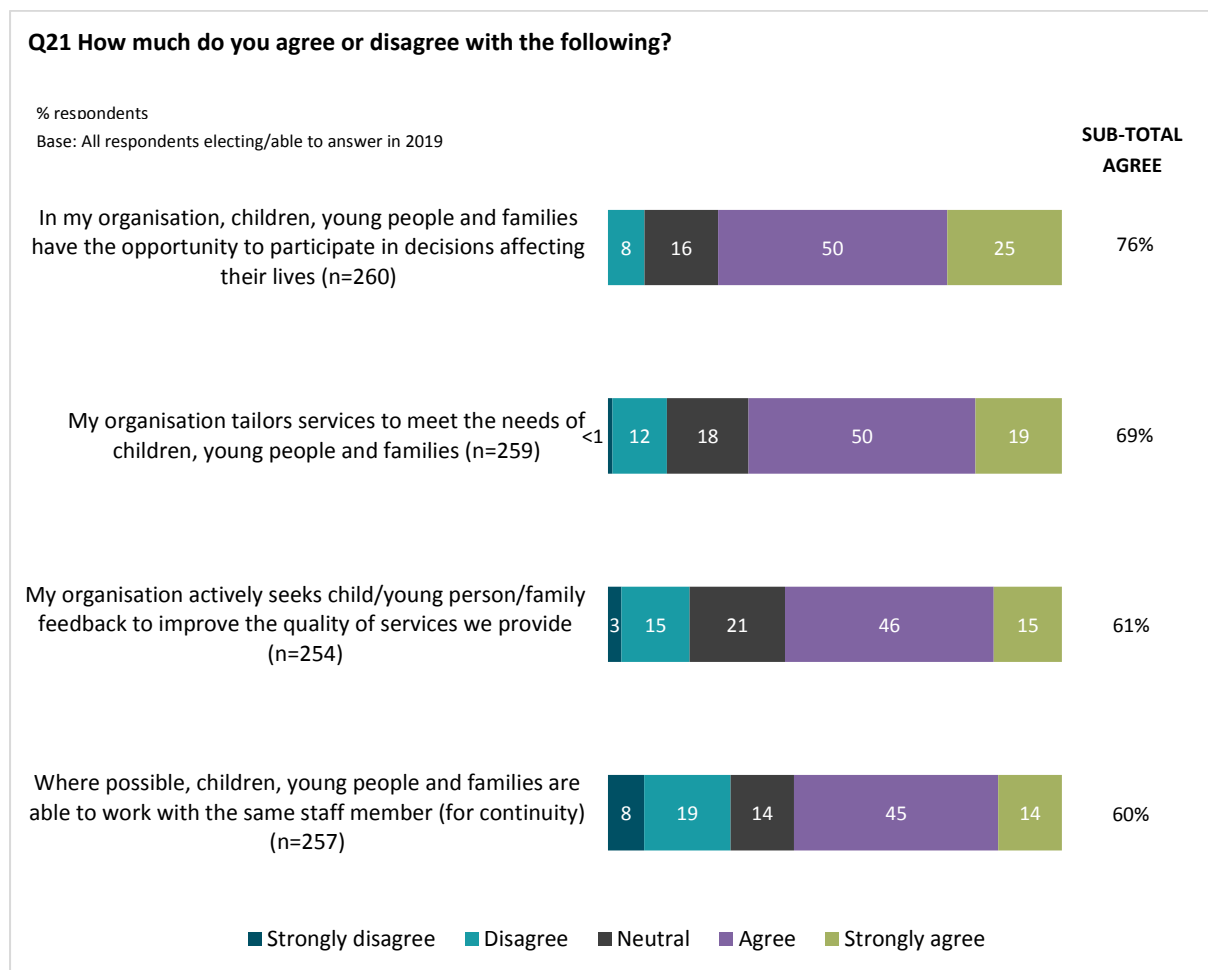
Q21. How much do you agree or disagree with the following?

3.8.1 Attitudes regarding meeting families' needs

At least six in ten respondents agreed (agree/strongly agree) with all statements concerning their organisation's ability to meet the needs of children, young people, and families. Agreement (agree/strongly agree) was most common in relation to the statement "In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives" (76%).

The reader is referred to Figure 3.8.1 below.

Figure 3.8.1: Meeting families' needs



3.8.2 Sub-group differences

Agreement (agree/strongly agree) with most statements was more frequent among non-government employees compared with those employed in government agencies. Agreement did not significantly differ for government and non-government employees for “In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives”.

There was greater than average agreement among respondents from the Central region that their organisation:

- tailors services to meet the needs of children, young people and families (30% strongly agree compared with an average of 19%)
- actively seeks feedback from children/young people/families to improve the quality of services (80% agree/strongly agree compared with an average of 61%)
- enables children, young people, and families to work with the same staff member where possible (80% agree/strongly agree compared with an average of 60%).

Respondents from larger organisations (200+ employees) were less likely than average to strongly agree with most of the statements (the exception being “My organisation tailors services to meet the needs of children, young people, and families”).

Readers should refer to Table 3.8.1 on the following page.

Table 3.8.1: Meeting families' needs by organisation type, region and organisation size

Q21 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
My organisation tailors services to meet the needs of children, young people and families											
	Total 2019 n = 259	Govt n = 142	Non-govt n = 113	Central n = 63	Moreton n = 46	Northern n = 44	South East n = 52	South West n = 41	1-19 n = 19 [^]	20-199 n = 67	200+ n = 170
Strongly disagree	<1	1			2						1
Disagree	12	18 ↑	5 ↓	6	15	25 ↑	8	10	5	7	15
SUB-TOTAL DISAGREE	13	19 ↑	5 ↓	6	17	25	8	10	5	7	15
Neutral	18	23	11	16	17	7	25	24	16	16	19
Agree	50	50	51	48	41	61	50	59	37	52	51
Strongly agree	19	8 ↓	33 ↑	30 ↑	24	7	17	7	42	24	15
SUB-TOTAL AGREE	69	58 ↓	84 ↑	78	65	68	67	66	79	76	66
In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives											
	Total 2019 n = 260	Govt n = 145	Non-govt n = 111	Central n = 61	Moreton n = 47	Northern n = 43	South East n = 52	South West n = 43	1-19 n = 19 [^]	20-199 n = 66	200+ n = 171
Strongly disagree											
Disagree	8	9	7		13	14	12	5	11	2	11
SUB-TOTAL DISAGREE	8	9	7		13	14	12	5	11	2	11
Neutral	16	19	13	21	11	9	19	19	5	12	19
Agree	50	52	49	43	55	56	44	58	37	53	50
Strongly agree	25	20	32	36	21	21	25	19	47	33	20 ↓
SUB-TOTAL AGREE	76	72	80	79	77	77	69	77	84	86	70
My organisation actively seeks child/young person/family feedback to improve the quality of services we provide											
	Total 2019 n = 254	Govt n = 143	Non-govt n = 107	Central n = 60	Moreton n = 45	Northern n = 42	South East n = 52	South West n = 42	1-19 n = 18 [^]	20-199 n = 67	200+ n = 166
Strongly disagree	3	4	1		2	5	6	2	6	3	2
Disagree	15	22 ↑	7 ↓	8	18	21	17	14	6	7	20
SUB-TOTAL DISAGREE	18	27 ↑	7 ↓	8	20	26	23	17	11	10	22
Neutral	21	23	18	12	24	21	21	33	28	25	19
Agree	46	41	53	58	44	36	40	45	17	43	49
Strongly agree	15	9	21	22	11	17	15	5	44	21	10 ↓
SUB-TOTAL AGREE	61	50 ↓	75 ↑	80 ↑	56	52	56	50	61	64	58

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

[^] Caution small cell size

Table 3.8.1: Meeting families' needs by organisation type, region and organisation size (continued)

Q21 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
Where possible, children, young people and families are able to work with the same staff member (for continuity)											
	Total 2019 n = 257	Govt n = 144	Non-govt n = 110	Central n = 61	Moreton n = 47	Northern n = 44	South East n = 51	South West n = 40	1-19 n = 18 [^]	20-199 n = 67	200+ n = 168
Strongly disagree	8	15 ↑			6	14	12	10	6	6	10
Disagree	19	29 ↑	5 ↓	10	28	25	14	20	11	9	23
SUB-TOTAL DISAGREE	27	44 ↑	5 ↓	10 ↓	34	39	25	30	17	15	33 ↑
Neutral	14	17	9	10	9	14	16	25	17	15	13
Agree	45	34 ↓	60 ↑	57	38	39	49	43	33	48	45
Strongly agree	14	6 ↓	25 ↑	23	19	9	10	3	33	22	10 ↓
SUB-TOTAL AGREE	60	40 ↓	85 ↑	80 ↑	57	48	59	45	67	70	54

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level
[^] Caution small cell size

3.9 Working with Aboriginal and/or Torres Strait Islander Peoples

Q22. How much do you agree or disagree with the following?

3.9.1 Perceptions of working with Aboriginal and/or Torres Strait Islander Peoples

Most frequent agreement (agree/strongly agree) was found for the statement “My organisation has provided cultural training for staff to support their work with Aboriginal and/or Torres Strait Islander children, young people and families” (82%).

