



# Workforce Survey 2021

## Research Report



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## Contact

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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 in 2021 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
- the biggest issues for vulnerable children and young people in Queensland.

Similar surveys have been undertaken annually since 2018.

## 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 Children, Youth Justice and Multicultural Affairs (DCYJMA) regions (Brisbane and Moreton Bay, Far North Queensland, North Queensland, South East, South West, Sunshine Coast and Central)<sup>1</sup> and Family and Child Connect (FaCC) catchments (see Table 2.2 on pages 7 - 9).

### Sample size and characteristics

A total sample of 763 respondents were surveyed. Of the total number of respondents, 432 worked in government agencies (57%) and 330 were from non-government organisations (43%). 55 respondents identified as an Aboriginal and/or Torres Strait Islander person (7%).

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 Brisbane and Moreton Bay region (30%) and the lowest proportion from the Far North Queensland region (8%). In terms of FaCC catchments, the highest proportion of responses was received from Brisbane South (12%), followed by Brisbane North (10%), Gold Coast (9%), Toowoomba (8%).

### Child protection work history and qualifications

52% of those surveyed in 2021 had 10 or more years of experience working in the child protection and family support sector. 48% of respondents had less than 10 years of experience. The proportion who had worked in the sector for two years or less was 14%, while 19% had worked in the sector for 3 to 5 years and 16% had worked in the sector for 6 to 9 years.

Four in 10 respondents (40%) had a Bachelor degree as their highest level of tertiary education. 25% held a postgraduate (Masters or PhD) qualification. 15% had completed a Graduate Certificate/Diploma, 15% had a Diploma or Advanced Diploma and 3% held a Certificate-level qualification.

55% of respondents in 2021 had no supervisory responsibilities. Four in 10 (39%) were mid-level managers and 6% of respondents were senior managers or executives.

### Types of services and clients

Close to one half (46%) of respondents nominated child protection as a main service provided. Family support (31%), Counselling and other mental health services (22%), Domestic and family violence services (19%), and health and hospitals (18%) 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 2.1 on the following page.

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<sup>1</sup> This new regional structure commenced on 6 April 2021. <https://www.cyjma.qld.gov.au/about-us/our-department/regions>

Table 2.1: '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)?
Admin support (two responses)
Emergency response
Employment
Public relations
Child development
Employment
Training
Health promotion
Monitoring, oversight, complaints
Child sexual abuse therapist
Strategy and improvement
Community hub
Outside school hours care
Occupational therapy
Empowerment
Developmental services
Coordination

Unless noted otherwise, each row indicates a single response from a respondent

The least common types of services provided by respondents were:

- multicultural services (4%)
- legal aid/support (3%)
- youth support/youth work (0).

The majority of respondents regularly worked with people involved with the child protection system (92%). Most respondents also regularly worked with Aboriginal and/or Torres Strait Islander peoples (89%), those experiencing issues relating to mental illness (88%), people living in low socio-economic status households (87%), those experiencing issues relating to domestic and family violence (86%), and people experiencing issues relating to alcohol and other drugs (80%). At least seven in 10 reported working with people who are disengaged from education (78%), people with disabilities (74%) or people experiencing housing insecurity (73%). Approximately two thirds of those surveyed regularly worked with culturally and linguistically diverse peoples (65%) or with people involved with the youth justice system (66%), while six in 10 worked with people involved with the criminal justice system (60%). 56% of respondents worked with people who identify as LGBTIQ+.

All demographic data is displayed in Table 2.2 on the following pages.

Table 2.2: Demographic characteristics of respondents

Demographic characteristic	n	%
<b>Government or non-government organisation</b> <i>n=762 answered this item</i>		
Government	432	57%
Non-government	330	43%
<b>Aboriginal and/or Torres Strait Islander</b> <i>n=755 answered this item</i>		
Identify	55	7%
Do not identify	700	93%
<b>Region (DCYJMA)</b> <i>n=763 answered this item</i>		
Brisbane + Moreton Bay	229	30%
Far North Queensland	59	8%
North Queensland	69	9%
South East	147	19%
South West	114	15%
Sunshine Coast + Central	142	19%
Not able to be classified <sup>2</sup>	3	<1%
<b>Length of time working in sector</b> <i>n=762 answered this item</i>		
Less than 1 year	41	5%
1-2 years	62	8%
3-5 years	142	19%
6-9 years	123	16%
10-14 years	139	18%
15-19 years	111	15%
20+ years	144	19%
<b>Type of service provided to client</b> <i>n=763 answered this item</i>		
Child protection	353	46%
Family support	238	31%
Counselling and other mental health services	170	22%
Domestic and family violence services	143	19%
Health and hospitals	141	18%
Advocacy and liaising	133	17%
Educational/schools/early education	122	16%
Foster and/or kinship care	108	14%
Justice services	90	12%
Aboriginal and Torres Strait Islander services	75	10%
Residential care	48	6%
Financial or housing assistance/transition	47	6%
Disability services	44	6%
Drug and alcohol services	43	6%
Multicultural services	34	4%
Legal aid/support	22	3%
Other	18	2%

<sup>2</sup> Postcodes were used to classify regions. Some postcodes were not listed in the region lookup table.

Table 2.2: Demographic characteristics of respondents (continued)

Demographic characteristic	n	%
<b>Type of clients regularly worked with</b> <i>n=763 answered this item</i>		
People involved with the child protection system	699	92%
Aboriginal and/or Torres Strait Islander peoples	681	89%
People experiencing issues relating to mental illness	670	88%
People living in low socio-economic status households	662	87%
People experiencing issues relating to domestic and family violence	656	86%
People experiencing issues relating to alcohol and other drugs	610	80%
People who are disengaged from education	592	78%
People with disabilities	563	74%
People experiencing housing insecurity	560	73%
People involved with the youth justice system	505	66%
Culturally and linguistically diverse peoples	499	65%
People involved with the criminal justice system	456	60%
People who identify as LGBTIQ+	431	56%
None of these	8	1%
<b>Highest level of tertiary qualification</b> <i>n=753 answered this item</i>		
Bachelor	301	40%
Masters	173	23%
Graduate Certificate/Diploma	112	15%
Diploma	73	10%
Advanced Diploma	37	5%
Cert IV	12	2%
No tertiary qualification	18	2%
PhD/Professional Doctorate	18	2%
Cert III	7	1%
Cert II	2	<1%
<b>Level in organisation</b> <i>n=762 answered this item</i>		
No supervisory responsibilities	420	55%
Mid-level manager	295	39%
Senior manager/executive	47	6%
<b>How did you hear about this survey</b> <i>n=755 answered this item</i>		
Employer	574	76%
Colleague	77	10%
Peak body	61	8%
Newsletter	26	3%
Email	15	2%
Other	2	<1%

Table 2.2: Demographic characteristics of respondents (continued)

Demographic characteristic	n	%
<b>FaCC catchments</b>		
<i>n=763 answered this item</i>		
Brisbane South	89	12%
Brisbane North	86	11%
Gold Coast	69	9%
Toowoomba/Roma	57	7%
Rockhampton/Gladstone/Emerald	55	7%
Sunshine Coast including Gympie	53	7%
Ipswich	51	7%
Cairns	50	7%
Logan	36	5%
Beenleigh/Bayside	34	4%
Maryborough/Bundaberg	34	4%
Morton Bay	33	4%
Townsville	31	4%
Mackay	27	4%
Brisbane South West	21	3%
Mt Isa/Gulf	11	1%
Cape York/Torres Strait	9	1%
Browns Plains/Beaudesert	8	1%
Kingaroy	6	1%
Not able to be classified <sup>3</sup>	3	<1%

### Fieldwork

The fieldwork dates for the survey were 5 to 24 May 2021.

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. Respondents to the 2020 survey who provided their email addresses received direct invitations to participate, and a reminder email halfway through the data collection period.

### Questionnaire

The survey consisted of 81 questions that were predominantly rating style involving a pre-defined codeframe for respondents to select from or to indicate their agreement with. Eight 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 eight 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 two 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, role type). 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).

<sup>3</sup> Postcodes were used to classify regions. Some postcodes were not listed in the region lookup table.

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. Blank cells in tables indicate 0%.

### Weighting

The data have not been weighted.

### Comparison of samples across survey years

The overall proportions of government and non-government respondents in the 2021 and 2020 surveys were comparable (2021 - government respondents 57%, non-government respondents 43%, 2020 - government respondents 54%, non-government respondents 46%). Compared with 2020, the 2021 sample contained a higher proportion of respondents who had only worked in government agencies (41% in 2021, 32% in 2020).

In the 2021 survey, there was a greater proportion of respondents who had worked in the child protection and family support sector for 20 or more years (19% in 2021, 13% in 2020) than in 2020 (refer to Table 2.3 below).

Table 2.3: Length of time worked in sector 2021 compared to 2020 and 2019

		Q1: How long have you worked in the child protection and family support sector?		
		2019 n = 281	2020 n = 759	2021 n = 762
Less than 1 year	n=	7% 20	7% 52	5% 41
1–2 years	n=	12% 33	10% 75	8% 62
3–5 years	n=	15% 41	22%↑ 165	19% 142
6–9 years	n=	19% 53	15% 117	16% 123
10–14 years	n=	25% 70	21% 159	18% 139
15–19 years	n=	12% 33	12% 89	15% 111
20+ years	n=	11% 31	13% 102	19%↑ 144

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

An increase in the proportion of respondents working with people who identify as LGBTIQ+ (56% in 2021, 50% in 2020) was noted in 2021.

Differences were also noted in the main services provided and groups worked with (refer to Table 2.4 below):

- Compared with 2020, more respondents in 2021 nominated:
  - Health and hospital services (18% in 2021, 9% in 2020)
  - Justice services (12% in 2021, 4% in 2020)
- Fewer respondents nominated:
  - Family support services (31% in 2021, 36% in 2020)
  - Education/schools/early education (16% in 2021, 21% in 2020)
  - Financial or housing assistance/transition services (6% in 2021, 14% in 2020)
  - Youth support/youth work (0 in 2021, 1% in 2020).

Table 2.4: Main services provided 2021 compared to 2020 and 2019

Q10: In your role, which of the following best describes the main service/s you provide to children, young people and families?			
	YEAR		
	2019 n = 283	2020 n = 761	2021 n = 763
<b>Child protection</b>	55%	51%	46%
	156	387	353
<b>Family support</b>	23%	36% ↑	31% ↓
	66	274	238
<b>Counselling and other mental health services</b>	8%	21% ↑	22%
	22	163	170
<b>Domestic and family violence services</b>	11%	18% ↑	19%
	30	136	143
<b>Health and hospitals</b>	8%	9%	18% ↑
	24	65	141
<b>Advocacy and liaising</b>	18%	19%	17%
	51	145	133
<b>Educational/schools/early education</b>	8%	21% ↑	16% ↓
	22	161	122
<b>Foster and/or kinship care</b>	25%	17%	14%
	70	131	108
<b>Justice services</b>	8%	4% ↓	12% ↑
	24	34	90
<b>Aboriginal and Torres Strait Islander services</b>	9%	11%	10%
	26	87	75
<b>Residential care</b>	10%	6% ↓	6%
	28	48	48
<b>Financial or housing assistance/transition</b>	6%	14% ↑	6% ↓
	16	105	47
<b>Disability services</b>	2%	5%	6%
	7	37	44
<b>Drug and alcohol services</b>	5%	7%	6%
	13	54	43
<b>Multicultural services</b>	3%	6%	4%
	8	42	34
<b>Legal aid/support</b>	8%	5%	3%
	22	36	22
<b>Youth Support/Youth Work</b>		1%	
		10	
<b>Other</b>	4%	1% ↓	2% ↑
	10	7	18

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

### 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?*

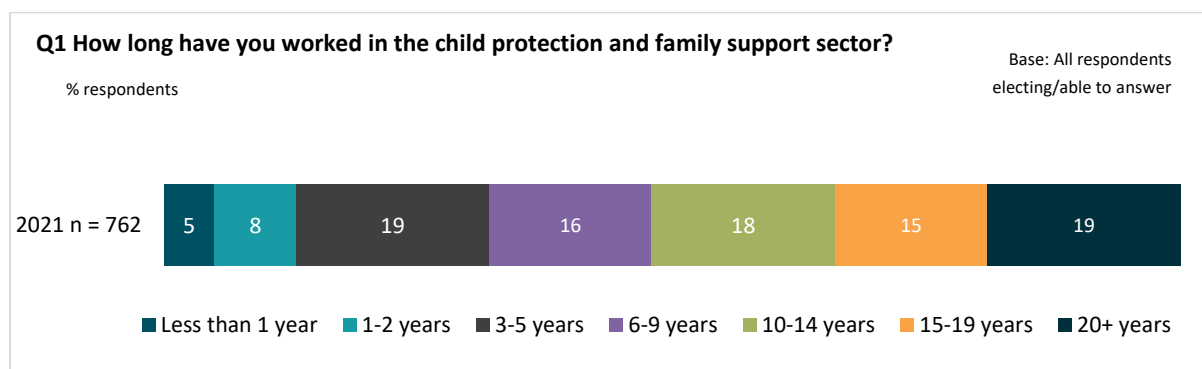
### 3.1.1 2021 Result

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 10.93 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 11.84 years (SD=7.3), while those employed in non-government organisations had worked for an average of 9.73 years (SD=7.1).

The reader is referred to Table 3.1.1 overleaf.

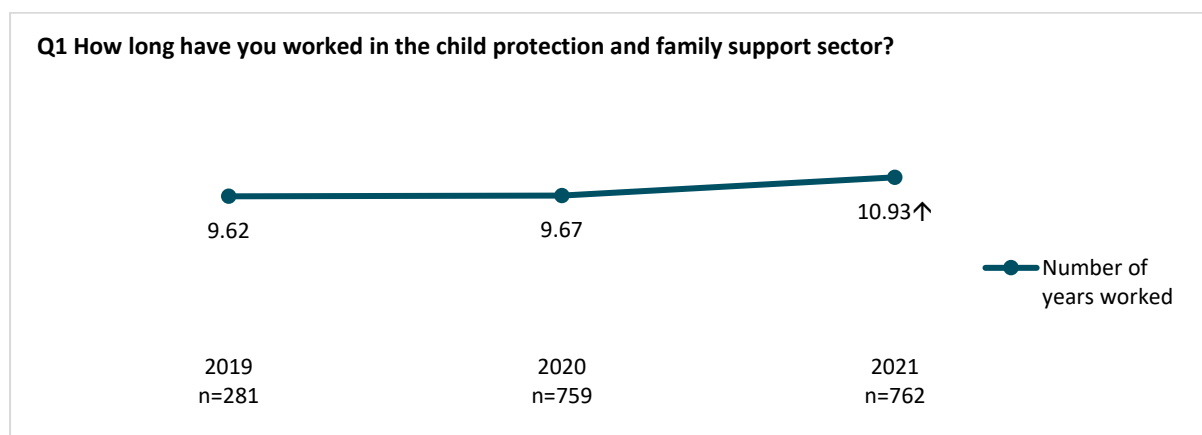
Figure 3.1.1: Years of experience in the child protection and family support sector



### 3.1.2 Comparison to 2019 & 2020 survey data

The average number of years worked in the child protection and family support sector among survey respondents in 2021 (10.93 years) was higher than the average recorded in 2020 (9.67 years) and 2019 (9.62 years).

Figure 3.1.2: Years of experience in the child protection and family support sector 2019 – 2021 trend



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

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

Q1 Column %	Total 2021 n = 762	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 431	Non- govt n = 330	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10 + n = 394
Less than 1 year (0.5)	5%	5%	6%	4%	3%	6%	8%	10%	5%	11% ↑	
1-2 years (1.5)	8%	6%	11%	10%	9%	6%	8%	4%	12%	17% ↑	
3-5 years (4)	19%	14% ↓	24% ↑	16%	18%	20%	20%	22%	19%	39% ↑	
6-9 years (7.5)	16%	18%	14%	13%	20%	17%	18%	16%	15%	33% ↑	
10-14 years (12)	18%	19%	17%	20%	22%	12%	17%	20%	17%		35% ↑
15-19 years (17)	15%	15%	14%	17%	17%	14%	11%	13%	7%		28% ↑
20+ years (22)	19%	23% ↑	14% ↓	20%	11% ↓	25%	18%	14%	25%		37% ↑
Average (using figures in brackets above in mean calculation)	10.93	11.84 ↑	9.73 ↓	11.57	10.32	11.45	10.27	10.02	10.87	4.36 ↓	17.06 ↑
Standard Deviation	7.3	7.3	7.1	7.3	6.5	7.7	7.4	7.1	7.9	2.5	4.2

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

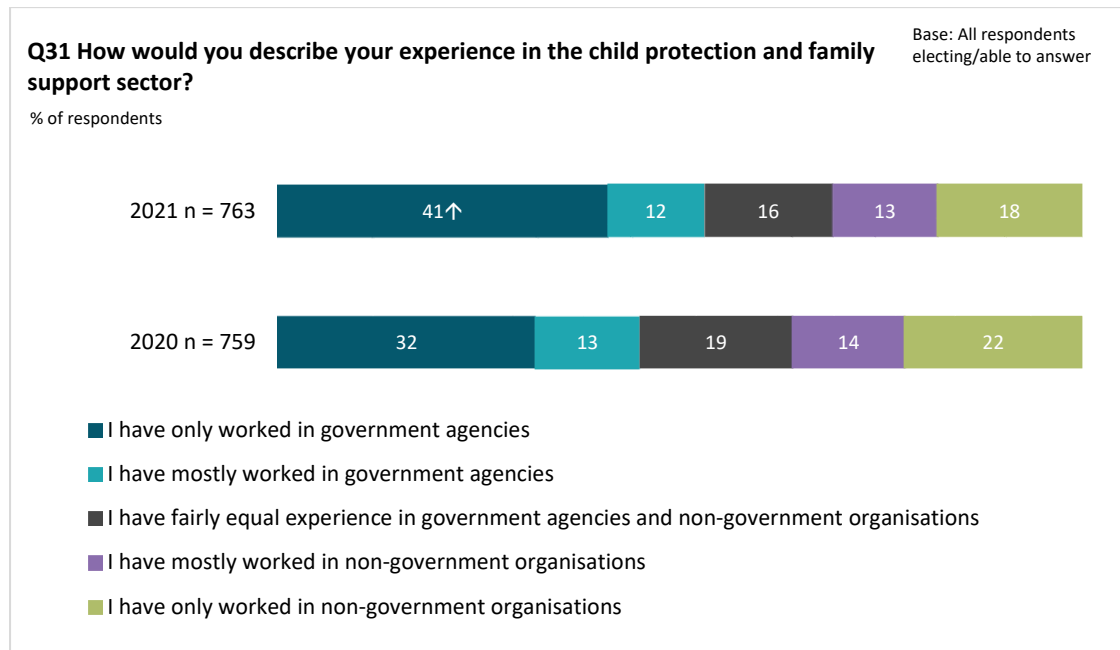
Q31. How would you describe your experience in the child protection and family support sector?

3.1.3 2021 Result

41% of respondents in the survey sample had only worked in government agencies, while a further 12% had mostly worked in government agencies. 18% had only worked in non-government organisations, while a further 13% had mostly worked in non-government organisations. 16% 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 (2020 and 2021)



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

3.1.4 Comparison to 2020 survey data

Compared with 2020, the 2021 sample contained a higher proportion of respondents who had only worked in government agencies (41% in 2021, 32% in 2020).

The reader is referred to Figure 3.1.3 above.

### 3.1.5 Sub-group differences (2021)

Those who had worked for less than 10 years in the child protection and family support sector were more likely (27%) than average (18%) 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 (17%) than average (12%) to report having mostly worked in government agencies. Other minor sub-group differences are highlighted in Table 3.1.2 below.

Table 3.1.2: Experience in the child protection and family support sector

Q31 Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non-govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
I have only worked in government agencies	41%	72% ↑	<1% ↓	51% ↑	45%	39%	34%	25% ↓	31%	39%	43%
I have mostly worked in government agencies	12%	16% ↑	7% ↓	10%	11%	12%	15%	20%	10%	8% ↓	17% ↑
I have fairly equal experience in government agencies and non-government agencies	16%	9% ↓	25% ↑	12%	12%	22%	16%	13%	29% ↑	14%	18%
I have mostly worked in non-government organisations	13%	2% ↓	26% ↑	9%	16%	9%	13%	19%	17%	14%	12%
I have only worked in non-government organisations	18%	<1% ↓	42% ↑	18%	16%	18%	22%	23%	14%	27% ↑	11% ↓

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

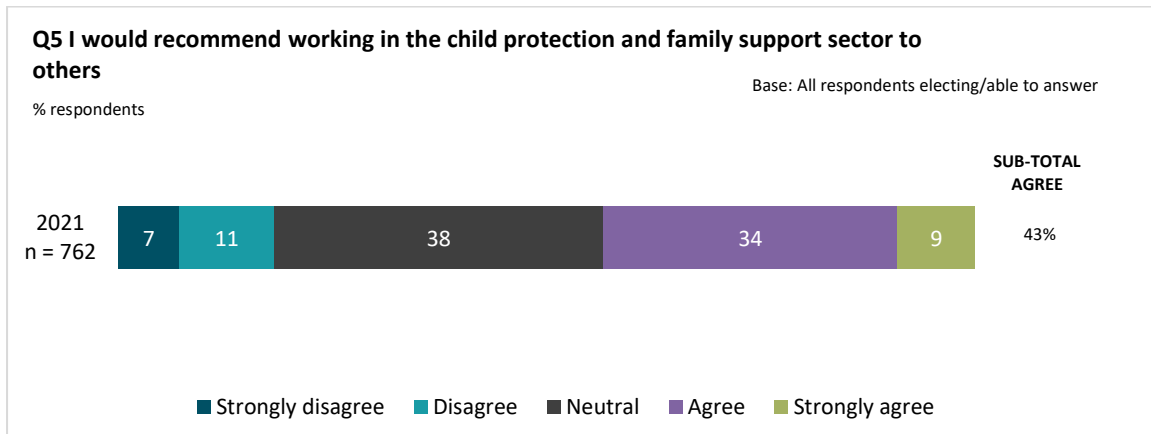
Q5. I would recommend working in the child protection and family support sector to others

3.1.6 2021 Result

Four in 10 respondents reported that they would recommend working in the child protection and family support sector to others (43%). 19% of respondents indicated that they would not make this recommendation, while 38% selected the neutral response category for this statement.

The reader is referred to Table 3.1.3 overleaf.

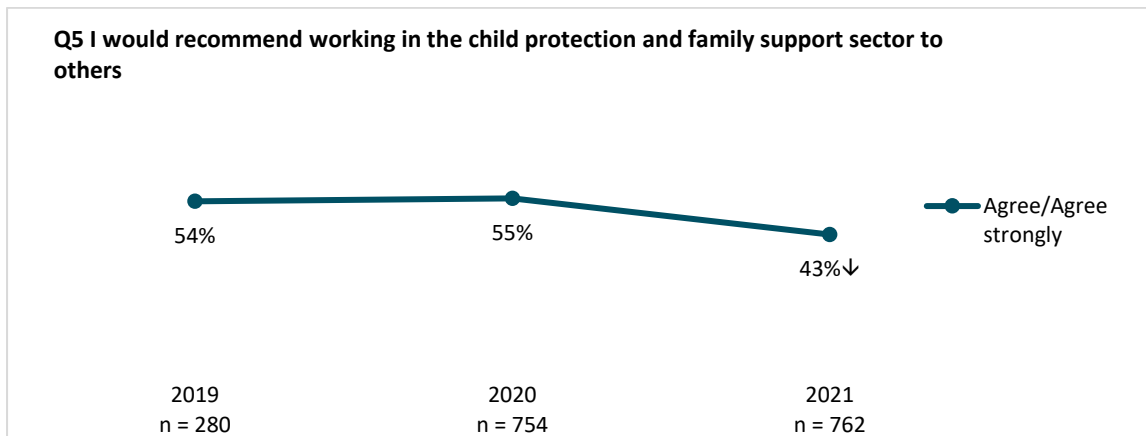
Figure 3.1.4: Recommendation of working in the child protection and family support sector



3.1.7 Comparison to 2019 & 2020 survey data

The proportion of respondents recommending working in the child protection and family support sector in 2021 (43%) was lower than that recorded in the 2020 (55%) and 2019 (54%) surveys.

Figure 3.1.5: Recommendation of working in the child protection and family support sector 2019 – 2021 trend



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

### 3.1.8 Sub-group differences (2021)

Those working in the non-government sector were more likely (52%) than government sector workers (37%) to agree that they would recommend working in the child protection and family support sector to others.

The reader is referred to Table 3.1.3 below.

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

Q5 Column %	Total 2021 n = 762	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 431	Non- govt n = 330	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 394
Strongly disagree	7%	10% ↑	4% ↓	9%	7%	6%	10%	6%	7%	7%	8%
Disagree	11%	13%	9%	11%	11%	10%	13%	10%	14%	11%	12%
<b>SUB-TOTAL DISAGREE</b>	19%	23% ↑	13% ↓	19%	18%	15%	23%	16%	20%	18%	20%
Neutral	38%	40%	35%	41%	41%	35%	37%	29%	37%	38%	37%
Agree	34%	30% ↓	40% ↑	31%	32%	39%	34%	42%	34%	35%	34%
Strongly agree	9%	8%	11%	9%	9%	11%	6%	13%	8%	9%	10%
<b>SUB-TOTAL AGREE</b>	43%	37% ↓	52% ↑	40%	41%	50%	40%	55%	42%	44%	43%

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

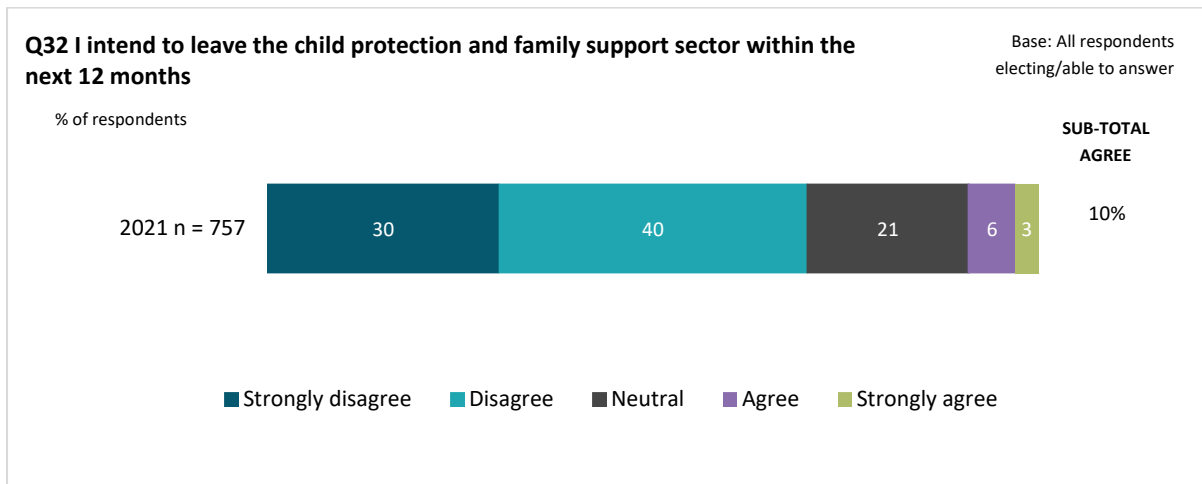
Q32. I intend to leave the child protection and family support sector within the next 12 months

3.1.9 2021 Result

Most respondents (70%) reported that they did not intend to leave the child protection and family support sector within the next 12 months. 10% of respondents did report an intention to leave this sector within the next 12 months, while 21% provided a neutral response to this question.

The reader is referred to Table 3.1.4 overleaf.

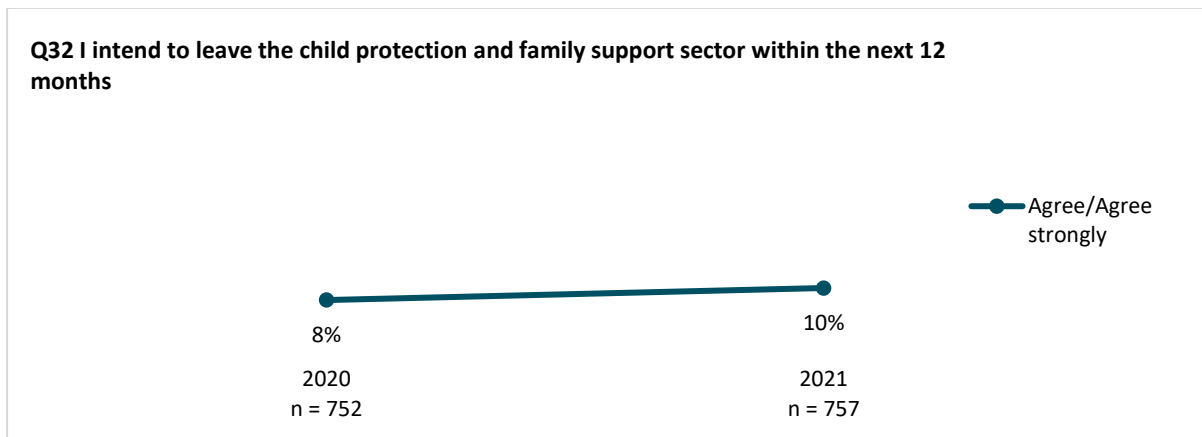
Figure 3.1.6: Intention to leave the child protection and family support sector within the next 12 months



3.1.10 Comparison to 2020 survey data

The proportion showing an intention to leave the child protection and family support sector remained consistent between 2020 (8%) and 2021 (10%).

Figure 3.1.7: Intention to leave the child protection and family support sector 2020 – 2021 trend



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

### 3.1.11 Sub-group differences (2021)

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 3.1.4 below.

Table 3.1.4: Intention to leave the child protection and family support sector within the next 12 months

Q32 Column %	Total 2021 n = 757	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 430	Non- govt n = 326	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 68	Far North QLD n = 58	<10 n = 367	10+ n = 390
Strongly disagree	30%	31%	29%	30%	30%	30%	29%	34%	26%	29%	31%
Disagree	40%	38%	42%	37%	44%	45%	35%	35%	43%	39%	41%
<b>SUB-TOTAL DISAGREE</b>	<b>70%</b>	<b>68%</b>	<b>72%</b>	<b>67%</b>	<b>74%</b>	<b>76%</b>	<b>64%</b>	<b>69%</b>	<b>69%</b>	<b>68%</b>	<b>72%</b>
Neutral	21%	22%	19%	26%	16%	13%	23%	22%	21%	19%	22%
Agree	6%	6%	7%	5%	5%	9%	8%	6%	9%	9%	4%
Strongly agree	3%	4%	2%	2%	5%	2%	4%	3%	2%	4%	2%
<b>SUB-TOTAL AGREE</b>	<b>10%</b>	<b>10%</b>	<b>10%</b>	<b>7%</b>	<b>10%</b>	<b>11%</b>	<b>13%</b>	<b>9%</b>	<b>10%</b>	<b>13%</b>	<b>6%</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 2021 Result

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

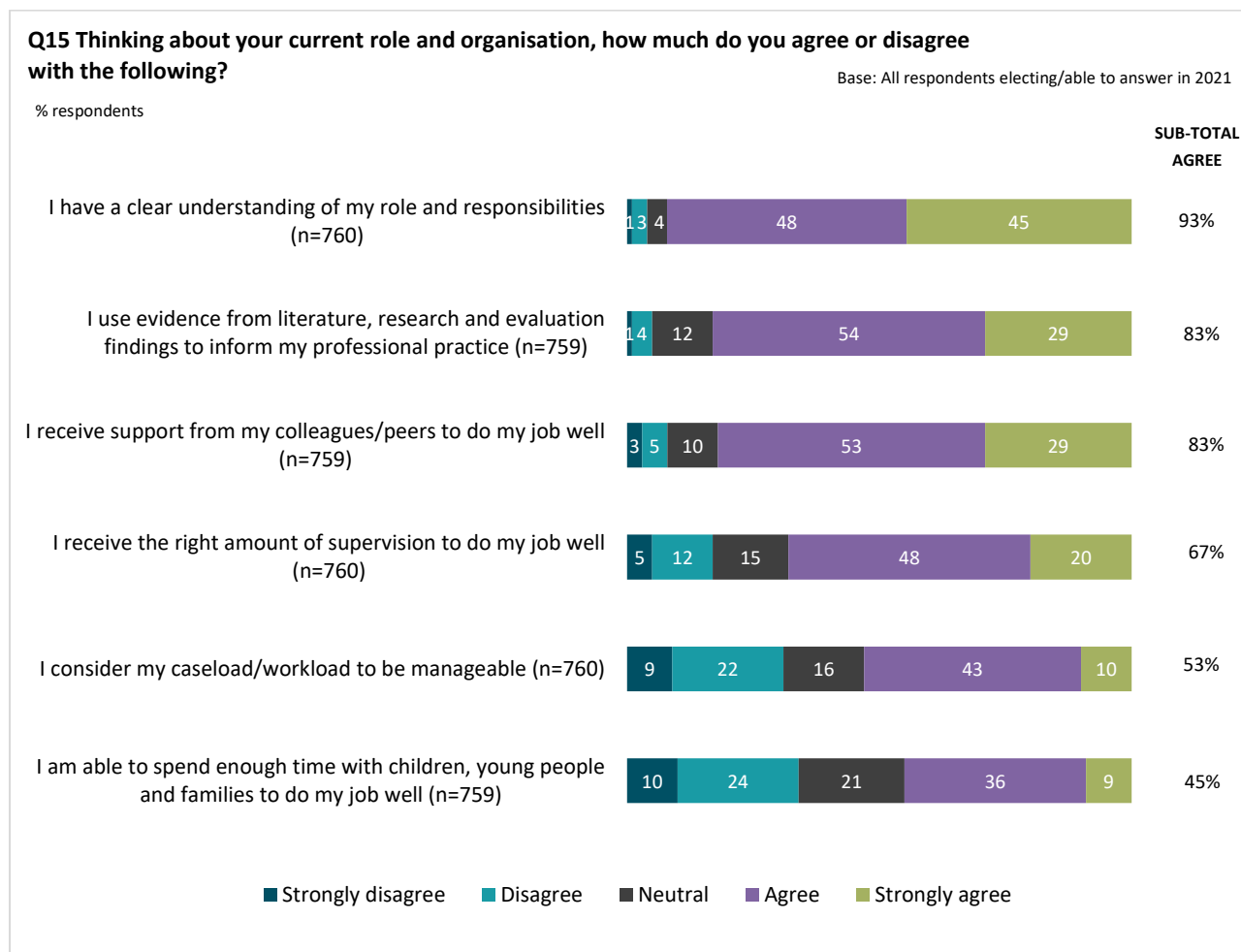
- having a clear understanding of their role and responsibilities (93%)
- using evidence from literature, research and evaluation findings to inform their professional practice (83%)
- feeling supported from their colleagues/peers to do their job well (83%)
- receiving the right amount of supervision to do their job well (67%).

