

# Child Protection and Family Support Workforce Survey 2022

## Research Report

Prepared for: Queensland Family and Child Commission  
Date: 19 August 2022





## Contact

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# 1. Introduction

## **Background**

The purpose of the Queensland Family and Child Commission (QFCC) is to influence change that improves the safety and wellbeing of Queensland's children, young people and their families. QFCC's vision is that every Queensland child and young person is loved, respected and has their rights upheld.

MCR was commissioned by the QFCC in 2022 to analyse and report the results of a survey of Queensland child protection and family support frontline workers.

## **Research objectives**

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

- child protection and family support system performance
- how the workforce is supported
- working with clients and child rights
- cultural capability
- collaboration across the sector
- learning and development.

Similar surveys have been undertaken annually since 2018.

## 2. Method

The method comprised an online self-completion survey programmed and hosted by Ipsos.

### 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) and Family and Child Connect (FaCC) catchments (see Table 2.2 on pages 7 – 8).

### Sample size and characteristics

A total sample of 431 respondents were surveyed. Of the total number of respondents, 112 worked in government agencies (26%) and 319 were from non-government organisations (74%). Thirty 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 two regions: the Brisbane and Moreton Bay region (28%) and the Sunshine Coast and Central region (25%). The lowest proportion of responses were received from the Far North Queensland region (9%). In terms of FaCC catchments, the highest proportion of responses was received from Brisbane North (11%), followed by Sunshine Coast including Gympie (11%), Toowoomba and Roma (9%) or Moreton Bay (9%).

### Child protection work history and qualifications

Forty-two per cent of those surveyed in 2022 had 10 or more years of experience working in the child protection and family support sector. More than half (58%) of respondents had less than 10 years of experience. The proportion who had worked in the sector for two years or less was 19%, while 23% had worked in the sector for 3 to 5 years and 15% had worked in the sector for 6 to 9 years.

Forty-five per cent of respondents had a Bachelor degree as their highest level of tertiary education. One in 5 (20%) held a postgraduate (Masters or PhD) qualification, while 15% had completed a Graduate Certificate/Diploma, 11% had a Diploma or Advanced Diploma and 6% held a Certificate-level qualification.

Most respondents (63%) in 2022 had no supervisory responsibilities. Three in 10 (29%) were mid-level managers and 8% of respondents were senior managers or executives.

### Types of services and clients

Child protection was the main service offered by respondents with 35% nominating tertiary services and 31% secondary services. Counselling and other mental health services (10%) and health and hospitals (9%) 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.

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?
Out-of-home care service (4)
Housing and homelessness (4)
Police (3)
Case management/case manager (3)
Information, advice and referral (3)
Intensive support/case management (2)
Youth services (multiple services)
Youth case management
Universal services
Settlement
SETS program delivery
Placement support worker
Neighbourhood Centre with targeted family support program
Management of these services
Investigation and assessments
Housing and independent living supports
Early intervention and prevention
Disability
Court orders
Collaboration
Children in care
Child protection litigation
Child protection liaison
Carer support
All of the above
ACCHS and majority of listed services, except child protection and child safety
After hours support

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

The least common types of services provided by respondents were:

- disability services (1%)
- alcohol and other drugs services (1%)
- youth justice services (2%).

Three in 10 respondents worked for an Intensive Family Support service (36%), 23% worked for a Family and Child Connect service and 22% worked for a Family Wellbeing Service. Approximately one in 10 (13%) respondents were employed by an Aboriginal and Torres Strait Islander community controlled organisation, while close to 4 in 10 (37%) reported working in a Child Safety Service Centre or Regional Intake Service.

The majority of respondents indicated working with children and young people living in out-of-home care (72%).

Seventeen per cent of respondents were from a culturally and linguistically diverse background.

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=431 answered this item</i>		
Government	112	26%
Non-government	319	74%
<b>Aboriginal and/or Torres Strait Islander</b> <i>n=431 answered this item</i>		
Identify	30	7%
Do not identify	401	93%
<b>Region (DCYJMA)</b> <i>n=431 answered this item</i>		
Brisbane + Moreton Bay	119	28%
Far North Queensland	38	9%
North Queensland	43	10%
South East	48	11%
South West	75	17%
Sunshine Coast + Central	108	25%
<b>Length of time working in sector</b> <i>n=430 answered this item</i>		
Less than 1 year	33	8%
1-2 years	50	12%
3-5 years	101	23%
6-9 years	66	15%
10-14 years	79	18%
15-19 years	50	12%
20+ years	51	12%
<b>Type of service provided to client</b> <i>n=422 answered this item</i>		
Child protection – tertiary services	146	35%
Child protection – secondary services	131	31%
Counselling and other mental health services	42	10%
Health and hospitals	37	9%
Educational/schools/early education	26	6%
Domestic and family violence services	14	3%
Youth justice services	7	2%
Drug and alcohol services	3	1%
Disability services	3	1%
Other	40	9%
<b>Workplace</b> <i>n=110 Government workers answered this item</i>		
Work in Child Safety Service Centre or Regional Intake Service	41	37%
Do not	69	63%
<b>Organisation type</b> <i>Non-government workers (sample size varies by service as described below)</i>		
An Aboriginal and Torres Strait Islander community-controlled organisation (n=263)	33	13%
A Family and Child Connect Service (n=266)	62	23%
An Intensive Family Support service (n=275)	100	36%
A Family Wellbeing Service (n=260)	58	22%
<b>Out-of-home care</b> <i>n=430 answered this item</i>		
Work with children and young people living in out-of-home care	308	72%
Do not	122	28%
<b>Culturally and linguistically diverse background</b> <i>n=429 answered this item</i>		
Respondent comes from a culturally and linguistically diverse background	72	17%
Does not	357	83%

Table 2.2: Demographic characteristics of respondents (continued)

Demographic characteristic	n	%
<b>Highest level of tertiary qualification</b>		
<i>n=431 answered this item</i>		
Bachelor	192	45%
Masters	84	19%
Graduate Certificate/Diploma	65	15%
Diploma	40	9%
Advanced Diploma	9	2%
Cert IV	23	5%
No tertiary qualification	9	2%
PhD/Professional Doctorate	4	1%
Cert III	5	1%
Cert II	0	0%
<b>Level in organisation</b>		
<i>n=429 answered this item</i>		
No supervisory responsibilities	270	63%
Mid-level manager	126	29%
Senior manager/executive	33	8%
<b>Experience</b>		
<i>n=430 answered this item</i>		
I have only worked in government agencies	69	16%
I have mostly worked in government agencies	49	11%
I have fairly equal experience in government agencies and non-government organisations	69	16%
I have mostly worked in non-government organisations	87	20%
I have only worked in non-government organisations	156	36%
<b>How did you hear about this survey</b>		
<i>n=426 answered this item</i>		
Employer	242	57%
Email from QFCC	114	27%
Colleague	36	8%
Social media	14	3%
Peak body	13	3%
Newsletter	2	0%
Other	5	1%
<b>FaCC catchments</b>		
<i>n=431 answered this item</i>		
Brisbane North	48	11%
Sunshine Coast Incl Gympie	46	11%
Toowoomba/Roma	38	9%
Moreton Bay	37	9%
Rockhampton/Gladstone/Emerald	36	8%
Cairns	35	8%
Ipswich	27	6%
Maryborough/Bundaberg	26	6%
Brisbane South	23	5%
Logan	21	5%
Mackay	21	5%
Gold Coast	19	4%
Townsville	16	4%
Brisbane South West	11	3%
Kingaroy	10	2%
Mt Isa/Gulf	6	1%
Beenleigh/Bayside	5	1%
Browns Plains/Beaudesert	3	1%
Cape York/Torres Strait	3	1%

## **Fieldwork**

The fieldwork dates for the survey were 27 May to 21 June 2022.

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. Additionally, promotion through the QFCC's LinkedIn account was also undertaken. Respondents to the 2021 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 116 questions that were predominantly rating style involving a pre-defined codeframe for respondents to select from or to indicate their agreement with. A total of 16 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 16 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 3 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., system performance, workforce support, working with clients and child rights, cultural capability, collaboration and learning and development).

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**

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

A number of differences are evident in the profile of the 2022 sample compared with the sample collected in 2021. The 2022 sample contains:

- a higher proportion of respondents working for non-government organisations (74% in 2022, 43% in 2021) and fewer government respondents (26% in 2022, 57% in 2021)
- fewer respondents with experience of 20 or more years (12% in 2022, 19% in 2021)
- more respondents from the Sunshine Coast and Central DCYJMA region (25% in 2022, 19% in 2021) and fewer from the South East DCYJMA region (11% in 2022, 19% in 2021)
- a larger number of respondents with no supervisory responsibilities (63% in 2022, 55% in 2021) and fewer mid-level managers (29% in 2022, 39% in 2021)
- a higher proportion of respondents who have only worked in non-government organisations (36% in 2022, 18% in 2021) or mostly worked in non-government organisations (20% in 2022, 13% in 2021)
- fewer respondents who have only worked in government agencies (16% in 2022, 41% in 2021).

Table 2.3: Key sample characteristics 2022 compared to previous survey data

	YEAR			
<b>Q13: Is your workplace a government or non-government organisation?</b>				
	2019 n = 277	2020 n = 761	2021 n = 762	2022 n = 431
Government	56%	54%	57%	26%↓
Non-government	44%	46%	43%	74%↑
<b>Q1: How long have you worked in the child protection and family support sector?</b>				
	2019 n = 281	2020 n = 759	2021 n = 762	2022 n = 430
Less than 1 year	7%	7%	5%	8%
1–2 years	12%	10%	8%	12%
3–5 years	15%	22%↑	19%	23%
6–9 years	19%	15%	16%	15%
10–14 years	25%	21%	18%	18%
15–19 years	12%	12%	15%	12%
20+ years	11%	13%	19%↑	12%↓
<b>DCYJMA Region</b>				
	2019*	2020*	2021 n = 763	2022 n = 431
Brisbane + Moreton Bay	-	-	30%	28%
Far North QLD	-	-	8%	9%
North QLD	-	-	9%	10%
South East	-	-	19%	11%↓
South West	-	-	15%	17%
Sunshine Coast + Central	-	-	19%	25%↑
<b>Q7: At which level do you work in your organisation?</b>				
	2019 n = 276	2020 n = 761	2021 n = 762	2022 n = 429
No supervisory responsibilities	56%↑	61%	55%	63%↑
Mid-level manager	34%	33%	39%	29%↓
Senior manager/executive	10%	6%	6%	8%
<b>Q31: How would you describe your experience in the child protection and family support sector?</b>				
	2019+	2020 n=759	2021 n = 763	2022 n = 430
I have only worked in government agencies	-	32%	41%↑	16%↓
I have mostly worked in government agencies	-	13%	12%	11%
I have fairly equal experience in government agencies and non-government organisations	-	19%	16%	16%
I have mostly worked in non-government organisations	-	14%	13%	20%↑
I have only worked in non-government organisations	-	22%	18%	36%↑

Blue↑/Red↓ indicates a significant increase or decrease from the previous year at at least the 95% confidence level. \* Postcodes were used to code regions in 2019 and 2020; however, the regions for Child Safety changed following Machinery-of-Government changes and are not comparable. + Question not asked in 2019.

### Limitations

Comparisons of responses across survey years should be interpreted with caution given the changes in the sample characteristics described in Table 2.3. In previous surveys, where significant differences occurred, non-government respondents were more positive than government respondents. Increased proportions in positive responses in 2022 may therefore be due to the increased proportion of non-government respondents, rather than change across the sector.

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

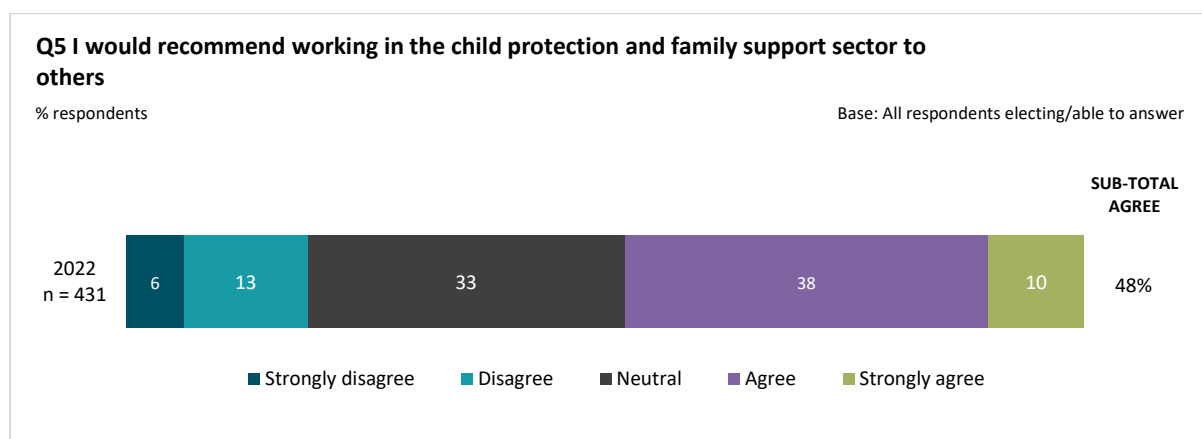
## 3.1 About the workforce

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

### 3.1.1 2022 Result

Just under one half (48%) of respondents reported that they would recommend working in the child protection and family support sector to others. Nineteen percent (19%) of respondents indicated that they would not make this recommendation, while 33% selected the neutral response category for this statement.

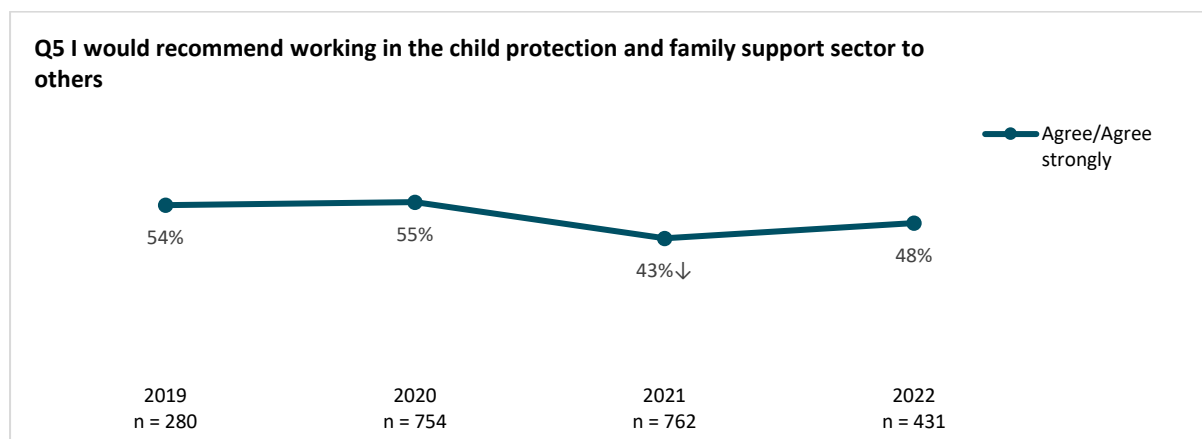
Figure 3.1.1: Recommendation of working in the child protection and family support sector (2022)



### 3.1.2 Comparison to previous survey data (2019–2022)

The proportion of respondents recommending working in the child protection and family support sector in 2022 (48%) was consistent with that recorded in the 2021 survey (43%).

Figure 3.1.2: Recommendation of working in the child protection and family support sector 2019–2022 trend



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

### 3.1.3 Sub-group differences (2022)

Those working in a non-government organisation were more likely (52%) than government respondents (38%) to agree or strongly agree that they would recommend working in the child protection and family support sector to others.

Table 3.1.1: Recommendation of working in the child protection and family support sector (2022)

Q5 Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	6%	8%	5%	8%		6%	4%	9%	8%	4%	8%
Disagree	13%	15%	12%	14%	15%	10%	9%	14%	21%	14%	11%
<b>SUB-TOTAL DISAGREE</b>	19%	23%	18%	22%	15%	17%	13%	23%	29%	19%	19%
Neutral	33%	39%	31%	33%	35%	31%	35%	35%	32%	32%	33%
Agree	38%	29% ↓	41% ↑	34%	42%	41%	43%	42%	29%	38%	39%
Strongly agree	10%	8%	10%	12%	8%	12%	9%		11%	11%	8%
<b>SUB-TOTAL AGREE</b>	48%	38% ↓	52% ↑	45%	50%	53%	52%	42%	39%	49%	47%

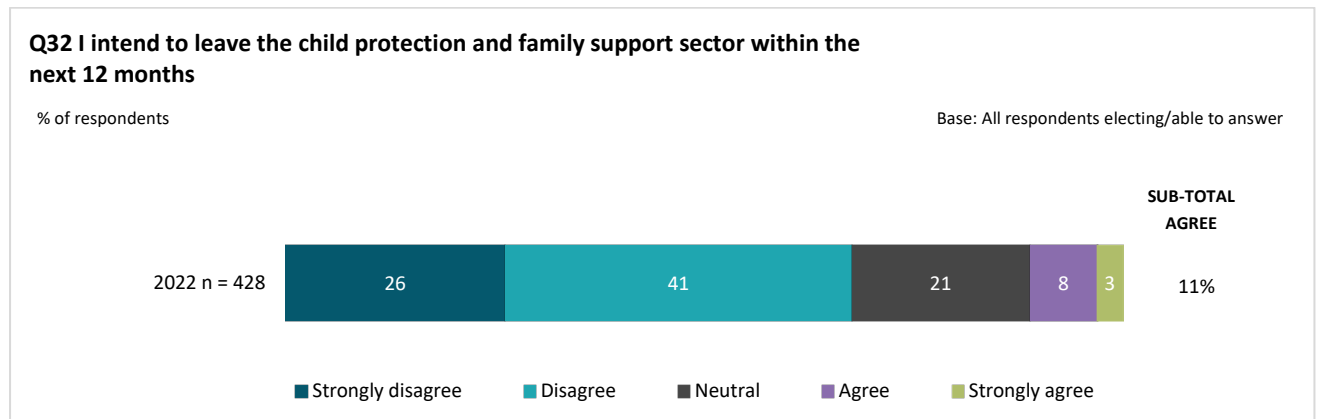
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

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

#### 3.1.4 2022 Result

Two thirds (68%) of respondents reported that they did not intend to leave the child protection and family support sector within the next 12 months. Approximately one in 10 (11%) respondents reported an intention to leave this sector within the next 12 months, while 21% provided a neutral response to this question.

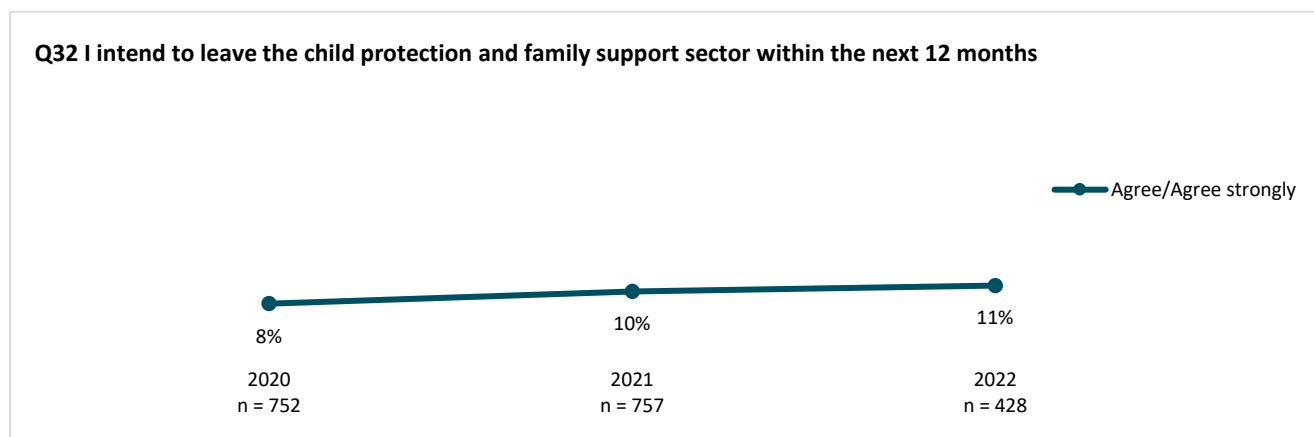
Figure 3.1.3: Intention to leave the child protection and family support sector within the next 12 months (2022)



### 3.1.5 Comparison to previous survey data (2020–2022)

The proportion showing an intention to leave the child protection and family support sector remained consistent between 2022 (11%) and 2021 (10%).

Figure 3.1.4: Intention to leave the child protection and family support sector 2020–2022 trend



### 3.1.6 Sub-group differences (2022)

Those working in the government sector were more likely (16%) than those in the non-government sector (9%) to consider that they would leave the child protection and family support sector in the next 12 months. Respondents with less than 10 years' experience were more likely to indicate they would stay in the sector (72% disagreed or strongly disagreed) compared with those with 10 or more years' experience (62%).

Other sub-group differences are detailed in Table 3.1.2 below.

Table 3.1.2: Intention to leave the child protection and family support sector within the next 12 months (2022)

Q32 Column %	Total 2022 n = 428	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non-govt n = 316	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 106	South West n = 74	North QLD n = 43	Far North QLD n = 38	<10 n = 248	10+ n = 179
Strongly disagree	26%	22%	28%	25%	31%	25%	27%	19%	34%	26%	27%
Disagree	41%	38%	43%	43%	46%	45%	36%	49%	21% ↓	46% ↑	35% ↓
<b>SUB-TOTAL DISAGREE</b>	<b>68%</b>	<b>60% ↓</b>	<b>71% ↑</b>	<b>68%</b>	<b>77%</b>	<b>71%</b>	<b>64%</b>	<b>67%</b>	<b>55%</b>	<b>72% ↑</b>	<b>62% ↓</b>
Neutral	21%	24%	20%	18%	19%	21%	28%	19%	26%	19%	24%
Agree	8%	13% ↑	6% ↓	10%	2%	6%	7%	12%	11%	7%	9%
Strongly agree	3%	4%	3%	4%	2%	3%	1%	2%	8%	2%	5%
<b>SUB-TOTAL AGREE</b>	<b>11%</b>	<b>16% ↑</b>	<b>9% ↓</b>	<b>14%</b>	<b>4%</b>	<b>8%</b>	<b>8%</b>	<b>14%</b>	<b>18%</b>	<b>9%</b>	<b>14%</b>

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

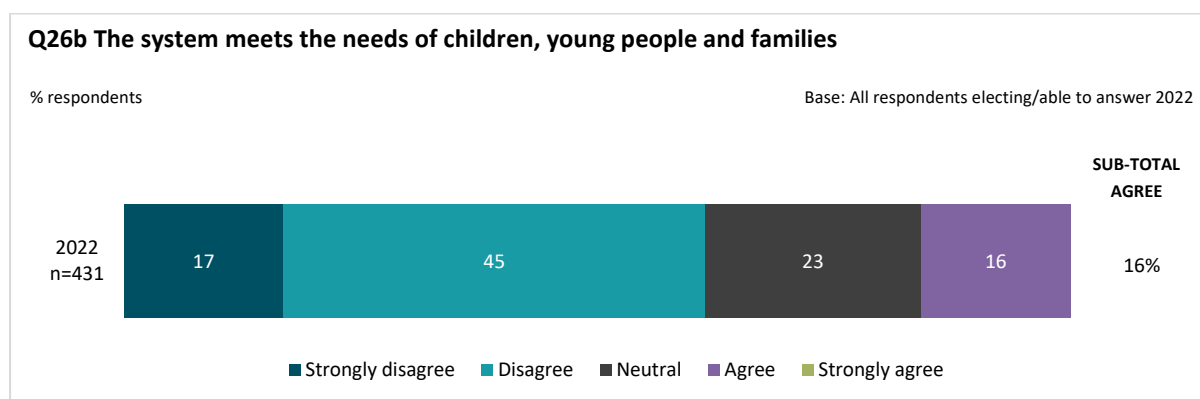
## 3.2 Child protection and family support system

**Q26b** Thinking about *the child protection and family support system as a whole*, how much do you agree or disagree the child protection and family support system meets the needs of children, young people and families?

### 3.2.1 2022 Result

Respondents were asked their opinion as to whether the child protection and family support system meets the needs of children, young people and families. Less than one in 5 (16%) respondents working in the sector agreed or strongly agreed with this statement. In total 61% respondents disagreed with this statement (17% strongly disagreed, 45% disagreed). The remainder (23%) were neutral.

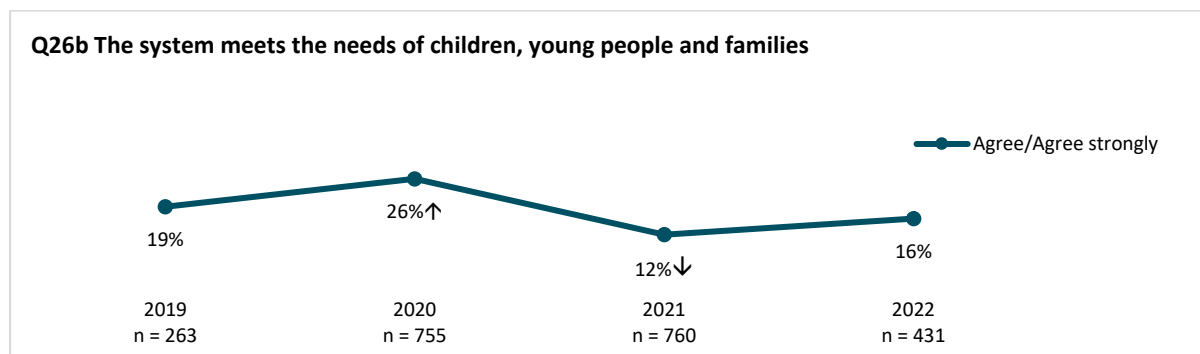
Figure 3.2.1: Agreement with the system meeting the needs of children, young people and families (2022)



### 3.2.2 Comparison to previous survey data (2019–2022)

The survey result in 2022 (16%) was consistent with the 2021 survey (12%).

Figure 3.2.2: Agreement with the system meeting the needs of children, young people and families 2019–2022 trends



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

### 3.2.3 Sub-group differences (2022)

Respondents with 10 or more years' experience or those working in the North Queensland region had greater levels of disagreement (disagreed or strongly disagreed) that the child protection and family support system is meeting the needs of children, young people and families (69% and 77% respectively, compared with 61% on average). While respondents with less than 10 years' experience or those working in the Sunshine Coast and Central region were less likely to disagree or strongly disagree and more likely to indicate a neutral response to this question.

Other sub-group differences are detailed in Table 3.2.1 below.

Table 3.2.1: Agreement with the system meeting the needs of children, young people and families (2022)

Q26b Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non- govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 179
Strongly disagree	17%	17%	17%	13%	17%	18%	15%	19%	26%	14%	21%
Disagree	45%	49%	43%	54% ↑	42%	34% ↓	40%	58%	42%	42%	49%
<b>SUB-TOTAL DISAGREE</b>	<b>61%</b>	<b>66%</b>	<b>60%</b>	<b>67%</b>	<b>58%</b>	<b>52% ↓</b>	<b>55%</b>	<b>77% ↑</b>	<b>68%</b>	<b>55% ↓</b>	<b>69% ↑</b>
Neutral	23%	21%	23%	17%	25%	29%	32% ↑	9% ↓	16%	28% ↑	16% ↓
Agree	16%	13%	17%	15%	17%	19%	13%	12%	16%	16%	15%
Strongly agree	0%		1%	1%				2%		1%	
<b>SUB-TOTAL AGREE</b>	<b>16%</b>	<b>13%</b>	<b>17%</b>	<b>16%</b>	<b>17%</b>	<b>19%</b>	<b>13%</b>	<b>14%</b>	<b>16%</b>	<b>17%</b>	<b>15%</b>

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

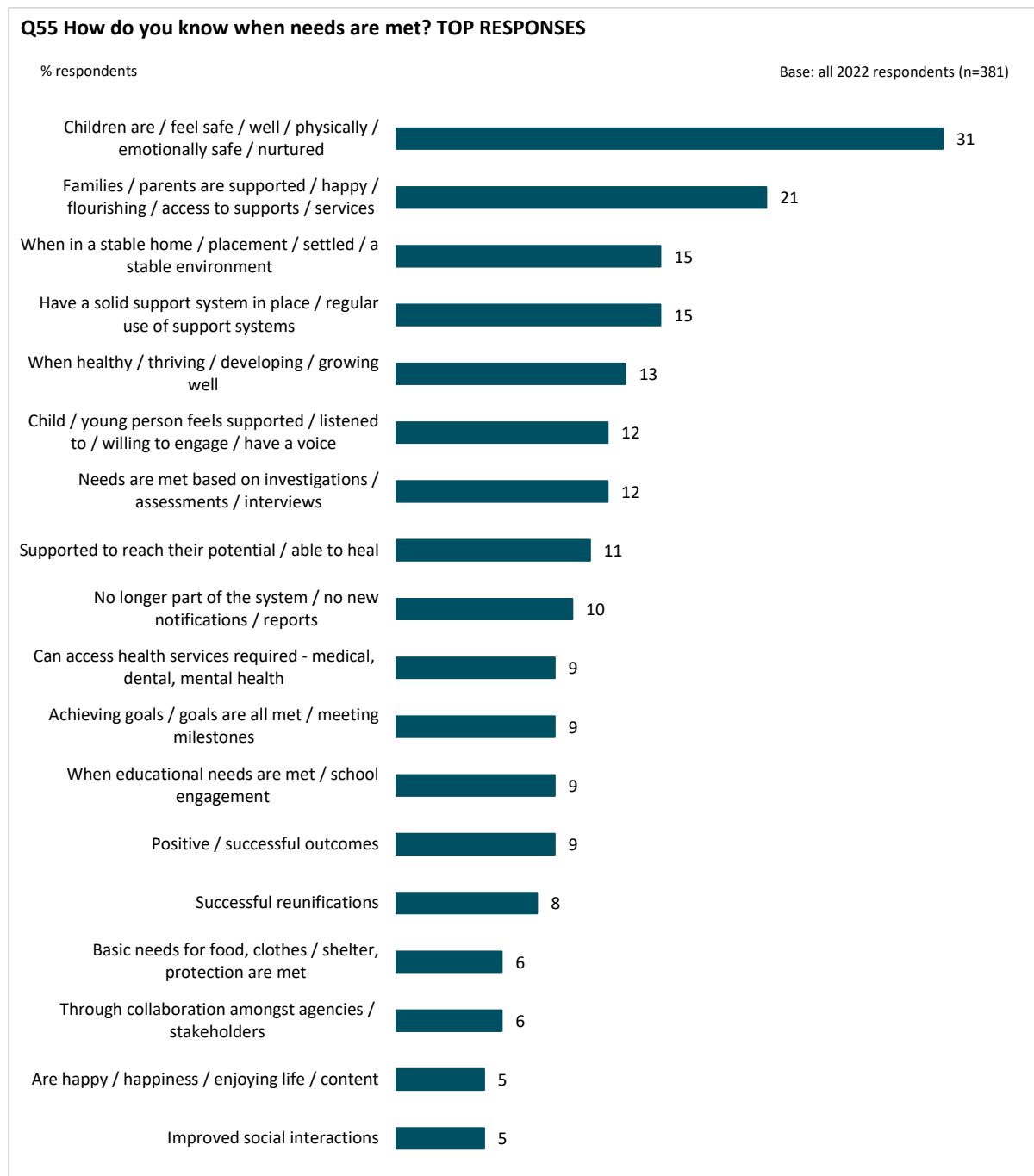
New question in 2022.