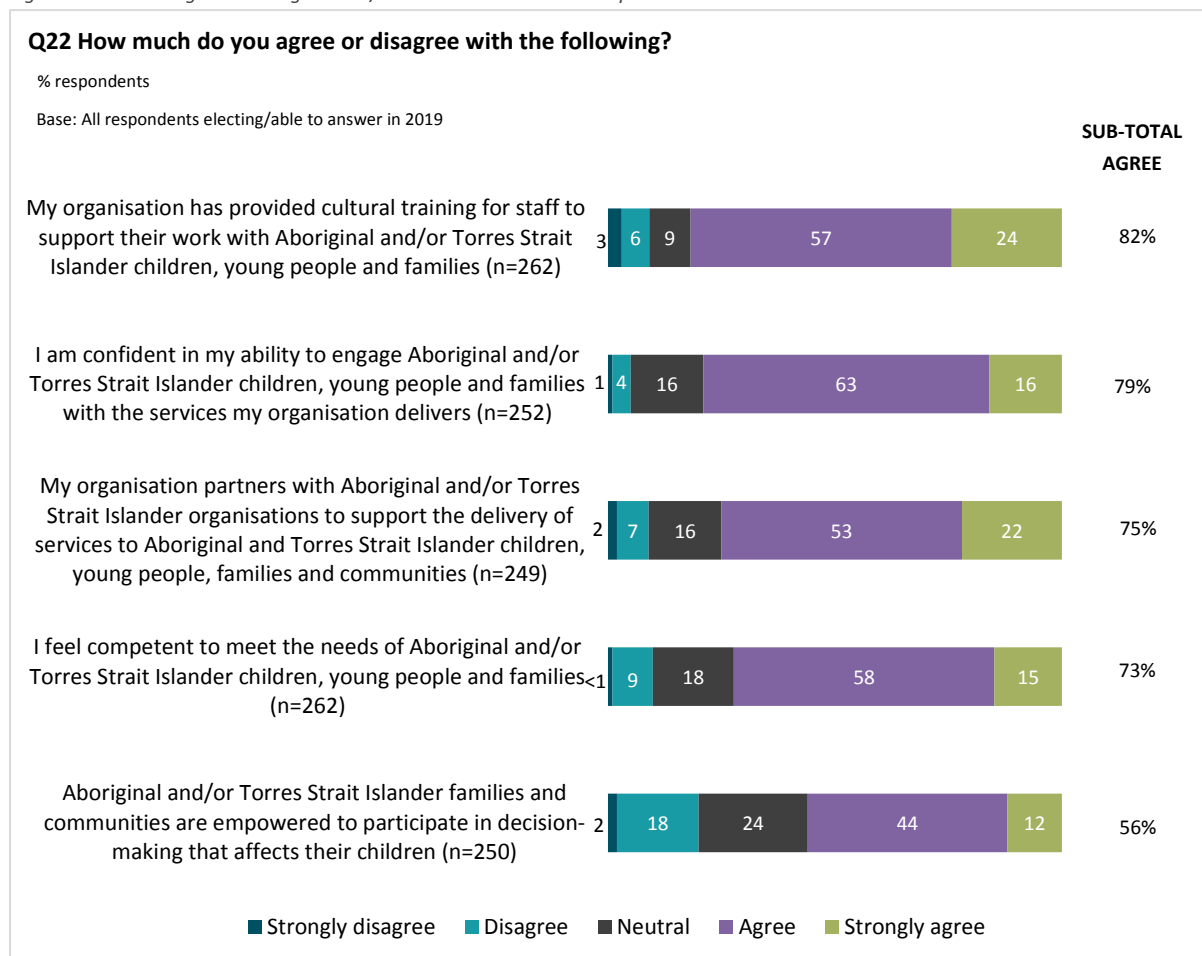
Around three in four respondents agreed (agree/strongly agree) with the following statements:

- I am confident in my ability to engage Aboriginal and/or Torres Strait Islander children, young people and families with the services my organisation delivers (79%)
- My organisation partners with Aboriginal and/or Torres Strait Islander organisations to support the delivery of services to Aboriginal and Torres Strait Islander children, young people, families and communities (75%)
- I feel competent to meet the needs of Aboriginal and/or Torres Strait Islander children, young people and families (73%).

Agreement (agree/strongly agree) was least common for the statement “Aboriginal and/or Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children” (56%).

The reader is referred to Figure 3.9.1 below.

Figure 3.9.1: Working with Aboriginal and/or Torres Strait Islander Peoples



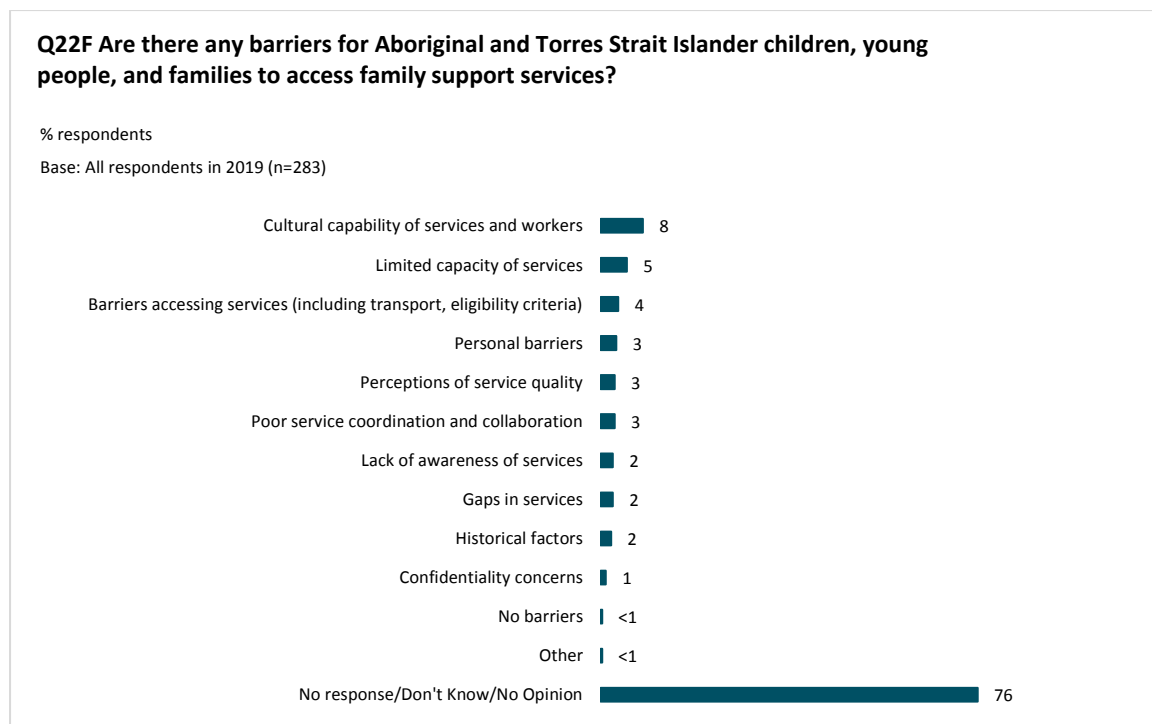
Respondents were provided with the opportunity to use their own words to respond to the question “Are there any barriers for Aboriginal and/or Torres Strait Islander children, young people, and families to access family support services?”. 24% of respondents described at least one barrier.

The most prevalent barriers identified by respondents were:

- cultural capability of services and workers (8%)
- limited capacity of services (5%)
- barriers accessing services (4%).

The reader should refer to Figure 3.9.2 below.

Figure 3.9.2: Working with Aboriginal and/or Torres Strait Islander Peoples (Q22F)



3.9.2 Sub-group differences

Non-government employees were more likely than government employees to strongly agree that their organisation:

- has provided cultural training for staff to support their work with Aboriginal and/or Torres Strait Islander children, young people and families (34% non-government; 16% government)
- partners with other organisations to support the delivery of services to Aboriginal and/or Torres Strait Islander Peoples (35% non-government; 11% government). Agreement with this statement was lower for non-government (41%) compared with government (62%) employees.

Agreement (agree/strongly agree) with the statement “My organisation partners with Aboriginal and/or Torres Strait Islander children, young people, families and communities” was higher than average (75%) for respondents from the Central region (92%).

In relation to the free text question asking respondents “Are there any barriers for Aboriginal and/or Torres Strait Islander children, young people and families to access family support services”, respondents from the Northern region were more likely than average (3%) to highlight perceptions of service quality as a barrier (11%).

Readers should refer to Table 3.9.1 on the following page.

Table 3.9.1: Working with Aboriginal and/or Torres Strait Islander Peoples by organisation type, region and organisation size

Q22 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)			
% of respondents												
I feel competent to meet the needs of Aboriginal and/or Torres Strait Islander children, young people and families												
	Total 2019 n = 262	Govt n = 145	Non-govt n = 114	Central n = 65	Moreton n = 44	Northern n = 44	South East n = 54	South West n = 41	1-19 n = 20 [^]	20-199 n = 67	200+ n = 171	
Strongly disagree	<1	1					2			1		
Disagree	9	7	11	11	11	9	4	12	10	6	10	
SUB-TOTAL DISAGREE	9	8	11	11	11	9	6	12	10	7	10	
Neutral	18	19	18	12	25	18	26	7	20	15	19	
Agree	58	64	52	62	52	50	56	73	45	58	59	
Strongly agree	15	10	19	15	11	23	13	7	25	19	12	
SUB-TOTAL AGREE	73	74	71	77	64	73	69	80	70	78	71	
I am confident in my ability to engage Aboriginal and/or Torres Strait Islander children, young people and families with the services my organisation delivers												
	Total 2019 n = 252	Govt n = 141	Non-govt n = 108	Central n = 64	Moreton n = 42	Northern n = 42	South East n = 50	South West n = 41	1-19 n = 18 [^]	20-199 n = 65	200+ n = 165	
Strongly disagree	1	1					4			2	1	
Disagree	4	2	6	6	5	5		5		3	5	
SUB-TOTAL DISAGREE	5	4	6	6	5	5	4	5		5	5	
Neutral	16	16	17	14	17	14	24	7	39	11	16	
Agree	63	70	56	61	69	57	58	80	39	65	65	
Strongly agree	16	11	20	19	10	24	14	7	22	20	13	
SUB-TOTAL AGREE	79	81	77	80	79	81	72	88	61	85	79	
Aboriginal and/or Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children												
	Total 2019 n = 250	Govt n = 145	Non-govt n = 102	Central n = 62	Moreton n = 40	Northern n = 45	South East n = 50	South West n = 40	1-19 n = 18 [^]	20-199 n = 65	200+ n = 164	
Strongly disagree	2	2	2		8		2		6		2	
Disagree	18	17	22	13	20	31	16	18	17	17	20	
SUB-TOTAL DISAGREE	20	19	24	13	28	31	18	18	22	17	22	
Neutral	24	23	24	24	20	18	28	23	11	26	25	
Agree	44	50	36	45	50	36	42	58	44	42	44	
Strongly agree	12	8	17	18	3	16	12	3	22	15	9	
SUB-TOTAL AGREE	56	58	53	63	53	51	54	60	67	57	53	