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

- caseloads/workloads are manageable (53%)
- they are able to spend enough time with children, young people and families to do their job well (45%).

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 & 2020 survey data

A difference in agreement was found between 2020 and 2021 in regard to the statement that I consider my caseload/workload to be manageable (65% in 2020, 53% in 2021).

Figure 3.2.2: Your current role and organisation 2019 – 2021 trends

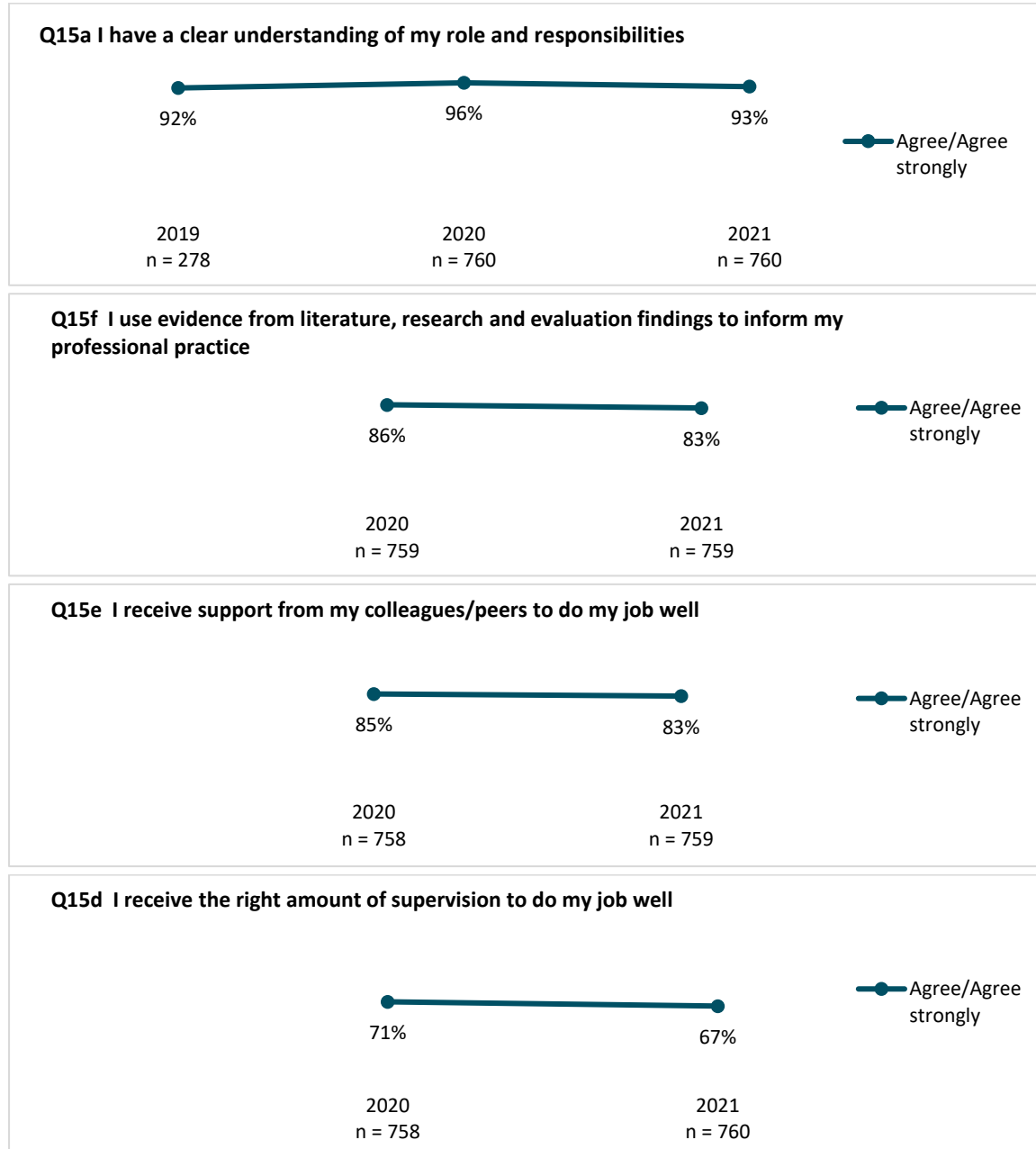
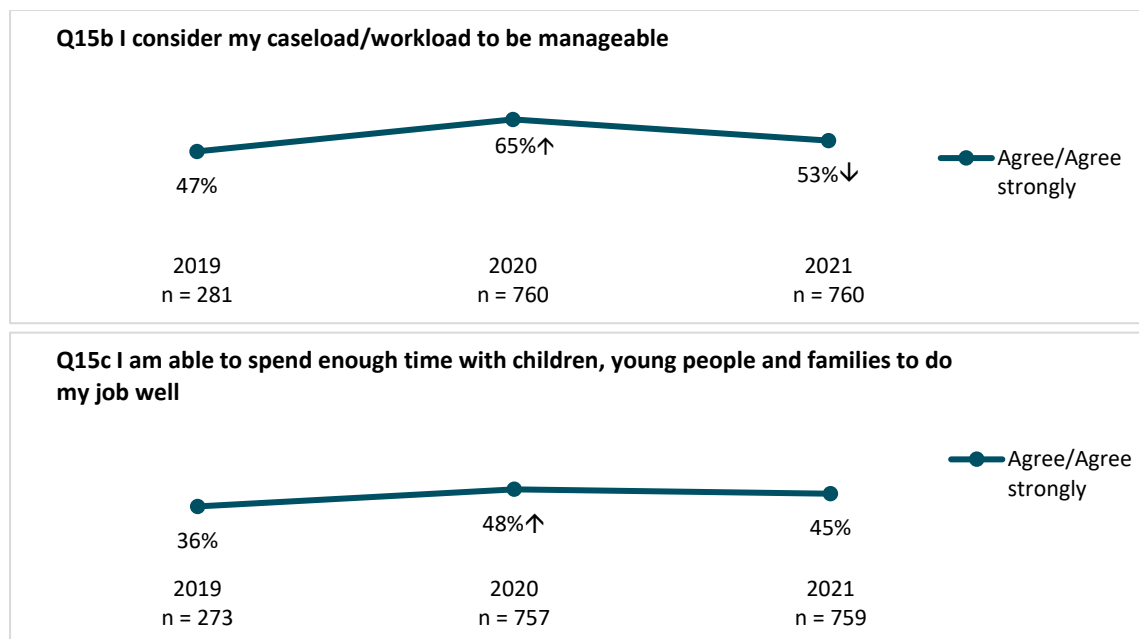


Figure 3.2.2: Your current role and organisation 2019 – 2021 trends (continued)



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

### 3.2.3 Sub-group differences (2021)

The following significant sub-group differences were evident in respondents' opinions regarding their role and organisation.

Respondents working in the non-government sector were more likely than those working in the government sector to report that they:

- have a clear understanding of their role and responsibilities (96% non-government sector, 90% government sector)
- use evidence from literature, research and evaluation findings to inform their professional practice (89% non-government sector, 79% government sector)
- receive support from their colleagues/peers to do their job well (89% non-government sector, 78% government sector)
- consider their caseload/workload to be manageable (61% non-government sector, 47% government sector)
- are able to spend enough time with children, young people and families to do their job well (56% non-government sector, 36% government sector).

Respondents with more than 10 years' work experience in the child protection and family support sector were more likely (50%) than those with less than 10 years' experience (40%) to agree that they have a clear understanding of their role and responsibilities.

Other minor sub-group differences are detailed in Table 3.2.1 over the following pages.

Table 3.2.1: Your current role and organisation

Q15 Column %	Total 2021	ORGANISATION TYPE			CYJMA REGION					YEARS IN SECTOR	
% of respondents											
<b>I have a clear understanding of my role and responsibilities</b>											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	1%	1%	<1%	1%		1%	1%			1%	1%
Disagree	3%	5% ↑	1% ↓	4%	3%	1%	4%	1%		3%	2%
<b>SUB-TOTAL DISAGREE</b>	3%	5% ↑	1% ↓	5%	3%	2%	5%	1%		4%	3%
Neutral	4%	5%	3%	4%	4%	4%	3%	7%	2%	6%	2%
Agree	48%	50%	46%	50%	49%	46%	49%	45%	46%	51%	46%
Strongly agree	45%	40% ↓	51% ↑	41%	44%	48%	43%	46%	53%	40% ↓	50% ↑
<b>SUB-TOTAL AGREE</b>	93%	90% ↓	96% ↑	91%	93%	94%	92%	91%	98%	90%	95%
<b>I use evidence from literature, research and evaluation findings to inform my professional practice</b>											
	Total 2021 n = 759	Govt n = 429	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	1%	1%	1%	<1%	1%	1%		3%	3%	1%	2%
Disagree	4%	5%	2%	4%	4%	3%	3%	3%	5%	4%	3%
<b>SUB-TOTAL DISAGREE</b>	5%	6%	3%	4%	5%	4%	3%	6%	8%	5%	5%
Neutral	12%	15%	9%	13%	17%	9%	10%	10%	14%	13%	11%
Agree	54%	55%	52%	51%	56%	55%	54%	59%	49%	54%	54%
Strongly agree	29%	23% ↓	36% ↑	31%	21%	33%	34%	25%	29%	28%	30%
<b>SUB-TOTAL AGREE</b>	83%	79% ↓	89% ↑	82%	78%	88%	88%	84%	78%	82%	84%
<b>I receive support from my colleagues/peers to do my job well</b>											
	Total 2021 n = 759	Govt n = 430	Non-govt n = 328	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 140	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 392
Strongly disagree	3%	4%	1%	2%	3%	2%	4%	1%	5%	3%	3%
Disagree	5%	6%	4%	4%	5%	6%	4%	4%	8%	5%	4%
<b>SUB-TOTAL DISAGREE</b>	8%	10%	5%	7%	8%	8%	7%	6%	14%	8%	7%
Neutral	10%	12%	6%	9%	16%	6%	6%	10%	10%	9%	11%
Agree	53%	55%	51%	54%	54%	54%	58%	46%	47%	52%	55%
Strongly agree	29%	23% ↓	38% ↑	30%	22%	32%	28%	38%	29%	31%	28%
<b>SUB-TOTAL AGREE</b>	83%	78% ↓	89% ↑	84%	76%	86%	87%	84%	76%	83%	82%

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 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
I receive the right amount of supervision to do my job well											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	5%	7%	3%	6%	3%	5%	8%	3%	7%	6%	5%
Disagree	12%	14%	10%	9%	16%	14%	9%	14%	17%	15%	10%
<b>SUB-TOTAL DISAGREE</b>	<b>18%</b>	<b>21%</b>	<b>13%</b>	<b>14%</b>	<b>19%</b>	<b>19%</b>	<b>17%</b>	<b>17%</b>	<b>24%</b>	<b>21%</b>	<b>14%</b>
Neutral	15%	15%	15%	15%	18%	11%	12%	14%	20%	15%	16%
Agree	48%	49%	45%	49%	47%	52%	49%	41%	41%	44%	51%
Strongly agree	20%	15% ↓	26% ↑	21%	16%	18%	22%	28%	15%	21%	19%
<b>SUB-TOTAL AGREE</b>	<b>67%</b>	<b>64%</b>	<b>72%</b>	<b>70%</b>	<b>63%</b>	<b>70%</b>	<b>71%</b>	<b>68%</b>	<b>56%</b>	<b>65%</b>	<b>70%</b>
I consider my caseload/workload to be manageable											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	9%	11%	6%	7%	10%	9%	12%	10%	10%	9%	9%
Disagree	22%	25%	17%	19%	30%	23%	22%	16%	15%	22%	22%
<b>SUB-TOTAL DISAGREE</b>	<b>31%</b>	<b>37% ↑</b>	<b>24% ↓</b>	<b>26%</b>	<b>39%</b>	<b>32%</b>	<b>35%</b>	<b>26%</b>	<b>25%</b>	<b>31%</b>	<b>30%</b>
Neutral	16%	17%	16%	22%	14%	11%	10%	20%	17%	15%	17%
Agree	43%	40%	48%	43%	40%	45%	45%	45%	44%	44%	43%
Strongly agree	10%	7%	13%	9%	6%	12%	11%	9%	14%	10%	10%
<b>SUB-TOTAL AGREE</b>	<b>53%</b>	<b>47% ↓</b>	<b>61% ↑</b>	<b>52%</b>	<b>46%</b>	<b>57%</b>	<b>56%</b>	<b>54%</b>	<b>58%</b>	<b>54%</b>	<b>53%</b>
I am able to spend enough time with children, young people and families to do my job well											
	Total 2021 n = 759	Govt n = 429	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 391
Strongly disagree	10%	13%	7%	7%	14%	9%	12%	12%	14%	12%	9%
Disagree	24%	28%	19%	22%	28%	21%	30%	23%	17%	22%	26%
<b>SUB-TOTAL DISAGREE</b>	<b>34%</b>	<b>40% ↑</b>	<b>26% ↓</b>	<b>29%</b>	<b>42%</b>	<b>30%</b>	<b>42%</b>	<b>35%</b>	<b>31%</b>	<b>34%</b>	<b>35%</b>
Neutral	21%	23%	18%	25%	20%	18%	14%	23%	22%	19%	23%
Agree	36%	31% ↓	43% ↑	37%	29%	43%	34%	35%	41%	38%	35%
Strongly agree	9%	5% ↓	13% ↑	8%	8%	9%	10%	7%	7%	10%	7%
<b>SUB-TOTAL AGREE</b>	<b>45%</b>	<b>36% ↓</b>	<b>56% ↑</b>	<b>46%</b>	<b>37%</b>	<b>52%</b>	<b>44%</b>	<b>42%</b>	<b>47%</b>	<b>48%</b>	<b>42%</b>

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 2021 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 (87%)
- I am confident in my ability to use assessment tools to identify concerns about a child or young person's safety (85%)
- I have a clear understanding of the information I can share with other organisations (81%)
- I am confident that I know where to refer families for specialist services (74%)
- I have a sound knowledge of the services available in my area (71%).

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

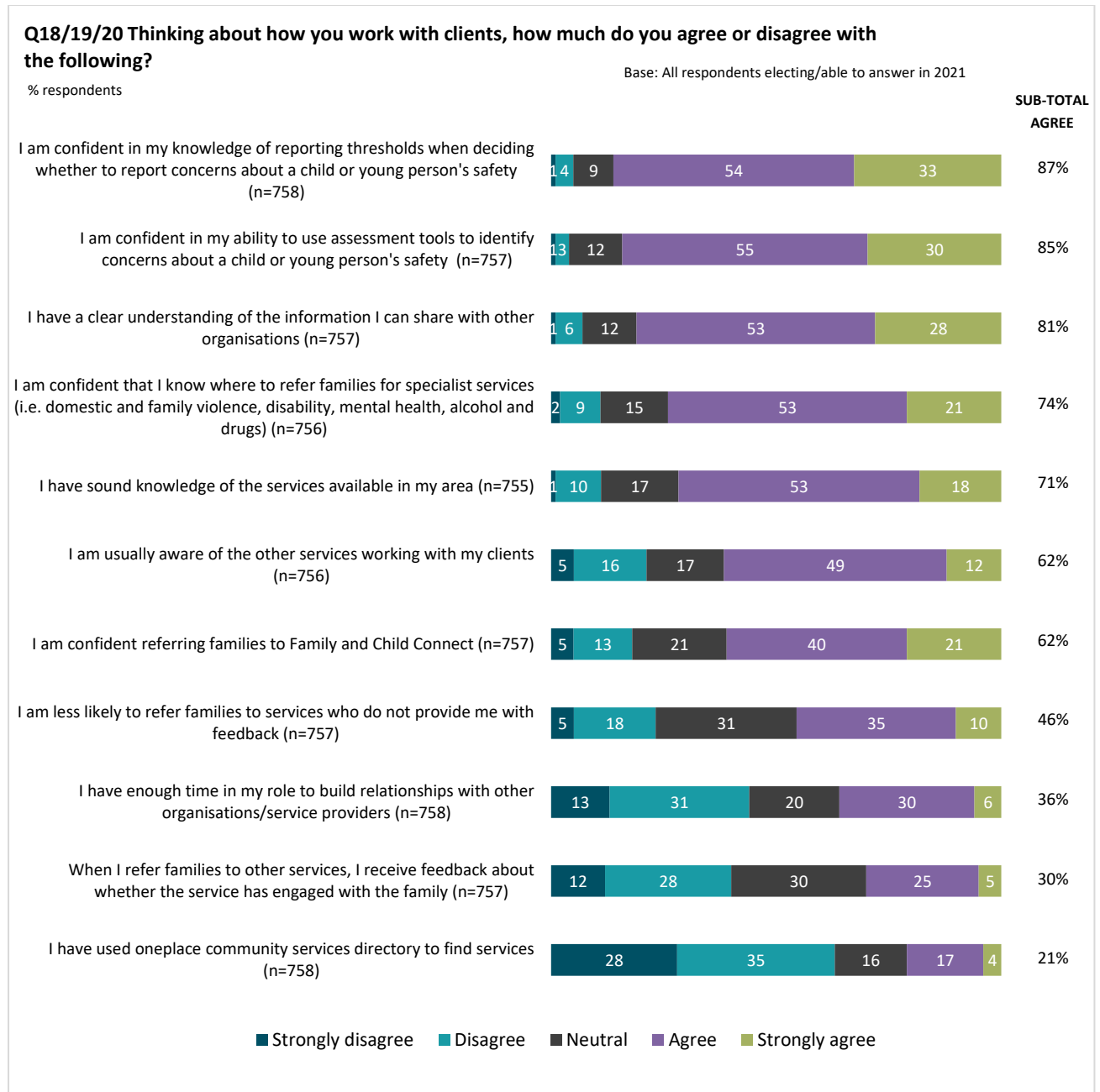
- I am usually aware of other services working with my clients (62%)
- I am confident referring families to Family and Child Connect (62%)
- I am less likely to refer families to services who do not provide me with feedback (46%)
- I have enough time in my role to build relationships with other organisations/service providers (36%).

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 (30%)
- I have used oneplace community services directory to find services (21%).

The reader is referred to Figure 3.2.3 overleaf.

Figure 3.2.3: Your work with clients

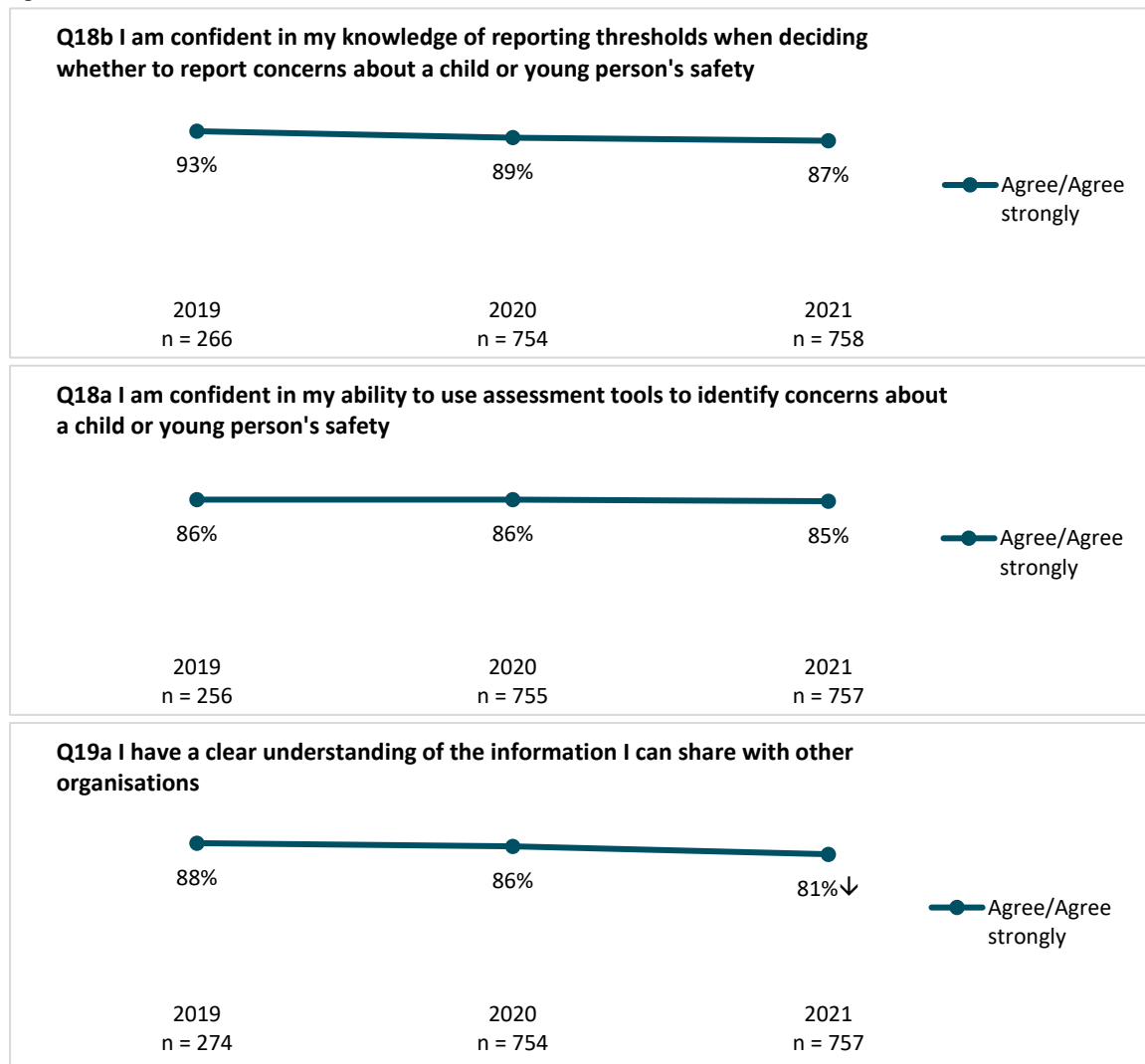


### 3.2.5 Comparison to 2019 & 2020 survey data

Differences in agreement (agree/strongly agree) were found between 2020 and 2021 for the following statements:

- I have a clear understanding of the information I can share with other organisations (86% in 2020, 81% in 2021)
- I have sound knowledge of the services available in my area (81% in 2020, 71% in 2021)
- I am confident I know where to refer families for specialist services (80% in 2020, 74% in 2021)
- I am usually aware of the other services working with my clients (69% in 2020, 62% in 2021)
- I have enough time in my role to build relationships with other organisations/service providers (50% in 2020, 36% in 2021)
- When I refer families to other services, I receive feedback about whether the service has engaged with the family (36% in 2020, 30% in 2021)
- I have used oneplace community services directory to find services (27% in 2020, 21% in 2021).

Figure 3.2.4: Your work with clients 2019 – 2021 trends



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

Figure 3.2.4: Your work with clients 2019 – 2021 trends (continued)

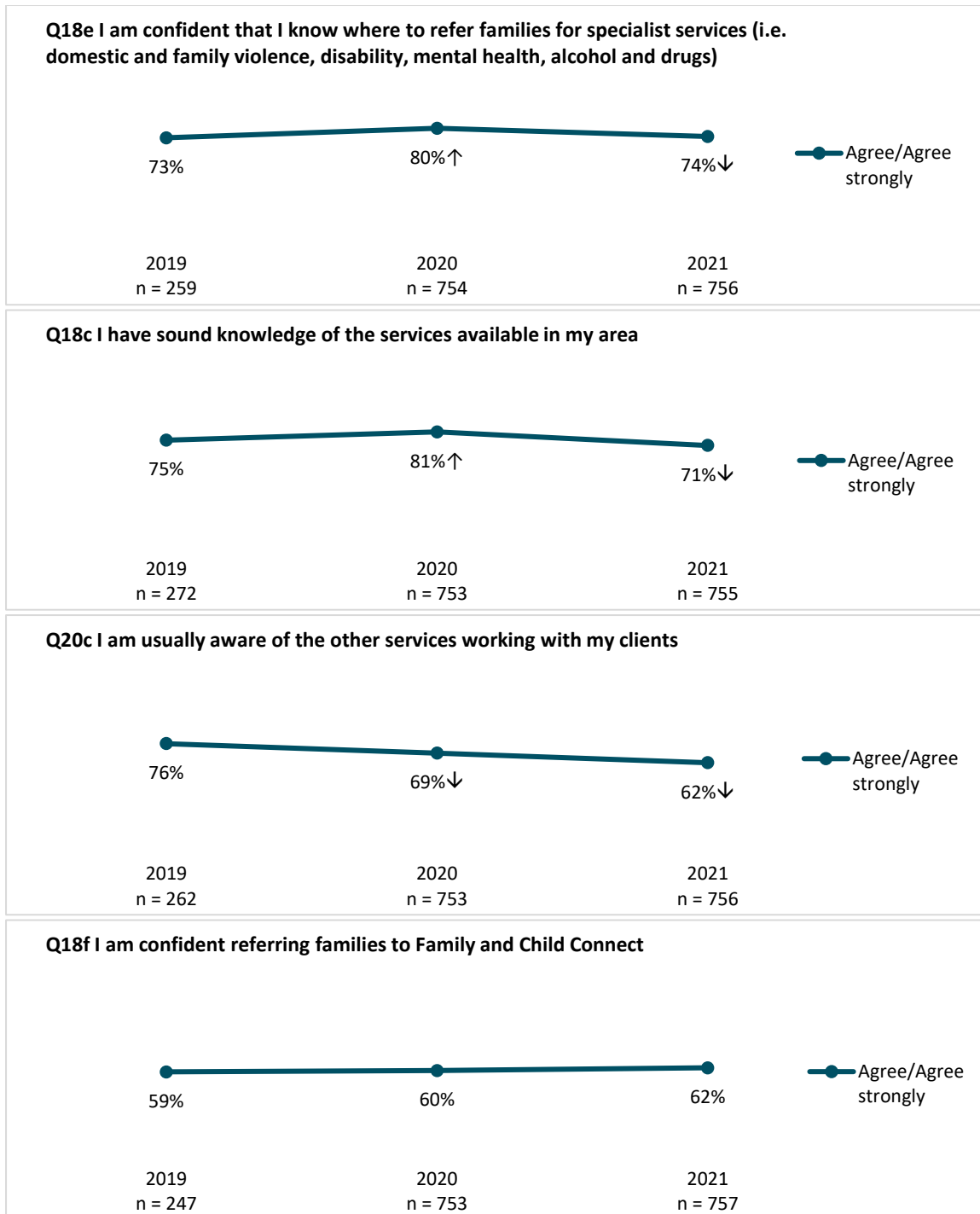
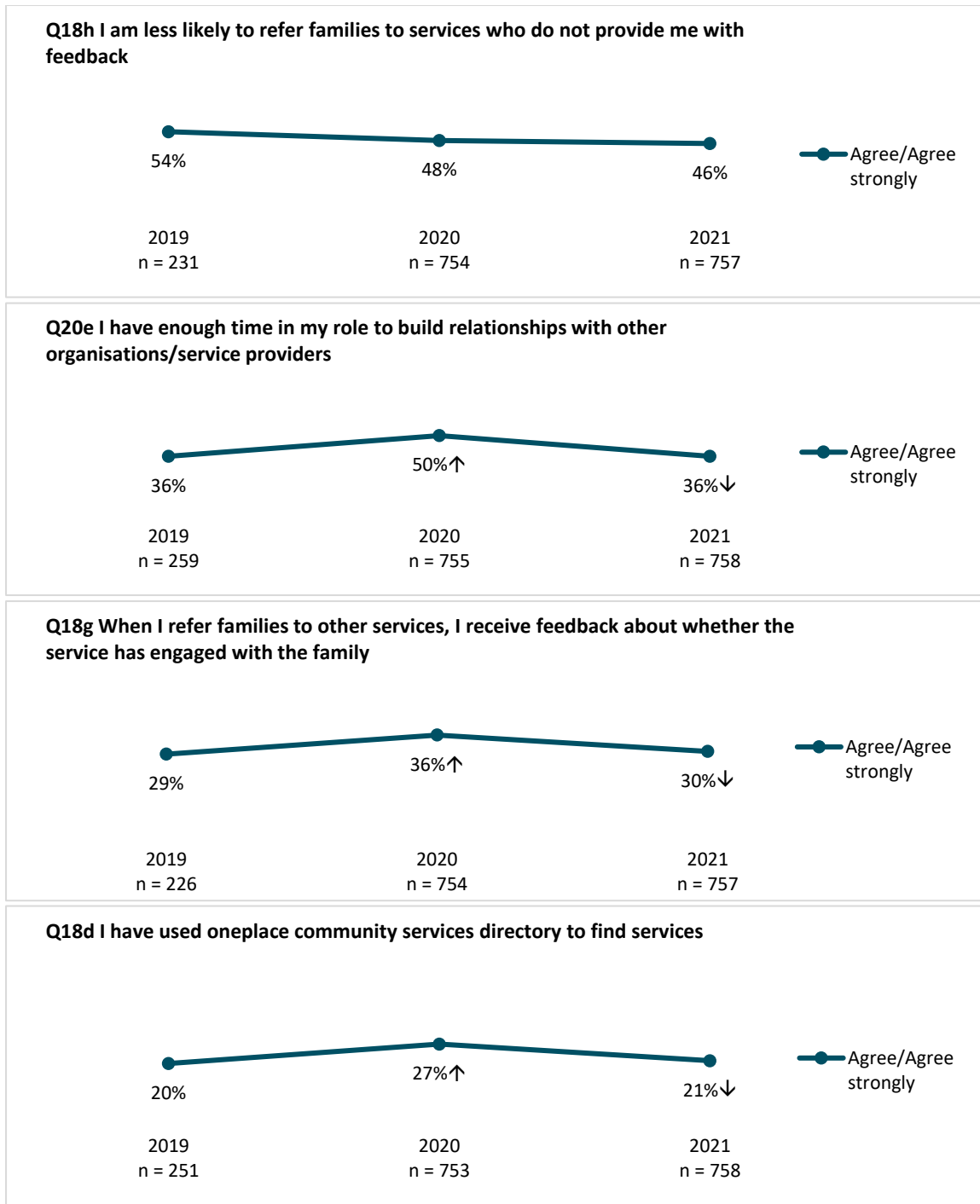


Figure 3.2.4: Your work with clients 2019 – 2021 trends (continued)



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

### 3.2.6 Sub-group differences (2021)

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 (88% non-government sector workers, 75% government sector workers)
- I have a sound knowledge of the services available in my area (79% non-government sector workers, 65% government sector workers)
- I am usually aware of the other services working with my clients (76% non-government sector workers, 50% government sector workers)
- I have enough time to build relationships with other organisations/service providers (46% non-government sector workers, 29% government sector workers)
- I have used oneplace community services directory to find services (28% non-government sector workers, 16% 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 (91% workers with 10 or more years' experience, 82% 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 (89% workers with 10 or more years' experience, 80% workers with less than 10 years' experience)
- I have a sound knowledge of the services available in my area (77% workers with 10 or more years' experience, 65% workers with less than 10 years' experience)
- I am confident that I know where to refer families for specialist services (79% workers with 10 or more years' experience, 68% workers with less than 10 years' experience).

Respondents working in the Brisbane and Moreton Bay CYJMA region were less likely (65%) than average (74%) to agree (agree/strongly agree) that they are confident that they know where to refer families for specialist services.

Other minor sub-group differences are detailed in Table 3.2.2 over the following pages.

