



# Workforce Survey 2020

## 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:

- the workforce
- working with clients
- cultural capability
- information sharing and collaboration across the sector
- learning and development
- system performance
- impact of the reform program.

Similar surveys were undertaken and reported on in 2018 and 2019.

## 2. Method

The survey was conducted online via the data collection platform *Sawtooth* (hosted by Q&A Market Research in Brisbane).

### 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 - 9).

### Sample size and characteristics

A total sample of 761 respondents were surveyed. Of the total number of respondents, 412 worked in government agencies (54%) and 349 were from non-government organisations (46%). 64 respondents identified as Aboriginal and/or Torres Strait Islander (8%).

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 Moreton region (38%) and the lowest proportion from the Northern region (14%). In terms of FaCC catchments, the highest proportion of responses were received from Brisbane North (12%), Gold Coast (9%), Moreton Bay (8%), Maryborough/Bundaberg (7%), Ipswich (7%) and the Sunshine Coast (including Gympie) (7%).

### Child protection work history and qualifications

46% of those surveyed in 2020 had 10 or more years of experience working in the child protection and family support sector. 54% of respondents had less than ten years of experience. The proportion who had worked in the sector for two years or less was 17%, while 22% had worked in the sector for 3 to 5 years.

Four in 10 respondents (41%) had a Bachelor degree as their highest level of tertiary education. 16% had a Graduate Certificate/Diploma and 23% held a postgraduate (Masters or PhD) qualification. 13% had completed a Diploma or Advanced Diploma and 4% held a Certificate-level qualification.

Six in 10 (61%) respondents had no supervisory responsibilities. One third of respondents (33%) were mid-level managers and 6% of respondents were senior managers or executives.

### Types of services and clients

One half (51%) of respondents nominated child protection as a main service provided. Family support (36%), Counselling and other mental health services (21%) and Education/schools/early education (21%) were the next most prevalent support services. 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)?
Mentoring programs
Administration
Placement support
Care coordination
Administration finance
Support
Sexual assault
Supervised contact

Each row indicates a single response from a respondent

The least common types of services provided by respondents were:

- disability services (5%)
- legal aid/support (5%)
- justice services (4%)
- youth support/youth work (1%).

The majority of respondents regularly worked with Aboriginal and/or Torres Strait Islander peoples (91%). Most respondents also regularly worked with people involved with the child protection system (90%), those experiencing issues relating to mental illness (85%), people living in low socio-economic status households (85%), those experiencing issues relating to domestic and family violence (84%), people experiencing issues relating to alcohol and other drugs (79%), those experiencing housing insecurity (74%) and people with disabilities (72%). Approximately two thirds of those surveyed (63%) regularly worked with culturally and linguistically diverse peoples, while six in 10 worked with people involved with the youth justice system (61%) or with people involved with the criminal justice system (57%). 50% of respondents worked with people who identify as LGBTIQ+.

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

Table 1.2: Demographic characteristics of respondents

Demographic characteristic	n	%
<b>Government or non-government organisation</b> <i>n=761 answered this item</i>		
Government	412	54
Non-government	349	46
<b>Aboriginal and/or Torres Strait Islander</b> <i>n=755 answered this item</i>		
Identify	64	8
Do not identify	691	92
<b>Region</b> <i>n=761 answered this item</i>		
South East Queensland	116	15
Northern	107	14
Central	134	18
South West	117	15
Moreton	287	38
<b>Length of time working in sector</b> <i>n=759 answered this item</i>		
Less than 1 year	52	7
1-2 years	75	10
3-5 years	165	22
6-9 years	117	15
10-14 years	159	21
15-19 years	89	12
20+ years	102	13
<b>Type of service provided to client</b> <i>n=761 answered this item</i>		
Child protection	387	51
Family support	274	36
Counselling and other mental health services	163	21
Educational/schools/early education	161	21
Advocacy and liaising	145	19
Domestic and family violence services	136	18
Foster and/or kinship care	131	17
Financial or housing assistance/transition	105	14
Aboriginal and Torres Strait Islander services	87	11
Health and hospitals	65	9
Drug and alcohol services	54	7
Residential care	48	6
Multicultural services	42	6
Disability services	37	5
Legal aid/support	36	5
Justice services	34	4
Youth Support/Youth Work	10 <sup>^</sup>	1
Other	7 <sup>^</sup>	1

<sup>^</sup>Caution small cell size

Table 1.2: Demographic characteristics of respondents (continued)

Demographic characteristic	n	%
<b>Type of clients regularly worked with</b> <i>n=761 answered this item</i>		
Aboriginal and/or Torres Strait Islander peoples	692	91
People involved with the child protection system	685	90
People experiencing issues relating to mental illness	648	85
People living in low socio-economic status households	647	85
People experiencing issues relating to domestic and family violence	639	84
People experiencing issues relating to alcohol and other drugs	599	79
People experiencing housing insecurity	560	74
People with disabilities	546	72
Culturally and linguistically diverse peoples	479	63
People involved with the youth justice system	467	61
People involved with the criminal justice system	435	57
People who identify as LGBTIQ+	378	50
None of these	7^	1
<b>Highest level of tertiary qualification</b> <i>n=756 answered this item</i>		
Bachelor	311	41
Masters	166	22
Graduate Certificate/Diploma	120	16
Diploma	68	9
Advanced Diploma	29	4
Cert IV	26	3
No tertiary qualification	21	3
Cert III	8	1
PhD/Professional Doctorate	7	1
<b>Level in organisation</b> <i>n=761 answered this item</i>		
No supervisory responsibilities	461	61
Mid-level manager	252	33
Senior manager/executive	48	6
<b>How did you hear about this survey</b> <i>n=757 answered this item</i>		
Employer	583	74
Colleague	96	13
Peak body	57	8
Newsletter	11^	1
Local network/governance group	6^	1
Other	4^	1

^Caution small cell size

Table 1.2: Demographic characteristics of respondents (continued)

Demographic characteristic	n	%
<b>FaCC catchments</b>		
<i>n=761 answered this item</i>		
Maryborough/Bundaberg	56	7
Brisbane North	95	12
Gold Coast	65	9
Cairns	30	4
Rockhampton/Gladstone/Emerald	44	6
Townsville	38	5
Ipswich	56	7
Toowoomba/Roma	47	6
Mackay	28	4
Sunshine Coast including Gympie	55	7
Beenleigh/Bayside	7	1
Browns Plains/Beaudesert	7	1
Moreton Bay	63	8
Logan	30	4
Kingaroy	14	2
Brisbane South	43	6
Mt Isa/Gulf	31	4
Brisbane South West	37	5
Cape York/Torres Strait	8	1

### Fieldwork

The fieldwork dates for the survey were 30 April to 25 May 2020.

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 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 halfway through the data collection period.

### Questionnaire

The survey consisted of 88 questions that were predominantly rating style involving a pre-defined codeframe for respondents to select from or to indicate their agreement with. Five open-ended questions were included so both qualitative and quantitative data could be collected, as well as one question that sought numeric information (e.g. in the form of the respondent's workplace postcode) and was subsequently coded into regions in Queensland. The five open-ended 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. In the case of three questions, the option was provided for respondents to provide a free text response under 'other' at the end of a pre-defined codeframe.

The questionnaire requested basic demographic information to allow stratified analysis of key sub-groups (i.e. organisation type, region, years worked in the child protection and family support sector, whether a frontline worker). 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 most 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 the 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 2020 and 2019 data

While the overall proportions of government and non-government respondents in the 2019 and 2020 surveys were comparable (2019 - government respondents 56%, non-government respondents 44%, 2020 - government respondents 54%, non-government respondents 46%), there were some differences between the 2019 and 2020 samples based on other criteria. The tables below outline these differences. Sample composition differences may account for some differences in survey results between 2019 and 2020.

In the 2020 survey, there was a greater proportion of respondents represented within the following categories (the reader is referred to Table 1.3 below):

- Those who had heard about the survey via their employer
- Those who had heard about the survey via their peak body.

Table 1.3 Source of awareness of survey 2020 compared to 2019

		YEAR	
		2019 n = 276	2020 n = 757
<b>Employer</b>		12%	77%↑
	n=	32	583
<b>Colleague</b>		70%	13%
	n=	193	96
<b>Peak body</b>		3%	8%↑
	n=	9	57
<b>Newsletter</b>		7%	1%
	n=	18	11
<b>Local network/governance group</b>			1%
	n=		6
<b>Other</b>		9%	1%
	n=	24	4

↑↓ indicates a significant increase or decrease from the previous year at at least the 95% confidence level.

In the 2020 survey, there was a greater proportion of respondents than in 2019, who indicated that their main services were (refer to Table 1.4 overleaf):

- family support
- counselling and other mental health services
- educational/schools/early education
- domestic and family violence services
- financial or housing assistance/transition.

In the 2020 survey, there was a smaller proportion of respondents than in 2019, who indicated that their main services were:

- residential care
- justice services
- other services.

Table 1.4 Main services provided 2020 compared to 2019

		YEAR	
		2019 n = 283	2020 n = 761
<b>Child protection</b>		55%	51%
	n=	156	387
<b>Family support</b>		23%	36%↑
	n=	66	274
<b>Counselling and other mental health services</b>		8%	21%↑
	n=	22	163
<b>Educational/schools/early education</b>		8%	21%↑
	n=	22	161
<b>Advocacy and liaising</b>		18%	19%
	n=	51	145
<b>Domestic and family violence services</b>		11%	18%↑
	n=	30	136
<b>Foster and/or kinship care</b>		25%	17%
	n=	70	131
<b>Financial or housing assistance/transition</b>		6%	14%↑
	n=	16	105
<b>Aboriginal and Torres Strait Islander services</b>		9%	11%
	n=	26	87
<b>Health and hospitals</b>		8%	9%
	n=	24	65
<b>Drug and alcohol services</b>		5%	7%
	n=	13	54
<b>Residential care</b>		10%	6%↓
	n=	28	48
<b>Multicultural services</b>		3%	6%
	n=	8	42
<b>Disability services</b>		2%	5%
	n=	7	37
<b>Legal aid/support</b>		8%	5%
	n=	22	36
<b>Justice services</b>		8%	4%↓
	n=	24	34
<b>Youth Support/Youth Work</b>			1%
	n=		10
<b>Other</b>		4%	1%↓
	n=	10	7

↑↓ indicates a significant increase or decrease from the previous year at at least the 95% confidence level.

In the 2020 survey, there was a greater proportion of respondents than in 2019 who had worked in the child protection and family support sector for between 3 and 5 years (refer to Table 1.5 below).

Table 1.5 Length of time worked in sector 2020 compared to 2019

		YEAR	
		2019 n = 281	2020 n = 759
Less than 1 year	n=	7% 20	7% 52
1–2 years	n=	12% 33	10% 75
3–5 years	n=	15% 41	22%↑ 165
6–9 years	n=	19% 53	15% 117
10–14 years	n=	25% 70	21% 159
15–19 years	n=	12% 33	12% 89
20+ years	n=	11% 31	13% 102

↑↓ indicates a significant increase or decrease from the previous year at at least the 95% confidence level.

Also in the 2020 survey, there was a greater proportion of respondents than in 2019 who indicated that they have no supervisory responsibilities or are a mid-level manager, as well as a smaller proportion of respondents who indicated that they were senior managers/executives in their organisation.

Table 1.6 Level worked at 2020 compared to 2019

		YEAR	
		2019 n = 276	2020 n = 761
No supervisory responsibilities	n=	56% 155	61% 461
Mid-level manager	n=	34% 93	33% 252
<b>SUB-TOTAL No supervisory responsibilities + Mid-level manager</b>	<b>n=</b>	<b>90%</b> <b>248</b>	<b>94%↑</b> <b>713</b>
Senior manager/executive	n=	10% 28	6%↓ 48

### 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

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*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.*

# 3. Findings

## 3.1 About the workforce

*Q1. How long have you worked in the child protection and family support sector?*

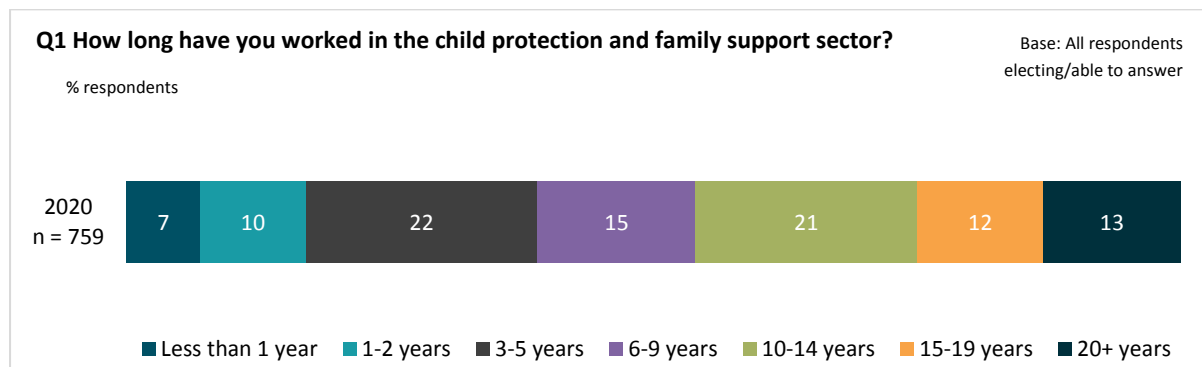
### 3.1.1 2020 Result

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. Respondents had worked for an average of 9.67 years in the child protection and family support sector (the reader is referred to Table 3.1.1 for the values used when calculating the mean).

Those working for a government agency had worked for an average of 9.58 years (SD=7.1), while those employed in non-government organisations had worked for an average of 9.78 years (SD=6.8).

The reader is referred to Table 3.1.1 overleaf.

Figure 3.1.1: Years of experience in the child protection and family support sector



### 3.1.2 Comparison to 2019 survey data

The average number of years worked in the child protection and family support sector among survey respondents in 2019 (9.62 years) was similar to the 2020 result of 9.67 years.

Figure 3.1.2: Years of experience in the child protection and family support sector 2019 – 2020 trend

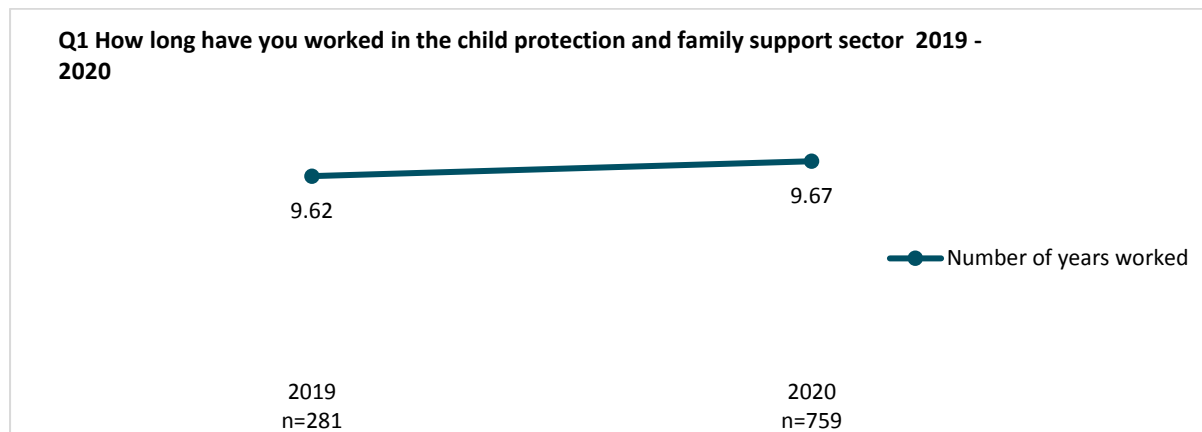


Table 3.1.1: Years of experience in the child protection and family support sector

Q1 Column %	Total 2020 N = 759	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 410	Non-govt n = 349	Central n = 133	Moreton n = 287	Northern n = 107	South East n = 115	South West n = 117	<10 n = 409	10 + n = 350	Yes n = 210
Less than 1 year (0.5)	7%	8%	6%	6%	7%	6%	7%	9%	13% ↑		10%
1-2 years (1.5)	10%	10%	10%	12%	8%	10%	10%	12%	18% ↑		13%
3-5 years (4)	22%	24%	19%	21%	22%	24%	22%	20%	40% ↑		25%
6-9 years (7.5)	15%	13%	18%	22%	14%	14%	18%	9%	29% ↑		13%
10-14 years (12)	21%	20%	22%	17%	22%	24%	23%	17%		45% ↑	19%
15-19 years (17)	12%	12%	12%	11%	12%	9%	10%	17%		25% ↑	10%
20+ years (22)	13%	14%	13%	11%	15%	12%	10%	15%		29% ↑	9%
Average (using figures in brackets above in mean calculation)	9.67	9.58	9.78	9.03	10.16	9.38	9.07	10.06	4.10 ↓	16.19 ↑	8.31 ↓
Standard Deviation	6.9	7.1	6.8	6.7	7.0	6.7	6.5	7.5	2.5	4.2	6.7

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

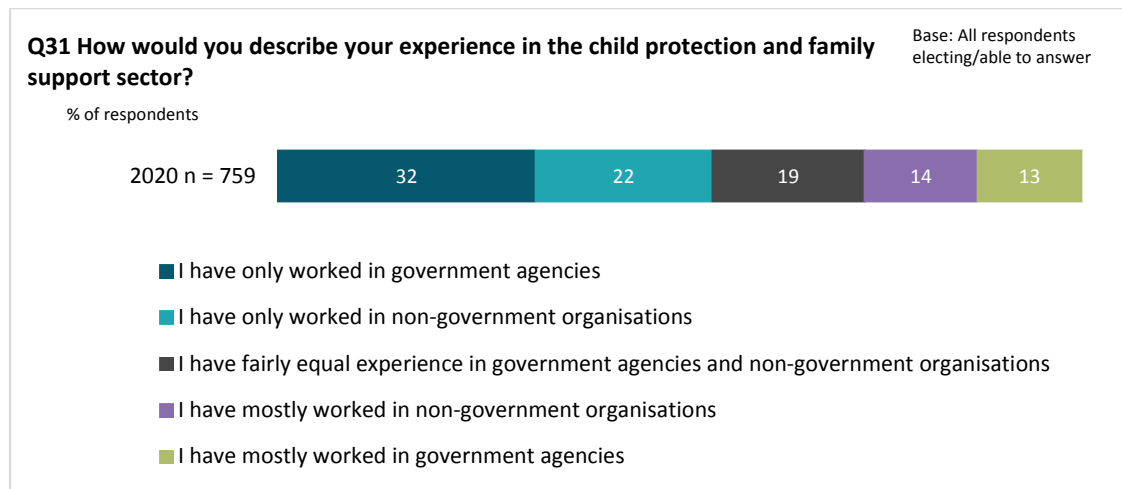
Q31. How would you describe your experience in the child protection and family support sector?

**3.1.3 2020 Result**

32% of respondents in the survey sample had only worked in government agencies, while a further 13% had mostly worked in government agencies. 22% had only worked in non-government organisations, while a further 14% had mostly worked in non-government organisations. 19% reported having fairly equal experience with government and non-government employers.

The reader is referred to Table 3.1.3 overleaf.

Figure 3.1.3: Experience in the child protection and family support sector



**3.1.4 Sub-group differences (2020)**

Those who had worked for less than 10 years in the child protection and family support sector were more likely (28%) than average (22%) to report having only worked in a non-government organisation. Respondents with 10 or more years' experience in the child protection and family support sector were more likely (18%) than average (13%) to report having mostly worked in government agencies. Other minor sub-group differences are highlighted in the table overleaf.

The reader is referred to Table 3.1.3 overleaf.

Table 3.1.3: Experience in the child protection and family support sector

Q31 Column %	Total 2020 n = 759	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 411	Non-govt n = 348	Central n = 132	Moreton n = 287	Northern n = 107	South East n = 116	South West n = 117	<10 n = 408	10 + n = 350	Yes n = 210
I have only worked in government agencies	32%	58% ↑	1% ↓	32%	34%	24%	32%	32%	34%	29%	54%
I have only worked in non-government organisations	22%		48% ↑	19%	16% ↓	31%	32% ↑	23%	28% ↑	15% ↓	
I have fairly equal experience in government agencies and non-government agencies	19%	18%	20%	25%	22%	14%	12%	16%	16%	22%	19%
I have mostly worked in non-government organisations	14%	5% ↓	25% ↑	14%	12%	20%	17%	14%	13%	17%	7%
I have mostly worked in government agencies	13%	18% ↑	7% ↓	11%	17%	11%	7%	15%	9% ↓	18% ↑	21%

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

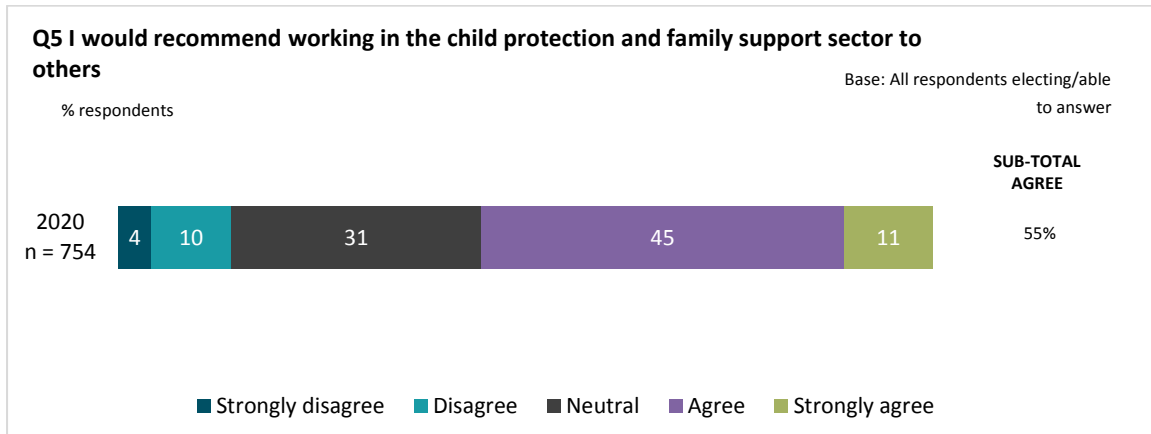
Q5. I would recommend working in the child protection and family support sector to others

3.1.5 2020 Result

One half of those surveyed reported that they would recommend working in the child protection and family support sector to others (55%). 14% of respondents indicated that they would not make this recommendation, while 31% of respondents selected the neutral response category for this statement.

The reader is referred to Table 3.1.5 overleaf.

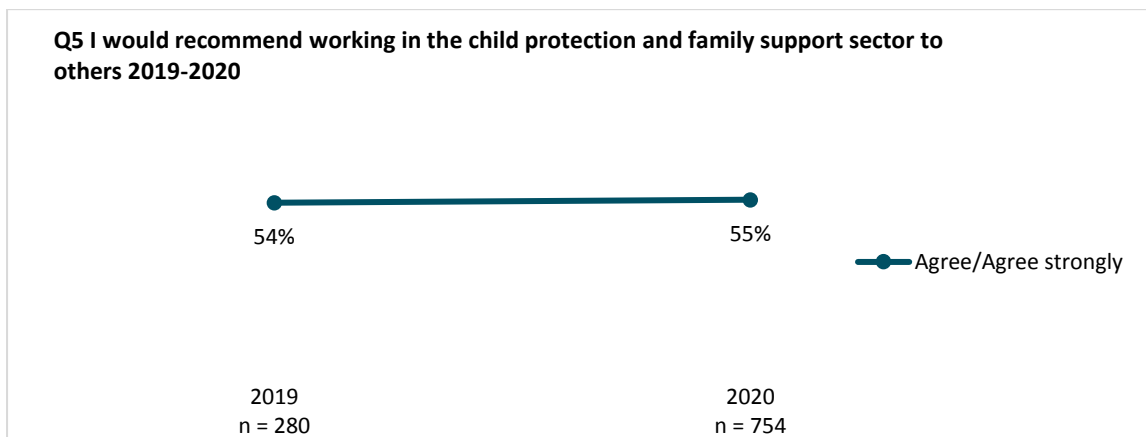
Figure 3.1.5: Recommendation of working in the child protection and family support sector



3.1.6 Comparison to 2019 survey data

The proportion of respondents recommending working in the child protection and family support sector in 2020 (55%) was consistent with that recorded in the 2019 survey (54%).

Figure 3.1.6: Recommendation of working in the child protection and family support sector 2019 – 2020 trend



### 3.1.7 Sub-group differences (2020)

There were no significant differences across sub-groups as to whether they would recommend working in the child protection and family support sector.

The reader is referred to Table 3.1.5 below.

Table 3.1.5: Recommendation of working in the child protection and family support sector

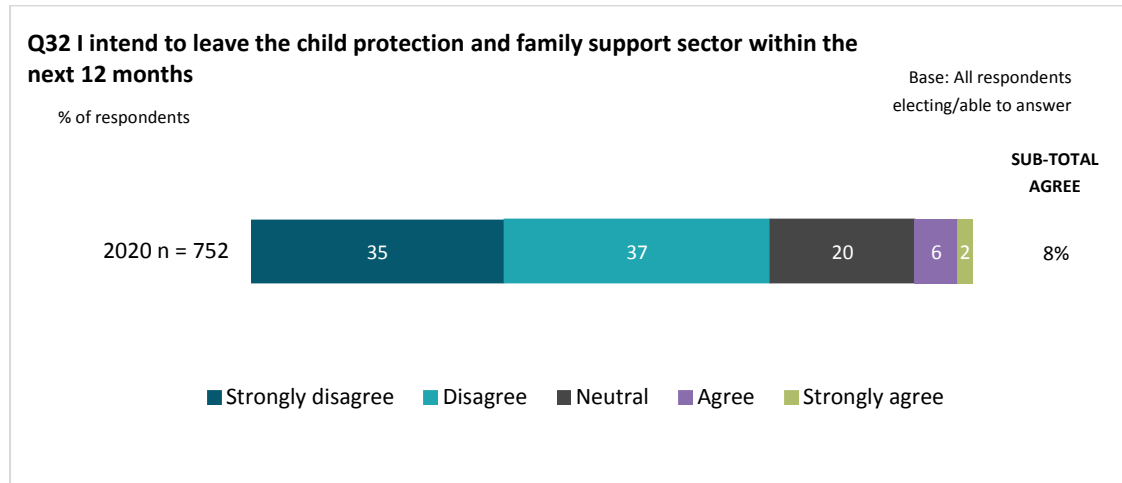
Q5 Column %	Total 2020 n = 754	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 408	Non- govt n = 346	Central n = 132	Moreton n = 286	Northern n = 106	South East n = 113	South West n = 117	<10 n = 408	10 + n = 346	Yes n = 210
Strongly disagree	4%	4%	5%	3%	4%	8%	4%	3%	3%	5%	4%
Disagree	10%	11%	8%	11%	9%	11%	7%	11%	11%	8%	11%
<b>SUB-TOTAL DISAGREE</b>	<b>14%</b>	<b>15%</b>	<b>13%</b>	<b>14%</b>	<b>13%</b>	<b>20%</b>	<b>12%</b>	<b>14%</b>	<b>15%</b>	<b>13%</b>	<b>15%</b>
Neutral	31%	31%	30%	31%	29%	23%	35%	38%	32%	29%	28%
Agree	45%	43%	47%	45%	46%	51%	42%	38%	42%	47%	42%
Strongly agree	11%	12%	10%	10%	12%	7%	12%	10%	11%	10%	15%
<b>SUB-TOTAL AGREE</b>	<b>55%</b>	<b>54%</b>	<b>57%</b>	<b>55%</b>	<b>58%</b>	<b>58%</b>	<b>54%</b>	<b>49%</b>	<b>53%</b>	<b>58%</b>	<b>57%</b>

Q32. I intend to leave the child protection and family support sector within the next 12 months

3.1.8 2020 Result

Most respondents (72%) reported that they did not intend to leave the child protection and family support sector within the next 12 months. 8% of respondents did report an intention to leave this sector within the next 12 months, while 20% provided a neutral response to this question.

Figure 3.1.8: Intention to leave the child protection and family support sector within the next 12 months



3.1.9 Sub-group differences (2020)

There were no significant sub-group differences concerning intentions to leave the child protection and family support within the next 12 months.

The reader is referred to Table 3.1.8 below.

Table 3.1.8: Intention to leave the child protection and family support sector within the next 12 months

Q32 Column %	Total 2020 n = 752	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 405	Non-govt n = 347	Central n = 132	Moreton n = 285	Northern n = 106	South East n = 113	South West n = 116	<10 n = 406	10 + n = 346	Yes n = 209
Strongly disagree	35%	38%	31%	36%	34%	34%	36%	36%	36%	34%	43%
Disagree	37%	32%	42%	35%	41%	38%	35%	28%	35%	39%	30%
<b>SUB-TOTAL DISAGREE</b>	<b>72%</b>	<b>70%</b>	<b>73%</b>	<b>71%</b>	<b>75%</b>	<b>72%</b>	<b>72%</b>	<b>64%</b>	<b>70%</b>	<b>73%</b>	<b>73%</b>
Neutral	20%	22%	18%	17%	19%	23%	19%	26%	21%	19%	20%
Agree	6%	5%	7%	8%	5%	4%	9%	6%	6%	6%	6%
Strongly agree	2%	2%	2%	4%	1%	2%	1%	4%	2%	2%	1%
<b>SUB-TOTAL AGREE</b>	<b>8%</b>	<b>8%</b>	<b>9%</b>	<b>12%</b>	<b>6%</b>	<b>6%</b>	<b>10%</b>	<b>10%</b>	<b>8%</b>	<b>8%</b>	<b>7%</b>

## 3.2 Working with clients

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

### 3.2.1 2020 Result

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

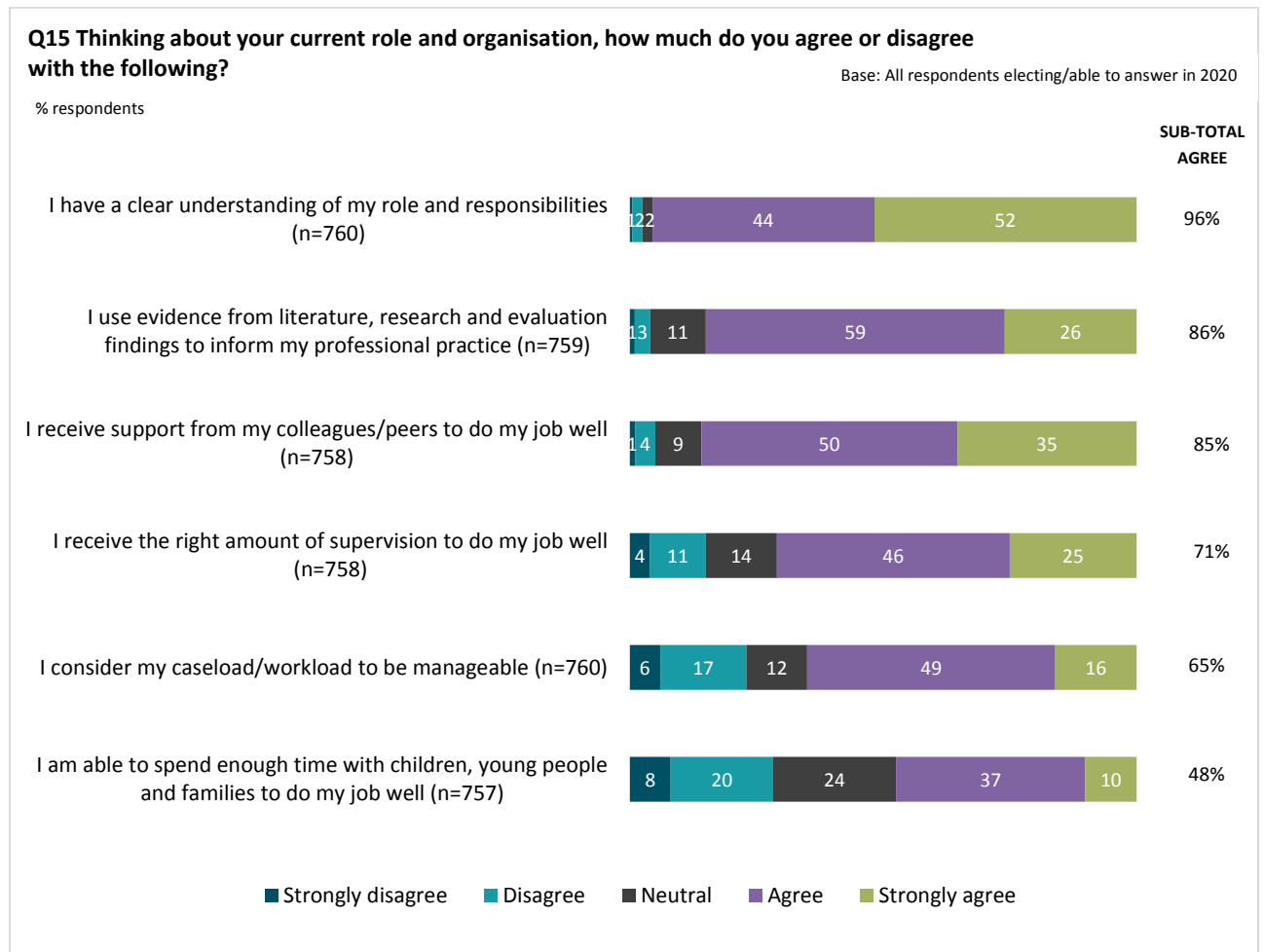
- having a clear understanding of their role and responsibilities (96%)
- using evidence from literature, research and evaluation findings to inform their professional practice (86%)
- feeling supported from their colleagues/peers to do their job well (85%)
- receiving the right amount of supervision to do their job well (71%).

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

- caseloads/workloads are manageable (65%)
- they are able to spend enough time with children, young people and families to do their job well (48%).