[^] Caution small cell size

Table 3.9.1: Working with Aboriginal and/or Torres Strait Islander Peoples by organisation type, region and organisation size (continued)

Q22 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
My organisation has provided cultural training for staff to support their work with Aboriginal and/or Torres Strait Islander children, young people and families											
	Total 2019 n = 262	Govt n = 146	Non-govt n = 113	Central n = 66	Moreton n = 45	Northern n = 46	South East n = 53	South West n = 39	1-19 n = 19 [^]	20-199 n = 68	200+ n = 171
Strongly disagree	3	3	2	2	7		4			4	2
Disagree	6	8	5		11	4	6	13	11	3	8
SUB-TOTAL DISAGREE	9	11	7	2	18	4	9	13	11	7	10
Neutral	9	10	9	9	7	11	11	8	21	9	8
Agree	57	64	50	53	44	63	62	74	47	56	58
Strongly agree	24	16 ↓	34 ↑	36	31	22	17	5	21	28	23
SUB-TOTAL AGREE	82	79	84	89	76	85	79	79	68	84	82
My organisation partners with Aboriginal and/or Torres Strait Islander organisations to support the delivery of services to Aboriginal and/or Torres Strait Islander children, young people, families and communities											
	Total 2019 n = 249	Govt n = 143	Non-govt n = 103	Central n = 62	Moreton n = 41	Northern n = 45	South East n = 49	South West n = 40	1-19 n = 17 [^]	20-199 n = 67	200+ n = 162
Strongly disagree	2	3			2		4			3	1
Disagree	7	7	8	2	12	13	2	10	6	3	9
SUB-TOTAL DISAGREE	9	10	8	2	15	13	6	10	6	6	10
Neutral	16	17	17	6	17	16	22	23	18	13	18
Agree	53	62 ↑	41 ↓	58	46	51	53	63	53	54	52
Strongly agree	22	11 ↓	35 ↑	34	22	20	18	5	24	27	19
SUB-TOTAL AGREE	75	73	76	92 ↑	68	71	71	68	76	81	72

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

[^] Caution small cell size

Table 3.9.1: Working with Aboriginal and/or Torres Strait Islander Peoples by organisation type, region and organisation size (continued)

Q22(f). Are there any barriers for Aboriginal and/or Torres Strait Islander children, young people, and families to access family support services? (free text)

Q22 (F) Column %	Total 2019 n = 283	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 155	Non- govt n = 122	Central n = 68	Moreton n =	Northern n =	Govt n = 155	Non- govt n = 122	Central n = 68	20-199 n =	200+ n =
Cultural capability of services and workers	8	8	9	10	9	6	7	9	17	7	8
Limited capacity of services	5	4	7	4	6	6	5	2	4	5	6
Barriers accessing services (including transport, eligibility criteria)	4	5	2	3	4	4	4	5	9	3	3
Personal barriers	3	4	2	3	6	4	2	2	4	4	3
Perceptions of service quality	3	5	1	1		11 ↑	2			3	3
Poor service coordination and collaboration	3	3	3	4		6		2	9	4	2
Lack of awareness of services	2	3	2	1	4		4	5		3	3
Gaps in services	2	3	2	1		6	2	2		4	2
Historical factors	2	2	2	1		2	4	5		3	2
Confidentiality concerns	1	2		1		2		2		1	1
No barriers	<1		1	1					4		
Limited confidence and trust in services											
Other	<1	1			2						1
No response/Don't Know/No Opinion	76	74	78	74	81	68	80	74	65	77	76

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

^ Caution small cell size

3.10 Legislation and policy

Q23. How much do you agree or disagree with the following?

3.10.1 Legislation and policy perceptions

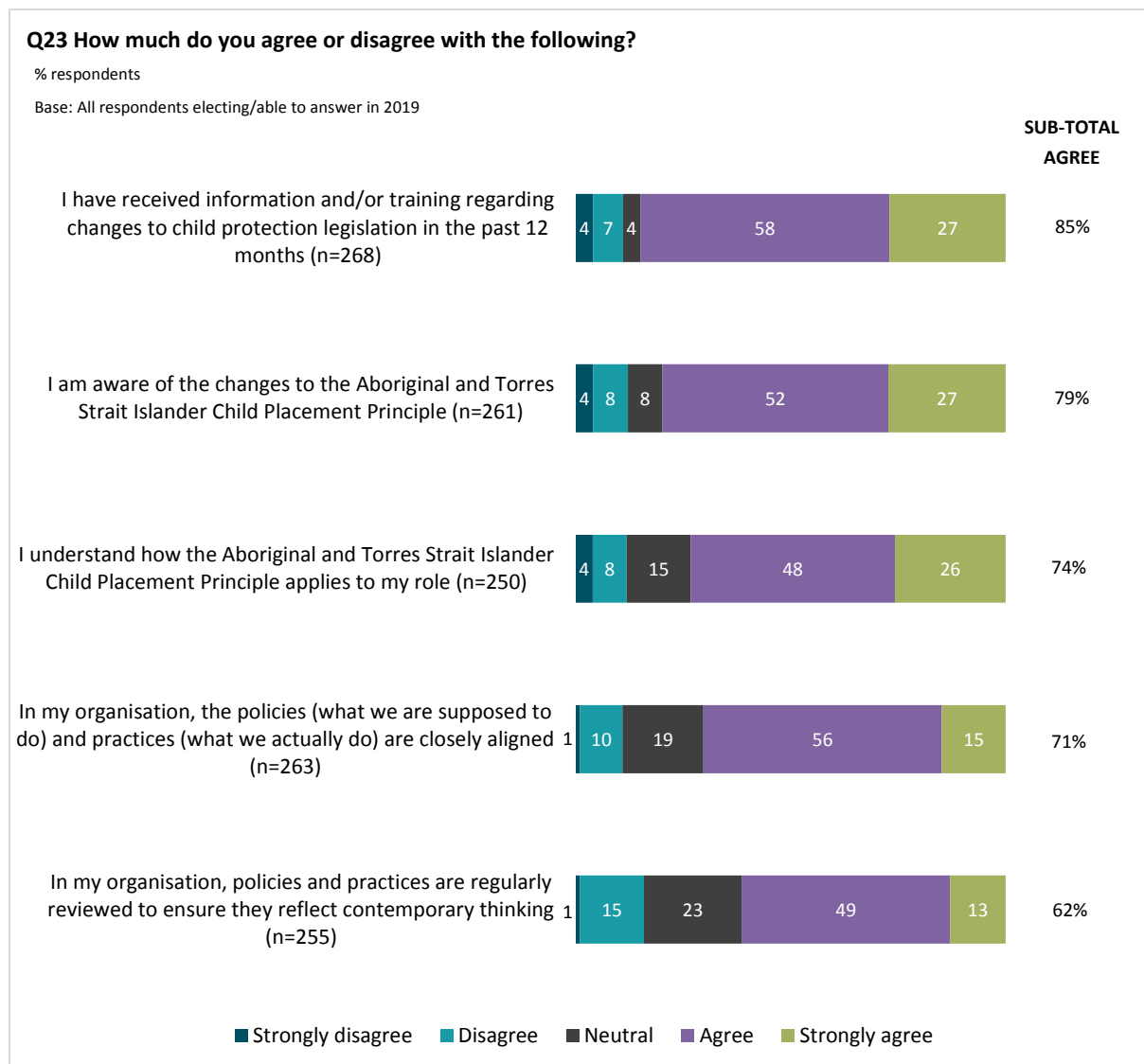
In regard to legislation and policy, respondents were most likely to agree (agree/strongly agree) that they had received information/training regarding changes to child protection legislation in the past 12 months (85%) or that they were aware of changes to the Aboriginal and/or Torres Strait Islander Child Placement Principle (79%).

Agreement (agree/strongly agree) was slightly less frequent for the following statements:

- I understand how the Aboriginal and/or Torres Strait Islander Child Placement Principle applies to my role (74%)
- In my organisation, the policies (what we are supposed to do) and the practices (what we actually do) are closely aligned (71%)
- In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking (62%).

The reader is referred to Figure 3.10.1 below.

Figure 3.10.1: Legislation and policy



3.10.2 Sub-group differences

There were no significant sub-group differences in respondent opinions regarding legislation and policy.

Readers should refer to Table 3.10.1 below.