Table 3.2.2: Your work with clients

Q18/19/20 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>I am confident in my knowledge of reporting thresholds when deciding whether to report concerns about a child or young person's safety</b>											
	Total 2021 n = 758	Govt n = 428	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	1%	1%	<1%	1%				1%	3%	1%	1%
Disagree	4%	4%	3%	5%	2%	2%	5%	6%	2%	4%	3%
<b>SUB-TOTAL DISAGREE</b>	4%	5%	3%	6%	2%	2%	5%	7%	5%	5%	4%
Neutral	9%	10%	7%	9%	10%	9%	10%	7%	5%	13% ↑	5% ↓
Agree	54%	54%	53%	52%	56%	53%	51%	58%	51%	56%	51%
Strongly agree	33%	30%	36%	32%	32%	35%	34%	28%	39%	26% ↓	40% ↑
<b>SUB-TOTAL AGREE</b>	87%	84%	89%	85%	88%	89%	85%	86%	90%	82% ↓	91% ↑
<b>I am confident in my ability to use assessment tools to identify concerns about a child or young person's safety</b>											
	Total 2021 n = 757	Govt n = 428	Non-govt n = 328	Brisbane + Moreton Bay n = 226	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 391
Strongly disagree	1%	1%	1%	1%					5% ↑	<1%	1%
Disagree	3%	4%	2%	2%	3%	2%	5%	1%	3%	4%	2%
<b>SUB-TOTAL DISAGREE</b>	4%	4%	3%	3%	3%	2%	5%	1%	8%	4%	3%
Neutral	12%	13%	10%	15%	14%	8%	9%	13%	8%	16% ↑	8% ↓
Agree	55%	56%	54%	53%	50%	61%	54%	61%	53%	58%	52%
Strongly agree	30%	27%	34%	29%	33%	29%	31%	25%	31%	22% ↓	37% ↑
<b>SUB-TOTAL AGREE</b>	85%	83%	87%	82%	83%	90%	86%	86%	83%	80% ↓	89% ↑
<b>I have a clear understanding of the information I can share with other organisations</b>											
	Total 2021 n = 757	Govt n = 427	Non-govt n = 329	Brisbane + Moreton Bay n = 226	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 391
Strongly disagree	1%	2%	1%	2%		1%	1%	1%	3%	2%	1%
Disagree	6%	7%	3%	5%	7%	4%	6%	4%	5%	7%	4%
<b>SUB-TOTAL DISAGREE</b>	7%	9%	4%	8%	7%	5%	7%	6%	8%	9%	5%
Neutral	12%	16% ↑	8% ↓	14%	16%	5%	12%	10%	15%	14%	10%
Agree	53%	51%	56%	54%	49%	59%	53%	54%	44%	53%	53%
Strongly agree	28%	25%	33%	24%	27%	31%	29%	30%	32%	24%	32%
<b>SUB-TOTAL AGREE</b>	81%	75% ↓	88% ↑	78%	76%	90%	81%	84%	76%	77%	84%

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

Table 3.2.2: Your work with clients (continued)

Q18/19/20 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
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 2021 n = 756	Govt n = 427	Non-govt n = 328	Brisbane + Moreton Bay n = 226	South East n = 147	Sunshine Coast + Central n = 141	South West n = 111	North QLD n = 69	Far North QLD n = 59	<10 n = 365	10+ n = 391
Strongly disagree	2%	3%	1%	4% ↑		2%	1%		3%	3%	2%
Disagree	9%	11%	7%	9%	12%	10%	12%		8%	10%	9%
<b>SUB-TOTAL DISAGREE</b>	12%	14% ↑	8% ↓	14%	12%	12%	13%		12%	13%	10%
Neutral	15%	15%	15%	21% ↑	12%	11%	15%	16%	7%	19% ↑	10% ↓
Agree	53%	55%	49%	50%	57%	50%	54%	55%	51%	50%	55%
Strongly agree	21%	15% ↓	28% ↑	15%	18%	28%	18%	29%	31%	17%	25%
<b>SUB-TOTAL AGREE</b>	74%	71%	77%	65% ↓	76%	77%	72%	84%	81%	68% ↓	79% ↑
I have sound knowledge of the services available in my area											
	Total 2021 n = 755	Govt n = 426	Non-govt n = 328	Brisbane + Moreton Bay n = 226	South East n = 147	Sunshine Coast + Central n = 140	South West n = 111	North QLD n = 69	Far North QLD n = 59	<10 n = 365	10+ n = 390
Strongly disagree	1%	2%	<1%	2%		1%		3%	2%	1%	1%
Disagree	10%	14% ↑	6% ↓	13%	12%	8%	12%	1%	10%	11%	10%
<b>SUB-TOTAL DISAGREE</b>	12%	16% ↑	6% ↓	15%	12%	9%	12%	4%	12%	12%	11%
Neutral	17%	19%	15%	19%	19%	14%	21%	17%	8%	23% ↑	12% ↓
Agree	53%	54%	53%	53%	52%	55%	49%	62%	51%	50%	57%
Strongly agree	18%	12% ↓	25% ↑	13%	16%	22%	19%	16%	29%	15%	20%
<b>SUB-TOTAL AGREE</b>	71%	65% ↓	79% ↑	66%	69%	77%	68%	78%	80%	65% ↓	77% ↑
I am usually aware of the other services working with my clients											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 226	South East n = 147	Sunshine Coast + Central n = 141	South West n = 111	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 390
Strongly disagree	5%	8% ↑	2% ↓	8%	3%	4%	2%	7%	7%	5%	5%
Disagree	16%	22% ↑	8% ↓	18%	17%	16%	14%	7%	20%	15%	16%
<b>SUB-TOTAL DISAGREE</b>	21%	30% ↑	10% ↓	26%	20%	20%	16%	14%	27%	20%	22%
Neutral	17%	20%	15%	18%	20%	13%	20%	20%	14%	19%	16%
Agree	49%	43% ↓	57% ↑	47%	48%	49%	53%	57%	47%	50%	49%
Strongly agree	12%	7% ↓	19% ↑	10%	12%	18%	11%	9%	12%	11%	13%
<b>SUB-TOTAL AGREE</b>	62%	50% ↓	76% ↑	57%	61%	67%	64%	65%	59%	61%	62%

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

Table 3.2.2: Your work with clients (continued)

Q18/19/20 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
I am confident in referring families to Family and Child Connect											
	Total 2021 n = 757	Govt n = 428	Non-govt n = 328	Brisbane + Moreton Bay n = 226	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 365	10+ n = 392
Strongly disagree	5%	6%	4%	8%	3%	3%	4%	4%	7%	6%	4%
Disagree	13%	12%	13%	12%	13%	14%	16%	1%	17%	12%	13%
<b>SUB-TOTAL DISAGREE</b>	<b>18%</b>	<b>18%</b>	<b>17%</b>	<b>20%</b>	<b>16%</b>	<b>17%</b>	<b>21%</b>	<b>6%</b>	<b>24%</b>	<b>18%</b>	<b>17%</b>
Neutral	21%	20%	22%	19%	19%	20%	24%	25%	20%	25%	17%
Agree	40%	44%	36%	43%	47%	33%	38%	41%	36%	37%	44%
Strongly agree	21%	19%	25%	18%	18%	30%	17%	29%	20%	20%	23%
<b>SUB-TOTAL AGREE</b>	<b>62%</b>	<b>62%</b>	<b>61%</b>	<b>61%</b>	<b>65%</b>	<b>63%</b>	<b>55%</b>	<b>70%</b>	<b>56%</b>	<b>57%</b>	<b>67%</b>
I am less likely to refer families to services who do not provide me with feedback											
	Total 2021 n = 757	Govt n = 428	Non-govt n = 328	Brisbane + Moreton Bay n = 226	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 365	10+ n = 392
Strongly disagree	5%	5%	5%	5%	3%	6%	4%	6%	7%	5%	5%
Disagree	18%	17%	18%	16%	19%	18%	15%	22%	17%	18%	18%
<b>SUB-TOTAL DISAGREE</b>	<b>23%</b>	<b>22%</b>	<b>23%</b>	<b>22%</b>	<b>22%</b>	<b>24%</b>	<b>20%</b>	<b>28%</b>	<b>24%</b>	<b>23%</b>	<b>23%</b>
Neutral	31%	28%	36%	38%	28%	26%	28%	32%	32%	30%	32%
Agree	35%	37%	34%	30%	41%	37%	39%	32%	37%	35%	35%
Strongly agree	10%	13%	7%	10%	9%	13%	13%	9%	7%	12%	9%
<b>SUB-TOTAL AGREE</b>	<b>46%</b>	<b>50%</b>	<b>41%</b>	<b>40%</b>	<b>50%</b>	<b>50%</b>	<b>53%</b>	<b>41%</b>	<b>44%</b>	<b>47%</b>	<b>45%</b>
I have enough time in my role to build relationships with other organisations/service providers											
	Total 2021 n = 758	Govt n = 428	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 392
Strongly disagree	13%	17% ↑	8% ↓	16%	17%	11%	13%	9%	3%	12%	14%
Disagree	31%	34%	27%	30%	36%	33%	23%	26%	34%	30%	32%
<b>SUB-TOTAL DISAGREE</b>	<b>44%</b>	<b>51% ↑</b>	<b>35% ↓</b>	<b>46%</b>	<b>53%</b>	<b>43%</b>	<b>37%</b>	<b>35%</b>	<b>37%</b>	<b>42%</b>	<b>46%</b>
Neutral	20%	20%	20%	22%	18%	11% ↓	23%	30%	15%	23%	17%
Agree	30%	25% ↓	36% ↑	27%	25%	35%	34%	25%	41%	30%	30%
Strongly agree	6%	4% ↓	10% ↑	4%	3%	11%	6%	10%	7%	5%	7%
<b>SUB-TOTAL AGREE</b>	<b>36%</b>	<b>29% ↓</b>	<b>46% ↑</b>	<b>32%</b>	<b>29%</b>	<b>45%</b>	<b>40%</b>	<b>35%</b>	<b>47%</b>	<b>35%</b>	<b>37%</b>

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

Table 3.2.2: Your work with clients (continued)

Q18/19/20 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
When I refer families to other services, I receive feedback about whether the service has engaged with the family											
	Total 2021 n = 757	Govt n = 427	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 68	Far North QLD n = 59	<10 n = 366	10+ n = 391
Strongly disagree	12%	14%	9%	17%	3% ↓	10%	15%	10%	15%	11%	13%
Disagree	28%	25%	32%	25%	29%	28%	30%	29%	34%	26%	30%
<b>SUB-TOTAL DISAGREE</b>	<b>40%</b>	<b>39%</b>	<b>41%</b>	<b>42%</b>	<b>32%</b>	<b>38%</b>	<b>46%</b>	<b>40%</b>	<b>49%</b>	<b>37%</b>	<b>42%</b>
Neutral	30%	30%	31%	33%	33%	27%	26%	31%	25%	33%	27%
Agree	25%	26%	23%	20%	31%	28%	21%	24%	24%	24%	25%
Strongly agree	5%	5%	5%	4%	3%	7%	7%	6%	2%	5%	5%
<b>SUB-TOTAL AGREE</b>	<b>30%</b>	<b>31%</b>	<b>28%</b>	<b>25%</b>	<b>35%</b>	<b>35%</b>	<b>29%</b>	<b>29%</b>	<b>25%</b>	<b>29%</b>	<b>30%</b>
I have used oneplace community services directory to find services											
	Total 2021 n = 758	Govt n = 428	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 392
Strongly disagree	28%	33% ↑	21% ↓	29%	24%	29%	27%	25%	37%	29%	27%
Disagree	35%	35%	36%	34%	39%	37%	32%	30%	34%	36%	34%
<b>SUB-TOTAL DISAGREE</b>	<b>63%</b>	<b>68% ↑</b>	<b>57% ↓</b>	<b>63%</b>	<b>63%</b>	<b>66%</b>	<b>59%</b>	<b>55%</b>	<b>71%</b>	<b>65%</b>	<b>61%</b>
Neutral	16%	16%	15%	14%	16%	14%	18%	22%	15%	16%	16%
Agree	17%	14% ↓	22% ↑	17%	20%	18%	19%	16%	10%	16%	18%
Strongly agree	4%	2%	6%	5%	1%	2%	4%	7%	3%	2%	5%
<b>SUB-TOTAL AGREE</b>	<b>21%</b>	<b>16% ↓</b>	<b>28% ↑</b>	<b>22%</b>	<b>22%</b>	<b>20%</b>	<b>23%</b>	<b>23%</b>	<b>14%</b>	<b>19%</b>	<b>23%</b>

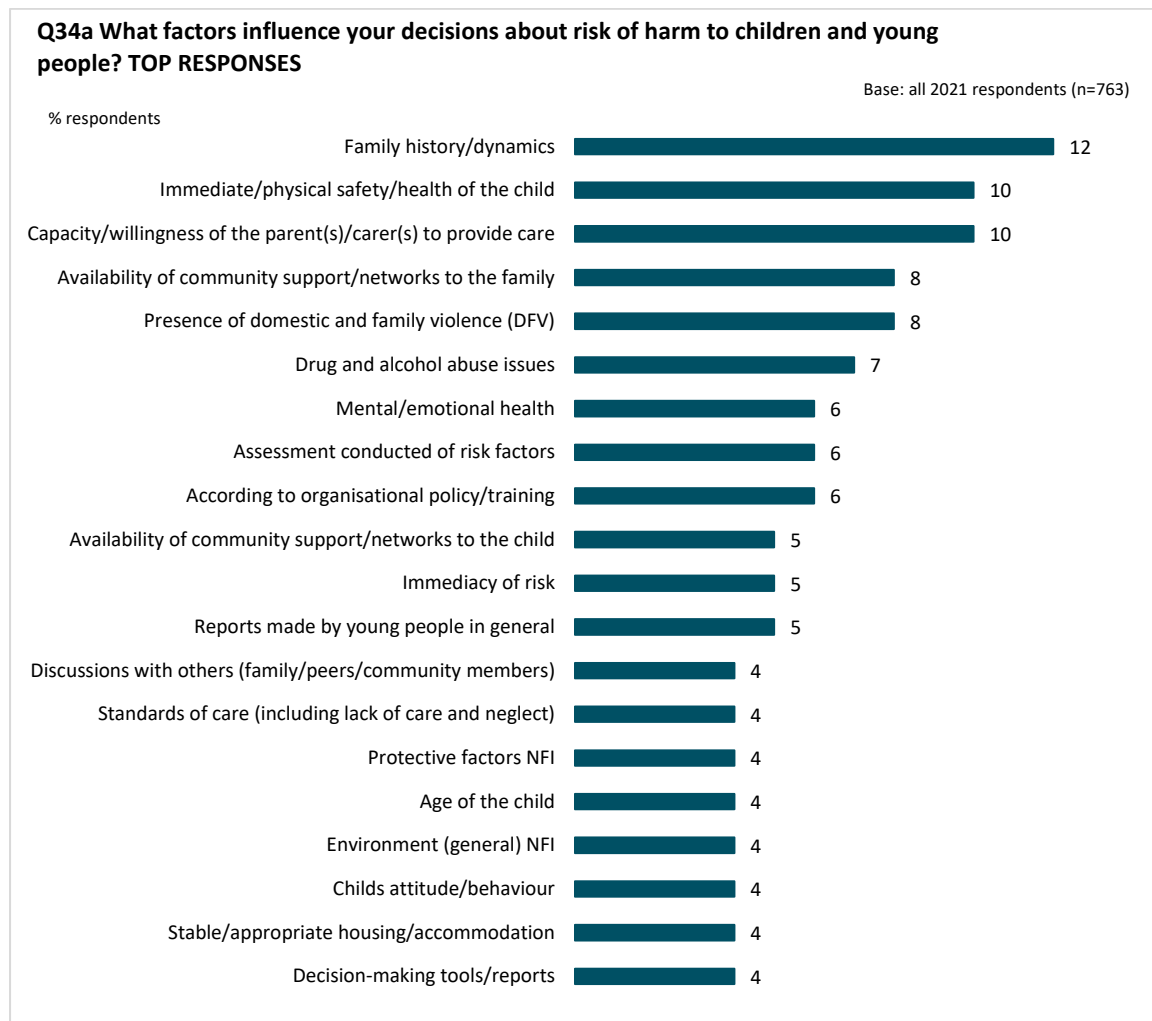
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

**Q34a What factors influence your decisions about risk of harm to children and young people?  
New question in 2021.**

**3.2.7 2021 Result**

Respondents were provided with the opportunity to describe in their own words the types of factors that influence decisions about risk of harm to children and young people. The most commonly cited factors were family history/dynamics (12%), immediate/physical safety/health of the child (10%) or the capacity/willingness of the parent(s)/carer(s) to provide care (10%). The availability of community support/networks to the family (8%), presence of domestic and family violence (8%) and drug and alcohol abuse issues (8%) were the next most commonly mentioned factors of influence. The full range of responses to this question are detailed in Table 3.2.3 overleaf.

Figure 3.2.5: Influences on decisions about risk



NFI: no further information provided

**3.2.8 Sub-group differences (2021)**

There was only one sub-group difference evident in responses to this question; those working in the South West CYJMA region were more likely (11%) than average (4%) to mention that decision making tools/reports were a factor that influenced their decisions about risk of harm to children and young people.

The reader is referred to Table 3.2.3 over the following pages.

Table 3.2.3: Influences on decisions about risk

Q34a Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non- govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
Family history/dynamics	12%	11%	13%	9%	8%	14%	14%	14%	20%	12%	12%
Immediate/physical safety/health of the child	10%	10%	11%	10%	10%	8%	13%	12%	12%	9%	12%
Capacity/willingness of the parent(s)/carer(s) to provide care	10%	11%	9%	10%	13%	13%	7%	7%	5%	9%	11%
Availability of community support/networks to the family	8%	8%	8%	6%	9%	8%	10%	12%	3%	7%	8%
Presence of domestic and family violence (DFV)	8%	7%	9%	4%	9%	9%	9%	10%	8%	7%	8%
Drug and alcohol abuse issues	7%	7%	8%	2%	5%	14%	4%	12%	14%	7%	7%
Mental/emotional health	6%	6%	6%	3%	5%	8%	7%	6%	14%	6%	6%
Assessment conducted of risk factors	6%	5%	7%	7%	5%	8%	5%	3%	5%	5%	7%
According to organisational policy/training	6%	6%	7%	5%	3%	6%	11%	9%	8%	6%	6%
Availability of community support/networks to the child	5%	6%	5%	4%	6%	6%	6%	4%	5%	4%	7%
Immediacy of risk	5%	3%	7%	3%	5%	6%	4%	10%	8%	4%	6%
Reports made by young people in general	5%	4%	5%	6%	2%	4%	4%	9%	5%	4%	5%
Discussions with others (family/peers/community members)	4%	4%	5%	4%	3%	4%	8%	6%	5%	4%	5%
Standards of care (including lack of care and neglect)	4%	3%	6%	2%	7%	4%	4%	7%	5%	4%	5%
Protective factors NFI	4%	3%	6%	5%	4%	3%	4%	7%	3%	5%	3%
Age of the child	4%	3%	5%	3%	4%	5%	4%	6%	5%	4%	5%
Environment (general) NFI	4%	4%	3%	3%	3%	6%	4%	6%	2%	4%	3%
Childs attitude/behaviour	4%	4%	3%	5%	3%	4%	2%	1%	5%	4%	4%
Stable/appropriate housing/accommodation	4%	3%	5%	3%	4%	4%	2%	7%	5%	4%	4%
Decision-making tools/reports	4%	3%	5%	2%	4%	1%	11% ↑	4%		4%	3%
Feedback from/involvement with other organisations	3%	3%	3%	3%	1%	1%	4%	6%	7%	2%	4%
Cleanliness of the child	3%	4%	2%	4%	1%	4%	4%		3%	3%	3%
Circumstances/situation of the child	3%	2%	4%	3%	4%	2%	1%	1%	7%	3%	3%
Education level (child or carer(s))	3%	3%	2%	2%	3%	1%	3%	4%	5%	3%	2%

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level  
 NFI: no further information provided

Table 3.2.3: Influences on decisions about risk (continued)

Q34a Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non- govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshin e Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
Cultural factors (specific to community of origin of the child)	2%	1%	4%	1%	3%	2%	3%	4%	5%	2%	3%
Ability of Child Safety (the specific organisation) to respond/act	2%	2%	3%	3%	1%	2%	2%	1%	5%	3%	2%
Presence of sexual abuse	2%	2%	2%	1%	2%	1%	4%	3%	3%	1%	2%
Previous experience	2%	3%	1%	1%	1%	2%	5%	1%	2%	1%	3%
Based on available evidence (specific mention)	2%	2%	2%	1%	2%	3%	3%	1%	2%	2%	2%
Service provision/time/resource constraints of represented organisation	1%	2%	<1%	2%	1%	1%			2%	1%	1%
Priority of case taken into account NFI	<1%	<1%	<1%	<1%	1%	1%				1%	<1%
Gambling problems (child/carer(s))	<1%		<1%		1%					<1%	
Other	4%	3%	5%	4%	4%	4%		6%	8%	4%	4%
Not answered	36%	37%	34%	36%	41%	35%	34%	33%	27%	39%	33%

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level  
 NFI: no further information provided

### 3.2.9 2021 Result

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

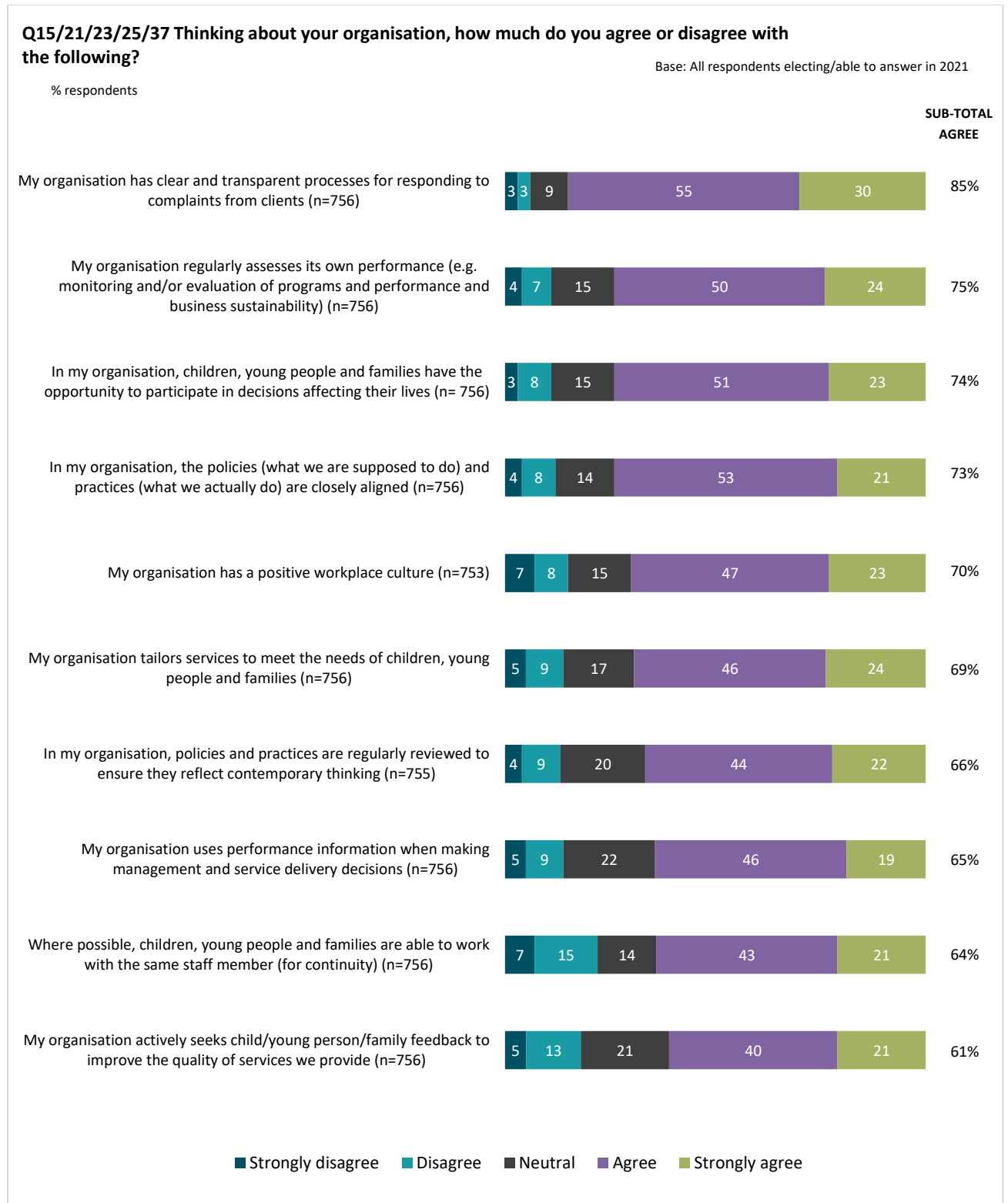
- My organisation has clear and transparent processes for responding to complaints from clients (85%)
- My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability) (75%)
- In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives (74%)
- In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned (73%)
- My organisation has a positive workplace culture (70%).

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

- My organisation tailors services to meet the needs of children, young people and families (69%)
- In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking (66%)
- My organisation uses performance information when making management and service delivery decisions (65%)
- Where possible, children, young people and families are able to work with the same staff member (for continuity) (64%)
- My organisation actively seeks child/young person/family feedback to improve the quality of services we provide (61%).

The reader is referred to Figure 3.2.6 overleaf.

Figure 3.2.6: Your organisation

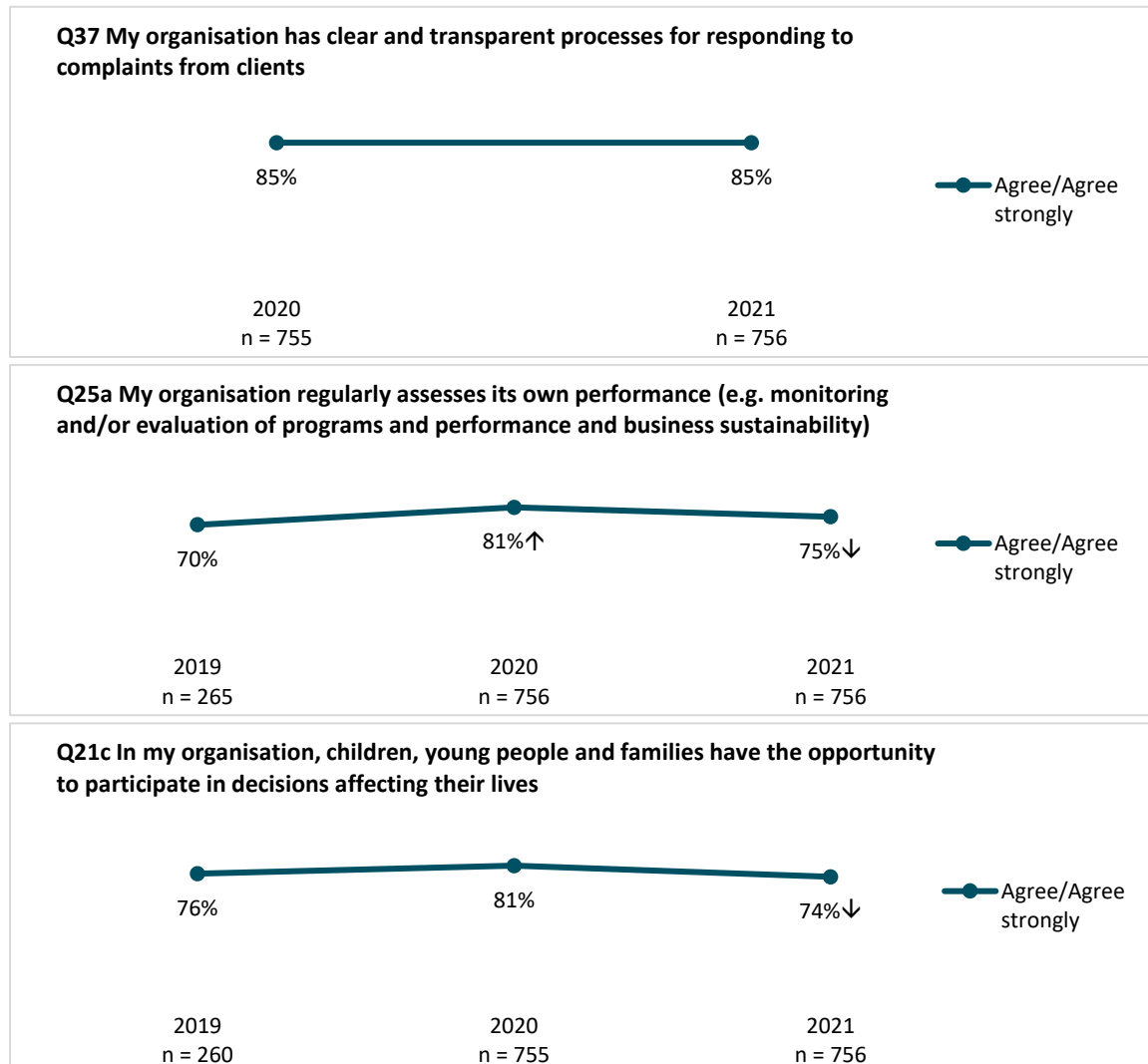


### 3.2.10 Comparison to 2019 & 2020 survey data

Differences in agreement (agree/strongly agree) were found between 2020 and 2021 in regard to the following statements:

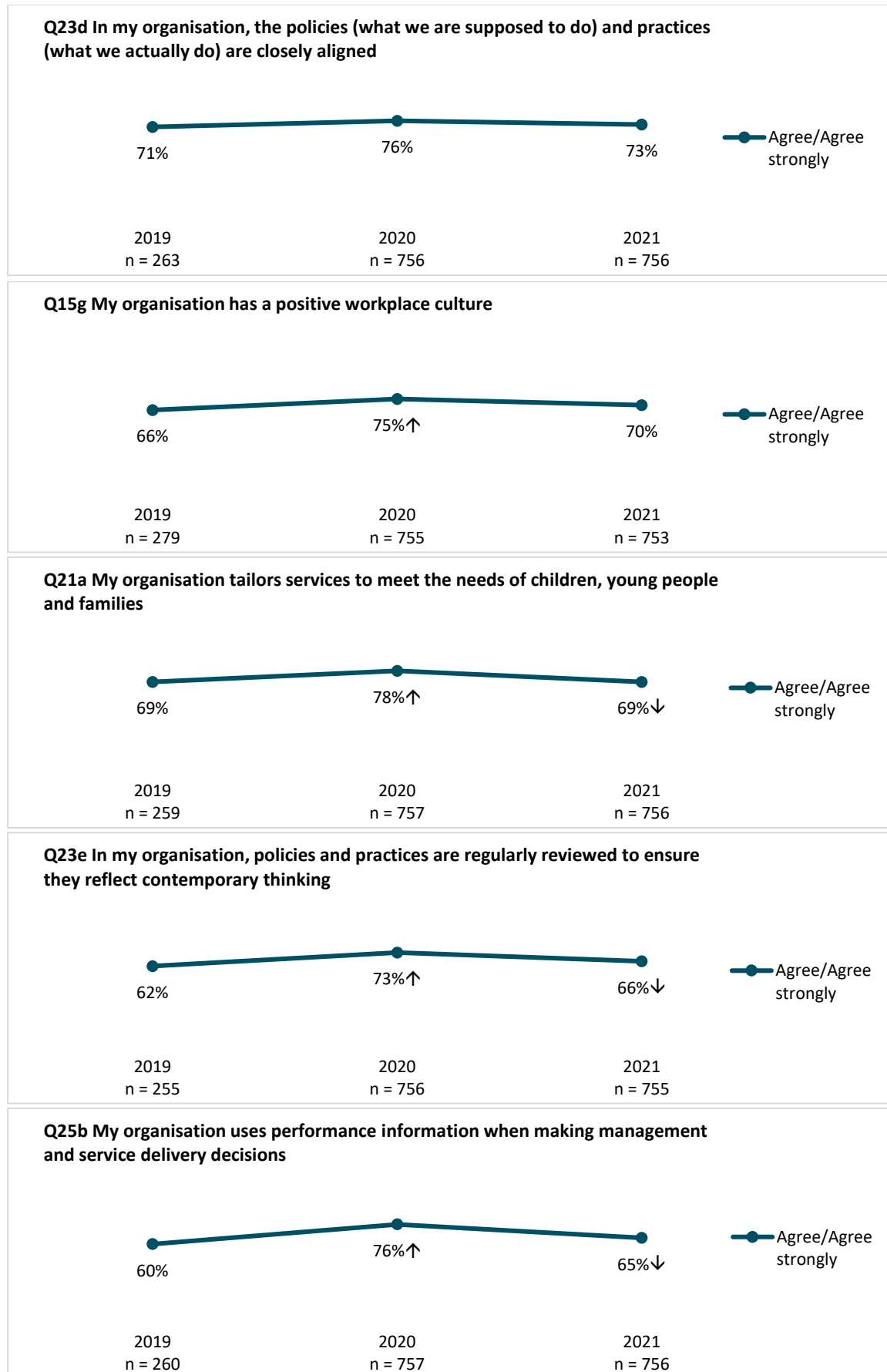
- My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability) (81% in 2020, 75% in 2021)
- My organisation tailors services to meet the needs of children, young people and families (78% in 2020, 69% in 2021)
- In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives (81% in 2020, 74% in 2021)
- In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking (73% in 2020, 66% in 2021)
- Where possible, children, young people and families are able to work with the same staff member (for continuity) (71% in 2020, 64% in 2021)
- My organisation uses performance information when making management and service delivery decisions (76% in 2020, 65% in 2021).

Figure 3.2.7: Your organisation 2019 – 2021 trends



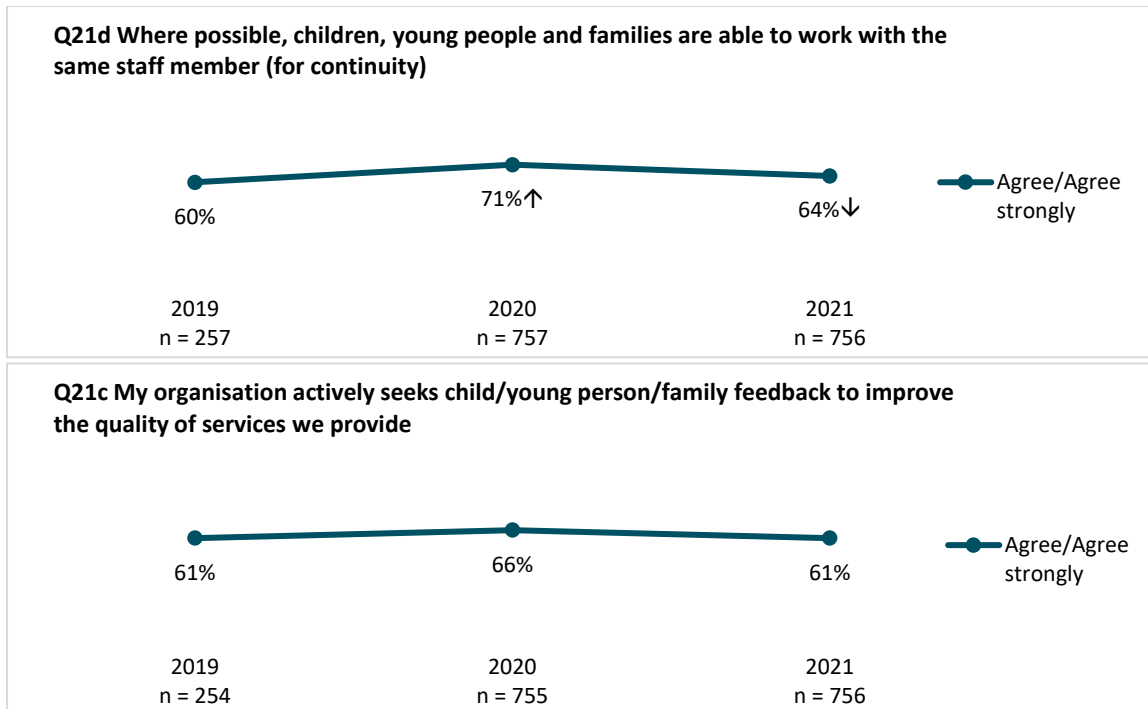
↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.

Figure 3.2.7: Your organisation 2019 – 2021 trends (continued)



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

Figure 3.2.7: Your organisation 2019 – 2021 trends (continued)



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

### 3.2.11 Sub-group differences (2021)

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 less than 10 years' experience in the sector (78%) were more likely than those with 10 or more years' experience (70%) to agree (agree/strongly agree) that in their organisation, children, young people and families have the opportunity to participate in decisions affecting their lives.