The reader is referred to Figure 3.2.1 below.

Figure 3.2.1: Your current role and organisation

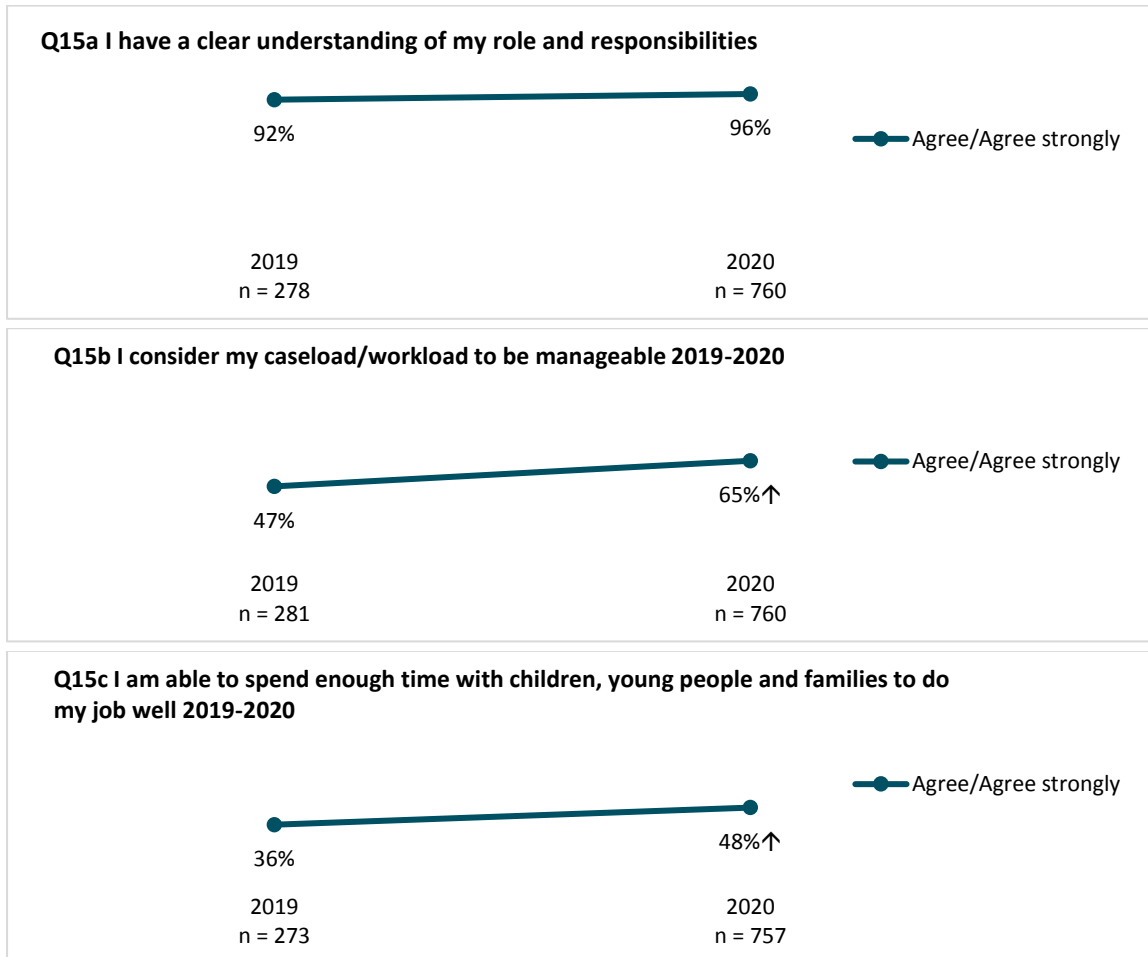


### 3.2.2 Comparison to 2019 survey data

Differences in agreement were found between 2019 and 2020 in regard to the following statements:

- I consider my caseload/workload to be manageable (47% in 2019, 65% in 2020)
- I am able to spend enough time with children, young people and families to do my job well (36% in 2019, 48% in 2020).

Figure 3.2.2: Your current role and organisation 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.  
Other items included in Figure 3.2.1 but not included above in Figure 3.2.2 were new in 2020.



Table 3.2.1: Your current role and organisation (continued)

Q15 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>I receive support from my colleagues/peers to do my job well</b>											
	Total 2020 n = 758	Govt n = 410	Non-govt n = 348	Central n = 134	Moreton n = 286	Northern n = 107	South East n = 114	South West n = 117	<10 n = 407	10 + n = 349	Yes n = 210
Strongly disagree	1%	2%	1%	1%	1%		1%	3%	1%	1%	1%
Disagree	4%	5%	4%	3%	5%	4%	5%	4%	5%	3%	6%
<b>SUB-TOTAL DISAGREE</b>	6%	6%	5%	4%	6%	4%	6%	7%	7%	4%	8%
Neutral	9%	13% ↑	5% ↓	12%	9%	13%	4%	9%	8%	11%	10%
Agree	50%	53%	47%	52%	49%	54%	51%	47%	48%	52%	58%
Strongly agree	35%	28% ↓	43% ↑	31%	36%	29%	39%	38%	37%	33%	24%
<b>SUB-TOTAL AGREE</b>	85%	81% ↓	90% ↑	84%	85%	83%	89%	85%	85%	85%	82%
<b>I receive the right amount of supervision to do my job well</b>											
	Total 2020 n = 758	Govt n = 409	Non-govt n = 349	Central n = 134	Moreton n = 286	Northern n = 107	South East n = 115	South West n = 116	<10 n = 406	10 + n = 350	Yes n = 210
Strongly disagree	4%	4%	3%	4%	5%	1%	3%	3%	4%	4%	5%
Disagree	11%	14%	8%	10%	10%	13%	11%	15%	11%	11%	15%
<b>SUB-TOTAL DISAGREE</b>	15%	18%	12%	13%	15%	14%	15%	18%	15%	15%	20%
Neutral	14%	16%	12%	16%	17%	10%	6%	15%	15%	13%	17%
Agree	46%	47%	44%	46%	44%	47%	50%	44%	43%	48%	46%
Strongly agree	25%	20% ↓	32% ↑	25%	24%	29%	30%	23%	27%	24%	17%
<b>SUB-TOTAL AGREE</b>	71%	67%	76%	70%	68%	76%	79%	67%	70%	71%	63%
<b>I consider my caseload/workload to be manageable</b>											
	Total 2020 n = 760	Govt n = 411	Non-govt n = 349	Central n = 134	Moreton n = 287	Northern n = 107	South East n = 115	South West n = 117	<10 n = 408	10 + n = 350	Yes n = 210
Strongly disagree	6%	9% ↑	3% ↓	8%	8%	3%	3%	8%	7%	6%	13% ↑
Disagree	17%	21% ↑	12% ↓	19%	17%	13%	16%	17%	17%	16%	26% ↑
<b>SUB-TOTAL DISAGREE</b>	23%	29% ↑	15% ↓	28%	24%	16%	18%	25%	24%	22%	39% ↑
Neutral	12%	14%	10%	10%	14%	15%	8%	13%	13%	11%	14%
Agree	49%	46%	52%	49%	48%	50%	57%	44%	48%	51%	42%
Strongly agree	16%	10% ↓	22% ↑	13%	14%	19%	17%	19%	15%	16%	5% ↓
<b>SUB-TOTAL AGREE</b>	65%	56% ↓	75% ↑	62%	62%	69%	74%	62%	63%	67%	47% ↓

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

Table 3.2.1: Your current role and organisation (continued)

Q15 Column %	Total 2020	ORGANISATION TYPE	CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
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% of respondents

I am able to spend enough time with children, young people and families to do my job well											
	Total 2020 n = 757	Govt n = 410	Non-govt n = 347	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 115	South West n = 117	<10 n = 406	10 + n = 349	Yes n = 210
Strongly disagree	8%	10%	5%	11%	9%	4%	4%	7%	9%	6%	16% ↑
Disagree	20%	25% ↑	15% ↓	22%	21%	19%	15%	26%	19%	22%	32% ↑
<b>SUB-TOTAL DISAGREE</b>	28%	35% ↑	20% ↓	33%	30%	22%	19%	32%	28%	28%	48% ↑
Neutral	24%	28%	21%	22%	28%	24%	23%	20%	23%	26%	20% ↓
Agree	37%	32% ↓	44% ↑	35%	33%	45%	46%	36%	40%	34%	29%
Strongly agree	10%	5% ↓	16% ↑	10%	10%	8%	12%	12%	9%	11%	3%
<b>SUB-TOTAL AGREE</b>	48%	38% ↓	59% ↑	45%	42%	53%	58%	48%	49%	46%	32%

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

Q18/19/20. Thinking about **how you work with clients (including referring them to other organisations for support)**, how much do you agree or disagree with the following?

### 3.2.4 2020 Result

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 (89%)
- I am confident in my ability to use assessment tools to identify concerns about a child or young person's safety (86%)
- I have a clear understanding of the information I can share with other organisations (86%)
- I have a sound knowledge of the services available in my area (81%)
- I am confident that I know where to refer families for specialist services (80%).

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

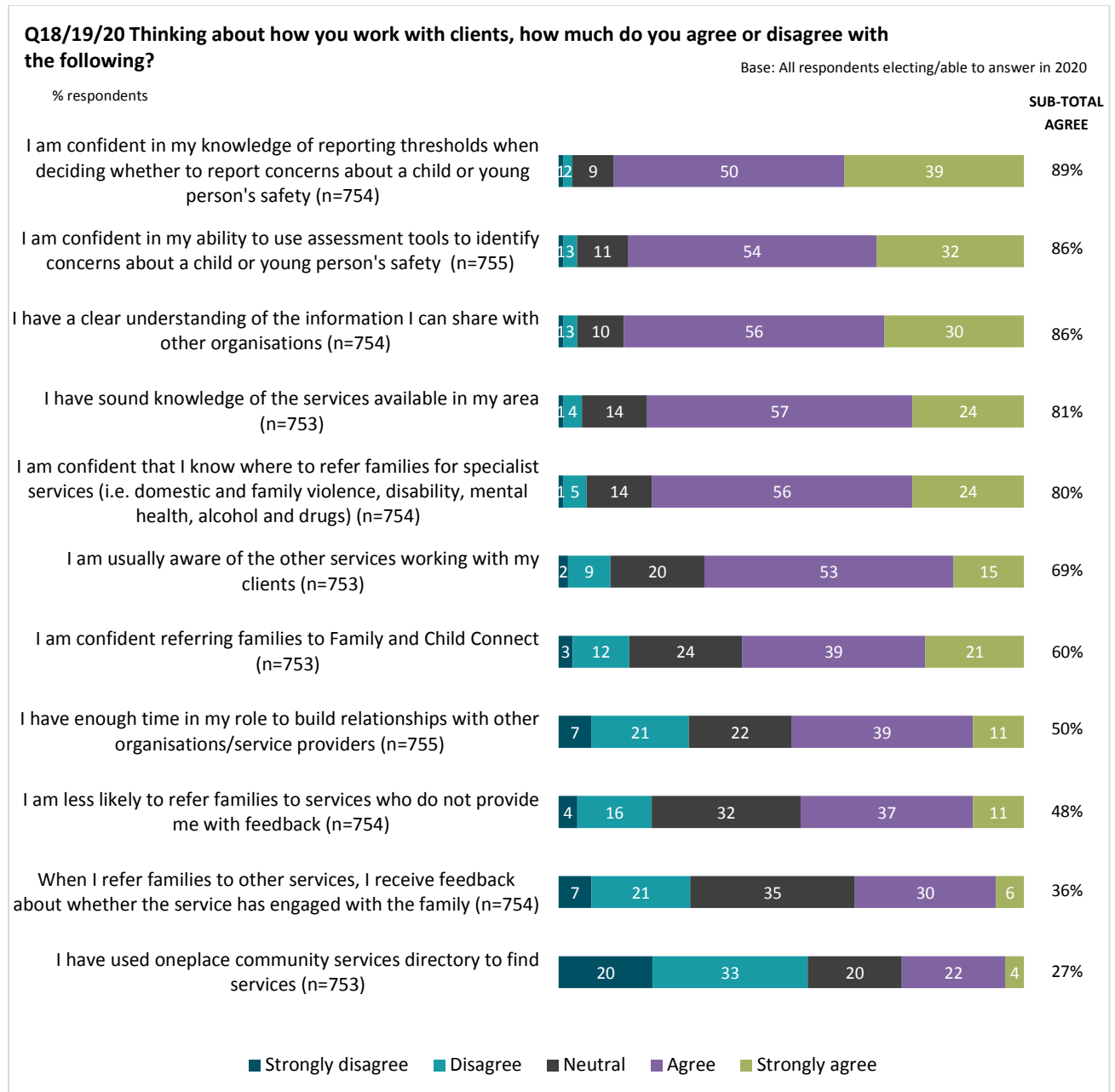
- I am usually aware of other services working with my clients (69%)
- I am confident referring families to Family and Child Connect (60%)
- I have enough time in my role to build relationships with other organisations/service providers (50%)
- I am less likely to refer families to services who do not provide me with feedback (48%).

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 (36%)
- I have used oneplace community services directory to find services (27%).

The reader is referred to Figure 3.2.4 overleaf.

Figure 3.2.4: Your work with clients



### 3.2.5 Comparison to 2019 survey data

Differences in agreement (agree/strongly agree) were found between 2019 and 2020 for the following statements:

- I have sound knowledge of the services available in my area (75% in 2019, 81% in 2020)
- I am usually aware of the other services working with my clients (76% in 2019, 69% in 2020)
- I have enough time in my role to build relationships with other organisations/service providers (36% in 2019, 50% in 2020)
- When I refer families to other services, I receive feedback about whether the service has engaged with the family (29% in 2019, 36% in 2020)
- I have used oneplace community services directory to find services (20% in 2019, 27% in 2020).

Figure 3.2.5: Your work with clients 2019 – 2020 trends

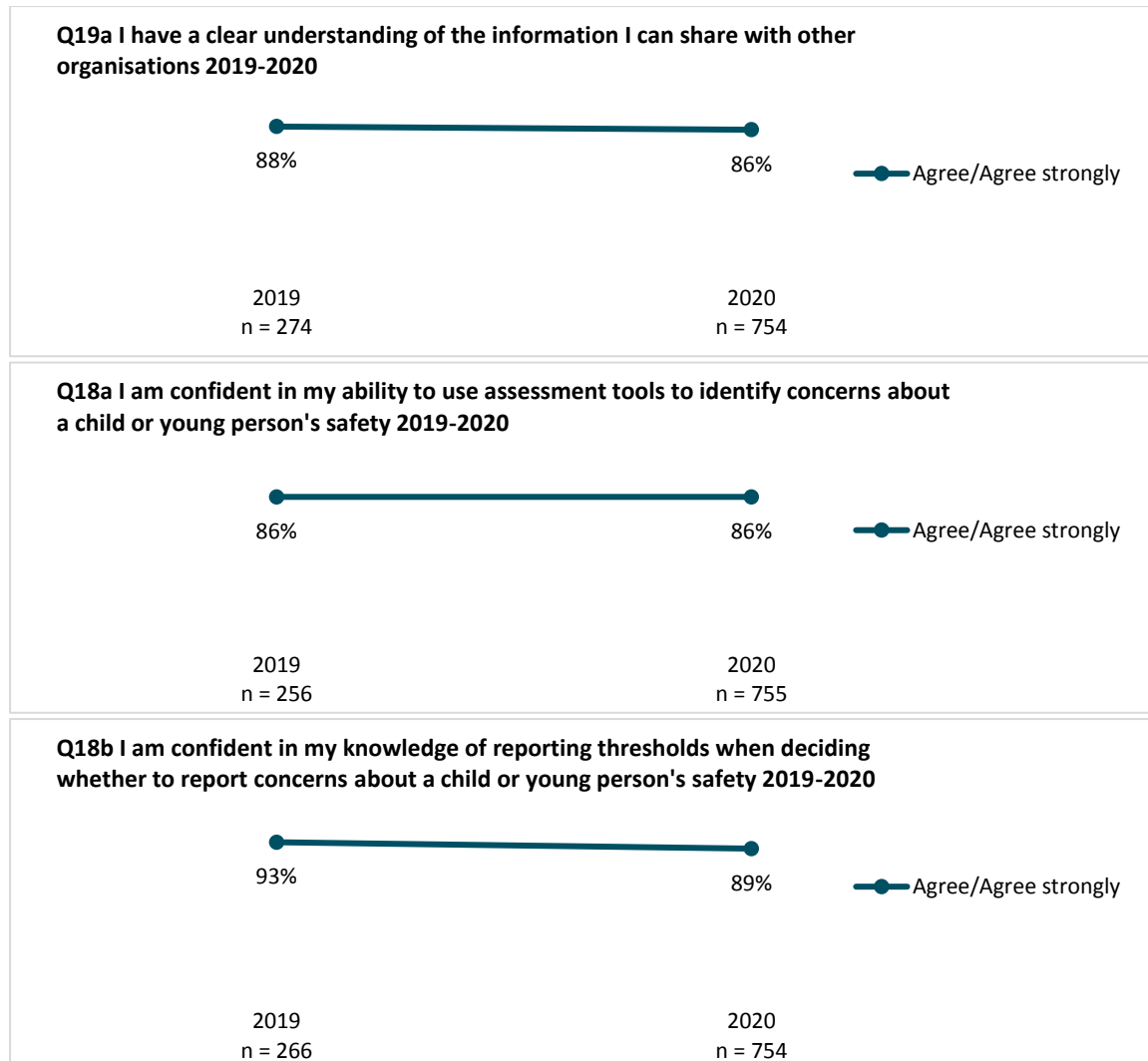
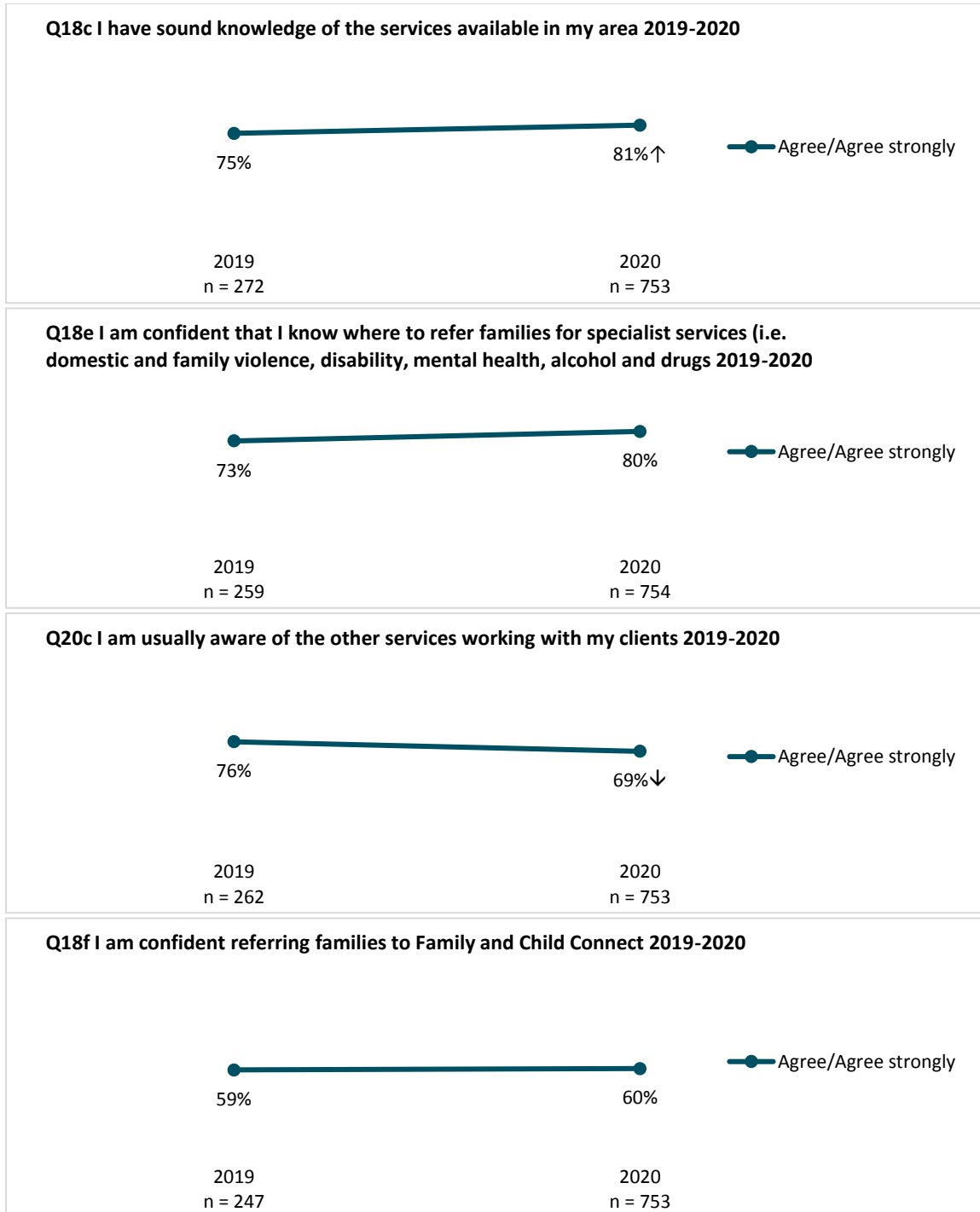
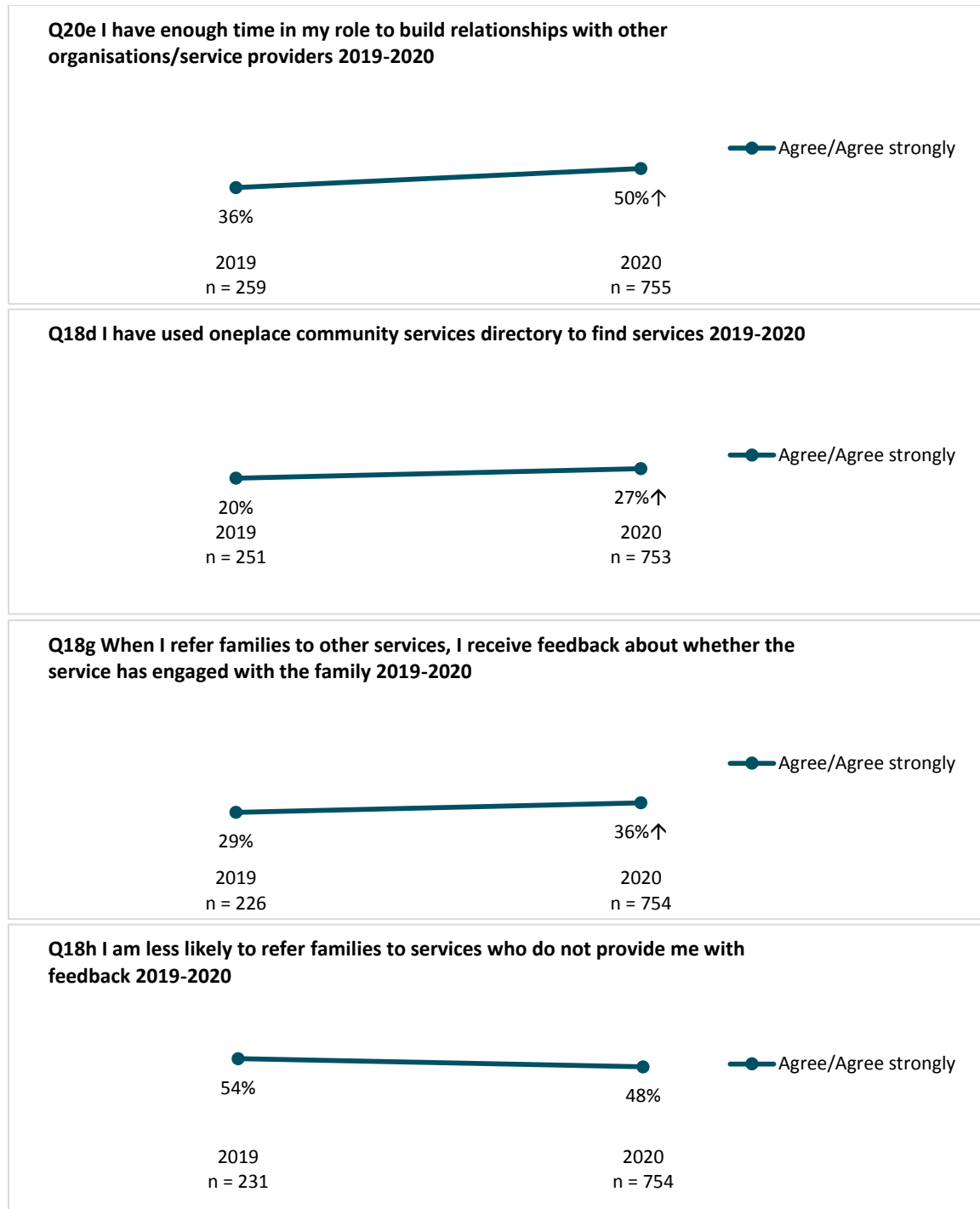


Figure 3.2.5: Your work with clients 2019 – 2020 trends (continued)



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

Figure 3.2.5: Your work with clients 2019 – 2020 trends (continued)



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

### 3.2.6 Sub-group differences (2020)

The reader is referred to Table 3.2.4 over the following pages.

The following significant sub-group differences were evident in respondents' opinions regarding their work with clients.

Respondents working in the non-government sector were more likely than those working in the government sector to agree (agree/strongly agree) with the following statements:

- I have a clear understanding of the information I can share with other organisations (91% non-government sector workers, 82% government sector workers)
- I am confident I know where to refer families for specialist services (85% non-government sector workers, 75% government sector workers)
- I am usually aware of the other services working with my clients (78% non-government sector workers, 61% government sector workers)
- I have enough time to build relationships with other organisations/service providers (15% non-government sector workers, 8% government sector workers).

By comparison, government sector workers were more likely than non-government sector workers to agree (agree/strongly agree) with the following statements:

- I am less likely to refer families to services who do not provide me with feedback (54% government sector workers, 41% non-government sector workers)
- When I refer families to other services, I receive feedback about whether the service has engaged with the family (41% government sector workers, 30% non-government sector workers).

Respondents with 10 or more years' experience in the sector were more likely than those with less than 10 years' experience to agree (agree/strongly agree) with 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 (94% workers with 10 or more years' experience, 85% workers with less than 10 years' experience)
- I am confident in my ability to use assessment tools to identify concerns about a child or young person's safety (92% workers with 10 or more years' experience, 82% workers with less than 10 years' experience)
- I have a clear understanding of the information I can share with other organisations (93% workers with 10 or more years' experience, 80% workers with less than 10 years' experience).

Respondents working in the Northern CSYW region were more likely (92%) than average (80%) to agree (agree/strongly agree) that they are confident that they know where to refer families for specialist services.

Respondents working in the South East CSYW region were more likely (75%) than average (60%) to agree (agree/strongly agree) that they are confident referring families to Family and Child Connect.

Frontline workers within the Department of Child Safety, Youth and Women were more likely than average to agree (agree/strongly agree) that:

- I am usually aware of the other services working with my clients (72% versus 69% on average)
- When I refer families to other services, I receive feedback about whether the service has engaged with the family (53% versus 36% on average).

Frontline workers were more likely (38%) than average (28%) to disagree (disagree/strongly disagree) that they have enough time in their role to build relationships with other organisations/service providers.

Other minor sub-group differences are detailed in Table 3.2.4 over the following pages.

Table 3.2.4: Your work with clients

Q18/19/20 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
I am confident in my knowledge of reporting thresholds when deciding whether to report concerns about a child or young person's safety											
	Total 2020 n = 754	Govt n = 410	Non-govt n = 344	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 114	South West n = 116	<10 n = 405	10 + n = 347	Yes n = 210
Strongly disagree	1%	<1%	1%	1%	<1%			1%	1%	<1%	
Disagree	2%	2%	2%	2%	1%	3%		5%	3%	1%	3%
<b>SUB-TOTAL DISAGREE</b>	3%	2%	3%	4%	2%	3%		6%	4%	1%	3%
Neutral	9%	10%	6%	10%	11%	4%	6%	8%	12% ↑	5% ↓	8%
Agree	50%	51%	48%	54%	47%	55%	50%	46%	55% ↑	43% ↓	54%
Strongly agree	39%	36%	43%	33%	40%	38%	44%	41%	29% ↓	51% ↑	35%
<b>SUB-TOTAL AGREE</b>	89%	87%	91%	87%	87%	93%	94%	86%	85% ↓	94% ↑	89%
I am confident in my ability to use assessment tools to identify concerns about a child or young person's safety											
	Total 2020 n = 755	Govt n = 410	Non-govt n = 345	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 114	South West n = 116	<10 n = 406	10 + n = 347	Yes n = 210
Strongly disagree	<1%	<1%	<1%	1%				1%	<1%	<1%	
Disagree	3%	2%	3%	4%	1%	2%	4%	4%	4%	1%	2%
<b>SUB-TOTAL DISAGREE</b>	3%	3%	3%	5%	1%	2%	4%	5%	4%	1%	2%
Neutral	11%	12%	8%	10%	13%	5%	9%	11%	14% ↑	7% ↓	10%
Agree	54%	54%	54%	59%	53%	59%	54%	47%	57%	50%	59%
Strongly agree	32%	31%	34%	25%	32%	35%	34%	36%	24% ↓	42% ↑	29%
<b>SUB-TOTAL AGREE</b>	86%	85%	89%	84%	86%	93%	88%	84%	82% ↓	92% ↑	88%
I have a clear understanding of the information I can share with other organisations											
	Total 2020 n = 754	Govt n = 410	Non-govt n = 344	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 114	South West n = 116	<10 n = 405	10 + n = 347	Yes n = 210
Strongly disagree	1%	1%	1%	1%	1%		1%		1%	<1%	
Disagree	3%	5% ↑	1% ↓	4%	3%	2%	3%	5%	3%	3%	6%
<b>SUB-TOTAL DISAGREE</b>	4%	6%	2%	5%	4%	2%	4%	5%	5%	3%	6%
Neutral	10%	12%	7%	10%	11%	5%	9%	11%	15% ↑	4% ↓	13%
Agree	56%	55%	58%	54%	57%	57%	56%	57%	57%	55%	59%
Strongly agree	30%	27%	33%	31%	28%	36%	32%	27%	23% ↓	38% ↑	22%
<b>SUB-TOTAL AGREE</b>	86%	82% ↓	91% ↑	84%	85%	93%	88%	84%	80% ↓	93% ↑	81%

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

Table 3.2.4: Your work with clients (continued)

Q18/19/20 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
I have sound knowledge of the services available in my area											
	Total 2020 n = 753	Govt n = 409	Non-govt n = 344	Central n = 134	Moreton n = 282	Northern n = 107	South East n = 114	South West n = 116	<10 n = 404	10 + n = 347	Yes n = 210
Strongly disagree	1%	1%	1%	1%	<1%	1%	1%	2%	<1%	1%	1%
Disagree	4%	5%	3%	6%	4%	3%	3%	3%	5%	3%	4%
<b>SUB-TOTAL DISAGREE</b>	<b>5%</b>	<b>6%</b>	<b>3%</b>	<b>7%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>6%</b>
Neutral	14%	17%	11%	13%	19%	7%	11%	14%	16%	12%	16%
Agree	57%	57%	57%	60%	54%	58%	61%	57%	61%	53%	60%
Strongly agree	24%	20%	28%	20%	23%	31%	25%	24%	18% ↓	31% ↑	18%
<b>SUB-TOTAL AGREE</b>	<b>81%</b>	<b>78%</b>	<b>85%</b>	<b>81%</b>	<b>77%</b>	<b>89%</b>	<b>85%</b>	<b>81%</b>	<b>79%</b>	<b>84%</b>	<b>79%</b>
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 2020 n = 754	Govt n = 410	Non-govt n = 344	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 114	South West n = 116	<10 n = 405	10 + n = 347	Yes n = 210
Strongly disagree	1%	1%	1%	1%	<1%	2%	1%	2%	1%	1%	2%
Disagree	5%	7%	4%	5%	5%	3%	4%	9%	6%	5%	6%
<b>SUB-TOTAL DISAGREE</b>	<b>6%</b>	<b>8%</b>	<b>4%</b>	<b>7%</b>	<b>6%</b>	<b>5%</b>	<b>4%</b>	<b>11%</b>	<b>7%</b>	<b>6%</b>	<b>8%</b>
Neutral	14%	17%	10%	15%	17%	4% ↓	12%	16%	17%	10%	17%
Agree	56%	56%	56%	55%	57%	57%	52%	55%	55%	56%	60%
Strongly agree	24%	20% ↓	30% ↑	23%	21%	35%	32%	18%	21%	28%	16%
<b>SUB-TOTAL AGREE</b>	<b>80%</b>	<b>75% ↓</b>	<b>85% ↑</b>	<b>78%</b>	<b>78%</b>	<b>92% ↑</b>	<b>83%</b>	<b>73%</b>	<b>77%</b>	<b>84%</b>	<b>76%</b>
I am usually aware of the other services working with my clients											
	Total 2020 n = 753	Govt n = 409	Non-govt n = 344	Central n = 134	Moreton n = 282	Northern n = 107	South East n = 114	South West n = 116	<10 n = 405	10 + n = 346	Yes n = 210
Strongly disagree	2%	3%	1%	3%	1%		4%	3%	2%	2%	1%
Disagree	9%	11%	6%	13%	7%	8%	9%	9%	7%	11%	7% ↓
<b>SUB-TOTAL DISAGREE</b>	<b>11%</b>	<b>14% ↑</b>	<b>7% ↓</b>	<b>16%</b>	<b>9%</b>	<b>8%</b>	<b>12%</b>	<b>11%</b>	<b>9%</b>	<b>14%</b>	<b>8% ↓</b>
Neutral	20%	24% ↑	15% ↓	11% ↓	22%	24%	23%	22%	20%	21%	20%
Agree	53%	53%	54%	58%	54%	55%	48%	51%	56%	50%	61% ↑
Strongly agree	15%	9% ↓	23% ↑	14%	16%	12%	17%	16%	15%	16%	10%
<b>SUB-TOTAL AGREE</b>	<b>69%</b>	<b>61% ↓</b>	<b>78% ↑</b>	<b>72%</b>	<b>70%</b>	<b>67%</b>	<b>65%</b>	<b>67%</b>	<b>71%</b>	<b>66%</b>	<b>72% ↑</b>