Table 3.10.1: Legislation and policy by organisation type, region and organisation size

Q23 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
<i>% of respondents</i>											
I have received information and/or training regarding changes to child protection legislation in the past 12 months											
	Total 2019 n = 268	Govt n = 149	Non-govt n = 115	Central n = 64	Moreton n = 47	Northern n = 45	South East n = 55	South West n = 43	1-19 n = 21 [^]	20-199 n = 71	200+ n = 172
Strongly disagree	4	7	1		4	4	4	5		1	6
Disagree	7	4	11	5	9	9	9	5	10	8	6
SUB-TOTAL DISAGREE	11	11	12	5	13	13	13	9	10	10	12
Neutral	4	3	5	5	6	2	7			7	3
Agree	58	59	55	69	45	56	55	63	62	54	59
Strongly agree	27	27	28	22	36	29	25	28	29	30	26
SUB-TOTAL AGREE	85	86	83	91	81	84	80	91	90	83	84
I am aware of the changes to the Aboriginal and/or Torres Strait Islander Child Placement Principle											
	Total 2019 n = 261	Govt n = 145	Non-govt n = 112	Central n = 62	Moreton n = 45	Northern n = 46	South East n = 53	South West n = 41	1-19 n = 20 [^]	20-199 n = 69	200+ n = 168
Strongly disagree	4	4	4	2	4	4	8	2		6	4
Disagree	8	8	10	6	18	9	9	2	5	10	8
SUB-TOTAL DISAGREE	13	12	14	8	22	13	17	5	5	16	13
Neutral	8	9	7	13	4	9	8	10	15	6	8
Agree	52	52	52	55	42	48	51	56	55	54	51
Strongly agree	27	28	27	24	31	30	25	29	25	25	29
SUB-TOTAL AGREE	79	79	79	79	73	78	75	85	80	78	79
I understand how the Aboriginal and/or Torres Strait Islander Child Placement Principle applies to my role											
	Total 2019 n = 250	Govt n = 138	Non-govt n = 108	Central n = 62	Moreton n = 44	Northern n = 41	South East n = 51	South West n = 40	1-19 n = 20 [^]	20-199 n = 68	200+ n = 159
Strongly disagree	4	4	4	2	2	5	8	3		6	3
Disagree	8	7	9	6	16	7	8	5	15	6	8
SUB-TOTAL DISAGREE	12	11	13	8	18	12	16	8	15	12	11
Neutral	15	14	14	21	18	12	12	10	20	12	16
Agree	48	49	47	47	34	49	45	60	40	50	48
Strongly agree	26	25	26	24	30	27	27	23	25	26	25
SUB-TOTAL AGREE	74	75	73	71	64	76	73	83	65	76	73

[^] Caution small cell size

Table 3.10.1: Legislation and policy by organisation type, region and organisation size (continued)

Q23 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned											
	Total 2019 n = 263	Govt n = 147	Non-govt n = 112	Central n = 64	Moreton n = 47	Northern n = 45	South East n = 52	South West n = 42	1-19 n = 20 [^]	20-199 n = 70	200+ n = 170
Strongly disagree	1	2			4		2			1	1
Disagree	10	12	7	5	9	11	10	10	5	9	11
SUB-TOTAL DISAGREE	11	14	7	5	13	11	12	10	5	10	12
Neutral	19	22	13	8	17	20	23	26	15	9	24
Agree	56	54	58	67	53	58	48	57	65	61	51
Strongly agree	15	10	21	20	17	11	17	7	15	20	14
SUB-TOTAL AGREE	71	65	79	88	70	69	65	64	80	81	65
In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking											
	Total 2019 n = 255	Govt n = 143	Non-govt n = 108	Central n = 61	Moreton n = 45	Northern n = 42	South East n = 51	South West n = 43	1-19 n = 19 [^]	20-199 n = 67	200+ n = 166
Strongly disagree	1	2					4			3	1
Disagree	15	19	9	7	18	14	16	16	5	9	18
SUB-TOTAL DISAGREE	16	21	9	7	18	14	20	16	5	12	19
Neutral	23	24	21	15	22	21	25	28	11	21	25
Agree	49	48	49	57	44	57	39	51	68	51	45
Strongly agree	13	6	20	21	16	7	16	5	16	16	11
SUB-TOTAL AGREE	62	55	69	79	60	64	55	56	84	67	56

[^] Caution small cell size

3.11 Awareness of the reform program

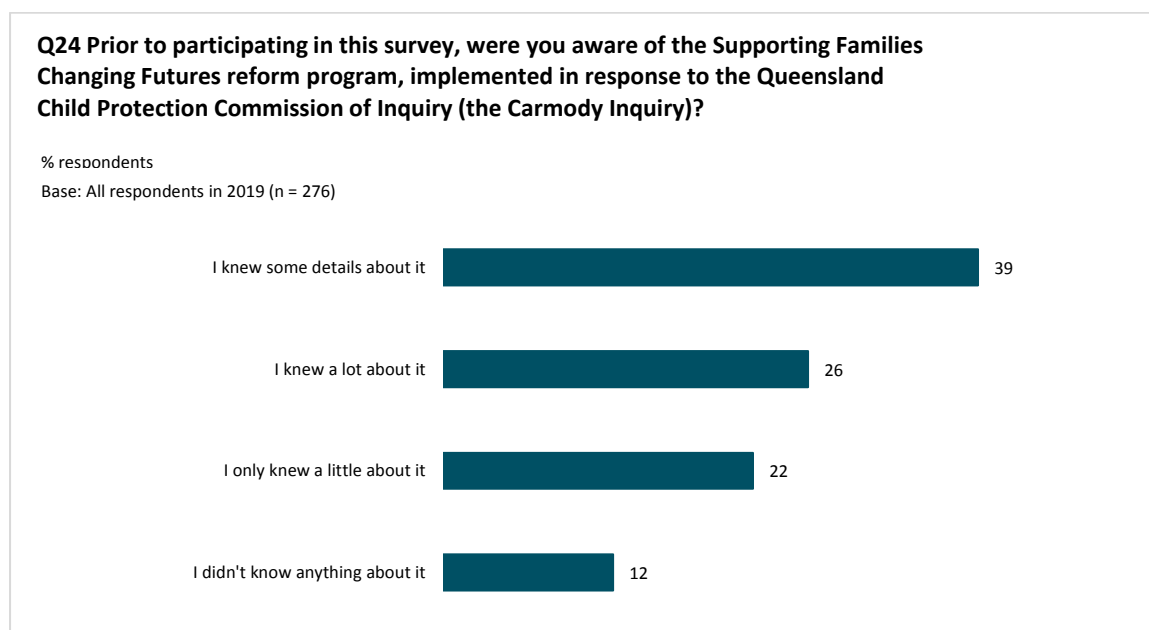
Q24. Prior to participating in this survey, were you aware of the Supporting Families Changing Futures reform program, implemented in response to the Queensland Child Protection Commission of Inquiry (the Carmody Inquiry)?

3.11.1 Awareness of the reform program

39% of respondents knew some details about the reform program, 26% knew a lot about it, and 22% only knew a little. 12% of respondents agreed (agree/strongly agree) that they didn't know anything about it.

Refer to Figure 3.11.1 below.

Figure 3.11.1: Awareness of the reform program



3.11.2 Sub-group differences

There were no significant sub-group differences in respondent awareness of the reform program.

The reader is referred to Table 3.11.1 below.

Table 3.11.1: Awareness of the reform program by organisation type, region and organisation size

Q24 Column %	Total 2019 n = 276	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 153	Non-govt n = 119	Central n = 67	Moreton n = 51	Northern n = 46	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 72	200+ n = 178
I didn't know anything about it	12	10	14	10	18	9	18	5	13	18	10
I only knew a little about it	22	19	27	24	20	38	20	26	39	28	18
I knew some details about it	39	40	37	48	33	30	35	44	26	40	40
I knew a lot about it	26	31	22	18	29	33	27	26	22	14	32

[^] Caution small cell size

3.12 Continuous improvement

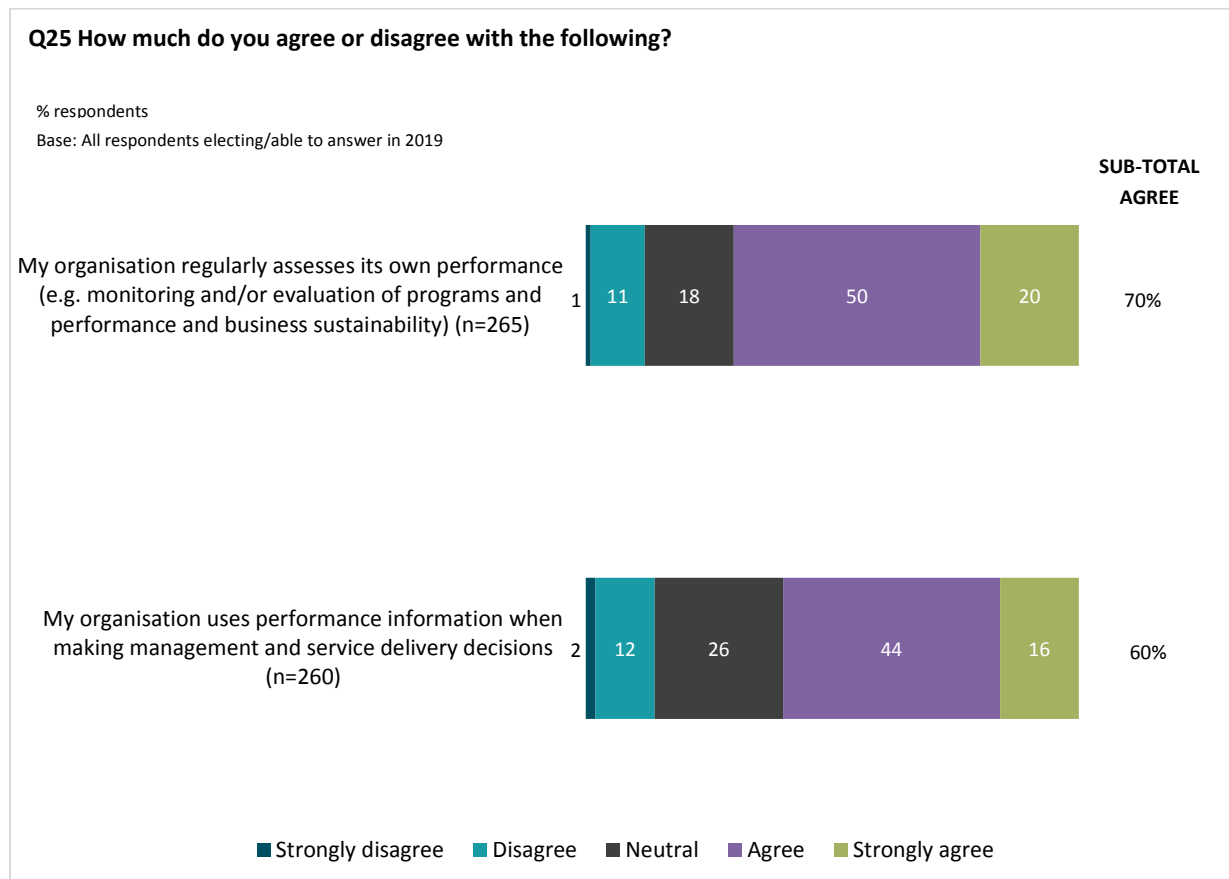
Q25. How much do you agree or disagree with the following?