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

Table 3.2.4: Your organisation

Q15/21/23/25/37 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>My organisation has clear and transparent processes for responding to complaints from clients</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 390
Strongly disagree	3%	3%	2%	2%	3%	4%	3%		2%	3%	2%
Disagree	3%	5% ↑	1% ↓	3%	3%	4%	4%	4%	5%	4%	3%
<b>SUB-TOTAL DISAGREE</b>	6%	8% ↑	3% ↓	4%	6%	8%	7%	4%	7%	7%	5%
Neutral	9%	12% ↑	5% ↓	10%	7%	7%	6%	13%	17%	11%	7%
Agree	55%	57%	51%	55%	59%	50%	64%	51%	41%	54%	55%
Strongly agree	30%	22% ↓	41% ↑	31%	27%	35%	23%	32%	34%	28%	33%
<b>SUB-TOTAL AGREE</b>	85%	79% ↓	92% ↑	86%	86%	85%	87%	83%	76%	82%	88%
<b>My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability)</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 390
Strongly disagree	4%	4%	3%	3%	3%	4%	4%	1%	8%	4%	3%
Disagree	7%	10% ↑	3% ↓	5%	10%	9%	7%	6%	8%	8%	6%
<b>SUB-TOTAL DISAGREE</b>	11%	14% ↑	6% ↓	8%	13%	13%	11%	7%	17%	13%	9%
Neutral	15%	20% ↑	8% ↓	15%	13%	17%	13%	14%	17%	13%	16%
Agree	50%	50%	51%	52%	52%	41%	60%	48%	42%	52%	49%
Strongly agree	24%	16% ↓	35% ↑	25%	22%	29%	17%	30%	24%	23%	26%
<b>SUB-TOTAL AGREE</b>	75%	66% ↓	86% ↑	77%	74%	70%	77%	78%	66%	74%	75%
<b>In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 390
Strongly disagree	3%	3%	3%	4%	1%	4%	2%		7%	2%	3%
Disagree	8%	12% ↑	3% ↓	10%	11%	7%	4%	7%	5%	7%	9%
<b>SUB-TOTAL DISAGREE</b>	11%	15% ↑	6% ↓	14%	12%	11%	5%	7%	12%	10%	12%
Neutral	15%	19% ↑	10% ↓	13%	13%	19%	16%	12%	19%	12%	18%
Agree	51%	52%	49%	49%	54%	44%	63% ↑	49%	46%	57% ↑	45% ↓
Strongly agree	23%	14% ↓	35% ↑	24%	20%	26%	15%	32%	24%	22%	24%
<b>SUB-TOTAL AGREE</b>	74%	66% ↓	84% ↑	72%	75%	70%	79%	81%	69%	78% ↑	70% ↓

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 organisation (continued)

Q15/21/23/25/37 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 390
Strongly disagree	4%	5%	3%	3%	7%	5%	4%	4%	5%	5%	4%
Disagree	8%	12% ↑	4% ↓	8%	9%	7%	12%	7%	5%	7%	9%
<b>SUB-TOTAL DISAGREE</b>	13%	18% ↑	7% ↓	11%	16%	12%	16%	12%	10%	12%	14%
Neutral	14%	19% ↑	7% ↓	12%	15%	11%	14%	17%	17%	14%	13%
Agree	53%	51%	54%	52%	52%	52%	55%	54%	48%	55%	51%
Strongly agree	21%	12% ↓	32% ↑	24%	18%	24%	15%	17%	24%	19%	23%
<b>SUB-TOTAL AGREE</b>	73%	63% ↓	86% ↑	77%	69%	77%	70%	71%	72%	74%	73%
<b>My organisation has a positive workplace culture</b>											
	Total 2021 n = 753	Govt n = 425	Non-govt n = 327	Brisbane + Moreton Bay n = 223	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 57	<10 n = 365	10+ n = 388
Strongly disagree	7%	10% ↑	4% ↓	7%	5%	7%	11%	6%	11%	8%	7%
Disagree	8%	10%	5%	5%	7%	6%	9%	13%	14%	7%	9%
<b>SUB-TOTAL DISAGREE</b>	15%	20% ↑	9% ↓	12%	12%	13%	19%	19%	25%	15%	15%
Neutral	15%	18% ↑	10% ↓	12%	20%	16%	14%	17%	9%	14%	15%
Agree	47%	49%	43%	52%	44%	47%	50%	41%	37%	48%	46%
Strongly agree	23%	12% ↓	37% ↑	24%	24%	24%	17%	23%	30%	23%	23%
<b>SUB-TOTAL AGREE</b>	70%	62% ↓	81% ↑	76%	68%	71%	66%	64%	67%	71%	69%
<b>My organisation tailors services to meet the needs of children, young people and families</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 390
Strongly disagree	5%	6%	3%	4%	3%	6%	4%	6%	8%	5%	4%
Disagree	9%	13% ↑	3% ↓	8%	12%	12%	7%	4%	3%	8%	9%
<b>SUB-TOTAL DISAGREE</b>	13%	19% ↑	6% ↓	12%	15%	18%	11%	10%	12%	13%	14%
Neutral	17%	24% ↑	9% ↓	20%	20%	11%	16%	19%	17%	17%	18%
Agree	46%	43%	48%	40%	46%	43%	58% ↑	45%	53%	49%	43%
Strongly agree	24%	14% ↓	37% ↑	28%	20%	28%	15%	26%	19%	21%	26%
<b>SUB-TOTAL AGREE</b>	69%	57% ↓	85% ↑	68%	65%	70%	73%	71%	71%	70%	69%

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 organisation (continued)

Q15/21/23/25/37 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking</b>											
	Total 2021 n = 755	Govt n = 425	Non-govt n = 329	Brisbane + Moreton Bay n = 224	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 365	10+ n = 390
Strongly disagree	4%	5%	3%	5%	3%	4%	4%	6%	3%	5%	4%
Disagree	9%	12% ↑	4% ↓	7%	10%	9%	11%	4%	17%	8%	10%
<b>SUB-TOTAL DISAGREE</b>	13%	18% ↑	7% ↓	13%	13%	12%	15%	10%	21%	13%	14%
Neutral	20%	26% ↑	13% ↓	20%	22%	18%	21%	23%	21%	22%	19%
Agree	44%	45%	44%	46%	46%	45%	46%	43%	31%	45%	44%
Strongly agree	22%	12% ↓	35% ↑	22%	20%	25%	18%	23%	28%	20%	24%
<b>SUB-TOTAL AGREE</b>	66%	56% ↓	79% ↑	68%	65%	70%	64%	67%	59%	65%	67%
<b>My organisation uses performance information when making management and service delivery decisions</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 390
Strongly disagree	5%	5%	4%	3%	4%	7%	4%	6%	8%	6%	4%
Disagree	9%	12% ↑	5% ↓	9%	12%	7%	8%	6%	8%	8%	9%
<b>SUB-TOTAL DISAGREE</b>	14%	18% ↑	9% ↓	12%	16%	14%	13%	12%	17%	14%	13%
Neutral	22%	27% ↑	16% ↓	23%	20%	25%	21%	17%	20%	21%	22%
Agree	46%	42%	50%	47%	44%	37%	55%	49%	46%	48%	44%
Strongly agree	19%	13% ↓	26% ↑	18%	19%	24%	12%	22%	17%	17%	21%
<b>SUB-TOTAL AGREE</b>	65%	56% ↓	76% ↑	65%	63%	61%	67%	71%	63%	65%	65%
<b>Where possible, children, young people and families are able to work with the same staff member (for continuity)</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 390
Strongly disagree	7%	9% ↑	3% ↓	6%	3%	8%	11%	9%	5%	6%	7%
Disagree	15%	23% ↑	5% ↓	18%	15%	8% ↓	17%	13%	19%	14%	16%
<b>SUB-TOTAL DISAGREE</b>	22%	32% ↑	8% ↓	24%	18%	16%	27%	22%	24%	20%	23%
Neutral	14%	19% ↑	8% ↓	16%	17%	12%	18%	6%	10%	13%	16%
Agree	43%	38% ↓	50% ↑	36% ↓	54% ↑	48%	40%	49%	38%	47%	40%
Strongly agree	21%	10% ↓	34% ↑	24%	11% ↓	25%	15%	23%	28%	20%	22%
<b>SUB-TOTAL AGREE</b>	64%	49% ↓	84% ↑	60%	65%	72%	55%	72%	66%	67%	61%

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 organisation (continued)

Q15/21/23/25/37 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>My organisation actively seeks child/young person/family feedback to improve the quality of services we provide</b>											
	Total 2021 n = 756	Govt n = 427	Non-govt n = 328	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 365	10+ n = 391
Strongly disagree	5%	7% ↑	3% ↓	7%	3%	5%	3%	9%	7%	5%	6%
Disagree	13%	20% ↑	4% ↓	14%	17%	13%	12%	10%	7%	13%	14%
<b>SUB-TOTAL DISAGREE</b>	19%	28% ↑	7% ↓	21%	20%	18%	15%	19%	14%	18%	19%
Neutral	21%	28% ↑	12% ↓	21%	18%	20%	29%	9% ↓	24%	19%	22%
Agree	40%	34% ↓	48% ↑	36%	41%	39%	39%	51%	45%	43%	37%
Strongly agree	21%	10% ↓	34% ↑	22%	20%	23%	17%	22%	17%	19%	21%
<b>SUB-TOTAL AGREE</b>	61%	44% ↓	82% ↑	58%	61%	62%	56%	72%	62%	63%	58%

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 2021 Result

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

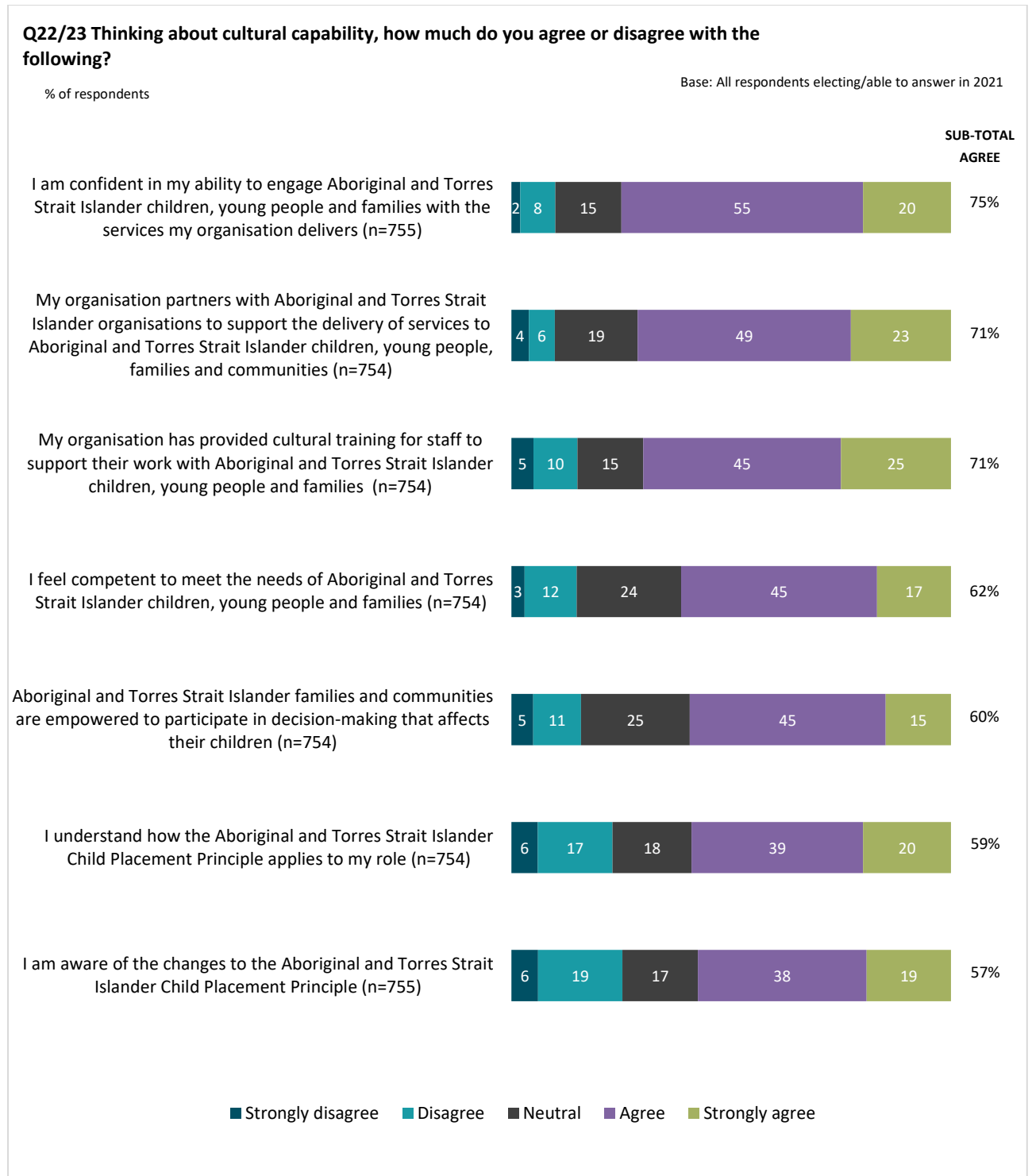
- I am confident in my ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services my organisation delivers (75%)
- My organisation partners with Aboriginal and Torres Strait Islander organisations to support the delivery of services to Aboriginal and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

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

- I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families (62%)
- Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children (60%)
- I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role (59%)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (57%).

The reader is referred to Figure 3.3.1 overleaf.

Figure 3.3.1: Cultural capability

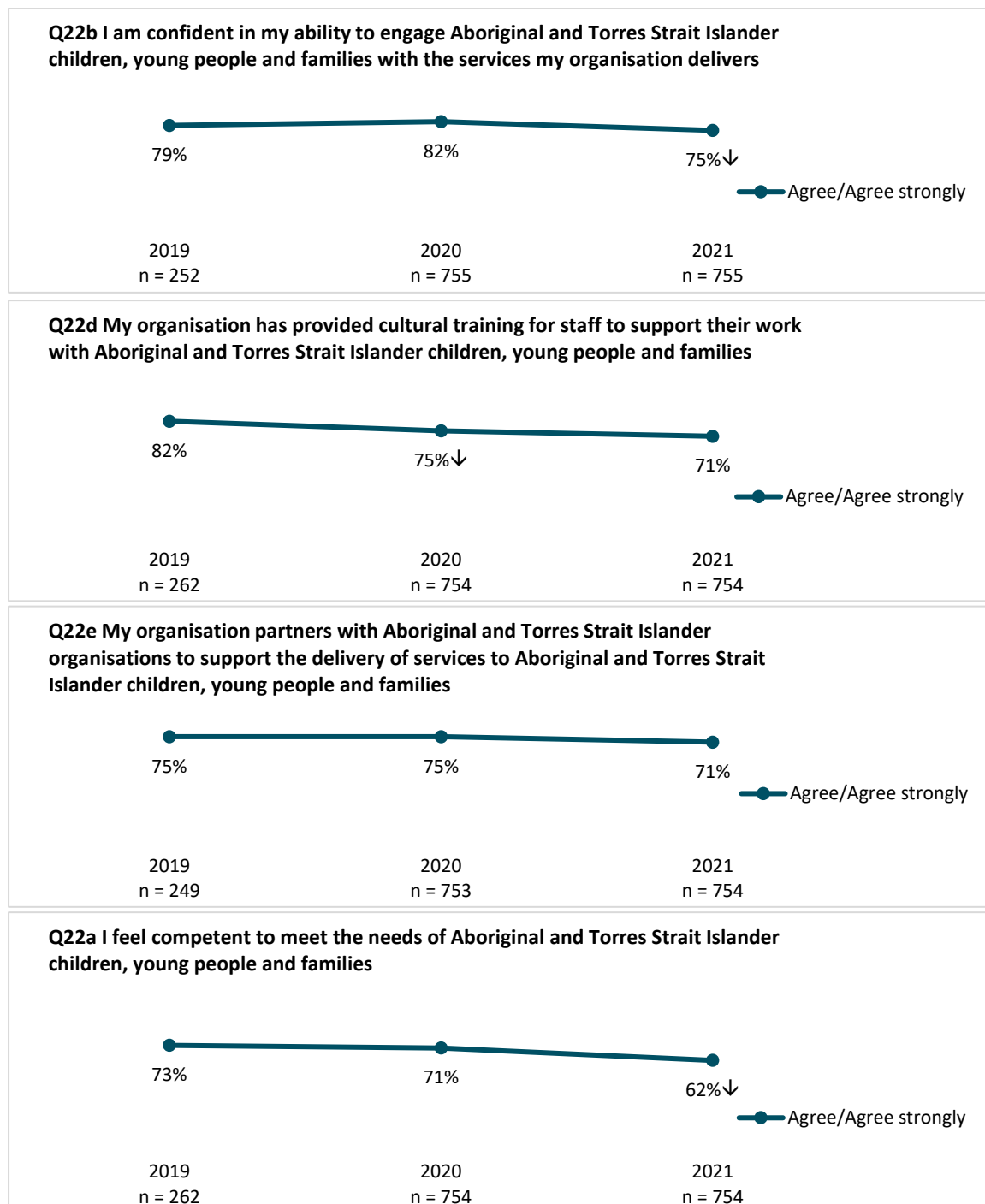


### 3.3.2 Comparison to 2019 & 2020 survey data

Differences in agreement (agree/strongly agree) were found between 2020 and 2021 in regard to the following statements:

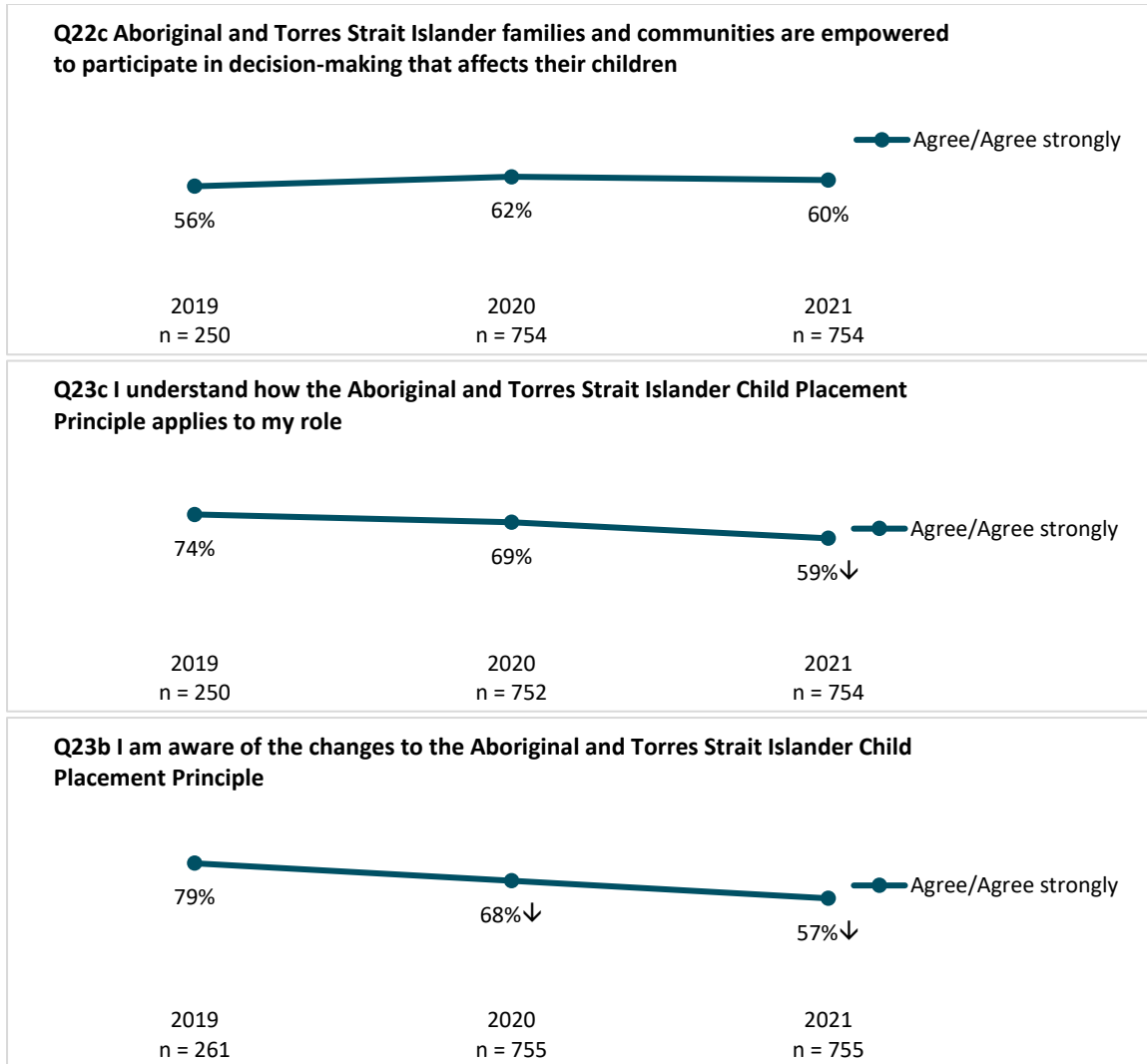
- I am confident in my ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services my organisation delivers (82% in 2020, 75% in 2021)
- I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families (71% in 2020, 62% in 2021)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (68% in 2020, 57% in 2021)
- I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role (69% in 2020, 59% in 2021).

Figure 3.3.2: Cultural capability 2019 – 2021 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 – 2021 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 (2021)

For most statements, non-government sector workers were more likely than government sector employees to express agreement (agree/strongly agree).

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 am confident in my ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services my organisation delivers (83% non-government sector workers, 69% government sector workers)
- My organisation has provided cultural training for staff to support their work with Aboriginal and Torres Strait Islander children, young people and families (77% non-government sector workers, 66% government sector workers)
- I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families (69% non-government sector workers, 56% government sector workers)
- I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role (73% non-government sector workers, 48% government sector workers)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (70% non-government sector workers, 48% government sector workers)
- Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children (67% non-government sector workers, 54% government sector workers).

Respondents in the Brisbane and Moreton CYJMA region were less likely than average to agree (agree/strongly agree) with 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 (68% versus 75% on average)
- I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families (47% versus 62% on average)
- I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role (45% versus 59% on average)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (45% versus 57% on average)
- Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children (48% versus 60% on average).

Respondents in the Sunshine Coast and Central CYJMA 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 (69% versus 59% on average)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (67% versus 57% on average).

Respondents in the South West CYJMA 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 (71% versus 59% on average)
- I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle (71% versus 57% 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 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
I am confident in my ability to engage Aboriginal and Torres Strait Islander children, young people and families with the services my organisation delivers											
	Total 2021 n = 755	Govt n = 425	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 146	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 389
Strongly disagree	2%	2%	1%	4% ↑			1%	3%	2%	1%	2%
Disagree	8%	11% ↑	5% ↓	13% ↑	5%	7%	5%	7%	5%	8%	8%
<b>SUB-TOTAL DISAGREE</b>	10%	13% ↑	6% ↓	16% ↑	5%	7%	6%	10%	7%	9%	10%
Neutral	15%	18% ↑	11% ↓	15%	12%	11%	20%	19%	14%	16%	14%
Agree	55%	58%	53%	52%	68% ↑	58%	50%	46%	53%	55%	56%
Strongly agree	20%	12% ↓	30% ↑	16%	14%	23%	23%	25%	26%	20%	19%
<b>SUB-TOTAL AGREE</b>	75%	69% ↓	83% ↑	68% ↓	82%	82%	73%	71%	79%	75%	76%
My organisation has provided cultural training for staff to support their work with Aboriginal and Torres Strait Islander children, young people and families											
	Total 2021 n = 754	Govt n = 424	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 146	Sunshine Coast + Central n = 140	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 388
Strongly disagree	5%	5%	5%	7%	2%	4%	3%	7%	5%	5%	4%
Disagree	10%	12%	8%	12%	10%	10%	6%	13%	10%	12%	9%
<b>SUB-TOTAL DISAGREE</b>	15%	17%	12%	18%	12%	14%	9%	20%	16%	17%	13%
Neutral	15%	18% ↑	10% ↓	16%	14%	14%	12%	12%	19%	14%	15%
Agree	45%	49%	41%	43%	45%	48%	55%	38%	47%	45%	46%
Strongly agree	25%	17% ↓	36% ↑	23%	29%	24%	24%	30%	19%	24%	26%
<b>SUB-TOTAL AGREE</b>	71%	66% ↓	77% ↑	66%	74%	72%	79%	68%	66%	69%	72%
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											
	Total 2021 n = 754	Govt n = 425	Non-govt n = 328	Brisbane + Moreton Bay n = 225	South East n = 146	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 58	<10 n = 365	10+ n = 389
Strongly disagree	4%	4%	4%	5%	1%	4%	4%	6%	5%	4%	4%
Disagree	6%	6%	5%	8%	3%	4%	8%	1%	7%	5%	6%
<b>SUB-TOTAL DISAGREE</b>	10%	10%	9%	13%	4%	9%	12%	7%	12%	10%	10%
Neutral	19%	22%	15%	22%	17%	17%	18%	19%	17%	21%	17%
Agree	49%	53%	43%	44%	51%	52%	51%	43%	52%	47%	50%
Strongly agree	23%	15% ↓	33% ↑	20%	27%	22%	20%	30%	19%	23%	23%
<b>SUB-TOTAL AGREE</b>	71%	68%	76%	64%	79%	74%	71%	74%	71%	70%	73%

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

Table 3.3.1: Cultural capability (continued)

Q22/23 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
I feel competent to meet the needs of Aboriginal and Torres Strait Islander children, young people and families											
	Total 2021 n = 754	Govt n = 424	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 146	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 388
Strongly disagree	3%	3%	2%	6% ↑	1%	1%	1%	3%	2%	2%	3%
Disagree	12%	15%	9%	17% ↑	12%	10%	10%	12%	3%	12%	12%
<b>SUB-TOTAL DISAGREE</b>	15%	18%	11%	23% ↑	12%	11%	11%	14%	5%	14%	15%
Neutral	24%	26%	21%	30%	22%	20%	22%	20%	19%	27%	21%
Agree	45%	46%	44%	35% ↓	54%	48%	47%	46%	50%	42%	48%
Strongly agree	17%	10% ↓	25% ↑	12%	12%	21%	20%	19%	26%	16%	17%
<b>SUB-TOTAL AGREE</b>	62%	56% ↓	69% ↑	47% ↓	66%	70%	67%	65%	76%	58%	64%
Aboriginal and Torres Strait Islander families and communities are empowered to participate in decision-making that affects their children											
	Total 2021 n = 754	Govt n = 424	Non-govt n = 329	Brisbane + Moreton Bay n = 224	South East n = 146	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 388
Strongly disagree	5%	5%	5%	6%	3%	1%	4%	10%	9%	4%	6%
Disagree	11%	11%	11%	13%	10%	11%	10%	9%	9%	12%	9%
<b>SUB-TOTAL DISAGREE</b>	16%	16%	15%	19%	13%	12%	14%	19%	17%	16%	15%
Neutral	25%	30% ↑	18% ↓	33% ↑	22%	24%	25%	12%	17%	24%	25%
Agree	45%	45%	45%	37% ↓	53%	45%	48%	49%	45%	43%	47%
Strongly agree	15%	9% ↓	22% ↑	11%	12%	18%	13%	20%	21%	17%	13%
<b>SUB-TOTAL AGREE</b>	60%	54% ↓	67% ↑	48% ↓	65%	64%	61%	70%	66%	60%	59%
I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role											
	Total 2021 n = 754	Govt n = 424	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 146	Sunshine Coast + Central n = 140	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 365	10+ n = 389
Strongly disagree	6%	9% ↑	2% ↓	11% ↑	5%	4%	1% ↓	4%	7%	5%	7%
Disagree	17%	20% ↑	12% ↓	23% ↑	12%	13%	14%	20%	17%	16%	18%
<b>SUB-TOTAL DISAGREE</b>	23%	29% ↑	15% ↓	33% ↑	18%	16%	15%	25%	24%	21%	25%
Neutral	18%	23% ↑	12% ↓	22%	17%	15%	14%	22%	17%	19%	17%
Agree	39%	35% ↓	45% ↑	29% ↓	51% ↑	45%	41%	35%	41%	39%	40%
Strongly agree	20%	13% ↓	28% ↑	16%	14%	24%	30% ↑	19%	17%	22%	18%
<b>SUB-TOTAL AGREE</b>	59%	48% ↓	73% ↑	45% ↓	65%	69% ↑	71% ↑	54%	59%	60%	58%

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 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
I am aware of the changes to the Aboriginal and Torres Strait Islander Child Placement Principle											
	Total 2021 n = 755	Govt n = 425	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 146	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 389
Strongly disagree	6%	9% ↑	2% ↓	11% ↑	5%	4%	1%	4%	9%	5%	7%
Disagree	19%	23% ↑	15% ↓	24%	21%	13%	15%	20%	17%	21%	18%
<b>SUB-TOTAL DISAGREE</b>	25%	32% ↑	17% ↓	35% ↑	27%	17%	16%	25%	26%	26%	24%
Neutral	17%	20% ↑	13% ↓	20%	15%	16%	13%	23%	16%	16%	18%
Agree	38%	35%	43%	30% ↓	44%	45%	42%	32%	41%	37%	40%
Strongly agree	19%	13% ↓	27% ↑	16%	14%	23%	29% ↑	20%	17%	21%	18%
<b>SUB-TOTAL AGREE</b>	57%	48% ↓	70% ↑	45% ↓	58%	67% ↑	71% ↑	52%	59%	57%	58%

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 2021 Result

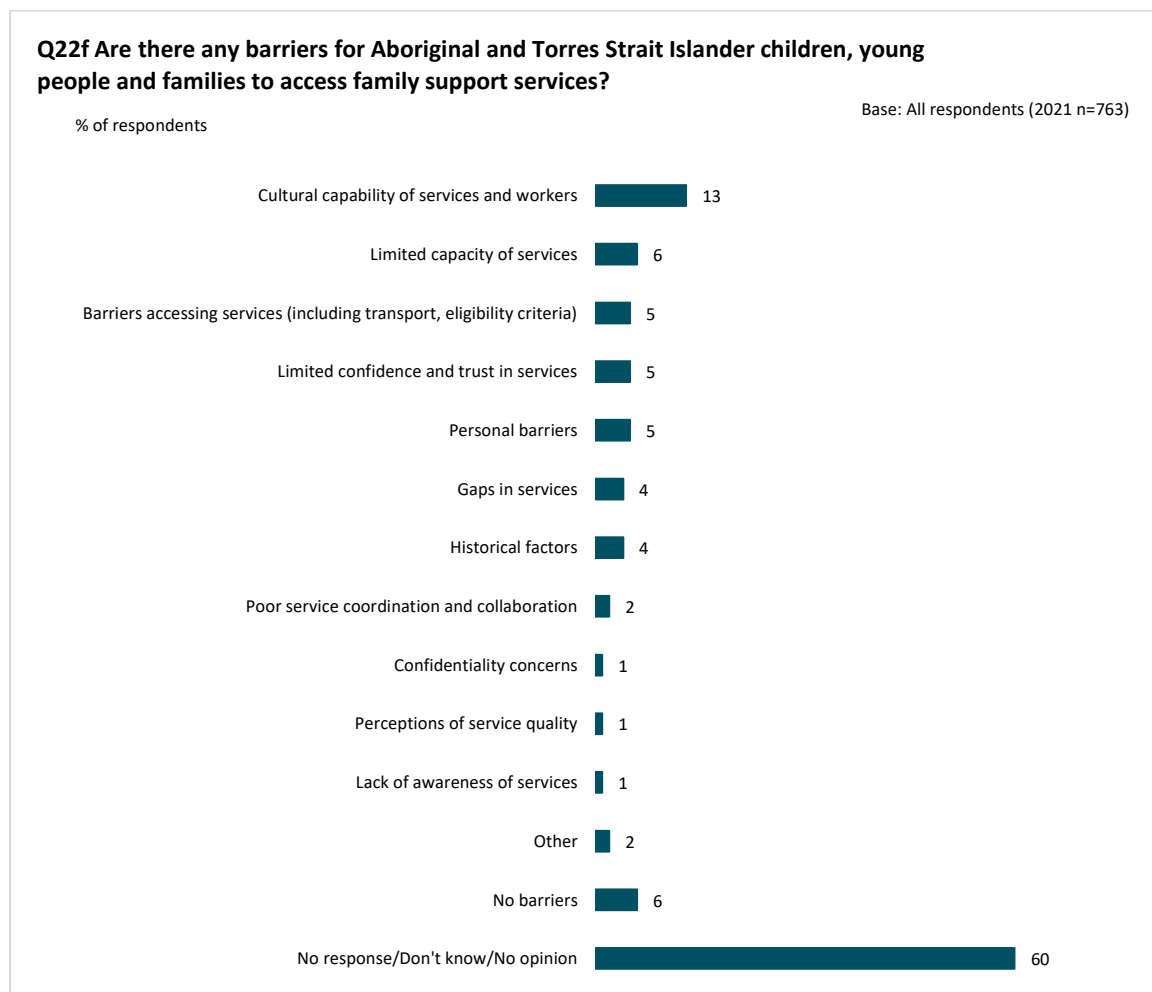
Respondents were provided with the opportunity to describe in their own words what they perceive the barriers are for Aboriginal and Torres Strait Islander children, young people and families to access family support services.

The most prevalent responses were:

- cultural capability of services and workers (13%)
- limited capacity of services (6%)
- barriers accessing services (including transport, eligibility criteria) (5%)
- limited confidence and trust in services (5%)
- personal barriers (5%)
- gaps in services (4%)
- historical factors (4%).

60% of respondents were unable to provide a response, replied don't know or had 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 3.3.2: Barriers for Aboriginal and Torres Strait Islander children, young people and families to access family support services

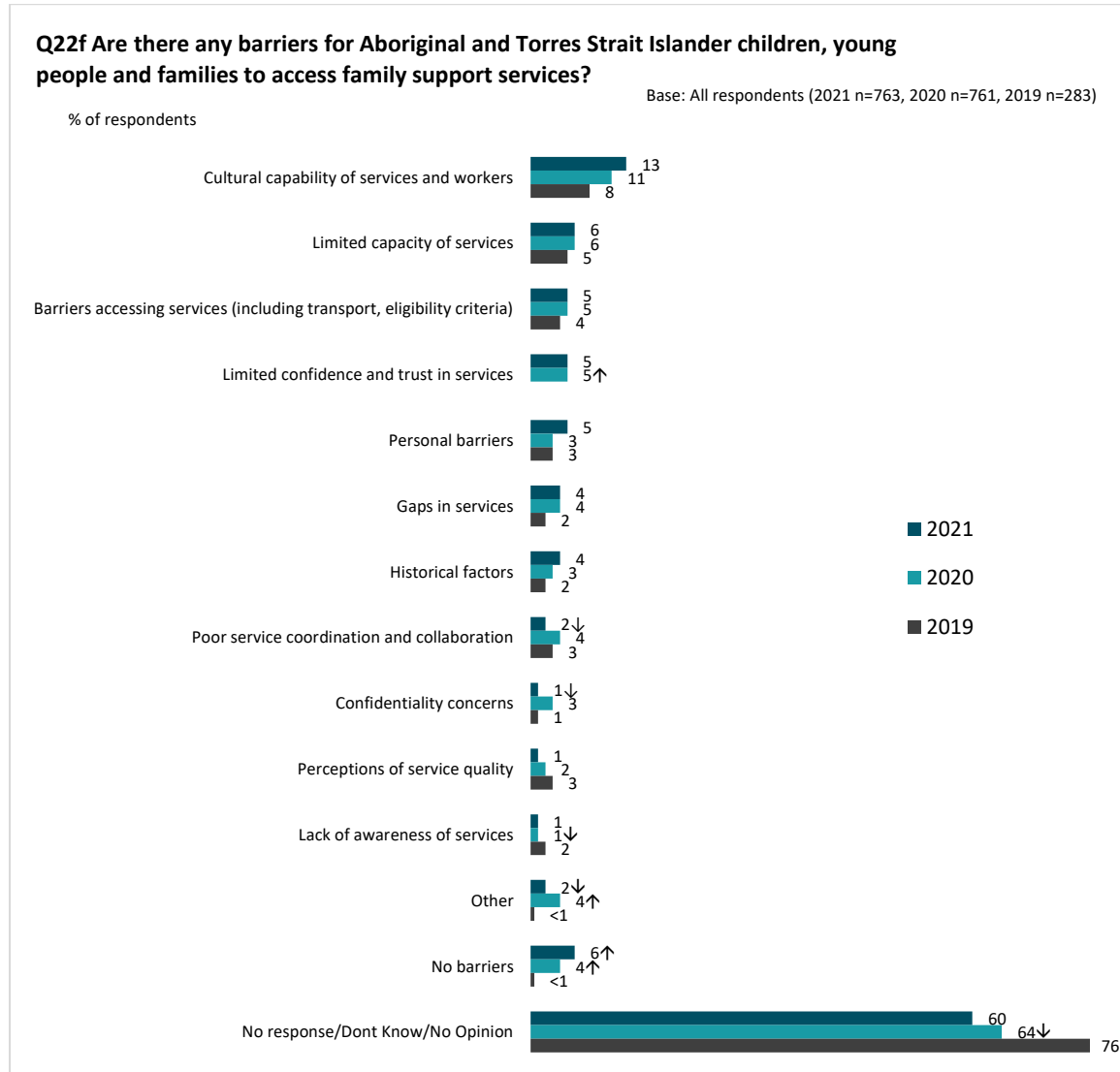


### 3.3.5 Comparison to 2019 & 2020 survey data

The following significant 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 2020 and 2021:

- Confidentiality concerns (1% in 2021, 3% in 2020)
- Poor service coordination and collaboration (2% in 2021, 4% in 2020)
- No barriers (6% in 2021, 4% in 2020).