Q55 How do you know when needs are met?

### 3.2.4 2022 Result

Respondents were provided with the opportunity to describe in their own words how or when they are able to identify when the needs of children, young people and families are met. The most commonly cited responses were when there is evidence that children are or feel safe, are well and nurtured (31%) or when families and parents are supported, flourishing and have access to supports and services (21%). Secondary to these, other indicators related to evidence of stability in the living environment (15%) and access to or use of support systems (15%). The main responses to this question are shown in Figure 3.2.3; the full range of responses to this question are detailed in Table 3.2.2 overleaf.

Figure 3.2.3: Factors indicating needs are met (2022)



### 3.2.5 Sub-group differences (2022)

Respondents working in the Brisbane and Moreton Bay region were more likely than those from other regions to cite that needs are met when a stable living environment is in place (23%), while respondents in the South East DCYJMA region were more likely to use formal investigations, assessments, interviews or feedback (20%) as an indicator of needs being met.

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

Table 3.2.2: Factors indicating needs are met (2022)

Q55 Column %	Total 2022 n = 381	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 100	Non- govt n = 281	Brisbane + Moreton Bay n = 106	South East n = 44	Sunshine Coast + Central n = 90	South West n = 65	North QLD n = 41	Far North QLD n = 35	<10 n = 213	10+ n = 167
Children are / feel safe / well / physically / emotionally safe / nurtured	31%	33%	31%	29%	30%	31%	29%	34%	40%	28%	35%
Families / parents are supported / happy / flourishing / access to supports / services	21%	18%	22%	20%	27%	17%	22%	22	26%	20%	22%
When in a stable home / placement / settled / a stable environment	15%	13%	15%	23% ↑	7%	10%	17%	7%	17%	15%	14%
Have a solid support system in place / regular use of support systems / support needs are met	15%	15%	15%	17%	20%	11%	11%	22%	9%	15%	15%
When healthy / thriving / developing / growing well	13%	13%	14%	19%	11%	13%	3% ↓	20%	11%	15%	11%
Child / young person feels supported / listened to / willing to engage / have a voice	12%	14%	11%	12%	16%	9%	14%	15%	3%	12%	11%
Needs are met based on investigations / assessments / interviews / communication / feedback etc.	12%	16%	10%	3% ↓	20% ↑	11%	15%	20%	11%	9%	14%
Supported to reach their potential / able to heal	11%	13%	10%	13%	9%	11%	9%	7%	14%	9%	14%
No longer part of the system / no new notifications / reports / interventions etc.	10%	12%	9%	12%	7%	9%	14%	7%	3%	8%	12%
Can access health services they require – e.g., medical, dental, mental health services, therapeutic help	9%	11%	9%	8%	9%	10%	8%	10%	14%	8%	11%
Achieving goals / goals are all met / meeting milestones	9%	7%	10%	11%	2%	6%	5%	15%	20% ↑	10%	8%
When educational needs are met / school engagement	9%	10%	8%	4% ↓	9%	7%	12%	5%	26% ↑	7%	11%
Positive / successful outcomes	9%	5%	10%	7%	7%	9%	9%	12%	11%	11%	6%
Successful reunifications	8%	8%	9%	7%	9%	10%	5%	12%	11%	6%	11%

Table 3.2.2: Factors indicating needs are met (2022) (continued)

Q55 Column %	Total 2022 n = 381	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 100	Non- govt n = 281	Brisbane + Moreton Bay n = 106	South East n = 44	Sunshine Coast + Central n = 90	South West n = 65	North QLD n = 41	Far North QLD n = 35	<10 n = 213	10+ n = 167
Basic needs for food, clothes / shelter, protection are met	6%	7%	6%	4%	5%	7%	5%	7%	17% ↑	7%	6%
Through collaboration amongst agencies / stakeholders / information sharing / communication / connectivity	6%	7%	6%	8%	2%	7%	9%	2%	3%	4%	8%
Are happy / happiness / enjoying life / content	5%	4%	6%	5%	9%	4%	5%	7%	3%	6%	4%
Improved social interactions	5%	5%	5%	3%	2%	3%	5%	7%	14% ↑	4%	5%
When carers / kinship carers / foster carers are there for the long term	4%	4%	4%	6%	5%	2%	5%		9%	6%	2%
Appropriate contact with family / siblings / kin / stronger relationships	4%	7%	3%	5%	2%	3%	5%	7%	3%	3%	6%
Decrease in children's behaviours / increased stability of young person's behaviour	3%	1%	4%	5%	5%	1%	5%	2%	3%	4%	2%
Not reactive due to lack of funding / resources to support the diverse needs of families, young person / understaffed, long waiting lists etc.	3%	5%	2%	5%		2%	5%	2%	3%	2%	4%
Supported with their cultural needs / practices	3%	5%	2%	4%		1%		5%	9% ↑	2%	4%
A complex question / do we ever know / every child is different / needs a different approach	2%		2%	3%		1%	2%	2%		2%	1%
Have competent carers / all carers are trained / have the skills / are informed	1%	1%	1%	1%	2%		2%		3%	1%	1%
Early intervention / concerns acted upon with urgency	1%	3% ↑	0% ↓	3% ↑			2%			1%	1%
Other mentions	3%	4%	3%	3%	2%	4%	3%		6%	3%	4%
Don't know	1%	1%	0%			1%			3% ↑	0%	

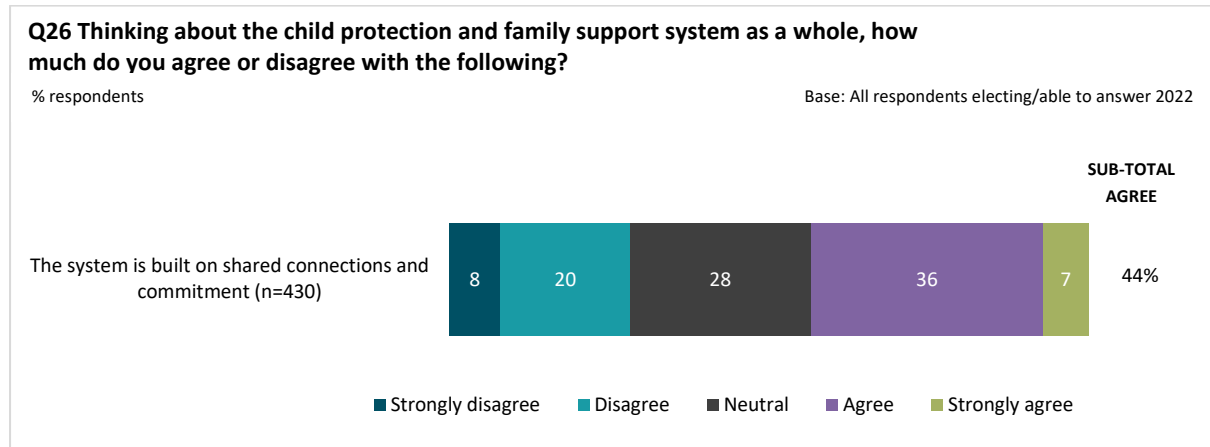
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

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

### 3.2.6 2022 Result

Just over 2 in 5 (44%) respondents working in the child protection and family support sector agreed or strongly agreed the system is built on shared connections and commitment with 36% agreeing and 7% strongly agreeing with this statement. Approximately one quarter (28%) disagreed or strongly disagreed the system is built on shared connections and commitment. The remainder were neutral on this issue (28%).

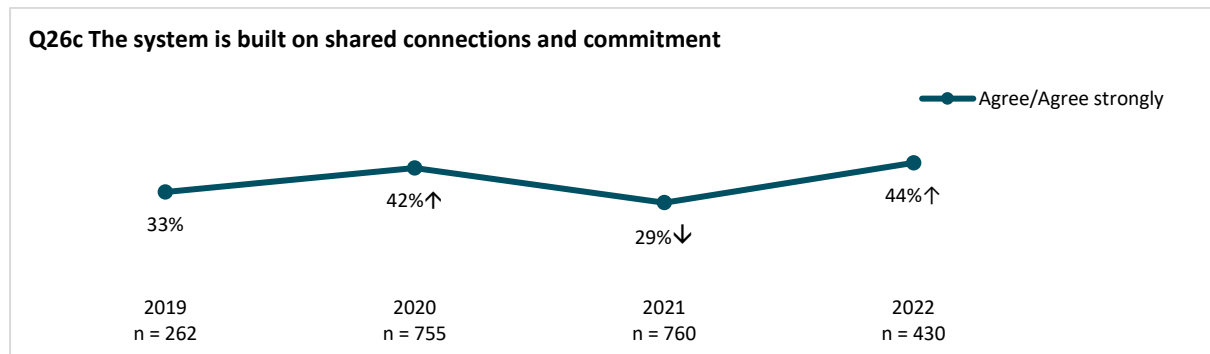
Figure 3.2.4: Agreement with statement on shared connections and commitment (2022)



### 3.2.7 Comparison to previous survey data (2019–2022)

Total agreement for ‘the system is built on shared connections and commitment’ increased from 29% in 2021 to 44% in 2022.

Figure 3.2.5: Agreement with statement on shared connections and commitment 2019–2022 trends



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

### 3.2.8 Sub-group differences (2022)

Respondents working in the Sunshine Coast and Central DCYJMA region were more likely than respondents from other DCYJMA regions to agree or strongly agree that the system is built on shared connections and commitment with 56% agreeing in total (compared with 44% average).

Other sub-group differences are detailed in Table 3.2.3.

Table 3.2.3: Agreement with statement on shared connections and commitment (2022)

Q26c Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
The child protection and family support system is built on shared connections and commitment											
	Total 2022 n = 430	Govt n = 111	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 37	<10 n = 250	10+ n = 179
Strongly disagree	8%	9%	7%	8%	8%	6%	7%	9%	11%	6%	9%
Disagree	20%	15%	22%	20%	31% ↑	12% ↓	19%	28%	24%	18%	24%
<b>SUB-TOTAL DISAGREE</b>	28%	24%	29%	28%	40%	19% ↓	25%	37%	35%	24% ↓	33% ↑
Neutral	28%	27%	29%	28%	23%	26%	36%	26%	32%	32% ↑	23% ↓
Agree	36%	39%	35%	35%	38%	45% ↑	32%	33%	24%	37%	35%
Strongly agree	7%	10%	7%	9%		10%	7%	5%	8%	6%	9%
<b>SUB-TOTAL AGREE</b>	44%	49%	42%	45%	38%	56% ↑	39%	37%	32%	44%	44%

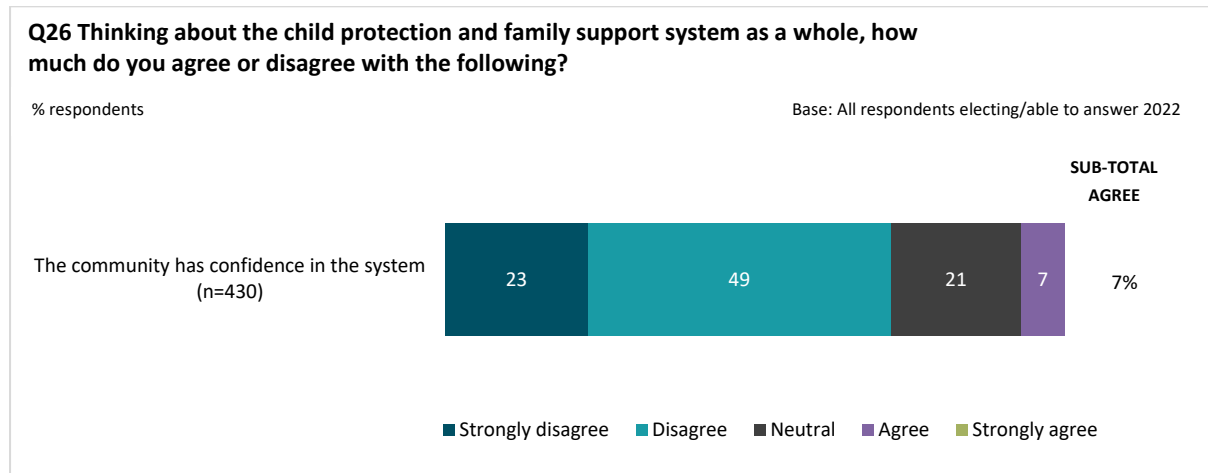
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

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

### 3.2.9 2022 Result

Respondents were asked whether they perceive that the community has confidence in the child protection and family support system. Seven per cent of respondents agreed that the community has confidence in the system with 72% disagreeing (49% disagreed, 23% strongly disagreed).

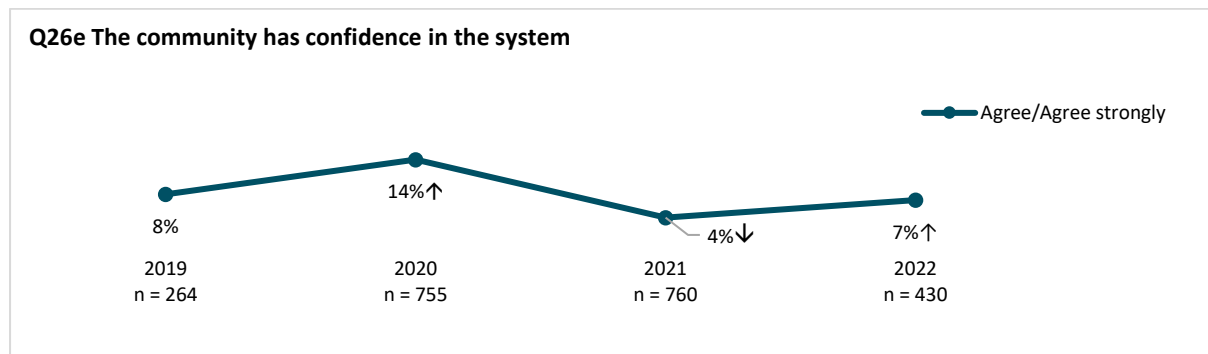
Figure 3.2.6: Agreement with statement on community confidence in the system (2022)



### 3.2.10 Comparison to previous survey data (2019–2022)

Agreement and strong agreement for ‘the community has confidence in the system’ increased from 4% in 2021 to 7% in 2022. The 2022 result was comparable to agreement and strong agreement noted in 2019 (8%) but not as high as noted in 2020 (14%).

Figure 3.2.7: Agreement with statement on community confidence in the system 2019–2022 trends



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

### 3.2.11 Sub-group differences (2022)

Respondents with more than 10 years' experience were more likely to disagree or strongly disagree that the community has confidence in the child protection and family support system (78%) compared to respondents with less than 10 years' experience (67%).

Respondents working in the Sunshine Coast and Central DCYJMA region were less likely to disagree (57% disagreed or strongly disagreed) and more likely to provide a neutral response regarding community confidence in the child protection and family support system (33%, 21% average).

Other sub-group differences are detailed in Table 3.2.4.

Table 3.2.4: Agreement with statement on community confidence in the system (2022)

Q26e Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
The community has confidence in the child protection and family support system											
	Total 2022 n = 430	Govt n = 112	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 37	<10 n = 249	10+ n = 180
Strongly disagree	23%	18%	24%	21%	31%	17%	20%	26%	35%	22%	23%
Disagree	49%	54%	48%	55%	42%	41% ↓	60% ↑	56%	38%	46%	54%
<b>SUB-TOTAL DISAGREE</b>	72%	71%	72%	76%	73%	57% ↓	80%	81%	73%	67% ↓	78% ↑
Neutral	21%	19%	22%	18%	17%	33% ↑	17%	9% ↓	22%	26% ↑	15% ↓
Agree	7%	9%	6%	6%	8%	8%	3%	9%	5%	6%	7%
Strongly agree	0%	1%	0%		2%	1%				1%	
<b>SUB-TOTAL AGREE</b>	7%	10%	6%	6%	10%	9%	3%	9%	5%	7%	7%

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

New question in 2022.  
Q56 Why do you think this?

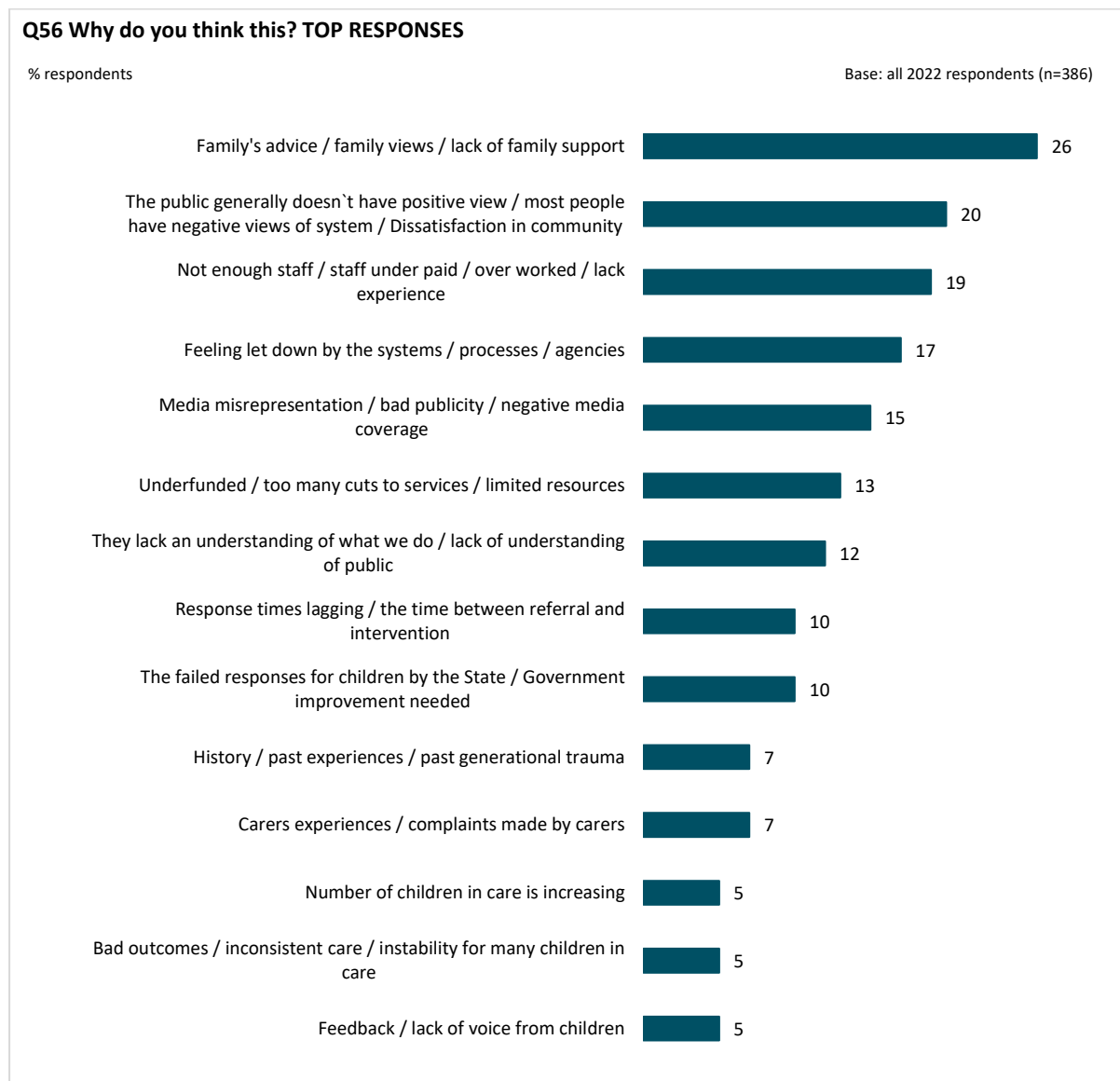
### 3.2.12 2022 Result

Respondents were able to provide reasons why they thought the community did or did not have confidence in the child protection and family support system. Respondents were most commonly basing their reasons of how the community felt by reflecting upon feedback from families (26%), general perceptions or dissatisfaction among the general population (20%) or feeling let down by systems, processes and agencies (17%).

Second to these reasons, respondents noted staffing and resourcing issues (19%), underfunding (13%) and media misrepresentation or coverage (15%) as contributing reasons why they perceive the community may not have confidence in the child protection and support system.

The full range of responses to this question are detailed in Table 3.2.5 overleaf.

Figure 3.2.8: Reasons for agreeing or disagreeing the community has confidence in the system (2022)



### 3.2.13 Sub-group differences (2022)

Respondents with less than 10 years' experience in the sector were more likely to cite that the general public generally doesn't have a positive view (25%) or that they have a lack of understanding of what child protection and family support services do (15%). Government respondents were more likely to raise media misrepresentation, bad publicity or negative media coverage (21%).

Other sub-group differences are detailed in Table 3.2.5 below and overleaf.

Table 3.2.5: Reasons for agreeing/disagreeing the community has confidence in the child protection and support system

Q56 Column %	Total 2022 n = 381	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 100	Non- govt n = 281	Brisbane + Moreton Bay n = 106	South East n = 44	Sunshine Coast + Central n = 90	South West n = 65	North QLD n = 41	Far North QLD n = 35	<10 n = 213	10+ n = 167
Family's advice / family views / lack of family support	26%	27%	26%	30%	30%	24%	19%	33%	21%	28%	24%
The public generally doesn't have a positive view / most people have negative views of the child protection system / The level of dissatisfaction in the community	20%	19%	21%	23%	20%	19%	16%	13%	35% ↑	25% ↑	15% ↓
Not enough staff / staff under paid / over worked / lack experience	19%	19%	19%	17%	18%	21%	16%	18%	26%	21%	16%
Feeling let down by the systems / processes / agencies	17%	13%	18%	18%	16%	17%	14%	23%	9%	15%	19%
Media misrepresentation / bad publicity / negative media coverage	15%	21% ↑	12% ↓	15%	16%	15%	16%	5%	21%	13%	16%
Underfunded / too many cuts to services / limited resources	13%	18%	12%	20% ↑	11%	9%	9%	15%	12%	12%	14%
Lack an understanding of what we do / lack of understanding of public	12%	13%	12%	14%	16%	13%	13%		9%	15% ↑	8% ↓
Response times lagging / the time between referral and intervention	10%	10%	11%	14%	5%	12%	6%	13%	9%	7% ↓	14% ↑
The failed responses for children by the State / Government improvement needed	10%	6%	11%	9%	9%	13%	9%	5%	9%	9%	11%
History / past experiences / past generational trauma	7%	5%	8%	8%	5%	7%	7%	13%	3%	7%	7%
Carers experiences / complaints made by carers	7%	4%	8%	7%	11%	7%	6%	10%	3%	7%	8%
Number of children in care is increasing	5%	4%	6%	3%	9%	2%	7%	10%	9%	4%	7%
Bad outcomes / inconsistent care / instability for many children in care	5%	7%	5%	6%	2%	3%	6%	8%	9%	4%	7%
Feedback / lack of voice from children	5%	3%	6%	5%		4%	4%	10%	9%	6%	4%

Table 3.2.5: Reasons for agreeing/disagreeing the community has confidence in the child protection and support system (continued)

Q56 Column %	Total 2022 n = 381	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 100	Non- govt n = 281	Brisbane + Moreton Bay n = 106	South East n = 44	Sunshine Coast + Central n = 90	South West n = 65	North QLD n = 41	Far North QLD n = 35	<10 n = 213	10+ n = 167
At stakeholder and agency meetings comments are usually negative	3%	6% ↑	2% ↓	5%	2%	4%	1%			2%	4%
Neutral views / both negative and positive experiences	3%	2%	3%	2%	2%	4%	4%	3%		4%	2%
General positive comments e.g., We get support from the community, we do the best we can etc.	3%	4%	2%	2%		3%	1%	8% ↑	3%	2%	4%
Other mentions	6%	8%	6%	5%	9%	7%	6%	8%	6%	5%	8%
Not applicable / don't know	1%	1%	1%	1%	2%	1%		3%		1%	1%

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

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

f) There is sufficient capacity within the secondary support service system to meet demand

g) There is sufficient capacity within the tertiary child protection system to meet demand

New question in 2022

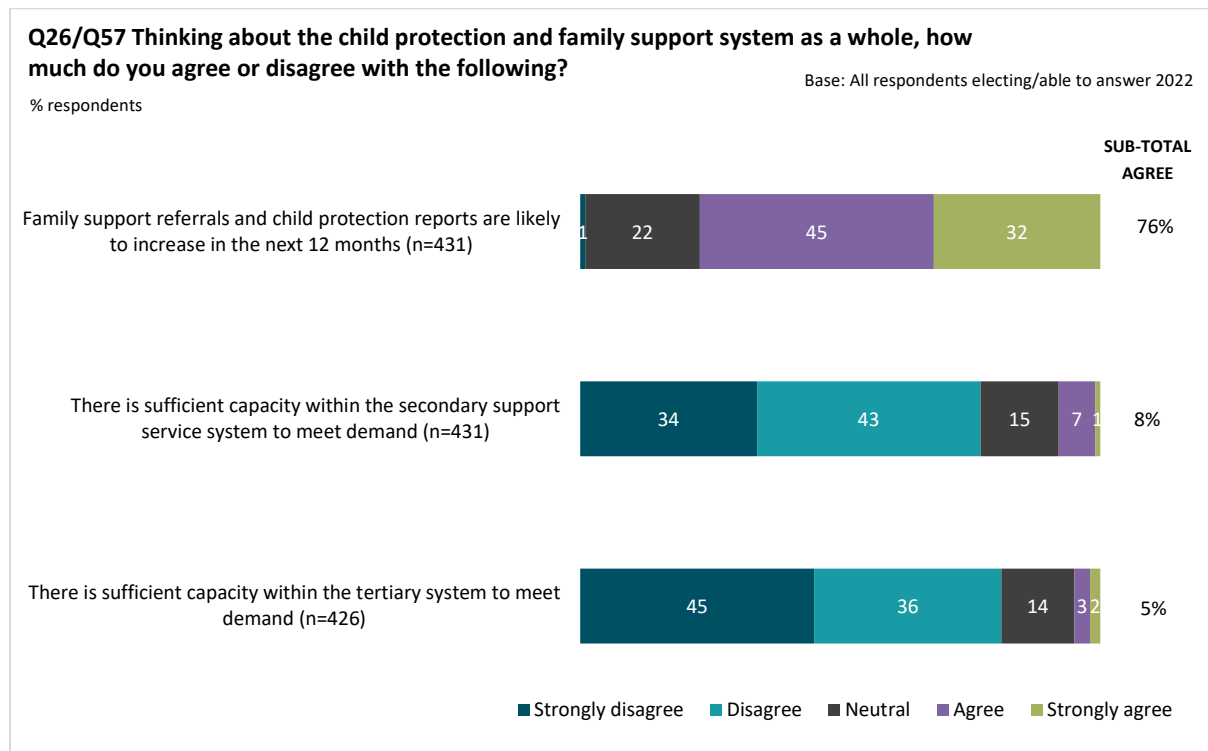
Q57 Family support referrals and child protection reports are likely to increase in the next 12 months.

### 3.2.14 2022 Result

The majority of respondents (76%) agreed or strongly agreed that family support referrals and child protection reports are likely to increase in the next 12 months. Almost one third (32%) strongly agreed with this statement, only 1% disagreed or strongly disagreed, while 22% were neutral.

When asked about the current capacity within the sector, the majority of respondents (77%) disagreed or strongly disagreed there is sufficient capacity either within the secondary support service system or within the tertiary system (82% disagreed or strongly disagreed) to meet demand.

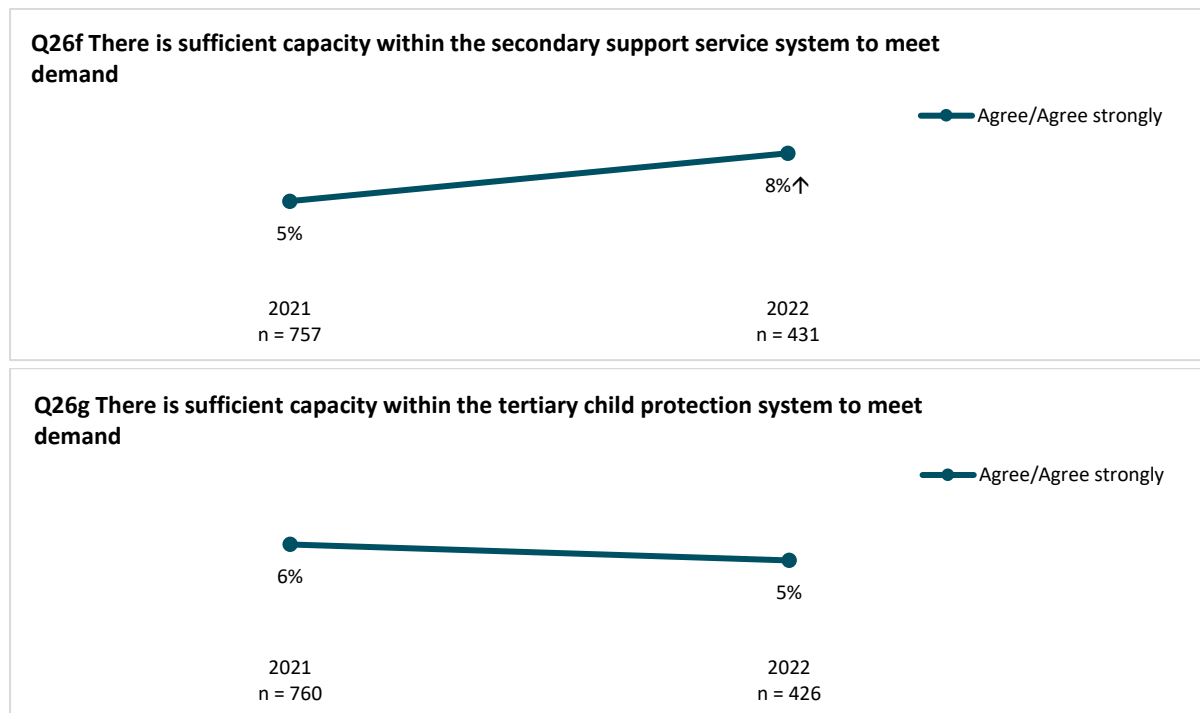
Figure 3.2.9: Agreement with statements on expected demand and current capacity of the child protection and family support system (2022)



### 3.2.15 Comparison to previous survey data (2021–2022)

Comparisons to previous survey data is available for the statements about capacity of the system. In 2022, respondents were more likely to agree or strongly agree there is sufficient capacity within the secondary support service system to meet demand (8% in 2022, 5% in 2021). Agreement and strong agreement that there is sufficient capacity within the tertiary system to meet demand was stable between the years (5% in 2022, 6% in 2021).