3.12.1 Perceptions of continuous improvement

Seven in ten respondents agreed (agree/strongly agree) that their organisation regularly assesses its own performance. Six in ten respondents agreed (agree/strongly agree) that their organisation uses performance information when making management and service delivery decisions.

Refer to Figure 3.12.1 below.

Figure 3.12.1: Continuous improvement



3.12.2 Sub-group differences

Non-government employees were more likely than government employees to strongly agree that their organisation:

- regularly assesses its own performance (34% non-government; 9% government)
- uses performance information when making management and service delivery decisions (26% non-government; 8% government).

There was higher than average (16%) strong agreement among respondents from the Central region (30%) that their organisation uses performance information when making management and service delivery decisions.

Refer to Table 3.12.1 below.

Table 3.12.1: Continuous improvement by organisation type, region and organisation size

Q25 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)			
% of respondents												
My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability)												
	Total 2019 n = 265	Govt n = 146	Non-govt n = 115	Central n = 64	Moreton n = 51	Northern n = 43	South East n = 53	South West n = 42	1-19 n = 21 [^]	20-199 n = 69	200+ n = 172	
Strongly disagree	1	2				2	2	2		1	1	
Disagree	11	14	7	9	10	21	9	7	10	9	12	
SUB-TOTAL DISAGREE	12	16	7	9	10	23	11	10	10	10	13	
Neutral	18	21	15	14	14	9	23	26	10	14	20	
Agree	50	54	44	45	53	49	49	57	52	52	48	
Strongly agree	20	9 ↓	34 ↑	31	24	19	17	7	29	23	19	
SUB-TOTAL AGREE	70	63	78	77	76	67	66	64	81	75	66	
My organisation uses performance information when making management and service delivery decisions												
	Total 2019 n = 260	Govt n = 143	Non-govt n = 113	Central n = 60	Moreton n = 50	Northern n = 44	South East n = 53	South West n = 41	1-19 n = 19 [^]	20-199 n = 68	200+ n = 170	
Strongly disagree	2	4		2	2	2	4	2		4	2	
Disagree	12	17	5	8	14	18	8	12	5	7	14	
SUB-TOTAL DISAGREE	14	21 ↑	5 ↓	10	16	20	11	15	5	12	15	
Neutral	26	27	25	23	24	14	34	32	11	22	29	
Agree	44	44	44	37	42	55	43	46	47	47	42	
Strongly agree	16	8 ↓	26 ↑	30 ↑	18	11	11	7	37	19	13	
SUB-TOTAL AGREE	60	52	70	67	60	66	55	54	84	66	55	

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

[^] Caution small cell size

3.13 System performance

Q26. Thinking about the child protection and family support system as a whole, how much do you agree or disagree with the following?

3.13.1 Opinions regarding system performance

In general, perceptions of system performance were less favourable than for the other topic areas assessed in the survey. Around one third (33%) of those surveyed agreed (agree/strongly agree) that the system is built on shared connections and commitment. Fewer than one in four respondents agreed (agree/strongly agree) that:

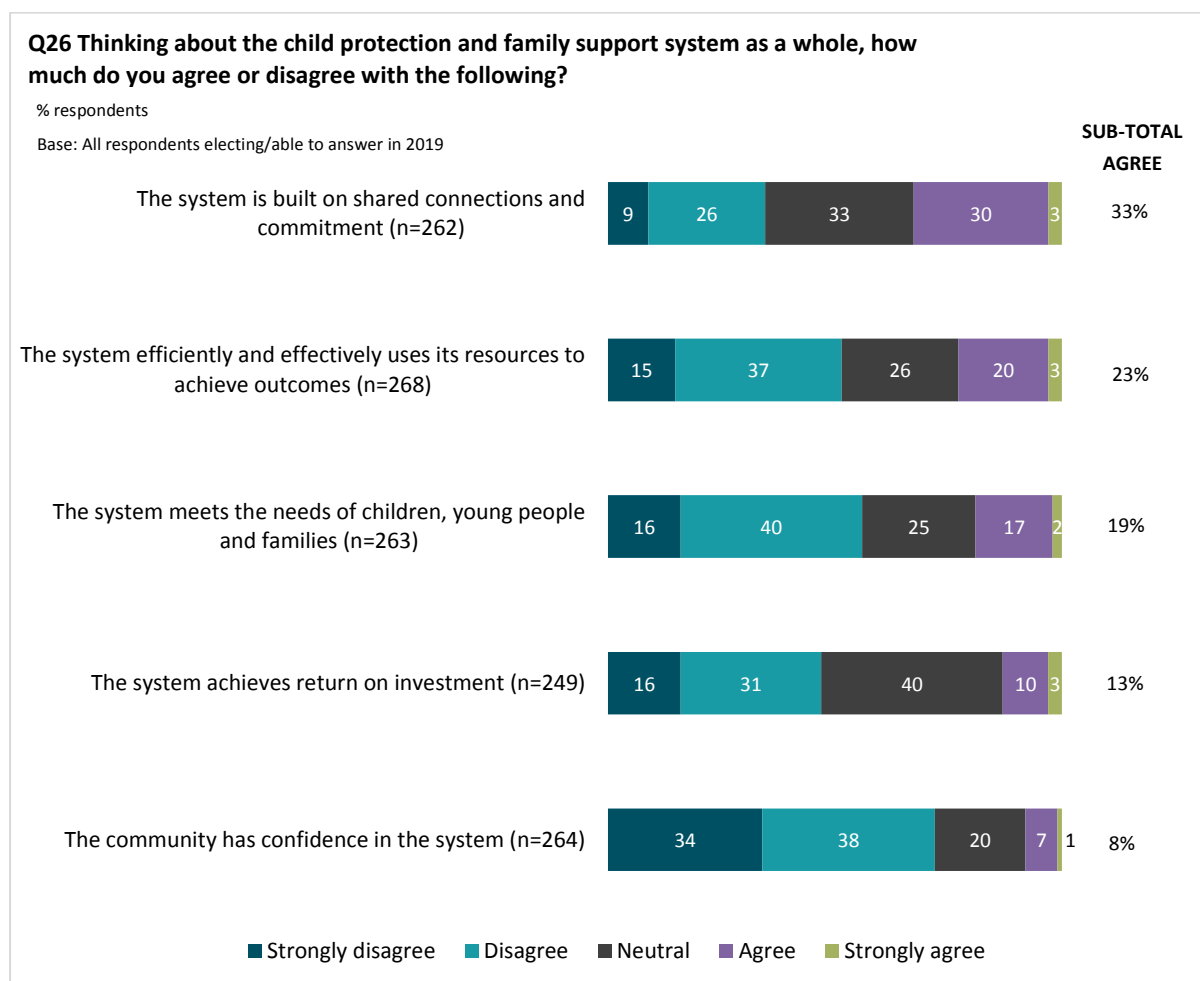
- the system efficiently and effectively uses its resources to achieve outcomes (23%)
- the system meets the needs of children, young people and families (19%)
- the system achieves return on investment (13%).

Respondents were least likely to agree (agree/strongly agree) with the statement “The community has confidence in the system” (8%).

Note that relatively high proportions of respondents selected the neutral response option for “The system is built on shared connections and commitment” (33%) and “The system achieves return on investment” (40%).

The reader is referred to Figure 3.13.1 below.

Figure 3.13.1: System performance



3.13.2 Sub-group differences

There were no significant sub-group differences concerning perceptions of system performance.

Refer to Table 3.13.1 below.

Table 3.13.1: System performance by organisation type, region and organisation size

Q26 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
<i>% of respondents</i>											
The system efficiently and effectively uses its resources to achieve outcomes											
	Total 2019 n = 268	Govt n = 147	Non-govt n = 117	Central n = 65	Moreton n = 48	Northern n = 45	South East n = 54	South West n = 42	1-19 n = 21 [^]	20-199 n = 68	200+ n = 175
Strongly disagree	15	15	14	8	13	18	22	12	14	18	13
Disagree	37	34	41	37	42	51	26	26	24	43	37
SUB-TOTAL DISAGREE	51	49	55	45	54	69	48	38	38	60	50
Neutral	26	26	26	28	17	20	28	40	19	21	29
Agree	20	23	17	22	29	11	19	21	38	15	20
Strongly agree	3	2	3	6			6		5	4	2
SUB-TOTAL AGREE	23	25	20	28	29	11	24	21	43	19	22
The system meets the needs of children, young people and families											
	Total 2019 n = 263	Govt n = 142	Non-govt n = 118	Central n = 65	Moreton n = 48	Northern n = 43	South East n = 51	South West n = 42	1-19 n = 19 [^]	20-199 n = 66	200+ n = 174
Strongly disagree	16	15	17	14	15	21	18	7	21	20	14
Disagree	40	41	39	37	46	56	27	40	11	39	45
SUB-TOTAL DISAGREE	56	56	56	51	60	77	45	48	32	59	59
Neutral	25	25	25	25	21	14	37	29	32	21	25
Agree	17	18	16	20	19	9	14	24	32	18	15
Strongly agree	2	1	3	5			4		5	2	2
SUB-TOTAL AGREE	19	18	19	25	19	9	18	24	37	20	17
The system is built on shared connections and commitment											
	Total 2019 n = 262	Govt n = 145	Non-govt n = 114	Central n = 61	Moreton n = 50	Northern n = 44	South East n = 52	South West n = 42	1-19 n = 18 [^]	20-199 n = 65	200+ n = 176
Strongly disagree	9	7	11	8	6	9	13	2	11	14	7
Disagree	26	24	27	23	24	43	23	17	11	23	28
SUB-TOTAL DISAGREE	34	31	39	31	30	52	37	19	22	37	35
Neutral	33	32	34	38	26	23	38	36	22	42	30
Agree	30	34	25	28	44	23	17	45	50	17	33
Strongly agree	3	3	2	3		2	8		6	5	2
SUB-TOTAL AGREE	33	37	27	31	44	25	25	45	56	22	35