Figure 3.3.3: 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 (2021)

Respondents in the Far North Queensland CYJMA region (17%) 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 3.3.2 below.

Table 3.3.2: Barriers for Aboriginal and Torres Strait Islander children, young people and families to access family support services

Q22f Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non-govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
Cultural capability of services and workers	13%	12%	14%	13%	10%	17%	11%	12%	17%	12%	13%
Limited capacity of services	6%	4%	8%	5%	5%	7%	6%	3%	8%	5%	6%
Barriers accessing services (including transport, eligibility criteria)	5%	4%	7%	3%	3%	8%	3%	7%	17% ↑	5%	6%
Limited confidence and trust in services	5%	3%	8%	4%	5%	8%	6%	3%	3%	5%	6%
Personal barriers	5%	6%	4%	6%	3%	4%	4%	9%	8%	4%	6%
Gaps in services	4%	3%	5%	3%	2%	8%	4%	3%	7%	4%	4%
Historical factors	4%	2%	6%	4%	3%	5%	3%	6%	3%	4%	4%
Poor service coordination and collaboration	2%	1%	2%	<1%	3%	1%	4%			1%	2%
Confidentiality concerns	1%	1%	2%	1%		2%	2%	1%	2%	1%	1%
Perceptions of service quality	1%	1%	2%	2%		1%	4%		2%	1%	2%
Lack of awareness of services	1%	1%	2%	1%		2%	1%	3%	2%	2%	1%
Other	2%	2%	1%	2%		2%	3%	1%		2%	2%
No barriers	6%	5%	8%	4%	7%	7%	8%	9%	3%	5%	8%
No response/Don't Know/No Opinion	60%	65%	54%	64%	67%	51%	59%	61%	53%	64%	57%

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 2021 Result

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

- My workplace has a culture that supports collaboration with other organisations to achieve client outcomes (85%)
- Information sharing between my organisation and other organisations supports better responses for children, young people and families (84%)
- My workplace encourages multi-disciplinary responses to meet clients' needs (if needed) (81%)
- Where appropriate, information sharing occurs regularly between my organisation and other organisations (70%).

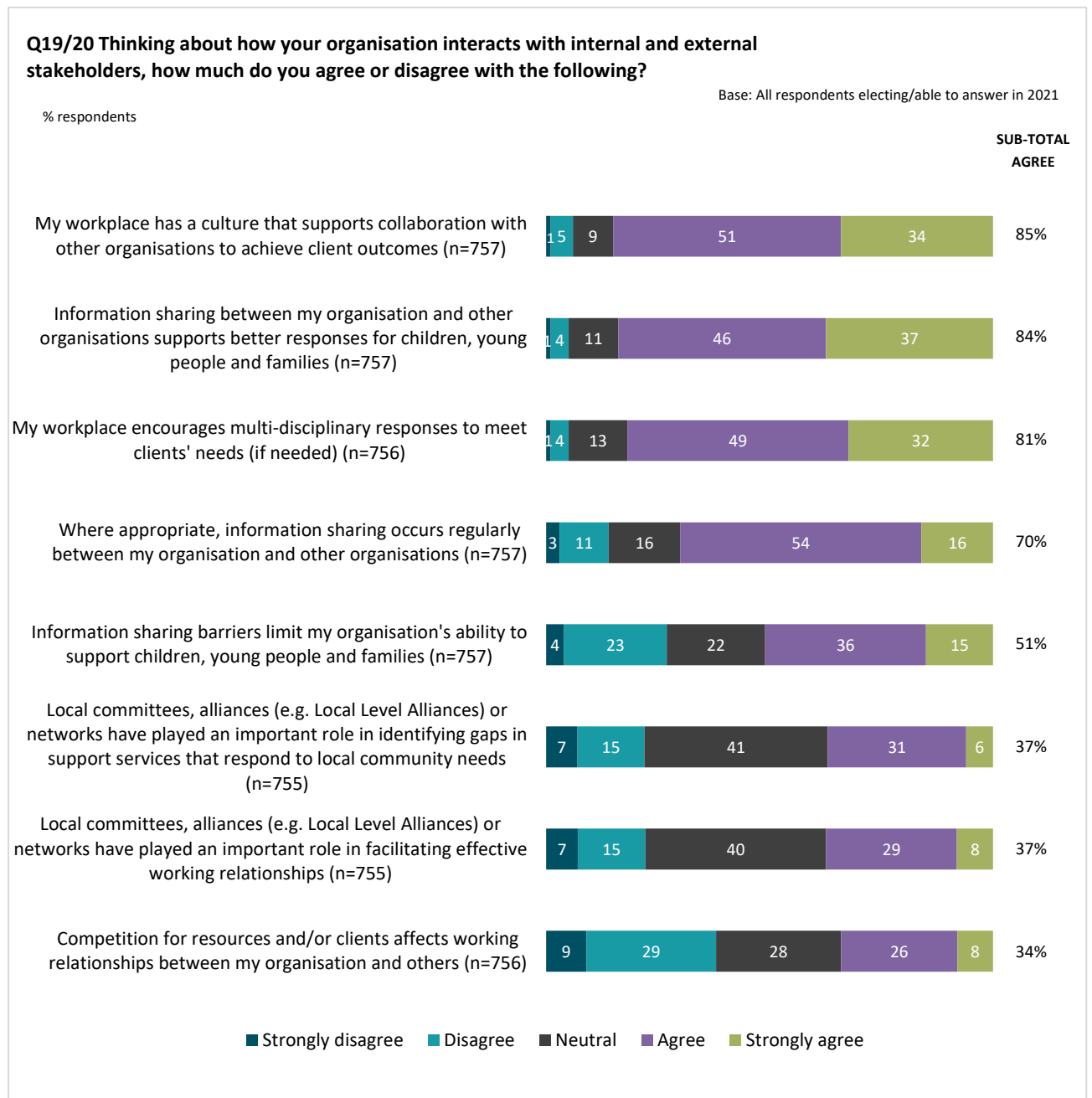
Agreement (agree/strongly agree) was more moderate in regard to the statement that information sharing barriers limit my organisation's ability to support children, young people and families (51%).

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

- Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in identifying gaps in support services that respond to local community needs (37%)
- Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in facilitating effective working relationships (37%)
- Competition for resources and/or clients affect working relationships between their organisation and others (34%).

The reader is referred to Figure 3.4.1 overleaf.

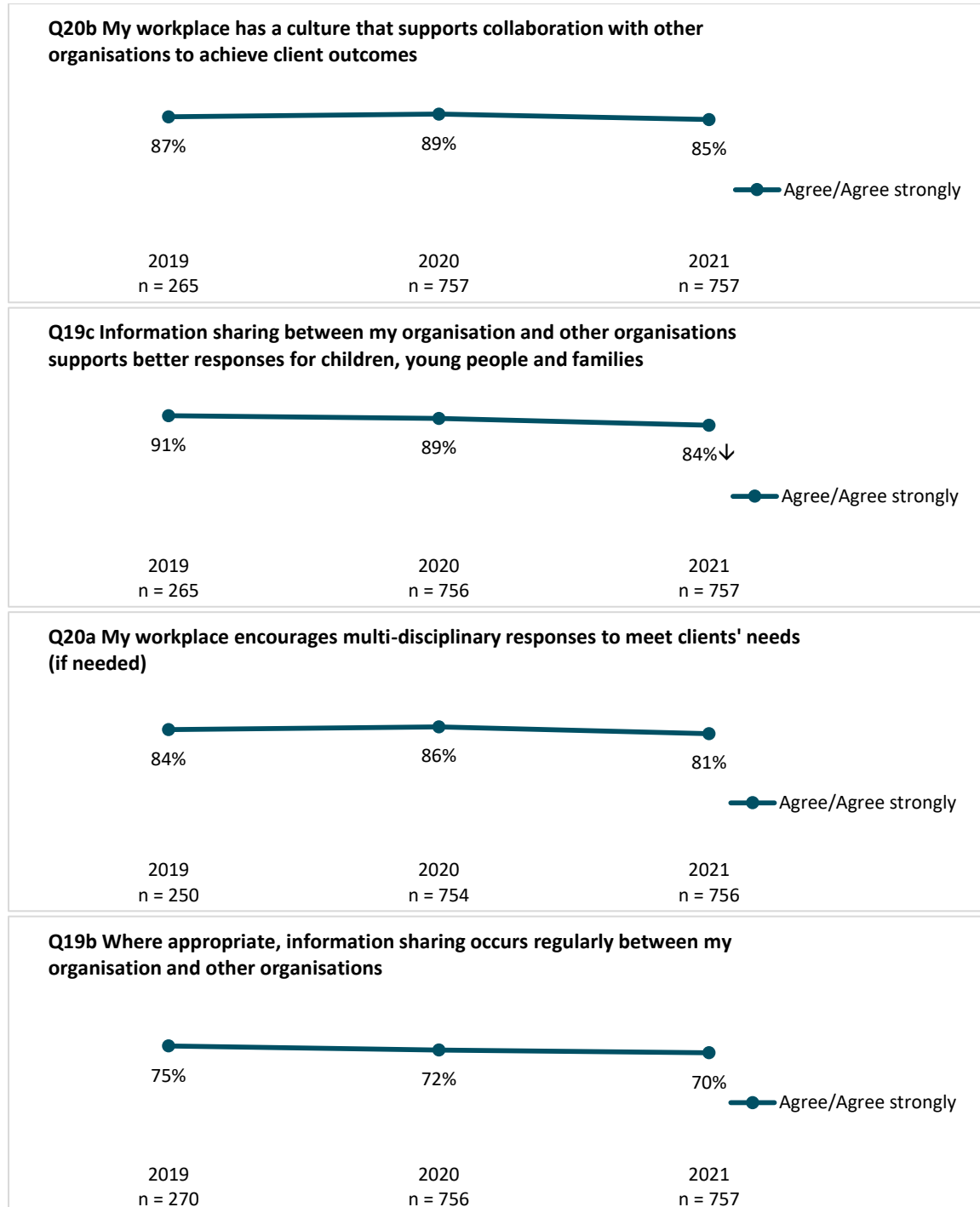
Figure 3.4.1: Information sharing and collaboration across the sector



### 3.4.2 Comparison to 2019 & 2020 survey data

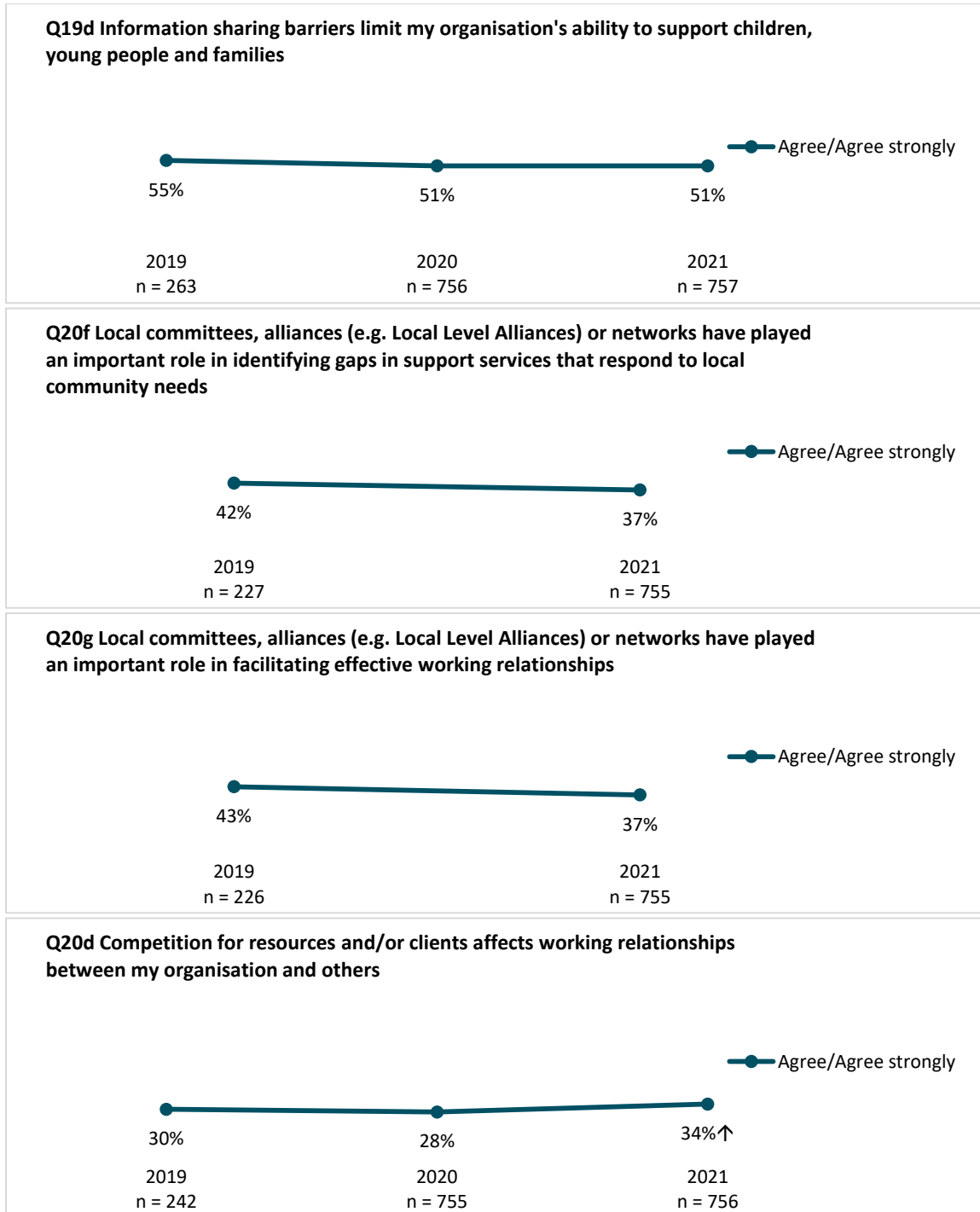
Between 2020 and 2021 there was a decrease in agreement (agree/agree strongly) with the statement that information sharing between my organisation and other organisations supports better responses for children, young people and families (89% in 2020, 84% in 2021). Over the same time period there has been an increase in agreement with the statement that competition for resources and/or clients affect working relationships between my organisation and others (28% in 2020, 34% in 2021).

Figure 3.4.2: Information sharing and collaboration across the sector 2019 – 2021 trends



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

Figure 3.4.2: Information sharing and collaboration across the sector 2019 – 2021 trends (continued)



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

### 3.4.3 Sub-group differences (2021)

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

- their workplace has a culture that supports collaboration with other organisations to achieve client outcomes (94% non-government workers, 78% government sector workers)
- their workplace encourages multi-disciplinary responses to meet clients' needs (if needed) (87% non-government workers, 77% government sector workers)
- where appropriate, information sharing occurs regularly between my organisation and other organisations (76% non-government workers, 64% government sector workers)
- local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in identifying gaps in support services that respond to local community needs (45% non-government workers, 31% government sector workers)
- local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in facilitating effective working relationships (45% non-government workers, 32% government sector workers).

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

Table 3.4.1: Information sharing and collaboration across the sector

Q19/20 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
My workplace has a culture that supports collaboration with other organisations to achieve client outcomes											
	Total 2021 n = 757	Govt n = 428	Non-govt n = 328	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 391
Strongly disagree	1%	2%	1%	1%	1%	1%	1%	3%	2%	1%	2%
Disagree	5%	7% ↑	2% ↓	6%	3%	4%	7%	3%	5%	4%	5%
<b>SUB-TOTAL DISAGREE</b>	6%	9% ↑	3% ↓	7%	4%	5%	8%	6%	7%	5%	7%
Neutral	9%	13% ↑	3% ↓	12%	7%	7%	7%	7%	12%	9%	8%
Agree	51%	54%	47%	48%	53%	47%	54%	61%	46%	54%	48%
Strongly agree	34%	24% ↓	47% ↑	33%	35%	41%	31%	26%	36%	32%	37%
<b>SUB-TOTAL AGREE</b>	85%	78% ↓	94% ↑	81%	88%	88%	85%	87%	81%	85%	85%
Information sharing between my organisation and other organisations supports better responses for children, young people and families											
	Total 2021 n = 757	Govt n = 428	Non-govt n = 328	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 391
Strongly disagree	1%	1%	1%	1%	2%	1%		1%		1%	2%
Disagree	4%	5%	2%	6%	1%	4%	4%	1%	5%	4%	4%
<b>SUB-TOTAL DISAGREE</b>	5%	6%	3%	7%	3%	6%	4%	3%	5%	4%	6%
Neutral	11%	13%	9%	10%	10%	9%	12%	17%	15%	12%	10%
Agree	46%	47%	46%	46%	47%	45%	50%	46%	44%	48%	45%
Strongly agree	37%	34%	42%	37%	39%	40%	34%	33%	36%	36%	39%
<b>SUB-TOTAL AGREE</b>	84%	81%	88%	84%	86%	86%	84%	80%	80%	84%	84%

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 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
My workplace encourages multi-disciplinary responses to meet clients' needs (if needed)											
	Total 2021 n = 756	Govt n = 428	Non-govt n = 327	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 140	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 390
Strongly disagree	1%	2%	1%	1%	1%	1%		3%	3%	1%	2%
Disagree	4%	5%	2%	4%	5%	3%	3%	4%	2%	4%	3%
<b>SUB-TOTAL DISAGREE</b>	5%	7%	3%	6%	7%	4%	3%	7%	5%	6%	5%
Neutral	13%	16%	9%	14%	10%	12%	15%	9%	20%	14%	12%
Agree	49%	49%	49%	47%	48%	47%	57%	54%	46%	50%	48%
Strongly agree	32%	28% ↓	39% ↑	33%	35%	36%	26%	30%	29%	30%	35%
<b>SUB-TOTAL AGREE</b>	81%	77% ↓	87% ↑	80%	84%	84%	82%	84%	75%	80%	83%
Where appropriate, information sharing occurs regularly between my organisation and other organisations											
	Total 2021 n = 757	Govt n = 428	Non-govt n = 328	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 391
Strongly disagree	3%	4%	2%	4%	3%	4%	1%	1%	7%	3%	4%
Disagree	11%	14%	8%	13%	9%	11%	12%	7%	17%	11%	12%
<b>SUB-TOTAL DISAGREE</b>	15%	18%	10%	17%	12%	15%	12%	9%	24%	13%	16%
Neutral	16%	18%	13%	14%	13%	17%	19%	16%	17%	17%	15%
Agree	54%	52%	57%	52%	61%	51%	54%	58%	44%	56%	52%
Strongly agree	16%	13%	20%	16%	14%	17%	15%	17%	15%	14%	17%
<b>SUB-TOTAL AGREE</b>	70%	64% ↓	76% ↑	69%	75%	68%	69%	75%	59%	70%	69%
Information sharing barriers limit my organisation's ability to support children, young people and families											
	Total 2021 n = 757	Govt n = 428	Non-govt n = 328	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 391
Strongly disagree	4%	4%	3%	5%	3%	4%	4%	1%	3%	3%	4%
Disagree	23%	22%	23%	24%	24%	19%	24%	17%	25%	18%	27%
<b>SUB-TOTAL DISAGREE</b>	26%	27%	26%	29%	27%	23%	27%	19%	29%	21%	31%
Neutral	22%	22%	23%	24%	18%	21%	33%	22%	12%	27%	18%
Agree	36%	38%	34%	32%	39%	38%	28%	48%	39%	39%	34%
Strongly agree	15%	13%	17%	14%	16%	18%	12%	12%	20%	13%	17%
<b>SUB-TOTAL AGREE</b>	51%	51%	51%	47%	55%	55%	40%	59%	59%	51%	51%

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 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in identifying gaps in support services that respond to local community needs</b>											
	Total 2021 n = 755	Govt n = 427	Non-govt n = 327	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 68	Far North QLD n = 59	<10 n = 366	10+ n = 389
Strongly disagree	7%	8%	6%	8%	5%	7%	10%	7%	2%	6%	7%
Disagree	15%	14%	15%	12%	11%	22%	16%	15%	12%	15%	14%
<b>SUB-TOTAL DISAGREE</b>	21%	22%	21%	20%	16%	29%	26%	22%	14%	22%	21%
Neutral	41%	47% ↑	34% ↓	45%	47%	33%	38%	37%	44%	43%	39%
Agree	31%	27%	36%	30%	27%	30%	33%	34%	37%	30%	32%
Strongly agree	6%	4%	9%	5%	10%	8%	3%	7%	5%	5%	7%
<b>SUB-TOTAL AGREE</b>	37%	31% ↓	45% ↑	35%	37%	38%	36%	41%	42%	35%	39%
<b>Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in facilitating effective working relationships</b>											
	Total 2021 n = 755	Govt n = 427	Non-govt n = 327	Brisbane + Moreton Bay n = 224	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 365	10+ n = 390
Strongly disagree	7%	8%	6%	8%	5%	10%	8%	10%	2%	7%	8%
Disagree	15%	15%	15%	12%	14%	22%	13%	19%	15%	16%	15%
<b>SUB-TOTAL DISAGREE</b>	23%	23%	21%	19%	18%	32%	21%	29%	17%	22%	23%
Neutral	40%	45% ↑	33% ↓	45%	45%	29%	40%	32%	44%	42%	38%
Agree	29%	26%	34%	30%	27%	28%	35%	25%	29%	29%	29%
Strongly agree	8%	6%	11%	5%	10%	11%	4%	14%	10%	7%	10%
<b>SUB-TOTAL AGREE</b>	37%	32% ↓	45% ↑	36%	37%	39%	38%	39%	39%	36%	39%
<b>Competition for resources and/or clients affects working relationships between my organisation and others</b>											
	Total 2021 n = 756	Govt n = 427	Non-govt n = 328	Brisbane + Moreton Bay n = 225	South East n = 147	Sunshine Coast + Central n = 141	South West n = 112	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 390
Strongly disagree	9%	9%	8%	7%	6%	11%	11%	13%	5%	8%	9%
Disagree	29%	28%	30%	27%	31%	33%	26%	29%	29%	32%	26%
<b>SUB-TOTAL DISAGREE</b>	37%	37%	38%	34%	37%	44%	37%	42%	34%	40%	35%
Neutral	28%	30%	25%	31%	29%	24%	30%	28%	24%	30%	27%
Agree	26%	26%	26%	27%	28%	24%	24%	22%	31%	22%	29%
Strongly agree	8%	7%	10%	9%	6%	8%	9%	9%	12%	8%	8%
<b>SUB-TOTAL AGREE</b>	34%	33%	36%	36%	34%	32%	33%	30%	42%	31%	38%

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

## 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 2021 Result

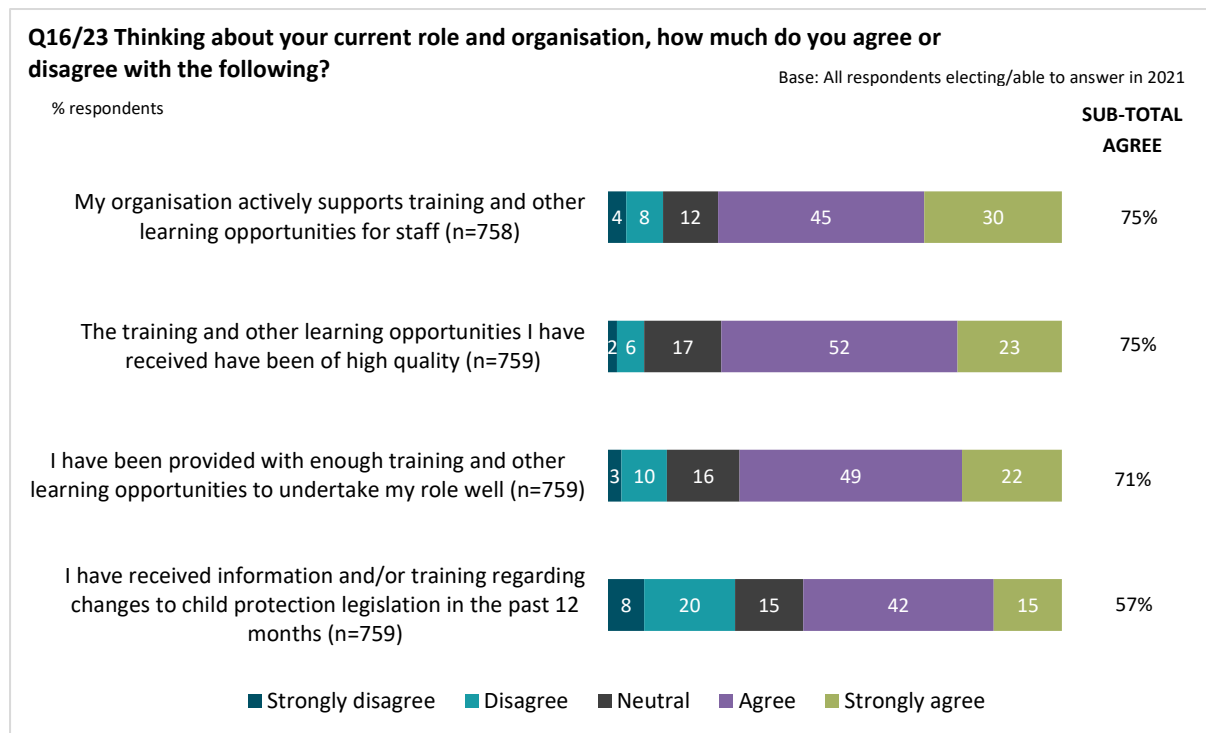
Approximately three quarters of respondents agreed (agree/strongly agree) that:

- their organisation actively supports training and other learning opportunities for staff (75%)
- the training and other learning opportunities they received have been of high quality (75%).

71% of respondents agreed (agree/strongly agree) that they have been provided with enough training and other learning opportunities to undertake their role well, while 57% agreed that they have received information and/or training regarding changes to child protection legislation in the past 12 months.

The reader is referred to Figure 3.5.1 below.

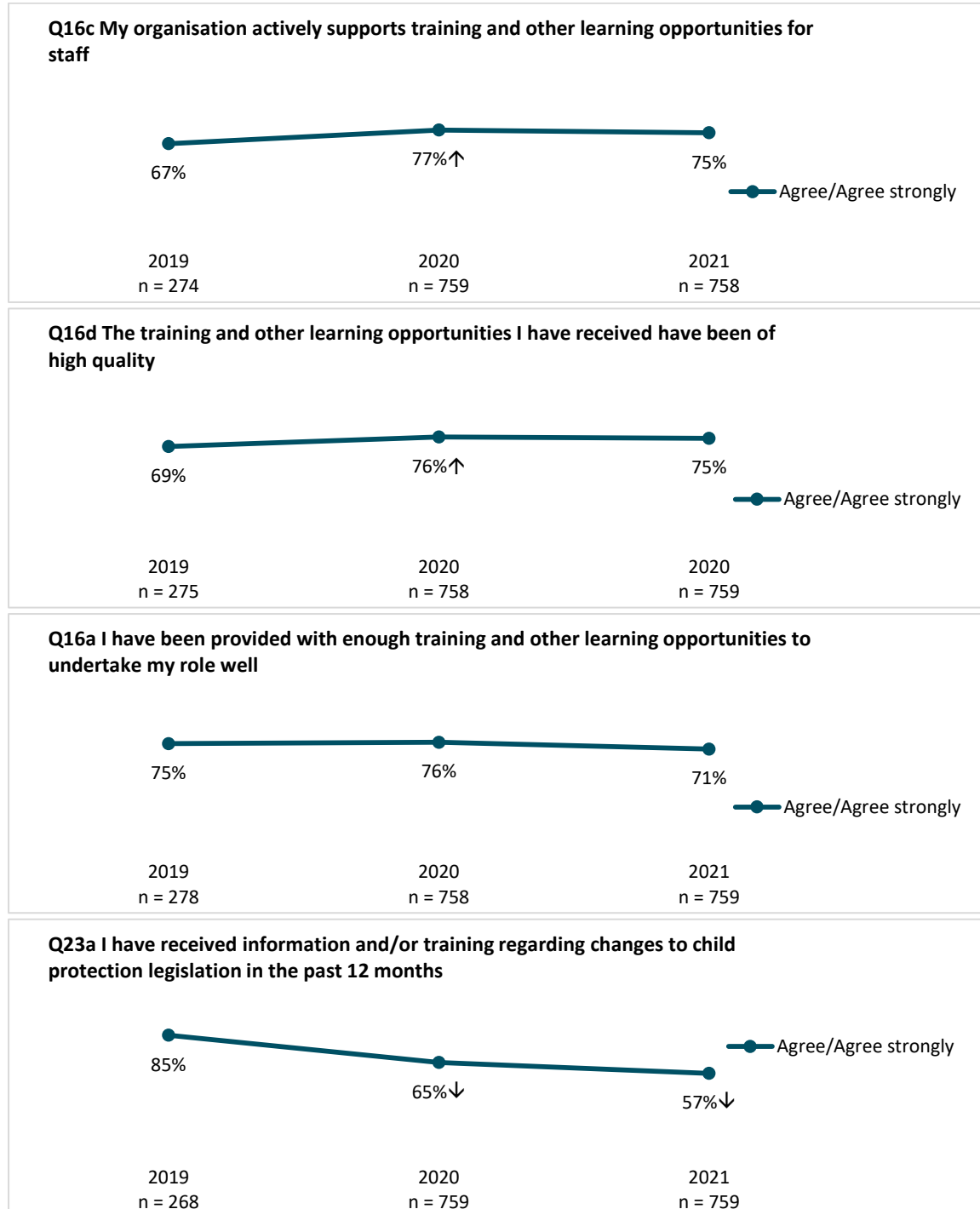
Figure 3.5.1: Learning and development



### 3.5.2 Comparison to 2019 & 2020 survey data

A difference in agreement (agree/strongly agree) was found between 2020 and 2021 in regard to the statement that I have received information and/or training regarding changes to child protection legislation in the past 12 months (65% in 2020, 57% in 2021).

Figure 3.5.2: Learning and development 2019 – 2021 trends



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

### 3.5.3 Sub-group differences (2021)

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 (87% non-government sector workers, 66% government sector workers)
- The training and other learning opportunities I have received have been of high quality (87% non-government sector workers, 66% government sector workers)
- I have been provided with enough training and other learning opportunities to undertake my role well (81% non-government sector workers, 63% government sector workers).