Figure 3.2.10: Agreement with statements on capacity of the child protection and family support system 2021 and 2022



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

### 3.2.16 Sub-group differences (2022)

Results were relatively consistent across sub-groups regarding views on system capacity.

Respondents working in the Brisbane and Moreton Bay DCYJMA region were more likely than average to disagree or strongly disagree that there is sufficient capacity within the secondary support service system to meet demand (84%), as were those with 10 or more years' experience (83% disagreed or strongly disagreed).

Respondents working in the South West DCYJMA region were more likely than others to disagree or strongly disagree that there is sufficient capacity within the tertiary child protection system to meet demand (90%).

The reader is referred to Table 3.2.6 overleaf for other sub-group differences.

Table 3.2.6: Agreement with statements on expected demand and capacity of the child protection and family support system (2022)

Q26; Q57 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Family support referrals and child protection reports are likely to increase in the next 12 months</b>											
	Total 2022 n = 431	Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	1%	1%	1%		4% ↑	1%	1%	2%		1%	2%
Disagree	0%		1%			1%		2%		0%	1%
<b>SUB-TOTAL DISAGREE</b>	2%	1%	2%		4%	2%	1%	5%		1%	2%
Neutral	22%	20%	23%	24%	21%	20%	24%	26%	13%	24%	19%
Agree	45%	40%	46%	39%	48%	42%	51%	49%	50%	44%	46%
Strongly agree	32%	39% ↑	29% ↓	37%	27%	36%	24%	21%	37%	31%	33%
<b>SUB-TOTAL AGREE</b>	76%	79%	75%	76%	75%	78%	75%	70%	87%	75%	79%
<b>There is sufficient capacity within the secondary support service system to meet demand</b>											
	Total 2022 n = 431	Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	34%	39%	32%	43% ↑	27%	31%	32%	28%	32%	31%	38%
Disagree	43%	43%	43%	41%	40%	45%	45%	44%	42%	42%	45%
<b>SUB-TOTAL DISAGREE</b>	77%	82%	75%	84% ↑	67%	76%	77%	72%	74%	73% ↓	83% ↑
Neutral	15%	11%	17%	7% ↓	23%	18%	15%	19%	21%	17%	12%
Agree	7%	6%	7%	8%	10%	4%	7%	7%	5%	8%	4%
Strongly agree	1%	1%	2%	1%		3%	1%	2%		2%	1%
<b>SUB-TOTAL AGREE</b>	8%	7%	8%	9%	10%	6%	8%	9%	5%	10%	6%
<b>There is sufficient capacity within the tertiary child protection system to meet demand</b>											
	Total 2022 n = 426	Govt n = 111	Non-govt n = 315	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 107	South West n = 73	North QLD n = 43	Far North QLD n = 37	<10 n = 247	10+ n = 178
Strongly disagree	45%	47%	45%	46%	44%	42%	49%	40%	54%	43%	48%
Disagree	36%	38%	36%	35%	33%	35%	41%	42%	35%	36%	38%
<b>SUB-TOTAL DISAGREE</b>	82%	85%	81%	81%	77%	77%	90% ↑	81%	89%	79%	86%
Neutral	14%	9%	15%	13%	19%	20% ↑	7%	14%	5%	17% ↑	8% ↓
Agree	3%	5%	3%	4%	4%	2%	1%	2%	5%	3%	3%
Strongly agree	2%	2%	2%	3%		2%	1%	2%		1%	2%
<b>SUB-TOTAL AGREE</b>	5%	6%	4%	7%	4%	4%	3%	5%	5%	4%	6%

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

New question in 2022.

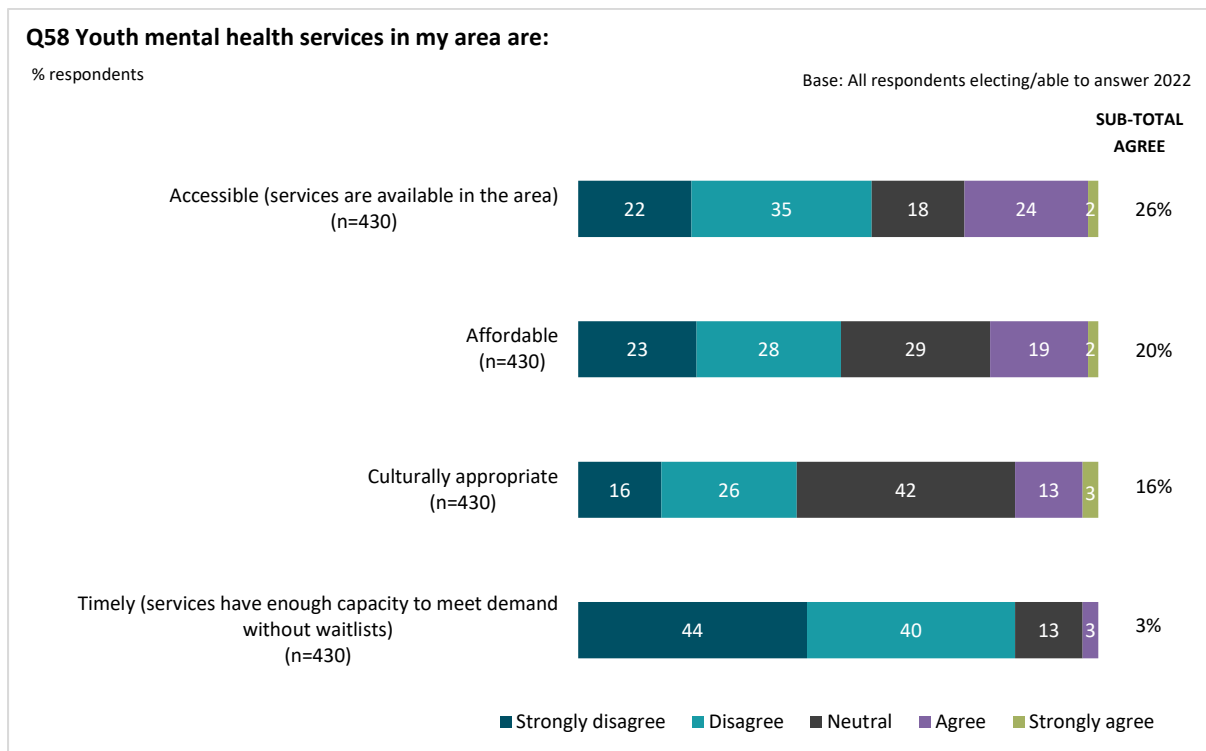
Q58 How much do you agree or disagree with the following statements about youth mental health services in your area?

### 3.2.17 2022 Result

Respondents were asked about youth mental health services in their area. Approximately one quarter (26%) agreed or strongly agreed that youth mental health services are accessible while 20% agreed or strongly agreed they are affordable.

The majority of respondents (83%) disagreed or strongly disagreed that youth mental health services are timely. Approximately 2 in 5 (42%) respondents disagreed or strongly disagreed mental health services are culturally appropriate, with the same proportion responding neutrally on this statement (42%).

Figure 3.2.11: Youth mental health services (2022)



### 3.2.18 Sub-group differences (2022)

Respondents with 10 or more years' experience were more likely to disagree or strongly disagree that youth mental health services in their area are accessible (63%), with 22% agreeing or strongly agreeing. Among those with less than 10 years' experience, 52% disagreed or strongly disagreed, while 29% agreed or strongly agreed.

Respondents working in the North Queensland DCYJMA region were more likely than average to agree or strongly agree that youth mental health services are timely (9% compared to 3% total).

The reader is referred to Table 3.2.7 over the following pages for other sub-group differences.

Table 3.2.7: Youth mental health services (2022)

Q58 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
Youth mental health services in my area are accessible (services are available in my area)											
	Total 2022 n = 430	Govt n = 112	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 249	10+ n = 180
Strongly disagree	22%	21%	22%	23%	13%	21%	24%	30%	21%	20%	25%
Disagree	35%	41%	32%	35%	40%	36%	35%	26%	32%	33%	38%
<b>SUB-TOTAL DISAGREE</b>	57%	62%	55%	58%	52%	57%	59%	56%	53%	52% ↓	63% ↑
Neutral	18%	15%	19%	13%	21%	22%	19%	12%	18%	19%	15%
Agree	24%	23%	25%	25%	27%	20%	23%	30%	26%	27%	21%
Strongly agree	2%		2%	3%		1%		2%	3%	2%	2%
<b>SUB-TOTAL AGREE</b>	26%	23%	27%	29%	27%	21%	23%	33%	29%	29%	22%
Youth mental health services in my area are affordable											
	Total 2022 n = 430	Govt n = 112	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 249	10+ n = 180
Strongly disagree	23%	20%	24%	26%	33%	20%	21%	23%	11%	22%	24%
Disagree	28%	25%	29%	28%	23%	35%	24%	16%	34%	29%	27%
<b>SUB-TOTAL DISAGREE</b>	50%	45%	53%	54%	56%	54%	45%	40%	45%	51%	51%
Neutral	29%	29%	29%	25%	35%	27%	31%	40%	24%	32%	25%
Agree	19%	26% ↑	16% ↓	19%	8%	16%	21%	21%	29%	16%	22%
Strongly agree	2%	1%	2%	2%		3%	3%		3%	1%	3%
<b>SUB-TOTAL AGREE</b>	20%	27%	18%	21%	8% ↓	19%	24%	21%	32%	18%	24%
Youth mental health services in my area are culturally appropriate											
	Total 2022 n = 430	Govt n = 112	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 249	10+ n = 180
Strongly disagree	16%	17%	16%	13%	19%	9% ↓	17%	30% ↑	24%	13% ↓	21% ↑
Disagree	26%	26%	26%	31%	27%	26%	28%	16%	18%	26%	27%
<b>SUB-TOTAL DISAGREE</b>	42%	43%	42%	44%	46%	36%	45%	47%	42%	39%	48%
Neutral	42%	40%	42%	40%	44%	48%	37%	37%	39%	45%	37%
Agree	13%	15%	13%	13%	10%	17%	12%	14%	13%	13%	13%
Strongly agree	3%	2%	3%	3%			5%	2%	5%	3%	2%
<b>SUB-TOTAL AGREE</b>	16%	17%	16%	16%	10%	17%	17%	16%	18%	16%	16%

Table 3.2.7: Youth mental health services (2022) (continued)

Q58 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
Youth mental health services in my area are timely (services have enough capacity to meet demand without waitlists)											
	Total 2022 n = 430	Govt n = 112	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 249	10+ n = 180
Strongly disagree	44%	39%	46%	47%	50%	37%	49%	44%	34%	47%	41%
Disagree	40%	43%	38%	39%	35%	47%	35%	35%	39%	38%	42%
<b>SUB-TOTAL DISAGREE</b>	83%	82%	84%	87%	85%	84%	84%	79%	74%	84%	83%
Neutral	13%	15%	12%	11%	10%	14%	12%	12%	24% ↑	12%	14%
Agree	3%	3%	3%	3%	4%	1%	3%	9% ↑	3%	3%	3%
Strongly agree	0%		1%			1%	1%			0%	1%
<b>SUB-TOTAL AGREE</b>	3%	3%	4%	3%	4%	2%	4%	9% ↑	3%	4%	3%

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

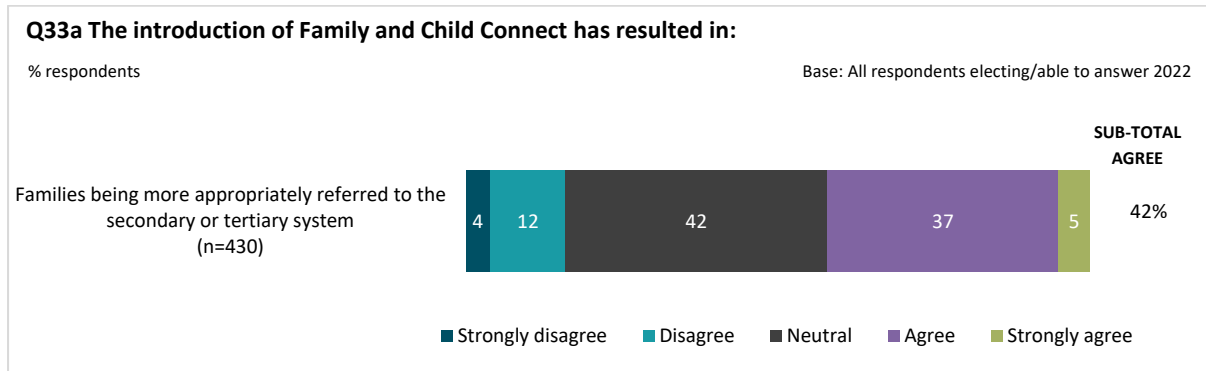
Q33 How much do you agree or disagree with the following?

a) The introduction of Family and Child Connect has resulted in families being more appropriately referred to the secondary or tertiary system

**3.2.19 2022 Result**

Approximately 2 in 5 (42%) respondents agreed or strongly agreed that Family and Child Connect has resulted in families being more appropriately referred to the secondary or tertiary system. A similar proportion (42%) provided a neutral response and 16% disagreed or strongly disagreed.

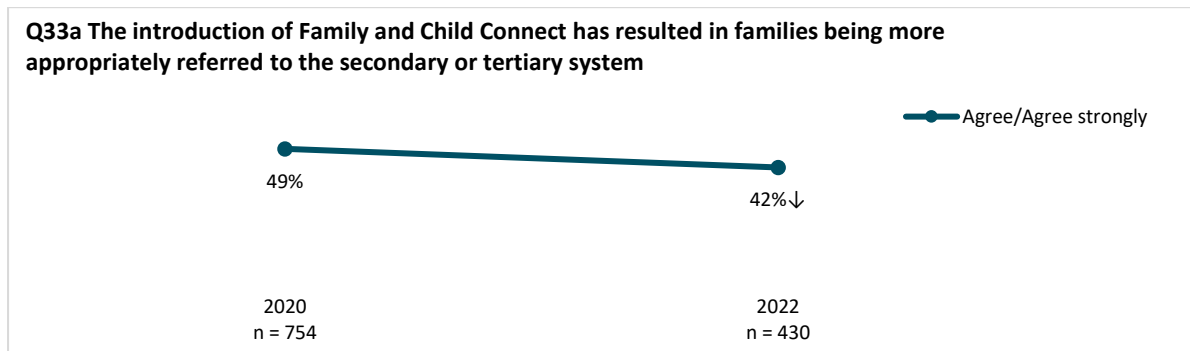
Figure 3.2.12: Introduction of Family and Child Connect (2022)



**3.2.20 Comparison to previous survey data (2020 and 2022)**

Agreement (agreed or strongly agreed) that Family and Child Connect has resulted in families being more appropriately referred to the secondary and tertiary system has reduced (49% in 2020, 42% in 2022).

Figure 3.2.13: Introduction of Family and Child Connect 2020 and 2022 trends



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

### 3.2.21 Sub-group differences (2022)

Government respondents were more likely to disagree that Family and Child Connect had resulted in more appropriate referrals of families than non-government respondents (18% government, 10% non-government). The reader is referred to Table 3.28 for additional sub-group differences.

Table 3.2.8: Introduction of Family and Child Connect has resulted in: (2022)

Q33a Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
Families being more appropriately referred to the secondary or tertiary system											
	Total 2022 n = 430	Govt n = 112	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 47	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 249	10+ n = 180
Strongly disagree	4%	4%	4%	4%	4%	5%	7%			2%	6%
Disagree	12%	18% ↑	10% ↓	13%	17%	11%	7%	23% ↑	8%	8% ↓	18% ↑
<b>SUB-TOTAL DISAGREE</b>	16%	22% ↑	14% ↓	17%	21%	16%	13%	23%	8%	10% ↓	24% ↑
Neutral	42%	33% ↓	45% ↑	40%	43%	44%	37%	44%	47%	48% ↑	33% ↓
Agree	37%	41%	36%	39%	36%	37%	43%	28%	32%	36%	39%
Strongly agree	5%	4%	5%	3%		4%	7%	5%	13% ↑	6%	3%
<b>SUB-TOTAL AGREE</b>	42%	45%	41%	43%	36%	41%	49%	33%	45%	42%	42%

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

**Q33 How much do you agree or disagree with the following?**

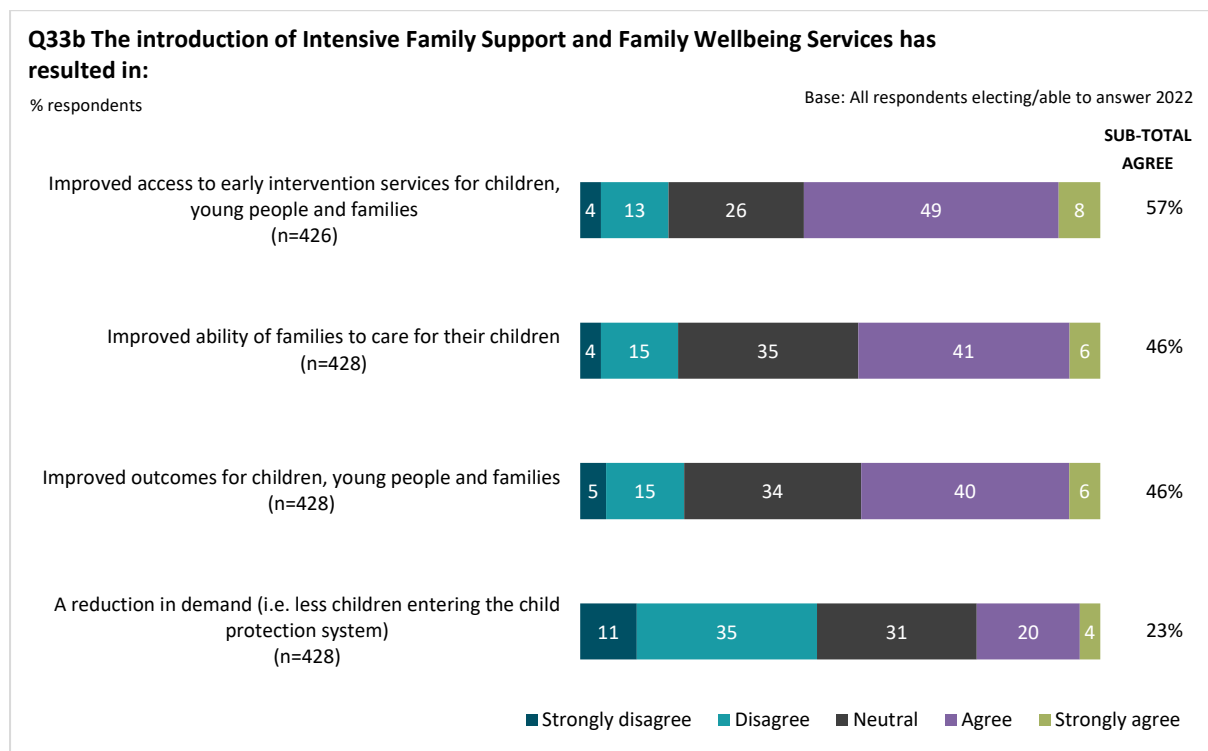
- b) *The introduction of Intensive Family Support and Family Wellbeing Services has resulted in:*
  - i. *Improved access to early intervention services for children, young people and families*
  - ii. *A reduction in demand (i.e., less children entering the child protection system)*
  - iii. *improved outcomes for children, young people and families*
  - iv. *improved ability of families to care for their children*

**3.2.22 2022 Result**

Respondents were asked to rate their agreement regarding outcomes of the introduction of Intensive Family Support and Family Wellbeing Services.

More than half (57%) of respondents agreed or strongly agreed that the introduction of Intensive Family Support and Family Wellbeing Services has improved access to early intervention services and 46% agreed or strongly agreed that introduction of services improved outcomes for children, young people and families. There was lower agreement about the introduction of services providing a reduction in demand (20% agreed, 4% strongly agreed) with 46% of respondents disagreeing or strongly disagreeing.

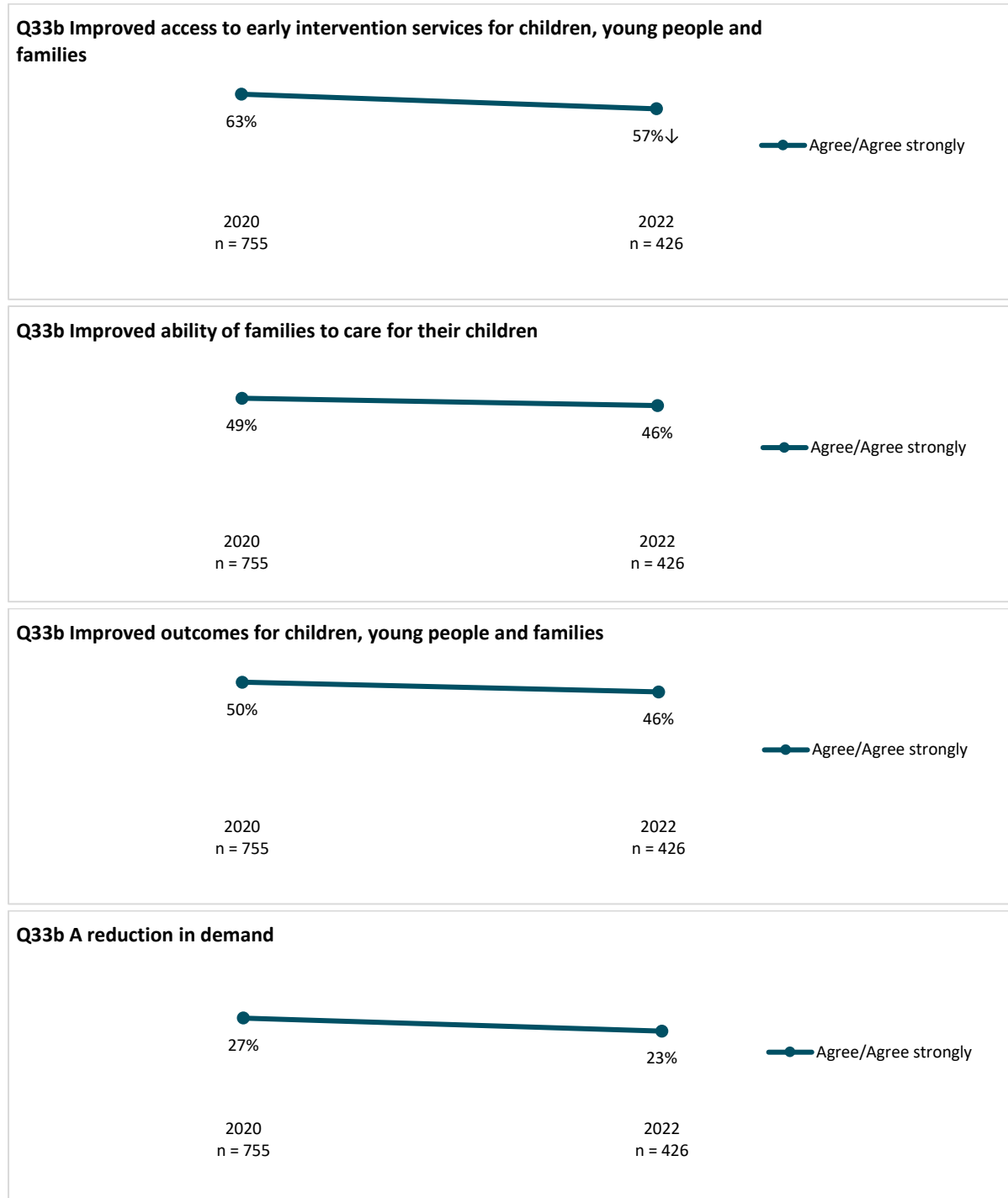
Figure 3.2.14: Introduction of Intensive Family Support and Family Wellbeing Services (2022)



### 3.2.23 Comparison to previous survey data (2020 and 2022)

Agreement (total agreed or strongly agreed) that the introduction of Intensive Family Support and Family Wellbeing Services has resulted in improved access to early intervention services has reduced (63% in 2020, 57% in 2022). Differences for the other items were not significant.

Figure 3.2.15: Introduction of Intensive Family Support and Family Wellbeing services 2020 and 2022 trends



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



Table 3.2.9: Introduction of Intensive Family Support and Family Wellbeing Services has resulted in: (2022) (continued)

Q33b Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
Improved outcomes for children, young people and families											
	Total 2022 n = 428	Govt n = 112	Non-govt n = 316	Brisbane + Moreton Bay n = 119	South East n = 46	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 247	10+ n = 180
Strongly disagree	5%	5%	4%	5%	4%	5%	5%	2%	5%	3%	7%
Disagree	15%	22% ↑	13% ↓	13%	13%	16%	15%	26% ↑	13%	11% ↓	21% ↑
<b>SUB-TOTAL DISAGREE</b>	20%	28% ↑	17% ↓	18%	17%	21%	20%	28%	18%	14% ↓	28% ↑
Neutral	34%	34%	34%	35%	35%	37%	31%	30%	34%	34%	34%
Agree	40%	36%	42%	43%	43%	36%	47%	35%	34%	45% ↑	34% ↓
Strongly agree	6%	3%	7%	4%	4%	7%	3%	7%	13% ↑	6%	4%
<b>SUB-TOTAL AGREE</b>	46%	38%	48%	47%	48%	42%	49%	42%	47%	51% ↑	38% ↓
A reduction in demand (i.e. less children entering the child protection system)											
	Total 2022 n = 428	Govt n = 112	Non-govt n = 316	Brisbane + Moreton Bay n = 119	South East n = 46	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 247	10+ n = 180
Strongly disagree	11%	13%	10%	17% ↑	13%	7%	7%	9%	11%	7% ↓	16% ↑
Disagree	35%	36%	35%	33%	26%	40%	32%	42%	39%	32%	40%
<b>SUB-TOTAL DISAGREE</b>	46%	48%	45%	50%	39%	47%	39%	51%	50%	39% ↓	56% ↑
Neutral	31%	33%	30%	27%	33%	31%	33%	28%	39%	35% ↑	25% ↓
Agree	20%	16%	21%	21%	24%	18%	25%	16%	8%	22%	17%
Strongly agree	4%	3%	4%	3%	4%	5%	3%	5%	3%	4%	3%
<b>SUB-TOTAL AGREE</b>	23%	19%	25%	24%	28%	22%	28%	21%	11%	26%	19%

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

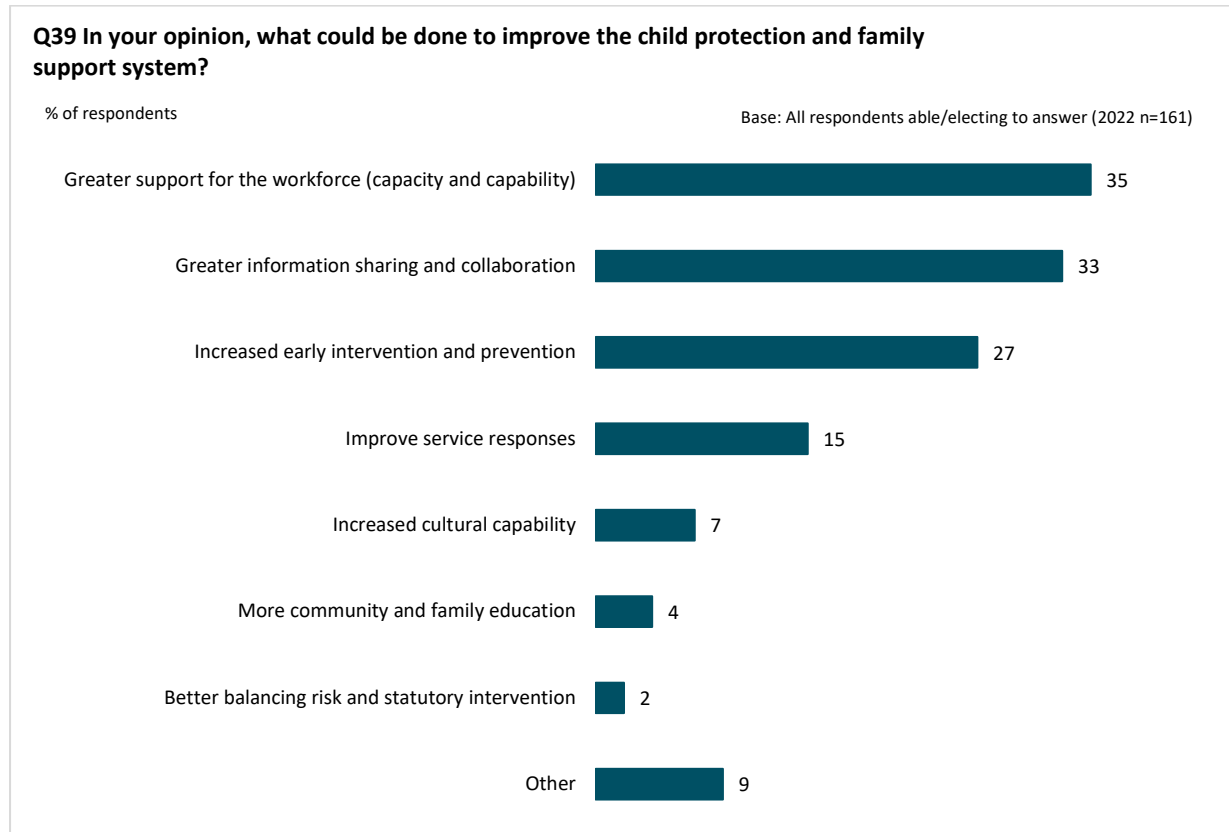
Q39 In your opinion, what could be done to improve the child protection and family support system?

3.2.25 2022 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) (35%). The next most common suggestions were to have greater information sharing and collaboration (33%), increase early intervention and prevention (27%) and improve service responses (15%).

Other suggestions are included in Figure 3.2.16 below.