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

Table 3.2.4: Your work with clients (continued)

Q18/19/20 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>I am confident in referring families to Family and Child Connect</b>											
	Total 2020 n = 753	Govt n = 409	Non-govt n = 344	Central n = 134	Moreton n = 282	Northern n = 107	South East n = 114	South West n = 116	<10 n = 405	10 + n = 346	Yes n = 210
Strongly disagree	3%	3%	4%	3%	3%	7%	2%	4%	3%	4%	1%
Disagree	12%	11%	14%	16%	11%	16%	9%	12%	14%	11%	12%
<b>SUB-TOTAL DISAGREE</b>	16%	14%	18%	19%	14%	22%	11%	16%	17%	14%	14%
Neutral	24%	24%	24%	24%	28%	23%	14%	24%	22%	26%	23%
Agree	39%	41%	37%	38%	37%	37%	46%	41%	41%	37%	45%
Strongly agree	21%	21%	22%	19%	21%	17%	30%	18%	20%	23%	19%
<b>SUB-TOTAL AGREE</b>	60%	61%	59%	57%	58%	54%	75% ↑	59%	61%	60%	63%
<b>I have enough time in my role to build relationships with other organisations/service providers</b>											
	Total 2020 n = 755	Govt n = 410	Non-govt n = 345	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 114	South West n = 116	<10 n = 405	10 + n = 348	Yes n = 210
Strongly disagree	7%	9%	5%	9%	7%	2%	6%	9%	7%	7%	12%
Disagree	21%	22%	19%	25%	23%	20%	17%	18%	20%	22%	26%
<b>SUB-TOTAL DISAGREE</b>	28%	31%	24%	34%	29%	21%	23%	28%	27%	28%	38% ↑
Neutral	22%	24%	20%	19%	25%	19%	24%	21%	25%	19%	24%
Agree	39%	37%	41%	37%	35%	46%	40%	41%	38%	39%	33%
Strongly agree	11%	8% ↓	15% ↑	10%	10%	14%	13%	11%	10%	13%	6%
<b>SUB-TOTAL AGREE</b>	50%	45%	56%	47%	45%	60%	54%	52%	47%	53%	39%
<b>I am less likely to refer families to services who do not provide me with feedback</b>											
	Total 2020 n = 754	Govt n = 410	Non-govt n = 344	Central n = 134	Moreton n = 284	Northern n = 106	South East n = 114	South West n = 116	<10 n = 405	10 + n = 347	Yes n = 210
Strongly disagree	4%	4%	5%	5%	3%	4%	6%	5%	5%	4%	2%
Disagree	16%	16%	17%	14%	18%	19%	14%	14%	14%	19%	14%
<b>SUB-TOTAL DISAGREE</b>	21%	20%	22%	19%	21%	23%	20%	19%	19%	23%	16%
Neutral	32%	27% ↓	38% ↑	28%	32%	27%	37%	34%	32%	31%	23%
Agree	37%	40%	33%	44%	35%	35%	33%	39%	39%	35%	46%
Strongly agree	11%	14%	8%	9%	12%	15%	10%	9%	11%	11%	15%
<b>SUB-TOTAL AGREE</b>	48%	54% ↑	41% ↓	53%	46%	50%	43%	47%	49%	46%	60%

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

Table 3.2.4: Your work with clients (continued)

Q18/19/20 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
When I refer families to other services, I receive feedback about whether the service has engaged with the family											
	Total 2020 n = 754	Govt n = 410	Non-govt n = 344	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 114	South West n = 116	<10 n = 405	10 + n = 347	Yes n = 210
Strongly disagree	7%	7%	8%	5%	6%	15% ↑	8%	6%	7%	8%	4%
Disagree	21%	19%	24%	22%	23%	20%	19%	21%	18%	25%	15%
<b>SUB-TOTAL DISAGREE</b>	29%	26%	32%	28%	29%	35%	27%	27%	25%	33%	19% ↓
Neutral	35%	33%	38%	34%	39%	29%	34%	34%	37%	33%	28%
Agree	30%	34% ↑	24% ↓	31%	27%	32%	32%	32%	31%	29%	46% ↑
Strongly agree	6%	6%	6%	7%	6%	5%	7%	7%	7%	5%	7%
<b>SUB-TOTAL AGREE</b>	36%	41% ↑	30% ↓	38%	33%	36%	39%	39%	38%	34%	53% ↑
I have used oneplace community services directory to find services											
	Total 2020 n = 753	Govt n = 410	Non-govt n = 343	Central n = 134	Moreton n = 282	Northern n = 107	South East n = 114	South West n = 116	<10 n = 404	10 + n = 347	Yes n = 210
Strongly disagree	20%	22%	18%	18%	22%	15%	18%	24%	21%	19%	25%
Disagree	33%	36%	29%	43%	30%	30%	27%	38%	34%	32%	39%
<b>SUB-TOTAL DISAGREE</b>	53%	58%	47%	60%	51%	45%	46%	62%	55%	50%	63%
Neutral	20%	19%	22%	21%	21%	21%	19%	20%	21%	20%	13%
Agree	22%	20%	26%	18%	24%	28%	26%	14%	22%	23%	20%
Strongly agree	4%	3%	6%	1%	4%	6%	9%	4%	2%	6%	3%
<b>SUB-TOTAL AGREE</b>	27%	23%	31%	19%	28%	34%	35%	18%	24%	30%	23%

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

### 3.2.7 2020 Result

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

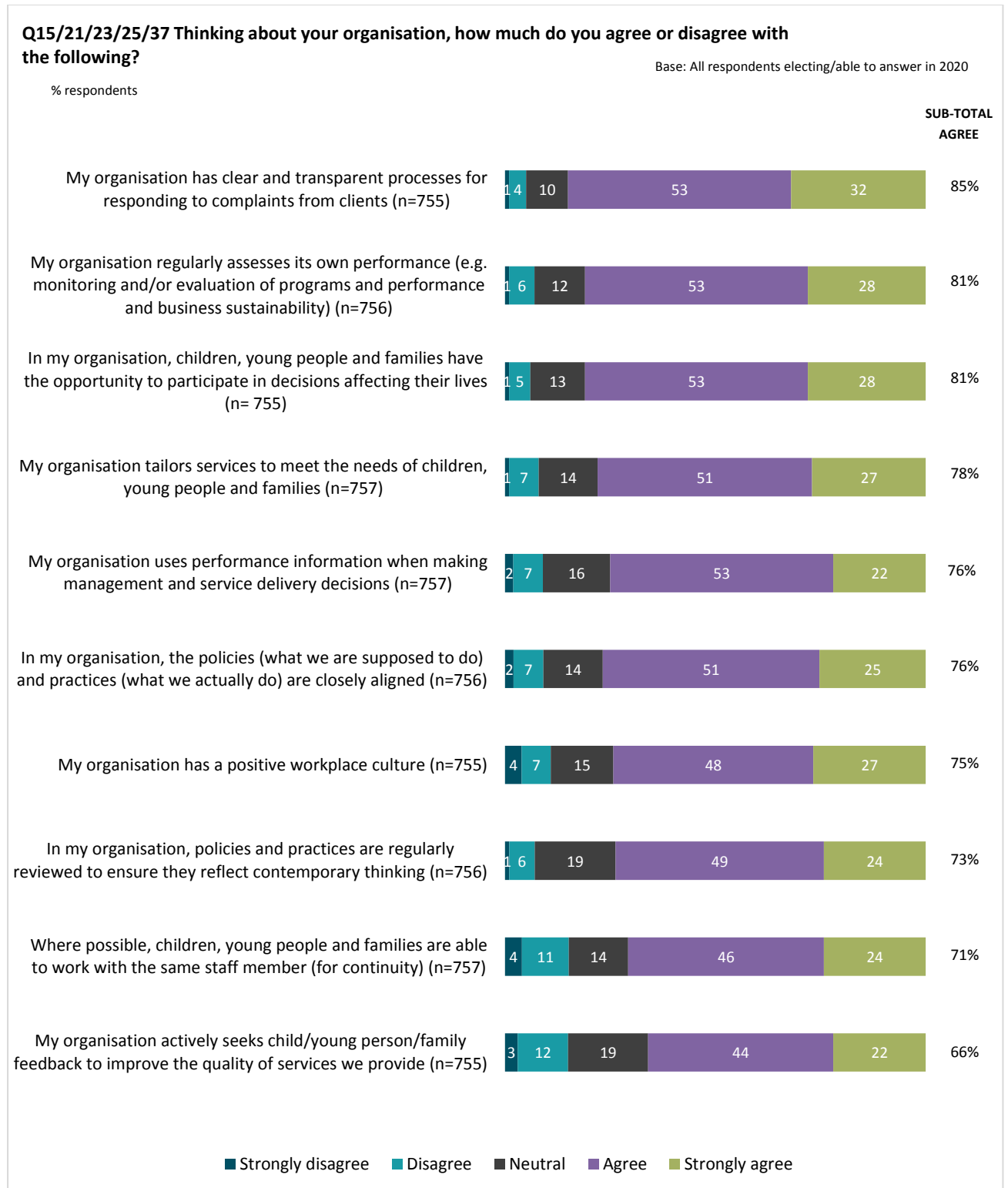
- My organisation has clear and transparent processes for responding to complaints from clients (85%)
- My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability) (81%)
- In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives (81%)
- My organisation tailors services to meet the needs of children, young people and families (78%)
- My organisation uses performance information when making management and service delivery decisions (76%)
- In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned (76%)
- My organisation has a positive workplace culture (75%).

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

- In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking (73%)
- Where possible, children, young people and families are able to work with the same staff member (for continuity) (71%)
- My organisation actively seeks child/young person/family feedback to improve the quality of services we provide (66%).

The reader is referred to Figure 3.2.7 overleaf.

Figure 3.2.7: Your organisation

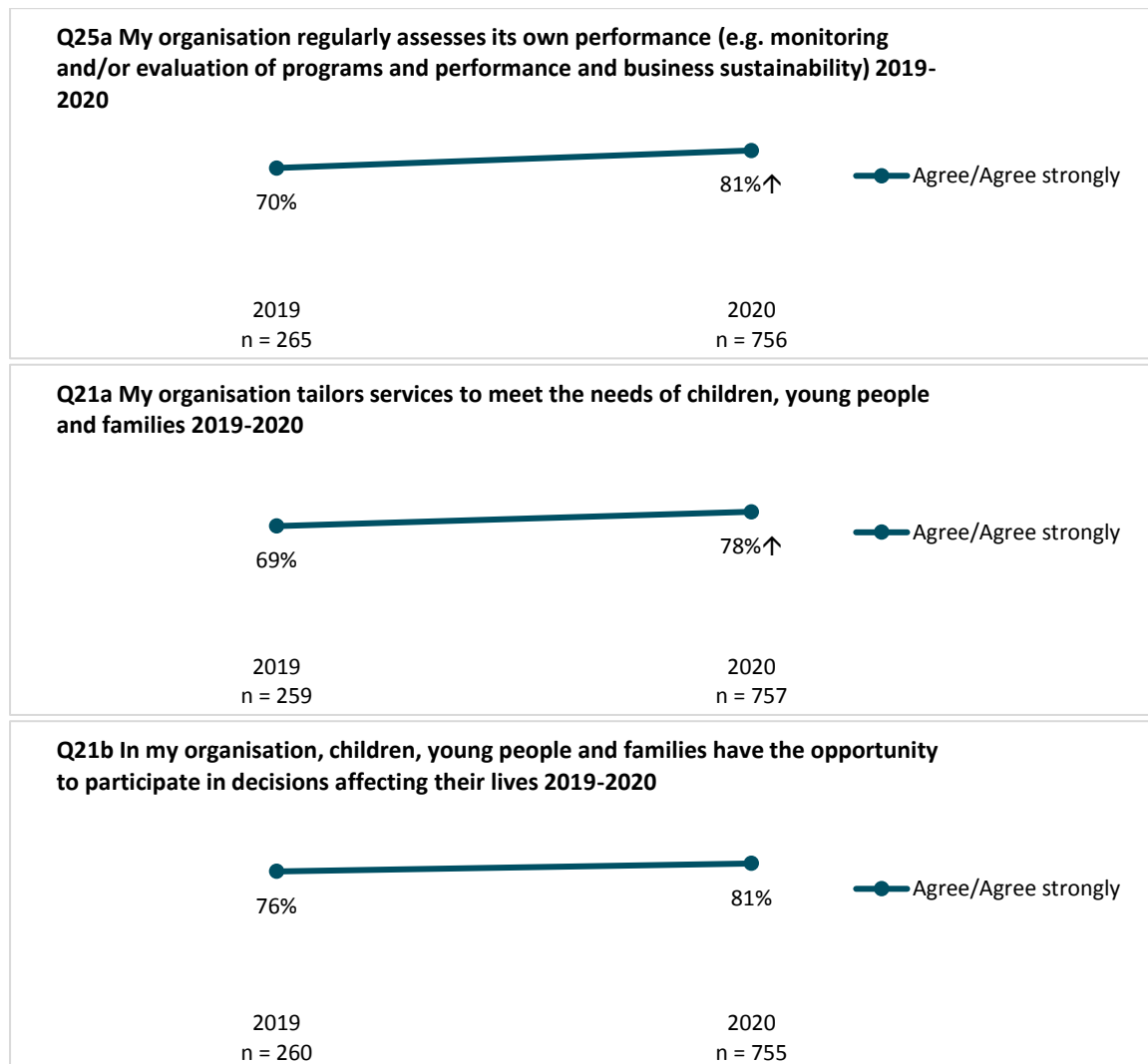


### 3.2.8 Comparison with 2019 survey data

Differences in agreement (agree/strongly agree) were found between 2019 and 2020 in regard to the following statements:

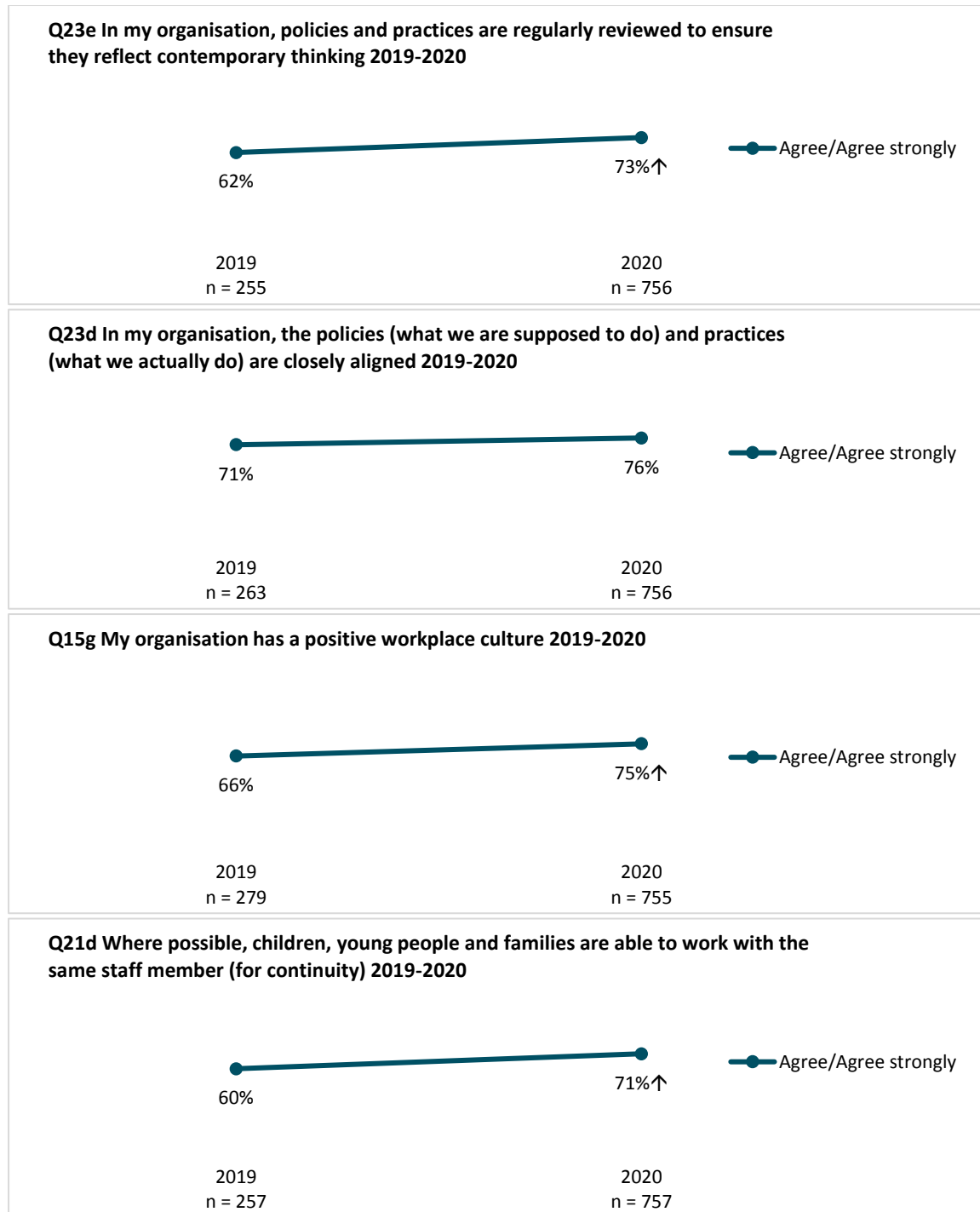
- My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability) (70% in 2019, 81% in 2020)
- My organisation tailors services to meet the needs of children, young people and families (69% in 2019, 78% in 2020)
- My organisation has a positive workplace culture (66% in 2019, 75% in 2020)
- My organisation uses performance information when making management and service delivery decisions (60% in 2019, 76% in 2020)
- In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking (62% in 2019, 73% in 2020)
- Where possible, children, young people and families are able to work with the same staff member (for continuity) (60% in 2019, 71% in 2020).

Figure 3.2.8: Your organisation 2019 – 2020 trends



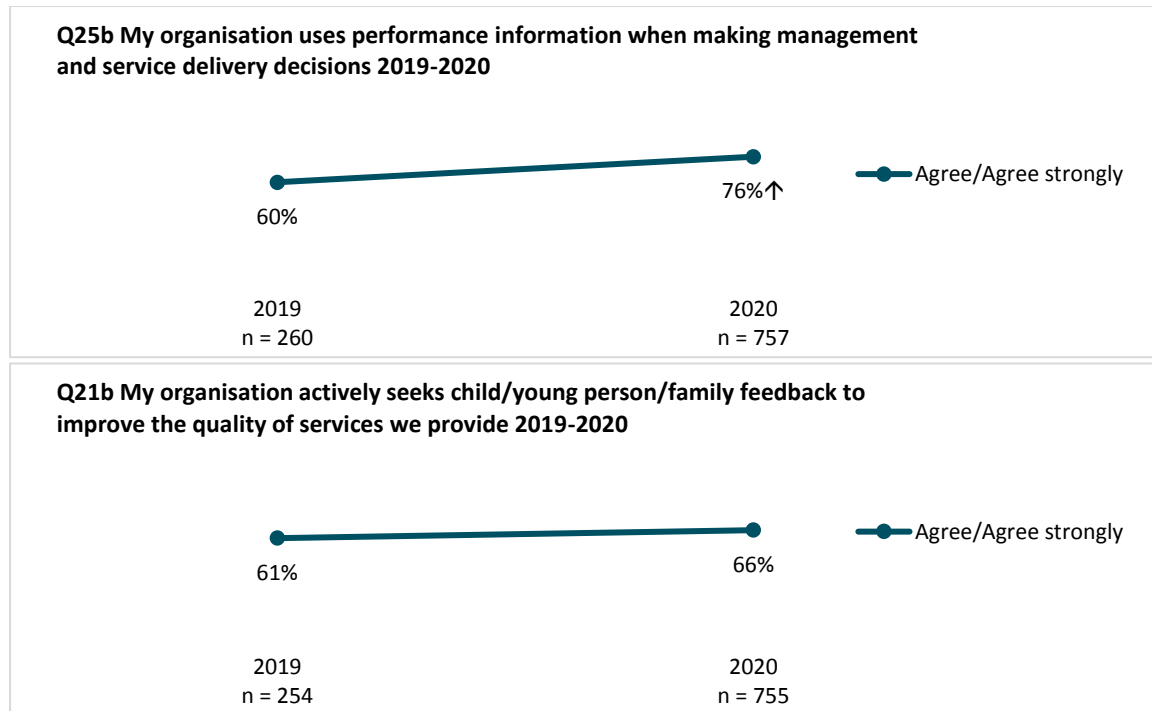
↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

Figure 3.2.8: Your organisation 2019 – 2020 trends (continued)



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

Figure 3.2.8: Your organisation 2019 – 2020 trends (continued)



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

### 3.2.9 Sub-group differences (2020)

Non-government sector workers were more likely than government sector employees to express agreement (agree/strongly agree) with all positive statements pertaining to their organisations. Moreover, they were consistently more likely to express strong agreement.

Respondents with 10 or more years' experience in the sector (91%) were more likely than those with less than 10 years' experience (81%) to agree (agree/strongly agree) that their organisation has clear and transparent processes for responding to complaints from clients.

Respondents working in the Northern CSYW region were more likely than average to agree (agree/strongly agree) with the following statements:

- Where possible, children, young people and families are able to work with the same staff member (for continuity) (89% versus 71% on average)
- My organisation actively seeks child/young person/family feedback to improve the quality of services we provide (80% versus 66% on average).

Respondents working in the South East CSYW region were more likely than average to agree (agree/strongly agree) with the following statements:

- My organisation tailors services to meet the needs of children, young people and families (90% versus 78% on average)
- My organisation actively seeks child/young people/family feedback to improve the quality of services we provide (79% versus 66% on average).

Respondents in the Moreton CSYW region were more likely than average to disagree (disagree/strongly disagree) with the following statements:

- In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives (9% versus 6% on average)
- My organisation actively seeks child/young person/family feedback to improve the quality of services we provide (20% versus 15% on average).

Frontline workers in the Department of Child Safety, Youth and Women were more likely than average to disagree (disagree/strongly disagree) that:

- Where possible, children, young people and families are able to work with the same staff member (for continuity) (32% versus 15% on average)
- My organisation tailors services to meet the needs of children, young people and families (17% versus 8% on average).

Workers on the frontline were also less likely (56%) than average (73%) to agree (agree/strongly disagree) that in their organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking.

Other minor sub-group differences are detailed in Table 3.2.7 over the following pages.

Table 3.2.7: Your organisation

Q15/21/23/25/37 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>My organisation has clear and transparent processes for responding to complaints from clients</b>											
	Total 2020 n = 755	Govt n = 410	Non-govt n = 345	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 114	South West n = 117	<10 n = 403	10 + n = 350	Yes n = 209
Strongly disagree	1%	2%	<1%	2%	1%	1%		1%	1%	1%	1%
Disagree	4%	6% ↑	1% ↓	6%	5%	1%	2%	2%	5%	2%	7%
<b>SUB-TOTAL DISAGREE</b>	5%	7% ↑	2% ↓	8%	6%	2%	2%	3%	6%	3%	9%
Neutral	10%	12%	7%	11%	10%	9%	7%	11%	13% ↑	6% ↓	12%
Agree	53%	56%	49%	49%	55%	56%	53%	50%	49%	57%	61%
Strongly agree	32%	24% ↓	42% ↑	31%	29%	33%	39%	36%	32%	33%	18%
<b>SUB-TOTAL AGREE</b>	85%	80% ↓	91% ↑	81%	83%	89%	91%	86%	81% ↓	91% ↑	79%
<b>My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability)</b>											
	Total 2020 n = 756	Govt n = 411	Non-govt n = 345	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 115	South West n = 117	<10 n = 404	10 + n = 350	Yes n = 210
Strongly disagree	1%	2%	<1%	2%	1%	1%	2%		2%	1%	2%
Disagree	6%	8% ↑	3% ↓	7%	8%	3%	2%	5%	6%	5%	10%
<b>SUB-TOTAL DISAGREE</b>	7%	10% ↑	3% ↓	9%	10%	4%	3%	5%	8%	5%	12%
Neutral	12%	17% ↑	7% ↓	13%	13%	7%	13%	12%	14%	10%	18%
Agree	53%	54%	52%	51%	54%	55%	48%	55%	50%	56%	55%
Strongly agree	28%	19% ↓	39% ↑	26%	23%	34%	36%	28%	28%	28%	15%
<b>SUB-TOTAL AGREE</b>	81%	73% ↓	90% ↑	78%	77%	89%	83%	83%	78%	84%	70%
<b>In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives</b>											
	Total 2020 n = 755	Govt n = 409	Non-govt n = 346	Central n = 133	Moreton n = 283	Northern n = 107	South East n = 115	South West n = 117	<10 n = 404	10 + n = 349	Yes n = 210
Strongly disagree	1%	1%	<1%	2%	<1%	1%	1%		1%	<1%	2%
Disagree	5%	7% ↑	2% ↓	7%	9% ↑	2%		2%	5%	4%	8%
<b>SUB-TOTAL DISAGREE</b>	6%	9% ↑	3% ↓	9%	9% ↑	3%	1%	2%	7%	5%	10%
Neutral	13%	16% ↑	9% ↓	14%	13%	10%	10%	17%	13%	13%	17%
Agree	53%	58% ↑	48% ↓	53%	51%	55%	58%	52%	52%	55%	58%
Strongly agree	28%	17% ↓	41% ↑	24%	27%	32%	31%	29%	28%	28%	15%
<b>SUB-TOTAL AGREE</b>	81%	75% ↓	89% ↑	77%	78%	87%	90%	81%	81%	82%	73%

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

Table 3.2.7: Your organisation (continued)

Q15/21/23/25/37 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>My organisation tailors services to meet the needs of children, young people and families</b>											
	Total 2020 n = 757	Govt n = 411	Non-govt n = 346	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 115	South West n = 117	<10 n = 405	10 + n = 350	Yes n = 210
Strongly disagree	1%	1%	<1%	1%	1%	1%		1%	1%	1%	1%
Disagree	7%	11% ↑	3% ↓	8%	10%	3%	3%	9%	8%	6%	16% ↑
<b>SUB-TOTAL DISAGREE</b>	8%	12% ↑	3% ↓	9%	11%	4%	3%	9%	9%	7%	17% ↑
Neutral	14%	19% ↑	9% ↓	17%	14%	12%	8%	21%	16%	13%	21%
Agree	51%	52%	49%	46%	53%	50%	60%	40%	48%	53%	48%
Strongly agree	27%	17% ↓	40% ↑	28%	22%	34%	30%	30%	28%	27%	13%
<b>SUB-TOTAL AGREE</b>	78%	69% ↓	88% ↑	74%	75%	84%	90% ↑	70%	76%	80%	61% ↓
<b>My organisation uses performance information when making management and service delivery decisions</b>											
	Total 2020 n = 757	Govt n = 411	Non-govt n = 346	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 115	South West n = 117	<10 n = 405	10 + n = 350	Yes n = 210
Strongly disagree	2%	2%	1%	4%	2%	2%			2%	1%	3%
Disagree	7%	10% ↑	3% ↓	5%	7%	4%	8%	9%	6%	7%	10%
<b>SUB-TOTAL DISAGREE</b>	8%	12% ↑	3% ↓	9%	9%	6%	8%	9%	8%	8%	14%
Neutral	16%	19%	12%	17%	18%	11%	15%	17%	20%	12%	21%
Agree	53%	52%	54%	52%	54%	55%	50%	53%	50%	57%	52%
Strongly agree	22%	16% ↓	30% ↑	22%	19%	28%	28%	21%	23%	22%	13%
<b>SUB-TOTAL AGREE</b>	76%	68% ↓	84% ↑	74%	73%	83%	77%	74%	72%	79%	65%
<b>In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned</b>											
	Total 2020 n = 756	Govt n = 411	Non-govt n = 345	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 114	South West n = 117	<10 n = 405	10 + n = 349	Yes n = 210
Strongly disagree	2%	4% ↑	<1% ↓	4%	2%	2%	1%	2%	2%	3%	2%
Disagree	7%	9%	6%	7%	7%	7%	4%	12%	8%	6%	13% ↑
<b>SUB-TOTAL DISAGREE</b>	9%	12% ↑	6% ↓	10%	9%	8%	4%	14%	10%	9%	15%
Neutral	14%	20% ↑	8% ↓	10%	18%	12%	14%	11%	16%	13%	21%
Agree	51%	53%	49%	55%	50%	51%	52%	50%	49%	54%	53%
Strongly agree	25%	15% ↓	37% ↑	24%	23%	28%	30%	25%	25%	25%	11%
<b>SUB-TOTAL AGREE</b>	76%	68% ↓	86% ↑	79%	73%	79%	82%	75%	75%	79%	64%

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



Table 3.2.7: Your organisation (continued)

Q15/21/23/25/37 Column %	Total 2020	ORGANISATION TYPE	CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
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% of respondents

My organisation actively seeks child/young person/family feedback to improve the quality of services we provide											
	Total 2020 n = 755	Govt n = 409	Non-govt n = 346	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 114	South West n = 117	<10 n = 405	10 + n = 348	Yes n = 209
Strongly disagree	3%	4% ↑	1% ↓	6% ↑	3%	2%		1%	3%	2%	3%
Disagree	12%	19% ↑	4% ↓	13%	17% ↑	5%	5%	11%	13%	10%	21%
<b>SUB-TOTAL DISAGREE</b>	15%	23% ↑	5% ↓	19%	20% ↑	7%	5% ↓	12%	16%	13%	23%
Neutral	19%	25% ↑	13% ↓	19%	24%	13%	16%	19%	20%	18%	26%
Agree	44%	42%	48%	45%	39%	50%	49%	48%	43%	46%	42%
Strongly agree	22%	11% ↓	35% ↑	17%	18%	30%	30%	21%	21%	23%	8%
<b>SUB-TOTAL AGREE</b>	66%	52% ↓	83% ↑	62%	56% ↓	80% ↑	79% ↑	69%	63%	69%	50%

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

## 3.3 Cultural capability

Q22/23. Thinking about **cultural capability**, how much do you agree or disagree with the following?

### 3.3.1 2020 Result

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

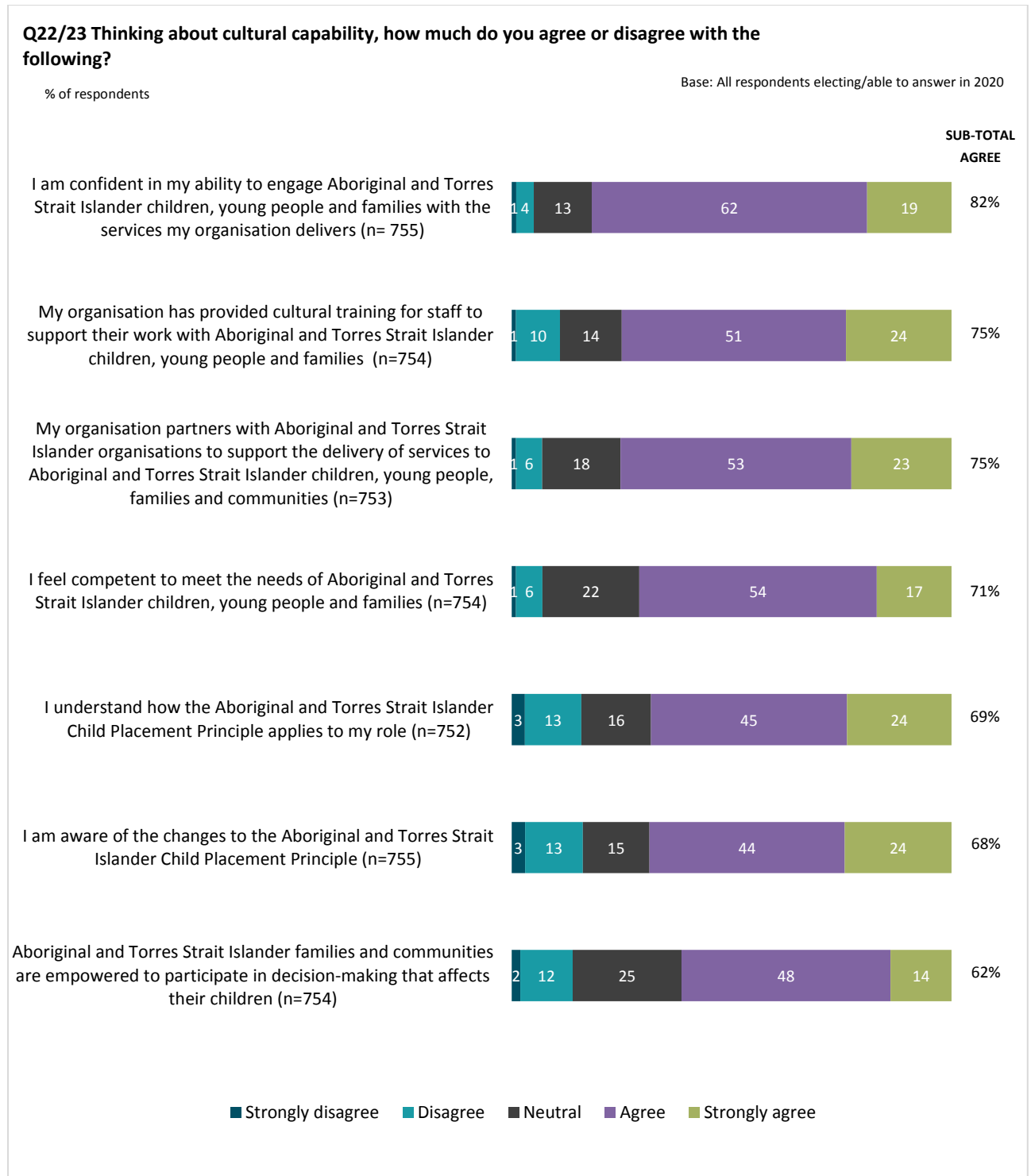
- I am confident in my ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services my organisation delivers (82%)
- My organisation has provided cultural training for staff to support their work with Aboriginal and Torres Strait Islander children, young people and families (75%)
- 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 (75%)
- I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families (71%).