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

Table 3.5.1: Learning and development

Q16/23 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>My organisation actively supports training and other learning opportunities for staff</b>											
	Total 2021 n = 758	Govt n = 428	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 146	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 392
Strongly disagree	4%	5%	3%	4%	4%	4%	4%	7%	8%	4%	5%
Disagree	8%	11% ↑	4% ↓	6%	10%	10%	5%	3%	15%	7%	8%
<b>SUB-TOTAL DISAGREE</b>	12%	16% ↑	7% ↓	9%	14%	13%	9%	10%	24% ↑	11%	13%
Neutral	12%	17% ↑	6% ↓	13%	12%	12%	13%	10%	12%	14%	11%
Agree	45%	49%	40%	48%	48%	40%	52%	35%	41%	43%	47%
Strongly agree	30%	17% ↓	47% ↑	30%	26%	34%	26%	45% ↑	24%	31%	29%
<b>SUB-TOTAL AGREE</b>	75%	66% ↓	87% ↑	78%	74%	74%	78%	80%	64%	75%	76%
<b>The training and other learning opportunities I have received have been of high quality</b>											
	Total 2021 n = 759	Govt n = 429	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	2%	3%	2%	3%	1%	2%	1%	3%	5%	3%	2%
Disagree	6%	8%	3%	5%	6%	4%	8%	1%	12%	4%	8%
<b>SUB-TOTAL DISAGREE</b>	8%	10%	5%	8%	7%	6%	9%	4%	17%	6%	10%
Neutral	17%	24% ↑	8% ↓	20%	19%	13%	13%	12%	19%	19%	15%
Agree	52%	52%	53%	49%	54%	55%	57%	57%	42%	51%	54%
Strongly agree	23%	14% ↓	34% ↑	22%	20%	26%	21%	28%	22%	24%	21%
<b>SUB-TOTAL AGREE</b>	75%	66% ↓	87% ↑	72%	73%	80%	78%	84%	64%	75%	75%

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 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% or respondents											
<b>I have been provided with enough training and other learning opportunities to undertake my role well</b>											
	Total 2021 n = 759	Govt n = 429	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	3%	4%	2%	3%	4%	2%	2%	7%	2%	3%	3%
Disagree	10%	13% ↑	6% ↓	7%	10%	13%	10%	6%	19%	11%	9%
<b>SUB-TOTAL DISAGREE</b>	13%	17% ↑	8% ↓	11%	14%	16%	12%	13%	20%	14%	13%
Neutral	16%	19% ↑	11% ↓	18%	16%	12%	13%	19%	17%	19%	12%
Agree	49%	48%	50%	47%	53%	52%	53%	38%	44%	47%	51%
Strongly agree	22%	15% ↓	31% ↑	25%	18%	21%	22%	30%	19%	20%	25%
<b>SUB-TOTAL AGREE</b>	71%	63% ↓	81% ↑	72%	71%	72%	75%	68%	63%	67%	75%
<b>I have received information and/or training regarding changes to child protection legislation in the past 12 months</b>											
	Total 2021 n = 759	Govt n = 429	Non-govt n = 329	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	8%	8%	8%	11%	3%	8%	5%	6%	15%	7%	9%
Disagree	20%	18%	22%	23%	22%	19%	17%	14%	17%	20%	20%
<b>SUB-TOTAL DISAGREE</b>	28%	27%	29%	34%	26%	27%	22%	20%	32%	27%	28%
Neutral	15%	16%	14%	14%	16%	11%	16%	16%	22%	17%	14%
Agree	42%	45%	39%	38%	46%	47%	45%	43%	32%	42%	42%
Strongly agree	15%	12%	18%	14%	12%	16%	17%	20%	14%	14%	16%
<b>SUB-TOTAL AGREE</b>	57%	57%	57%	52%	58%	62%	62%	64%	46%	56%	58%

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 2021 Result

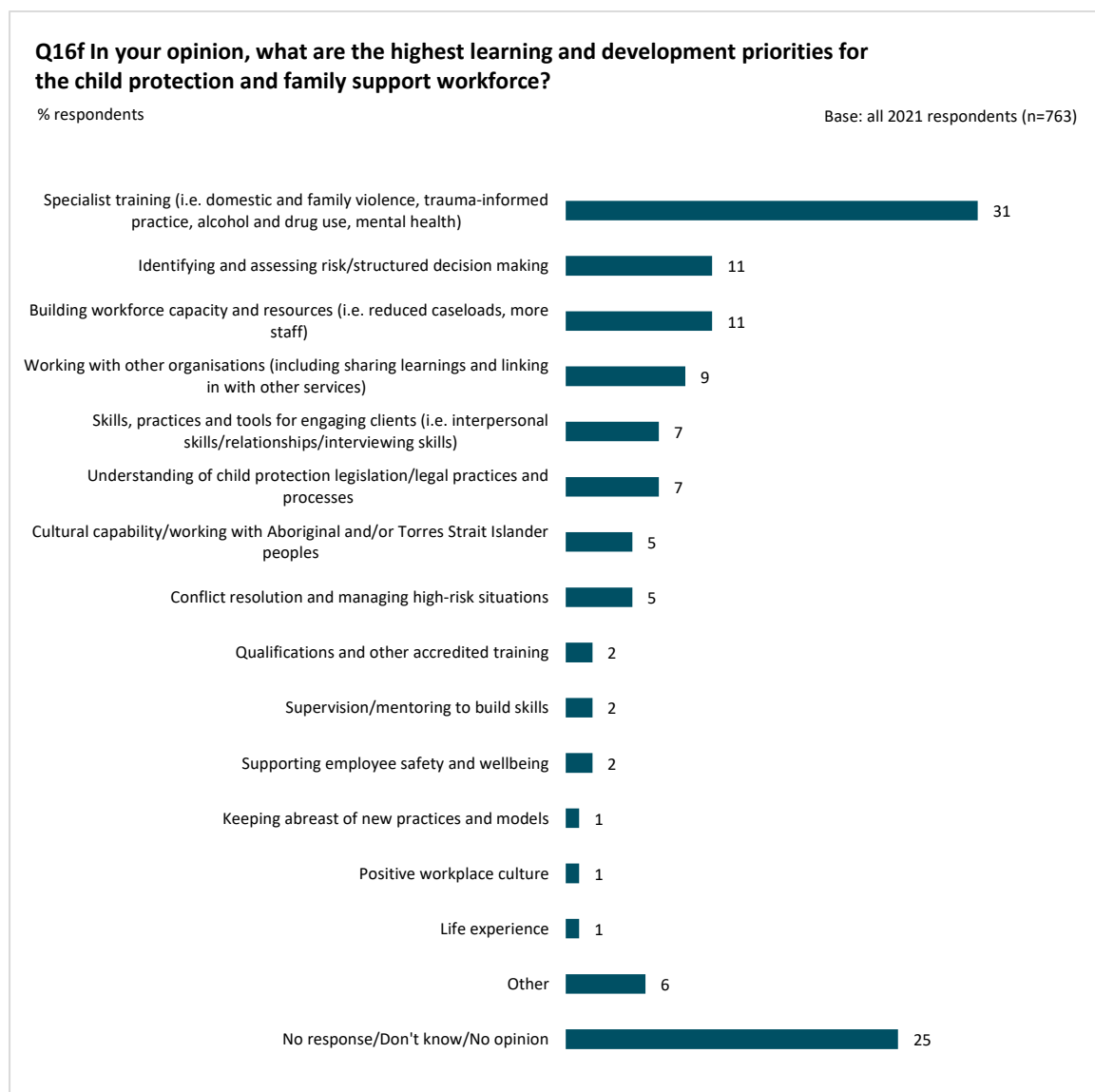
Respondents were given the opportunity to use their own words to answer the question “In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?”. The most prevalent responses were related to the need for:

- specialist training such as domestic and family violence training etc. (31%)
- identifying and assessing risk/structured decision making (11%)
- building workforce capacity and resources (11%).

Other mentioned priorities included working with other organisations (9%), skills, practices and tools for engaging clients (7%) and understanding of child protection legislation/legal practices and processes (7%).

The reader is referred to Figure 3.5.3 below.

Figure 3.5.3: Learning and development



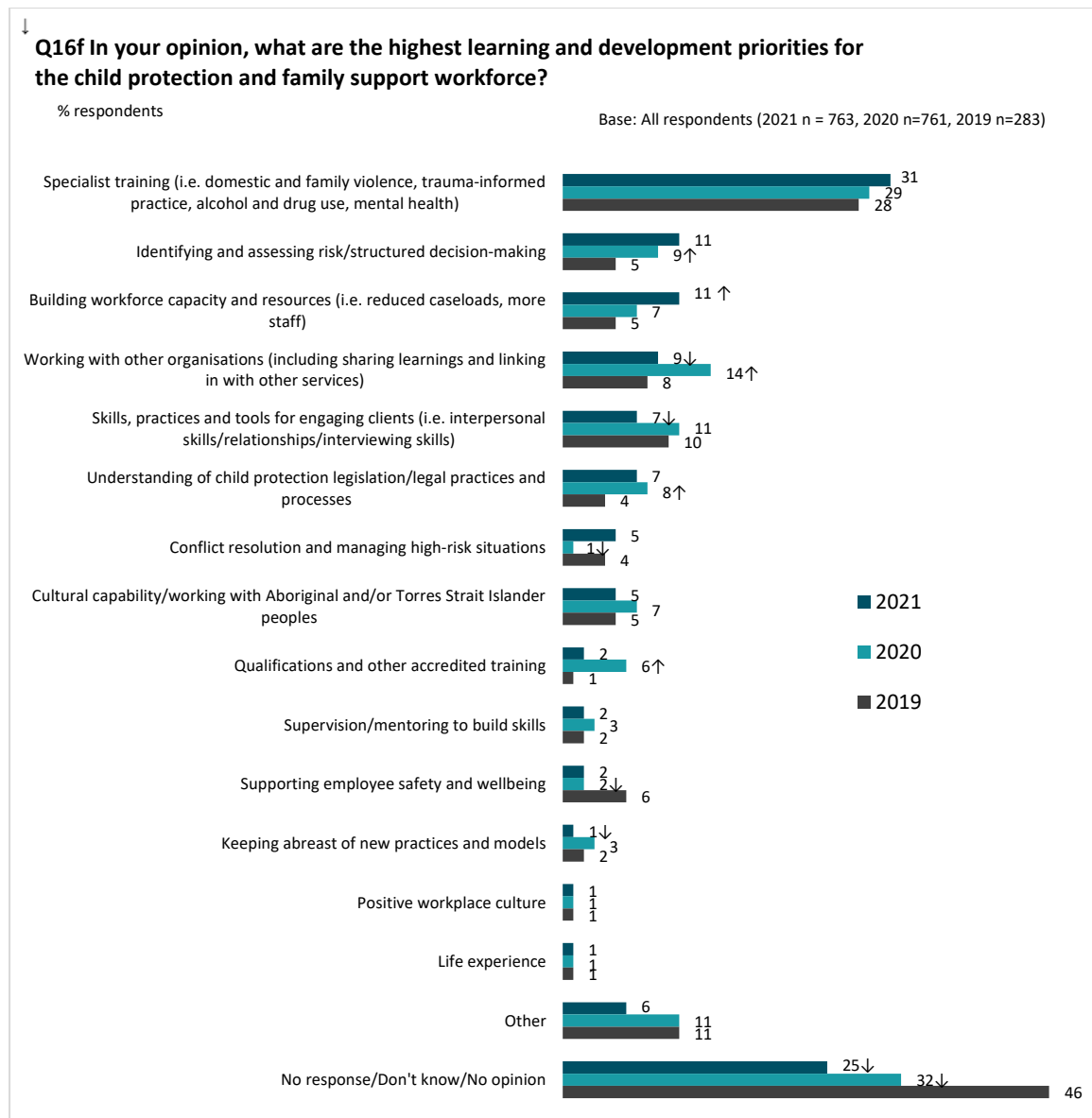
### 3.5.5 Comparison to 2019 & 2020 survey data

The following differences in respondents' opinions about the highest learning and development priorities for the child protection and family support workforce were found between 2020 and 2021:

- Building workforce capacity and resources (7% in 2020, 11% in 2021)
- Working with other organisations (14% in 2020, 9% in 2021)
- Skills, practices and tools for engaging clients (11% in 2020, 7% in 2021)
- Keeping abreast of practices and models (3% in 2020, 1% in 2021).

Between 2020 and 2021 there was a decline in the proportion of respondents who didn't answer the question, didn't know how to respond or expressed no opinion on the topic (32% in 2020, 25% in 2021).

Figure 3.5.4: Learning and development 2019 – 2021 trends



### 3.5.6 Sub-group differences (2021)

Non-government employees were more likely than government employees 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) (45% non-government sector workers, 21% government sector workers)
- skills, practices and tools for engaging clients (11% non-government sector workers, 4% government sector workers)
- cultural capability/working with Aboriginal and/or Torres Strait Islander peoples (8% non-government sector workers, 2% government sector workers).

Other minor sub-group differences are outlined in Table 3.5.2 below.

Table 3.5.2: Learning and development

Q16f Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non- govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
Specialist training (i.e. domestic and family violence, trauma-informed practice, alcohol and drug use, mental health)	31%	21% ↓	45% ↑	27%	31%	35%	34%	38%	29%	33%	29%
Building workforce capacity and resources (i.e. reduced caseloads, more staff)	11%	12%	10%	12%	16%	11%	8%	7%	8%	10%	12%
Identifying and assessing risk/structured decision making	11%	9%	13%	12%	7%	11%	16%	9%	10%	10%	12%
Working with other organisations (including sharing learnings and linking in with other services)	9%	9%	9%	10%	9%	11%	8%	6%	10%	9%	9%
Understanding of child protection legislation/legal practices and processes	7%	7%	8%	7%	7%	8%	7%	10%	7%	10%	5%
Skills, practices and tools for engaging clients (i.e. interpersonal skills/relationships/interviewing skills)	7%	4% ↓	11% ↑	8%	7%	6%	5%	10%	7%	7%	8%
Conflict resolution and managing high-risk situations	5%	6%	4%	4%	7%	5%	7%	4%	2%	5%	5%
Cultural capability/working with Aboriginal and/or Torres Strait Islander peoples	5%	2% ↓	8% ↑	4%	3%	6%	6%	6%	7%	6%	4%
Supporting employee safety and wellbeing	2%	2%	3%	1%	5%	4%	2%	1%	2%	3%	2%
Qualifications and other accredited training	2%	2%	3%	1%	2%	4%	2%	4%	5%	3%	2%
Supervision/mentoring to build skills	2%	2%	3%	<1%	4%	1%	2%		10% ↑	3%	2%
Life experience	1%	1%	2%	1%	1%	2%	2%	1%		1%	2%
Keeping abreast of new practices and models	1%	1%	2%	<1%	2%	1%	2%		2%	<1%	2%
Positive workplace culture	1%	<1%	1%	<1%	1%		1%		2%	1%	1%
Other	6%	7%	4%	8%	3%	6%	6%	4%	5%	4%	8%
Not answered	25%	33% ↑	13% ↓	28%	22%	20%	25%	28%	19%	24%	25%

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 2021 Result

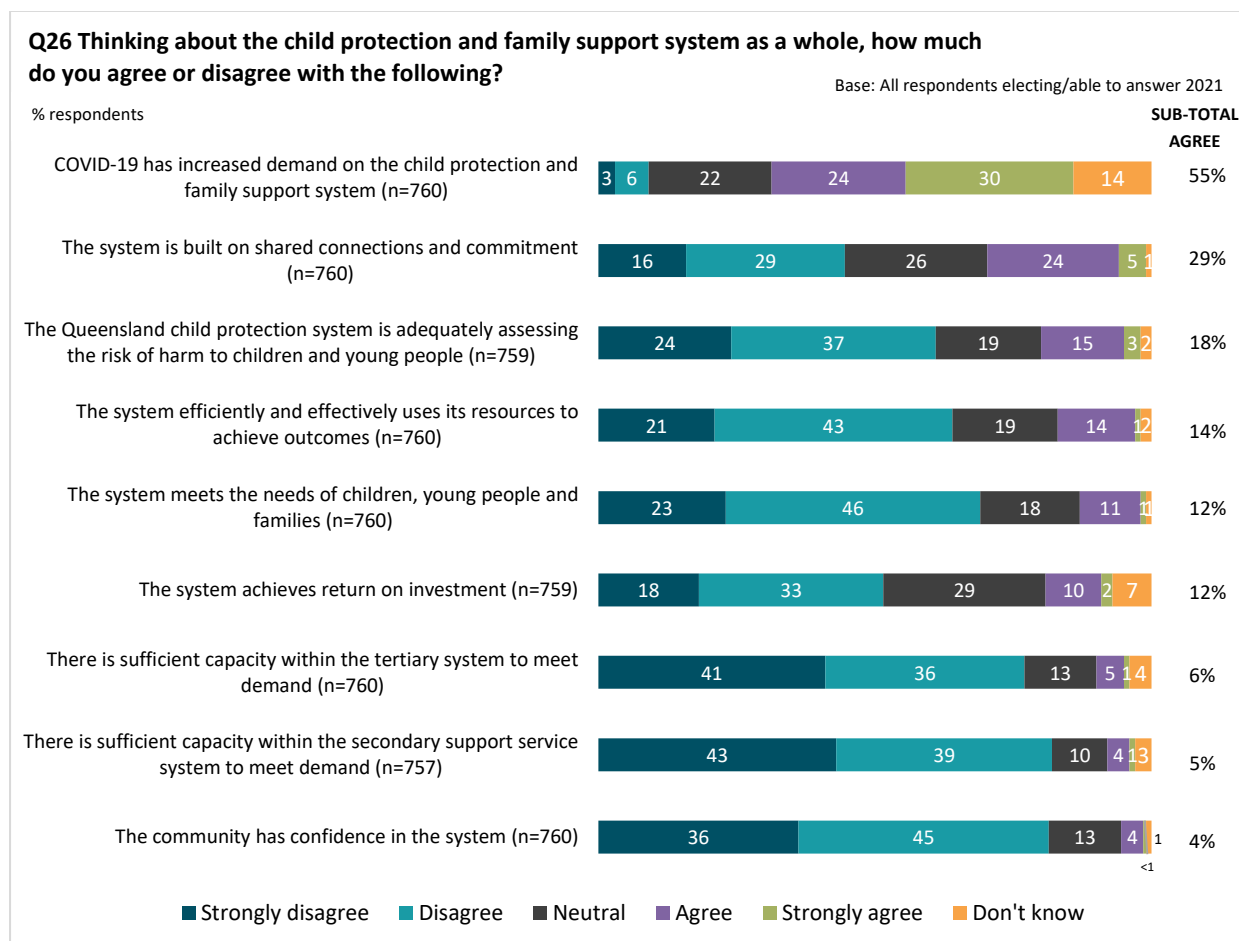
In general, perceptions of system performance were less favourable than for the other topic areas assessed in the survey. Levels of agreement (agree/strongly agree) with statements on this topic were as follows:

- COVID-19 has increased demand on the child protection and family support system (55%)
- The system is built on shared connections and commitment (29%)
- The Queensland child protection system is adequately assessing the risk of harm to children and young people (18%)
- The system efficiently and effectively uses its resources to achieve outcomes (14%)
- The system meets the needs of children, young people and families (12%)
- The system achieves return on investment (12%)
- There is sufficient capacity within the tertiary system to meet demand (6%)
- There is sufficient capacity with the secondary support service system to meet demand (5%)
- The community has confidence in the system (4%).

Note that a relatively high proportion of respondents selected the neutral response option for “The system achieves return on investment” (29%) and “The system is built on shared connections and commitment” (26%).

The reader is referred to Figure 3.6.1 below.

Figure 3.6.1: System performance

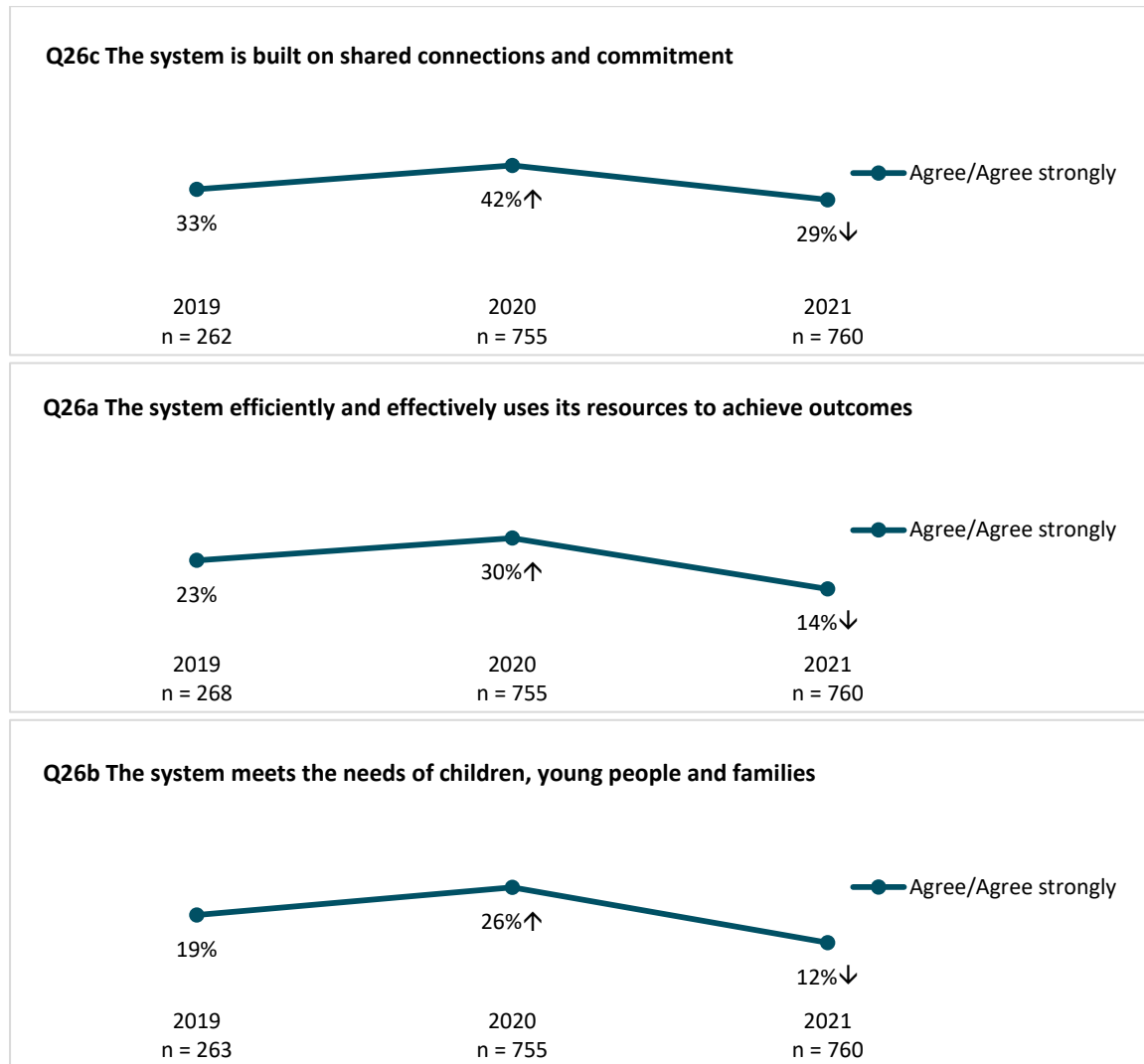


### 3.6.2 Comparison to 2019 & 2020 survey data

Decreases in agreement (agree/strongly agree) were found between 2020 and 2021 in regard to each statement included under this topic:

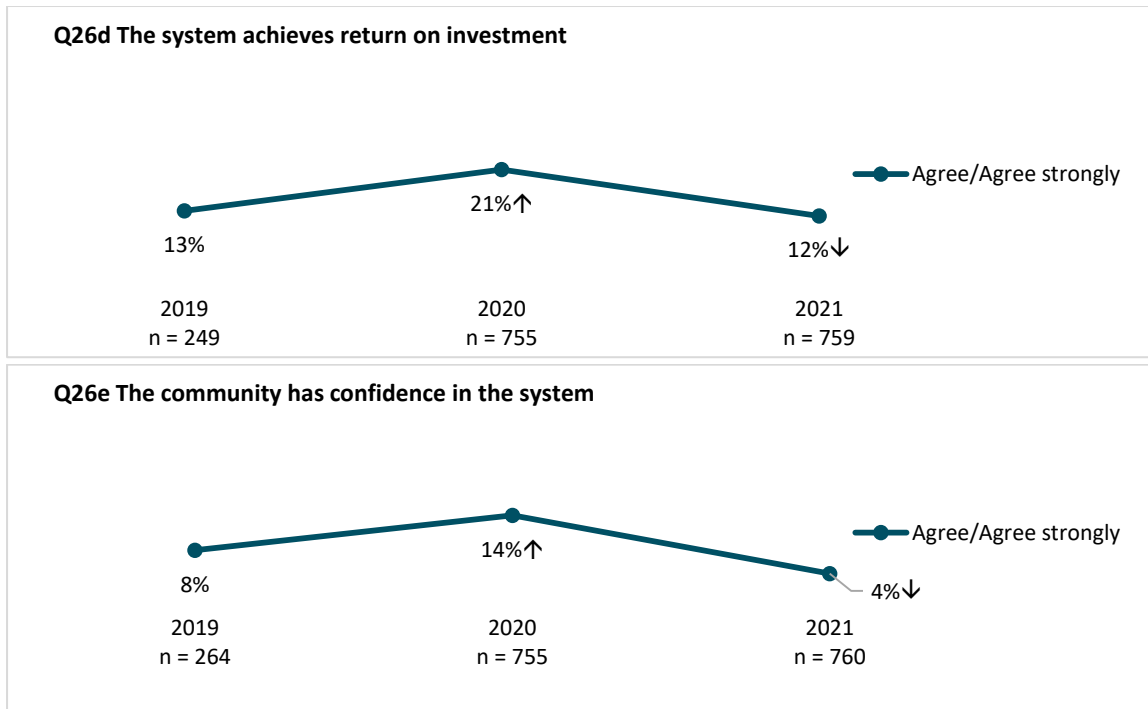
- The system is built on shared connections and commitment (42% in 2020, 29% in 2021)
- The system efficiently and effectively uses its resources to achieve outcomes (30% in 2020, 14% in 2021)
- The system meets the needs of children, young people and families (26% in 2020, 12% in 2021)
- The system achieves return on investment (21% in 2020, 12% in 2021)
- The community has confidence in the system (14% in 2020, 4% in 2021).

Figure 3.6.2: System performance 2019 – 2021 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 – 2021 trends (continued)



↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. Other items included in Figure 3.6.1 but not included above in Figure 3.6.2 were new in 2021.

### 3.6.3 Sub-group differences (2021)

Respondents with more than 10 years’ work experience in the child protection and family support sector were more likely than those with less than 10 years’ experience to disagree (disagree/strongly disagree) that:

- The system efficiently and effectively uses its resources to achieve outcomes (70% disagreement among workers with 10+ years, 58% among workers with less than 10 years)
- There is sufficient capacity within the tertiary system to meet demand (82% disagreement among workers with 10+ years, 71% among workers with less than 10 years)
- The Queensland child protection system is adequately assessing the risk of harm to children and young people (68% disagreement among workers with 10+ years, 53% among workers with less than 10 years).

Respondents in the North Queensland CYJMA region were less likely (67%) than average (82%) to disagree (disagree/strongly disagree) with the statement that there is sufficient capacity within the secondary support service system to meet demand.

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

Table 3.6.1: System performance

Q26 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>COVID-19 has increased demand on the child protection and family support system</b>											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	3%	3%	4%	3%	2%	6%	1%	4%	5%	3%	4%
Disagree	6%	7%	6%	4%	5%	7%	4%	16% ↑	8%	5%	8%
<b>SUB-TOTAL DISAGREE</b>	<b>10%</b>	<b>10%</b>	<b>10%</b>	<b>7%</b>	<b>7%</b>	<b>13%</b>	<b>5%</b>	<b>20%</b>	<b>14%</b>	<b>7%</b>	<b>12%</b>
Neutral	22%	24%	19%	24%	17%	18%	23%	25%	27%	23%	21%
Agree	24%	23%	27%	20%	25%	30%	30%	19%	22%	23%	26%
Strongly agree	30%	29%	33%	32%	37%	29%	24%	30%	24%	31%	30%
<b>SUB-TOTAL AGREE</b>	<b>55%</b>	<b>51%</b>	<b>59%</b>	<b>52%</b>	<b>63%</b>	<b>60%</b>	<b>54%</b>	<b>49%</b>	<b>46%</b>	<b>54%</b>	<b>55%</b>
NA/Don't know	14%	15%	12%	17%	13%	9%	18%	6%	14%	16%	12%
<b>The system is built on shared connections and commitment</b>											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	16%	15%	16%	21%	10%	12%	13%	20%	15%	14%	17%
Disagree	29%	25%	33%	24%	35%	27%	34%	20%	34%	27%	30%
<b>SUB-TOTAL DISAGREE</b>	<b>44%</b>	<b>40%</b>	<b>49%</b>	<b>46%</b>	<b>45%</b>	<b>39%</b>	<b>47%</b>	<b>41%</b>	<b>49%</b>	<b>41%</b>	<b>47%</b>
Neutral	26%	25%	27%	27%	25%	24%	23%	29%	29%	27%	24%
Agree	24%	28%	19%	25%	22%	27%	21%	22%	22%	27%	21%
Strongly agree	5%	6%	5%	1%	7%	9%	9%	6%		3%	7%
<b>SUB-TOTAL AGREE</b>	<b>29%</b>	<b>33%</b>	<b>23%</b>	<b>26%</b>	<b>29%</b>	<b>36%</b>	<b>30%</b>	<b>28%</b>	<b>22%</b>	<b>30%</b>	<b>28%</b>
NA/Don't know	1%	1%	1%	1%	1%	1%		3%		2%	1%
<b>The Queensland child protection system is adequately assessing the risk of harm to children and young people</b>											
	Total 2021 n = 759	Govt n = 429	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 140	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 392
Strongly disagree	24%	27%	21%	26%	22%	17%	21%	30%	36%	20%	29%
Disagree	37%	34%	40%	34%	36%	49% ↑	33%	32%	34%	33%	40%
<b>SUB-TOTAL DISAGREE</b>	<b>61%</b>	<b>61%</b>	<b>61%</b>	<b>61%</b>	<b>58%</b>	<b>66%</b>	<b>54%</b>	<b>62%</b>	<b>69%</b>	<b>53% ↓</b>	<b>68% ↑</b>
Neutral	19%	20%	19%	22%	19%	19%	21%	16%	12%	24%	16%
Agree	15%	14%	16%	14%	16%	13%	19%	13%	14%	16%	14%
Strongly agree	3%	4%	2%	1%	5%	1%	4%	4%	3%	5% ↑	1% ↓
<b>SUB-TOTAL AGREE</b>	<b>18%</b>	<b>18%</b>	<b>18%</b>	<b>14%</b>	<b>22%</b>	<b>14%</b>	<b>24%</b>	<b>17%</b>	<b>17%</b>	<b>20%</b>	<b>15%</b>
NA/Don't know	2%	2%	2%	3%	1%	1%	1%	4%	2%	2%	1%

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

Table 3.6.1: System performance (continued)

Q26 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>The system efficiently and effectively uses its resources to achieve outcomes</b>											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	21%	24%	18%	28%	18%	15%	20%	16%	29%	18%	25%
Disagree	43%	39%	48%	36%	50%	48%	38%	45%	44%	40%	45%
<b>SUB-TOTAL DISAGREE</b>	64%	63%	66%	64%	68%	63%	58%	61%	73%	58% ↓	70% ↑
Neutral	19%	20%	19%	21%	16%	18%	21%	17%	24%	24% ↑	14% ↓
Agree	14%	14%	13%	13%	14%	15%	16%	19%	3%	14%	14%
Strongly agree	1%	1%	1%	1%	1%	1%	1%			1%	1%
<b>SUB-TOTAL AGREE</b>	14%	15%	14%	14%	15%	16%	17%	19%	3%	14%	15%
NA/Don't know	2%	3%	2%	1%	1%	4%	4%	3%		3%	1%
<b>The system meets the needs of children, young people and families</b>											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	23%	25%	19%	29%	20%	18%	19%	17%	27%	19%	26%
Disagree	46%	44%	49%	41%	48%	48%	44%	52%	51%	45%	47%
<b>SUB-TOTAL DISAGREE</b>	69%	69%	68%	70%	68%	66%	64%	70%	78%	64%	73%
Neutral	18%	17%	19%	18%	18%	20%	23%	10%	12%	20%	16%
Agree	11%	11%	12%	10%	14%	11%	11%	14%	10%	13%	9%
Strongly agree	1%	1%	1%	1%	1%	1%	2%	1%		1%	1%
<b>SUB-TOTAL AGREE</b>	12%	12%	13%	11%	14%	12%	12%	16%	10%	14%	10%
NA/Don't know	1%	2%	<1%	1%		2%	1%	4%		2%	1%
<b>The system achieves return on investment</b>											
	Total 2021 n = 759	Govt n = 429	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 140	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 392
Strongly disagree	18%	20%	16%	24%	20%	11%	19%	13%	15%	15%	21%
Disagree	33%	35%	30%	30%	33%	39%	30%	33%	39%	31%	35%
<b>SUB-TOTAL DISAGREE</b>	51%	55%	46%	54%	53%	50%	49%	46%	54%	46%	56%
Neutral	29%	28%	32%	30%	27%	31%	27%	30%	29%	33%	26%
Agree	10%	9%	12%	8%	12%	10%	14%	14%	7%	10%	10%
Strongly agree	2%	2%	1%	1%	3%	1%	1%	3%		2%	2%
<b>SUB-TOTAL AGREE</b>	12%	11%	14%	9%	15%	11%	15%	17%	7%	12%	12%
NA/Don't know	7%	6%	9%	7%	5%	8%	9%	6%	10%	8%	6%

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

Table 3.6.1: System performance (continued)

Q26 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>There is sufficient capacity within the tertiary system to meet demand</b>											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	41%	42%	39%	42%	40%	37%	47%	39%	36%	35%	46%
Disagree	36%	34%	39%	37%	33%	43%	35%	22%	44%	35%	37%
<b>SUB-TOTAL DISAGREE</b>	<b>77%</b>	<b>76%</b>	<b>78%</b>	<b>79%</b>	<b>73%</b>	<b>80%</b>	<b>81%</b>	<b>61%</b>	<b>80%</b>	<b>71% ↓</b>	<b>82% ↑</b>
Neutral	13%	15%	11%	10%	14%	15%	12%	19%	15%	17%	10%
Agree	5%	3%	7%	4%	7%	2%	4%	12%	2%	7%	3%
Strongly agree	1%	1%	1%	<1%	1%	1%		1%		1%	1%
<b>SUB-TOTAL AGREE</b>	<b>6%</b>	<b>4%</b>	<b>7%</b>	<b>4%</b>	<b>8%</b>	<b>4%</b>	<b>4%</b>	<b>13%</b>	<b>2%</b>	<b>7%</b>	<b>4%</b>
NA/Don't know	4%	5%	4%	7%	5%	1%	2%	7%	3%	5%	4%
<b>There is sufficient capacity within the secondary support service system to meet demand</b>											
	Total 2021 n = 757	Govt n = 429	Non-govt n = 327	Brisbane + Moreton Bay n = 227	South East n = 147	Sunshine Coast + Central n = 141	South West n = 111	North QLD n = 69	Far North QLD n = 59	<10 n = 366	10+ n = 390
Strongly disagree	43%	47%	38%	46%	46%	38%	46%	41%	34%	38%	47%
Disagree	39%	36%	43%	38%	35%	48%	42%	26%	39%	39%	38%
<b>SUB-TOTAL DISAGREE</b>	<b>82%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>81%</b>	<b>86%</b>	<b>88%</b>	<b>67% ↓</b>	<b>73%</b>	<b>78%</b>	<b>86%</b>
Neutral	10%	11%	9%	8%	10%	11%	7%	16%	20%	14%	7%
Agree	4%	3%	5%	4%	7%	2%	3%	10%	2%	4%	4%
Strongly agree	1%	<1%	1%		1%	1%		1%	3%	1%	1%
<b>SUB-TOTAL AGREE</b>	<b>5%</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>	<b>7%</b>	<b>3%</b>	<b>3%</b>	<b>12%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>
NA/Don't know	3%	2%	4%	5%	2%	1%	2%	6%	2%	4%	2%
<b>The community has confidence in the system</b>											
	Total 2021 n = 760	Govt n = 430	Non-govt n = 329	Brisbane + Moreton Bay n = 228	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 392
Strongly disagree	36%	34%	38%	39%	36%	27%	37%	39%	39%	37%	35%
Disagree	45%	47%	44%	46%	46%	50%	45%	35%	47%	43%	47%
<b>SUB-TOTAL DISAGREE</b>	<b>82%</b>	<b>81%</b>	<b>82%</b>	<b>85%</b>	<b>82%</b>	<b>77%</b>	<b>82%</b>	<b>74%</b>	<b>86%</b>	<b>80%</b>	<b>83%</b>
Neutral	13%	15%	11%	11%	16%	14%	13%	14%	14%	15%	12%
Agree	4%	2%	6%	4%	1%	6%	4%	9%		4%	4%
Strongly agree	<1%	<1%			1%						<1%
<b>SUB-TOTAL AGREE</b>	<b>4%</b>	<b>2%</b>	<b>6%</b>	<b>4%</b>	<b>2%</b>	<b>6%</b>	<b>4%</b>	<b>9%</b>		<b>4%</b>	<b>4%</b>
NA/Don't know	1%	1%	1%	1%		3%		3%		2%	1%

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

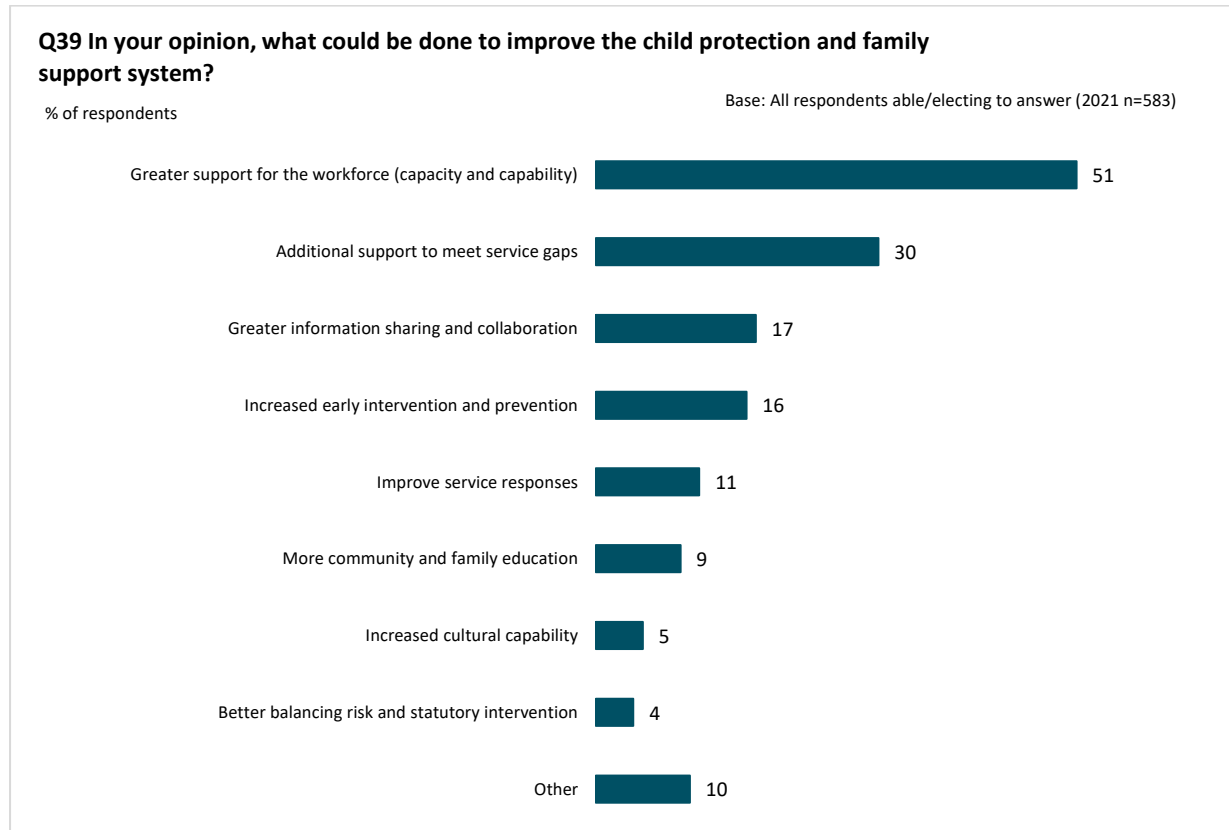
Q39. In your opinion, what could be done to improve the child protection and family support system?