[^] Caution small cell size

Table 3.13.1: System performance by organisation type, region and organisation size (continued)

Q26 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
% of respondents											
The system achieves return on investment											
	Total 2019 n = 249	Govt n = 138	Non-govt n = 108	Central n = 59	Moreton n = 48	Northern n = 43	South East n = 49	South West n = 39	1-19 n = 19 [^]	20-199 n = 64	200+ n = 163
Strongly disagree	16	15	18	14	13	21	27	5	21	20	15
Disagree	31	33	28	17	31	49	20	36	5	27	36
SUB-TOTAL DISAGREE	47	49	45	31	44	70	47	41	26	47	50
Neutral	40	41	39	47	33	26	45	54	37	42	39
Agree	10	7	13	15	21	2	6	3	32	6	9
Strongly agree	3	4	3	7	2	2	2	3	5	5	2
SUB-TOTAL AGREE	13	11	16	22	23	5	8	5	37	11	11
The community has confidence in the system											
	Total 2019 n = 264	Govt n = 147	Non-govt n = 114	Central n = 63	Moreton n = 47	Northern n = 45	South East n = 53	South West n = 42	1-19 n = 20 [^]	20-199 n = 67	200+ n = 173
Strongly disagree	34	31	38	30	34	42	45	14	30	39	33
Disagree	38	45	30	32	34	44	32	52	10	36	43
SUB-TOTAL DISAGREE	72	76	68	62	68	87	77	67	40	75	76
Neutral	20	18	23	22	23	9	17	31	35	21	17
Agree	7	5	9	13	9	4	6	2	20	4	6
Strongly agree	1	1	1	3					5		1
SUB-TOTAL AGREE	8	6	10	16	9	4	6	2	25	4	7

[^] Caution small cell size

3.14 System change

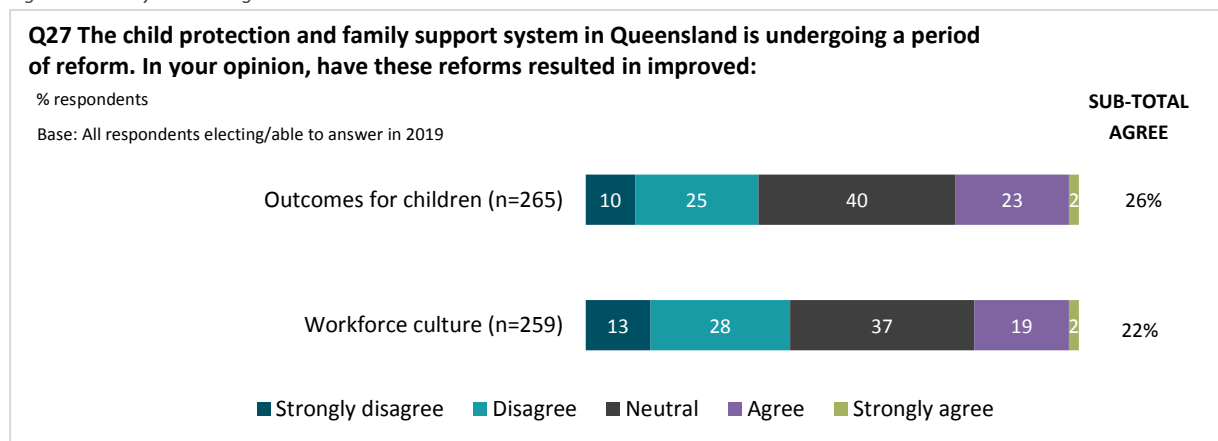
Q27. The child protection and family support system in Queensland is undergoing a period of reform. In your opinion, have these reforms resulted in improved: a) outcomes for children, young people and families? b) workforce culture?
 Q28. Thinking about the past three years, what do you think has been the most significant change in the child protection and family support system that has resulted in improved: a) outcomes for children, young people and families? b) workforce culture?

3.14.1 Perceptions of system reforms

Around one quarter of respondents agreed (agree/strongly agree) that system reforms have improved outcomes for children (26%) or for the workforce culture (22%). A relatively high proportion of respondents selected neutral for each question (40% neutral for outcomes for children; 37% for workforce culture).

The reader is referred to Figure 3.14.1 below.

Figure 3.14.1: System change



Respondents were provided with the opportunity to describe in their own words what they perceived as the most significant change leading to improved outcomes for children, young people and families and workplace culture.

The most prevalent responses in relation to improved outcomes for children, young people and families were:

- a focus and investment in early intervention (6%)
- client-centred and strengths-based approaches and tools (6%)
- improved collaboration/partnerships/information sharing (4%)
- working better with Aboriginal and/or Torres Strait Islander families (4%).

18% of respondents felt as though there have been no improved outcomes or that improvements are still needed.

The most prevalent responses regarding improvements in workforce culture were:

- client-centred, strengths-based approaches and tools (5%)
- improved collaborations/partnerships/information sharing (4%)
- improved workforce capacity and capability (3%).

13% of those surveyed expressed the opinion that system reforms have resulted in no change or negative change in workforce culture.

Refer to Figures 3.14.2 and 3.14.3 on the following page.

Figure 3.14.2: System change

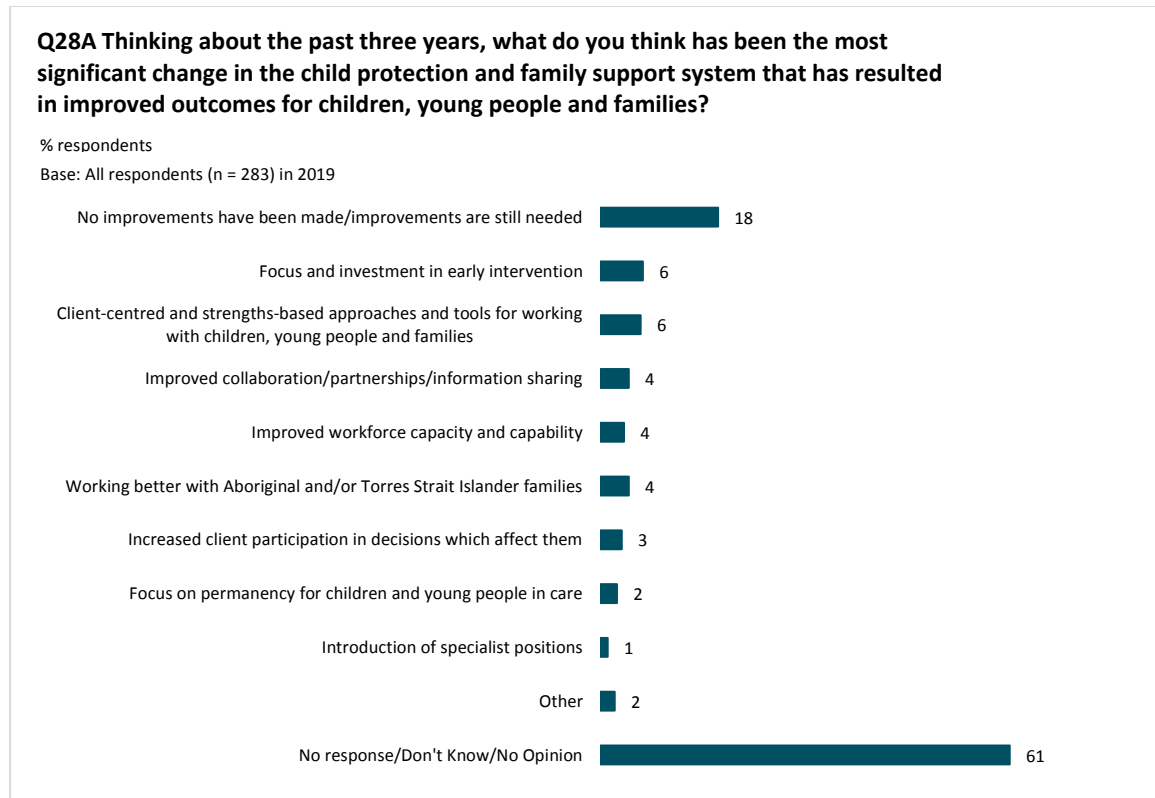
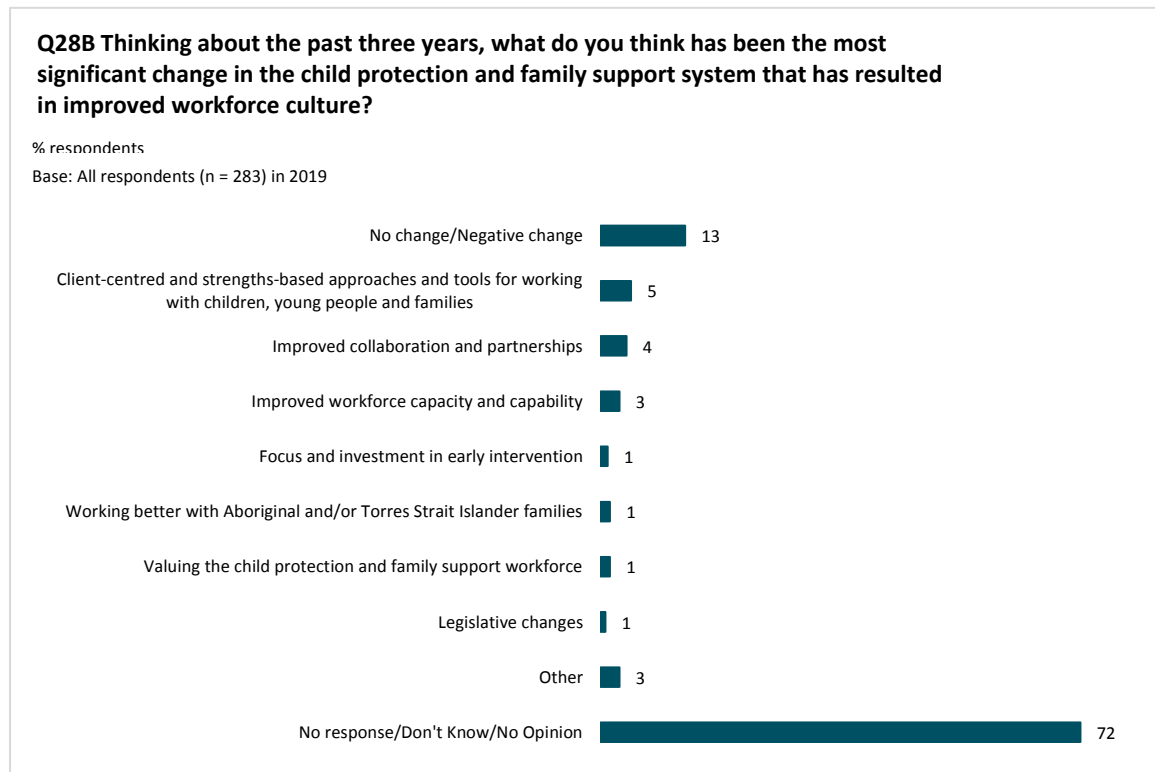


Figure 3.14.3: System change



3.14.2 Sub-group differences

There were no significant sub-group differences in relation to perceptions of the impact of system reforms.