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

- I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role (69%)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (68%)
- Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children (62%).

The reader is referred to Figure 3.3.1 overleaf.

Figure 3.3.1: Cultural Capability

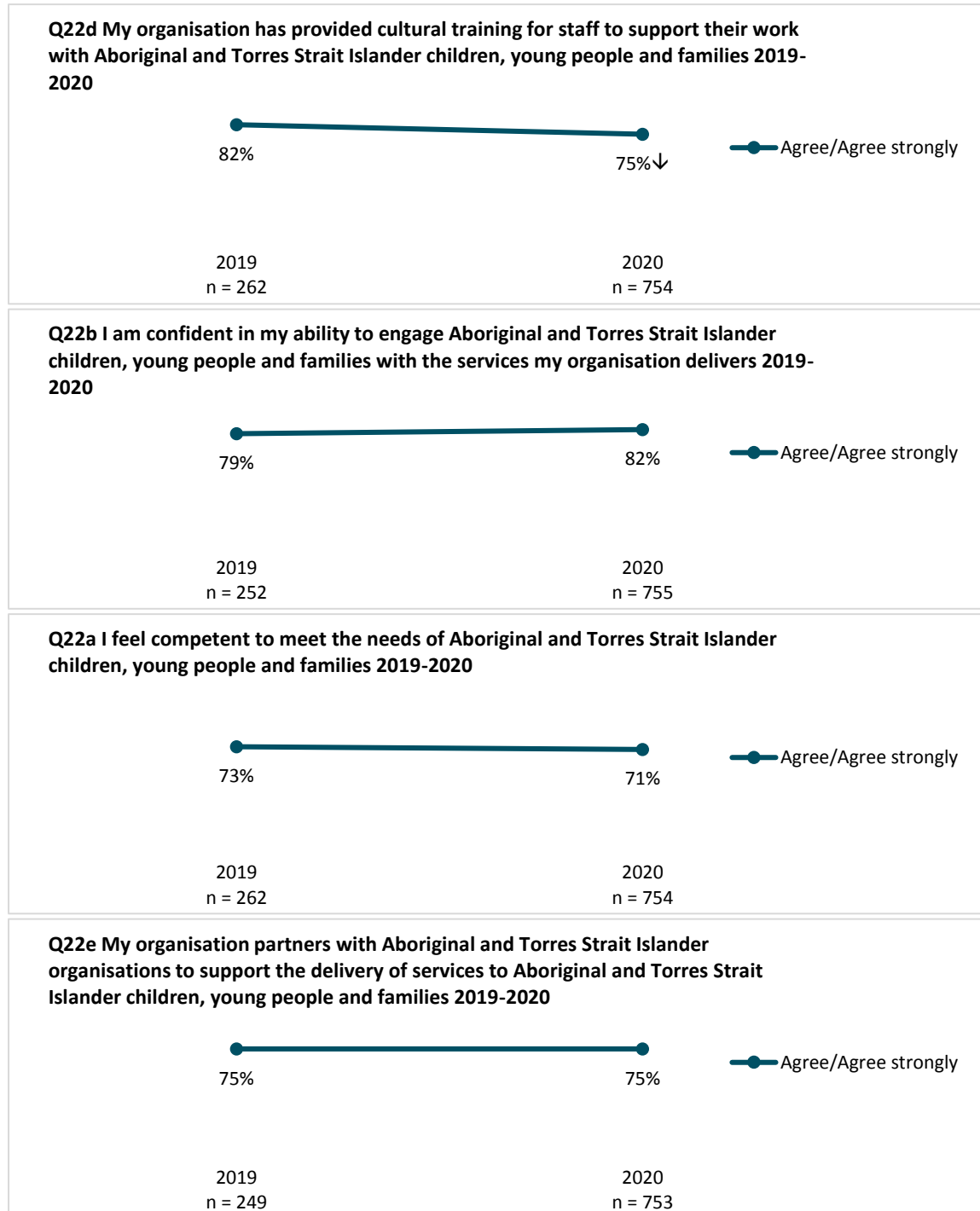


### 3.3.2 Comparison to 2019 survey data

Differences in agreement (agree/strongly agree) were found between 2019 and 2020 in regard to the following statements:

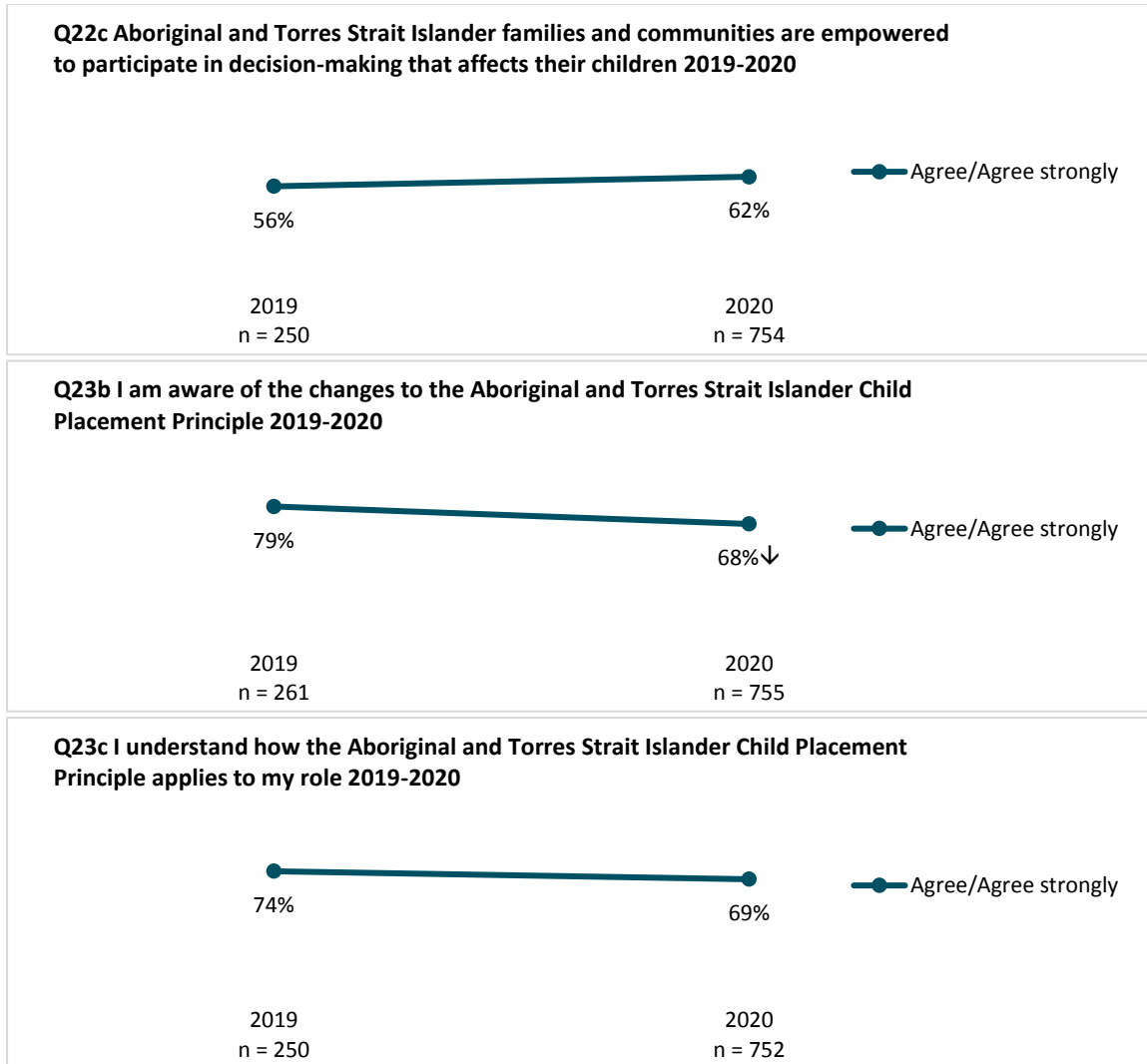
- My organisation has provided cultural training for staff to support their work with Aboriginal and Torres Strait Islander children, young people and families (82% in 2019, 75% in 2020)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (79% in 2019, 68% in 2020).

Figure 3.3.2: Cultural capability 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

Figure 3.3.2: Cultural capability 2019 – 2020 trends (continued)



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

### 3.3.3 Sub-group differences (2020)

Non-government sector workers (86%) were more likely than government sector employees (78%) to express agreement (agree/strongly agree) that they are confident in their ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services their organisation delivers.

Non-government sector workers were also more likely than government sector employees to express strong agreement with the following statements:

- My organisation has provided cultural training for staff to support their work with Aboriginal and Torres Strait Islander children, young people and families (30% non-government sector workers, 20% government sector workers)
- 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 (28% non-government sector workers, 18% government sector workers).

Government sector workers (19%) were more likely than non-government sector employees (11%) to express disagreement (disagree/strongly disagree) that they understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to their role.

Respondents with 10 or more years' experience in the sector (86%) were more likely than those with less than 10 years' experience (77%) to agree (agree/strongly agree) that they feel confident in their ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services their organisation delivers.

Respondents in the Moreton CSYW region were more likely than average to agree (agree/strongly agree) with the following statements:

- I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role (75% versus 69% on average)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (76% versus 68% on average).

Frontline workers in the Department of Child Safety, Youth and Women were more likely than average to agree (agree/strongly agree) that:

- I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role (82% versus 69% on average)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (80% versus 68% on average).

Other minor sub-group differences are detailed in Table 3.3.1 over the following pages.

Table 3.3.1: Cultural capability

Q22/23 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<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</b>											
	Total 2020 n = 755	Govt n = 410	Non-govt n = 345	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 114	South West n = 117	<10 n = 404	10 + n = 349	Yes n = 210
Strongly disagree	1%	1%	<1%	1%	1%	1%		1%	1%	<1%	1%
Disagree	4%	6%	3%	4%	6%	2%	3%	4%	5%	3%	4%
<b>SUB-TOTAL DISAGREE</b>	5%	7%	3%	4%	7%	3%	3%	5%	6%	3%	6%
Neutral	13%	16%	11%	17%	14%	7%	11%	15%	16%	10%	15%
Agree	62%	62%	62%	66%	61%	59%	61%	64%	59%	65%	65%
Strongly agree	19%	15% ↓	24% ↑	12%	18%	32% ↑	25%	15%	18%	21%	14%
<b>SUB-TOTAL AGREE</b>	82%	78% ↓	86% ↑	78%	79%	91%	86%	79%	77% ↓	86% ↑	79%
<b>My organisation has provided cultural training for staff to support their work with Aboriginal and Torres Strait Islander children, young people and families</b>											
	Total 2020 n = 754	Govt n = 409	Non-govt n = 345	Central n = 134	Moreton n = 282	Northern n = 107	South East n = 114	South West n = 117	<10 n = 404	10 + n = 348	Yes n = 210
Strongly disagree	1%	2%	1%	3%	2%		2%		2%	1%	1%
Disagree	10%	11%	8%	13%	11%	10%	4%	9%	11%	8%	9%
<b>SUB-TOTAL DISAGREE</b>	11%	13%	9%	16%	12%	10%	6%	9%	13%	9%	10%
Neutral	14%	15%	11%	13%	15%	11%	11%	15%	16%	11%	19%
Agree	51%	52%	50%	49%	50%	49%	49%	58%	48%	54%	52%
Strongly agree	24%	20% ↓	30% ↑	21%	23%	30%	33%	17%	23%	26%	19%
<b>SUB-TOTAL AGREE</b>	75%	71%	79%	70%	73%	79%	82%	75%	71%	80%	71%
<b>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</b>											
	Total 2020 n = 753	Govt n = 409	Non-govt n = 344	Central n = 134	Moreton n = 281	Northern n = 107	South East n = 114	South West n = 117	<10 n = 404	10 + n = 347	Yes n = 210
Strongly disagree	1%	2%	1%	1%	1%	2%	3%	1%	1%	1%	1%
Disagree	6%	5%	6%	5%	8%	6%	1%	5%	6%	5%	4%
<b>SUB-TOTAL DISAGREE</b>	7%	7%	7%	6%	9%	7%	4%	6%	7%	7%	5%
Neutral	18%	18%	18%	24%	20%	13%	12%	15%	20%	14%	17%
Agree	53%	58% ↑	47% ↓	54%	51%	53%	50%	59%	51%	55%	60%
Strongly agree	23%	18% ↓	28% ↑	16%	21%	26%	34% ↑	20%	22%	24%	18%
<b>SUB-TOTAL AGREE</b>	75%	75%	75%	70%	71%	79%	84%	79%	73%	79%	78%

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

Table 3.3.1: Cultural capability (continued)

Q22/23 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families</b>											
	Total 2020 n = 754	Govt n = 409	Non-govt n = 345	Central n = 134	Moreton n = 282	Northern n = 107	South East n = 114	South West n = 117	<10 n = 403	10 + n = 349	Yes n = 210
Strongly disagree	1%	1%	<1%	1%				3%	1%	<1%	<1%
Disagree	6%	8%	5%	7%	8%	3%	7%	4%	8%	4%	6%
<b>SUB-TOTAL DISAGREE</b>	7%	9%	5%	7%	8%	3%	7%	7%	9%	5%	6%
Neutral	22%	23%	21%	28%	21%	21%	19%	24%	23%	21%	21%
Agree	54%	54%	54%	51%	55%	53%	54%	54%	49%	59%	56%
Strongly agree	17%	14%	21%	14%	16%	23%	19%	15%	19%	16%	17%
<b>SUB-TOTAL AGREE</b>	71%	68%	74%	65%	71%	77%	74%	69%	68%	74%	72%
<b>I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role</b>											
	Total 2020 n = 752	Govt n = 407	Non-govt n = 345	Central n = 133	Moreton n = 281	Northern n = 107	South East n = 114	South West n = 117	<10 n = 403	10 + n = 347	Yes n = 209
Strongly disagree	3%	4% ↑	1% ↓	4%	2%	4%	2%	3%	3%	2%	4%
Disagree	13%	15%	10%	14%	9%	16%	20%	10%	14%	11%	8% ↓
<b>SUB-TOTAL DISAGREE</b>	15%	19% ↑	11% ↓	18%	11%	20%	22%	13%	17%	13%	12% ↓
Neutral	16%	13%	19%	18%	14%	14%	25% ↑	12%	16%	16%	6% ↓
Agree	45%	43%	47%	44%	46%	49%	36%	49%	45%	45%	54% ↑
Strongly agree	24%	24%	23%	20%	30% ↑	18%	18%	26%	22%	26%	28%
<b>SUB-TOTAL AGREE</b>	69%	68%	70%	64%	75% ↑	66%	54% ↓	75%	67%	71%	82% ↑
<b>I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle</b>											
	Total 2020 n = 755	Govt n = 410	Non-govt n = 345	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 114	South West n = 117	<10 n = 404	10 + n = 349	Yes n = 210
Strongly disagree	3%	4%	1%	4%	2%	4%	3%	3%	3%	3%	3%
Disagree	13%	14%	12%	14%	11%	19%	17%	10%	15%	12%	8% ↓
<b>SUB-TOTAL DISAGREE</b>	16%	18%	14%	18%	13%	22%	19%	14%	18%	14%	11% ↓
Neutral	15%	13%	18%	17%	11%	14%	29% ↑	11%	17%	13%	9% ↓
Agree	44%	44%	45%	42%	48%	43%	33%	50%	43%	47%	50% ↑
Strongly agree	24%	25%	23%	23%	28%	21%	18%	26%	23%	26%	30% ↑
<b>SUB-TOTAL AGREE</b>	68%	68%	69%	65%	76% ↑	64%	52% ↓	75%	65%	73%	80% ↑

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

Table 3.3.1: Cultural capability (continued)

Q22/23 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children</b>											
	Total 2020 n = 754	Govt n = 410	Non-govt n = 344	Central n = 134	Moreton n = 282	Northern n = 107	South East n = 114	South West n = 117	<10 n = 403	10 + n = 349	Yes n = 210
Strongly disagree	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%
Disagree	12%	11%	13%	12%	15%	12%	10%	6%	13%	11%	11%
<b>SUB-TOTAL DISAGREE</b>	14%	14%	14%	15%	17%	13%	11%	8%	15%	13%	13%
Neutral	25%	27%	21%	31%	25%	19%	21%	26%	26%	22%	24%
Agree	48%	46%	49%	48%	44%	50%	46%	55%	45%	51%	50%
Strongly agree	14%	13%	15%	7%	13%	19%	21%	12%	14%	13%	13%
<b>SUB-TOTAL AGREE</b>	62%	59%	65%	54%	58%	68%	68%	67%	59%	65%	63%

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

Q22f. Are there any barriers for Aboriginal and Torres Strait Islander children, young people, and families to access family support services (please specify)?

### 3.3.4 2020 Result

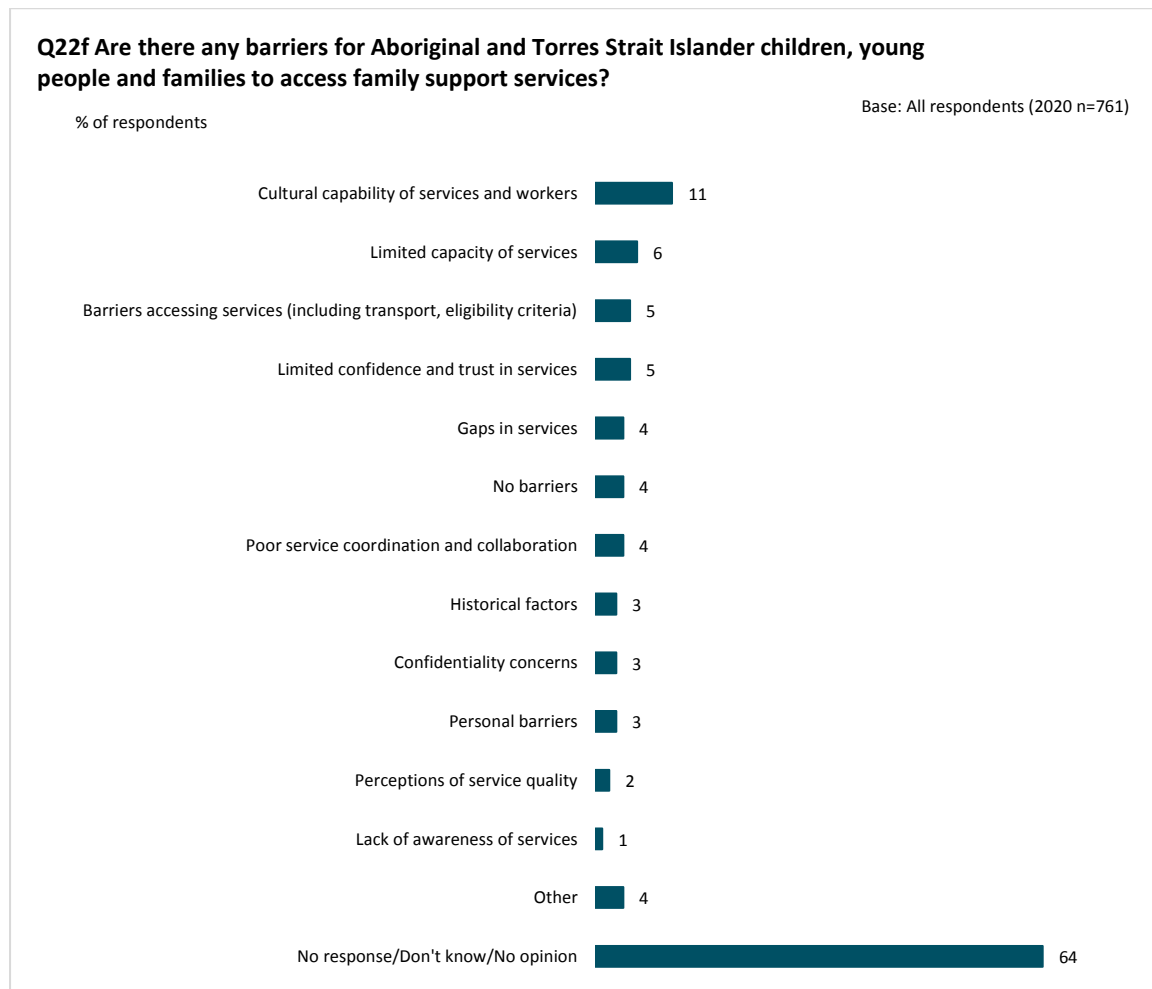
Respondents were provided with the opportunity to describe in their own words what they perceive the barriers are for Aboriginal and Torres Strait Islander children, young people and families to access family support services.

The most prevalent responses were:

- cultural capability of services and workers (11%)
- limited capacity of services (6%)
- barriers accessing services (including transport, eligibility criteria) (5%)
- gaps in services (4%)
- no barriers (4%)
- poor service coordination and collaboration (4%).

64% of respondents were unable to provide a response, replied don't know or who held no opinion as to whether there are any barriers for Aboriginal and Torres Strait Islander children, young people and families to access family support services.

Figure 3.3.4: Barriers for Aboriginal and Torres Strait Islander children, young people and families to access family support services



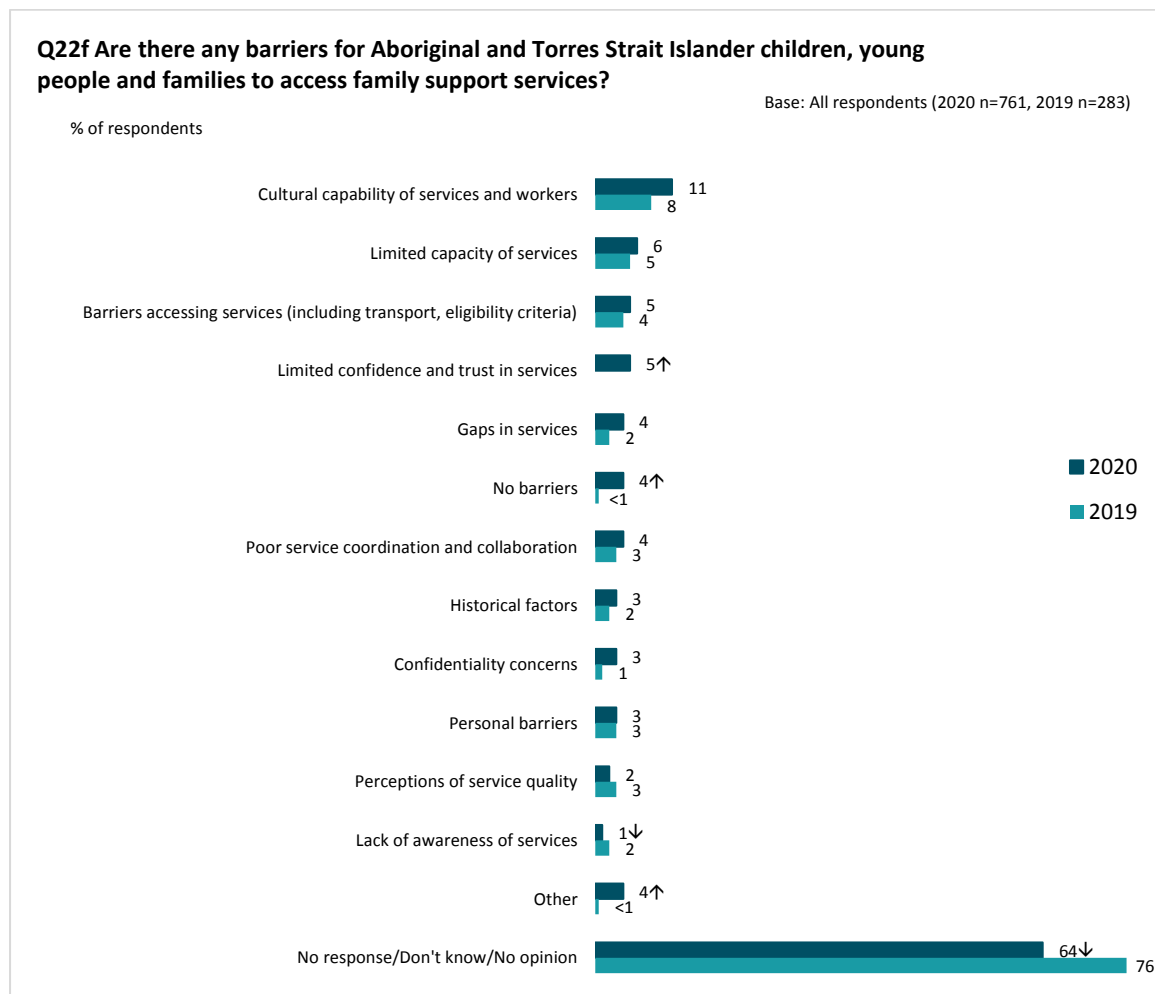
### 3.3.5 Comparison to 2019 survey data

The following differences in respondents' answers about the barriers Aboriginal and Torres Strait Islander children, young people and families face to access family support services were found between 2019 and 2020:

- Limited confidence and trust in services (5% - this being a new response in 2020)
- No barriers (<1% in 2019, 4% in 2020)
- Lack of awareness of services (2% in 2019, 1% in 2020).

The percentage of respondents unable to provide a response, who replied don't know or who held no opinion differed between the two surveys (76% in 2019, 64% in 2020).

Figure 3.3.5: Barriers for Aboriginal and Torres Strait Islander children, young people and families to access family support services



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

### 3.3.6 Sub-group differences (2020)

Respondents in the Northern CSYW region (15%) were more likely than average (5%) to report that Aboriginal and Torres Strait Islander children, young people and families face barriers accessing services (including transport and eligibility criteria).

The reader is referred to Table 3.3.4 below.

Table 3.3.4: Barriers for Aboriginal and Torres Strait Islander children, young people and families to access family support services

Q22f Column %	Total 2020 n = 761	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 412	Non- govt n = 349	Central n = 134	Moreton n = 287	Northern n = 107	South East n = 116	South West n = 117	<10 n = 409	10 + n = 350	Yes n = 210
Cultural capability of services and workers	11%	8%	14%	8%	12%	7%	10%	13%	9%	13%	9%
Limited capacity of services	6%	6%	6%	6%	8%	5%	2%	5%	3%	8%	8%
Barriers accessing services (including transport, eligibility criteria)	5%	4%	6%	4%	3%	15% ↑	2%	5%	5%	5%	3%
Limited confidence and trust in services	5%	3%	6%	2%	6%	6%	3%	6%	4%	5%	3%
Gaps in services	4%	5%	4%	7%	5%	4%	2%	3%	3%	5%	6%
No barriers	4%	4%	4%	4%	3%	4%	5%	3%	3%	5%	2%
Poor service coordination and collaboration	4%	2%	6%	3%	3%	4%	4%	5%	3%	5%	2%
Historical factors	3%	3%	3%	2%	3%	3%	1%	7%	3%	4%	3%
Confidentiality concerns	3%	3%	3%	4%	1%	8%	3%	2%	3%	4%	3%
Personal barriers	3%	4%	2%	3%	2%	4%	3%	3%	3%	3%	4%
Perceptions of service quality	2%	3%	1%	2%	2%	5%	1%	2%	2%	3%	5%
Lack of awareness of services	1%	<1%	1%	1%			1%	2%	1%	<1%	<1%
Other	4%	5%	4%	4%	5%	4%	4%	5%	4%	5%	4%
No response/Don't know/No opinion	64%	67%	61%	64%	67%	55%	70%	58%	68%	58%	66%

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

## 3.4 Information sharing and collaboration across the sector

Q19/20. Thinking about **how your organisation interacts with internal and external stakeholders**, how much do you agree or disagree with the following?

### 3.4.1 2020 Result

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

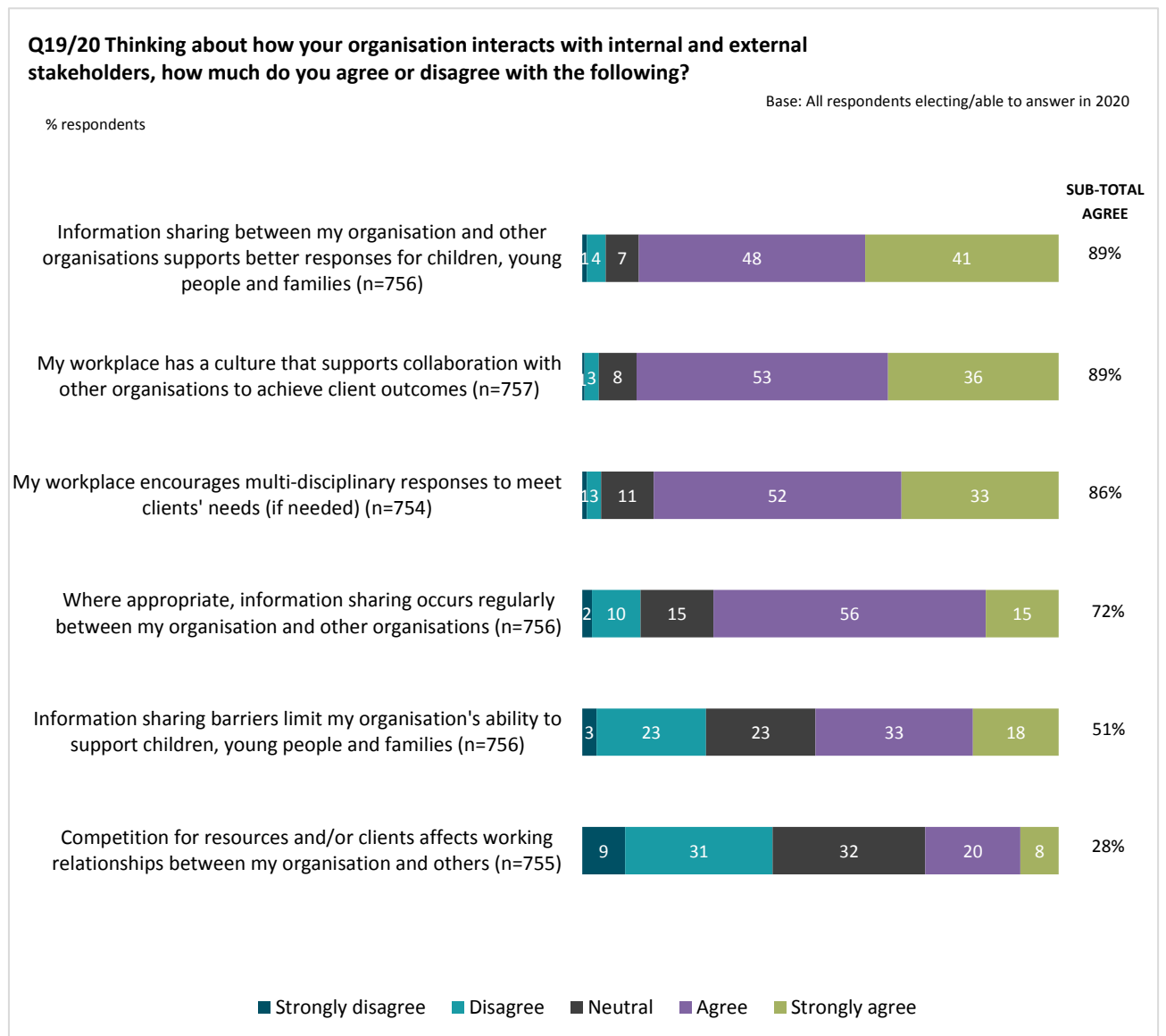
- Information sharing between my organisation and other organisations supports better responses for children, young people and families (89%)
- My workplace has a culture that supports collaboration with other organisations to achieve client outcomes (89%)
- My workplace encourages multi-disciplinary responses to meet clients' needs (if needed) (86%)
- Where appropriate, information sharing occurs regularly between my organisation and other organisations (72%).

Agreement (agree/strongly agree) was more moderate in regard to the statement that information sharing barriers limit my organisation's ability to support children, young people and families (51%).

Agreement (agree/strongly agree) was least frequent for competition for the statement that resources and/or clients affect working relationships between their organisation and others (28%).

The reader is referred to Figure 3.4.1 overleaf.

Figure 3.4.1: Information sharing and collaboration across the sector



### 3.4.2 Comparison to 2019 survey data

There were no significant differences in the results between 2019 and 2020.