Figure 3.2.16: Improving the child protection and family support system (2022)

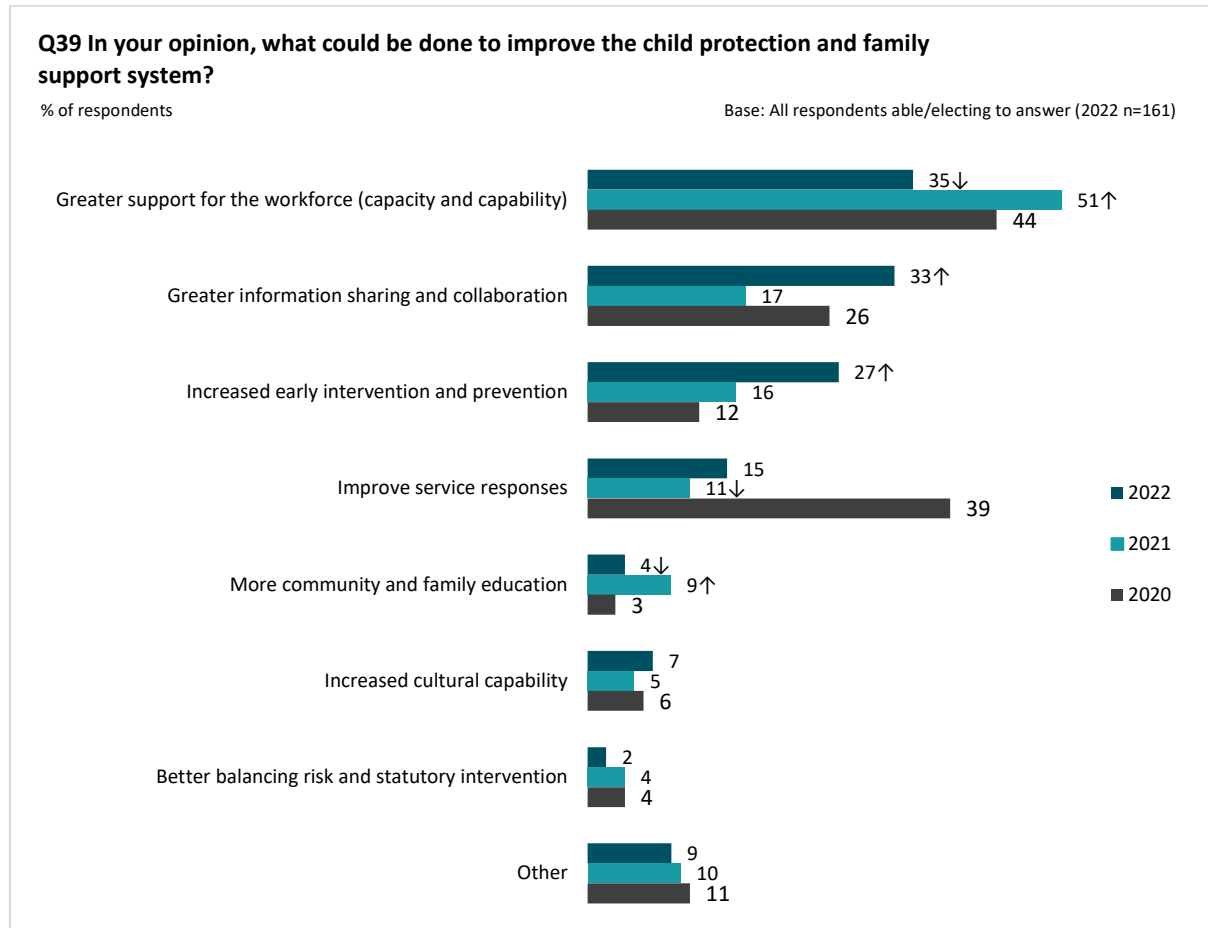


### 3.2.26 Comparison to previous survey data (2020–2022)

Differences in respondents’ opinions about what could be done to improve the child protection and family support system were found between 2021 and 2022 for the following statements:

- Greater support for the workforce (capacity and capability) (51% in 2021, 35% in 2022)
- Greater information sharing and collaboration (17% in 2021, 33% in 2022)
- Increased early intervention and prevention (16% in 2021, 27% in 2022)
- More community and family education (9% in 2021, 4% in 2022).

Figure 3.2.17: Improving the child protection and family support system 2020–2022 trends



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

### 3.2.27 Sub-group differences (2022)

Respondents in the South West DCYJMA region (19%) were less likely than average (35%) to suggest greater support for the workforce (capacity and capability).

The reader is referred to Table 3.2.10 below.

Table 3.2.10: Improving the child protection and family support system (2022)

Q39 Column %	Total 2022 n = 161	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 40	Non- govt n = 121	Brisbane + Moreton Bay n = 46	South East n = 20 <sup>^</sup>	Sunshine Coast + Central n = 32	South West n = 31	North QLD n = 18 <sup>^</sup>	Far North QLD n = 14 <sup>^</sup>	<10 n = 88	10+ n = 73
Greater support for the workforce (capacity and capability)	35%	35%	35%	39%	45%	38%	19% ↓	33%	36%	38%	32%
Greater information sharing and collaboration	33%	35%	32%	24%	25%	31%	42%	39%	50%	34%	32%
Increased early intervention and prevention	27%	30%	26%	30%	45%	16%	26%	28%	14%	23%	32%
Improve service responses	15%	13%	16%	20%	10%	16%	23%		7%	16%	14%
Increased cultural capability	7%	8%	7%	11%	5%		10%	6%	7%	8%	5%
More community and family education	4%	3%	4%	2%		6%	10%			2%	5%
Better balancing risk and statutory intervention	2%	5%	1%	2%		3%	3%				4%
Other	9%	10%	9%	7%	5%	13%	13%	6%	14%	9%	10%

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

### 3.3 About my role

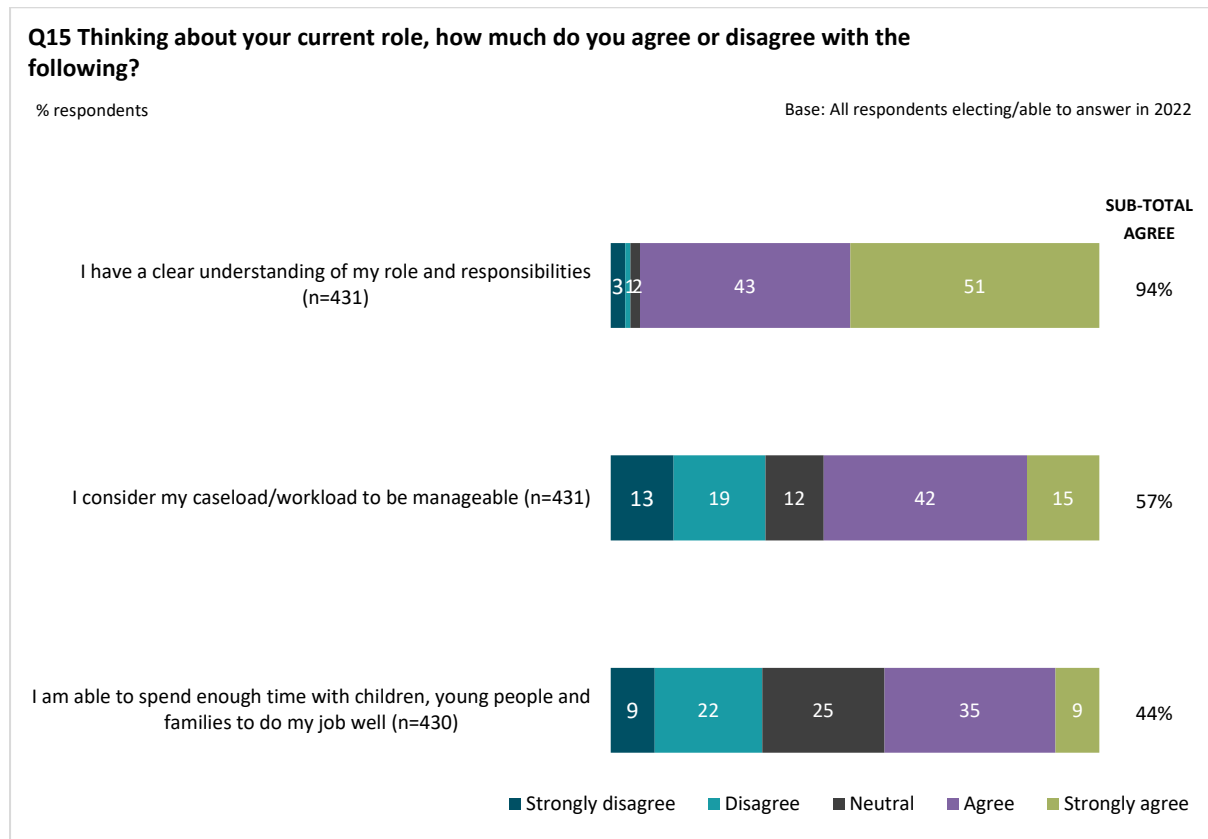
Q15a I have a clear understanding of my role and responsibilities  
 Q15b I consider my caseload/workload to be manageable  
 Q15c I am able to spend enough time with children, young people and their support networks to do my job well

#### 3.3.1 2022 Result

The majority of respondents agreed or strongly agreed (94%) they have a clear understanding of their role and responsibilities. Only 4% disagreed, while 2% were neutral.

Six in 10 respondents (57%) considered their caseload or workload to be manageable while 4 in 10 (44%) felt able to spend enough time with children, young people and families to do their job well. Three in 10 indicated that their caseload or workload is not manageable (31% disagreed or strongly disagreed) or that they do not have sufficient time with children, young people and families (30% disagreed or strongly disagreed).

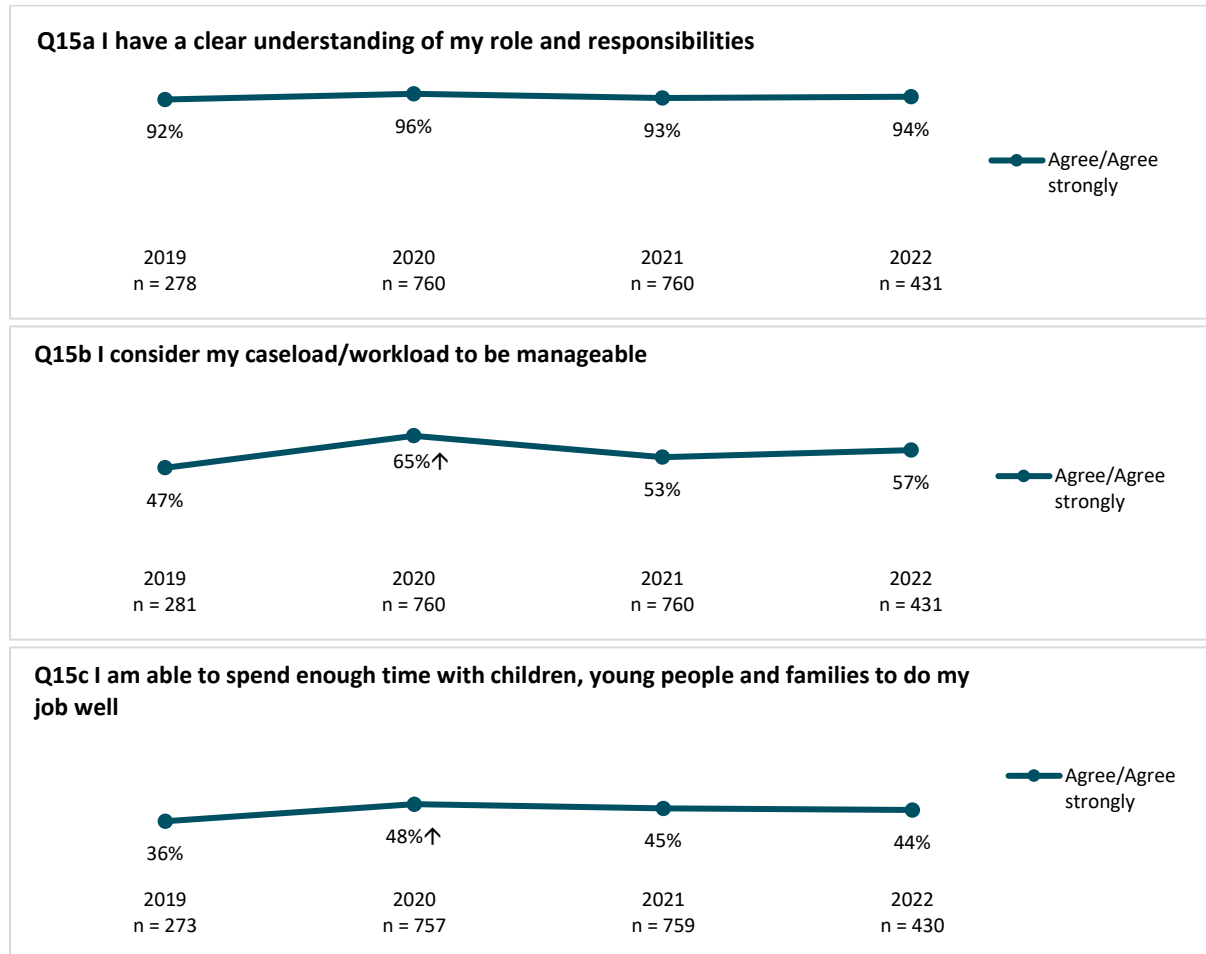
Figure 3.3.1: Current role understanding and capacity (2022)



### 3.3.2 Comparison to previous survey data (2019–2022)

Findings regarding current role understanding and capacity were stable against results in prior years.

Figure 3.3.2: Current role understanding and capacity 2019–2022 trends



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

### 3.3.3 Sub-group differences (2022)

Respondents working in non-government organisations were more likely than government respondents to agree or strongly agree their caseload or workload is manageable (63% non-government, 40% government) or that they are able to spend enough time with children, young people and their families to do their job well (50% non-government, 26% government).

Respondents with 10 or more years' experience in the sector were more likely to disagree or strongly disagree (38%) that their caseload or workload is manageable, compared to 26% disagreement among respondents with less experience.

Other sub-group differences are detailed in Table 3.3.1 overleaf.

Table 3.3.1: Current role understanding and capacity (2022)

Q15 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>I have a clear understanding of my role and responsibilities</b>											
	Total 2022 n = 431	Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	3%	3%	3%	3%	4%	2%	1%	5%	5%	3%	3%
Disagree	1%	1%	1%	2%	4% ↑				3%	2%	
<b>SUB-TOTAL DISAGREE</b>	4%	4%	4%	4%	8%	2%	1%	5%	8%	5%	3%
Neutral	2%	3%	2%	3%	2%	3%	1%	2%		3%	2%
Agree	43%	41%	43%	43%	38%	48%	37%	44%	42%	51% ↑	31% ↓
Strongly agree	51%	53%	50%	50%	52%	47%	60%	49%	50%	41% ↓	65% ↑
<b>SUB-TOTAL AGREE</b>	94%	94%	94%	92%	90%	95%	97%	93%	92%	92%	96%
<b>I consider my caseload/workload to be manageable</b>											
	Total 2022 n = 431	Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	13%	24% ↑	8% ↓	15%	10%	11%	9%	9%	21%	11%	15%
Disagree	19%	27% ↑	16% ↓	14%	15%	22%	21%	21%	18%	15% ↓	23% ↑
<b>SUB-TOTAL DISAGREE</b>	31%	51% ↑	24% ↓	29%	25%	33%	31%	30%	39%	26% ↓	38% ↑
Neutral	12%	9%	13%	11%	17%	12%	9%	12%	16%	14%	9%
Agree	42%	36%	44%	44%	42%	38%	48%	40%	39%	45%	38%
Strongly agree	15%	4% ↓	18% ↑	16%	17%	17%	12%	19%	5%	15%	14%
<b>SUB-TOTAL AGREE</b>	57%	40% ↓	63% ↑	60%	58%	55%	60%	58%	45%	60%	52%
<b>I am able to spend enough time with children, young people and families to do my job well</b>											
	Total 2022 n = 430	Govt n = 111	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 249	10+ n = 180
Strongly disagree	9%	14% ↑	7% ↓	11%	8%	7%	5%	7%	13%	9%	8%
Disagree	22%	31% ↑	19% ↓	21%	19%	21%	23%	26%	24%	19%	26%
<b>SUB-TOTAL DISAGREE</b>	30%	44% ↑	26% ↓	32%	27%	29%	28%	33%	37%	28%	34%
Neutral	25%	30%	24%	28%	25%	27%	21%	21%	26%	24%	27%
Agree	35%	20% ↓	41% ↑	30%	40%	34%	41%	40%	34%	36%	35%
Strongly agree	9%	6%	10%	10%	8%	10%	9%	7%	3%	12% ↑	4% ↓
<b>SUB-TOTAL AGREE</b>	44%	26% ↓	50% ↑	40%	48%	44%	51%	47%	37%	48%	39%

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

New question in 2022.

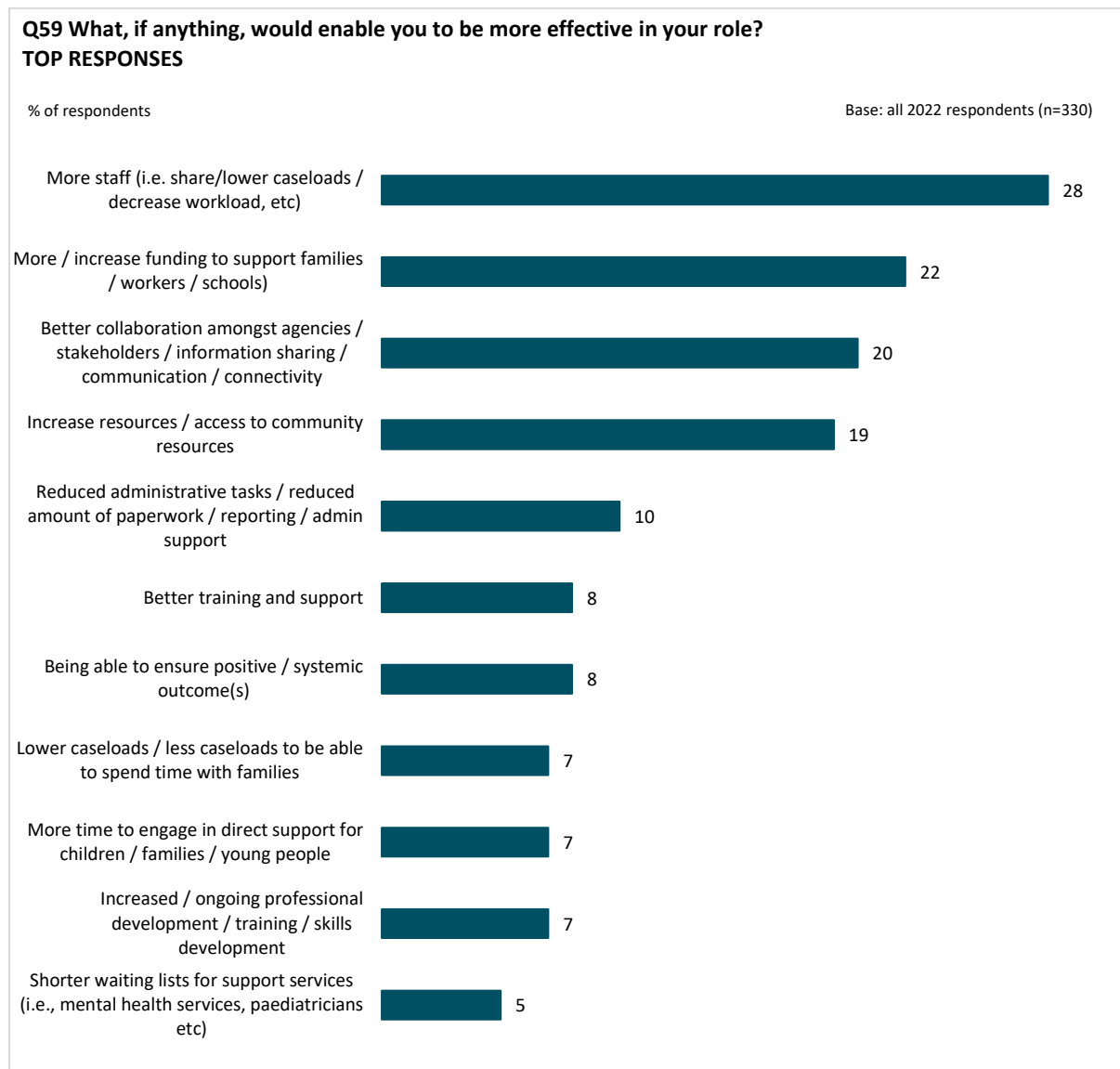
Q59 What, if anything, would enable you to be more effective in your role?

### 3.3.4 2022 Result

This year's survey sought respondents' perspectives on what might assist them to be more effective in their role. The most common response was to increase staffing levels and manage workloads (28%), followed by increased funding (22%). Better collaboration and information sharing among agencies and stakeholders (20%) and increased access to community resources (19%) were the next most widespread themes to emerge.

The full range of responses to this question are detailed in Table 3.3.2 overleaf.

Figure 3.3.3: Factors to increase effectiveness in role (2022)



### 3.3.5 Sub-group differences (2022)

All sub-groups consistently noted that increasing staffing levels and funding would be of greatest assistance to improve their effectiveness in their role. More respondents from government agencies also noted reducing administrative tasks and paperwork (17%) or ongoing professional development (13%). More non-government respondents noted better collaboration and information sharing amongst agencies and stakeholders (23%). More respondents from the North Queensland DCYJMA region noted better training and development (17%) than total sample (8%).

The reader is referred to Table 3.3.2 below and over the page for additional sub-group differences.

Table 3.3.2: Factors to increase effectiveness in role (2022)

Q59 Column %	Total 2022 n = 141	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 84	Non- govt n = 246	Brisbane + Moreton Bay n = 91	South East n = 42	Sunshine Coast + Central n = 73	South West n = 58	North QLD n = 43	Far North QLD n = 35	<10 n = 189	10+ n = 141
More staff (i.e., share/lower caseloads / decrease workload, etc.)	28%	36%	25%	34%	21%	23%	31%	31%	19%	25%	32%
More / increase funding to support families / workers / schools)	22%	15%	24%	26%	29%	14%	17%	23%	26%	21%	23%
Better collaboration amongst agencies / stakeholders / information sharing / communication / connectivity	20%	11% ↓	23% ↑	16%	24%	22%	22%	26%	6%	19%	21%
Increase resources /access to community resources	19%	20%	18%	16%	14%	16%	22%	26%	23%	17%	21%
Reduced administrative tasks / reduced amount of paperwork / reporting / admin support	10%	17% ↑	8% ↓	9%	7%	15%	9%	9%	10%	10%	10%
Better training and support	8%	6%	9%	8%	5%	12%	3%	17% ↑	3%	10%	6%
Being able to ensure positive / systemic outcome(s)	8%	8%	8%	9%	10%	4%	10%	3%	13%	5% ↓	12% ↑
Lower caseloads / less caseloads to be able to spend time with families	7%	10%	6%	5%	7%	8%	7%	6%	6%	6%	7%
More time to engage in direct support for children / families / young people	7%	8%	6%	8%	7%	7%	3%	6%	10%	10% ↑	3% ↓
Increased / ongoing professional development / training / skills development	7%	13% ↑	4% ↓	8%	10%	3%	2%	6%	19% ↑	8%	5%
Shorter waiting lists for support services (i.e., mental health services, paediatricians etc.)	5%	5%	6%	4%	7%	3%	10%	6%	3%	6%	5%
Shorter timeframes / more timely / improved response times	4%	4%	4%	2%		3%	5%	6%	13% ↑	4%	4%

Table 3.3.2: Factors to increase effectiveness in role (2022) (continued)

Q59 Column %	Total 2022 n = 141	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 84	Non- govt n = 246	Brisbane + Moreton Bay n = 91	South East n = 42	Sunshine Coast + Central n = 73	South West n = 58	North QLD n = 43	Far North QLD n = 35	<10 n = 189	10+ n = 141
Better / higher wages / paid overtime	2%	1%	2%	1%	5%	1%	5%			3%	1%
Improved training for carers / youth workers / foster carers etc.	2%		3%	3%	5%	1%		3%		3%	1%
Ability to take leave when needed / avoid burnout	2%	2%	2%	3%	2%		2%	3%	3%	2%	2%
Improved management support	2%	2%	2%	1%		4%	2%	3%		2%	1%
Address huge turnover of staff / retention of experienced staff	2%	1%	2%	1%		5% ↑		3%		2%	2%
Consistency across the board	2%	1%	2%			5% ↑	2%		3%	2%	2%
A longer intervention / extended support period	2%		2%		5%		2%	3%	3%	2%	1%
Funding allocated to early intervention / avoiding secondary, tertiary systems	1%		2%	2%			2%	3%		1%	1%
Other	7%	6%	7%	10%	7%	1% ↓	5%	9%	10%	7%	6%
Don't know / None / NA	4%	2%	4%	5%	2%	5%	2%	3%	3%	5%	3%

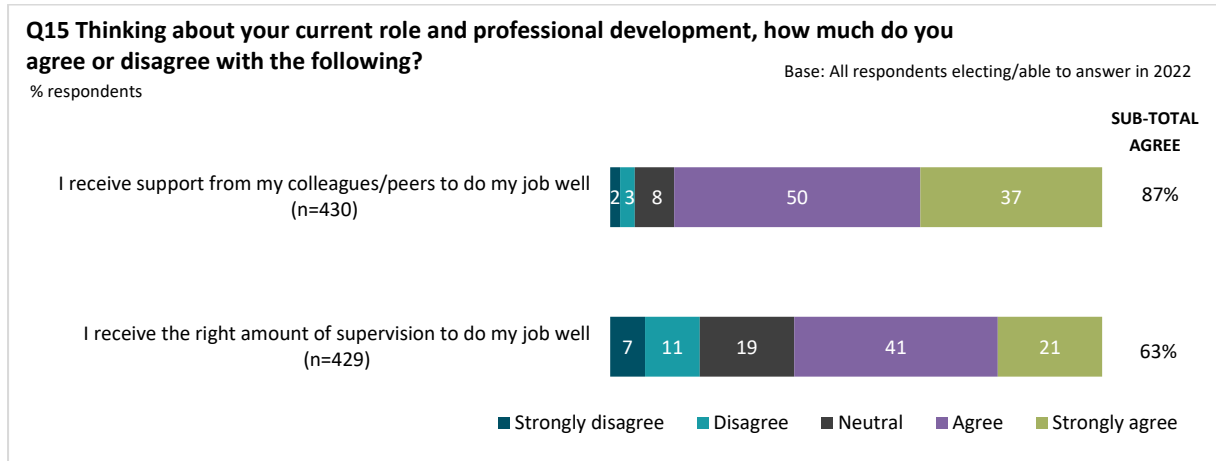
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Q15e I receive support from my colleagues/peers to do my job well  
 Q15d I receive the right amount of professional practice supervision

### 3.3.6 2022 Result

Most respondents agreed or strongly agreed (87%) they receive support from colleagues and peers to do their job well (37% strongly agreed, 50% agreed). Sixty-three per cent of respondents agreed or strongly agreed that they receive the right amount of supervision to do their job well, while 18% disagreed or strongly disagreed.

Figure 3.3.4: Support from colleagues/peers and supervision to do their job well (2022)

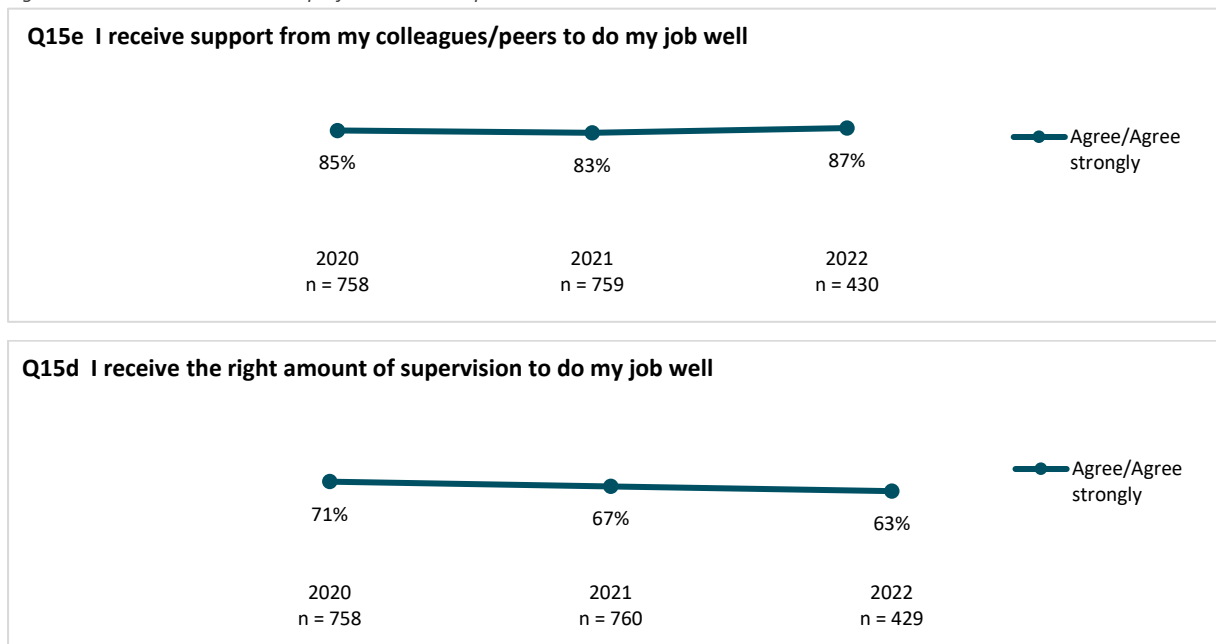


### 3.3.7 Comparison to previous survey data (2020–2022)

A gradual decline across the 3-year period (2020 to 2022) can be noted for agreement that respondents receive the right amount of supervision to do their jobs well (71% in 2020, 67% in 2021 and 63% in 2022).

Meanwhile, the level of total agreement from respondents that they receive support from their colleagues has remained steady across the 3-year period (85% in 2020, 83% in 2021 and 87% in 2022).

Figure 3.3.5: Your current role and professional development 2019–2022 trends



### 3.3.8 Sub-group differences (2022)

Non-government respondents were more likely to agree or strongly agree they receive support from their colleagues and peers to do their job well (89%) or that they receive the right amount of supervision to do their job well (68%). This is compared to 81% of government respondents agreeing or strongly agreeing they receiving support from their colleagues or peers, and 47% agreeing or strongly agreeing they receive the right amount of supervision to do their job well.

Respondents working in the South East DCYJMA region were more likely to agree that they receive support from their colleagues or peers to do their job well (98% compared to 87% total sample).

Other sub-group differences are detailed in Table 3.3.3.

Table 3.3.3: Support from colleagues/peers and supervision to do their job well (2022)

Q15 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>I receive support from my colleagues/peers to do my job well</b>											
	Total 2022 n = 430	Govt n = 111	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 37	<10 n = 250	10+ n = 180
Strongly disagree	2%	2%	2%	2%		1%	1%	2%	5%	2%	1%
Disagree	3%	6% ↑	2% ↓	4%		2%		5%	8% ↑	2%	3%
<b>SUB-TOTAL DISAGREE</b>	4%	8% ↑	3% ↓	6%		3%	1%	7%	14% ↑	4%	4%
Neutral	8%	11%	8%	7%	2%	13% ↑	8%	9%	8%	8%	9%
Agree	50%	52%	50%	50%	58%	46%	52%	47%	54%	50%	51%
Strongly agree	37%	29% ↓	40% ↑	38%	40%	38%	39%	37%	24%	38%	36%
<b>SUB-TOTAL AGREE</b>	87%	81% ↓	89% ↑	87%	98% ↑	84%	91%	84%	78%	88%	86%
<b>I receive the right amount of supervision to do my job well</b>											
	Total 2022 n = 429	Govt n = 111	Non-govt n = 318	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 37	<10 n = 249	10+ n = 180
Strongly disagree	7%	14% ↑	4% ↓	9%	4%	6%	5%	7%	5%	7%	6%
Disagree	11%	15%	10%	13%	15%	11%	8%	7%	16%	10%	13%
<b>SUB-TOTAL DISAGREE</b>	18%	29% ↑	14% ↓	22%	19%	18%	13%	14%	22%	18%	19%
Neutral	19%	24%	17%	15%	17%	19%	27%	23%	16%	18%	21%
Agree	41%	34%	44%	38%	38%	42%	45%	44%	46%	41%	43%
Strongly agree	21%	13% ↓	24% ↑	25%	27%	22%	15%	19%	16%	24%	18%
<b>SUB-TOTAL AGREE</b>	63%	47% ↓	68% ↑	63%	65%	64%	60%	63%	62%	64%	61%

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

New questions in 2022

Q60 Where do you receive your professional practice supervision?