### 3.6.4 2021 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) (51%). The next most common suggestions were to provide additional support to meet service gaps (30%), to have greater information sharing and collaboration (17%) and increase early intervention and prevention (16%).

Other suggestions are included in Figure 3.6.3 below.

Figure 3.6.3: Improving the child protection and family support system



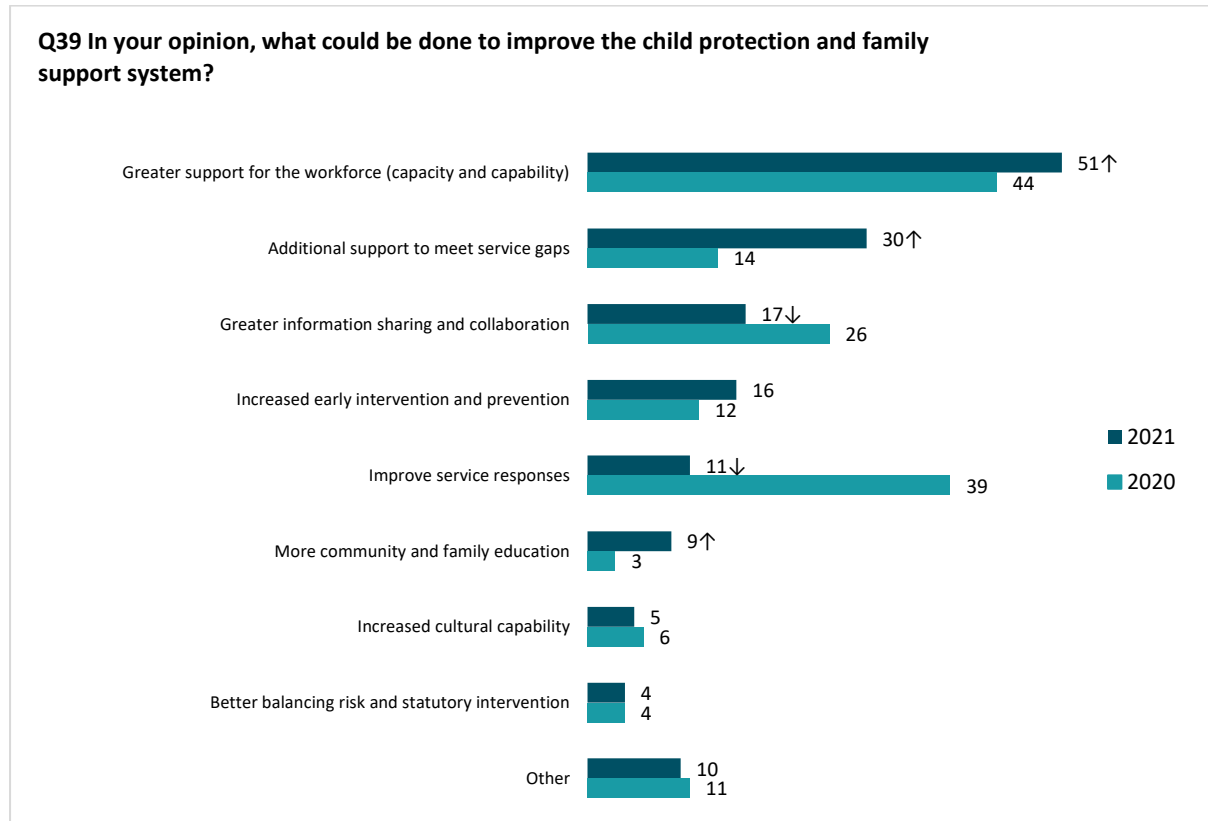
### 3.6.5 Comparison to 2020 survey data

Differences in respondents' opinions about what could be done to improve the child protection and family support system were found between 2020 and 2021 for the following statements:

- Greater support for the workforce (capacity and capability) (44% in 2020, 51% in 2021)
- Additional support to meet service gaps (14% in 2020, 30% in 2021)
- More community and family education (3% in 2020, 9% in 2021).

Between 2020 and 2021 there was a decline in the proportion of respondents nominating greater information sharing and collaboration (26% in 2020, 17% in 2021) or improve service responses (39% in 2020, 11% in 2021).

Figure 3.6.4: Improving the child protection and family support system 2020 – 2021 trends



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

### 3.6.6 Sub-group differences (2021)

Respondents in the Far North Queensland CYMA Region (16%) were more likely than average (5%) to suggest increased cultural capability as an improvement to the child protection and family support system.

The reader is referred to Table 3.6.2 below.

Table 3.6.2: Improving the child protection and family support system

Q39 Column %	Total 2021 n = 583	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 321	Non- govt n = 262	Brisbane + Moreton Bay n = 167	South East n = 111	Sunshine Coast + Central n = 115	South West n = 89	North QLD n = 50	Far North QLD n = 50	<10 n = 272	10+ n = 311
Greater support for the workforce (capacity and capability)	51%	50%	51%	50%	51%	53%	49%	46%	54%	54%	47%
Additional support to meet service gaps	30%	27%	34%	28%	31%	31%	34%	32%	26%	31%	30%
Greater information sharing and collaboration	17%	17%	16%	19%	16%	18%	10%	20%	16%	17%	17%
Increased early intervention and prevention	16%	15%	17%	21%	16%	13%	13%	18%	6%	13%	18%
Improve service responses	11%	10%	11%	13%	10%	11%	9%	6%	12%	11%	10%
More community and family education	9%	8%	11%	8%	6%	13%	11%	16%	4%	11%	8%
Increased cultural capability	5%	3%	7%	4%	3%	3%	2%	10%	16% ↑	5%	5%
Better balancing risk and statutory intervention	4%	3%	5%	6%	2%	3%	6%	6%	2%	4%	5%
Other	10%	12%	7%	10%	7%	6%	12%	12%	16%	8%	11%

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

### 3.7 Child safe organisations

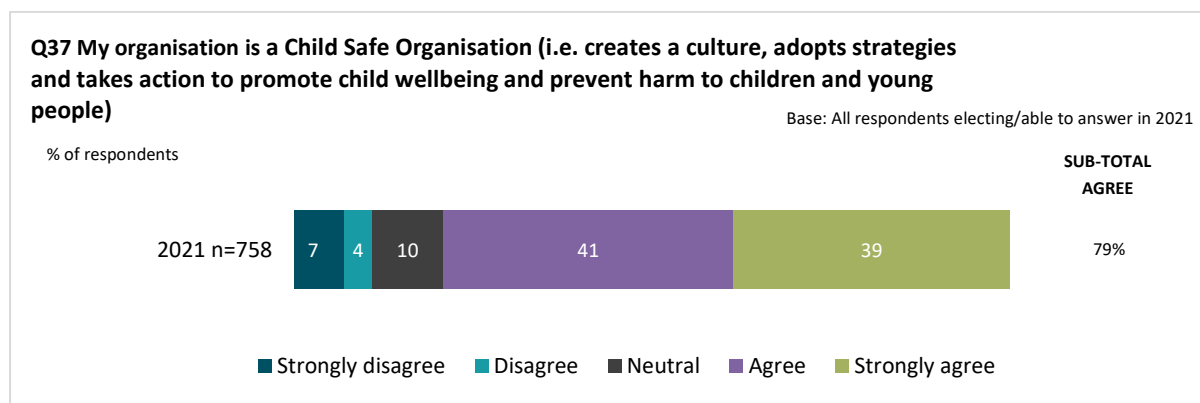
*Q37a Thinking about your organisation, how much do you agree or disagree with the following?  
My organisation is a Child Safe Organisation (i.e. creates a culture, adopts strategies and takes action to promote child wellbeing and prevent harm to children and young people)  
New question in 2021.*

#### 3.7.1 2021 Result

Almost eight in 10 survey respondents (79%) agreed (agree/strongly agree) that their organisation is a Child Safe Organisation, while 11% disagreed with this statement.

The reader is referred to Figure 3.7.1 below.

Figure 3.7.1: Child Safe Organisation



#### 3.7.2 Sub-group differences (2021)

Non-government sector workers (87%) were more likely than government sector employees (73%) to agree that their organisation is a Child Safe Organisation.

Table 3.7.1: Child Safe Organisation

Q37 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt	Non-govt	Brisbane + Moreton Bay	South East	Sunshine Coast + Central	South West	North QLD	Far North QLD	<10	10+
	n = 758	n = 428	n = 329	n = 227	n = 146	n = 141	n = 113	n = 69	n = 59	n = 367	n = 391
Strongly disagree	7%	7%	8%	6%	10%	9%	6%	7%	7%	7%	8%
Disagree	4%	5%	2%	2%	3%	3%	5%	4%	10% ↑	4%	3%
<b>SUB-TOTAL DISAGREE</b>	<b>11%</b>	<b>12%</b>	<b>9%</b>	<b>8%</b>	<b>12%</b>	<b>11%</b>	<b>12%</b>	<b>12%</b>	<b>17%</b>	<b>11%</b>	<b>10%</b>
Neutral	10%	14% ↑	3% ↓	11%	10%	7%	12%	4%	10%	7%	12%
Agree	41%	44%	36%	41%	42%	40%	42%	36%	41%	43%	39%
Strongly agree	39%	29% ↓	52% ↑	41%	36%	42%	34%	48%	32%	39%	39%
<b>SUB-TOTAL AGREE</b>	<b>79%</b>	<b>73% ↓</b>	<b>87% ↑</b>	<b>81%</b>	<b>78%</b>	<b>82%</b>	<b>76%</b>	<b>84%</b>	<b>73%</b>	<b>82%</b>	<b>77%</b>

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

Q37b Please share an example/s of how your organisation reflects the Child Safe Organisation principles. New question in 2021.

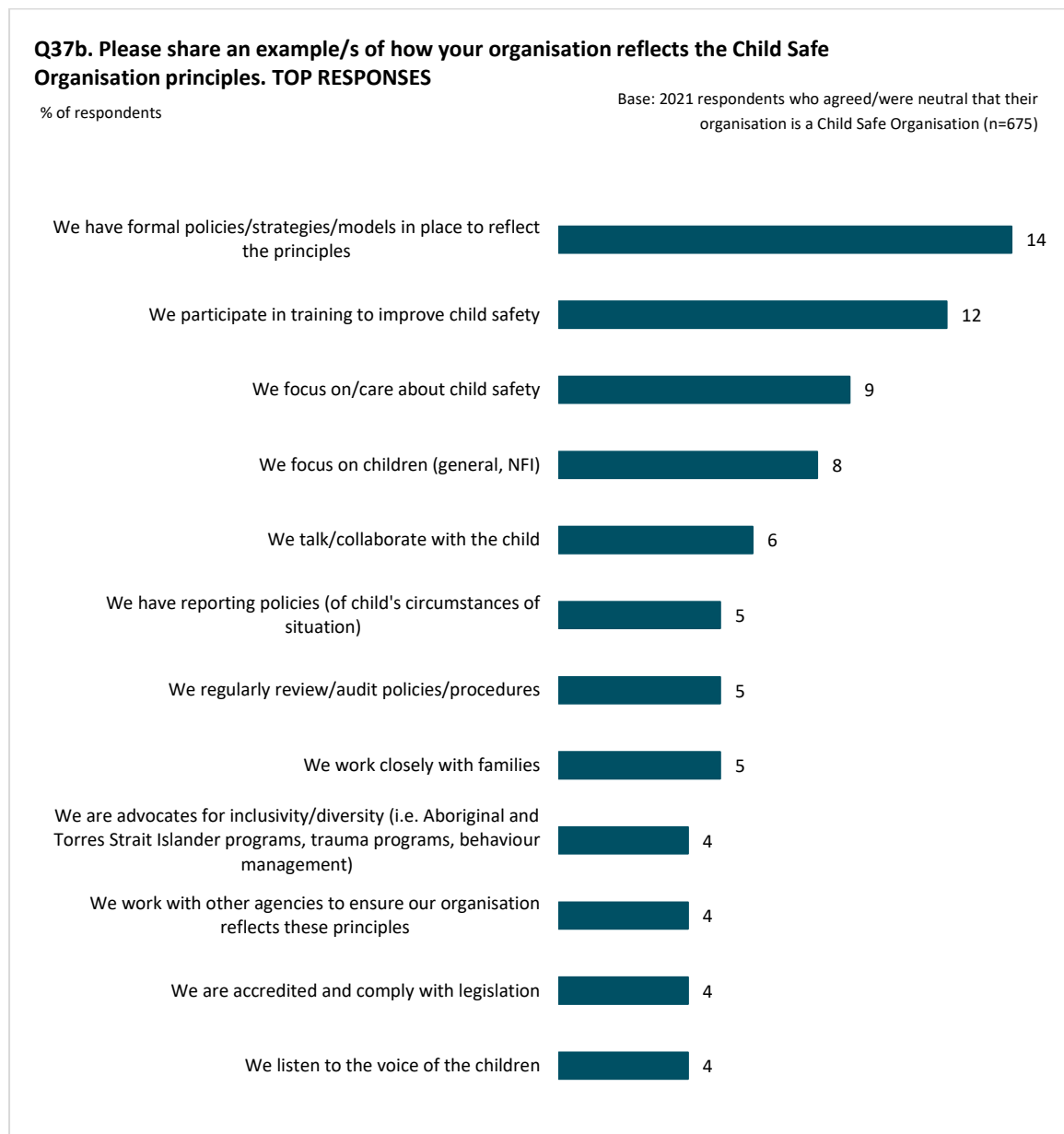
### 3.7.3 2021 Result

When asked to share an example of how their organisation reflects the Child Safe Organisation principles, the most common responses were:

- We have formal policies/strategies/models in place to reflect the principles (14%)
- We participate in training to improve child safety (12%)
- We focus on/care about child safety (9%)
- We focus on children (in general) (8%).

Top responses are included in Figure 3.7.2 below, all responses are detailed in Table 3.7.2 following.

Figure 3.7.2: Examples of how organisation reflects Child Safe Organisation principles



NFI: no further information provided

### 3.7.4 Sub-group differences (2021)

Non-government sector workers were more likely than workers in the government sector to make mention of:

- Formal policies/strategies/models in place to reflect the principles (non-government sector workers 22%, government sector workers 8%)
- Participating in training to improve child safety (non-government sector workers 17%, government sector workers 7%).

Other minor sub-group differences are detailed Table 3.7.2 below.

Table 3.7.2: Examples of how organisation reflects Child Safe Organisation principles

Q37b Column %	Total 2021 n = 675	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 376	Non- govt n = 298	Brisbane + Moreton Bay n = 209	South East n = 128	Sunshine Coast + Central n = 125	South West n = 100	North QLD n = 61	Far North QLD n = 49	<10 n = 325	10+ n = 350
We have formal policies/strategies/models in place to reflect the principles	14%	8% ↓	22% ↑	17%	13%	14%	15%	8%	12%	13%	16%
We participate in training to improve child safety	12%	7% ↓	17% ↑	11%	9%	18%	11%	15%	6%	11%	12%
We focus on/care about child safety	9%	6%	12%	7%	5%	12%	14%	10%	6%	8%	9%
We focus on children (general, NFI)	8%	7%	9%	7%	7%	10%	7%	10%	8%	8%	7%
We talk/collaborate with the child	6%	3%	9%	6%	8%	6%	4%	5%	2%	7%	5%
We have reporting policies (of child's circumstances of situation)	5%	5%	5%	6%	5%	6%	4%	7%	2%	5%	6%
We regularly review/audit policies/procedures	5%	4%	7%	5%	5%	6%	5%	2%	8%	6%	4%
We work closely with families	5%	4%	7%	4%	4%	5%	5%	10%	8%	6%	4%
We are advocates for inclusivity/diversity (i.e. Aboriginal and Torres Strait Islander programs, trauma programs, behavioural management)	4%	2%	7%	4%	4%	6%	5%	3%	4%	4%	5%
We work with other agencies to ensure our organisation reflects these principles	4%	5%	3%	6%	5%	1%	2%	5%	6%	3%	5%
We are accredited and comply with legislation	4%	3%	5%	4%	3%	4%	4%	3%	2%	3%	4%
We listen to the voice of the children	4%	2%	6%	3%	2%	6%	7%	3%	2%	5%	3%
We tailor or adjust strategies based on feedback from the child (or the situation of the child)	3%	2%	6%	3%	3%	6%	2%	2%	4%	3%	4%
We focus on child wellbeing	3%	2%	4%	2%		6%	2%	8%	2%	3%	3%
We identify/assess at-risk children	3%	3%	2%	4%	2%	2%	4%	2%		2%	3%

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

NFI: no further information provided

Table 3.7.2: Examples of how organisation reflects Child Safe Organisation principles (continued)

Q37b Column %	Total 2021 n = 675	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 376	Non- govt n = 298	Brisbane + Moreton Bay n = 209	South East n = 128	Sunshine Coast + Central n = 125	South West n = 100	North QLD n = 61	Far North QLD n = 49	<10 n = 325	10+ n = 350
Our buildings/rooms are designed for child safety (i.e. common areas/health facilities)	2%	2%	2%		2%	4%	2%	2%	6%	2%	2%
We use an evidence-based approach	2%	2%	2%	3%	1%	2%	2%	2%		2%	1%
Negative response (it doesn't etc.)	1%	2%	1%	1%	2%		1%	2%	4%	1%	2%
We have formal referral processes in place (i.e. home visits, social workers, doctors)	1%	2%	<1%	1%	1%	2%		2%	4%	<1%	2%
We talk with/inform the carer	1%	<1%	2%	2%	1%	1%		2%		2%	<1%
We provide a safe space for children	1%		2%	<1%		2%			6% ↑	1%	1%
Other	2%	2%	1%	3%	1%	2%			4%	1%	3%
Not answered	45%	53% ↑	36% ↓	44%	52%	39%	50%	39%	47%	50%	41%

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level  
NFI: no further information provided

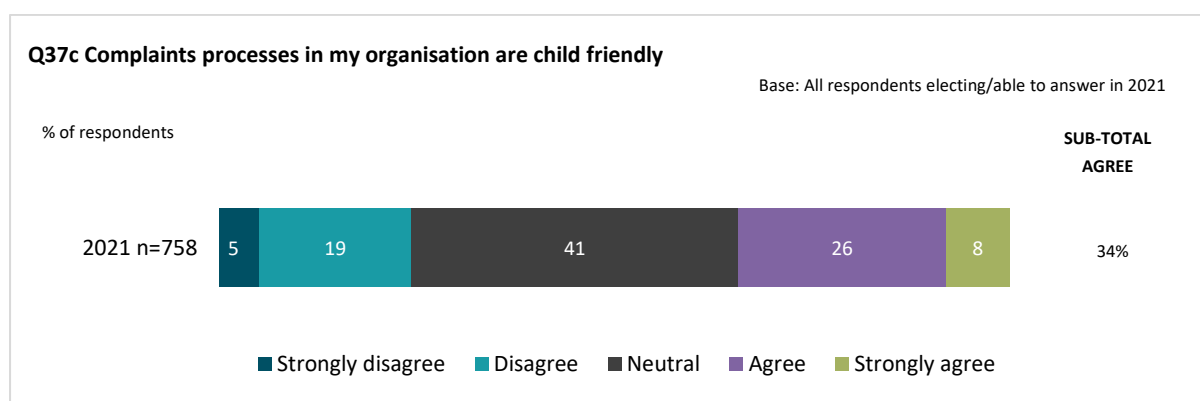
Q37c Thinking about your organisation, how much do you agree or disagree with the following?  
Complaints processes in my organisation are child friendly.  
New question in 2021.

### 3.7.5 2021 Result

34% of survey respondents agreed (agree/strongly agree) that the complaints processes in their organisation are child friendly, while 25% disagreed with this statement. More commonly, a neutral response was found in reaction to this statement (41%).

The reader is referred to Figure 3.7.3 below.

Figure 3.7.3: Complaints processes are child friendly



### 3.7.6 Sub-group differences (2021)

Non-government sector workers (45%) were more likely than government sector employees (26%) to agree that the complaints processes in their organisation are child friendly.

Table 3.7.3: Complaints processes are child friendly

Complaints processes in my organisation are child friendly											
	Total 2021 n = 758	Govt n = 429	Non-govt n = 328	Brisbane + Moreton Bay n = 226	South East n = 147	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 59	<10 n = 367	10+ n = 391
Strongly disagree	5%	6%	4%	4%	7%	6%	4%	9%	2%	5%	5%
Disagree	19%	24% ↑	13% ↓	17%	17%	23%	26%	13%	24%	19%	20%
<b>SUB-TOTAL DISAGREE</b>	<b>25%</b>	<b>31% ↑</b>	<b>17% ↓</b>	<b>21%</b>	<b>24%</b>	<b>28%</b>	<b>29%</b>	<b>22%</b>	<b>25%</b>	<b>24%</b>	<b>25%</b>
Neutral	41%	43%	38%	46%	42%	35%	34%	43%	42%	40%	41%
Agree	26%	20% ↓	35% ↑	24%	27%	28%	29%	26%	25%	28%	25%
Strongly agree	8%	6%	10%	8%	6%	9%	8%	9%	7%	7%	9%
<b>SUB-TOTAL AGREE</b>	<b>34%</b>	<b>26% ↓</b>	<b>45% ↑</b>	<b>33%</b>	<b>33%</b>	<b>37%</b>	<b>37%</b>	<b>35%</b>	<b>32%</b>	<b>35%</b>	<b>34%</b>

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

Q37d Please describe how your organisation's complaints processes are child friendly.  
New question in 2021.

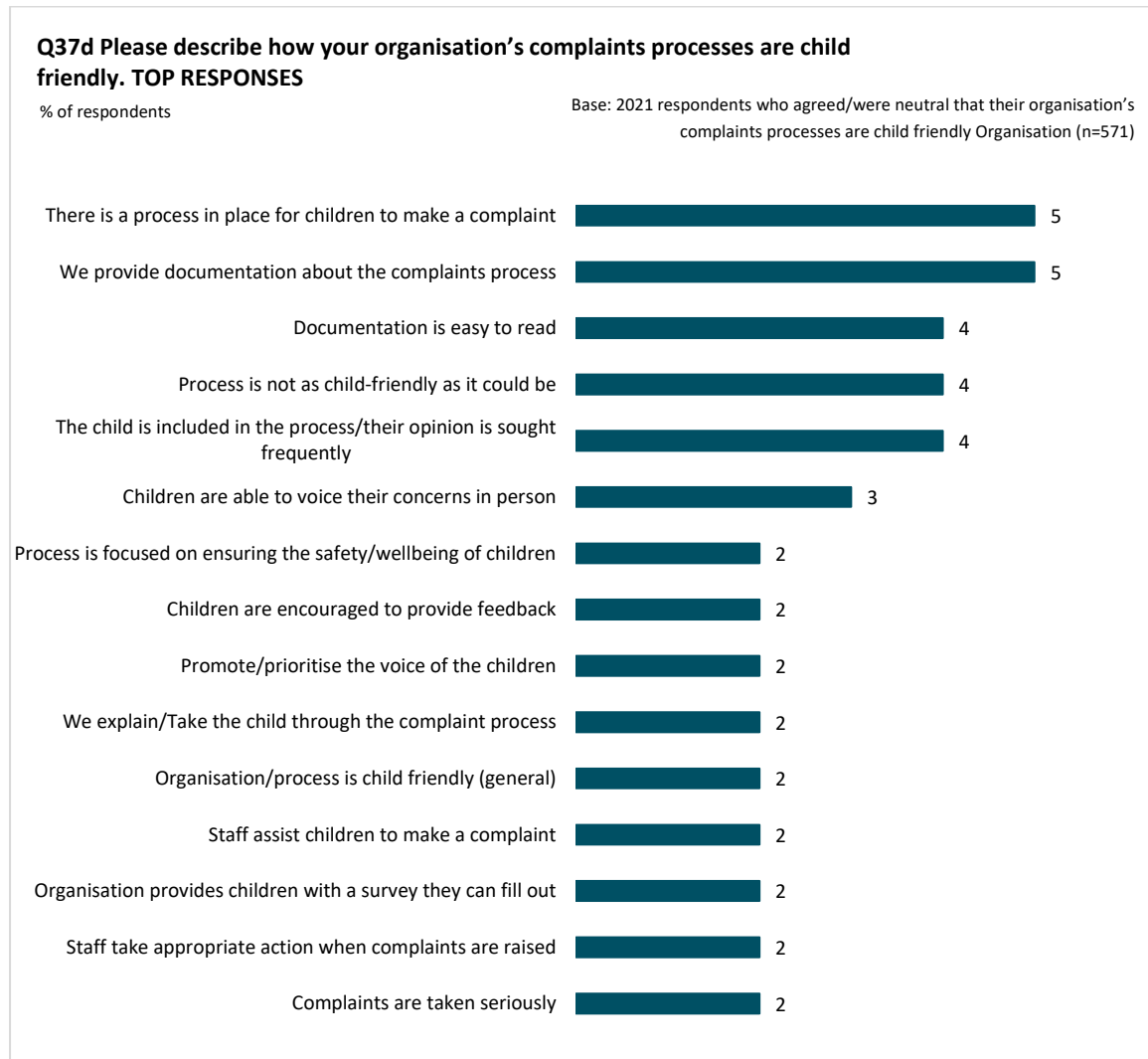
### 3.7.7 2021 Result

When asked to describe how their organisation's complaints processes are child friendly, the most common responses were:

- There is a process in place for children to make a complaint (5%)
- We provide documentation about the complaints process (5%)
- Documentation is easy to read (4%)
- Children are able to voice their concerns in person (3%).

4% noted that while child friendly, processes are not as child friendly as they could be.

Figure 3.7.4: Description of how complaints processes are child friendly



### 3.7.8 Sub-group differences (2021)

Non-government sector workers were more likely than workers in the government sector to make mention of:

- Providing documentation about the complaints process (non-government sector workers 10%, government sector workers 1%)
- Documentation being easy to read (non-government sector workers 8%, government sector workers 1%).

Other minor sub-group differences are detailed in Table 3.7.4.

Table 3.7.4: Description of how complaints processes are child friendly

Q37d Column %	Total 2021 n = 571	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 298	Non- govt n = 272	Brisbane + Moreton Bay n = 178	South East n = 111	Sunshine Coast + Central n = 101	South West n = 80	North QLD n = 54	Far North QLD n = 44	<10 n = 277	10+ n = 294
There is a process in place for children to make a complaint	5%	5%	6%	3%	8%	6%	9%	2%	2%	5%	6%
We provide documentation about the complaints process	5%	1% ↓	10% ↑	3%	5%	9%	9%	2%	5%	4%	7%
Documentation is easy to read	4%	1% ↓	8% ↑	3%	4%	6%	8%	4%	5%	4%	5%
Process is not as child-friendly as it could be	4%	3%	5%	4%	3%	5%	4%	4%	5%	4%	4%
The child is included in the process/their opinion is sought frequently	4%	1%	6%	3%	5%	5%	3%	2%	2%	2%	5%
Children are able to voice their concerns in person	3%	3%	3%	3%	5%		6%	4%		2%	4%
Process is focused on ensuring the safety/wellbeing of children	2%	3%	2%	3%	2%	3%	1%	2%	2%	3%	2%
Children are encouraged to provide feedback	2%	1%	4%	2%	2%	5%		2%	2%	1%	3%
Promote/prioritise the voice of the children	2%	3%	1%	1%	2%	3%	6%	2%		3%	2%
We explain/take the child through the complaint process	2%	1%	4%	2%	3%	2%	1%	2%	5%	1%	3%
Organisation/process is child friendly (general)	2%	1%	3%	2%	2%		4%	4%		2%	2%
Staff assist children to make a complaint	2%	1%	3%	2%		3%	4%		5%	2%	2%
Organisation provides children with a survey they can fill out	2%	1%	2%	1%	2%	4%	1%		5%	3%	1%
Staff take appropriate action when complaints are raised	2%	2%	2%	2%	3%	3%	1%			1%	2%
Complaints are taken seriously	2%	1%	3%	1%	3%	1%	3%	4%	2%	3%	1%
Complaints process is the same for both children and adults	1%	1%	1%	2%			3%		5%	<1%	2%
Individual situation is reviewed	1%	<1%	2%	1%			3%	2%	2%	1%	1%
Complaints process is handled confidentially	1%	1%	1%	1%	2%	1%		2%			2%
Students are prioritised (specific mention)	1%	2%		1%		1%		4%			2%

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

Table 3.7.4: Description of how complaints processes are child friendly (continued)

Q37d Column %	Total 2021 n = 571	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 298	Non- govt n = 272	Brisbane + Moreton Bay n = 178	South East n = 111	Sunshine Coast + Central n = 101	South West n = 80	North QLD n = 54	Far North QLD n = 44	<10 n = 277	10+ n = 294
Process is compliant with relevant legislation	1%	1%	1%	1%				4%	5%	1%	1%
Process is open/transparent	1%	1%	1%	1%		1%	1%		2%	<1%	1%
Complaints are dealt with quickly/efficiently	1%	<1%	1%	1%	1%		1%			1%	<1%
Children/we are encouraged to go through other organisations (Anglicare, Child Safety, Child services etc.) to voice a complaint	1%	<1%	1%	1%	1%		1%		2%	<1%	1%
Individual situation is followed up on	1%	<1%	1%				1%	2%	2%	1%	<1%
Current processes are reviewed/followed up on	<1%	<1%	<1%	1%		1%					1%
Other	7%	8%	6%	12%	6%	5%	5%	4%	2%	5%	9%
Not answered	57%	65% ↑	48% ↓	56%	59%	54%	53%	67%	57%	64%	51%

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

Q37e-h The United Nations Convention on the Rights of the Child (UNCRC) sets out the rights that must be realised for children to develop to their full potential. It has four guiding principles:

- The right of all children to survival and development
- Respect for the best interests of the child as a primary consideration in all decisions relating to children
- The right of all children to express their views freely on all matters affecting them
- The right of all children to enjoy all the rights of the UNCRC without discrimination of any kind.