Figure 3.4.2: Information sharing and collaboration across the sector 2019 – 2020 trends

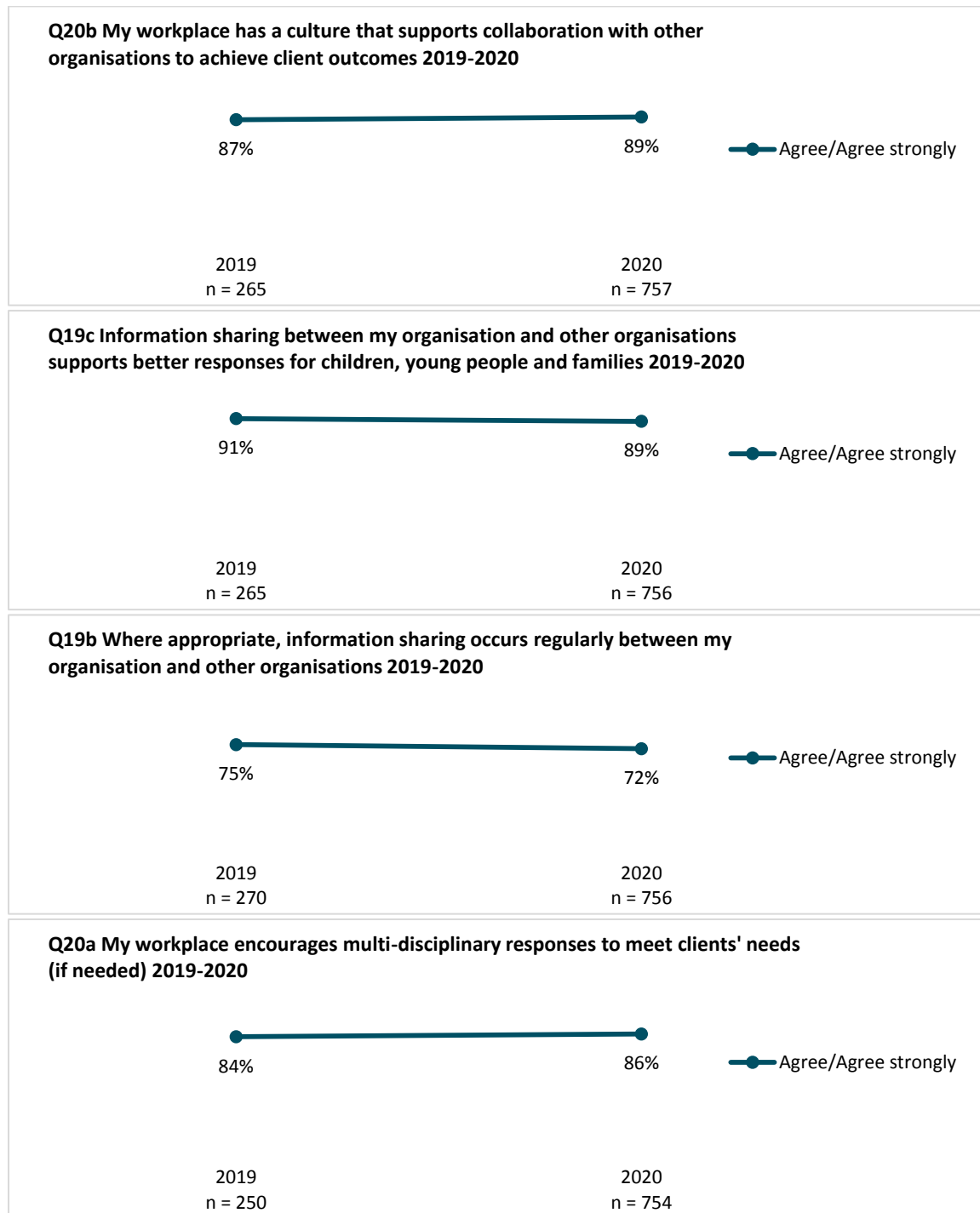
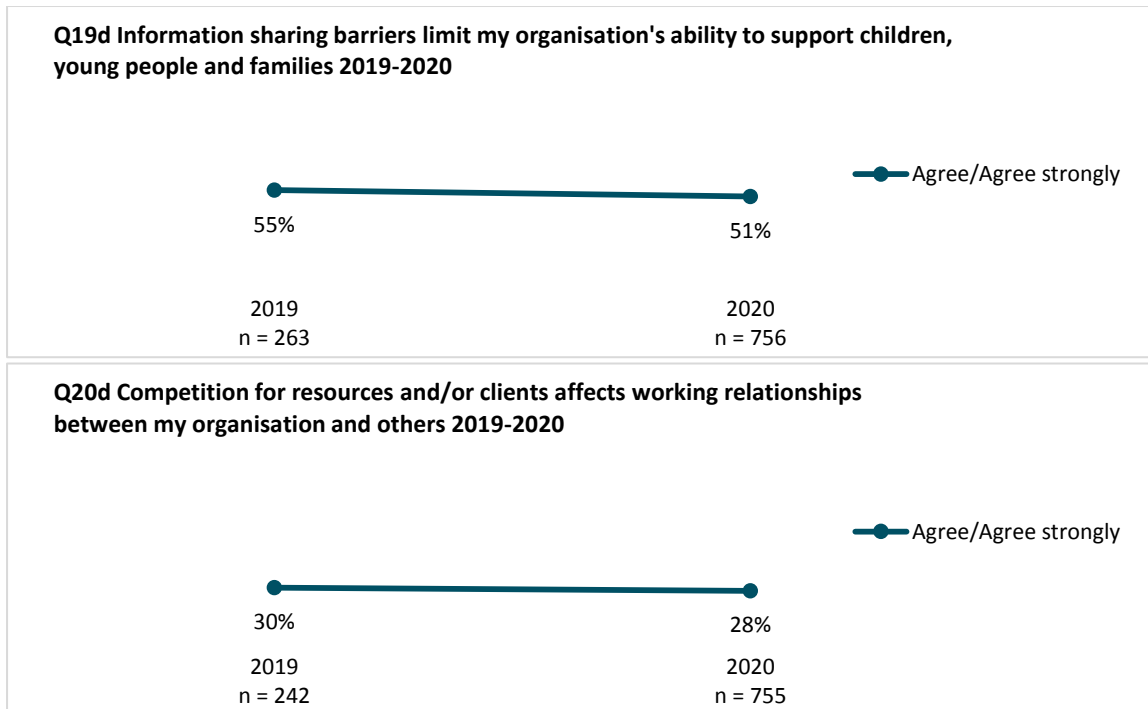


Figure 3.4.2: Information sharing and collaboration across the sector 2019 – 2020 trends (continued)



### 3.4.3 Sub-group differences (2020)

Non-government sector workers were more likely (42%) than government sector employees (31%) to express strong agreement that their workplace has a culture that supports collaboration with other organisations to achieve client outcomes.

Respondents with 10 or more years' experience in the sector (20%) were more likely than those with less than 10 years' experience (12%) to strongly agree that where appropriate, information sharing occurs regularly between their organisation and other organisations.

The reader is referred to Table 3.4.1 on the following pages.

Table 3.4.1: Information sharing and collaboration across the sector

Q19/20 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>Information sharing between my organisation and other organisations supports better responses for children, young people and families</b>											
	Total 2020 n = 756	Govt n = 411	Non-govt n = 345	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 114	South West n = 117	<10 n = 404	10 + n = 350	Yes n = 210
Strongly disagree	1%	1%	1%	1%			4% ↑		1%		
Disagree	4%	4%	3%	4%	3%	5%	3%	3%	3%	3%	3%
<b>SUB-TOTAL DISAGREE</b>	4%	5%	4%	6%	3%	5%	6%	3%	5%	3%	3%
Neutral	7%	7%	7%	4%	6%	5%	13%	9%	8%	6%	7%
Agree	48%	50%	46%	51%	43%	52%	44%	56%	49%	47%	53%
Strongly agree	41%	38%	43%	39%	47%	38%	37%	32%	39%	43%	36%
<b>SUB-TOTAL AGREE</b>	89%	88%	90%	90%	90%	91%	81%	88%	87%	91%	90%
<b>My workplace has a culture that supports collaboration with other organisations to achieve client outcomes</b>											
	Total 2020 n = 757	Govt n = 411	Non-govt n = 346	Central n = 134	Moreton n = 285	Northern n = 107	South East n = 114	South West n = 117	<10 n = 405	10 + n = 350	Yes n = 210
Strongly disagree	<1%	<1%	<1%	1%			1%		<1%	<1%	
Disagree	3%	3%	2%	3%	4%	1%	2%	3%	3%	2%	3%
<b>SUB-TOTAL DISAGREE</b>	3%	4%	2%	4%	4%	1%	3%	3%	4%	2%	3%
Neutral	8%	9%	7%	9%	8%	6%	6%	10%	9%	7%	9%
Agree	53%	56%	48%	55%	48%	59%	51%	56%	54%	51%	61%
Strongly agree	36%	31% ↓	42% ↑	31%	40%	35%	40%	31%	33%	40%	27%
<b>SUB-TOTAL AGREE</b>	89%	87%	91%	87%	88%	93%	91%	87%	87%	91%	88%
<b>My workplace encourages multi-disciplinary responses to meet clients' needs (if needed)</b>											
	Total 2020 n = 754	Govt n = 411	Non-govt n = 343	Central n = 134	Moreton n = 282	Northern n = 107	South East n = 114	South West n = 117	<10 n = 404	10 + n = 348	Yes n = 210
Strongly disagree	1%	1%	1%	1%	1%	1%			<1%	1%	
Disagree	3%	3%	2%	4%	2%	1%	2%	3%	3%	2%	3%
<b>SUB-TOTAL DISAGREE</b>	3%	3%	3%	5%	3%	2%	2%	3%	3%	3%	3%
Neutral	11%	12%	11%	17%	10%	11%	8%	10%	15%	7%	11%
Agree	52%	55%	49%	51%	51%	54%	52%	56%	52%	53%	58%
Strongly agree	33%	29%	38%	26%	35%	33%	39%	31%	30%	37%	29%
<b>SUB-TOTAL AGREE</b>	86%	85%	86%	78%	87%	87%	90%	86%	82%	90%	86%

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

Table 3.4.1: Information sharing and collaboration across the sector (continued)

Q19/20 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>Where appropriate, information sharing occurs regularly between my organisation and other organisations</b>											
	Total 2020 n = 756	Govt n = 411	Non-govt n = 345	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 114	South West n = 117	<10 n = 404	10 + n = 350	Yes n = 210
Strongly disagree	2%	2%	3%	1%	2%	1%	6% ↑	1%	3%	2%	1%
Disagree	10%	12%	9%	12%	12%	11%	6%	9%	10%	11%	11%
<b>SUB-TOTAL DISAGREE</b>	<b>13%</b>	<b>14%</b>	<b>11%</b>	<b>13%</b>	<b>14%</b>	<b>12%</b>	<b>12%</b>	<b>10%</b>	<b>12%</b>	<b>13%</b>	<b>12%</b>
Neutral	15%	15%	16%	15%	15%	16%	17%	15%	17%	14%	15%
Agree	56%	58%	54%	57%	54%	60%	56%	59%	59%	53%	64%
Strongly agree	15%	13%	18%	15%	17%	12%	15%	16%	12% ↓	20% ↑	9%
<b>SUB-TOTAL AGREE</b>	<b>72%</b>	<b>72%</b>	<b>72%</b>	<b>72%</b>	<b>71%</b>	<b>72%</b>	<b>71%</b>	<b>75%</b>	<b>71%</b>	<b>73%</b>	<b>73%</b>
<b>Information sharing barriers limit my organisation's ability to support children, young people and families</b>											
	Total 2020 n = 756	Govt n = 411	Non-govt n = 345	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 114	South West n = 117	<10 n = 404	10 + n = 350	Yes n = 210
Strongly disagree	3%	3%	2%	4%	2%	2%	4%	3%	3%	2%	3%
Disagree	23%	26%	20%	26%	20%	27%	21%	24%	24%	22%	26%
<b>SUB-TOTAL DISAGREE</b>	<b>26%</b>	<b>29%</b>	<b>22%</b>	<b>30%</b>	<b>23%</b>	<b>29%</b>	<b>25%</b>	<b>27%</b>	<b>27%</b>	<b>25%</b>	<b>29%</b>
Neutral	23%	21%	25%	19%	21%	21%	30%	26%	25%	20%	20%
Agree	33%	32%	35%	34%	33%	35%	27%	38%	32%	35%	35%
Strongly agree	18%	18%	18%	17%	23%	15%	18%	9%	16%	20%	15%
<b>SUB-TOTAL AGREE</b>	<b>51%</b>	<b>49%</b>	<b>53%</b>	<b>51%</b>	<b>56%</b>	<b>50%</b>	<b>45%</b>	<b>47%</b>	<b>48%</b>	<b>55%</b>	<b>50%</b>
<b>Competition for resources and/or clients affects working relationships between my organisation and others</b>											
	Total 2020 n = 755	Govt n = 410	Non-govt n = 345	Central n = 134	Moreton n = 284	Northern n = 107	South East n = 113	South West n = 117	<10 n = 403	10 + n = 350	Yes n = 210
Strongly disagree	9%	8%	10%	5%	10%	12%	10%	8%	9%	9%	5%
Disagree	31%	33%	29%	36%	32%	29%	27%	29%	31%	31%	33%
<b>SUB-TOTAL DISAGREE</b>	<b>40%</b>	<b>41%</b>	<b>39%</b>	<b>41%</b>	<b>42%</b>	<b>41%</b>	<b>36%</b>	<b>37%</b>	<b>40%</b>	<b>40%</b>	<b>39%</b>
Neutral	32%	35%	28%	33%	33%	24%	35%	32%	35%	28%	33%
Agree	20%	17%	24%	18%	19%	25%	20%	21%	19%	22%	20%
Strongly agree	8%	8%	9%	8%	6%	9%	9%	10%	7%	10%	8%
<b>SUB-TOTAL AGREE</b>	<b>28%</b>	<b>24%</b>	<b>33%</b>	<b>26%</b>	<b>26%</b>	<b>35%</b>	<b>29%</b>	<b>31%</b>	<b>26%</b>	<b>32%</b>	<b>28%</b>

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

Q36. How much do you agree or disagree with the following? Local committees, alliances or networks

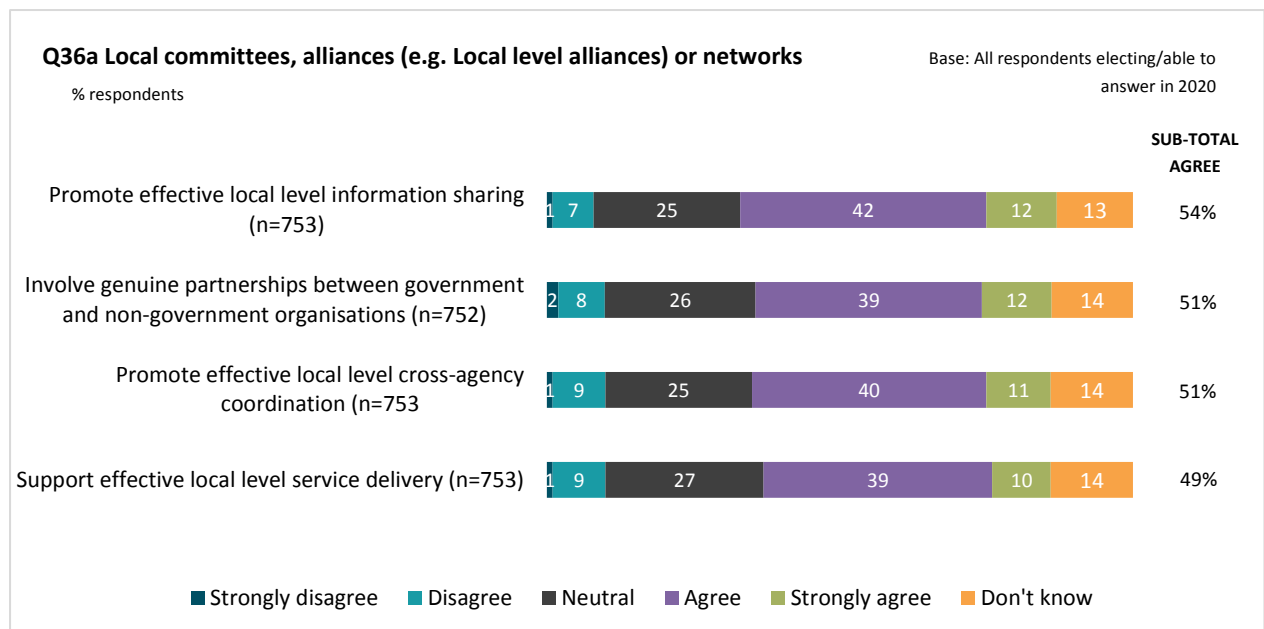
3.4.4 2020 Result

In regard to statements relating to the function of local committees, alliances or networks, approximately one in two survey respondents expressed agreement in each instance:

- Local committees, alliances or networks promote effective local level information sharing (54%)
- Local committees, alliances or networks involve genuine partnerships between government and non-government organisations (51%)
- Local committees, alliances or networks promote effective local level cross-agency coordination (51%)
- Local committees, alliances or networks support effective local level service delivery (49%).

Approximately one in four respondents provided a neutral response in relation to each of these statements, while one in seven indicated that they did not know enough about the subject to provide a response. Around one in 10 expressed disagreement with each statement.

Figure 3.4.4: Local committees, alliances or networks



3.4.5 Sub-group differences (2020)

Non-government sector workers were more likely than government sector workers to strongly agree that:

- local committees, alliances or networks promote effective local information sharing (17% government sector workers, 8% non-government sector workers)
- local committees, alliances or networks promote effective local cross-agency coordination (15% government sector workers, 8% non-government sector workers).

For each statement there was a higher 'don't know' response among government sector workers, compared with non-government sector workers.

Other minor sub-group differences are detailed in Table 3.3.4 on the following pages.

Table 3.4.4: Local committees, alliances or networks

Q36a Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
Local committees, alliances (e.g. Local level alliances) or networks: Promote effective local level information sharing											
	Total 2020 n = 753	Govt n = 409	Non-govt n = 344	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 113	South West n = 116	<10 n = 403	10 + n = 348	Yes n = 210
Strongly disagree	1%	2%	1%	2%	1%	2%		2%	<1%	2%	1%
Disagree	7%	6%	7%	5%	7%	7%	7%	6%	6%	7%	5%
<b>SUB-TOTAL DISAGREE</b>	8%	8%	8%	7%	8%	9%	7%	8%	6%	9%	7%
Neutral	25%	26%	24%	25%	27%	22%	25%	23%	26%	24%	23%
Agree	42%	41%	43%	40%	39%	50%	42%	45%	41%	43%	44%
Strongly agree	12%	8% ↓	17% ↑	12%	13%	12%	10%	12%	12%	13%	8%
<b>SUB-TOTAL AGREE</b>	54%	49%	60%	51%	52%	63%	51%	57%	52%	56%	51%
Don't know	13%	17% ↑	8% ↓	16%	13%	6%	17%	12%	16%	10%	19%
Local committees, alliances (e.g. Local level alliances) or networks: Involve genuine partnerships between government and non-government organisations											
	Total 2020 n = 752	Govt n = 409	Non-govt n = 343	Central n = 134	Moreton n = 283	Northern n = 106	South East n = 113	South West n = 116	<10 n = 403	10 + n = 347	Yes n = 210
Strongly disagree	2%	2%	1%	2%	2%	4%		2%	1%	3%	2%
Disagree	8%	5% ↓	11% ↑	8%	6%	9%	10%	7%	6%	9%	6%
<b>SUB-TOTAL DISAGREE</b>	10%	7%	13%	10%	8%	13%	10%	9%	8%	12%	8%
Neutral	26%	25%	27%	24%	29%	25%	22%	26%	25%	27%	24%
Agree	39%	41%	36%	37%	37%	45%	37%	41%	38%	39%	38%
Strongly agree	12%	9%	15%	12%	12%	10%	12%	10%	11%	12%	11%
<b>SUB-TOTAL AGREE</b>	51%	50%	51%	49%	49%	56%	49%	52%	50%	51%	49%
Don't know	14%	18% ↑	9% ↓	16%	13%	7%	19%	14%	17% ↑	10% ↓	20%
Local committees, alliances (e.g. Local level alliances) or networks: Promote effective local level cross-agency coordination											
	Total 2020 n = 753	Govt n = 409	Non-govt n = 344	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 113	South West n = 116	<10 n = 403	10 + n = 348	Yes n = 210
Strongly disagree	1%	1%	1%	2%	1%	2%		1%	1%	1%	1%
Disagree	9%	8%	10%	7%	10%	12%	8%	7%	7%	11%	6%
<b>SUB-TOTAL DISAGREE</b>	10%	9%	11%	10%	11%	14%	8%	8%	8%	12%	8%
Neutral	25%	26%	24%	30%	24%	27%	23%	22%	26%	24%	24%
Agree	40%	39%	42%	34%	40%	41%	42%	46%	39%	42%	39%
Strongly agree	11%	8% ↓	15% ↑	10%	12%	10%	10%	11%	11%	11%	9%
<b>SUB-TOTAL AGREE</b>	51%	47%	56%	44%	52%	51%	52%	57%	50%	53%	48%
Don't know	14%	18% ↑	9% ↓	16%	13%	7%	17%	13%	16%	11%	20%

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

Table 3.4.4: Local committees, alliances or networks (continued)

Q36a Column %	Total 2020	ORGANISATION TYPE	CSYW REGION						YEARS IN SECTOR	FRONTLINE DCSYW WORKER
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% of respondents

**Local committees, alliances (e.g. Local level alliances) or networks: Support effective local level service delivery**

	Total 2020 n = 753	Govt n = 409	Non-govt n = 344	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 113	South West n = 116	<10 n = 403	10 + n = 348	Yes n = 210
Strongly disagree	1%	1%	1%	2%	<1%	1%		2%	<1%	2%	1%
Disagree	9%	7%	12%	7%	9%	11%	11%	8%	7%	11%	6%
<b>SUB-TOTAL DISAGREE</b>	10%	8%	13%	9%	10%	12%	11%	9%	7%	13%	7%
Neutral	27%	28%	26%	28%	28%	29%	26%	26%	28%	27%	26%
Agree	39%	39%	38%	38%	37%	43%	37%	41%	38%	39%	40%
Strongly agree	10%	8%	14%	10%	12%	8%	9%	11%	11%	10%	8%
<b>SUB-TOTAL AGREE</b>	49%	47%	52%	49%	48%	51%	46%	52%	49%	49%	48%
Don't know	14%	17% ↑	9% ↓	15%	14%	7%	18%	13%	17%	10%	20%

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

Q36. How much do you agree or disagree with the following? Regional Child, Youth and Family Committees

**3.4.6 2020 Result**

A significant proportion of respondents indicated that they did not know enough about Regional Child, Youth and Family Committees to enable them to provide a response to the questions relating to this subject. A further one-third of respondents provided a neutral response. Subsequently there were low levels of agreement with the following statements:

- The Regional Child, Youth and Family Committee promotes local level cross-agency leadership (24%)
- The Regional Child, Youth and Family Committee promotes local level information sharing (24%)
- The Regional Child, Youth and Family Committee promotes local level cross-agency coordination (23%)
- The Regional Child, Youth and Family Committee supports effective local level service delivery (23%)
- The Regional Child, Youth and Family Committee has open and transparent decision making (18%).

Disagreement (disagree/disagree strongly) was minimal (less than 10%) for all statements tested.

**3.4.7 Sub-group differences (2020)**

There were no significant sub-group differences in responses to these questions.

Figure 3.4.6: The Regional Child, Youth and Family Committee

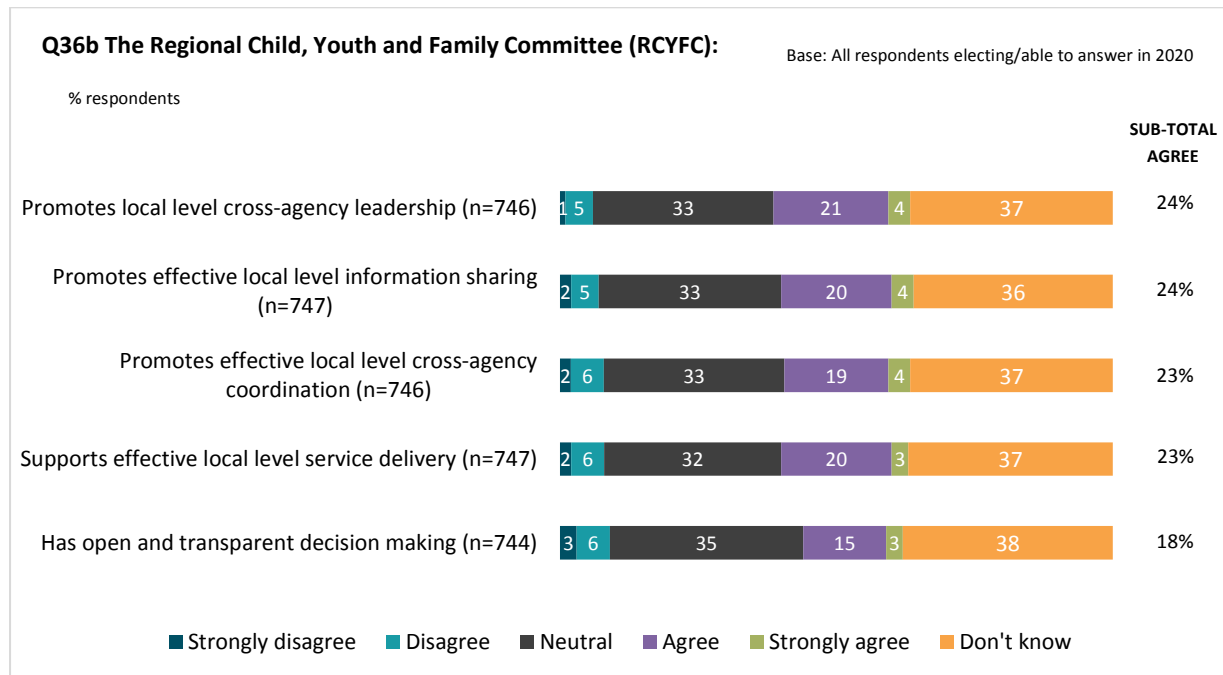


Table 3.4.6: The Regional Child, Youth and Family Committee

Q36b Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>The Regional Child, Youth and Family Committee (RCYFC): Promotes local level cross-agency leadership</b>											
	Total 2020 n = 746	Govt n = 404	Non-govt n = 342	Central n = 134	Moreton n = 278	Northern n = 107	South East n = 112	South West n = 115	<10 n = 398	10 + n = 346	Yes n = 209
Strongly disagree	1%	2%	1%	2%	1%	2%		2%	1%	1%	2%
Disagree	5%	6%	4%	5%	4%	5%	3%	8%	4%	6%	4%
<b>SUB-TOTAL DISAGREE</b>	<b>6%</b>	<b>8%</b>	<b>4%</b>	<b>7%</b>	<b>5%</b>	<b>7%</b>	<b>3%</b>	<b>10%</b>	<b>5%</b>	<b>8%</b>	<b>6%</b>
Neutral	33%	30%	35%	25%	37%	41%	29%	27%	33%	33%	31%
Agree	21%	20%	22%	21%	20%	19%	25%	20%	20%	22%	20%
Strongly agree	4%	3%	4%	1%	3%	8%	3%	5%	2%	5%	2%
<b>SUB-TOTAL AGREE</b>	<b>24%</b>	<b>23%</b>	<b>26%</b>	<b>22%</b>	<b>23%</b>	<b>27%</b>	<b>28%</b>	<b>25%</b>	<b>22%</b>	<b>27%</b>	<b>22%</b>
Don't know	37%	39%	35%	45%	35%	25%	41%	38%	41%	32%	41%
<b>The Regional Child, Youth and Family Committee (RCYFC): Promotes effective local level information sharing</b>											
	Total 2020 n = 747	Govt n = 405	Non-govt n = 342	Central n = 134	Moreton n = 278	Northern n = 107	South East n = 112	South West n = 116	<10 n = 399	10 + n = 346	Yes n = 209
Strongly disagree	2%	2%	1%	2%	1%	3%		2%	1%	2%	2%
Disagree	5%	5%	5%	6%	5%	5%	3%	8%	4%	7%	5%
<b>SUB-TOTAL DISAGREE</b>	<b>7%</b>	<b>8%</b>	<b>6%</b>	<b>8%</b>	<b>7%</b>	<b>7%</b>	<b>3%</b>	<b>9%</b>	<b>6%</b>	<b>9%</b>	<b>7%</b>
Neutral	33%	30%	36%	25%	37%	40%	31%	26%	32%	34%	31%
Agree	20%	20%	21%	22%	19%	21%	21%	21%	20%	21%	20%
Strongly agree	4%	4%	4%	2%	3%	8%	4%	5%	3%	5%	2%
<b>SUB-TOTAL AGREE</b>	<b>24%</b>	<b>24%</b>	<b>25%</b>	<b>24%</b>	<b>21%</b>	<b>30%</b>	<b>25%</b>	<b>26%</b>	<b>23%</b>	<b>26%</b>	<b>22%</b>
Don't know	36%	38%	34%	43%	35%	22%	41%	39%	40%	32%	40%
<b>The Regional Child, Youth and Family Committee (RCYFC): Promotes effective local level cross-agency coordination</b>											
	Total 2020 n = 746	Govt n = 405	Non-govt n = 341	Central n = 134	Moreton n = 277	Northern n = 107	South East n = 112	South West n = 116	<10 n = 398	10 + n = 346	Yes n = 209
Strongly disagree	2%	2%	1%	2%	2%	3%		2%	1%	2%	2%
Disagree	6%	6%	6%	7%	5%	7%	4%	8%	5%	7%	6%
<b>SUB-TOTAL DISAGREE</b>	<b>8%</b>	<b>8%</b>	<b>7%</b>	<b>9%</b>	<b>6%</b>	<b>10%</b>	<b>4%</b>	<b>9%</b>	<b>7%</b>	<b>9%</b>	<b>8%</b>
Neutral	33%	31%	35%	25%	38%	40%	30%	27%	31%	35%	31%
Agree	19%	19%	19%	21%	18%	17%	21%	21%	18%	20%	18%
Strongly agree	4%	3%	4%	1%	3%	8%	4%	4%	3%	5%	2%
<b>SUB-TOTAL AGREE</b>	<b>23%</b>	<b>22%</b>	<b>23%</b>	<b>22%</b>	<b>20%</b>	<b>25%</b>	<b>24%</b>	<b>25%</b>	<b>21%</b>	<b>25%</b>	<b>21%</b>
Don't know	37%	38%	35%	43%	35%	24%	41%	39%	41%	31%	41%

Table 3.4.6: The Regional Child, Youth and Family Committee (continued)

Q36b Column %	Total 2020	ORGANISATION TYPE	CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
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% of respondents

**The Regional Child, Youth and Family Committee (RCYFC): Promotes effective local level service delivery**

	Total 2020 n = 747	Govt n = 405	Non-govt n = 342	Central n = 134	Moreton n = 278	Northern n = 107	South East n = 112	South West n = 116	<10 n = 399	10 + n = 346	Yes n = 209
Strongly disagree	2%	3%	1%	4%	2%	3%	1%	2%	2%	3%	2%
Disagree	6%	5%	6%	5%	5%	7%	5%	8%	5%	7%	5%
<b>SUB-TOTAL DISAGREE</b>	<b>8%</b>	<b>8%</b>	<b>8%</b>	<b>9%</b>	<b>6%</b>	<b>10%</b>	<b>6%</b>	<b>9%</b>	<b>6%</b>	<b>10%</b>	<b>8%</b>
Neutral	32%	30%	35%	26%	36%	39%	29%	27%	31%	34%	28%
Agree	20%	21%	18%	20%	19%	21%	20%	22%	20%	21%	22%
Strongly agree	3%	3%	4%	1%	3%	7%	3%	4%	3%	4%	2%
<b>SUB-TOTAL AGREE</b>	<b>23%</b>	<b>24%</b>	<b>22%</b>	<b>22%</b>	<b>22%</b>	<b>28%</b>	<b>22%</b>	<b>26%</b>	<b>22%</b>	<b>25%</b>	<b>24%</b>
Don't know	37%	38%	35%	43%	36%	22%	42%	38%	40%	32%	40%

**The Regional Child, Youth and Family Committee (RCYFC): Has open and transparent decision making**

	Total 2020 n = 744	Govt n = 405	Non-govt n = 339	Central n = 133	Moreton n = 277	Northern n = 107	South East n = 111	South West n = 116	<10 n = 396	10 + n = 346	Yes n = 209
Strongly disagree	3%	3%	2%	3%	3%	4%	1%	2%	2%	3%	2%
Disagree	6%	6%	6%	6%	5%	9%	3%	10%	5%	8%	8%
<b>SUB-TOTAL DISAGREE</b>	<b>9%</b>	<b>9%</b>	<b>9%</b>	<b>9%</b>	<b>8%</b>	<b>13%</b>	<b>4%</b>	<b>12%</b>	<b>7%</b>	<b>12%</b>	<b>10%</b>
Neutral	35%	33%	37%	28%	39%	38%	35%	29%	35%	35%	31%
Agree	15%	16%	13%	17%	13%	14%	17%	15%	14%	15%	14%
Strongly agree	3%	3%	4%	2%	3%	8%	2%	3%	3%	4%	2%
<b>SUB-TOTAL AGREE</b>	<b>18%</b>	<b>18%</b>	<b>17%</b>	<b>18%</b>	<b>16%</b>	<b>22%</b>	<b>19%</b>	<b>18%</b>	<b>16%</b>	<b>20%</b>	<b>17%</b>
Don't know	38%	40%	37%	45%	37%	26%	42%	41%	42%	34%	42%

## 3.5 Learning and development

Q16/23. Thinking about **your current role and organisation**, how much do you agree or disagree with the following?