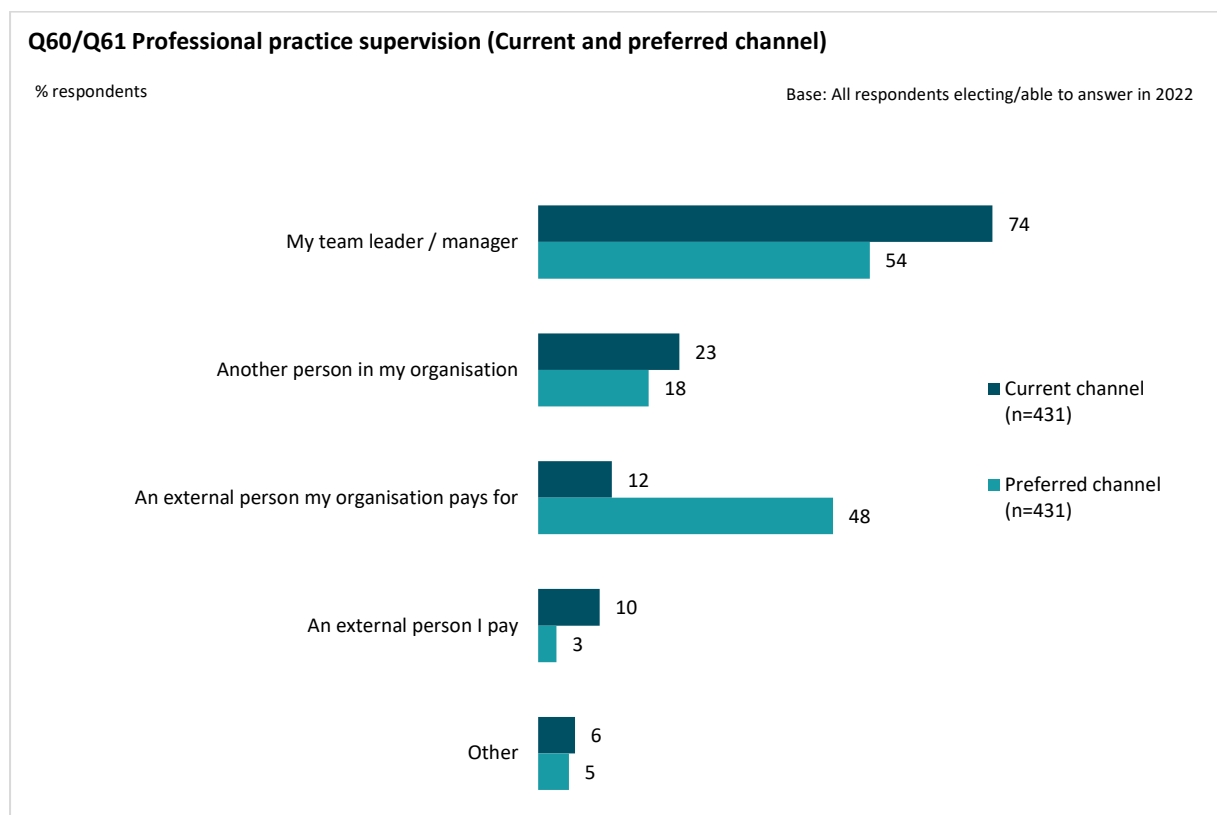
Q61 How would you prefer to receive your professional practice supervision?

### 3.3.9 2022 Result

Approximately 3 quarters of respondents reported that they currently receive professional practice supervision from their team leader or manager (74%). At a lower incidence level, 23% indicated they receive professional practice supervision from another person within their organisation, 12% reported supervision via an external person their organisation pays for, and 10% had supervision via an external person they pay.

When asked whom the respondent would prefer to receive professional practice from, respondent views were split, with 54% nominating their team leader or manager and 48% preferring a person external to their organisation that their organisation pays for.

Figure 3.3.6: Professional practice supervision (2022)



### 3.3.10 Sub-group differences (2022)

Government respondents were split in terms of their preferred method of professional practice supervision: 46% indicated they would prefer team leader or manager supervision, 34% would prefer another person in their organisation, while 39% selected an external person their organisation pays for as their preferred option. Non-government respondents were relatively equally likely to prefer either their team leader or manager (57%) or an external person their organisation pays for (51%) for professional supervision – they were least likely to select another person in their organisation as their preferred option for professional practice supervision (13%).

Respondents with 10 or more years' experience (54%) were most likely to prefer having their professional practice supervision undertaken by an external person their organisation pays for, while those with less time in the sector were most likely to select their team leader or manager for supervision (60%).

Other sub-group differences are detailed in Table 3.3.4.

Table 3.3.4: Professional practice supervision (2022)

Q60/Q61 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
Where do you receive your professional practice supervision?											
	Total 2022 n = 431	Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
My team leader / manager	74%	54% ↓	81% ↑	77%	73%	79%	75%	60% ↓	66%	83% ↑	62% ↓
Another person in my organisation	23%	35% ↑	18% ↓	18%	17%	20%	23%	35% ↑	37% ↑	18% ↓	29% ↑
An external person my organisation pays for	12%	5% ↓	15% ↑	7%	17%	17%	17%	5%	11%	10%	15%
An external person I pay	10%	11%	10%	13%	13%	7%	9%	9%	8%	10%	10%
Other	6%	14% ↑	3% ↓	6%	4%	6%	8%	2%	5%	4%	8%
How would you prefer to receive your professional practice supervision?											
	Total 2022 n = 431	Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
My team leader / manager	54%	46% ↓	57% ↑	58%	42%	66% ↑	49%	44%	45%	60% ↑	46% ↓
Another person in my organisation	18%	34% ↑	13% ↓	19%	19%	12%	20%	23%	24%	19%	17%
An external person my organisation pays for	48%	39% ↓	51% ↑	52%	58%	37% ↓	51%	42%	55%	44% ↓	54% ↑
An external person I pay	3%	2%	4%	6%	4%		5%	2%	3%	4%	3%
Other	5%	9% ↑	3% ↓	4%	2%	4%	8%	2%	8%	3% ↓	7% ↑

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

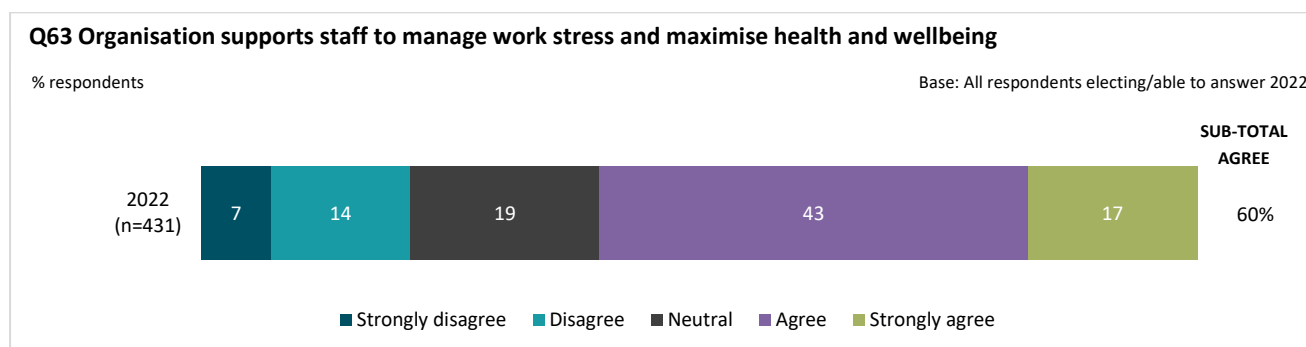
New question in 2022

Q63 My organisation supports staff to manage work stress and maximise our health and wellbeing.

### 3.3.11 2022 Result

Three in 5 (60%) respondents agreed that their organisation supports staff to manage work stress and maximise health and wellbeing, with 17% strongly agreeing and 43% agreeing. The remainder either disagreed (21%) or were neutral (19%).

Figure 3.3.7: Organisation supports staff regarding stress, health and wellbeing (2022)



### 3.3.12 Sub-group differences (2022)

Respondents working in non-government organisations were more likely to agree or strongly agree that their organisation supports staff regarding stress, health and wellbeing (68%) compared to respondents working in government agencies (38%).

Other sub-group differences are detailed in Table 3.3.5.

Table 3.3.5: Organisation supports staff regarding stress, health and wellbeing (2022)

Q63 Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	7%	16% ↑	3% ↓	8%	4%	6%	5%	9%	5%	6%	8%
Disagree	14%	26% ↑	10% ↓	12%	10%	14%	12%	16%	26% ↑	13%	15%
<b>SUB-TOTAL DISAGREE</b>	<b>21%</b>	<b>42% ↑</b>	<b>13% ↓</b>	<b>20%</b>	<b>15%</b>	<b>20%</b>	<b>17%</b>	<b>26%</b>	<b>32%</b>	<b>19%</b>	<b>23%</b>
Neutral	19%	21%	18%	18%	27%	22%	20%	12%	11%	20%	17%
Agree	43%	32% ↓	47% ↑	47%	40%	42%	43%	47%	34%	45%	41%
Strongly agree	17%	5% ↓	22% ↑	15%	19%	16%	20%	16%	24%	16%	19%
<b>SUB-TOTAL AGREE</b>	<b>60%</b>	<b>38% ↓</b>	<b>68% ↑</b>	<b>62%</b>	<b>58%</b>	<b>57%</b>	<b>63%</b>	<b>63%</b>	<b>58%</b>	<b>61%</b>	<b>60%</b>

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

New question in 2022

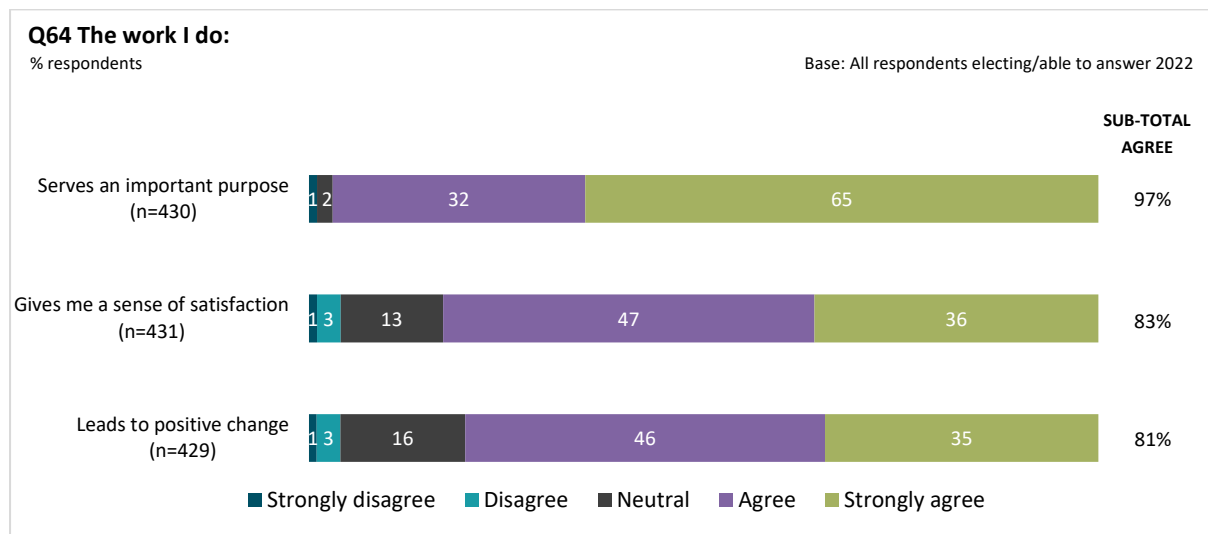
Q64 The work I do:

- a) serves an important purpose
- b) leads to positive change
- c) gives me a sense of satisfaction

### 3.3.13 2022 Result

Many respondents agreed or strongly agreed their work serves an important purpose (97%), gives them a sense of satisfaction (83%) or leads to positive change (81%). There were minimal levels of disagreement, although 13% of respondents were neutral in terms of the work they do providing them with a sense of satisfaction and 16% of respondents provided a neutral response as to whether the work that they do 'leads to positive change'.

Figure 3.3.8: Agreement with statements about the outcomes of the respondent's role (2022)



### 3.3.14 Sub-group differences (2022)

Respondents working in non-government organisations were more likely than government respondents to agree or strongly agree that the work they do gives them a sense of satisfaction (87% non-government, 73% government) or that their work leads to positive change (86% non-government, 64% government). Respondents working in government agencies were more likely to be neutral on these points rather than negative.

Other sub-group differences are detailed in Table 3.3.6 overleaf.

Table 3.3.6: Agreement with statements about the outcomes of the respondent's role (2022)

Q64 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>The work I do serves an important purpose</b>											
	Total 2022 n = 430	Govt n = 111	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 42	Far North QLD n = 38	<10 n = 250	10+ n = 179
Strongly disagree	1%	1%	1%	1%		1%	1%			0%	1%
Disagree	0%	1%				1%				0%	
<b>SUB-TOTAL DISAGREE</b>	1%	2%	1%	1%		2%	1%			1%	1%
Neutral	2%	3%	2%	2%	2%	3%	3%		5%	2%	2%
Agree	32%	34%	31%	29%	31%	35%	32%	38%	26%	36% ↑	25% ↓
Strongly agree	65%	61%	66%	69%	67%	60%	64%	62%	68%	60% ↓	72% ↑
<b>SUB-TOTAL AGREE</b>	97%	95%	97%	97%	98%	95%	96%	100%	95%	97%	97%
<b>The work I do gives me a sense of satisfaction</b>											
	Total 2022 n = 431	Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	1%	2%	1%	2%		2%				1%	1%
Disagree	3%	3%	3%	3%	2%	1%	5%	5%	3%	2%	4%
<b>SUB-TOTAL DISAGREE</b>	4%	4%	3%	4%	2%	3%	5%	5%	3%	3%	5%
Neutral	13%	22% ↑	10% ↓	8%	10%	18%	12%	14%	21%	12%	16%
Agree	47%	46%	48%	46%	48%	45%	52%	49%	42%	51%	42%
Strongly agree	36%	28% ↓	39% ↑	41%	40%	34%	31%	33%	34%	35%	38%
<b>SUB-TOTAL AGREE</b>	83%	73% ↓	87% ↑	87%	88%	80%	83%	81%	76%	86%	79%
<b>The work I do leads to positive change</b>											
	Total 2022 n = 429	Govt n = 111	Non-govt n = 318	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 42	Far North QLD n = 38	<10 n = 249	10+ n = 179
Strongly disagree	1%	1%	1%	2%		1%				0%	1%
Disagree	3%	5%	2%	3%	4%	4%		5%	5%	2%	4%
<b>SUB-TOTAL DISAGREE</b>	4%	6%	3%	4%	4%	5%		5%	5%	3%	5%
Neutral	16%	30% ↑	11% ↓	16%	8%	18%	15%	10%	26%	16%	14%
Agree	46%	38% ↓	49% ↑	40%	63% ↑	40%	55%	55%	34%	45%	47%
Strongly agree	35%	26% ↓	38% ↑	40%	25%	38%	31%	31%	34%	35%	34%
<b>SUB-TOTAL AGREE</b>	81%	64% ↓	86% ↑	80%	88%	78%	85%	86%	68% ↓	81%	81%

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

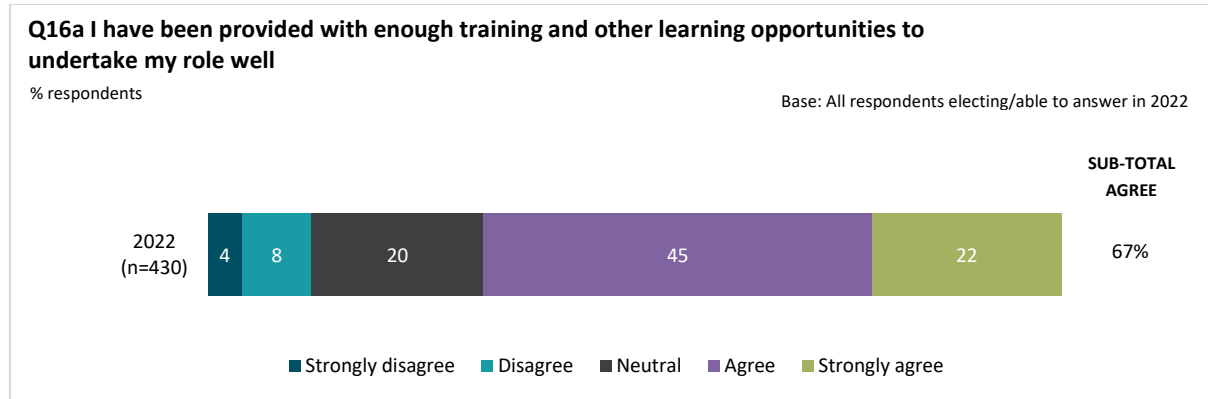
### 3.4 Professional development

*Q16a I have been provided with enough training and other learning opportunities to undertake my role well.*

#### 3.4.1 2022 Result

Approximately two thirds (67%) of respondents agreed or strongly agreed they have been provided with enough training and other learning opportunities to undertake their role well, with 22% strongly agreeing and 45% agreeing. Just over one in 10 (13%) disagreed and 20% were neutral.

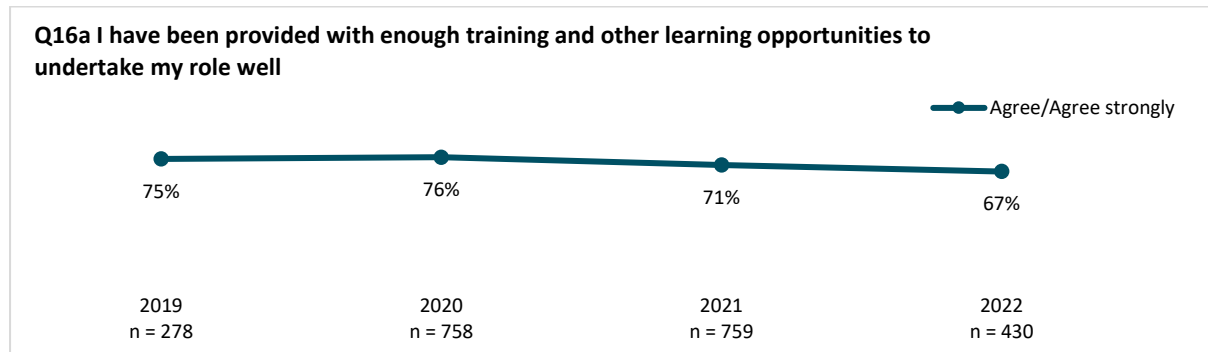
Figure 3.4.1: Provided with enough training and other learning opportunities to undertake role well (2022)



#### 3.4.2 Comparison to previous survey data (2019–2022)

Total agreement (agree or strongly agree) with the statement ‘I have been provided with enough training and other learning opportunities to undertake my role well’ was stable in 2022 compared to 2021. However, total agreement has decreased gradually from a peak of 76% in 2020 to 67% in 2022.

Figure 3.4.2: Provided with enough training and other learning opportunities to undertake role well 2019–2022 trends



### 3.4.3 Sub-group differences (2022)

Non-government respondents were more likely than government respondents to agree or strongly agree they have been provided with sufficient training and learning opportunities to undertake their job well (72% non-government, 54% government). Twenty-two per cent of government respondents disagreed or strongly disagreed they have been provided with sufficient training or learning opportunities.

Other sub-group differences are detailed in Table 3.4.1.

Table 3.4.1: Provided with enough training and other learning opportunities to undertake role well (2022)

Q16a Column %	Total 2022 n = 430	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non- govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	4%	10% ↑	2% ↓	9% ↑		3%	1%	5%	3%	3%	6%
Disagree	8%	12%	7%	3%	6%	14% ↑	5%	16% ↑	11%	8%	9%
<b>SUB-TOTAL DISAGREE</b>	13%	22% ↑	9% ↓	12%	6%	17%	7%	21%	14%	11%	14%
Neutral	20%	24%	18%	18%	19%	21%	23%	12%	30%	20%	20%
Agree	45%	41%	47%	46%	48%	42%	49%	47%	41%	48%	41%
Strongly agree	22%	13% ↓	25% ↑	24%	27%	20%	21%	21%	16%	20%	24%
<b>SUB-TOTAL AGREE</b>	67%	54% ↓	72% ↑	71%	75%	62%	71%	67%	57%	69%	66%

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?**

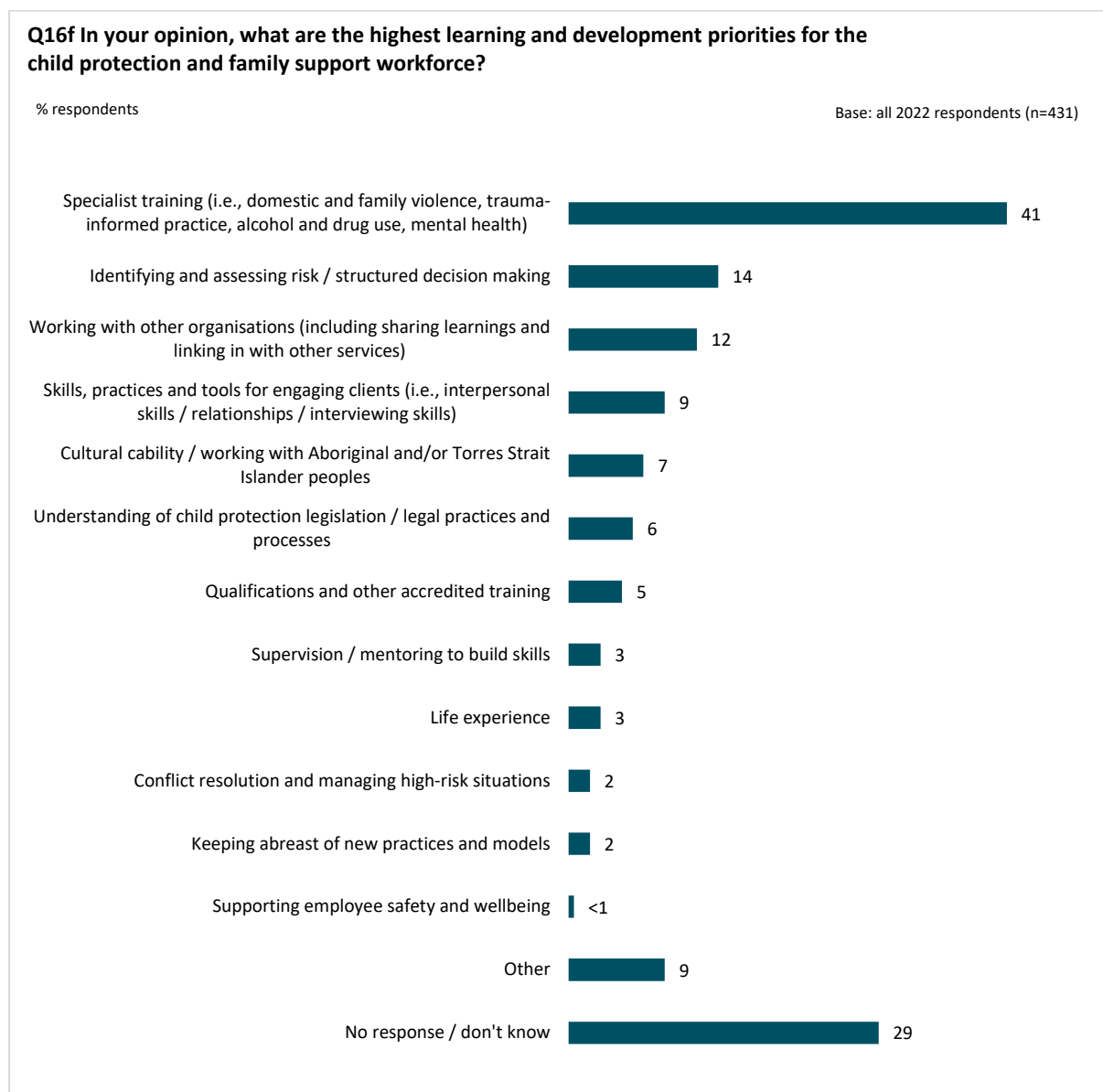
**3.4.4 2022 Result**

Respondents were asked the open-ended 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 (41%)
- identifying and assessing risk, and structured decision making (14%)
- building workforce capacity and resources (12%).

Other priorities included skills, practices and tools for engaging clients (9%), understanding child protection legislation or legal practices (6%) and obtaining qualifications or other accreditation training (5%).

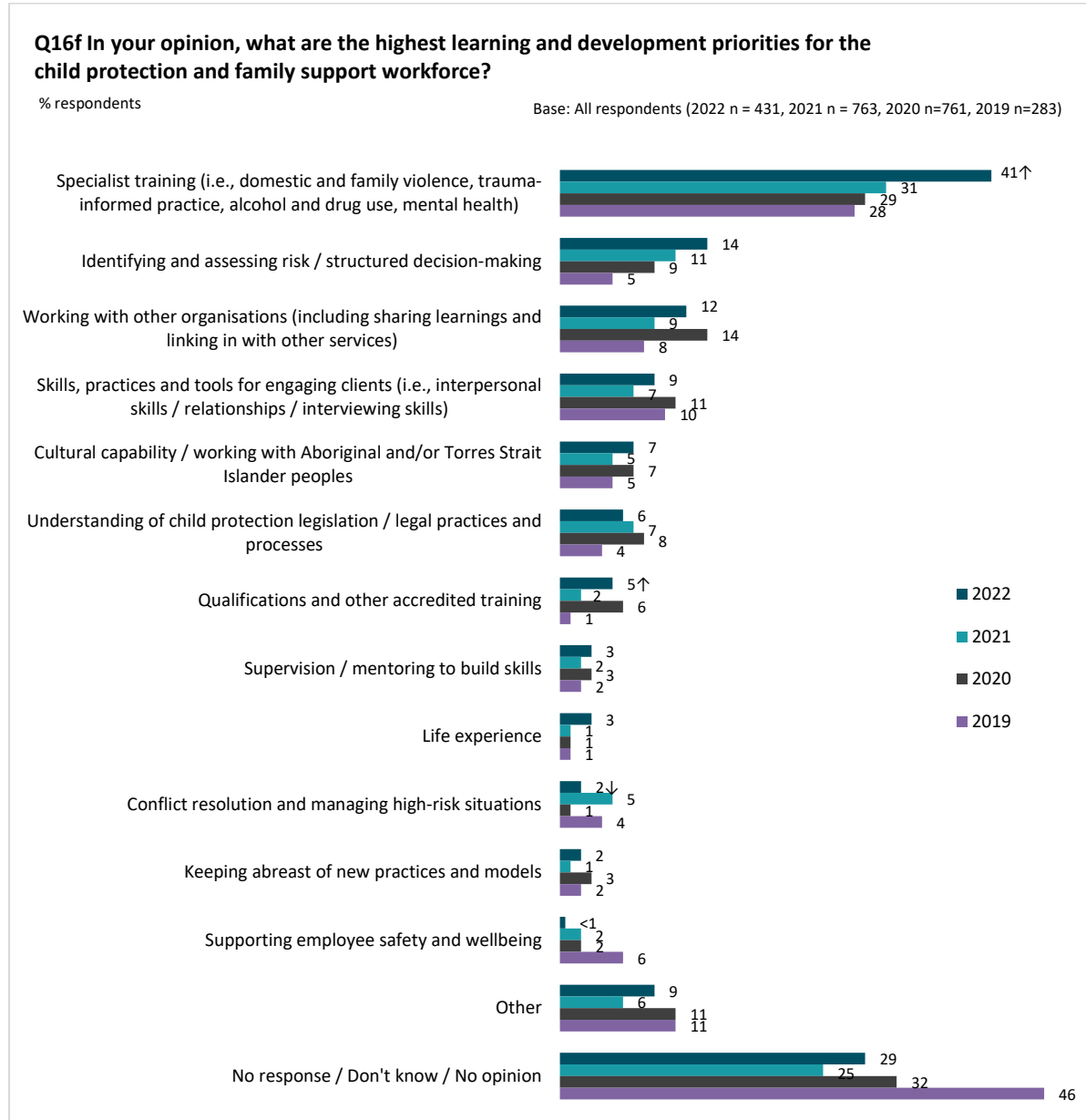
Figure 3.4.3: Learning and development priorities (2022)



### 3.4.5 Comparison to previous survey data (2019–2022)

The proportion of respondents who prioritise an increase in specialist training has increased from 31% in 2021 to 41% in 2022.

Figure 3.4.4: Learning and development priorities 2019–2022 trends



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

### 3.4.6 Sub-group differences (2022)

More non-government respondents (44%) than government respondents (31%) considered specialist training a priority. Government respondents were more likely to suggest supervision or mentoring to build skills as a priority (9% government, 1% non-government).

Respondents with more than 10 years' experience were more likely than their less experienced counterparts to prioritise a number of specific learning and professional development priorities, including:

- Identifying and assessing risk / structured decision making (20% 10+ years, 10% <10 years)
- Working with other organisations (17% 10+ years, 8% <10 years)
- Skills, practices and tools for engaging clients (14% 10+ years, 6% <10 years).