Refer to Tables 3.14.1, 3.14.2 and 3.14.3 below.

Table 3.14.1: System reforms by organisation type, region and organisation size

Q27 Column %	Total 2019	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
<i>% of respondents</i>											
The child protection and family support system in Queensland is undergoing a period of reform. In your opinion, have these reforms resulted in improved outcomes for children, young people and families?											
	Total 2019 n = 265	Govt n = 147	Non-govt n = 114	Central n = 63	Moreton n = 49	Northern n = 44	South East n = 53	South West n = 43	1-19 n = 20 [^]	20-199 n = 68	200+ n = 173
Strongly disagree	10	10	11	10	8	9	11	9	20	12	8
Disagree	25	27	23	21	20	32	30	23		25	28
SUB-TOTAL DISAGREE	35	37	33	30	29	41	42	33	20	37	36
Neutral	40	39	39	44	39	41	34	40	55	47	35
Agree	23	21	26	24	33	14	21	26	25	13	27
Strongly agree	2	3	2	2		5	4	2		3	2
SUB-TOTAL AGREE	26	24	28	25	33	18	25	28	25	16	29
The child protection and family support system in Queensland is undergoing a period of reform. In your opinion, have these reforms resulted in improved workforce culture?											
	Total 2019 n = 259	Govt n = 144	Non-govt n = 111	Central n = 63	Moreton n = 49	Northern n = 41	South East n = 51	South West n = 42	1-19 n = 21 [^]	20-199 n = 65	200+ n = 170
Strongly disagree	13	14	12	11	12	12	18	7	14	17	11
Disagree	28	31	26	27	16	32	35	36	10	26	31
SUB-TOTAL DISAGREE	41	44	38	38	29	44	53	43	24	43	42
Neutral	37	36	38	33	47	46	24	33	52	37	35
Agree	19	17	22	27	24	7	18	21	24	17	20
Strongly agree	2	2	3	2		2	6	2		3	2
SUB-TOTAL AGREE	22	19	24	29	24	10	24	24	24	20	22

[^] Caution small cell size

Table 3.14.2: Most significant system change by organisation type, region and organisation size: Improved outcomes for children, young people and families

Q28a. Thinking about the past three years, what do you think has been the most significant change in the child protection and family support system that has resulted in improved outcomes for children, young people and families?

Q28a Column %	Total 2019 n = 283	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 155	Non- govt n = 122	Central n = 68	Moreton n = 54	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 74	200+ n = 180
No improvements have been made/improvements are still needed	18	19	17	28	11	21	15	14	17	23	16
Focus and investment in early intervention	6	5	8	9	6	11	2	5	13	4	7
Client-centred and strengths-based approaches and tools for working with children, young people and families	6	10	1	4	6	4	9	9	4	4	7
Improved collaboration/partnerships/information sharing	4	3	6	6	7	2	2	2	13		5
Improved workforce capacity and capability	4	4	3	3	6		2	7		4	3
Working better with Aboriginal and/or Torres Strait Islander families	4	6	2	3	6	6	4	2	9	3	4
Increased client participation in decisions which affect them	3	5	2	1	6	2	2	7		5	3
Focus on permanency for children and young people in care	2	1	4		4	2	4	2		4	2
Introduction of specialist positions	1	1	2	1			4			3	1
Other	2	1	2	3	2		5		4	1	2
No response/Don't Know/No Opinion	61	60	63	54	61	60	62	67	57	61	62

[^] Caution small cell size

Table 3.14.3: Most significant system change by organisation type, region and organisation size: Improved workforce culture

Q28b. Thinking about the past three years, what do you think has been the most significant change in the child protection and family support system that has resulted in improved outcomes for workforce culture?

Q28b Column %	Total 2019 n = 283	ORGANISATION TYPE		CSYW REGION					ORGANISATION SIZE (number of employees)		
		Govt n = 155	Non- govt n = 122	Central n = 68	Moreton n = 54	Northern n = 47	South East n = 55	South West n = 43	1-19 n = 23 [^]	20-199 n = 74	200+ n = 180
No change/Negative change	13	15	10	10	4	17	20	14	9	14	13
Client-centred and strengths-based approaches and tools for working with children, young people and families	5	6	3	7	4	4	5	2	13	3	4
Improved collaboration and partnerships	4	2	7	6	6	2	4	2	13	5	2
Improved workforce capacity and capability	3	3	2	9		2		2	4	4	2
Focus and investment in early intervention	1		2	3				2	9		1
Working better with Aboriginal and/or Torres Strait Islander families	1	2	1	1	2	4				1	2
Valuing the child protection and family support workforce	1		3	3	4				9		1
Legislative changes	1	1		1				2			1
Other	3	3	2	1	2	4	4	5		7	2
No response/Don't Know/No Opinion	72	72	73	65	81	68	71	72	57	68	75

[^] Caution small cell size

4. Appendices

Appendix A – 2019 survey

No.	Item	Response scale
About you		
Q1.	How long have you worked in the child protection and family support sector?	<input type="checkbox"/> Less than 1 year <input type="checkbox"/> 1–2 years <input type="checkbox"/> 3–5 years <input type="checkbox"/> 6–9 years <input type="checkbox"/> 10–14 years <input type="checkbox"/> 15–19 years <input type="checkbox"/> 20+ years
Q2.	How long have you been in your current role? Please specify (number of years)	Free text
Q3.	How many organisations in the child protection and family support sector have you worked in?	Free text
Q4.	How many years' experience do you have in the child protection and family support sector in: a) Government agencies b) Non-government organisations	Free text Free text
Q5.	I would recommend working in the child protection and family support sector to others	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q6.	I intend to leave my organisation within the next 12 months	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q7.	At which level do you work in your organisation?	<input type="checkbox"/> No supervisory responsibilities <input type="checkbox"/> Mid-level manager <input type="checkbox"/> Senior manager/executive
Q8.	What is your highest level of tertiary qualification relevant to your role?	<input type="checkbox"/> No tertiary qualification <input type="checkbox"/> Cert II <input type="checkbox"/> Cert III <input type="checkbox"/> Cert IV <input type="checkbox"/> Diploma <input type="checkbox"/> Advanced Diploma <input type="checkbox"/> Bachelor <input type="checkbox"/> Graduate Certificate/Diploma <input type="checkbox"/> Masters <input type="checkbox"/> PhD/Professional Doctorate

No.	Item	Response scale
Q9.	Do you identify as an Aboriginal and/or Torres Strait Islander person?	<input type="checkbox"/> Aboriginal person <input type="checkbox"/> Torres Strait Islander person <input type="checkbox"/> Both <input type="checkbox"/> No
Q10.	Which of the following best describes the main service/s you yourself provide to children, young people and families (tick all that apply)?	<input type="checkbox"/> Child protection <input type="checkbox"/> Residential care <input type="checkbox"/> Foster and/or kinship care <input type="checkbox"/> Family support <input type="checkbox"/> Aboriginal and Torres Strait Islander <input type="checkbox"/> Legal aid/support <input type="checkbox"/> Justice <input type="checkbox"/> Counselling and other mental health <input type="checkbox"/> Drug and alcohol <input type="checkbox"/> Advocacy and liaising <input type="checkbox"/> Multicultural <input type="checkbox"/> Housing assistance/transition <input type="checkbox"/> Domestic and family violence <input type="checkbox"/> Disability <input type="checkbox"/> Educational/schools/early education <input type="checkbox"/> Health and hospitals <input type="checkbox"/> Other _____ Free text
Q11.	In your work with children, young people and families, do you regularly work with any of the following groups (tick all that apply)?	<input type="checkbox"/> Aboriginal and/or Torres Strait Islander peoples <input type="checkbox"/> Culturally and linguistically diverse peoples <input type="checkbox"/> People with disabilities <input type="checkbox"/> People experiencing issues relating to mental illness <input type="checkbox"/> People experiencing issues relating to domestic and family violence <input type="checkbox"/> People experiencing issues relating to alcohol and other drugs <input type="checkbox"/> People who identify as LGBTIQ+
About your workplace		
Q12.	What is your workplace post code? Please specify	Free text
Q13.	Is your workplace a government or non-government organisation?	<input type="checkbox"/> Government <input type="checkbox"/> Non-government
Q14.	How many employees are there in your organisation (across all sites)?	<input type="checkbox"/> 1–19 employees <input type="checkbox"/> 20–199 employees <input type="checkbox"/> 200+ employees