### 3.5.1 2020 Result

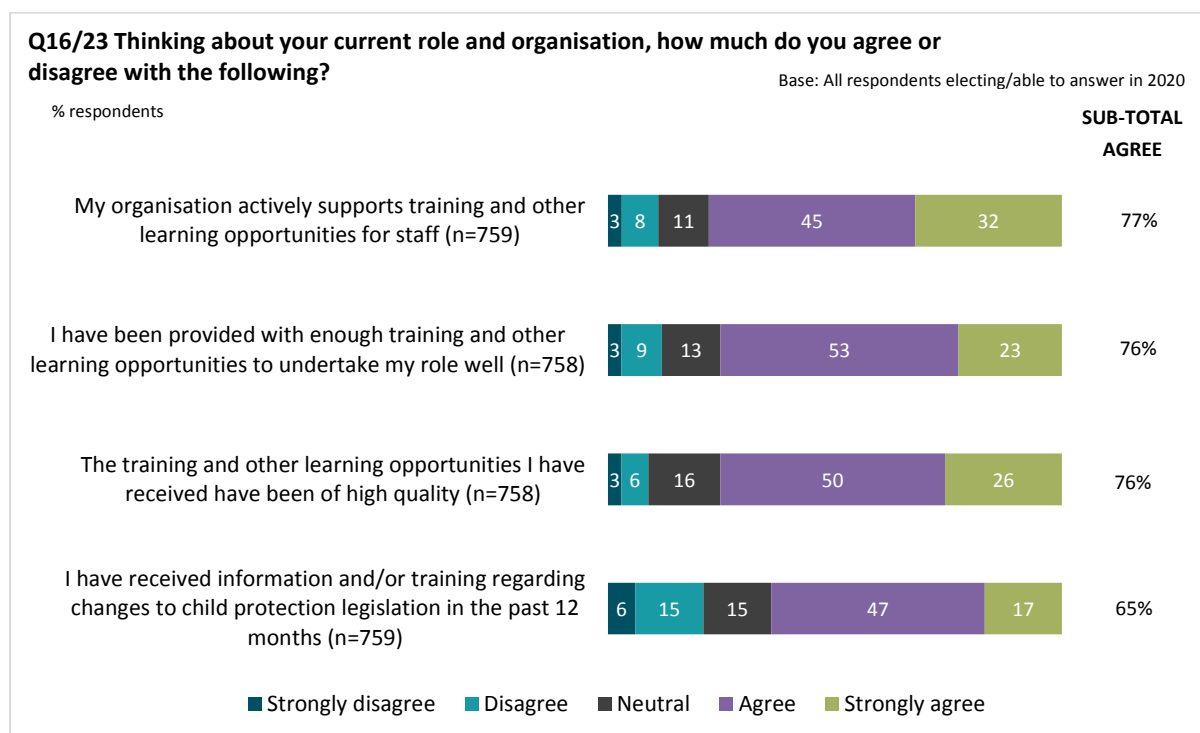
Approximately three quarters of respondents agreed (agree/strongly agree) that:

- their organisation actively supports training and other learning opportunities for staff (77%)
- they have been provided with enough training and other learning opportunities to undertake their role well (76%)
- the training and other learning opportunities they received have been of high quality (76%).

Two thirds of respondents agreed (agree/strongly agree) that they have received information and/or training regarding changes to child protection legislation in the past 12 months (65%).

The reader is referred to Figure 3.5.1 below.

Figure 3.5.1: Learning and development

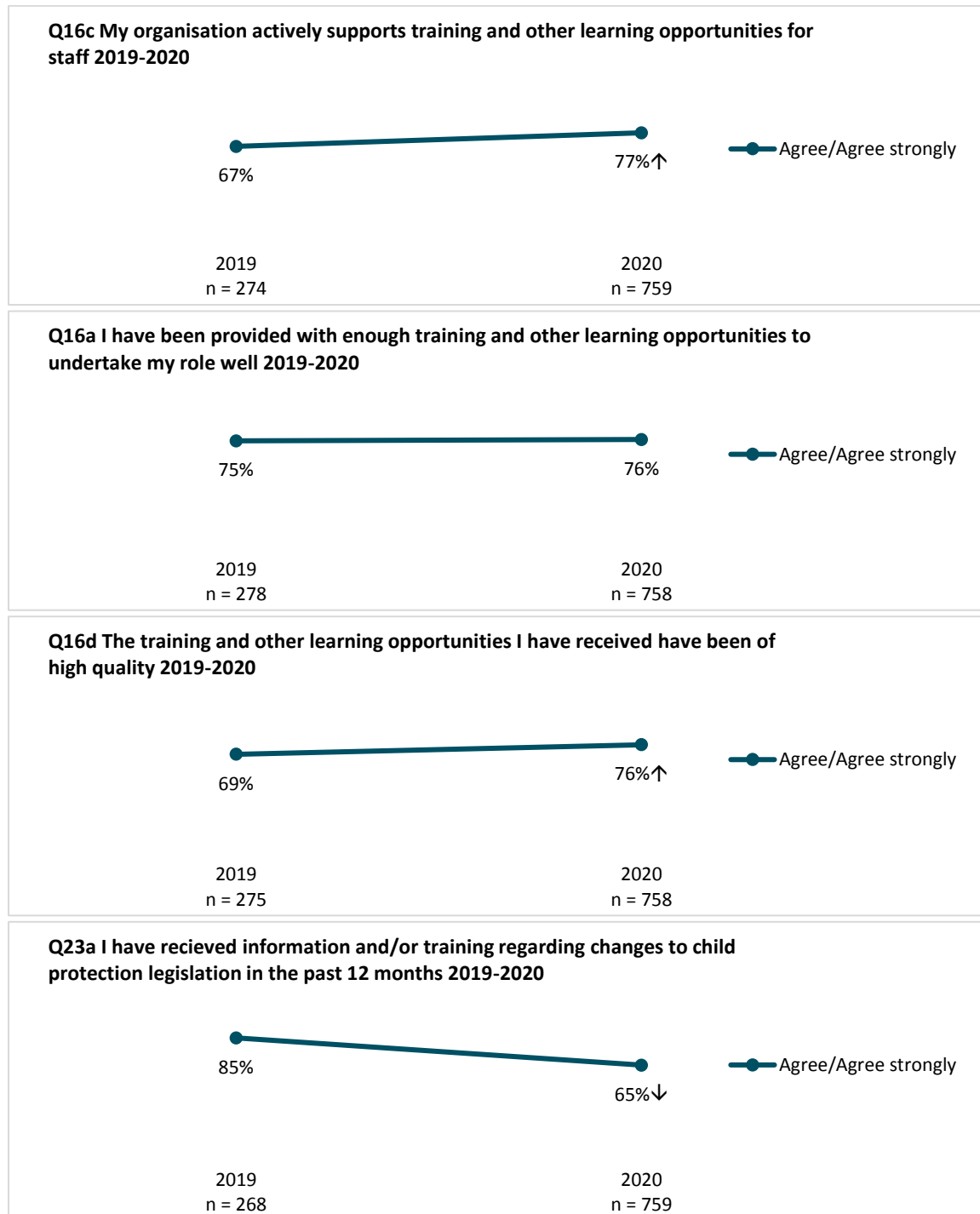


### 3.5.2 Comparison to 2019 survey data

Differences in agreement (agree/strongly agree) were found between 2019 and 2020 in regard to the following statements:

- My organisation actively supports training and other learning opportunities for staff (67% in 2019, 77% in 2020)
- The training and other learning opportunities I have received have been of high quality (69% in 2019, 76% in 2020)
- I have received information and/or training regarding changes to child protection legislation in the past 12 months (85% in 2019, 65% in 2020).

Figure 3.5.2: Learning and development 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

### 3.5.3 Sub-group differences (2020)

Non-government sector workers were more likely than government sector employees to express agreement (agree/strongly agree) with the following statements:

- My organisation actively supports training and other learning opportunities for staff (86% non-government sector workers, 70% government sector workers)
- I have been provided with enough training and other learning opportunities to undertake my role well (82% non-government sector workers, 70% government sector workers)
- The training and other learning opportunities I have received have been of high quality (83% non-government sector workers, 70% government sector workers).

Respondents with 10 or more years' experience in the sector (28%) were more likely than those with less than 10 years' experience (18%) to strongly agree that they have been provided with enough training and other learning opportunities to undertake their role well.

Respondents in the Northern CSYW region (89%) were more likely than average (77%) to agree (agree/strongly agree) with the statement that their organisation actively supports training and other learning opportunities for staff. By comparison, respondents in the South West CSYW region (20%) were more likely than average (11%) to disagree (disagree/disagree strongly) with this statement.

Respondents in the South West CSYW region (21%) were also more likely than average (12%) to disagree (disagree/disagree strongly) with the statement that they have been provided with enough training and other learning opportunities or undertake their role well.

Frontline workers in the in the Department of Child Safety, Youth and Women were less likely than average to agree (agree/agree strongly) with the following:

- My organisation actively supports training and other learning opportunities for staff (61% versus 77% on average)
- I have been provided with enough training and other learning opportunities to undertake my role well (62% versus 76% on average).

Frontline workers were also more likely (16%) than average (8%) to disagree (disagree/disagree strongly) that the training and other learning opportunities they have received have been of high quality.

Other minor sub-group differences are detailed in Table 3.5.1 over the following pages.

Table 3.5.1: Learning and development

Q16/23 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>My organisation actively supports training and other learning opportunities for staff</b>											
	Total 2020 n = 749	Govt n = 410	Non-govt n = 349	Central n = 134	Moreton n = 286	Northern n = 107	South East n = 115	South West n = 117	<10 n = 407	10 + n = 350	Yes n = 210
Strongly disagree	3%	4%	2%	4%	2%		2%	7%	3%	3%	5%
Disagree	8%	12% ↑	5% ↓	7%	9%	4%	10%	13%	10%	7%	15%
<b>SUB-TOTAL DISAGREE</b>	11%	16% ↑	6% ↓	11%	11%	4% ↓	11%	20% ↑	13%	10%	20%
Neutral	11%	14% ↑	8% ↓	10%	15%	7%	7%	12%	12%	11%	18%
Agree	45%	50% ↑	40% ↓	51%	42%	54%	43%	42%	44%	46%	45%
Strongly agree	32%	20% ↓	46% ↑	28%	32%	35%	39%	26%	31%	33%	16%
<b>SUB-TOTAL AGREE</b>	77%	70% ↓	86% ↑	78%	74%	89% ↑	82%	68%	75%	79%	61% ↓
<b>I have been provided with enough training and other learning opportunities to undertake my role well</b>											
	Total 2020 n = 758	Govt n = 409	Non-govt n = 349	Central n = 134	Moreton n = 285	Northern n = 107	South East n = 115	South West n = 117	<10 n = 406	10 + n = 350	Yes n = 209
Strongly disagree	3%	4%	1%	4%	1%		2%	7% ↑	3%	2%	6%
Disagree	9%	11%	7%	7%	10%	6%	7%	15%	10%	8%	16% ↑
<b>SUB-TOTAL DISAGREE</b>	12%	15% ↑	8% ↓	12%	12%	6%	9%	21% ↑	14%	10%	22% ↑
Neutral	13%	15%	10%	15%	12%	11%	10%	15%	13%	12%	17%
Agree	53%	53%	53%	53%	53%	58%	57%	44%	54%	51%	48%
Strongly agree	23%	17% ↓	29% ↑	20%	24%	25%	23%	20%	18% ↓	28% ↑	14%
<b>SUB-TOTAL AGREE</b>	76%	70% ↓	82% ↑	73%	76%	83%	81%	64% ↓	73%	79%	62% ↓
<b>The training and other learning opportunities I have received have been of high quality</b>											
	Total 2020 n = 758	Govt n = 409	Non-govt n = 349	Central n = 134	Moreton n = 286	Northern n = 107	South East n = 115	South West n = 116	<10 n = 406	10 + n = 350	Yes n = 210
Strongly disagree	3%	4%	1%	4%	2%		3%	4%	3%	2%	4%
Disagree	6%	8% ↑	3% ↓	4%	7%	3%	4%	7%	6%	5%	12% ↑
<b>SUB-TOTAL DISAGREE</b>	8%	12% ↑	4% ↓	9%	9%	3%	7%	11%	9%	7%	16% ↑
Neutral	16%	18%	13%	16%	17%	12%	15%	15%	14%	17%	19%
Agree	50%	50%	50%	52%	48%	51%	51%	50%	51%	48%	49%
Strongly agree	26%	20% ↓	34% ↑	23%	26%	34%	27%	24%	25%	28%	16%
<b>SUB-TOTAL AGREE</b>	76%	70% ↓	83% ↑	75%	73%	85%	78%	74%	76%	76%	65%

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

Table 3.5.1: Learning and development (continued)

Q16/23 Column %	Total 2020	ORGANISATION TYPE	CSYW REGION						YEARS IN SECTOR	FRONTLINE DCSYW WORKER
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% of respondents

I have received information and/or training regarding changes to child protection legislation in the past 12 months											
	Total 2020 n = 759	Govt n = 410	Non-govt n = 349	Central n = 134	Moreton n = 286	Northern n = 107	South East n = 115	South West n = 117	<10 n = 407	10 + n = 350	Yes n = 210
Strongly disagree	6%	6%	5%	5%	6%	4%	7%	8%	6%	5%	6%
Disagree	15%	13%	18%	15%	15%	11%	15%	18%	14%	16%	10%
<b>SUB-TOTAL DISAGREE</b>	21%	19%	23%	20%	21%	15%	22%	26%	21%	21%	16%
Neutral	15%	15%	14%	12%	15%	11%	19%	16%	16%	13%	16%
Agree	47%	48%	47%	49%	43%	60%	50%	42%	47%	48%	48%
Strongly agree	17%	19%	16%	19%	21%	14%	10%	16%	16%	19%	20%
<b>SUB-TOTAL AGREE</b>	65%	66%	63%	68%	64%	74%	59%	58%	63%	67%	68%

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

**Q16f. In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?**

**3.5.4 2020 Result**

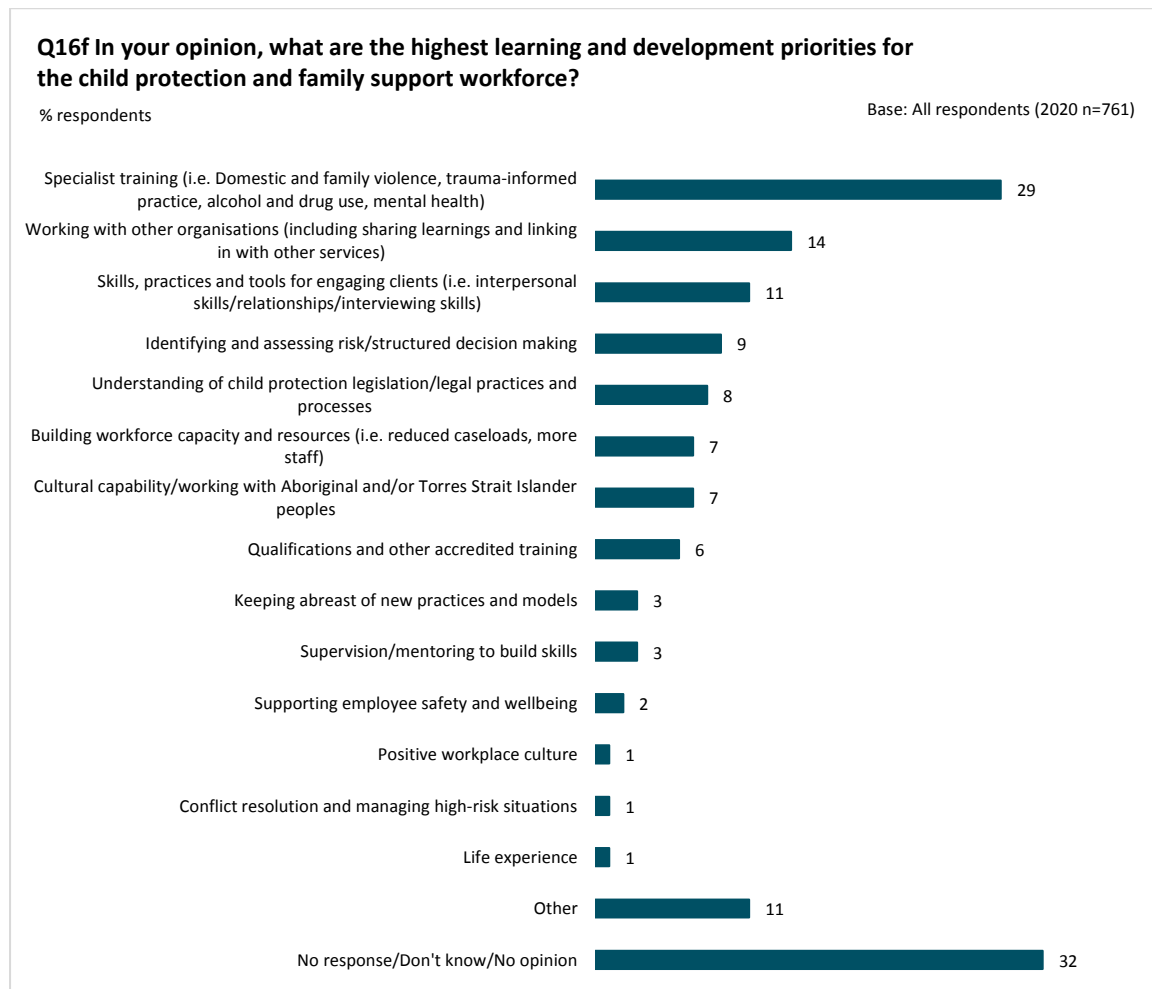
Respondents were given the opportunity to use their own words to answer the question “In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?”. The most prevalent responses were related to the need for:

- specialist training such as domestic and family violence training etc. (29%)
- working with other organisations (14%)
- skills, practices and tools for engaging clients such as interpersonal skills (11%).

Other mentioned priorities included identifying and assessing risk/structured decision making (9%), understanding of child protection legislation/legal practices and processes (8%), building workforce capacity and resources (7%) and cultural capability/working with Aboriginal and/or Torres Strait Islander peoples (7%).

The reader is referred to Figure 3.5.4 below.

Figure 3.5.4: Learning and development

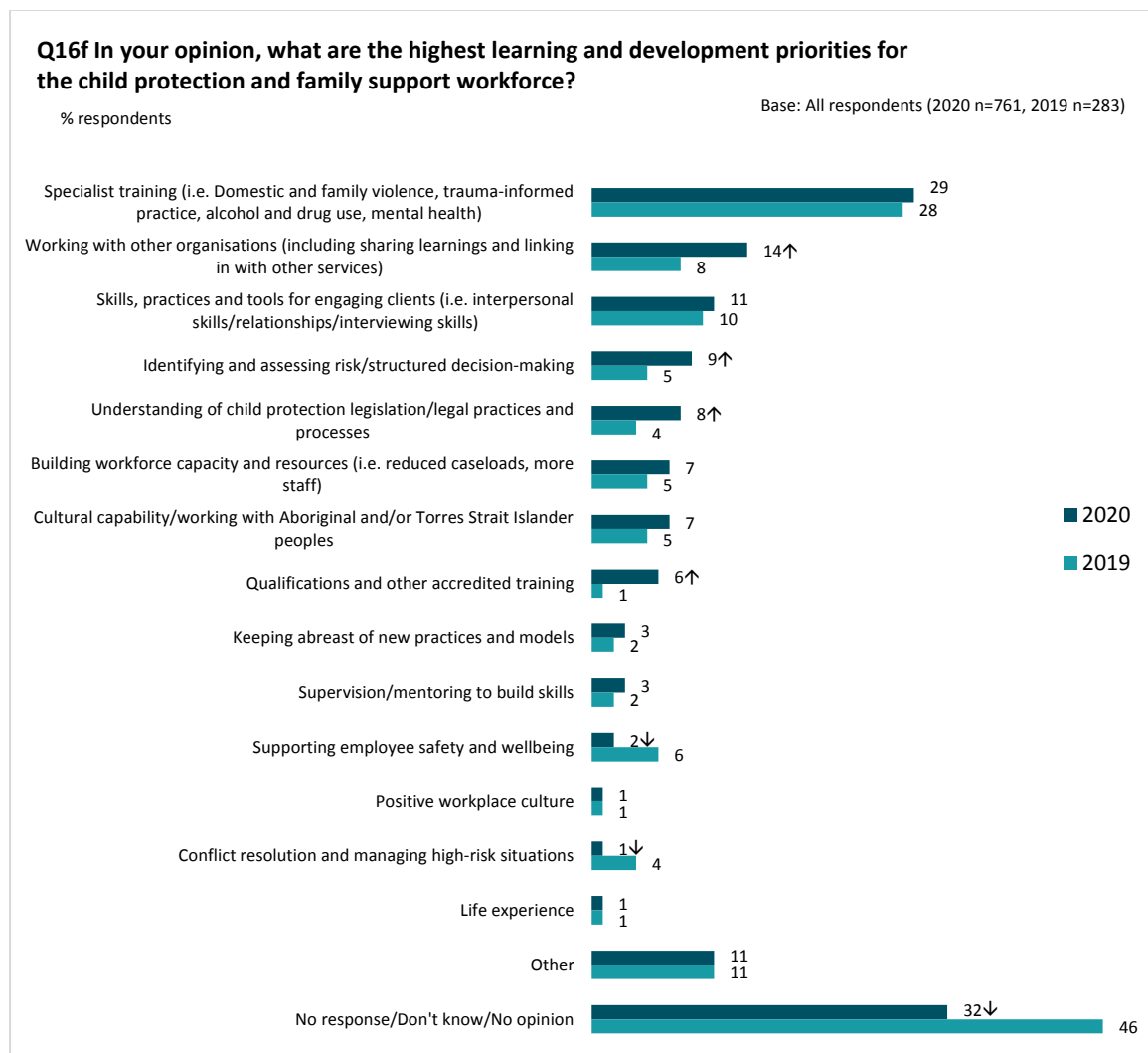


### 3.5.5 Comparison to 2019 survey data

The following differences in respondents' opinions about the highest learning and development priorities for the child protection and family support workforce were found between 2019 and 2020:

- Working with other organisations (including sharing learnings and linking in with other services) (8% in 2019, 14% in 2020)
- Identifying and assessing risk/structured decision-making (5% in 2019, 9% in 2020)
- Understanding of child protection legislation/legal practices and processes (4% in 2019, 8% in 2020)
- Qualifications and other accredited training (1% in 2019, 6% in 2020)
- Supporting employee safety and wellbeing (6% in 2019, 2% in 2020)
- Conflict resolution and managing high-risk situations (4% in 2019, 1% in 2020).

Figure 3.5.5: Learning and development 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

### 3.5.6 Sub-group differences (2020)

Non-government employees (35%) were more likely than government employees (24%) to report that the highest learning and development priorities for the child protection and family support workforce were related to specialist training (i.e. domestic and family violence, trauma informed practice, alcohol and drug use, mental health).

Respondents with 10 or more years' experience in the sector were more likely (13%) than those with less than 10 years' experience (6%) to make reference to identifying and assessing risk/structured decision making in response to this question. Other minor sub-group differences are outlined in Table 3.5.6 below.

Table 3.5.6: Learning and development

Q16f Column %	Total 2020 n = 761	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 412	Non- govt n = 349	Central n = 134	Moreton n = 287	Northern n = 107	South East n = 116	South West n = 117	<10 n = 409	10 + n = 350	Yes n = 210
Specialist training (i.e. Domestic and family violence, trauma-informed practice, alcohol and drug use, mental health)	29%	24% ↓	35% ↑	24%	32%	35%	22%	28%	26%	33%	28%
Working with other organisations (including sharing learnings and linking in with other services)	14%	12%	16%	13%	16%	9%	17%	10%	12%	16%	10%
Skills, practices and tools for engaging clients (i.e. interpersonal skills/relationships/interviewing skills)	11%	8%	15%	13%	10%	11%	11%	11%	11%	12%	7%
Identifying and assessing risk/structured decision making	9%	11%	7%	11%	8%	8%	9%	10%	6% ↓	13% ↑	10%
Understanding of child protection legislation/legal practices and processes	8%	10%	6%	9%	8%	6%	9%	8%	8%	9%	10%
Building workforce capacity and resources (i.e. reduced caseloads, more staff)	7%	8%	7%	7%	8%	3%	8%	11%	6%	9%	9%
Cultural capability/working with Aboriginal and/or Torres Strait Islander peoples	7%	6%	7%	7%	7%	11%	5%	4%	7%	7%	8%
Qualifications and other accredited training	6%	7%	5%	5%	5%	5%	3%	10%	5%	6%	10%
Keeping abreast of new practices and models	3%	3%	3%	1%	3%	2%	3%	6%	2%	4%	4%
Supervision/mentoring to build skills	3%	4%	2%	1%	3%		3%	6%	1%	4%	4%
Supporting employee safety and wellbeing	2%	3%	2%	2%	3%	1%	2%	2%	2%	2%	3%
Positive workplace culture	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%	2%
Conflict resolution and managing high-risk situations	1%	2%	1%	1%	1%		2%	3%	1%	1%	1%
Life experience	1%	<1%	1%		1%	1%			<1%	1%	
Other	11%	10%	13%	10%	12%	9%	13%	10%	11%	12%	8%
No response/Don't Know/No Opinion	32%	35%	29%	36%	31%	31%	40%	26%	37% ↑	26% ↓	35%

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

## 3.6 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?

### 3.6.1 2020 Result

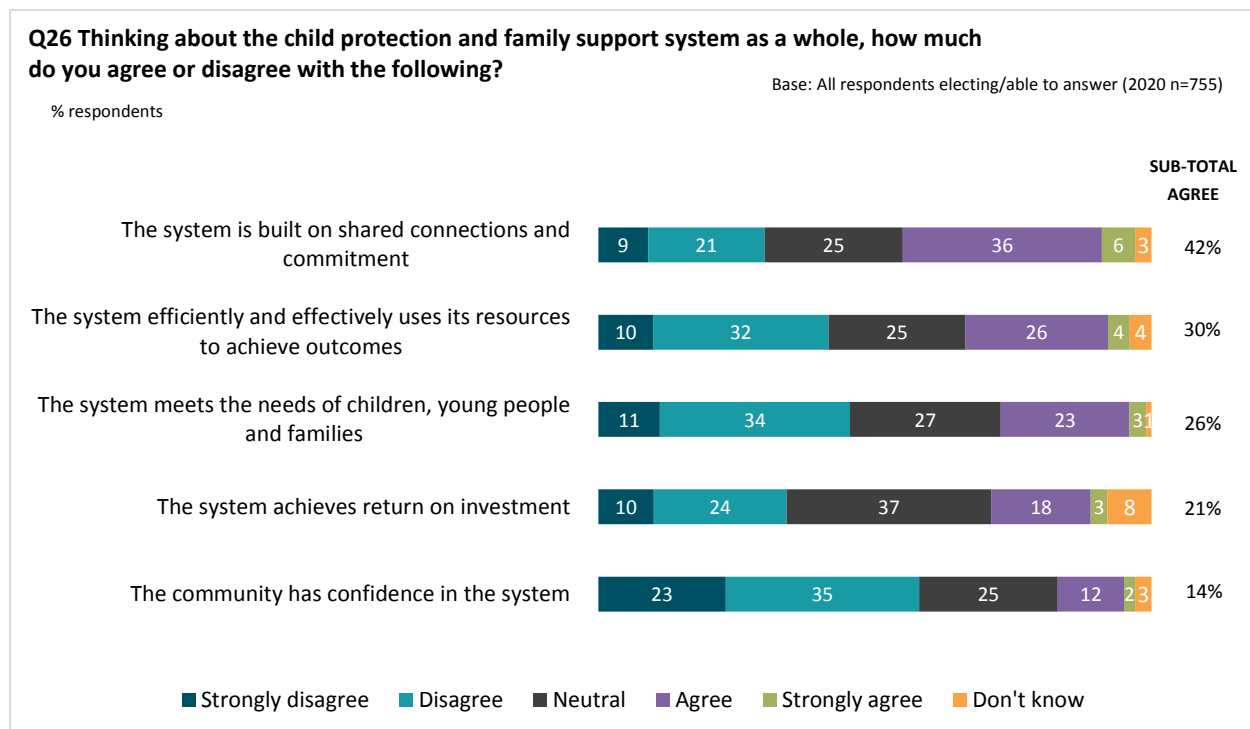
In general, perceptions of system performance were less favourable than for the other topic areas assessed in the survey. Levels of agreement (agree/strongly agree) with statements on this topic were as follows:

- The system is built on shared connections and commitment (42%)
- The system efficiently and effectively uses its resources to achieve outcomes (30%)
- The system meets the needs of children, young people and families (26%)
- The system achieves return on investment (21%)
- The community has confidence in the system (14%).

Note that a relatively high proportion of respondents selected the neutral response option for “The system achieves return on investment” (37%).

The reader is referred to Figure 3.6.1 below.

Figure 3.6.1: System performance

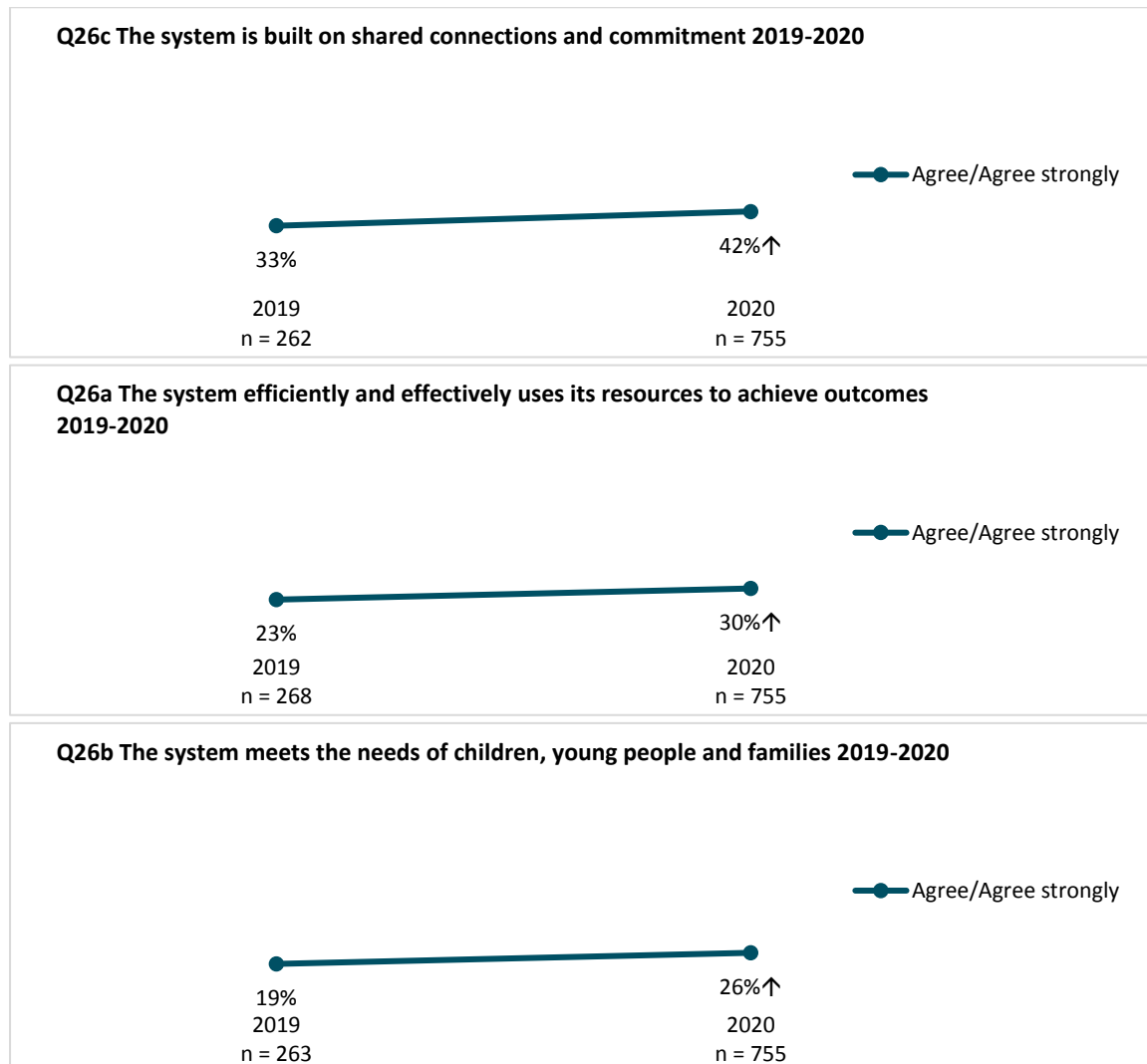


### 3.6.2 Comparison to 2019 survey data

Differences in agreement (agree/strongly agree) were found between 2019 and 2020 in regard to each statement included under this topic:

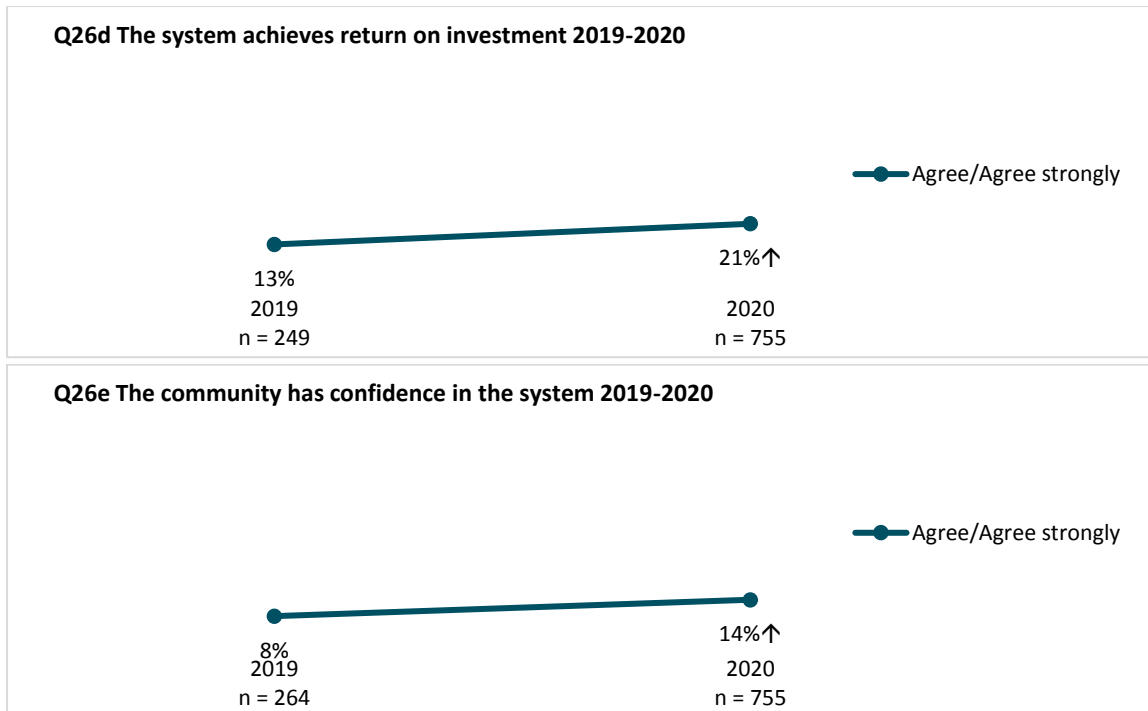
- The system is built on shared connections and commitment (33% in 2019, 42% in 2020)
- The system efficiently and effectively uses its resources to achieve outcomes (23% in 2019, 30% in 2020)
- The system meets the needs of children, young people and families (19% in 2019, 26% in 2020)
- The system achieves return on investment (13% in 2019, 21% in 2020)
- The community has confidence in the system (8% in 2019, 14% in 2020).