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

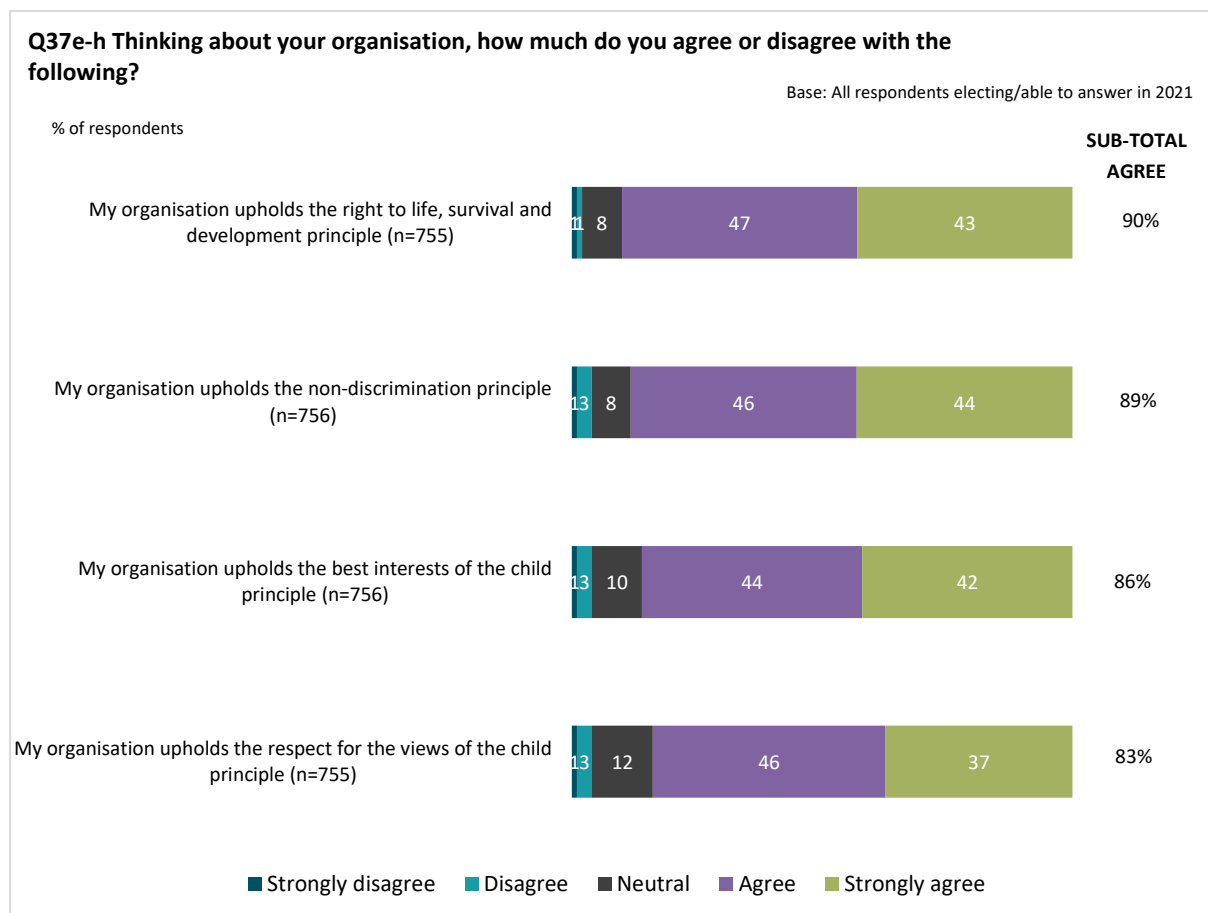
New question in 2021.

### 3.7.9 2021 Result

Agreement was found to be widespread for all four guiding principles set down by the United Nations Convention on the Rights of the Child, to enable children’s rights to be realised. The two principles to draw the most support were:

- My organisation upholds the right to life, survival and development principle (90% agreement)
- My organisation upholds the non-discrimination principle (89% agreement).

Figure 3.7.5: Upholding of UNCRC principles



### 3.7.10 Sub-group differences (2021)

Non-government sector workers were more likely than government sector employees to agree their organisation upholds:

- the right to life, survival and development principle (non-government workers 93%, government workers 87%)
- the non-discrimination principle (non-government workers 94%, government workers 85%)
- the best interests of the child principle (non-government workers 92%, government workers 81%)
- the respect for the views of the child principle (non-government workers 92%, government workers 77%).

Table 3.7.5: Upholding of UNCRC principles

Q37 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>My organisation upholds the right to life, survival and development principle</b>											
	Total 2021 n = 755	Govt n = 425	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 146	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 366	10+ n = 389
Strongly disagree	1%	1%	1%		1%	1%	2%		5% ↑	1%	1%
Disagree	1%	1%	1%	2%		1%		3%	2%	1%	2%
<b>SUB-TOTAL DISAGREE</b>	2%	2%	2%	2%	1%	2%	2%	3%	7%	2%	2%
Neutral	8%	11% ↑	5% ↓	8%	9%	2% ↓	11%	13%	10%	8%	9%
Agree	47%	52% ↑	40% ↓	42%	49%	52%	54%	43%	41%	50%	45%
Strongly agree	43%	35% ↓	53% ↑	48%	41%	43%	34%	41%	41%	41%	44%
<b>SUB-TOTAL AGREE</b>	90%	87% ↓	93% ↑	90%	90%	96%	88%	84%	83%	90%	89%
<b>My organisation upholds the non-discrimination principle</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 226	South East n = 146	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 367	10+ n = 389
Strongly disagree	1%	<1%	1%			1%	3%		3%	1%	1%
Disagree	3%	4%	2%	4%	3%	2%			7%	3%	3%
<b>SUB-TOTAL DISAGREE</b>	3%	4%	3%	4%	3%	3%	3%		10% ↑	4%	3%
Neutral	8%	11% ↑	4% ↓	7%	8%	6%	8%	10%	7%	7%	8%
Agree	46%	54% ↑	35% ↓	40%	48%	47%	58% ↑	45%	34%	44%	47%
Strongly agree	44%	32% ↓	58% ↑	49%	42%	44%	31% ↓	45%	48%	46%	42%
<b>SUB-TOTAL AGREE</b>	89%	85% ↓	94% ↑	89%	90%	91%	89%	90%	83%	89%	89%

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

Table 3.7.5: Upholding of UNCRC principles (continued)

Q37 Column %	Total 2021	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>My organisation upholds the best interests of the child principle</b>											
	Total 2021 n = 756	Govt n = 426	Non-govt n = 329	Brisbane + Moreton Bay n = 226	South East n = 146	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 367	10+ n = 389
Strongly disagree	1%	1%	2%	<1%	1%	2%	2%	1%	3%	2%	1%
Disagree	3%	4%	1%	3%	3%	3%	4%	1%	5%	2%	4%
<b>SUB-TOTAL DISAGREE</b>	4%	6%	3%	4%	4%	5%	5%	3%	9%	4%	5%
Neutral	10%	13% ↑	5% ↓	9%	10%	10%	13%	7%	9%	9%	10%
Agree	44%	49% ↑	37% ↓	40%	47%	44%	50%	46%	40%	45%	43%
Strongly agree	42%	31% ↓	55% ↑	47%	40%	41%	32%	43%	43%	41%	42%
<b>SUB-TOTAL AGREE</b>	86%	81% ↓	92% ↑	88%	86%	85%	81%	90%	83%	86%	85%
<b>My organisation upholds the respect for the views of the child principle</b>											
	Total 2021 n = 755	Govt n = 425	Non-govt n = 329	Brisbane + Moreton Bay n = 225	South East n = 146	Sunshine Coast + Central n = 141	South West n = 113	North QLD n = 69	Far North QLD n = 58	<10 n = 367	10+ n = 388
Strongly disagree	1%	1%	1%	1%	1%	2%	2%		2%	2%	1%
Disagree	3%	4%	2%	2%	3%	4%	4%	4%	3%	3%	3%
<b>SUB-TOTAL DISAGREE</b>	4%	5%	3%	3%	3%	6%	5%	4%	5%	5%	4%
Neutral	12%	18% ↑	5% ↓	12%	9%	14%	12%	12%	14%	11%	14%
Agree	46%	51% ↑	39% ↓	44%	51%	43%	52%	42%	45%	47%	45%
Strongly agree	37%	26% ↓	53% ↑	41%	37%	36%	30%	42%	36%	38%	37%
<b>SUB-TOTAL AGREE</b>	83%	77% ↓	92% ↑	85%	88%	79%	82%	84%	81%	85%	82%

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

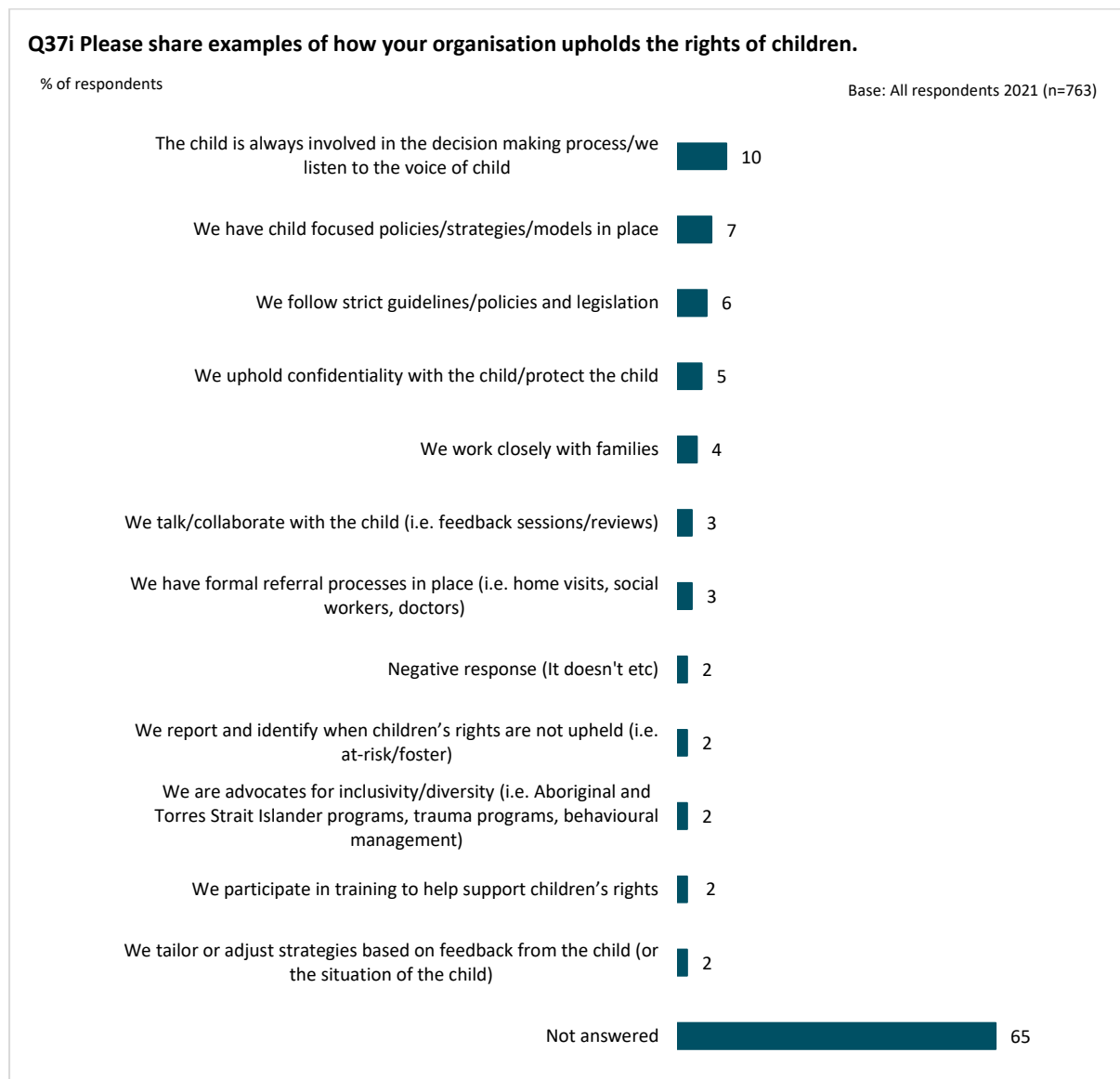
Q37i Please share examples of how your organisation upholds the rights of children.  
New question in 2021.

### 3.7.11 2021 Result

A range of examples were shared by survey respondents on how their organisations uphold the rights of children, the most common practices reported being:

- The child is always involved in the decision making process/we listen to the voice of child (10%)
- We have child focused policies/strategies/models in place (7%)
- We follow strict guidelines/policies and legislation (6%)
- We uphold confidentiality with the child/protect the child (5%).

Figure 3.7.6: Examples of how organisation upholds rights of children



### 3.7.12 Sub-group differences (2021)

Non-government sector workers were more likely than government sector employees to provide the following types of examples:

- the child is always involved in the decision making process/we listen to the voice of child (non-government workers 16%, government workers 6%)
- we work closely with families (non-government workers 6%, government workers 2%).

Other sub-group differences are detailed in Table 3.7.6.

Table 3.7.6: Examples of how organisation upholds rights of children

Q37i Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non- govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
The child is always involved in the decision making process/we listen to the voice of child	10%	6% ↓	16% ↑	9%	9%	15%	11%	10%	3%	11%	9%
We have child focused policies/strategies/models in place	7%	5%	10%	6%	3%	13%	5%	9%	5%	6%	8%
We follow strict guidelines/policies and legislation	6%	6%	7%	7%	5%	4%	4%	10%	8%	5%	8%
We uphold confidentiality with the child/protect the child	5%	4%	6%	5%	3%	5%	4%	3%	8%	4%	6%
We work closely with families	4%	2% ↓	6% ↑	4%	1%	7%	1%	3%	3%	2%	5%
We talk/collaborate with the child (i.e. feedback sessions/reviews)	3%	2%	5%	3%	4%	6%	1%	3%	3%	2%	4%
We have formal referral processes in place (i.e. home visits, social workers, doctors)	3%	3%	4%	3%	1%	3%	4%	4%	8%	2%	4%
Negative response (It doesn't etc.)	2%	3%	1%	3%	2%	2%	2%	1%	3%	3%	2%
We report and identify when children's rights are not upheld (i.e. at-risk/foster)	2%	2%	2%	3%	2%	5%				2%	3%
We are advocates for inclusivity/diversity (i.e. ATSI programs, trauma programs, behavioural management)	2%	2%	2%	3%	3%	1%	1%	1%		1%	2%
We participate in training to help support children's rights	2%	1%	3%	2%	2%	1%	2%	1%	3%	2%	2%
We tailor or adjust strategies based on feedback from the child (or the situation of the child)	2%	1%	3%	1%	3%	1%	3%			2%	1%

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

Table 3.7.6: Examples of how organisation upholds rights of children (continued)

Q37i Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non- govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
We advocate for the child's needs	1%	1%	2%	2%	1%	1%	1%		2%	1%	2%
We talk with/inform the carer	1%	<1%	2%	<1%		1%	1%	3%	2%	1%	1%
We ensure all children receive education	1%	1%	<1%	1%		1%	2%	1%		1%	1%
We ensure all children receive health care	1%	1%	1%	1%		1%		1%		<1%	1%
We focus on/care about child safety	1%	<1%	1%	<1%		1%	1%		2%	1%	1%
We involve children in culturally diverse and inclusive activities	<1%		1%	<1%	1%					<1%	1%
We ensure all children receive housing/food	<1%	<1%	1%	1%						<1%	1%
Other	1%	1%	1%	1%	1%	1%	1%	1%		<1%	2%
Not answered	65%	70% ↑	58% ↓	62%	69%	60%	71%	62%	66%	69%	61%

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

### 3.8 Biggest issues for vulnerable children and young people in Queensland

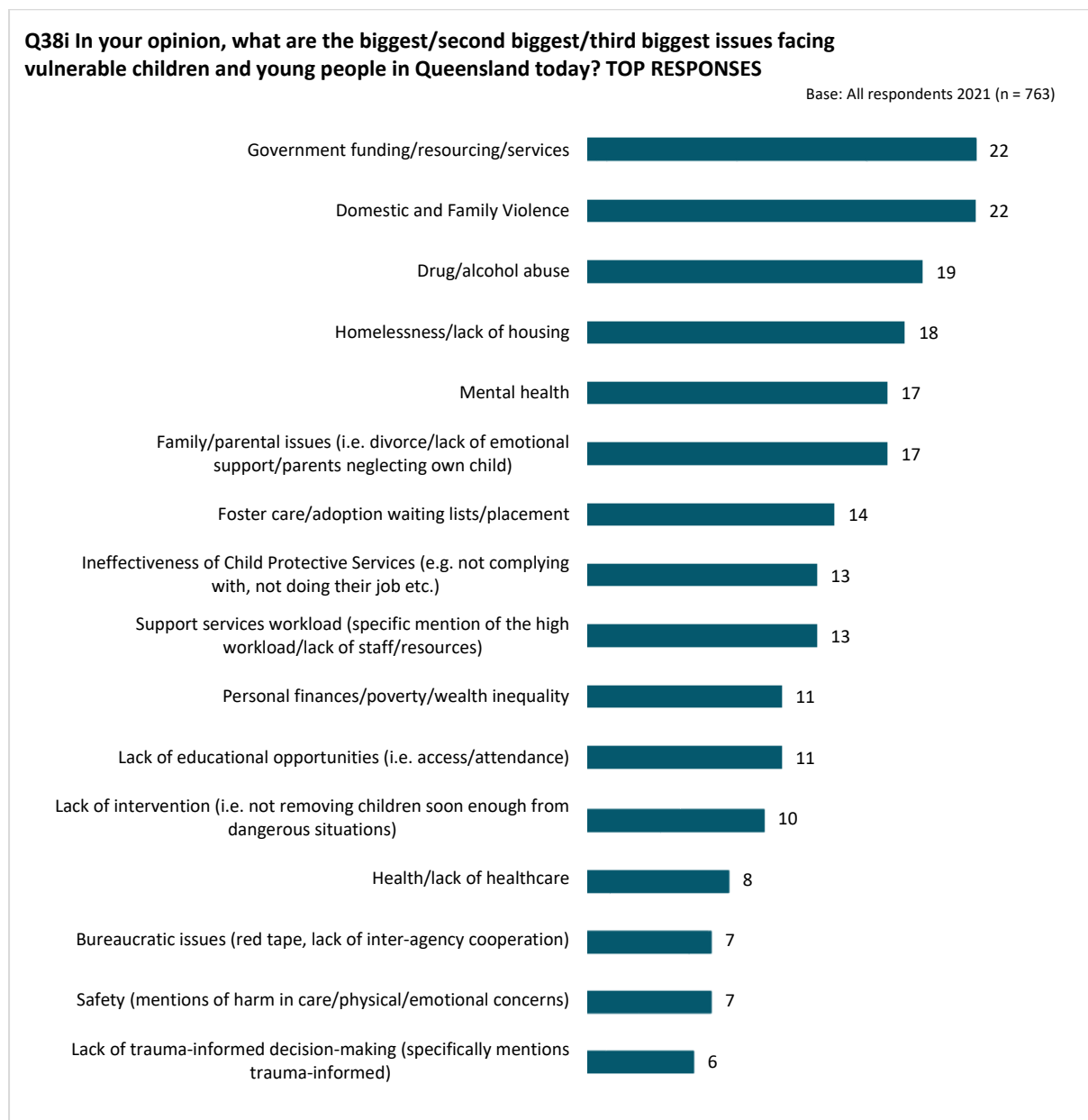
*Q38i In your opinion, what are the biggest issues facing vulnerable children and young people in Queensland today? List up to three. New question in 2021.*

#### 3.8.1 2021 Result

When asked for their opinions about the biggest issues facing vulnerable children and young people in Queensland today, the most common responses were:

- Government funding/resourcing/services (22%)
- Domestic and family violence (22%)
- Drug/alcohol abuse (19%)
- Homelessness/lack of housing (18%)
- Mental health (17%)
- Family/parental issues (17%).

Figure 3.8.1: Issues facing vulnerable children and young people



### 3.8.2 Sub-group differences (2021)

The only significant sub-group difference to emerge from this question was a higher than average response from Far North Queensland workers that vulnerable children and young families are faced by the issue of insufficient cultural understanding within services (10% Far North Queensland versus 2% on average).

Table 3.8.1: Issues facing vulnerable children and young people

Q37i Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non- govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
Government funding/resourcing/services	22%	22%	23%	24%	20%	24%	20%	14%	29%	21%	24%
Domestic and Family Violence	22%	18%	27%	18%	25%	25%	19%	28%	15%	21%	22%
Drug/alcohol abuse	19%	23%	14%	13%	20%	22%	24%	25%	20%	19%	19%
Homelessness/lack of housing	18%	13%	23%	16%	12%	25%	19%	19%	17%	17%	18%
Mental health	17%	17%	18%	19%	18%	16%	18%	14%	14%	17%	18%
Family/parental issues (i.e. divorce/lack of emotional support/parents neglecting own child)	17%	21%	12%	22%	12%	18%	15%	14%	14%	14%	20%
Foster care/adoption waiting lists/placement	14%	13%	16%	10%	19%	17%	18%	10%	14%	15%	14%
Ineffectiveness of Child Protective Services (e.g. not complying with, not doing their job etc.)	13%	13%	14%	17%	6%	13%	12%	14%	22%	12%	15%
Support services workload (specific mention of the high workload/lack of staff/resources)	13%	12%	15%	9%	15%	15%	16%	14%	14%	15%	11%
Personal finances/poverty/wealth inequality	11%	9%	14%	11%	9%	10%	18%	12%	10%	8%	15%
Lack of educational opportunities (i.e. access/attendance)	11%	9%	15%	13%	7%	13%	9%	20%	8%	10%	13%
Lack of intervention (i.e. not removing children soon enough from dangerous situations)	10%	10%	9%	12%	13%	9%	5%	6%	5%	8%	11%
Health/lack of healthcare	8%	8%	8%	9%	7%	6%	10%	9%	5%	6%	9%

Table 3.8.1: Issues facing vulnerable children and young people (continued)

Q37i Column %	Total 2021 n = 763	ORGANISATION TYPE		CYJMA REGION						YEARS IN SECTOR	
		Govt n = 432	Non- govt n = 330	Brisbane + Moreton Bay n = 229	South East n = 147	Sunshine Coast + Central n = 142	South West n = 114	North QLD n = 69	Far North QLD n = 59	<10 n = 368	10+ n = 394
Bureaucratic issues (red tape, lack of inter-agency cooperation)	7%	7%	8%	6%	9%	8%	4%	7%	14%	7%	8%
Safety (mentions of harm in care/physical/emotional concerns)	7%	8%	5%	8%	5%	6%	7%	6%	8%	7%	7%
Lack of trauma-informed decision-making (specifically mentions trauma-informed)	6%	4%	8%	3%	4%	8%	11%	3%	7%	6%	5%
Lack of continuity across support workers (high turnover) - hard for children to develop lasting relationships with support staff	4%	3%	5%	3%	5%	5%	6%	3%	3%	4%	4%
Social media/cyber safety	4%	5%	3%	5%	5%	2%	5%	3%	2%	3%	5%
Lack of motivation/direction/personal responsibility	4%	4%	3%	6%	5%	1%	2%	3%	5%	3%	4%
Justice/court system	4%	4%	3%	6%	5%	2%	2%	3%	2%	4%	4%
Bullying/Peer Pressure	3%	3%	3%	4%	2%	3%	4%	4%	3%	3%	4%
Criminality issues with the child	3%	3%	2%	3%	3%	1%	4%	4%	5%	3%	3%
Insufficient cultural understanding within services	2%	1%	4%	2%	2%	1%	3%	1%	10% ↑	2%	3%
Having no say/voice	2%	1%	4%	<1%	4%	1%	3%	6%	3%	3%	2%
Behavioural issues with the child	2%	3%	1%	2%	1%	3%	4%	3%	2%	2%	2%
Child protective system (NFI) (general)	2%	2%	3%	2%	1%	2%	3%		5%	3%	1%
Basic needs/quality of life	2%	2%	2%	3%	2%	2%	1%	1%	2%	2%	2%
Employment opportunities	2%	2%	2%	3%			2%	6%	2%	2%	2%
Sexual violence	2%	2%	2%	2%	2%		1%	1%	3%	1%	2%
Challenges with technology (e.g. gaming/internet addiction, experiencing adult themes)	1%	1%	2%	1%	1%	3%				1%	1%
Other	13%	11%	16%	11%	18%	11%	14%	13%	15%	13%	14%
Not answered	15%	17%	12%	15%	18%	11%	15%	17%	10%	18%	12%

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level  
NFI: no further information provided

# 4. Appendices

## Appendix A – 2021 survey

The Queensland Family and Child Commission (QFCC) has a legislative responsibility to evaluate, at a systemic level, and monitor the performance of, the Queensland child protection and family support system. One of the ways we meet this responsibility is by conducting an annual workforce survey, which also supports ongoing monitoring of the child protection and family support system.

**This survey will collect information about the experiences of frontline staff and service providers who work within the Queensland child protection and family support system.** This information will contribute to yearly reporting products and will inform the QFCC’s oversight and evaluation functions, with results shared so the sector can also benefit from information about key issues.

Participation will involve completing an online survey that will take approximately 20 minutes of your time. There is a mixture of fixed and free text response options. Questions cover a variety of topics, including (but not limited to) referral pathways, information sharing, collaboration and system performance. You are free to skip any questions you do not wish to answer.

Please review the Participant Information Sheet so you understand what’s involved in participating. Completion of this online survey will be taken to indicate informed consent to participate.

Q reference	Question	Response options
<b>Q12/ Region</b>	What is your workplace post code? Please specify	<input type="checkbox"/> Free text, 4 numeric characters only
<b>Q13</b>	Is your workplace a government or non-government organisation?	<input type="checkbox"/> Government <input type="checkbox"/> Non-government
<b>Q7</b>	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

Q reference	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 <input type="checkbox"/> Legal aid/support <input type="checkbox"/> Justice <input type="checkbox"/> Counselling and other mental health <input type="checkbox"/> Drug and alcohol <input type="checkbox"/> Advocacy and liaising <input type="checkbox"/> Multicultural <input type="checkbox"/> Housing assistance/transition <input type="checkbox"/> Domestic and family violence <input type="checkbox"/> Disability <input type="checkbox"/> Educational/schools/early education <input type="checkbox"/> Health and hospitals <input type="checkbox"/> Other _____ <b>Free text</b>
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 <input type="checkbox"/> People who are disengaged from education
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

Q reference	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
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> <p>a) The system efficiently and effectively uses its resources to achieve outcomes</p> <p>b) The system meets the needs of children, young people and families</p> <p>c) The system is built on shared connections and commitment</p> <p>d) The system achieves return on investment</p> <p>e) The community has confidence in the system</p> <p>f) There is sufficient capacity within the secondary support service system to meet demand</p> <p>g) There is sufficient capacity within the tertiary system to meet demand</p> <p>h) COVID-19 has increased demand on the child protection and family support system</p> <p>i) The Queensland child protection system is adequately assessing the risk of harm to children and young people</p>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree <input type="checkbox"/> Don't know

Q reference	Question	Response options
Q15a/b/c/ d/e/f and Q16a/c/d And Q23a	Thinking about <b>your current role and organisation</b> , how much do you agree or disagree with the following?  a) I have a clear understanding of my role and responsibilities b) I consider my caseload/workload to be manageable c) I am able to spend enough time with children, young people and families to do my job well d) I receive the right amount of supervision to do my job well e) I receive support from my colleagues/peers to do my job well f) I use evidence from literature, research and evaluation findings to inform my professional practice g) I have been provided with enough training and other learning opportunities to undertake my role well h) My organisation actively supports training and other learning opportunities for staff i) The training and other learning opportunities I have received have been of high quality j) I have received information and/or training regarding changes to child protection legislation in the past 12 months	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q16f	In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?	Free text

Q reference	Question	Response options
Q18a-h, Q19a, Q20c and 20e Q34a	<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> <li>i) I have a clear understanding of the information I can share with other organisations</li> <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> <li>l) What factors influence your decisions about risk of harm to children and young people?</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> <p>Free text</p>

Q reference	Question	Response options
<p>Q19b/c/d</p> <p>Q20a/b/d/f/g</p>	<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> <ul style="list-style-type: none"> <li>a) Where appropriate, information sharing occurs regularly between my organisation and other organisations</li> <li>b) Information sharing between my organisation and other organisations supports better responses for children, young people and families</li> <li>c) Information sharing barriers limit my organisation's ability to support children, young people and families</li> <li>d) My workplace encourages multi-disciplinary responses to meet clients' needs (if needed)</li> <li>e) My workplace has a culture that supports collaboration with other organisations to achieve client outcomes</li> <li>f) Competition for resources and/or clients affects working relationships between my organisation and others</li> <li>g) Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in identifying gaps in support services that respond to local community needs</li> <li>h) Local committees, alliances (e.g. Local Level Alliances) or networks have played an important role in facilitating effective working relationships</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>
<p>Q25a/b/d/f/g</p> <p>Q25a/b/</p> <p>Q21a/b/c</p> <p>Q37</p> <p>Q21d</p> <p>Q23d/e</p>	<p>Thinking about <b>your organisation</b>, how much do you agree or disagree with the following?</p> <ul style="list-style-type: none"> <li>a) My organisation regularly assesses its own performance (e.g. monitoring and/or evaluation of programs and performance and business sustainability)</li> <li>b) My organisation uses performance information when making management and service delivery decisions</li> <li>c) My organisation tailors services to meet the needs of children, young people and families</li> <li>d) In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives</li> <li>e) My organisation actively seeks child/young person/family feedback to improve the quality of services we provide</li> <li>f) My organisation has clear and transparent processes for responding to complaints from clients</li> <li>g) Where possible, children, young people and families are able to work with the same staff member (for continuity)</li> <li>h) My organisation has a positive workplace culture</li> <li>i) In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned</li> <li>j) In my organisation, policies and practices are regularly reviewed to ensure they reflect contemporary thinking</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>

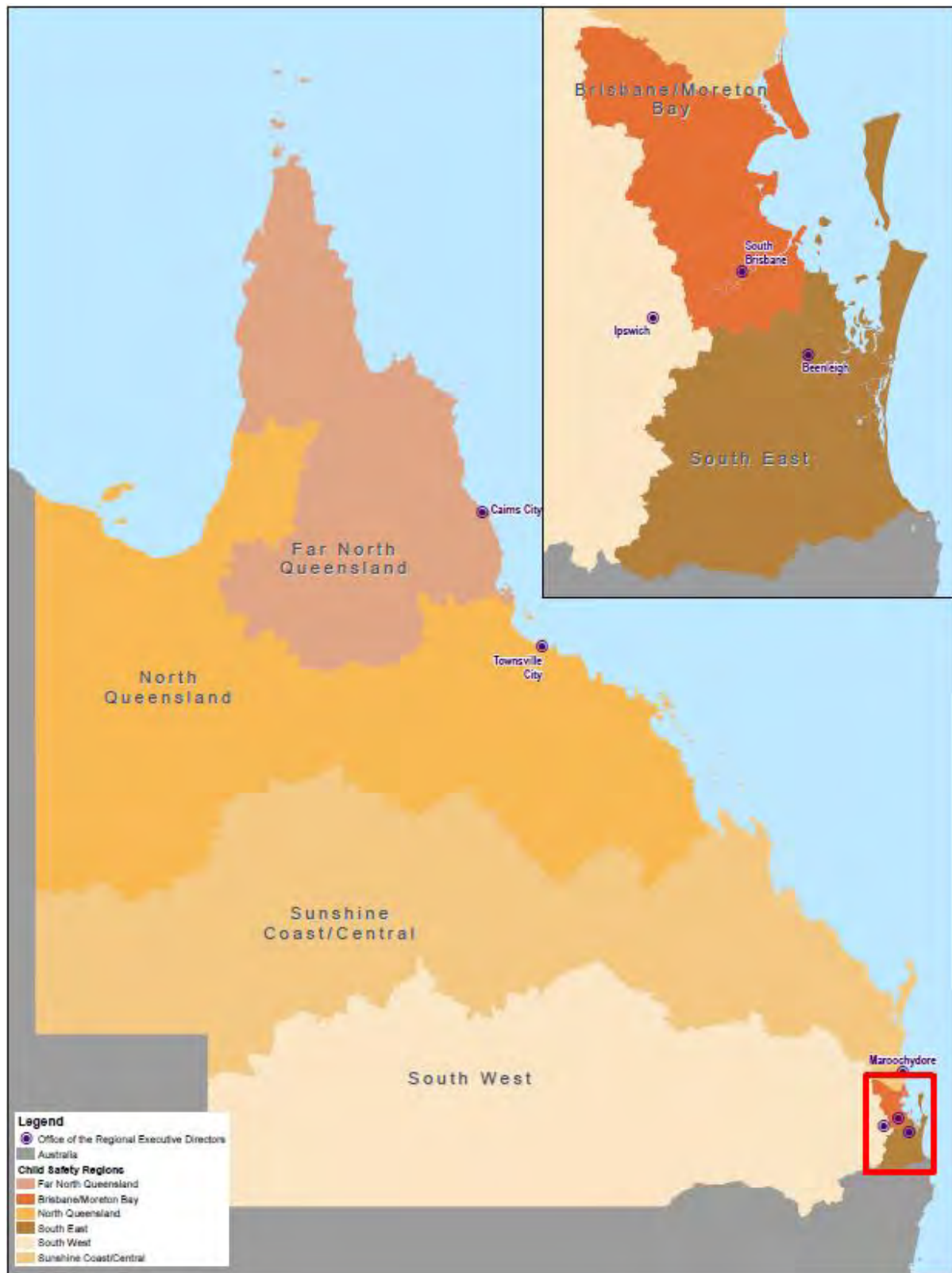
Q reference	Question	Response options
<p>Q37a/c/e/f/g/ H Q37b/d Q37i is</p>	<p>Thinking about <b>your organisation</b>, how much do you agree or disagree with the following?</p> <p>a) My organisation is a Child Safe Organisation (i.e. creates a culture, adopts strategies and takes action to promote child wellbeing and prevent harm to children and young people)</p> <p style="text-align: center;"><b><i>If Neutral; Agree and Strongly agree response ask:</i></b></p> <p>b) Please share an example/s of how your organisation reflects the Child Safe Organisation principles</p> <p>c) Complaints processes in my organisation are child friendly</p> <p style="text-align: center;"><b><i>If Neutral; Agree and Strongly agree response ask:</i></b></p> <p>d) Please describe how your organisation's complaints processes are child friendly</p> <p>The United Nations <i>Convention on the Rights of the Child</i> (UNCRC) sets out the rights that must be realised for children to develop to their full potential. It has four guiding principles:</p> <ul style="list-style-type: none"> <li>• The right of all children to survival and development</li> <li>• Respect for the best interests of the child as a primary consideration in all decisions relating to children</li> <li>• The right of all children to express their views freely on all matters affecting them</li> <li>• The right of all children to enjoy all the rights of the UNCRC without discrimination of any kind.</li> </ul> <p>Thinking about <b>your organisation</b>, how much do you agree or disagree with the following?</p> <p>e) My organisation upholds the right to life, survival and development principle</p> <p>f) My organisation upholds the best interests of the child principle</p> <p>g) My organisation upholds the respect for the views of the child principle</p> <p>h) My organisation upholds the <b>non-discrimination</b> principle</p> <p>i) Please <b>share</b> examples of how your organisation upholds the rights of children</p>	<p><b>a, c, e-h</b></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><b>b, d, i</b></p> <p><input type="checkbox"/> Free text</p>

Q reference	Question	Response options
Q23b/c Q22a-e Q22f	<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>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree  h) Free text
Q38i	In your opinion, what are the biggest issues facing vulnerable children and young people in Queensland today? List up to three	Free text, three boxes labelled 'Biggest issue', 'Second biggest issue' and 'Third biggest issue'
Q39	In your opinion, what could be done to improve the child protection and family support system?	Free text
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"/> Employer <input type="checkbox"/> Colleague <input type="checkbox"/> Peak body <input type="checkbox"/> Newsletter <input type="checkbox"/> Other (please specify)

Thank you for taking the time to complete our survey. If you would like to receive information about the results, or future surveys, please enter your email address below. Email addresses cannot be linked to survey responses. To get in touch with the QFCC, please use the contact details on the Participant Information Sheet.

## Appendix B – DCYJMA Regions Map

Data reported on a regional basis refer to the six DCYJMA regions as shown below.



## 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