Table 3.4.2: Learning and development priorities (2022)

Q16f Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non- govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Specialist training (i.e., domestic and family violence, trauma-informed practice, alcohol and drug use, mental health)	41%	31% ↓	44% ↑	39%	42%	34%	47%	42%	47%	43%	38%
Identifying and assessing risk / structured decision making	14%	17%	13%	13%	19%	14%	13%	12%	21%	10% ↓	20% ↑
Working with other organisations (including sharing learnings and linking in with other services)	12%	12%	12%	9%	15%	11%	12%	12%	18%	8% ↓	17% ↑
Skills, practices and tools for engaging clients (i.e., interpersonal skills / relationships / interviewing skills)	9%	8%	10%	10%	8%	8%	7%	12%	13%	6% ↓	14% ↑
Cultural capability / working with Aboriginal and/or Torres Strait Islander peoples	7%	8%	7%	6%	10%	5%	12%	9%	5%	7%	8%
Understanding of child protection legislation / legal practices and processes	6%	8%	6%	7%	2%	7%	5%	7%	11%	6%	7%
Qualifications and other accredited training	5%	6%	5%	7%		6%	8%	5%	3%	4%	8%
Supervision / mentoring to build skills	3%	9% ↑	1% ↓	5%	4%	1%	4%	2%	3%	1% ↓	7% ↑
Life experience	3%	3%	3%	3%	4%	2%	4%	2%		2%	3%
Conflict resolution and managing high-risk situations	2%	2%	2%	1%	4%	3%	1%	2%		2%	2%
Keeping abreast of new practices and models	2%	2%	2%	1%	2%	2%	1%	2%	3%	2%	1%
Supporting employee safety and wellbeing	0%		1%	2% ↑							1%
Other	9%	11%	8%	11%	8%	6%	7%	9%	13%	6% ↓	13% ↑
No response / Don't know / No opinion	29%	30%	28%	32%	31%	33%	21%	26%	21%	35% ↑	20% ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level  
0% = less than 1%

*New question in 2022*

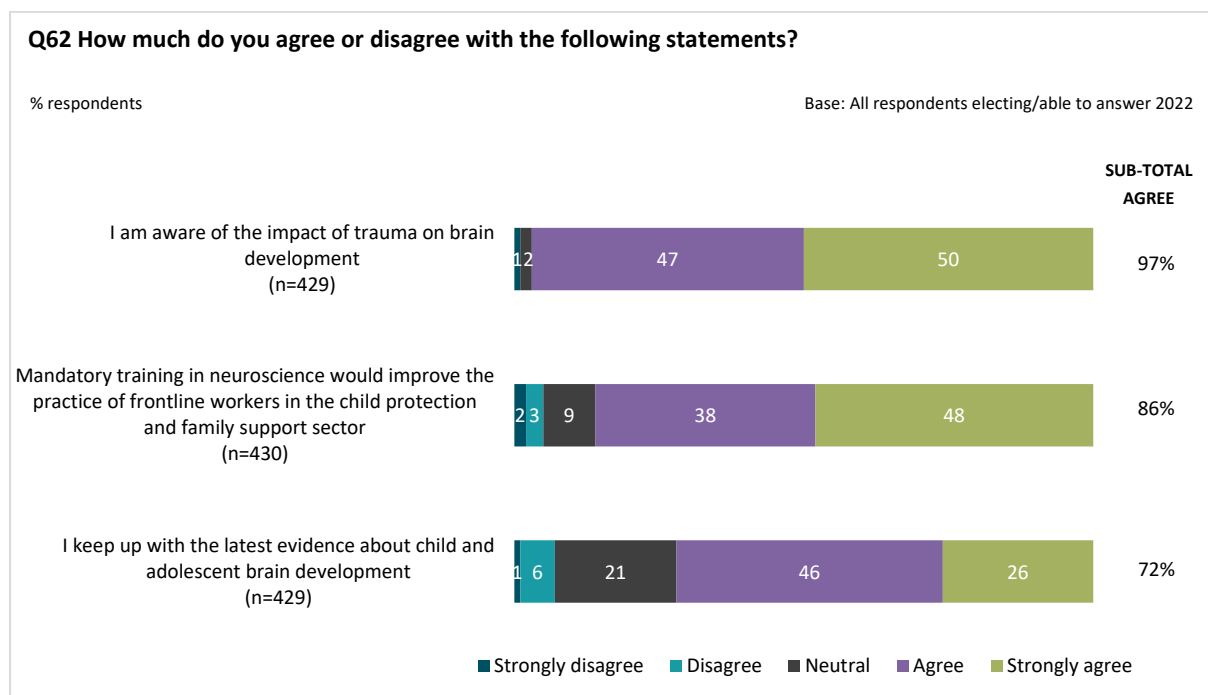
Q62 How much do you agree or disagree with the following statements?

- a) I am aware of the impact of trauma on brain development
- b) I keep up with the latest evidence about child and adolescent brain development
- c) Mandatory training in neuroscience would improve the practice of frontline workers in the child protection and family support sector

**3.4.7 2022 Result**

The majority of respondents agreed or strongly agreed that they are aware of the impact of trauma on brain development (97%) and that mandatory training in neuroscience would improve the practice of frontline workers in the child protection and family support sector (86%). Just under 3 quarters (72%) of respondents agreed or strongly agreed that they keep up with the latest evidence about child and adolescent brain development (26% strongly agreed, 46% agreed), with 21% neutral responses.

Figure 3.4.5: Impact of trauma on brain development, evidence and training in neuroscience and brain development (2022)



**3.4.8 Sub-group differences (2022)**

Respondents with less than 10 years’ experience were more likely to agree that mandatory training in neuroscience would improve the practice of frontline workers (90% agree or strongly agree) compared to respondents with 10 or more years’ experience (82% agree or strongly agree). Respondents from the Brisbane and Moreton Bay DCYJMA region were also more likely to agree that mandatory training would be beneficial (92%).

The reader is referred to Table 3.4.3 for sub-group differences.

Table 3.4.3: Impact of trauma on brain development, evidence and training in neuroscience and brain development (2022)

Q62 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>I am aware of the impact of trauma on brain development</b>											
	Total 2022 n = 429	Govt n = 111	Non-govt n = 318	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 248	10+ n = 180
Strongly disagree	1%	1%	1%	2%		1%	1%			1%	1%
Disagree	0%		0%			1%				0%	
<b>SUB-TOTAL DISAGREE</b>	1%	1%	1%	2%		2%	1%			1%	1%
Neutral	2%	2%	2%	2%	2%	1%		2%	5%	2%	1%
Agree	47%	49%	47%	42%	46%	48%	52%	53%	47%	54% ↑	39% ↓
Strongly agree	50%	49%	50%	54%	52%	50%	47%	44%	47%	43% ↓	59% ↑
<b>SUB-TOTAL AGREE</b>	97%	97%	97%	97%	98%	97%	99%	98%	95%	97%	98%
<b>Mandatory training in neuroscience would improve the practice of frontline workers in the child protection and family support sector</b>											
	Total 2022 n = 430	Govt n = 112	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 249	10+ n = 180
Strongly disagree	2%	2%	2%	3%		1%	1%	5%	3%	1%	3%
Disagree	3%	4%	3%	2%		2%	5%	7%	5%	2% ↓	5% ↑
<b>SUB-TOTAL DISAGREE</b>	5%	6%	4%	4%		3%	7%	12% ↑	8%	2% ↓	8% ↑
Neutral	9%	8%	9%	3% ↓	13%	8%	13%	9%	13%	8%	10%
Agree	38%	40%	38%	39%	33%	42%	41%	30%	34%	43% ↑	33% ↓
Strongly agree	48%	46%	49%	53%	54%	47%	39%	49%	45%	47%	49%
<b>SUB-TOTAL AGREE</b>	86%	86%	86%	92% ↑	88%	89%	80%	79%	79%	90% ↑	82% ↓
<b>I keep up with the latest evidence about child and adolescent brain development</b>											
	Total 2022 n = 429	Govt n = 112	Non-govt n = 317	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 74	North QLD n = 43	Far North QLD n = 38	<10 n = 249	10+ n = 179
Strongly disagree	1%	1%	1%	2%		1%	1%			1%	1%
Disagree	6%	7%	6%	8%	4%	4%	7%	7%	8%	8%	4%
<b>SUB-TOTAL DISAGREE</b>	7%	8%	7%	10%	4%	5%	8%	7%	8%	8%	6%
Neutral	21%	26%	20%	24%	21%	19%	26%	16%	18%	24%	18%
Agree	46%	37% ↓	49% ↑	39%	46%	49%	47%	53%	47%	47%	44%
Strongly agree	26%	29%	25%	28%	29%	28%	19%	23%	26%	21% ↓	32% ↑
<b>SUB-TOTAL AGREE</b>	72%	66%	74%	66%	75%	77%	66%	77%	74%	68%	77%

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

## 3.5 Working with clients

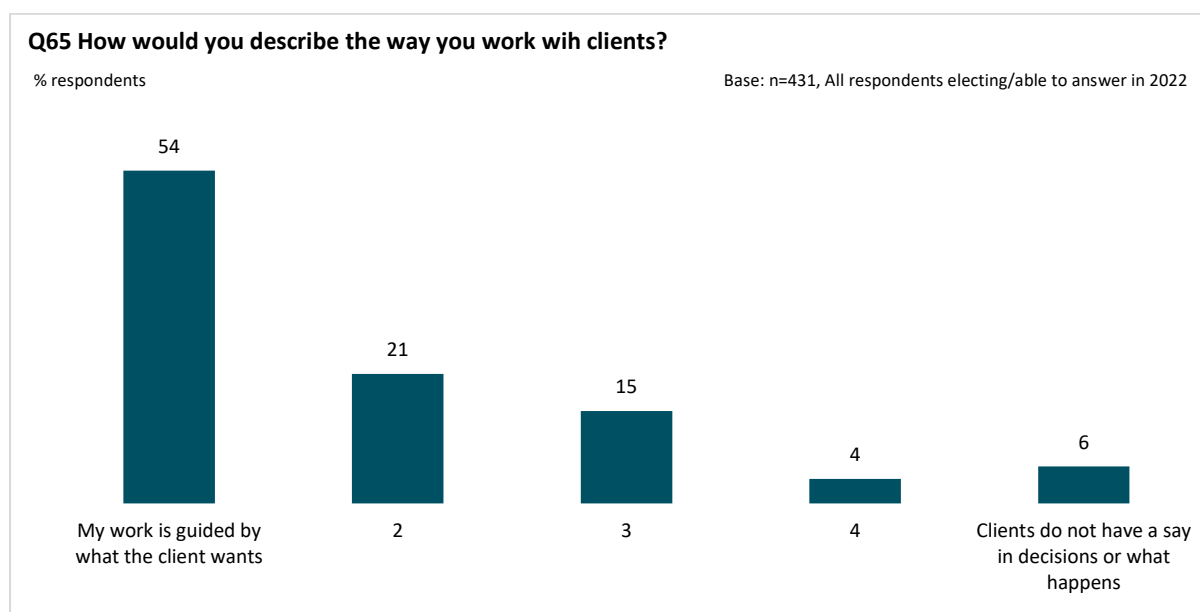
New question in 2022

Q65 How would you describe the way you work with clients?

### 3.5.1 2022 Result

Three quarters (75%) of respondents perceived that their work is guided by their client with 54% choosing the anchor point 'my work is guided by what the client wants' and a further 21% indicating this was more often the case by selecting the point next to this anchor. Ten per cent of respondents indicated that their clients largely do not have a say in decisions or what happens more often than not.

Figure 3.5.1: Working with clients (2022)



### 3.5.2 Sub-group differences (2022)

Respondents working in non-government organisations were more likely than government respondents to indicate that their work is guided by what the client wants with 62% answering on the anchor point, compared with 33% among government respondents.

Table 3.5.1: Working with clients (2022)

Q65 Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
My work is guided by what the client wants	54%	33% ↓	62% ↑	52%	54%	62%	52%	56%	42%	56%	52%
2	21%	21%	20%	18%	25%	17%	23%	23%	26%	20%	21%
3	15%	21% ↑	13% ↓	17%	15%	11%	16%	12%	18%	14%	15%
4	4%	12% ↑	1% ↓	4%	4%	3%	5%	2%	5%	3%	5%
Clients do not have a say in decisions or what happens	6%	13% ↑	4% ↓	8%	2%	7%	4%	7%	8%	6%	7%

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

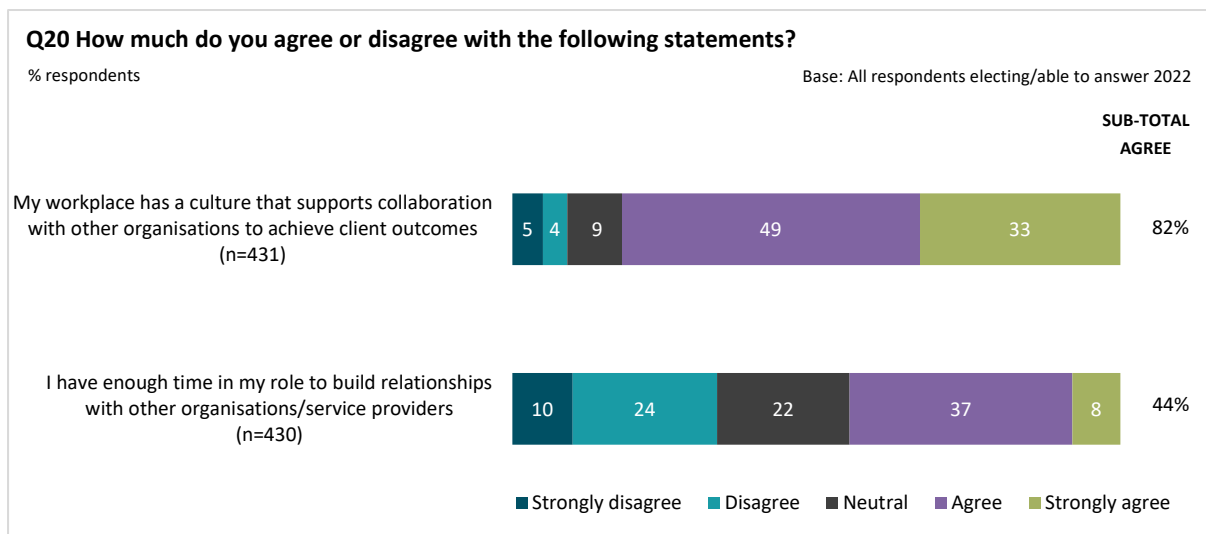
Q20b My workplace has a culture that supports collaboration with other organisations to achieve client outcomes  
 Q20e I have enough time in my role to build relationships with other organisations / service providers

### 3.5.3 2022 Result

The majority of respondents (82%) agreed or strongly agreed their workplace has a culture that supports collaboration with other organisations, while 8% disagreed or strongly disagreed that this culture exists in their organisation.

Respondents were mixed in their ability to have time to build relationships with other organisations and service providers with 44% agreeing or strongly agreeing that they have enough time in their role to do this, while 34% disagreed or strongly disagreed, and 22% were neutral.

Figure 3.5.2: Collaboration and relationship building across the child protection and family support sector (2022)



### 3.5.4 Comparison to previous survey data (2019–2022)

Between 2021 and 2022 there was an increase in total agreement (agree or strongly agree) from respondents that they have enough time to build relationships with other organisations up from 36% in 2021, to 44% in 2022.

A similar proportion of respondents agreed or strongly agreed that their workplace culture supports collaboration in 2022 compared to 2021. However, in contrast to 2020, this has decreased gradually over the 3 years from a peak of 89% total agreement in 2020 to 82% total agreement in 2022.

Figure 3.5.3: Collaboration and relationship building across the child protection and family support sector 2019–2022 trends



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

### 3.5.5 Sub-group differences (2022)

There were no sub-group differences across the cohorts with respect to levels of agreement and disagreement with the statements regarding workplace culture that supports collaboration with other organisations.

Brisbane and Moreton Bay DCYJMA region respondents were more likely to disagree or strongly disagree (31%) that they have enough time in their role to build relationships with the sector; however, the level of total disagreement (disagreed and strongly disagreed) was not statistically different to the total response. Respondents with less than 10 years' experience were significantly more likely to provide a neutral rating (26% compared to 22% total sample) as to whether they had enough time in their role to do this.

The reader is referred to Table 3.5.2 for sub-group differences.

Table 3.5.2: Collaboration and relationship building across the child protection and family support sector (2022)

Q20b/e Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>My workplace has a culture that supports collaboration with other organisations to achieve client outcomes</b>											
	Total 2022 n = 431	Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	5%	2%	6%	4%	2%	5%	8%	5%	3%	4%	5%
Disagree	4%	4%	3%	4%	6%	2%	3%		11% ↑	5%	2%
<b>SUB-TOTAL DISAGREE</b>	8%	6%	9%	8%	8%	6%	11%	5%	13%	9%	7%
Neutral	9%	13%	8%	8%	8%	14%	5%	9%	11%	10%	8%
Agree	49%	51%	49%	50%	52%	51%	49%	56%	32% ↓	50%	49%
Strongly agree	33%	29%	34%	34%	31%	29%	35%	30%	45%	32%	36%
<b>SUB-TOTAL AGREE</b>	82%	80%	83%	84%	83%	80%	84%	86%	76%	81%	84%
<b>I have enough time in my role to build relationships with other organisations / service providers</b>											
	Total 2022 n = 430	Govt n = 112	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 42	Far North QLD n = 38	<10 n = 249	10+ n = 180
Strongly disagree	10%	12%	9%	10%	8%	9%	12%	10%	11%	9%	12%
Disagree	24%	29%	22%	31% ↑	19%	23%	20%	19%	24%	24%	24%
<b>SUB-TOTAL DISAGREE</b>	34%	41%	31%	41%	27%	32%	32%	29%	34%	33%	36%
Neutral	22%	19%	23%	22%	21%	26%	20%	14%	24%	26% ↑	16% ↓
Agree	37%	33%	38%	29% ↓	44%	34%	40%	50%	37%	33%	41%
Strongly agree	8%	7%	8%	8%	8%	7%	8%	7%	5%	8%	7%
<b>SUB-TOTAL AGREE</b>	44%	40%	46%	37%	52%	42%	48%	57%	42%	41%	48%

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

New question in 2022

Q66 How do you collaborate with services that are also working with the children, young people or families you are working with?

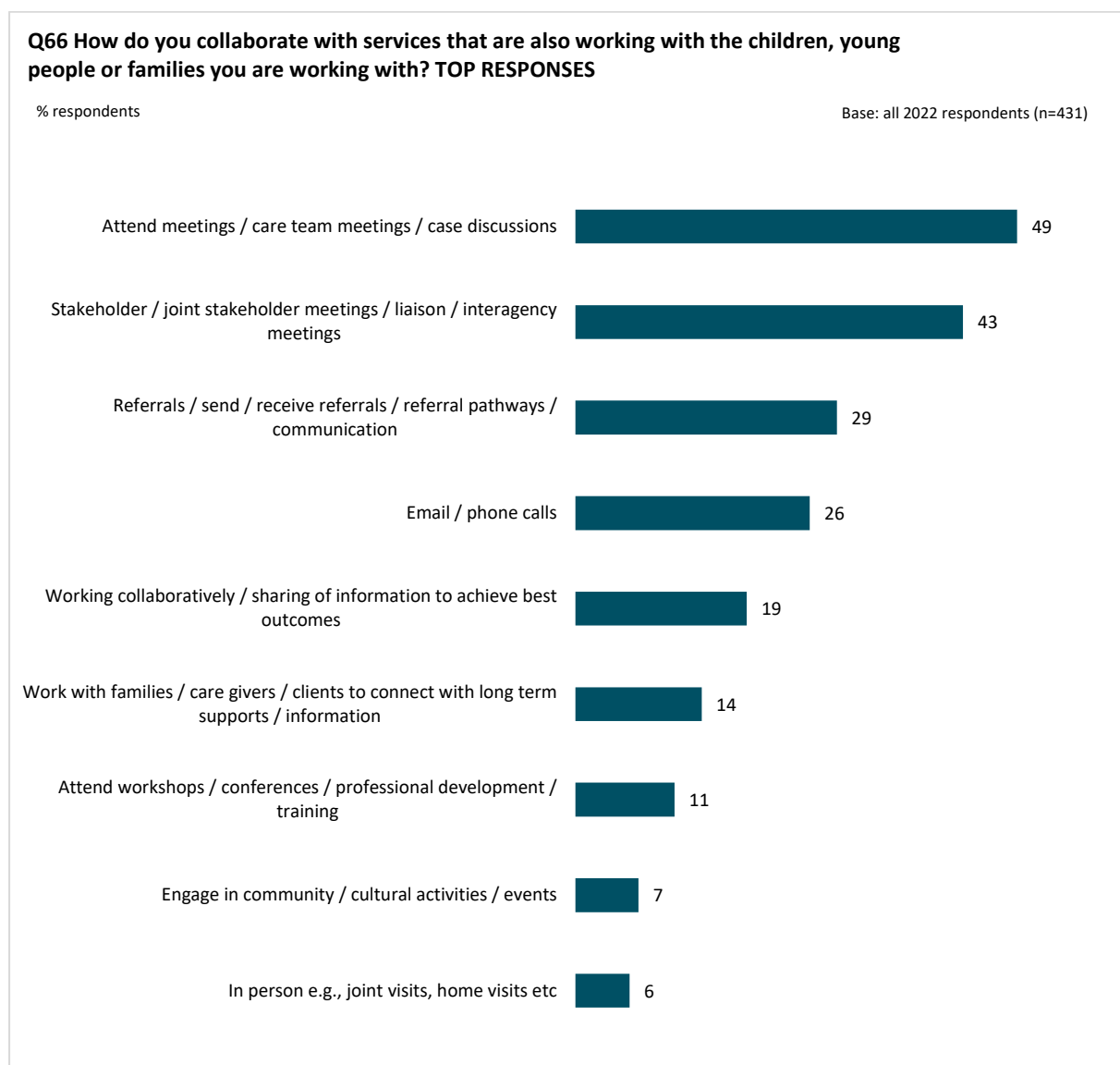
### 3.5.6 2022 Result

Respondents were asked how they collaborate with other services working with children, young people or families they are working with. Approximately half (49%) of respondents reported attending meetings or having case discussions with other services involved with the children, young people and families they are working with. Additionally, 43% indicated they attend stakeholder or interagency meetings.

Third to these activities, 29% of respondents send, receive or utilise referral pathways and 26% use email and phone calls to engage with others in the sector.

The full range of responses to this question are detailed in Table 3.5.3.

Figure 3.5.4: Collaboration with services that are also working with the children, young people or families you are working with (2022)



### 3.5.7 Sub-group differences (2022)

Respondents who are working in government agencies or those with 10 or more years' experience were more likely to indicate they attend meetings or have case discussions (59% and 57% respectively compared to 49% total sample) when collaborating across the sector.

Respondents with less than 10 years' experience or those based in the Far North Queensland DCYJMA region were more likely to use email and phone calls to collaborate (30% and 41% respectively compared to 26% total sample). While respondents with 10 or more years' experience were more likely to attend workshops, conferences and professional development and training (17%) in contrast to respondents with less experience (6%).

Other sub-group differences are outlined in Table 3.5.3.

Table 3.5.3: Collaboration with services that are also working with the children, young people or families you are working with (2022)

Q66 Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 85	Non- govt n = 260	Brisbane + Moreton Bay n = 98	South East n = 40	Sunshine Coast + Central n = 78	South West n = 60	North QLD n = 37	Far North QLD n = 32	<10 n = 188	10+ n = 157
Attend meetings / care team meetings / case discussions	49%	59% ↑	46% ↓	49%	45%	46%	52%	46%	59%	43% ↓	57% ↑
Stakeholder / joint stakeholder meetings / liaison / interagency meetings	43%	34%	46%	42%	50%	41%	40%	49%	41%	42%	44%
Referrals / send / receive referrals / referral pathways / communication	29%	25%	31%	28%	35%	28%	30%	30%	28%	29%	29%
Email / phone calls	26%	31%	24%	22%	23%	31%	18%	27%	41% ↑	30% ↑	20% ↓
Working collaboratively / sharing of information to achieve best outcomes	19%	15%	20%	16%	25%	19%	17%	11%	28%	19%	18%
Work with families / care givers / clients to connect with long term supports / information	14%	15%	13%	13%	5%	13%	13%	22%	19%	14%	13%
Attend workshops / conferences / professional development / training	11%	11%	11%	9%	10%	10%	17%	8%	13%	6% ↓	17% ↑
Engage in community / cultural activities / events	7%	2%	8%	6%	8%	10%	10%		3%	6%	8%
In person e.g., joint visits, home visits etc.	6%	8%	6%	9%	3%	5%	7%		13%	6%	6%
My position does not allow for this / have limited access to collaboration / lack of support	4%	4%	4%	6%		4%	7%			5%	3%
Set clear goals / determine who is responsible for each	2%	1%	2%	3%	5%		2%		3%	2%	3%
Being available as much as possible / be flexible / making the effort	1%	2%	1%	2%			3%		3%	2%	1%
On a case-by-case basis / on an as needed basis	1%		1%	1%			2%			1%	1%
Not applicable / nothing	1%	1%	1%	1%	3%	1%			3%	2%	1%
Other mentions	4%	6%	4%	8% ↑		6%	3%			3%	6%

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

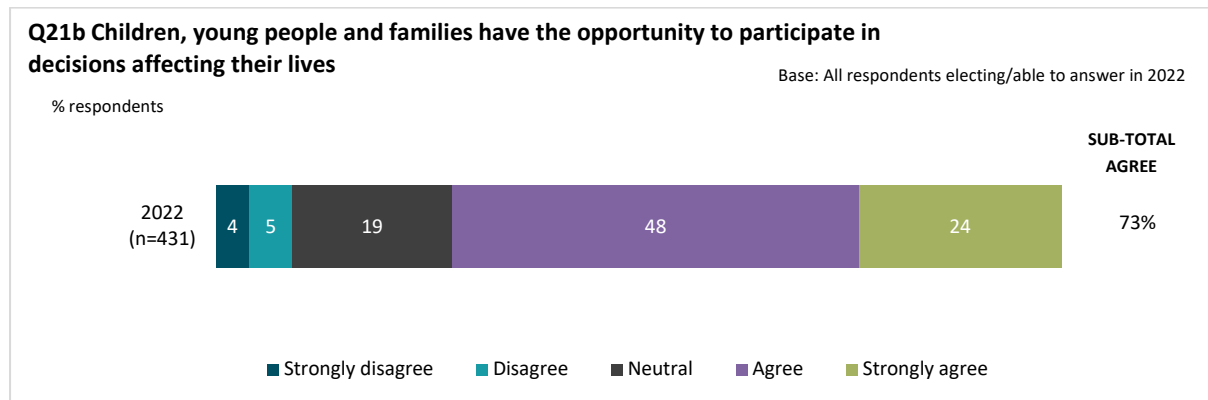
## 3.6 My organisation

*Q21b In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives.*

### 3.6.1 2022 Result

Approximately 3 quarters of respondents (73%) agreed or strongly agreed that children, young people and families have the opportunity to participate in decisions affecting their lives (24% strongly agreed, 48% agreed). Less than one in 10 (9%) respondents disagreed or strongly disagreed with this statement, and 19% were neutral.

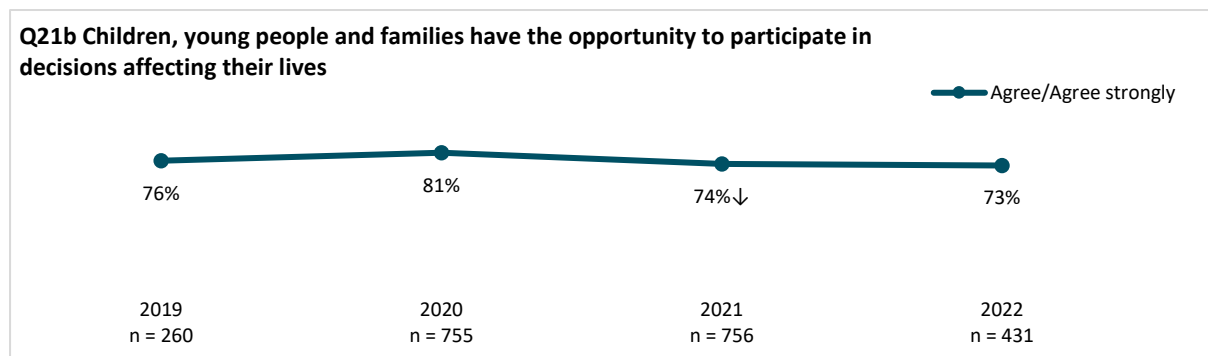
Figure 3.6.1: Children, young people and families have the opportunity to participate in decisions affecting their lives (2022)



### 3.6.2 Comparison to previous survey data (2019–2022)

No difference in total agreement was noted between 2022 and 2021 with respect to the level of agreement that children, young people and families have the opportunity to participate in decision making. Longer trends indicated a gradual decline in total agreement from a peak of 81% agreement in 2020 compared to 73% agreement in 2022.

Figure 3.6.2: Children, young people and families have the opportunity to participate in decisions affecting their lives 2019–2022 trends



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

### 3.6.3 Sub-group differences (2022)

Non-government respondents (29%) were more likely than government respondents (13%) to strongly agree that children, young people and families have the opportunity to participate in decisions affecting their lives.

Table 3.6.1: Children, young people and families have the opportunity to participate in decisions affecting their lives (2022)

Q21b Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non- govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	4%	3%	5%	5%	8%	1%	7%	5%		5%	3%
Disagree	5%	4%	5%	5%	6%	4%	3%	9%	3%	4%	6%
<b>SUB-TOTAL DISAGREE</b>	9%	6%	10%	10%	15%	5%	9%	14%	3%	9%	8%
Neutral	19%	24%	17%	20%	21%	22%	16%	9%	16%	18%	19%
Agree	48%	57% ↑	45% ↓	45%	46%	47%	53%	51%	50%	48%	48%
Strongly agree	24%	13% ↓	29% ↑	24%	19%	26%	21%	26%	32%	25%	24%
<b>SUB-TOTAL AGREE</b>	73%	70%	74%	70%	65%	73%	75%	77%	82%	73%	72%

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

New question in 2022

Q67 Only asked if agreed or strongly agreed to Q21b (In my organisation children, young people and families have the opportunity to participate in decisions affecting their lives.): Can you provide examples of how your organisation facilitates this?

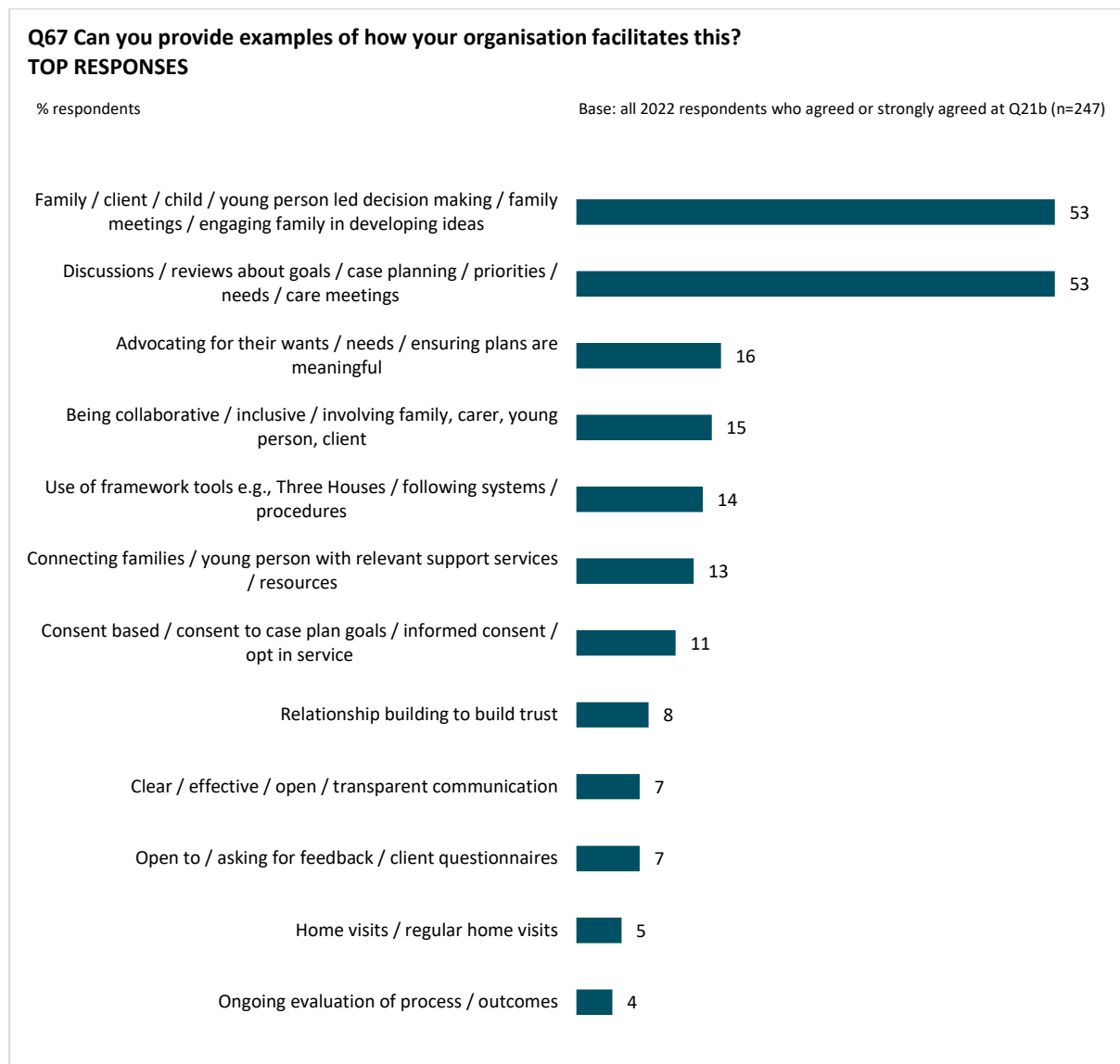
### 3.6.4 2022 Result

Among respondents who agreed or strongly agreed that children, young people and families have the opportunity to participate in decisions affecting their lives, approximately one half (53%) indicated that their organisation involves the children and families in client led decision making (including through family meetings and development of ideas). A similar proportion (53%) indicated that they hold discussions and reviews about goals or priorities with children, young people and families.