Figure 3.6.2: System performance 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

Figure 3.6.2: System performance 2019 – 2020 trends (continued)



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

### 3.6.3 Sub-group differences (2020)

Frontline workers in the Department of Child Safety, Youth and Women were more likely than average to agree (agree/strongly agree) with the following statements:

- The system is built on shared connections and commitment (53% versus 42% on average)
- The system efficiently and effectively uses its resources to achieve outcomes (39% versus 30% on average).

The reader is referred to Table 3.6.1 over the following pages.



Table 3.6.1: System performance (continued)

Q26 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>The system achieves return on investment</b>											
	Total 2020 n = 755	Govt n = 408	Non-govt n = 347	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 115	South West n = 116	<10 n = 406	10 + n = 347	Yes n = 209
Strongly disagree	10%	11%	9%	16%	10%	8%	6%	11%	8%	13%	11%
Disagree	24%	23%	24%	27%	28%	19%	19%	20%	23%	25%	24%
<b>SUB-TOTAL DISAGREE</b>	<b>34%</b>	<b>34%</b>	<b>34%</b>	<b>43%</b>	<b>37%</b>	<b>27%</b>	<b>25%</b>	<b>31%</b>	<b>31%</b>	<b>38%</b>	<b>34%</b>
Neutral	37%	37%	38%	37%	31%	39%	46%	42%	39%	35%	35%
Agree	18%	17%	18%	13%	21%	21%	14%	16%	17%	18%	20%
Strongly agree	3%	3%	4%	2%	4%	5%	3%	3%	3%	4%	4%
<b>SUB-TOTAL AGREE</b>	<b>21%</b>	<b>21%</b>	<b>22%</b>	<b>15%</b>	<b>25%</b>	<b>25%</b>	<b>17%</b>	<b>19%</b>	<b>20%</b>	<b>22%</b>	<b>23%</b>
NA/Don't know	8%	8%	7%	6%	6%	8%	12%	8%	10%	5%	7%
<b>The community has confidence in the system</b>											
	Total 2020 n = 755	Govt n = 408	Non-govt n = 347	Central n = 134	Moreton n = 283	Northern n = 107	South East n = 115	South West n = 116	<10 n = 406	10 + n = 347	Yes n = 209
Strongly disagree	23%	24%	23%	28%	22%	26%	19%	25%	24%	22%	24%
Disagree	35%	35%	36%	40%	37%	27%	32%	34%	35%	36%	34%
<b>SUB-TOTAL DISAGREE</b>	<b>59%</b>	<b>59%</b>	<b>59%</b>	<b>68%</b>	<b>59%</b>	<b>53%</b>	<b>51%</b>	<b>59%</b>	<b>59%</b>	<b>58%</b>	<b>59%</b>
Neutral	25%	26%	24%	19%	25%	27%	31%	23%	26%	24%	26%
Agree	12%	11%	13%	8%	12%	13%	12%	14%	11%	13%	11%
Strongly agree	2%	2%	2%	1%	2%	4%	3%		1%	3%	2%
<b>SUB-TOTAL AGREE</b>	<b>14%</b>	<b>13%</b>	<b>15%</b>	<b>10%</b>	<b>14%</b>	<b>17%</b>	<b>15%</b>	<b>14%</b>	<b>12%</b>	<b>15%</b>	<b>13%</b>
NA/Don't know	3%	3%	2%	3%	2%	3%	3%	3%	3%	2%	2%

Q39. In your opinion, what could be done to improve the child protection and family support system?

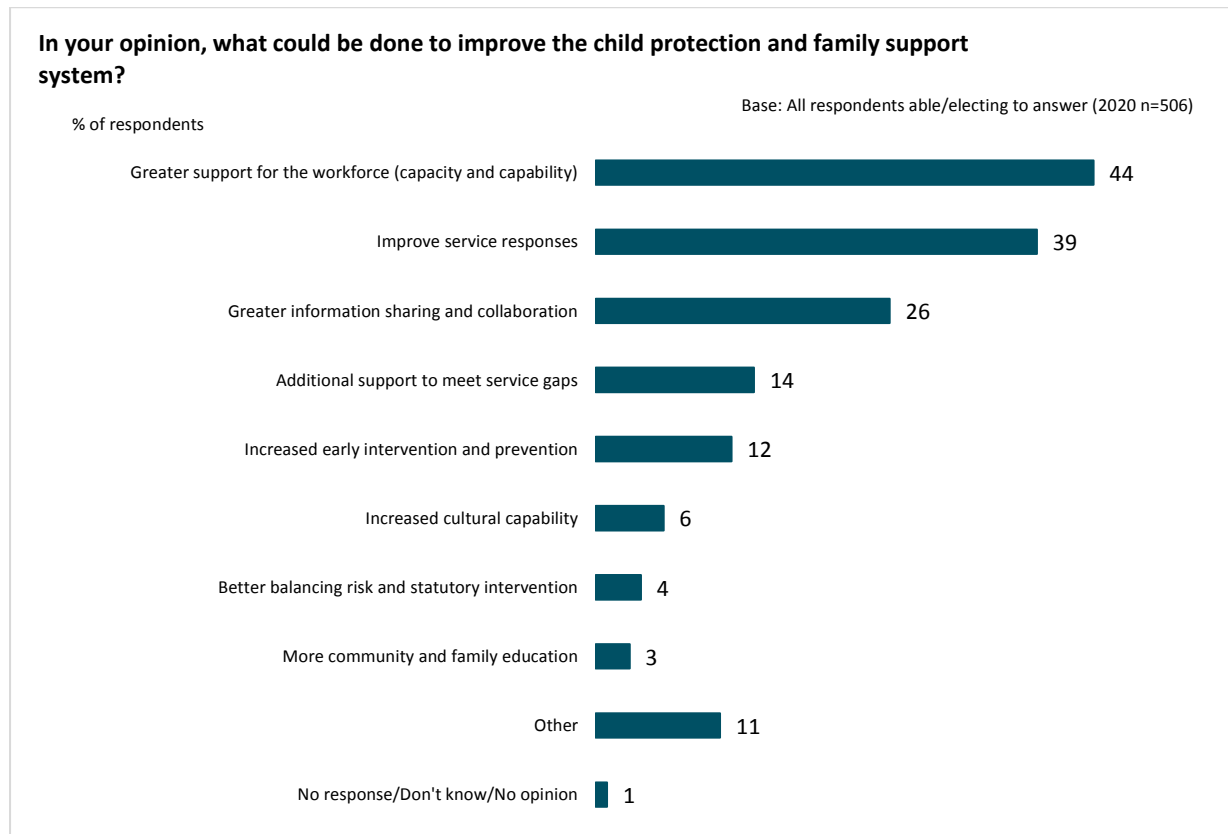
**3.6.4 2020 Result**

When given the opportunity to express in their own words, what could be done to improve the child protection and family support system, the most common suggestion was to provide greater support for the workforce (capacity and capability) (44%). The next most common suggestions were to improve service responses (39%) and to have greater information sharing and collaboration (26%).

Other suggestions included:

- Additional support to meet service gaps (14%)
- Increased early intervention and prevention (12%)
- Increased cultural capability (6%)
- Better balancing risk and statutory intervention (4%)
- More community and family education (3%).

Figure 3.6.4: Improving the child protection and family support system



**3.6.5 Sub-group differences (2020)**

Respondents in the South East CSYW Region (43%) were more likely than average (26%) to suggest greater information sharing and collaboration as an improvement to the child protection and family support system.

Frontline workers in the Department of Child Safety, Youth and Women (13%) were less likely than average (26%) to suggest greater information sharing and collaboration as an improvement to the child protection and family support system.

The reader is referred to Table 3.6.4 on the following page.

Table 3.6.4: Improving the child protection and family support system

Q39 Column %	Total 2020 n = 506	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 259	Non- govt n = 247	Central n = 86	Moreton n = 181	Northern n = 81	South East n = 70	South West n = 88	<10 n = 258	10 + n = 247	Yes n = 130
Greater support for the workforce (capacity and capability)	44%	48%	40%	52%	48%	35%	33%	48%	45%	45%	57%
Improve service responses	39%	36%	42%	30%	40%	44%	41%	38%	40%	38%	32%
Greater information sharing and collaboration	26%	24%	29%	17%	26%	26%	43% ↑	24%	26%	27%	13% ↓
Additional support to meet service gaps	14%	13%	15%	16%	14%	17%	10%	13%	10%	17%	13%
Increased early intervention and prevention	12%	11%	14%	9%	13%	5%	16%	17%	11%	14%	12%
Increased cultural capability	6%	7%	6%	3%	6%	9%	6%	8%	6%	7%	8%
Better balancing risk and statutory intervention	4%	5%	3%	1%	4%	2%	9%	3%	3%	4%	5%
More community and family education	3%	4%	1%	3%	3%	4%	1%		2%	3%	5%
Other	11%	10%	13%	13%	10%	12%	7%	14%	9%	13%	11%
No response/Don't Know/No Opinion	1%	2%	0%	2%		1%	1%	1%	1%	1%	1%

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

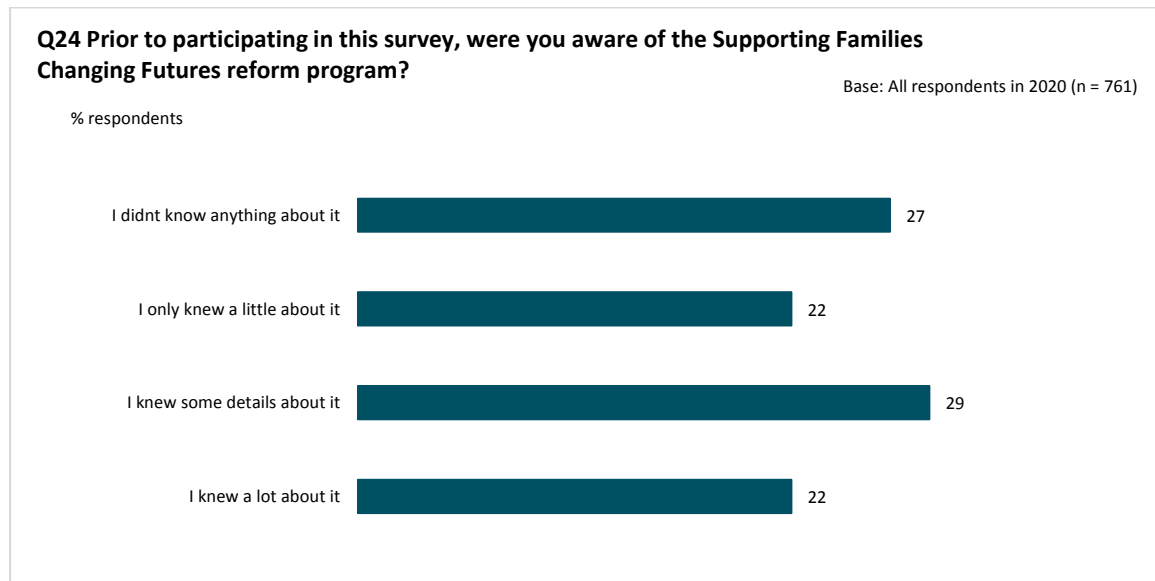
## 3.7 Impact of the reform program

Q24. The Queensland child protection system is undergoing a 10-year reform program in response to the Queensland Child Protection Commission of Inquiry (the Carmody Inquiry), referred to as Supporting Families Changing Futures. Prior to participating in this survey, were you aware of the Supporting Families Changing Futures reform program?

### 3.7.1 2020 Result

29% of respondents reported that they knew some details about the reform program, 22% knew a lot about it, while 22% only knew a little. 27% of respondents did not know anything about the reform program.

Figure 3.7.1: Awareness of the reform program



### 3.7.2 Sub-group differences (2020)

Frontline workers in the in the Department of Child Safety, Youth and Women were more likely (30%) than average (22%) to report that they knew a lot about the reform program. Higher than average awareness was also more likely among those who have worked in the sector for 10 or more years (35%).

Other minor sub-group differences are detailed in Table 3.7.1 overleaf.

Table 3.7.1: Awareness of the reform program

Q24 Column %	Total 2020 n = 761	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 412	Non-govt n = 349	Central n = 134	Moreton n = 287	Northern n = 107	South East n = 116	South West n = 117	<10 n = 409	10 + n = 350	Yes n = 210
I didn't know anything about it	27%	26%	27%	34%	22%	34%	33%	19%	34% ↑	18% ↓	23%
I only knew a little about it	22%	21%	23%	20%	20%	21%	30%	19%	25%	18%	18%
I knew some details about it	29%	28%	31%	22%	32%	27%	23%	40% ↑	30%	29%	29%
I knew a lot about it	22%	25%	20%	25%	26%	18%	14%	22%	11% ↓	35% ↑	30% ↑

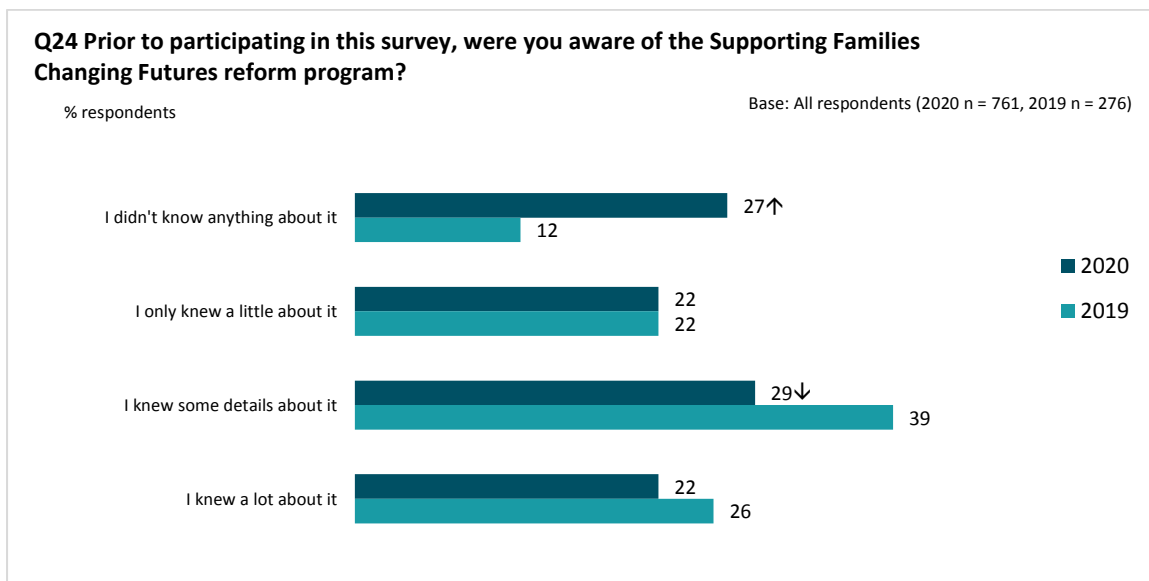
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

### 3.7.3 Comparison to 2019 survey data

Differences in survey results between 2019 and 2020 on this question were as follows:

- the proportion reporting that they didn't know anything about the reform program (12% in 2019, 27% in 2020)
- the proportion reporting that they knew some details about the reform (39% in 2019, 29% in 2020).

Figure 3.7.3: Awareness of the reform program 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

Q27. In your opinion, have these reforms resulted in:

- a) improved outcomes for children, young people and families?
- b) a reduction in demand (i.e. less children entering the tertiary child protection system)?
- c) improved workforce culture?
- d) a reduction in red tape (i.e. administrative processes)?

### 3.7.4 2020 Result

Respondents were most likely to agree (agree/strongly agree) that reforms introduced under Supporting Families Changing Futures have resulted in:

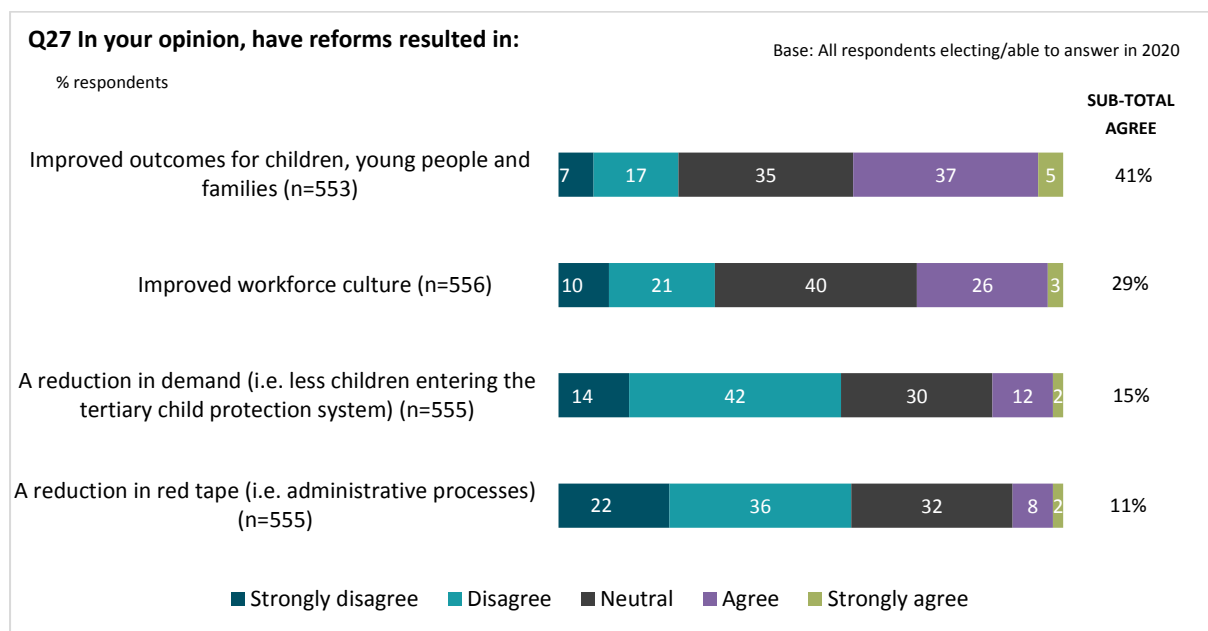
- improved outcomes for children, young people and families (41%)
- improved workplace culture (29%).

Lower levels of agreement were found in regard to outcomes such as:

- a reduction in demand (i.e. less children entering the tertiary child protection system) (15%)
- a reduction in red tape (i.e. administrative processes) (11%).

The reader is referred to Figure 3.7.4 below.

Figure 3.7.4: Impact of the reform program



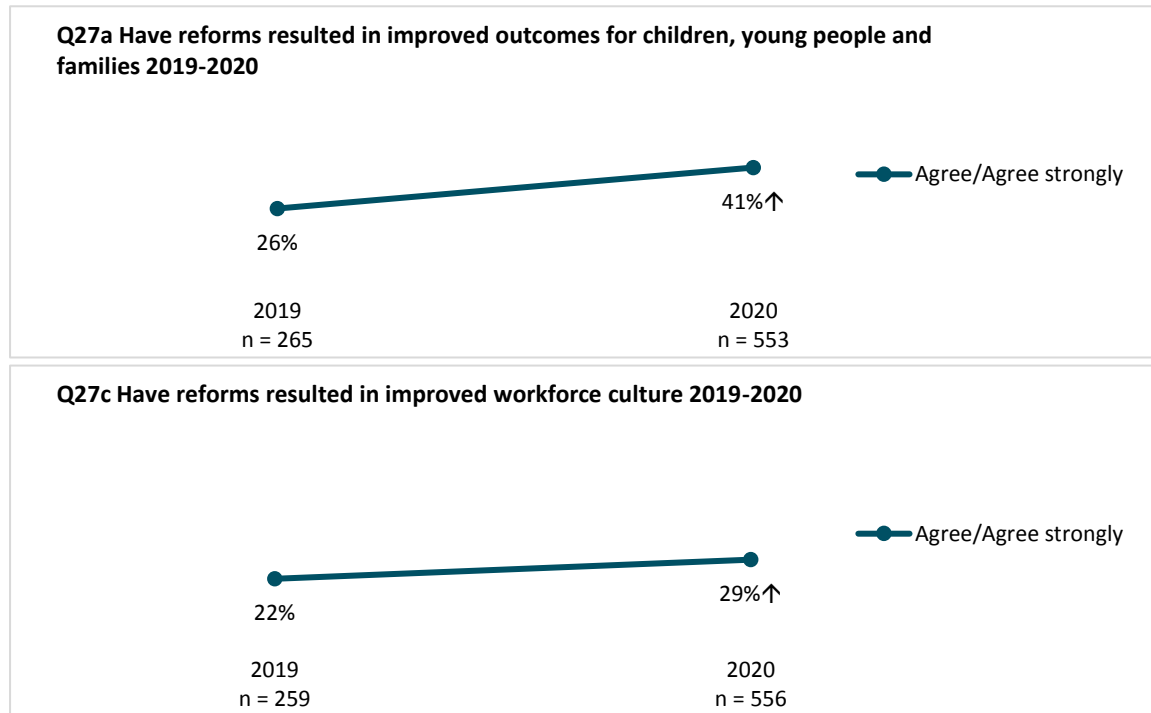
### 3.7.5 Comparison to 2019 survey data

Differences in agreement were found between the two items included in the 2019 and 2020 surveys:

- The reforms have resulted in improved outcomes for children, young people and families (26% in 2019, 41% in 2020)
- The reforms have resulted in improved workforce culture (22% in 2019, 29% in 2020).

The items about reductions in demand and red tape were new items in 2020.

Figure 3.7.5: Impact of the reform program 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

### 3.7.6 Sub-group differences (2020)

There were no significant sub-group differences in respondent opinions about the impact of the reform program.

Table 3.7.4: Impact of the reform program

Q27 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
<b>Have reforms resulted in: Improved outcomes for children, young people and families</b>											
	Total 2020 n = 553	Govt n = 300	Non-govt n = 253	Central n = 87	Moreton n = 223	Northern n = 71	South East n = 77	South West n = 95	<10 n = 266	10 + n = 287	Yes n = 160
Strongly disagree	7%	6%	7%	8%	4%	11%	5%	7%	6%	7%	6%
Disagree	17%	16%	19%	21%	16%	17%	18%	18%	17%	17%	16%
<b>SUB-TOTAL DISAGREE</b>	<b>24%</b>	<b>22%</b>	<b>26%</b>	<b>29%</b>	<b>20%</b>	<b>28%</b>	<b>23%</b>	<b>25%</b>	<b>23%</b>	<b>25%</b>	<b>21%</b>
Neutral	35%	32%	38%	36%	32%	32%	38%	40%	32%	38%	30%
Agree	37%	41%	31%	34%	43%	37%	32%	28%	41%	33%	45%
Strongly agree	5%	5%	4%	1%	5%	3%	6%	6%	4%	5%	4%
<b>SUB-TOTAL AGREE</b>	<b>41%</b>	<b>46%</b>	<b>35%</b>	<b>36%</b>	<b>48%</b>	<b>39%</b>	<b>39%</b>	<b>35%</b>	<b>45%</b>	<b>38%</b>	<b>49%</b>
<b>Have reforms resulted in: Improved workforce culture</b>											
	Total 2020 n = 556	Govt n = 301	Non-govt n = 255	Central n = 89	Moreton n = 224	Northern n = 71	South East n = 77	South West n = 95	<10 n = 269	10 + n = 287	Yes n = 161
Strongly disagree	10%	8%	11%	15%	8%	15%	5%	7%	8%	11%	9%
Disagree	21%	18%	24%	30%	17%	17%	19%	25%	20%	21%	17%
<b>SUB-TOTAL DISAGREE</b>	<b>30%</b>	<b>27%</b>	<b>35%</b>	<b>45%</b>	<b>25%</b>	<b>32%</b>	<b>25%</b>	<b>33%</b>	<b>28%</b>	<b>32%</b>	<b>25%</b>
Neutral	40%	39%	42%	34%	40%	35%	53%	40%	41%	40%	41%
Agree	26%	31%	20%	18%	32%	25%	19%	25%	28%	25%	30%
Strongly agree	3%	3%	3%	3%	3%	7%	3%	2%	4%	3%	3%
<b>SUB-TOTAL AGREE</b>	<b>29%</b>	<b>34%</b>	<b>24%</b>	<b>21%</b>	<b>35%</b>	<b>32%</b>	<b>22%</b>	<b>27%</b>	<b>31%</b>	<b>28%</b>	<b>34%</b>
<b>Have reforms resulted in: A reduction in demand (i.e. less children entering the tertiary child protection system)</b>											
	Total 2020 n = 555	Govt n = 301	Non-govt n = 254	Central n = 88	Moreton n = 224	Northern n = 71	South East n = 77	South West n = 95	<10 n = 269	10 + n = 286	Yes n = 161
Strongly disagree	14%	15%	12%	17%	13%	11%	13%	16%	12%	15%	12%
Disagree	42%	42%	43%	53%	41%	44%	31%	42%	39%	44%	44%
<b>SUB-TOTAL DISAGREE</b>	<b>56%</b>	<b>57%</b>	<b>54%</b>	<b>70%</b>	<b>53%</b>	<b>55%</b>	<b>44%</b>	<b>58%</b>	<b>51%</b>	<b>60%</b>	<b>57%</b>
Neutral	30%	29%	31%	19%	30%	28%	40%	31%	35%	25%	27%
Agree	12%	12%	13%	9%	14%	14%	13%	9%	12%	13%	13%
Strongly agree	2%	2%	2%	1%	2%	3%	3%	2%	2%	2%	3%
<b>SUB-TOTAL AGREE</b>	<b>15%</b>	<b>15%</b>	<b>15%</b>	<b>10%</b>	<b>17%</b>	<b>17%</b>	<b>16%</b>	<b>12%</b>	<b>14%</b>	<b>15%</b>	<b>16%</b>

Table 3.7.4: Impact of the reform program (continued)

Q27 Column %	Total 2020	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
% of respondents											
Have reforms resulted in: A reduction in red tape (i.e. administrative processes)											
	Total 2020 n = 555	Govt n = 300	Non-govt n = 255	Central n = 89	Moreton n = 223	Northern n = 71	South East n = 77	South West n = 95	<10 n = 268	10 + n = 287	Yes n = 160
Strongly disagree	22%	23%	20%	30%	21%	18%	10%	28%	22%	22%	28%
Disagree	36%	35%	37%	43%	37%	27%	39%	33%	35%	37%	36%
<b>SUB-TOTAL DISAGREE</b>	<b>58%</b>	<b>58%</b>	<b>57%</b>	<b>73%</b>	<b>57%</b>	<b>45%</b>	<b>49%</b>	<b>61%</b>	<b>57%</b>	<b>59%</b>	<b>63%</b>
Neutral	32%	32%	31%	21%	30%	38%	39%	34%	34%	29%	28%
Agree	8%	7%	10%	3%	10%	14%	9%	3%	7%	10%	8%
Strongly agree	2%	2%	2%	2%	2%	3%	3%	2%	2%	2%	2%
<b>SUB-TOTAL AGREE</b>	<b>11%</b>	<b>9%</b>	<b>12%</b>	<b>6%</b>	<b>13%</b>	<b>17%</b>	<b>12%</b>	<b>5%</b>	<b>9%</b>	<b>12%</b>	<b>9%</b>

Q28. Since the reforms began in 2014, 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?

### 3.7.7 2020 Result

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 workforce culture.

#### 3.7.7.1 Improved outcomes for children, young people and families

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

- a focus and investment in early intervention (16%)
- client-centred and strengths-based approaches and tools (7%)
- improved collaboration/partnerships/information sharing (5%)
- increased client participation in decisions which affect them (4%)
- working better with Aboriginal and/or Torres Strait Islander families (4%).

12% of respondents felt that there had been no improved outcomes or that improvements were still needed.

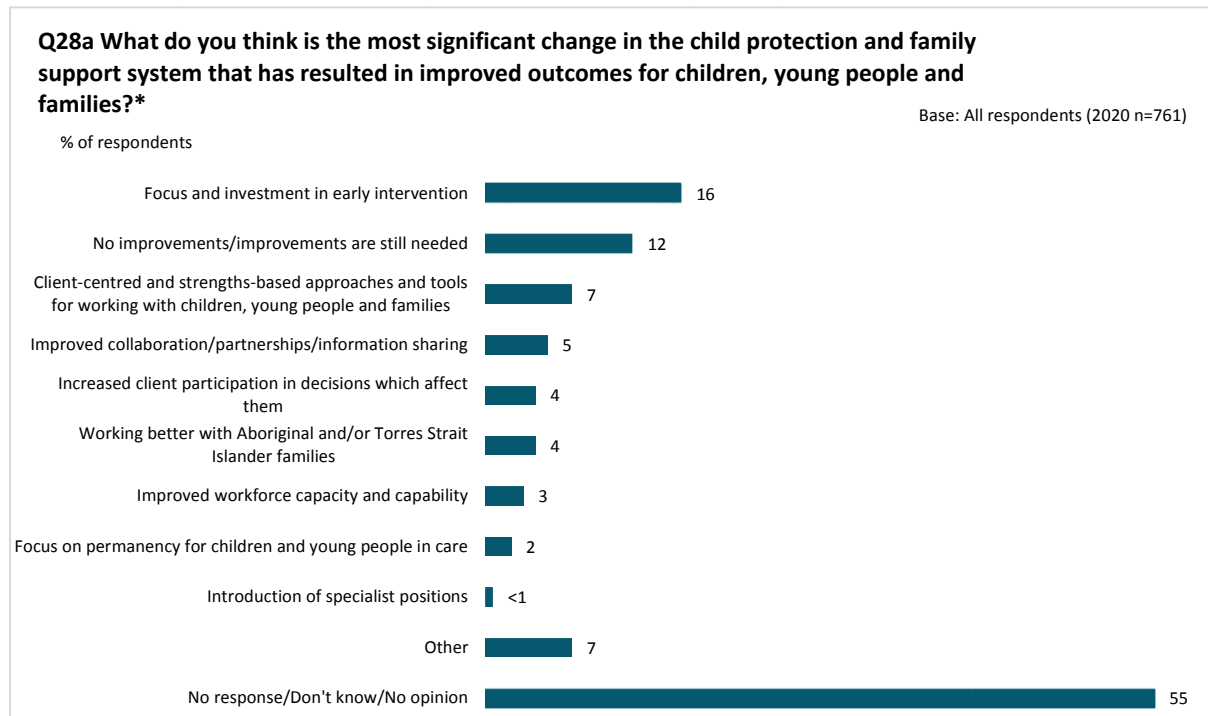
#### 3.7.7.2 Improved workforce culture

The most prevalent responses regarding improvements in workforce culture were:

- improved collaborations/partnerships/information sharing (7%)
- improved workforce capacity and capability (7%)
- client-centred and strengths-based approaches and tools (5%).

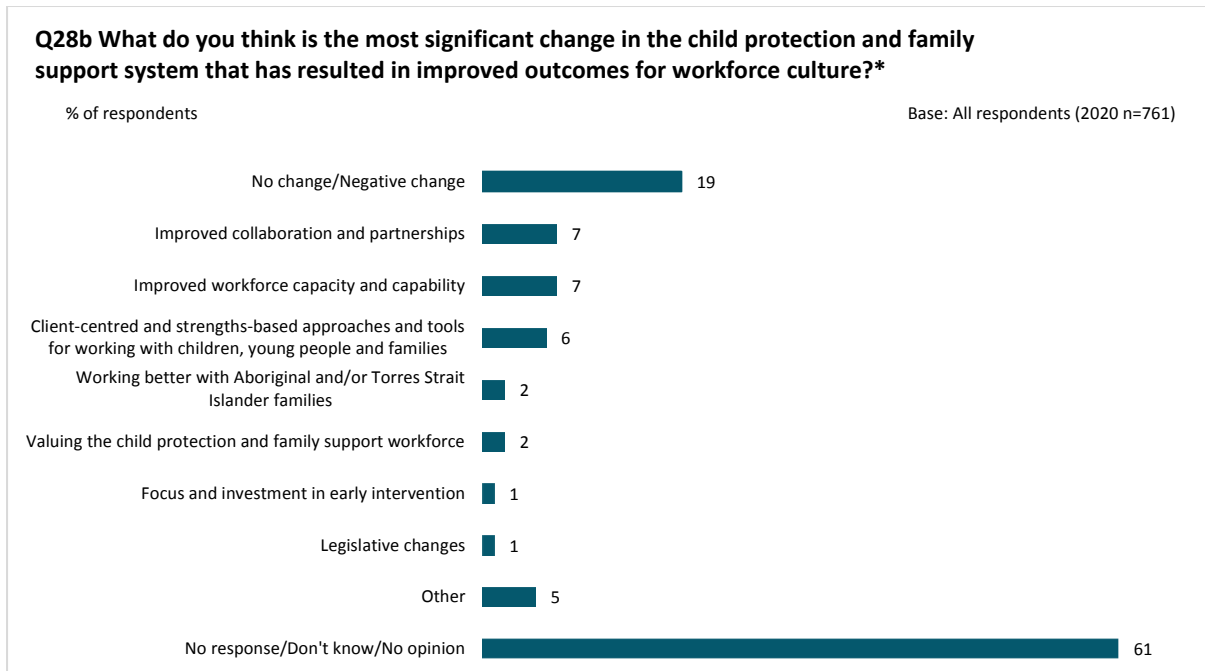
13% of those surveyed expressed the opinion that system reforms have resulted in no change or negative change in workforce culture.