No.	Item	Response scale
Your job and organisation		
Q15.	<p>Thinking about your current role and organisation, how much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) I have a clear understanding of my role and responsibilities b) I consider my caseload/workload to be manageable c) I am able to spend enough time with children, young people and families to do my job well d) I feel supported by my organisation when making decisions about children, young people and families e) I receive quality practice supervision (i.e. about my work with clients) to support me to do my job well f) I receive quality line management supervision to support me to do my job well g) My organisation has a positive workplace culture 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Learning and development		
Q16.	<p>Thinking about your current organisation, how much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) I have been provided with enough training and other learning opportunities to undertake my role well b) I have been provided with enough training and other learning opportunities to develop as a professional c) My organisation actively supports professional development of staff in a planned and robust manner d) The training and other learning opportunities I have received have been of high quality e) I have experienced barriers to accessing training and other learning opportunities f) In your opinion, what are the highest learning and development priorities for the child protection and family support workforce? 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree <p>(f) Free text</p>
Information about services		
Q17.	<p>Thinking about the children, young people and families you work with, how much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) Children and young people know where to find services and supports b) Families know where to find services and supports 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree

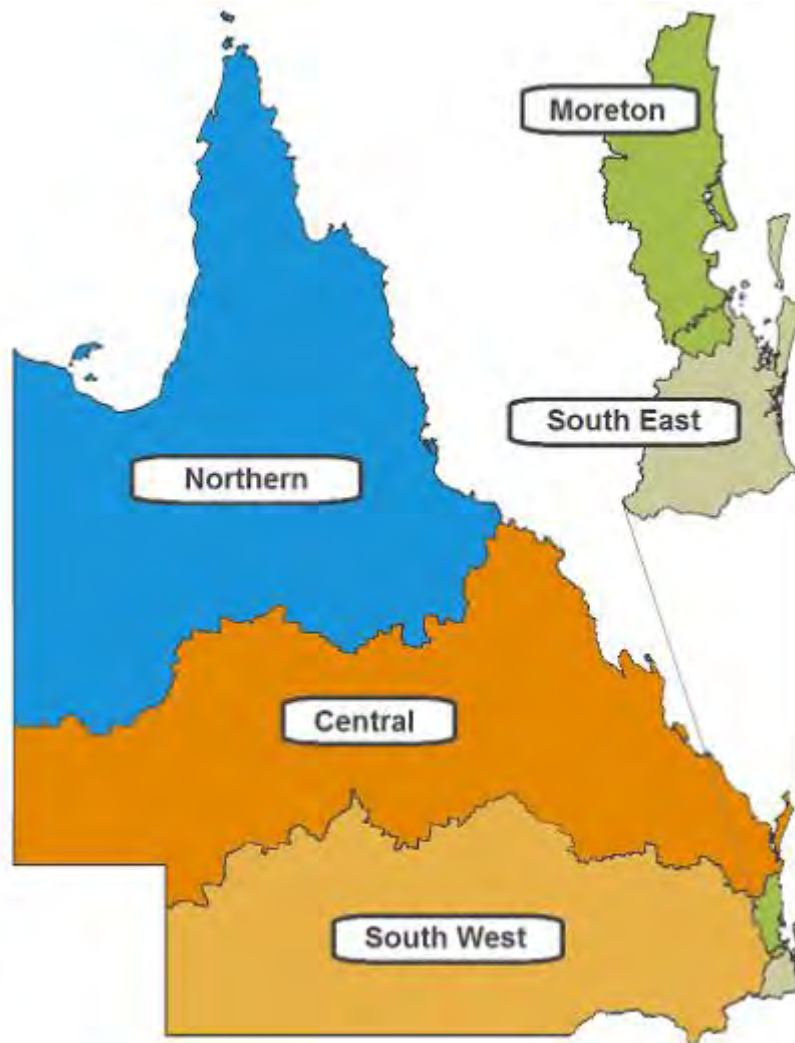
No.	Item	Response scale
Referral pathways		
Q18.	<p>How much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) I am confident in my ability to use assessment tools to identify concerns about a child or young person's safety b) I am confident in my knowledge of reporting thresholds when deciding whether to report concerns about a child or young person's safety c) I have sound knowledge of the services available in my area d) I have used oneplace community services directory to find services e) 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) f) I am confident referring families to Family and Child Connect g) When I refer families to other services, I receive feedback about whether the service has engaged with the family h) I am less likely to refer families to services who do not provide me with feedback i) I know my organisation's policies and procedures for referring children, young people or families to appropriate services 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Information sharing		
Q19.	<p>How much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) I have a clear understanding of the information I can share with other organisations b) Where appropriate, information sharing occurs regularly between my organisation and other organisations c) Information sharing between my organisation and other organisations supports better responses for children, young people and families d) Information sharing barriers limit my organisation's ability to support children, young people and families 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Collaboration		
Q20.	<p>How much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) My workplace encourages multi-disciplinary responses to meet clients' needs (if needed) b) My workplace has a culture that supports collaboration with other organisations to achieve client outcomes c) I am usually aware of the other services working with my clients d) Competition for resources and/or clients affects working relationships between my organisation and others e) I have enough time in my role to build relationships with other organisations/service providers f) Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in identifying gaps in support services that respond to local community needs g) Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in facilitating effective working relationships 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree

No.	Item	Response scale
Meeting families' needs		
Q21.	<p>How much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) My organisation tailors services to meet the needs of children, young people and families b) In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives c) My organisation actively seeks child/young person/family feedback to improve the quality of services we provide d) Where possible, children, young people and families are able to work with the same staff member (for continuity) 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Working with Aboriginal and Torres Strait Islander Peoples		
Q22.	<p>How much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families b) I am confident in my ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services my organisation delivers c) Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children d) My organisation has provided cultural training for staff to support their work with Aboriginal and Torres Strait Islander children, young people and families e) My organisation partners with Aboriginal and Torres Strait Islander organisations to support the delivery of services to Aboriginal and Torres Strait Islander children, young people, families and communities f) Are there any barriers for Aboriginal and Torres Strait Islander children, young people, and families to access family support services? (please specify) 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree <p>f) Free text</p>
Legislation and policy		
Q23.	<p>How much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> a) I have received information and/or training regarding changes to child protection legislation in the past 12 months b) I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle c) I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role d) In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned e) In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree

No.	Item	Response scale
Awareness of the reform program		
<p>The Queensland child protection system is undergoing a 10-year reform program in response to the Queensland Child Protection Commission of Inquiry, referred to as Supporting Families Changing Futures. This transformation of the child protection and family support system aims to deliver the right services to families at the right time to provide them with the support they need to keep children safely at home.</p>		
Q24.	<p>Prior to participating in this survey, 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)?</p>	<input type="checkbox"/> I didn't know anything about it <input type="checkbox"/> I only knew a little about it <input type="checkbox"/> I knew some details about it <input type="checkbox"/> I knew a lot about it
Continuous improvement		
Q25.	<p>How much do you agree or disagree with the following?</p> <p>a) My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability)</p> <p>b) My organisation uses performance information when making management and service delivery decisions</p>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
System performance		
Q26.	<p>Thinking about the child protection and family support system as a whole, how much do you agree or disagree with the following?</p> <p>a) The system efficiently and effectively uses its resources to achieve outcomes</p> <p>b) The system meets the needs of children, young people and families</p> <p>c) The system is built on shared connections and commitment</p> <p>d) The system achieves return on investment</p> <p>e) The community has confidence in the system</p>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
System change		
Q27.	<p>The child protection and family support system in Queensland is undergoing a period of reform. In your opinion, have these reforms resulted in improved:</p> <p>a) outcomes for children, young people and families?</p> <p>b) workforce culture?</p>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q28.	<p>Thinking about the past three years, what do you think has been the most significant change in the child protection and family support system that has resulted in improved:</p> <p>a) outcomes for children, young people and families?</p> <p>b) workforce culture?</p>	<p>Free text</p> <p>Free text</p>

Appendix B – DCSYW Regions Map

Data reported on a regional basis refer to the five regions as shown below (Moreton, South East, South West, Central, and Northern).



Appendix C – Sampling error chart

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options and post survey weighting and adjustments. Therefore, MCR avoids the words ‘margin of error’ as they are not able to be verified. All that can be calculated are different possible sampling errors with different probabilities of pure, unweighted, random samples with 100% response rates. These are only theoretical because no published surveys come close to this ideal. At the absolute minimum, sampling error based on various cell sizes for this survey could fall within the following ranges (at the 95% confidence level).

Sample size	10/90	20/80	30/70	40/60	50/50
100	±6.0	±8.0	±9.2	±9.8	±10.0
200	±4.2	±5.6	±6.5	±6.9	±7.0
300	±3.5	±4.6	±5.3	±5.7	±5.8
400	±3.0	±4.0	±4.6	±4.9	±5.0
500	±2.7	±3.6	±4.1	±4.4	±4.5
600	±2.4	±3.3	±3.7	±4.0	±4.1
700	±2.3	±3.0	±3.5	±3.7	±3.8
800	±2.1	±2.8	±3.2	±3.5	±3.5
900	±2.0	±2.4	±3.1	±3.3	±3.3
1000	±1.9	±2.5	±2.9	±3.1	±3.2
1100	±1.8	±2.4	±2.7	±2.9	±3.0
1200	±1.7	±2.3	±2.6	±2.8	±2.8
1300	±1.6	±2.2	±2.5	±2.7	±2.7
1400	±1.6	±2.1	±2.4	±2.6	±2.6
1500	±1.5	±2.0	±2.3	±2.5	±2.5
1600	±1.5	±2.0	±2.3	±2.4	±2.5
1700	±1.4	±1.9	±2.2	±2.3	±2.4
1800	±1.4	±1.9	±2.1	±2.3	±2.3
1900	±1.4	±1.8	±2.1	±2.2	±2.3
2000	±1.3	±1.8	±2.0	±2.2	±2.2
2100	±1.3	±1.7	±2.0	±2.1	±2.1
2200	±1.3	±1.7	±1.9	±2.1	±2.1
2300	±1.2	±1.6	±1.9	±2.0	±2.0
2400	±1.2	±1.6	±1.8	±2.0	±2.0
2500	±1.2	±1.6	±1.8	±1.9	±2.0