Further, 16% of these respondents advocate for their clients' needs and ensure plans are meaningful and 15% stated they are generally collaborative and inclusive.

The full range of responses to this question are detailed in Table 3.6.2.

Figure 3.6.3: Children, young people and families have the opportunity to participate in decisions affecting their lives: Examples of how this is facilitated by organisations



### 3.6.5 Sub-group differences (2022)

Respondents with 10 or more years' experience were more likely to incorporate children, young people and family participation via discussions about goals, case planning and needs (61% compared to 53% total sample). Respondents with less than 10 years' experience were more likely to engage in advocating for their clients' needs and ensuring plans were meaningful (21%) or use informed consent or opt in approaches to engage with children, young people and families (14%) in contrast to respondents with more experience. Respondents located in the South West region were more likely to involve children, young people and families in decisions impacting them by discussions or reviews about goals, case planning and needs (67% compared to 53% total sample). Other sub-group differences are outlined in Table 3.6.2.

Table 3.6.2: Children, young people and families have the opportunity to participate in decisions affecting their lives: Examples of how this is facilitated by organisation (2022)

Q67 Column %	Total 2022 n = 247	ORGANISATION TYPE		DCYJMA 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 / client / child / young people led decision making / family meetings / engaging family in developing ideas	53%	61%	51%	51%	50%	50%	54%	48%	74%	55%	51%
Discussions / reviews about goals / case planning / priorities / needs / care meetings	53%	50%	53%	48%	50%	46%	67% ↑	63%	44%	45% ↓	61% ↑
Advocating for their wants / needs / ensuring plans are meaningful	16%	11%	18%	18%	27%	14%	9%	19%	15%	21% ↑	10% ↓
Being collaborative / inclusive / involving family, carer, young person, client	15%	14%	15%	17%	12%	18%	9%	7%	22%	14%	15%
Use of framework tools e.g., Three Houses / following systems / procedures	14%	14%	14%	14%	12%	20%	13%	7%	11%	14%	14%
Connecting families / young person with relevant support services / resources	13%	11%	13%	14%	15%	14%	11%	11%	7%	13%	12%
Consent based / consent to case plan goals / informed consent / opt in service	11%	7%	12%	8%	15%	5%	11%	7%	26%	14% ↑	6% ↓
Relationship building to build trust	8%	9%	7%	9%		9%	4%	7%	15%	6%	10%
Clear / effective / open / transparent communication	7%	4%	8%	6%	8%	9%	4%	7%	7%	8%	5%
Open to / asking for feedback / client questionnaires	7%	5%	7%	5%	4%	5%	7%	7%	19%	8%	6%
Home visits / regular home visits	5%	9%	4%	2%		7%	11%	4%	7%	3%	8%
Ongoing evaluation of process / outcomes	4%	2%	4%	3%		2%	7%	4%	7%	3%	4%
Attendance at school holiday programs / playgroups / activities / events	2%	2%	3%	2%		5%	2%	4%		2%	3%
Supervision / supervision agreements	2%		2%		4%	2%	2%		4%	2%	2%
Provision of professional development / training	1%		2%		8%	2%				1%	2%
Nothing	0%	2%		2%						1%	
Other mentions	6%	11%	5%	5%	8%	9%	7%		7%	5%	7%

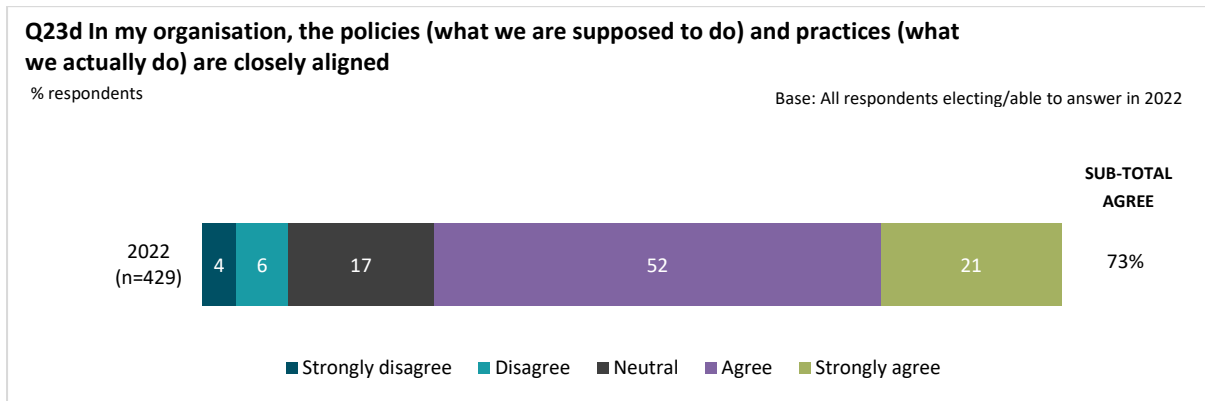
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Q23d In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned

3.6.6 2022 Result

Approximately 3 quarters (73%) of respondents agreed or strongly agreed that in their organisations policies and practices are closely aligned (21% strongly agreed, 52% agreed). One in 10 (10%) disagreed or strongly disagreed that policies and practices are closely aligned in their organisation.

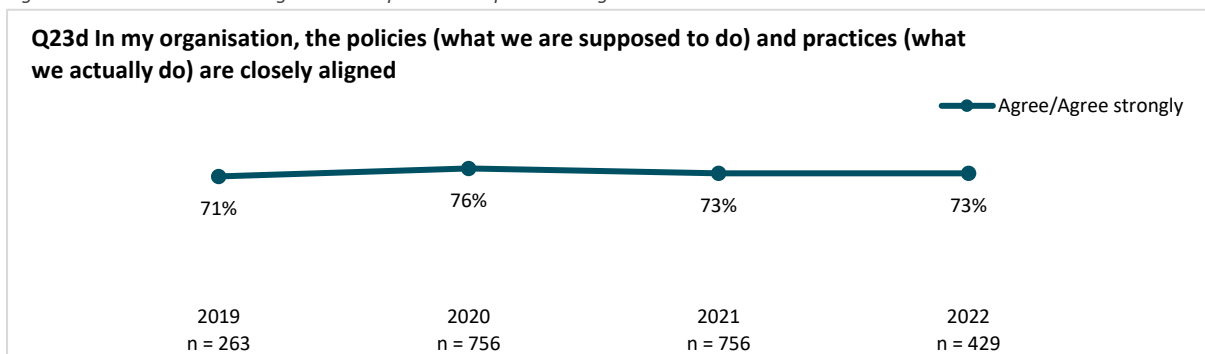
Figure 3.6.4: Extent to which organisational policies and practices align (2022)



3.6.7 Comparison to previous survey data (2019–2022)

There was no difference in agreement between 2022 and 2021 among respondents with regards to whether policies and practices closely align in their organisation.

Figure 3.6.5: Extent to which organisational policies and practices align 2019–2022 trends



3.6.8 Sub-group differences (2022)

Respondents working in non-government organisations were more likely to agree or strongly agree that their organisational policies and practices closely align (76%), in contrast to respondents working in government agencies (63%). Among government respondents, 18% disagreed that policies and practices closely align.

Those respondents working in the South West DCYJMA region were more likely to agree or strongly agree that their organisational policies and practices closely align (84% compared to 73% total sample).

Other sub-group differences are detailed in Table 3.6.3.

Table 3.6.3: Extent to which organisational policies and practices align (2022)

Q23d Column %	Total 2022 n = 429	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 110	Non- govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 43	Far North QLD n = 37	<10 n = 249	10+ n = 180
Strongly disagree	4%	6%	3%	7%		3%	4%	5%	3%	3%	6%
Disagree	6%	12% ↑	4% ↓	7%	6%	9%	1%	2%	8%	6%	6%
<b>SUB-TOTAL DISAGREE</b>	10%	18% ↑	7% ↓	13%	6%	12%	5%	7%	11%	9%	11%
Neutral	17%	19%	16%	19%	19%	18%	11%	21%	14%	16%	19%
Agree	52%	51%	52%	45%	56%	54%	55%	53%	54%	54%	49%
Strongly agree	21%	12% ↓	24% ↑	23%	19%	17%	28%	19%	22%	21%	21%
<b>SUB-TOTAL AGREE</b>	73%	63% ↓	76% ↑	67%	75%	70%	84% ↑	72%	76%	75%	70%

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

New question in 2022

Q68 Those who disagreed or strongly disagreed to Q23d where asked: Can you explain what you mean by this?

### 3.6.9 2022 Result

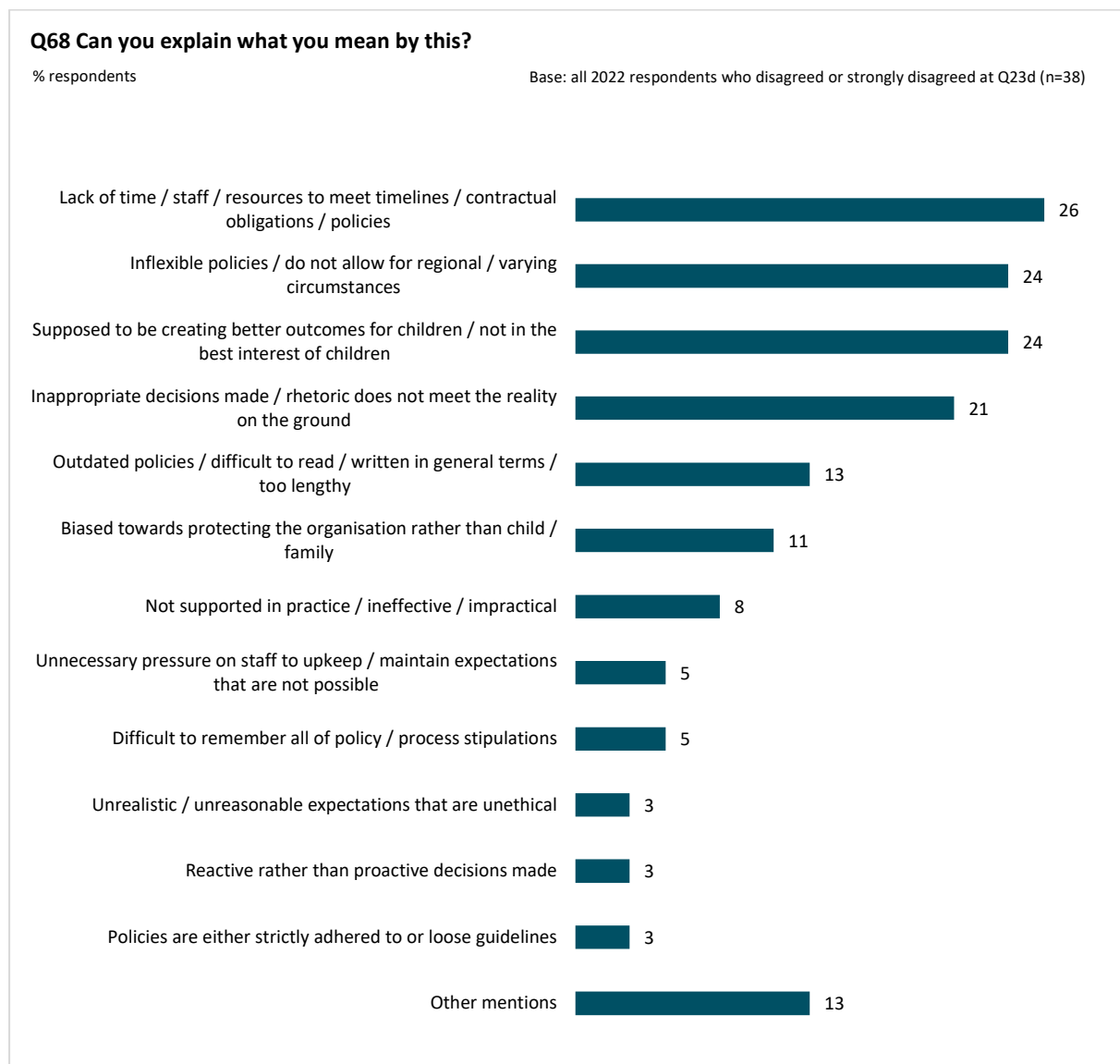
If respondents indicated a level of disagreement that policies and practices aligned within their organisation, they were asked to explain in their own words what this meant.

Among respondents who disagreed or strongly agreed that policy and practice aligned, the discrepancies related most commonly to:

- a lack of time / staff / resources to meet timelines, contractual obligations, and policies (26%)
- inflexible policies not allowing for place-based models or varying circumstances (24%)
- policies not being seen to be in the best interest of the children or creating a better outcome (24%)
- inappropriate decisions made / rhetoric does not meet reality (21%).

In addition, respondents mentioned outdated or difficult to understand policies (13%), biased policies (11%) and ineffective or impractical policies (8%) as being reasons for a lack of alignment between policies and practices within their organisation.

Figure 3.6.6: Reasons for disagreeing policies are aligned with practices (2022)



### 3.6.10 Sub-group differences (2022)

Due to small sample size for this question, no significant sub-group differences were noted, and the reader should use caution when interpreting figures in Table 3.6.4.

Table 3.6.4: Reasons for disagreeing policies are aligned with practices (2022)

Q68 Column %	Total 2022 n = 38	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 19 <sup>^</sup>	Non- govt n = 19 <sup>^</sup>	Brisbane + Moreton Bay n = 14 <sup>^</sup>	South East n = 3 <sup>^</sup>	Sunshine Coast + Central n = 11 <sup>^</sup>	South West n = 4 <sup>^</sup>	North QLD n = 3 <sup>^</sup>	Far North QLD n = 3 <sup>^</sup>	<10 n = 18 <sup>^</sup>	10+ n = 20 <sup>^</sup>
Lack of time / staff / resources to meet timelines / contractual obligations / policies	26%	37%	16%	36%		27%		33%	33%	28%	25%
Inflexible policies / do not allow for regional / varying circumstances	24%	32%	16%	21%	33%	27%	25%		33%	22%	25%
Supposed to be creating better outcomes for children / not in the best interest of children	24%	32%	16%	21%		27%	25%	33%	33%	22%	25%
Inappropriate decisions made / rhetoric does not meet the reality on the ground	21%	21%	21%	21%	33%	9%	25%	33%	33%	11%	30%
Outdated policies / difficult to read / written in general terms / too lengthy	13%	11%	16%	14%	67%			33%		22%	5%
Biased towards protecting the organisation rather than child / family	11%	11%	11%	7%		9%		33%	33%	11%	10%
Not supported in practice / ineffective / impractical	8%	5%	11%	14%			25%				15%
Unnecessary pressure on staff to upkeep / maintain expectations that are not possible	5%		11%	14%						11%	
Difficult to remember all of policy / process stipulations	5%	5%	5%	7%			25%			6%	5%
Unrealistic / unreasonable expectations that are unethical	3%	5%				9%				6%	
Reactive rather than proactive decisions made	3%	5%		7%							5%
Policies are either strictly adhered to or loose guidelines	3%		5%			9%				6%	
Other mentions	13%	5%	21%	14%		27%				11%	15%

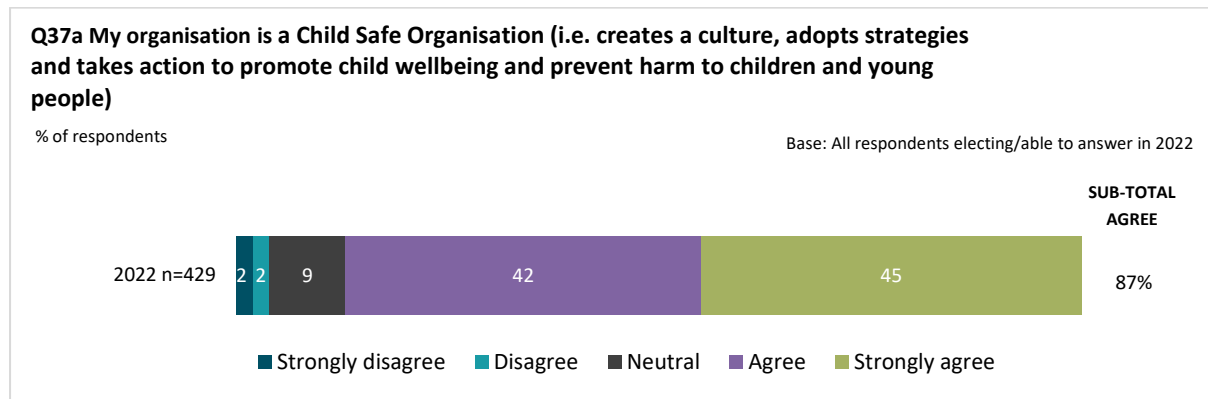
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

*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)*

### 3.6.11 2022 Result

The majority of respondents (87%) agreed or strongly agreed their organisation is a Child Safe Organisation (45% strongly agreed, 42% agreed). Four per cent of respondents disagreed or strongly disagreed their organisation was a Child Safe Organisation, while 9% were neutral.

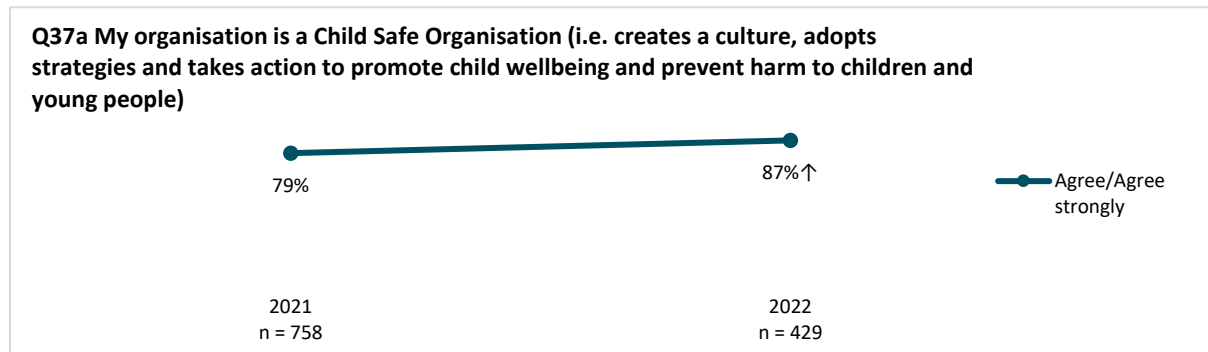
Figure 3.6.7: Their organisation is a Child Safe Organisation (2022)



### 3.6.12 Comparison to previous survey data (2021–2022)

A difference in total agreement (those who agreed or strongly agreed) was found between 2021 and 2022 regarding whether respondents considered their organisation to be a Child Safe Organisation (79% in 2021 and 87% in 2022).

Figure 3.6.8: Their organisation is a Child Safe Organisation 2021–2022 trends



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

### 3.6.13 Sub-group differences (2022)

Non-government respondents (92%) were more likely than government respondents (74%) to agree or strongly agree that their organisation is a Child Safe Organisation.

Other sub-group differences are detailed in Table 3.6.5.

Table 3.6.5: Their organisation is a Child Safe Organisation (2022)

Q37a Column %	Total 2022 n = 429	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 111	Non- govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 73	North QLD n = 43	Far North QLD n = 38	<10 n = 248	10+ n = 180
Strongly disagree	2%	4%	2%	2%	4%	4%	1%	2%		3%	1%
Disagree	2%	3%	1%	2%	2%	2%	1%		3%	1%	2%
<b>SUB-TOTAL DISAGREE</b>	4%	6%	3%	3%	6%	6%	3%	2%	3%	4%	3%
Neutral	9%	20% ↑	5% ↓	12%	4%	8%	7%	7%	13%	8%	9%
Agree	42%	52% ↑	39% ↓	42%	42%	37%	45%	58% ↑	37%	39%	48%
Strongly agree	45%	22% ↓	53% ↑	43%	48%	49%	45%	33%	47%	49%	39%
<b>SUB-TOTAL AGREE</b>	87%	74% ↓	92% ↑	85%	90%	86%	90%	91%	84%	88%	87%

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

#### New question in 2022

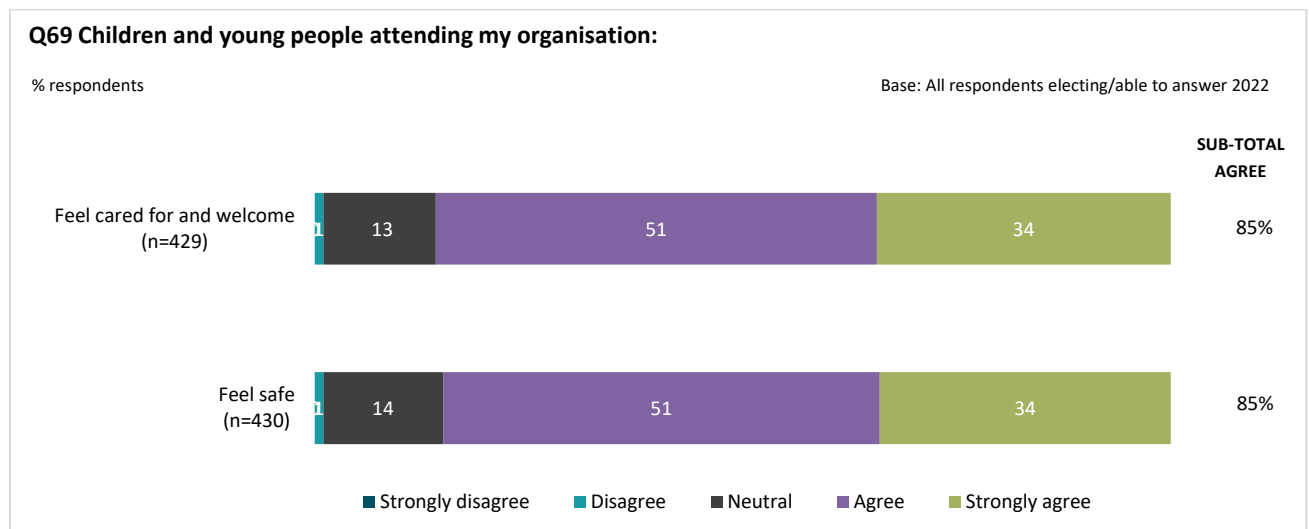
Q69 Children and young people attending my organisation:

- a) feel cared for and welcome
- b) feel safe

### 3.6.14 2022 Result

Respondents were asked whether the children and young people attending their organisation felt cared for, welcome and safe. The majority of respondents agreed or strongly agreed that children and young people feel cared for and welcome (85%) and feel safe (85%) when attending their organisation. Less than 2% of respondents disagreed or strongly disagreed with these statements; the remainder were neutral.

Figure 3.6.9: Children and young people attending their organisation feel cared for, welcome and safe (2022)



### 3.6.15 Sub-group differences (2022)

Sub-group differences showed that respondents working in non-government organisations or those based in the Sunshine Coast and Central DCYJMA region were more likely to agree or strongly agree that children and young people attending their organisation feel safe (91% each compared to 85% total sample). In addition, non-government respondents (92%) were more likely than government respondents (65%) to agree or strongly agree children and young people feel cared for and welcome.

Other sub-group differences are detailed in Table 3.6.6.

Table 3.6.6: Children and young people attending their organisation feel cared for, welcome and safe (2022)

Q69 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
Children and young people attending my organisation feel cared for and welcome											
	Total 2022 n = 429	Govt n = 110	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 42	Far North QLD n = 38	<10 n = 250	10+ n = 178
Strongly disagree	0%		0%			1%				0%	
Disagree	1%	5% ↑	0% ↓	3%		2%	1%			1%	2%
<b>SUB-TOTAL DISAGREE</b>	2%	5% ↑	1% ↓	3%		3%	1%			2%	2%
Neutral	13%	31% ↑	7% ↓	18%	17%	10%	8%	12%	13%	14%	12%
Agree	51%	50%	51%	46%	48%	51%	55%	62%	50%	52%	50%
Strongly agree	34%	15% ↓	41% ↑	34%	35%	36%	35%	26%	37%	33%	37%
<b>SUB-TOTAL AGREE</b>	85%	65% ↓	92% ↑	80% ↓	83%	87%	91%	88%	87%	84%	87%
Children and young people attending my organisation feel safe											
	Total 2022 n = 430	Govt n = 111	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 178
Strongly disagree	0%		1%	1%		1%				0%	1%
Disagree	1%	3% ↑	0% ↓	2%		2%				1%	1%
<b>SUB-TOTAL DISAGREE</b>	1%	3%	1%	3%		3%				2%	1%
Neutral	14%	32% ↑	8% ↓	23% ↑	17%	6% ↓	11%	14%	11%	13%	16%
Agree	51%	53%	50%	39% ↓	52%	55%	55%	63%	50%	52%	49%
Strongly agree	34%	13% ↓	41% ↑	35%	31%	36%	34%	23%	39%	34%	34%
<b>SUB-TOTAL AGREE</b>	85%	66% ↓	91% ↑	75% ↓	83%	91% ↑	89%	86%	89%	86%	83%

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

New question in 2022

Q70 Children and young people attending my organisation:

- a) have access to the documents they need (such as identity documents) for accessing support and other services
- b) can access health services when they need them
- c) can access mental health services when they need them
- d) receive sufficient support to access early childhood education and care
- e) receive sufficient support to attend school

### 3.6.16 2022 Result

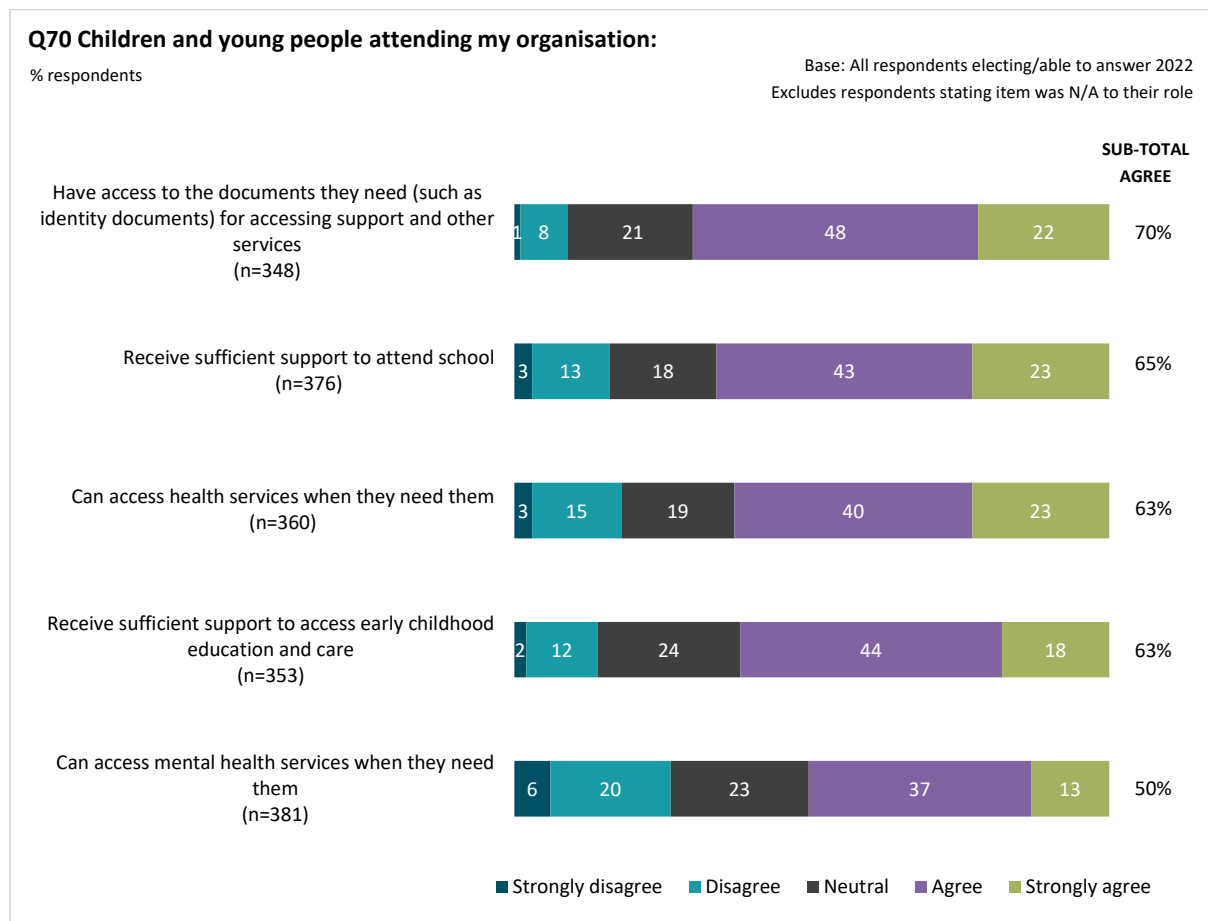
Respondents asked about the degree of access and support children and young people have.

Highest agreement (those who agreed or strongly agreed) was found in relation to children and young people:

- having access to the documents they need for accessing services (70%)
- receiving sufficient support to attend school (65%)
- accessing health services when they need them (63%)
- receiving sufficient support to access early childhood education and care (63%).

One half of respondents agreed or strongly agreed that children and young people can access mental health services with 26% disagreeing or strongly disagreeing, while 23% were neutral.