Figure 3.7.7.1: Significant change resulting in improved outcomes for children, young people and families



\*Wording change in 2020

Figure 3.7.7.2: Significant change resulting in improved outcomes for workforce culture



\*Wording change in 2020

### 3.7.8 Comparison to 2019 survey data

#### 3.7.8.1 Improved outcomes for children, young people and families

Differences in agreement (agree/strongly agree) were found between 2019 and 2020 in regard to the following response themes:

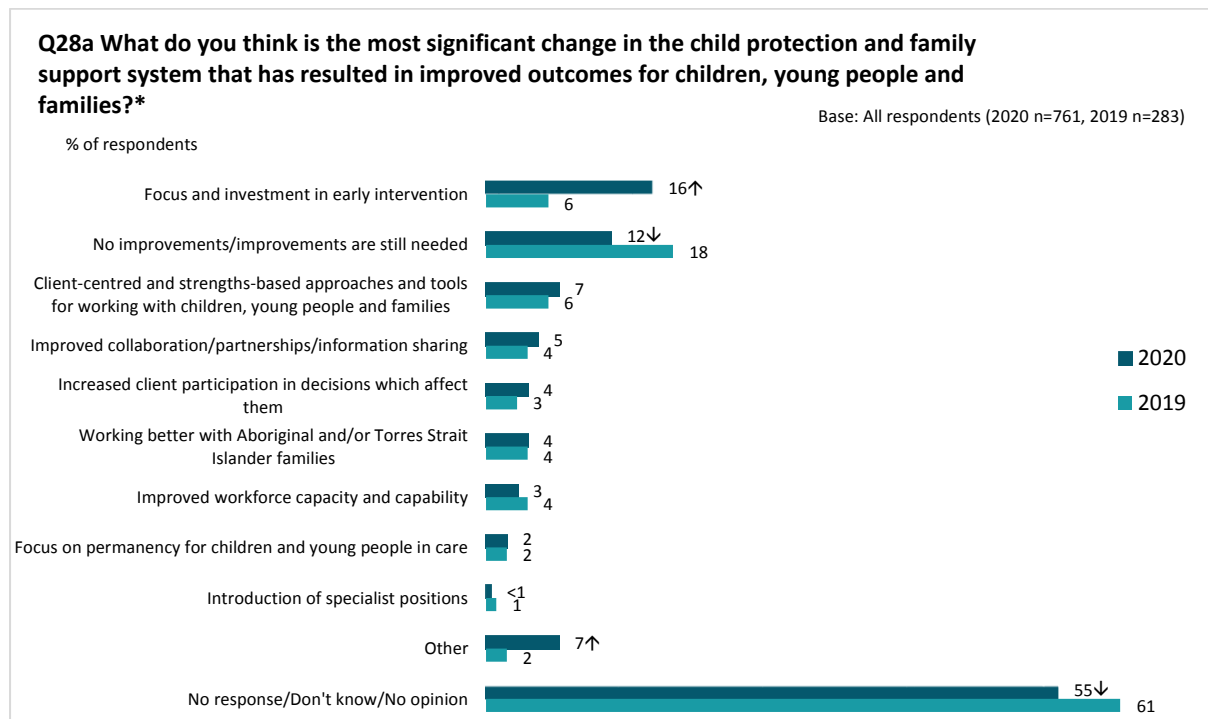
- The reforms have resulted in focus and investment in early intervention (6% in 2019, 16% in 2020)
- The reforms have resulted in no improvements/improvements are still needed (18% in 2019, 12% in 2020).

#### 3.7.8.2 Improved workplace culture

Differences in agreement were found between 2019 and 2020 in regard to the following response themes:

- The reforms have resulted in no change/negative change (13% in 2019, 19% in 2020)
- The reforms have resulted in improved workforce capacity and capability (3% in 2019, 7% in 2020).

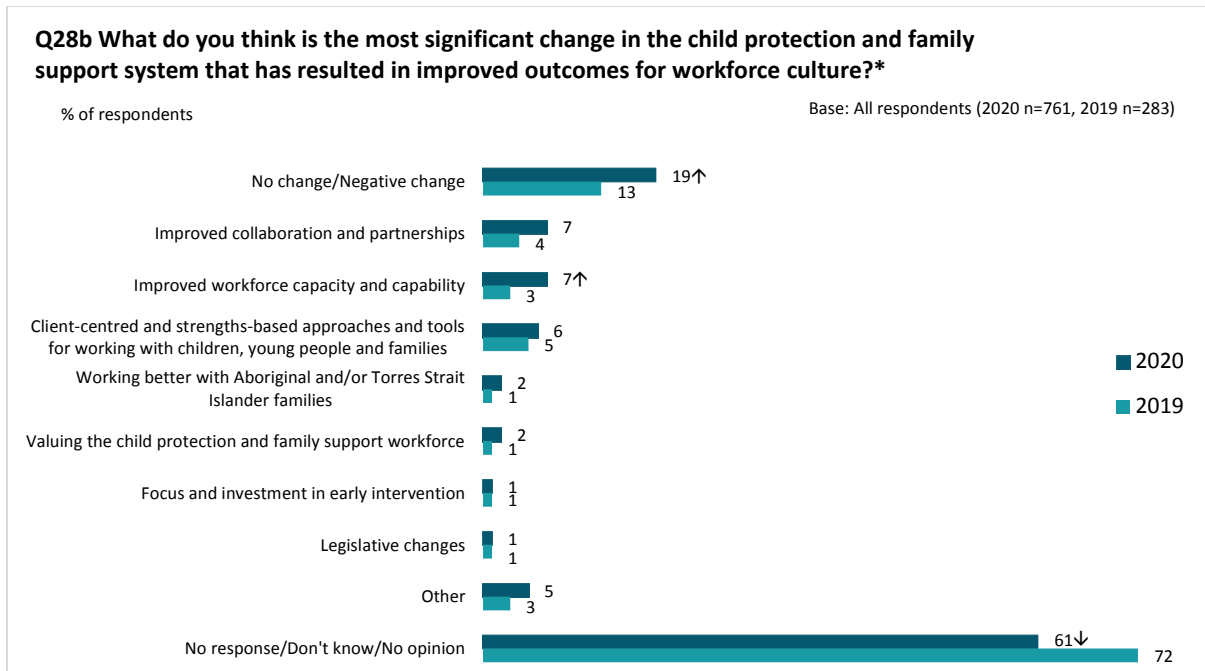
Figure 3.7.8.1: Significant change resulting in improved outcomes for children, young people and families 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

\*Wording change in 2020

Figure 3.7.8.2: Significant change resulting in improved outcomes for workforce culture 2019 – 2020 trends



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.  
 \*Wording change in 2020

### 3.7.9 Sub-group differences (2020)

#### 3.7.9.1 Improved outcomes for children, young people and families

Respondents with less than 10 years' experience in the sector were more likely (63%) than those with more than 10 years' experience (45%) not to provide a response to this question.

Table 3.7.9.1: Significant change resulting in improved outcomes for children, young people and families

Q28a Column %	Total 2020 n = 761	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 412	Non- govt n = 349	Central n = 134	Moreton n = 287	Northern n = 107	South East n = 116	South West n = 117	<10 n = 409	10 + n = 350	Yes n = 210
Focus and investment in early intervention	16%	14%	19%	14%	18%	15%	13%	18%	13%	19%	12%
No improvements/ Improvements are still needed	12%	9%	15%	13%	9%	13%	11%	16%	10%	15%	7%
Client-centred and strengths-based approaches and tools for working with children, young people and families	7%	10%	5%	4%	10%	4%	5%	11%	7%	8%	14%
Improved collaboration/partnerships/information sharing	5%	4%	5%	4%	6%	5%	3%	2%	3%	7%	5%
Increased client participation in decisions which affect them	4%	5%	3%	3%	6%	1%	3%	6%	4%	5%	7%
Working better with Aboriginal and/or Torres Strait Islander families	4%	3%	5%	2%	5%	4%	4%	2%	3%	4%	4%
Improved workforce capacity and capability	3%	3%	2%	1%	3%	1%	3%	6%	1%	4%	3%
Focus on permanency for children and young people in care	2%	2%	2%	1%	1%	2%	1%	4%	3%	1%	2%
Introduction of specialist positions	<1%	<1%	1%	1%	<1%			1%	<1%	1%	
Other	7%	7%	7%	8%	7%	7%	3%	9%	6%	9%	4%
No response/Don't know/No opinion	55%	58%	51%	59%	53%	54%	67%	43%	63% ↑	45% ↓	58%

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

### 3.7.9.2 Improved workplace culture

Respondents with more than 10 years' experience in the sector were more likely (49%) than those with less than 10 years' experience (31%) to provide a response to this question. Those working in the South East region (24%) were less likely than average (39%) to respond to this question.

Table 3.7.9.2: Significant change resulting in improved outcomes for workforce culture

Q28b Column %	Total 2020 N = 761	ORGANISATION TYPE		CSYW REGION					YEARS IN SECTOR		FRONTLINE DCSYW WORKER
		Govt n = 412	Non-govt n = 349	Central n = 134	Moreton n = 287	Northern n = 107	South East n = 116	South West n = 117	<10 n = 409	10 + n = 350	Yes n = 210
No change/Negative change	19%	16%	22%	22%	16%	22%	14%	25%	16%	23%	19%
Improved collaboration and partnerships	7%	5%	8%	7%	9%	7%	4%	3%	5%	9%	5%
Improved workforce capacity and capability	7%	8%	7%	2%	10%	6%	6%	9%	5%	10%	8%
Client-centred and strengths-based approaches and tools for working with children, young people and families	6%	7%	4%	5%	7%	7%	1%	8%	5%	7%	8%
Working better with Aboriginal and/or Torres Strait Islander families	2%	1%	2%	3%	1%	2%	2%	1%	1%	2%	2%
Valuing the child protection and family support workforce	2%	2%	3%	1%	4%		1%	4%	3%	2%	3%
Focus and investment in early intervention	1%	1%	<1%	1%	<1%	3%		1%	<1%	1%	<1%
Legislative changes	1%	2%	1%	1%	2%		2%	1%	1%	2%	<1%
Other	5%	5%	4%	4%	6%	4%	3%	3%	3%	6%	5%
No response/Don't Know/No Opinion	61%	63%	58%	61%	59%	55%	76% ↑	55%	69% ↑	51% ↓	61%

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



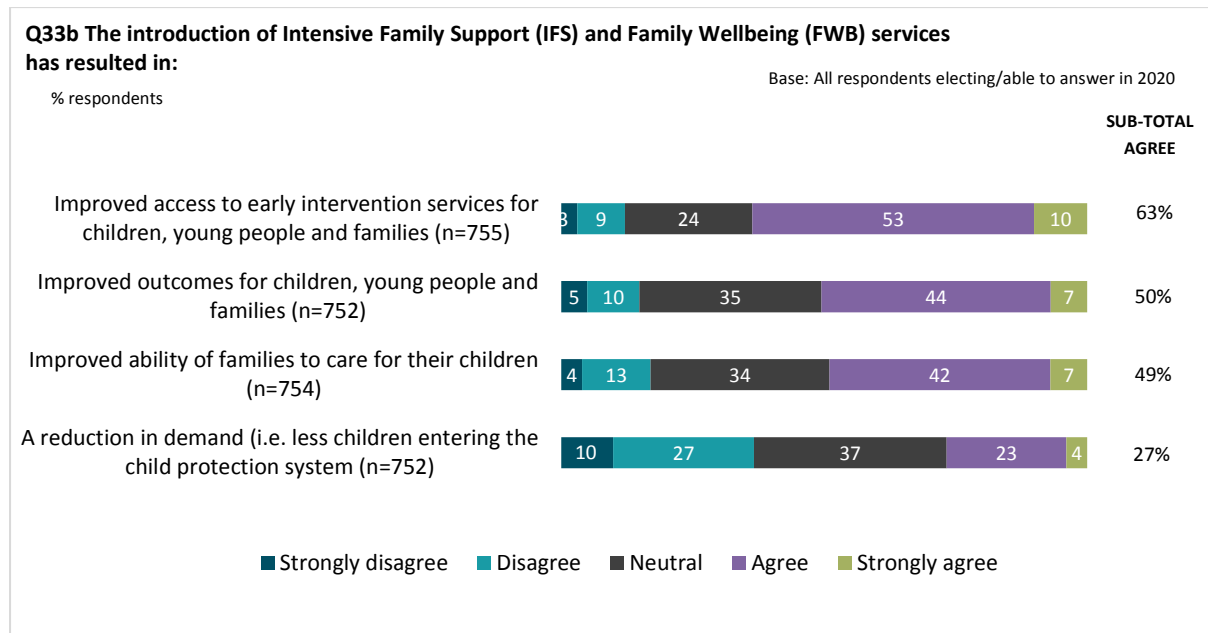
### 3.7.12 2020 Result – Intensive Family Support (IFS) and Family Wellbeing Services (FWB)

Respondents were most likely to agree (agree/strongly agree) that the introduction of Intensive Family Support (IFS) and Family Wellbeing (FWB) services has resulted in the following:

- improved access to early intervention services for children, young people and families (63%)
- improved outcomes for children, young people and families (50%)
- improved ability of families to care for their children (49%).

Less widespread agreement was found for the statement that there had been a reduction in demand (i.e. less children entering the child protection system) (27%).

Figure 3.7.12: Intensive Family Support (IFS) and Family Wellbeing (FWB) services



### 3.7.13 Sub-group differences (2020)

Those working in the Northern region were more likely (26%) than average (15%) to disagree (disagree/strongly disagree) that the introduction of Intensive Family Support (IFS) and Family Wellbeing (FWB) has resulted in improved outcomes for children, youth and families.

The reader is referred to Table 3.7.12 below.

Table 3.7.12: Intensive Family Support (IFS) and Family Wellbeing (FWB) services

Q33b Column %	Total 2020	ORGANISATION TYPE	CSYW REGION						YEARS IN SECTOR	FRONTLINE DCSYW WORKER
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% of respondents

#### The introduction of Intensive Family Support (IFS) and Family Wellbeing (FWB) services has resulted in: Improved access to early intervention services for children, young people and families

	Total 2020 n = 755	Govt n = 409	Non-govt n = 346	Central n = 134	Moreton n = 284	Northern n = 106	South East n = 114	South West n = 117	<10 n = 404	10 + n = 349	Yes n = 209
Strongly disagree	3%	4%	2%	6%	3%	6%		3%	2%	4%	3%
Disagree	9%	9%	9%	8%	10%	13%	7%	7%	8%	11%	9%
<b>SUB-TOTAL DISAGREE</b>	<b>12%</b>	<b>13%</b>	<b>11%</b>	<b>14%</b>	<b>12%</b>	<b>19%</b>	<b>7%</b>	<b>9%</b>	<b>10%</b>	<b>15%</b>	<b>12%</b>
Neutral	24%	22%	27%	27%	21%	20%	31%	26%	26%	21%	19%
Agree	53%	56%	49%	49%	56%	51%	50%	55%	51%	55%	59%
Strongly agree	10%	9%	13%	10%	10%	10%	12%	10%	12%	9%	10%
<b>SUB-TOTAL AGREE</b>	<b>63%</b>	<b>65%</b>	<b>62%</b>	<b>59%</b>	<b>66%</b>	<b>61%</b>	<b>62%</b>	<b>65%</b>	<b>64%</b>	<b>64%</b>	<b>69%</b>

#### The introduction of Intensive Family Support (IFS) and Family Wellbeing (FWB) services has resulted in: Improved outcomes for children, young people and families

	Total 2020 n = 752	Govt n = 408	Non-govt n = 344	Central n = 134	Moreton n = 284	Northern n = 105	South East n = 113	South West n = 116	<10 n = 403	10 + n = 347	Yes n = 208
Strongly disagree	5%	5%	4%	7%	3%	9%	2%	4%	3%	6%	2%
Disagree	10%	10%	11%	9%	10%	17%	9%	9%	10%	10%	10%
<b>SUB-TOTAL DISAGREE</b>	<b>15%</b>	<b>15%</b>	<b>15%</b>	<b>16%</b>	<b>13%</b>	<b>26% ↑</b>	<b>11%</b>	<b>13%</b>	<b>14%</b>	<b>16%</b>	<b>12%</b>
Neutral	35%	36%	34%	37%	33%	30%	40%	35%	34%	36%	34%
Agree	44%	44%	44%	43%	47%	38%	42%	44%	45%	43%	47%
Strongly agree	7%	6%	7%	4%	6%	7%	8%	8%	8%	5%	8%
<b>SUB-TOTAL AGREE</b>	<b>50%</b>	<b>50%</b>	<b>51%</b>	<b>47%</b>	<b>54%</b>	<b>45%</b>	<b>50%</b>	<b>52%</b>	<b>52%</b>	<b>48%</b>	<b>54%</b>

#### The introduction of Intensive Family Support (IFS) and Family Wellbeing (FWB) services has resulted in: Improved ability of families to care for their children

	Total 2020 n = 754	Govt n = 409	Non-govt n = 345	Central n = 134	Moreton n = 285	Northern n = 105	South East n = 114	South West n = 116	<10 n = 403	10 + n = 349	Yes n = 209
Strongly disagree	4%	5%	3%	4%	4%	9%	2%	4%	3%	5%	3%
Disagree	13%	13%	12%	14%	12%	17%	10%	10%	11%	15%	12%
<b>SUB-TOTAL DISAGREE</b>	<b>17%</b>	<b>18%</b>	<b>15%</b>	<b>18%</b>	<b>16%</b>	<b>26%</b>	<b>11%</b>	<b>15%</b>	<b>14%</b>	<b>19%</b>	<b>15%</b>
Neutral	34%	35%	33%	38%	32%	27%	39%	39%	34%	34%	33%
Agree	42%	42%	43%	40%	45%	40%	42%	41%	44%	40%	44%
Strongly agree	7%	5%	9%	4%	8%	8%	8%	5%	7%	6%	7%
<b>SUB-TOTAL AGREE</b>	<b>49%</b>	<b>47%</b>	<b>51%</b>	<b>44%</b>	<b>53%</b>	<b>48%</b>	<b>50%</b>	<b>47%</b>	<b>52%</b>	<b>46%</b>	<b>51%</b>

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

Table 3.7.12: Intensive Family Support (IFS) and Family Wellbeing (FWB) services (continued)

Q33b Column %	Total 2020	ORGANISATION TYPE	CSYW REGION						YEARS IN SECTOR	FRONTLINE DCSYW WORKER
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% of respondents

The introduction of Intensive Family Support (IFS) and Family Wellbeing (FWB) services has resulted in: A reduction in demand (i.e. less children entering the child protection system)

	Total 2020 n = 752	Govt n = 409	Non-govt n = 343	Central n = 134	Moreton n = 283	Northern n = 105	South East n = 114	South West n = 116	<10 n = 403	10 + n = 347	Yes n = 209
Strongly disagree	10%	10%	9%	13%	10%	12%	4%	9%	10%	10%	8%
Disagree	27%	27%	27%	32%	29%	21%	25%	26%	22% ↓	33% ↑	32%
<b>SUB-TOTAL DISAGREE</b>	37%	37%	36%	46%	38%	33%	29%	34%	32%	42%	40%
Neutral	37%	36%	37%	34%	35%	30%	46%	39%	39%	34%	33%
Agree	23%	23%	22%	19%	21%	31%	21%	23%	24%	21%	24%
Strongly agree	4%	3%	5%	1%	5%	5%	4%	3%	5%	3%	3%
<b>SUB-TOTAL AGREE</b>	27%	26%	27%	20%	27%	36%	25%	27%	29%	24%	28%

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

# 4. Appendices

## Appendix A – 2020 survey

No.	Question	Response options
Q12	What is your workplace post code? Please specify	Free text, 4 numeric characters only
Q13	Is your workplace a government or non-government organisation?	<input type="checkbox"/> Government <input type="checkbox"/> Non-government
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
Q29	<p><i>Only ask if respondent answered "Government" AND "No supervisory" or "Mid-level manager" above:</i></p> <p>Do you work in a frontline role with the Department of Child Safety, Youth and Women?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

No.	Question	Response options
Q30	<p><i>Only ask if respondent is a frontline DCSYW worker:</i></p> <p>Which of the following best describes the main tasks you undertake in your role? (tick all that apply)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Work in multi-disciplinary team</li> <li><input type="checkbox"/> Provide individual support to children, young people and their families</li> <li><input type="checkbox"/> Facilitate positive family connections</li> <li><input type="checkbox"/> Referral</li> <li><input type="checkbox"/> Advocacy</li> <li><input type="checkbox"/> Stakeholder engagement</li> <li><input type="checkbox"/> Assessment</li> <li><input type="checkbox"/> Prepare and maintain quality case records</li> <li><input type="checkbox"/> Case planning</li> <li><input type="checkbox"/> Transition from care planning</li> <li><input type="checkbox"/> Intervention</li> <li><input type="checkbox"/> Parent coaching</li> <li><input type="checkbox"/> Casework</li> <li><input type="checkbox"/> Case management</li> <li><input type="checkbox"/> Complex case management</li> <li><input type="checkbox"/> Manage sensitive cases</li> <li><input type="checkbox"/> Mentor other professionals</li> <li><input type="checkbox"/> Provide guidance</li> <li><input type="checkbox"/> Line management</li> <li><input type="checkbox"/> Undertake supervision</li> <li><input type="checkbox"/> Provide supervision</li> <li><input type="checkbox"/> Provide specialist advice</li> <li><input type="checkbox"/> Provide oversight</li> </ul> <p>Other _____ <b>Free text</b></p>

No.	Question	Response options
Q10	In your role, which of the following best describes the main service/s you 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 services <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 liaison <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 Other _____ <b>Free text</b>

No.	Question	Response options
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+ <input type="checkbox"/> People living in low socio-economic status households <input type="checkbox"/> People experiencing housing insecurity <input type="checkbox"/> People involved with the youth justice system <input type="checkbox"/> People involved with the criminal justice system <input type="checkbox"/> People involved with the child protection system
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

No.	Question	Response options
Q31	How would you describe your experience in the child protection and family support sector?	<input type="checkbox"/> I have only worked in government agencies <input type="checkbox"/> I have mostly worked in government agencies <input type="checkbox"/> I have fairly equal experience in government agencies and non-government organisations <input type="checkbox"/> I have mostly worked in non-government organisations <input type="checkbox"/> I have only worked in non-government organisations
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
Q32	I intend to <b>leave</b> the child protection and family support sector 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
Q24	<p>The Queensland child protection system is undergoing a 10-year reform program in response to the Queensland Child Protection Commission of Inquiry (the Carmody Inquiry), referred to as Supporting Families Changing Futures.</p> <p>Prior to participating in this survey, were you aware of the Supporting Families Changing Futures reform program?</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

No.	Question	Response options
Q27	<p><i>Only ask these questions if respondents knew at least a little in previous question</i></p> <p>In your opinion, have these reforms resulted in:</p> <ul style="list-style-type: none"> <li>a) improved outcomes for children, young people and families?</li> <li>b) a reduction in demand (i.e. less children entering the tertiary child protection system)?</li> <li>c) improved workforce culture?</li> <li>d) a reduction in red tape (i.e. administrative processes)?</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly disagree</li> <li><input type="checkbox"/> Disagree</li> <li><input type="checkbox"/> Neutral</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Strongly agree</li> </ul>
Q28	<p>Since the reforms began in 2014, what do you think has been the most significant change in the child protection and family support system that has resulted in improved:</p> <ul style="list-style-type: none"> <li>a) outcomes for children, young people and families?</li> <li>b) workforce culture?</li> </ul>	<p>Free text</p> <p>Free text</p>

No.	Question	Response options
Q33	<p>Key reform changes included the introduction of Family and Child Connect and Intensive Family Support (IFS) and Family Wellbeing (FWB) services.</p> <p>How much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> <li>a) The introduction of Family and Child Connect has resulted in families being more appropriately referred to the secondary or tertiary system</li> <li>b) The introduction of Intensive Family Support (IFS) and Family Wellbeing (FWB) services has resulted in: <ul style="list-style-type: none"> <li>i. improved access to early intervention services for children, young people and families</li> <li>ii. a reduction in demand (i.e. less children entering the child protection system)</li> <li>iii. improved outcomes for children, young people and families</li> <li>iv. improved ability of families to care for their children</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly disagree</li> <li><input type="checkbox"/> Disagree</li> <li><input type="checkbox"/> Neutral</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Strongly agree</li> </ul>
Q26	<p>Thinking about <b>the child protection and family support system as a whole</b>, how much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> <li>a) The system efficiently and effectively uses its resources to achieve outcomes</li> <li>b) The system meets the needs of children, young people and families</li> <li>c) The system is built on shared connections and commitment</li> <li>d) The system achieves return on investment</li> <li>e) The community has confidence in the system</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly disagree</li> <li><input type="checkbox"/> Disagree</li> <li><input type="checkbox"/> Neutral</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Strongly agree</li> <li><input type="checkbox"/> Don't know</li> </ul>

No.	Question	Response options
Q15	<p>Thinking about <b>your current role and organisation</b>, how much do you agree or disagree with the following?</p> <p>a) I have a clear understanding of my role and responsibilities</p> <p>b) I consider my caseload/workload to be manageable</p> <p>c) I am able to spend enough time with children, young people and families to do my job well</p> <p>d) I receive the right amount of supervision to do my job well</p> <p>e) I receive support from my colleagues/peers to do my job well</p> <p>f) I use evidence from literature, research and evaluation findings to inform my professional practice</p>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q16	<p>g) I have been provided with enough training and other learning opportunities to undertake my role well</p> <p>h) My organisation actively supports training and other learning opportunities for staff</p> <p>i) The training and other learning opportunities I have received have been of high quality</p>	
Q23	<p>j) I have received information and/or training regarding changes to child protection legislation in the past 12 months</p>	
Q16f	<p>In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?</p>	<p>Free text</p>

No.	Question	Response options
Q18	<p>Thinking about <b>how you work with clients (including referring them to other organisations for support)</b>, how much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> <li>a) I am confident in my ability to use assessment tools to identify concerns about a child or young person’s safety</li> <li>b) I am confident in my knowledge of reporting thresholds when deciding whether to report concerns about a child or young person’s safety</li> <li>c) I have sound knowledge of the services available in my area</li> <li>d) I have used oneplace community services directory to find services</li> <li>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)</li> <li>f) I am confident referring families to Family and Child Connect</li> <li>g) When I refer families to other services, I receive feedback about whether the service has engaged with the family</li> <li>h) I am less likely to refer families to services who do not provide me with feedback</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly disagree</li> <li><input type="checkbox"/> Disagree</li> <li><input type="checkbox"/> Neutral</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Strongly agree</li> </ul>
Q19	<ul style="list-style-type: none"> <li>i) I have a clear understanding of the information I can share with other organisations</li> </ul>	
Q20	<ul style="list-style-type: none"> <li>j) I am usually aware of the other services working with my clients</li> <li>k) I have enough time in my role to build relationships with other organisations/service providers</li> </ul>	

No.	Question	Response options
Q19	<p>Thinking about <b>how your organisation interacts with internal and external stakeholders</b>, how much do you agree or disagree with the following?</p> <p>a) Where appropriate, information sharing occurs regularly between my organisation and other organisations</p> <p>b) Information sharing between my organisation and other organisations supports better responses for children, young people and families</p> <p>c) Information sharing barriers limit my organisation's ability to support children, young people and families</p>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q20	<p>d) My workplace encourages multi-disciplinary responses to meet clients' needs (if needed)</p> <p>e) My workplace has a culture that supports collaboration with other organisations to achieve client outcomes</p> <p>f) Competition for resources and/or clients affects working relationships between my organisation and others</p>	

No.	Question	Response options
Q36	<p>How much do you agree or disagree with the following?</p> <p><b>Local committees, alliances (e.g. Local Level alliances) or networks:</b></p> <ul style="list-style-type: none"> <li>a) Involve genuine partnerships between government and non-government organisations</li> <li>b) Promote effective local level information sharing</li> <li>c) Promote effective local level cross-agency coordination</li> <li>d) Support effective local level service delivery</li> </ul> <p><b>The Regional Child, Youth and Family Committee (RCYFC):</b></p> <ul style="list-style-type: none"> <li>a) Promotes local level cross-agency leadership</li> <li>b) Promotes effective local level information sharing</li> <li>c) Promotes effective local level cross-agency coordination</li> <li>d) Supports effective local level service delivery</li> <li>e) Has open and transparent decision making</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly disagree</li> <li><input type="checkbox"/> Disagree</li> <li><input type="checkbox"/> Neutral</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Strongly agree</li> <li><input type="checkbox"/> Don't know</li> </ul>

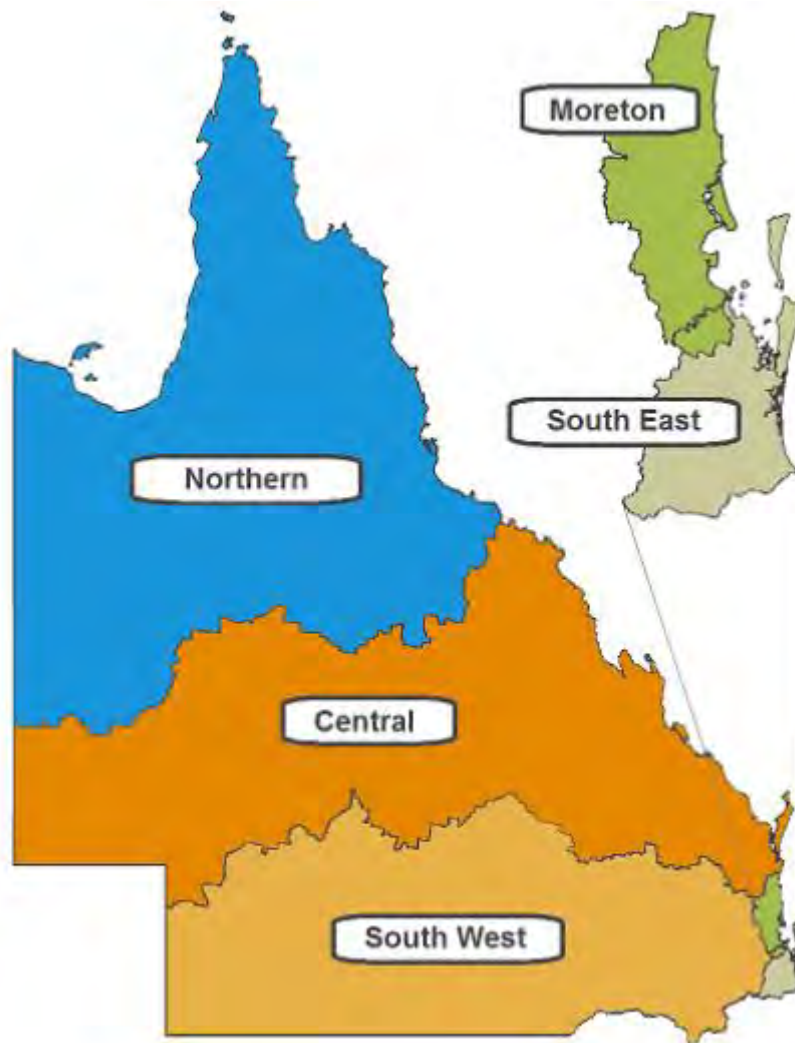
No.	Question	Response options
	Thinking about <b>your organisation</b> , how much do you agree or disagree with the following?	
Q25	a) My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability)	
	b) My organisation uses performance information when making management and service delivery decisions	
Q21	c) My organisation tailors services to meet the needs of children, young people and families	
	d) In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives	<input type="checkbox"/> Strongly disagree
	e) My organisation actively seeks child/young person/family feedback to improve the quality of services we provide	<input type="checkbox"/> Disagree
Q37	f) My organisation has clear and transparent processes for responding to complaints from clients	<input type="checkbox"/> Neutral
Q21	g) Where possible, children, young people and families are able to work with the same staff member (for continuity)	<input type="checkbox"/> Agree
Q15	h) My organisation has a positive workplace culture	<input type="checkbox"/> Strongly agree
	i) In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned	<input type="checkbox"/> Don't know
Q23	j) In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking	

No.	Question	Response options
<p>Q23</p> <p>Q22</p>	<p>Thinking about <b>cultural capability</b>, how much do you agree or disagree with the following?</p> <p>a) I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle</p> <p>b) I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role</p> <p>c) I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families</p> <p>d) I am confident in my ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services my organisation delivers</p> <p>e) Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children</p> <p>f) My organisation has provided cultural training for staff to support their work with Aboriginal and Torres Strait Islander children, young people and families</p> <p>g) 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</p> <p>h) Are there any barriers for Aboriginal and Torres Strait Islander children, young people, and families to access family support services? (please specify)</p>	<p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Neutral</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Strongly agree</p> <p>Free text</p>
<p>Q39</p>	<p>In your opinion, what could be done to improve the child protection and family support system?</p>	<p>Free text</p>

No.	Question	Response options
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
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
Q29a	How did you hear about this survey?	<input type="checkbox"/> QFCC visit <input type="checkbox"/> Employer <input type="checkbox"/> Colleague <input type="checkbox"/> Peak body <input type="checkbox"/> Newsletter <input type="checkbox"/> Other (please specify)

## 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