Figure 3.6.10: Access and support received by children and young people (2022)



### 3.6.17 Sub-group differences (2022)

Respondents with less than 10 years' experience were more likely than those with more experience to agree or strongly agree that children and young people:

- receive sufficient support to attend school (72% <10 years, 57% 10+ years)
- can access health services when they need it (71% <10 years, 54% 10+ years)
- receive sufficient support to access early childhood education and care (70% <10 years, 53% 10+ years)
- can access mental health services when they need them (57% <10 years, 41% 10+ years).

Total agreement that children and young people receive sufficient support to attend school was higher among those working in a non-government organisation (69% agreed or strongly agreed) or those in the Sunshine Coast and Central DCYJMA region (74% agreed or strongly agreed) compared to the total sample result (65%).

Respondents working in the North Queensland DCYJMA region were more likely to disagree or strongly disagree that children and young people have access to documentation they need to access support and services (22% disagreed or strongly disagreed, compared to 9% total) or receive sufficient support to access early childhood education and care (25% disagreed or strongly disagreed, compared to 13% total).

Other sub-group differences are outlined in Table 3.6.7.

Table 3.6.7: Access and support received by children and young people (2022)

Q70 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
Children and young people attending my organisation have access to the documents they need (such as identity documents) for accessing support and other services											
	Total 2022 n = 348	Govt n = 95	Non-govt n = 253	Brisbane + Moreton Bay n = 90	South East n = 37	Sunshine Coast + Central n = 91	South West n = 66	North QLD n = 36	Far North QLD n = 28 <sup>^</sup>	<10 n = 202	10+ n = 146
Strongly disagree	1%		1%	1%		1%		3%		0%	1%
Disagree	8%	8%	8%	7%	3%	9%	5%	19% ↑	11%	7%	10%
<b>SUB-TOTAL DISAGREE</b>	9%	8%	9%	8%	3%	10%	5%	22% ↑	11%	7%	11%
Neutral	21%	27%	18%	23%	32%	15%	21%	11%	25%	21%	21%
Agree	48%	49%	47%	49%	51%	48%	50%	44%	39%	50%	46%
Strongly agree	22%	15% ↓	25% ↑	20%	14%	26%	24%	22%	25%	22%	23%
<b>SUB-TOTAL AGREE</b>	70%	64%	73%	69%	65%	75%	74%	67%	64%	72%	68%
Children and young people attending my organisation receive sufficient support to attend school											
	Total 2022 n = 376	Govt n = 97	Non-govt n = 279	Brisbane + Moreton Bay n = 101	South East n = 43	Sunshine Coast + Central n = 96	South West n = 67	North QLD n = 36	Far North QLD n = 33	<10 n = 218	10+ n = 158
Strongly disagree	3%	4%	3%	5%	2%	2%	1%	6%	6%	2%	5%
Disagree	13%	15%	12%	9%	21%	9%	19%	14%	12%	9% ↓	18% ↑
<b>SUB-TOTAL DISAGREE</b>	16%	20%	15%	14%	23%	11%	21%	19%	18%	11% ↓	23% ↑
Neutral	18%	26% ↑	15% ↓	25% ↑	19%	15%	7% ↓	22%	24%	17%	20%
Agree	43%	46%	42%	38%	44%	45%	48%	42%	42%	45%	40%
Strongly agree	23%	8% ↓	28% ↑	24%	14%	29%	24%	17%	15%	27% ↑	17% ↓
<b>SUB-TOTAL AGREE</b>	65%	55% ↓	69% ↑	61%	58%	74% ↑	72%	58%	58%	72% ↑	57% ↓
Children and young people attending my organisation can access health services when they need them											
	Total 2022 n = 360	Govt n = 100	Non-govt n = 260	Brisbane + Moreton Bay n = 93	South East n = 40	Sunshine Coast + Central n = 94	South West n = 66	North QLD n = 39	Far North QLD n = 28 <sup>^</sup>	<10 n = 205	10+ n = 155
Strongly disagree	3%	2%	4%	4%	3%	3%	3%		7%	3%	4%
Disagree	15%	19%	13%	12%	10%	14%	20%	15%	21%	9% ↓	23% ↑
<b>SUB-TOTAL DISAGREE</b>	18%	21%	17%	16%	13%	17%	23%	15%	29%	12% ↓	26% ↑
Neutral	19%	20%	18%	18%	20%	17%	14%	26%	25%	18%	20%
Agree	40%	41%	40%	38%	45%	37%	48%	38%	32%	41%	38%
Strongly agree	23%	18%	25%	28%	23%	29%	15%	21%	14%	29% ↑	15% ↓
<b>SUB-TOTAL AGREE</b>	63%	59%	65%	66%	68%	66%	64%	59%	46%	71% ↑	54% ↓

Table 3.6.7: Access and support received by children and young people (2022) (continued)

Q70 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Children and young people attending my organisation receive sufficient support to access early childhood education and care</b>											
	Total 2022 n = 353	Govt n = 93	Non-govt n = 260	Brisbane + Moreton Bay n = 96	South East n = 39	Sunshine Coast + Central n = 90	South West n = 66	North QLD n = 32	Far North QLD n = 30	<10 n = 205	10+ n = 148
Strongly disagree	2%	1%	2%	2%	3%	3%				0% ↓	3% ↑
Disagree	12%	13%	11%	8%	10%	9%	15%	25% ↑	10%	6% ↓	20% ↑
<b>SUB-TOTAL DISAGREE</b>	13%	14%	13%	10%	13%	12%	15%	25% ↑	10%	6% ↓	23% ↑
Neutral	24%	27%	23%	22%	23%	21%	29%	28%	27%	24%	24%
Agree	44%	49%	43%	47%	56%	42%	39%	38%	47%	51% ↑	35% ↓
Strongly agree	18%	10% ↓	21% ↑	21%	8%	24%	17%	9%	17%	19%	18%
<b>SUB-TOTAL AGREE</b>	63%	59%	64%	68%	64%	67%	56%	47%	63%	70% ↑	53% ↓
<b>Children and young people attending my organisation can access mental health services when they need them</b>											
	Total 2022 n = 381	Govt n = 103	Non-govt n = 278	Brisbane + Moreton Bay n = 100	South East n = 42	Sunshine Coast + Central n = 100	South West n = 69	North QLD n = 40	Far North QLD n = 30	<10 n = 220	10+ n = 161
Strongly disagree	6%	5%	7%	8%	5%	3%	9%	5%	10%	3% ↓	11% ↑
Disagree	20%	26%	18%	18%	24%	21%	20%	20%	17%	16% ↓	25% ↑
<b>SUB-TOTAL DISAGREE</b>	26%	31%	24%	26%	29%	24%	29%	25%	27%	19% ↓	37% ↑
Neutral	23%	22%	24%	25%	19%	20%	26%	30%	20%	24%	22%
Agree	37%	37%	37%	37%	48%	38%	32%	33%	40%	41%	32%
Strongly agree	13%	10%	14%	12%	5%	18%	13%	13%	13%	16%	9%
<b>SUB-TOTAL AGREE</b>	50%	47%	52%	49%	52%	56%	45%	45%	53%	57% ↑	41% ↓

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

### 3.7 Meeting client needs

New question in 2022

Q71 Aboriginal and Torres Strait Islander children and young people attending my organisation:

a) are supported to preserve their cultural and linguistic identity

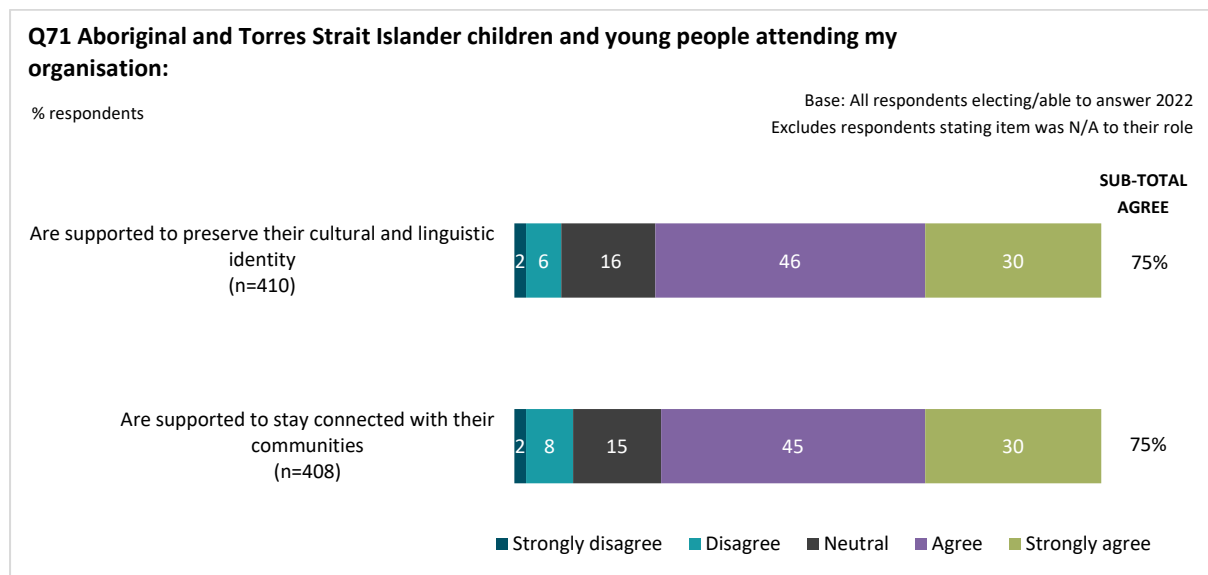
b) are supported to stay connected with their communities

#### 3.7.1 2022 Result

Respondents were asked about cultural support provided to Aboriginal and Torres Strait Islander children and young people. Three quarters of respondents agreed that Aboriginal and Torres Strait Islander children and young people are supported to preserve their cultural and linguistic identity (75%) or are supported to stay connected with their communities (75%).

One in 10 respondents (10%) disagreed or strongly disagreed that Aboriginal and Torres Strait Islander children and young people are supported to stay connected with their communities.

Figure 3.7.1: Supporting Aboriginal and Torres Strait Islander children and young people to preserve their cultural and linguistic identity and stay connected with their community (2022)



### 3.7.2 Sub-group differences (2022)

Respondents working for non-government organisations were more likely than government respondents to agree or strongly agree that Aboriginal and Torres Strait Islander children and young people are supported to preserve their cultural and linguistic identity (83% non-government, 55% government) or are supported to stay connected to their community (82% non-government, 55% government).

Total agreement (those who agreed or strongly agreed) regarding support provided to Aboriginal and Torres Strait Islander children and young people to stay connected to community was higher among respondents with less than 10 years' experience (79%) in contrast to those with more experience (69%).

Respondents working in the North Queensland DCYJMA region were more likely than average to disagree or strongly disagree (17%, compared to 8% total) that support was provided to preserve cultural and linguistic identity.

Other sub-group differences are outlined in Table 3.7.1.

Table 3.7.1: Supporting Aboriginal and Torres Strait Islander children and young people to preserve their cultural and linguistic identity and stay connected with their community (2022)

Q71 Column %	Total 2022	ORGANISATION TYPE		DCYJMA 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 = 410	n = 107	n = 303	n = 113	n = 45	n = 104	n = 69	n = 42	n = 37	n = 234	n = 176
<b>Aboriginal and Torres Strait Islander children and young people attending my organisation are supported to preserve their cultural and linguistic identity</b>											
Strongly disagree	2%	4%	1%	3%		2%	1%	2%	3%	1%	3%
Disagree	6%	12% ↑	4% ↓	5%	4%	6%	4%	14% ↑	8%	4% ↓	9% ↑
<b>SUB-TOTAL DISAGREE</b>	<b>8%</b>	<b>16% ↑</b>	<b>6% ↓</b>	<b>8%</b>	<b>4%</b>	<b>8%</b>	<b>6%</b>	<b>17% ↑</b>	<b>11%</b>	<b>5% ↓</b>	<b>13% ↑</b>
Neutral	16%	29% ↑	12% ↓	18%	24%	13%	14%	10%	22%	16%	16%
Agree	46%	41%	48%	43%	44%	47%	48%	45%	49%	47%	44%
Strongly agree	30%	14% ↓	35% ↑	31%	27%	32%	32%	29%	19%	32%	27%
<b>SUB-TOTAL AGREE</b>	<b>75%</b>	<b>55% ↓</b>	<b>83% ↑</b>	<b>74%</b>	<b>71%</b>	<b>79%</b>	<b>80%</b>	<b>74%</b>	<b>68%</b>	<b>79%</b>	<b>71%</b>
<b>Aboriginal and Torres Strait Islander children and young people attending my organisation are supported to stay connected with their communities</b>											
	Total 2022 n = 408	Govt n = 105	Non-govt n = 303	Brisbane + Moreton Bay n = 112	South East n = 45	Sunshine Coast + Central n = 105	South West n = 70	North QLD n = 40	Far North QLD n = 36	<10 n = 234	10+ n = 174
Strongly disagree	2%	4%	1%	2%		3%		5%	3%	1%	3%
Disagree	8%	15% ↑	5% ↓	8%	7%	6%	13%	8%	6%	5% ↓	11% ↑
<b>SUB-TOTAL DISAGREE</b>	<b>10%</b>	<b>19% ↑</b>	<b>7% ↓</b>	<b>10%</b>	<b>7%</b>	<b>9%</b>	<b>13%</b>	<b>13%</b>	<b>8%</b>	<b>6% ↓</b>	<b>14% ↑</b>
Neutral	15%	26% ↑	12% ↓	18%	13%	15%	14%	10%	17%	14%	17%
Agree	45%	41%	47%	39%	51%	46%	46%	43%	56%	49%	40%
Strongly agree	30%	14% ↓	35% ↑	33%	29%	30%	27%	35%	19%	31%	29%
<b>SUB-TOTAL AGREE</b>	<b>75%</b>	<b>55% ↓</b>	<b>82% ↑</b>	<b>72%</b>	<b>80%</b>	<b>76%</b>	<b>73%</b>	<b>78%</b>	<b>75%</b>	<b>79% ↑</b>	<b>69% ↓</b>

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

New question in 2022

Q72 Culturally and linguistically diverse children and young people attending my organisation:

a) are supported to preserve their cultural and linguistic identity

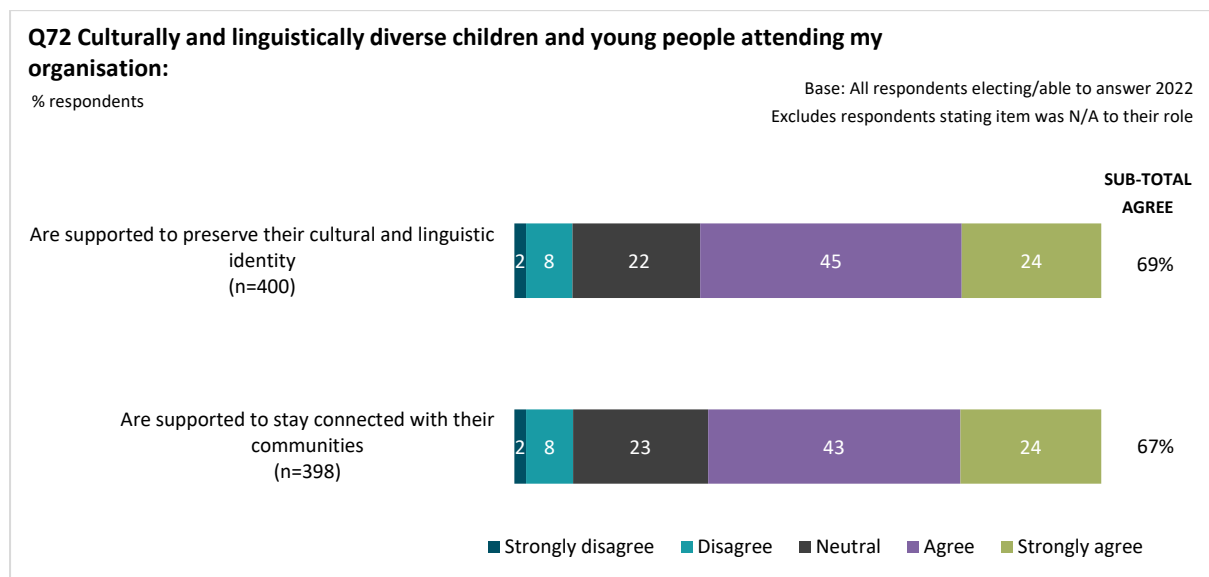
b) are supported to stay connected with their communities

### 3.7.3 2022 Result

Respondents were asked about cultural support provided to children and young people from cultural and linguistically diverse backgrounds. Just over 2 thirds of respondents agreed or strongly agreed that culturally and linguistically diverse children and young people are supported to preserve their cultural and linguistic identity (69%) or are supported to stay connected with their communities (67%).

One in 10 respondents disagreed or strongly disagreed with both statements regarding levels of support provided to preserve their cultural and linguistic identity and stay connected to their community. Approximately 2 in 10 were neutral on both statements.

Figure 3.7.2: Supporting culturally and linguistically diverse children and young people to preserve their cultural and linguistic identity and stay connected with their community (2022)



### 3.7.4 Sub-group differences (2022)

Respondents working for non-government organisations were more likely than government respondents to agree or strongly agree that culturally and linguistically diverse children and young people are supported to preserve their cultural and linguistic identity (73% non-government, 55% government) or are supported to stay connected to their community (72% non-government, 53% government).

Other sub-group differences are outlined in Table 3.7.2.

Table 3.7.2: Supporting culturally and linguistically diverse children and young people to preserve their cultural and linguistic identity and stay connected with their community (2022)

Q72 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Culturally and linguistically diverse children and young people attending my organisation are supported to preserve their cultural and linguistic identity</b>											
	Total 2022 n = 400	Govt n = 106	Non-govt n = 294	Brisbane + Moreton Bay n = 109	South East n = 45	Sunshine Coast + Central n = 102	South West n = 67	North QLD n = 41	Far North QLD n = 36	<10 n = 225	10+ n = 175
Strongly disagree	2%	4% ↑	1% ↓	3%		1%		2%	3%	1%	2%
Disagree	8%	12%	6%	7%	4%	8%	9%	10%	11%	6%	11%
<b>SUB-TOTAL DISAGREE</b>	10%	16% ↑	7% ↓	10%	4%	9%	9%	12%	14%	7%	13%
Neutral	22%	29% ↑	19% ↓	22%	24%	24%	25%	17%	14%	22%	22%
Agree	45%	44%	45%	43%	49%	38%	46%	49%	56%	43%	47%
Strongly agree	24%	10% ↓	29% ↑	25%	22%	29%	19%	22%	17%	28% ↑	18% ↓
<b>SUB-TOTAL AGREE</b>	69%	55% ↓	73% ↑	68%	71%	68%	66%	71%	72%	71%	65%
<b>Culturally and linguistically diverse children and young people attending my organisation are supported to stay connected with their communities</b>											
	Total 2022 n = 398	Govt n = 104	Non-govt n = 294	Brisbane + Moreton Bay n = 108	South East n = 45	Sunshine Coast + Central n = 101	South West n = 68	North QLD n = 41	Far North QLD n = 35	<10 n = 225	10+ n = 173
Strongly disagree	2%	4% ↑	1% ↓	2%		1%		5%	3%	1%	2%
Disagree	8%	13%	6%	10%	7%	7%	7%	7%	9%	7%	10%
<b>SUB-TOTAL DISAGREE</b>	10%	16% ↑	7% ↓	12%	7%	8%	7%	12%	11%	8%	12%
Neutral	23%	31% ↑	21% ↓	22%	20%	26%	28%	22%	17%	23%	24%
Agree	43%	43%	44%	40%	53%	37%	46%	44%	57%	41%	46%
Strongly agree	24%	10% ↓	29% ↑	26%	20%	30%	19%	22%	14%	28% ↑	18% ↓
<b>SUB-TOTAL AGREE</b>	67%	53% ↓	72% ↑	66%	73%	66%	65%	66%	71%	69%	65%

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

*New questions in 2022*

Q73 Children and young people attending my organisation who have a disability can access appropriate support

Q74 Families of the children and young people attending my organisation are provided with sufficient support and opportunities to keep their children at home where appropriate

Q75 Young people attending my organisation who are making the transition from out-of-home care to independent living can access appropriate transition services when they need them

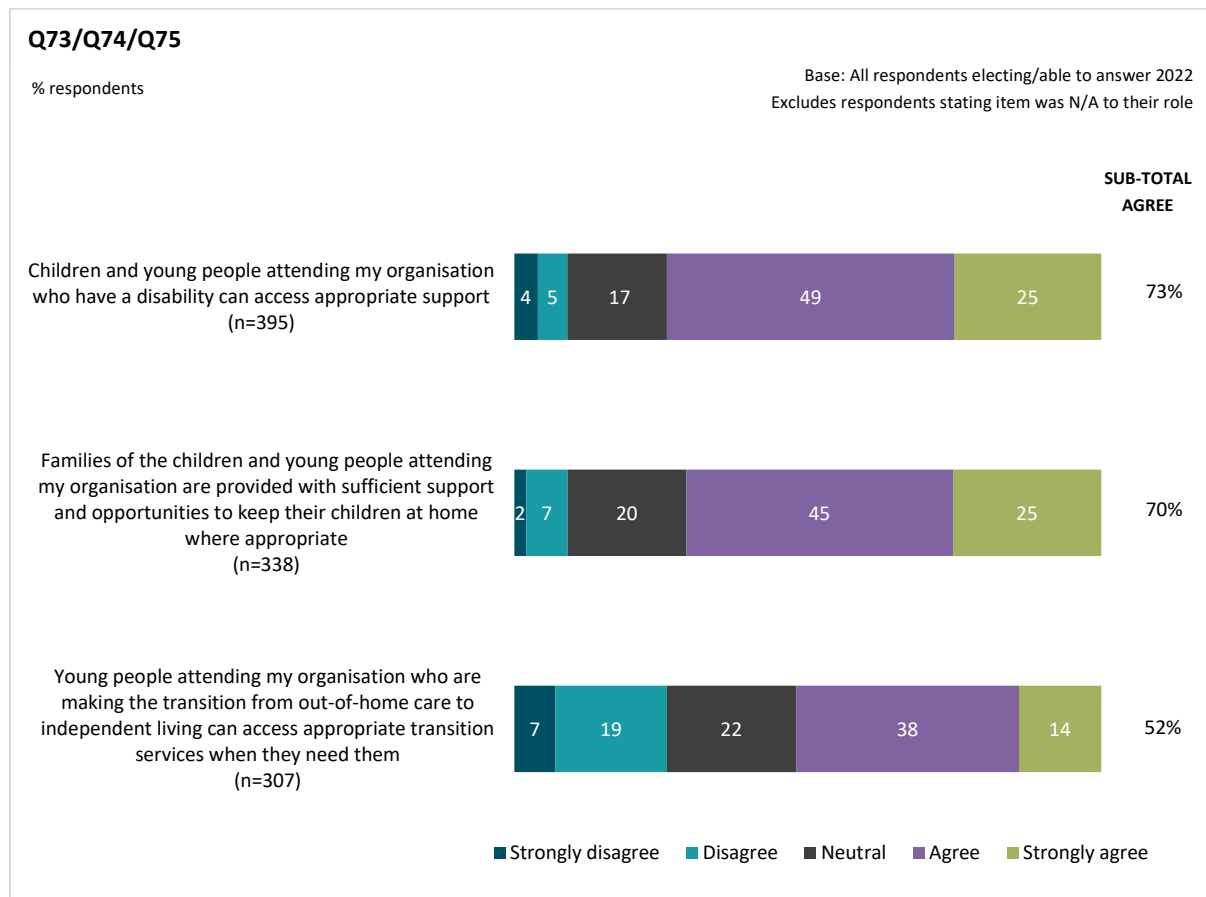
**3.7.5 2022 Result**

Just under one quarter (73%) of respondents agreed or strongly agreed that children and young people with disability can access appropriate support.

The majority (70%) of respondents agreed or strongly agreed that the families of children and young people attending their organisation are provided with sufficient support and opportunities to keep their children at home (25% strongly agreed, 45% agreed).

Approximately one half (52%) of respondents agreed or strongly agreed that young people making the transition from out-of-home care to independent living can access appropriate transition services when they need them. Approximately one quarter (25%) disagreed or strongly disagreed, while 22% responded neutrally.

Figure 3.7.3: Supports for children, young people and families (2022)



### 3.7.6 Sub-group differences (2022)

Respondents who work in non-government organisations were more likely than government respondents to agree or strongly agree the following statements:

- Families of the children and young people attending my organisation are provided with sufficient support and opportunities to keep their children at home where appropriate (77% non-government, 55% government)
- Young people making the transition from out-of-home care to independent living can access appropriate transition services when they need them (57% non-government, 42% government).

Respondents working in the South West DCYJMA region were more likely than average to agree or strongly agree that families are supported and provided with opportunities to keep their children at home (87% compared to 70% total).

Disagreement (disagreed or strongly disagreed) was higher among respondents with 10 or more years' experience that children and young people who have a disability can access appropriate support (13% compared to 6% among those with less than 10 years' experience).

Other sub-group differences are outlined in Table 3.7.3.

Table 3.7.3: Supports for children, young people and families (2022)

Q73/Q74/Q75 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Children and young people attending my organisation who have a disability can access appropriate support</b>											
	Total 2022 n = 395	Govt n = 107	Non-govt n = 288	Brisbane + Moreton Bay n = 111	South East n = 40	Sunshine Coast + Central n = 99	South West n = 69	North QLD n = 41	Far North QLD n = 35	<10 n = 226	10+ n = 168
Strongly disagree	4%	5%	4%	3%		7%	3%	7%	3%	3%	6%
Disagree	5%	7%	4%	3%	8%	5%	6%	5%	9%	4%	7%
<b>SUB-TOTAL DISAGREE</b>	9%	12%	8%	5%	8%	12%	9%	12%	11%	6% ↓	13% ↑
Neutral	17%	21%	16%	25% ↑	10%	13%	10%	17%	29%	17%	18%
Agree	49%	50%	49%	45%	60%	55%	48%	44%	40%	52%	44%
Strongly agree	25%	17% ↓	27% ↑	24%	23%	20%	33%	27%	20%	24%	25%
<b>SUB-TOTAL AGREE</b>	73%	66%	76%	69%	83%	75%	81%	71%	60%	77%	69%
<b>Families of the children and young people attending my organisation are provided with sufficient support and opportunities to keep their children at home where appropriate</b>											
	Total 2022 n = 338	Govt n = 98	Non-govt n = 240	Brisbane + Moreton Bay n = 95	South East n = 35	Sunshine Coast + Central n = 86	South West n = 55	North QLD n = 36	Far North QLD n = 31	<10 n = 195	10+ n = 143
Strongly disagree	2%	5% ↑	1% ↓	1%		3%		6%	3%	2%	3%
Disagree	7%	15% ↑	4% ↓	7%	11%	7%	2%	3%	16% ↑	6%	8%
<b>SUB-TOTAL DISAGREE</b>	9%	20% ↑	5% ↓	8%	11%	10%	2% ↓	8%	19% ↑	8%	11%
Neutral	20%	24%	19%	25%	20%	26%	11%	17%	13%	24%	16%
Agree	45%	43%	46%	41%	49%	35% ↓	58% ↑	47%	55%	46%	44%
Strongly agree	25%	12% ↓	31% ↑	25%	20%	29%	29%	28%	13%	23%	29%
<b>SUB-TOTAL AGREE</b>	70%	55% ↓	77% ↑	66%	69%	64%	87% ↑	75%	68%	69%	73%
<b>Young people attending my organisation who are making the transition from out-of-home care to independent living can access appropriate transition services when they need them</b>											
	Total 2022 n = 307	Govt n = 88	Non-govt n = 219	Brisbane + Moreton Bay n = 81	South East n = 30	Sunshine Coast + Central n = 79	South West n = 53	North QLD n = 34	Far North QLD n = 30	<10 n = 172	10+ n = 135
Strongly disagree	7%	10%	5%	6%	10%	8%	6%	6%	7%	5%	10%
Disagree	19%	25%	16%	19%	33% ↑	11%	19%	18%	23%	17%	20%
<b>SUB-TOTAL DISAGREE</b>	25%	35% ↑	21% ↓	25%	43% ↑	19%	25%	24%	30%	22%	30%
Neutral	22%	23%	22%	25%	13%	22%	25%	24%	20%	22%	22%
Agree	38%	36%	39%	38%	40%	39%	36%	38%	40%	45% ↑	30% ↓
Strongly agree	14%	6% ↓	17% ↑	12%	3%	20%	15%	15%	10%	11%	18%
<b>SUB-TOTAL AGREE</b>	52%	42% ↓	57% ↑	51%	43%	59%	51%	53%	50%	56%	48%

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

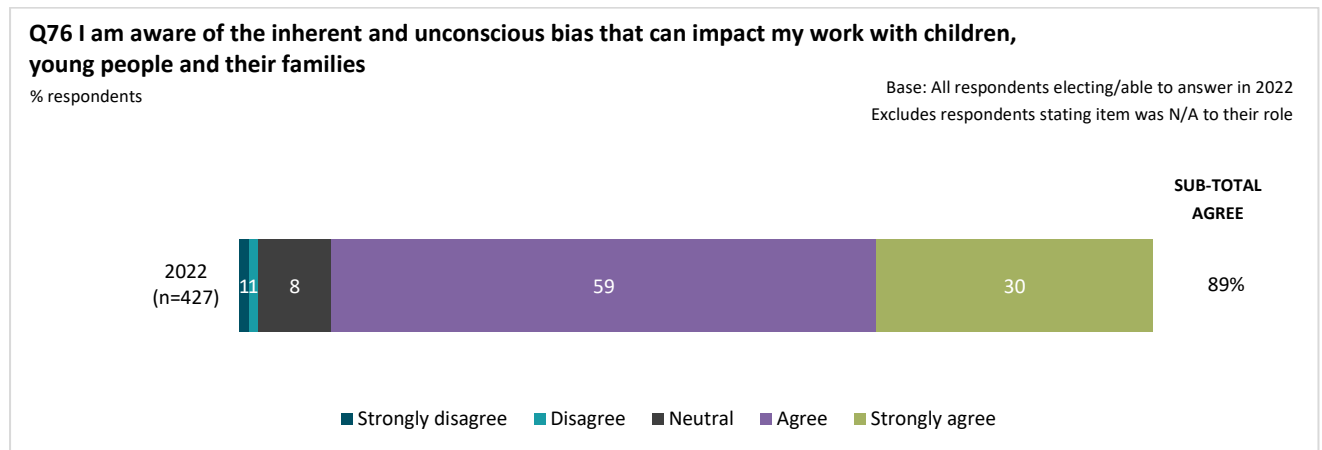
New questions in 2022

Q76 I am aware of the inherent and unconscious bias that can impact my work with children, young people and their families

3.7.7 2022 Result

The majority of respondents (89%) agreed or strongly agreed they are aware of inherent and unconscious bias that can impact their work (30% strongly agreed, 59% agreed). Eight per cent responded neutrally, while 3% disagreed or strongly disagreed.

Figure 3.7.4: Awareness of inherent and unconscious bias that can impact their work (2022)



3.7.8 Sub-group differences (2022)

The majority of all sub-groups were in high agreement that they are aware of the inherent and unconscious bias that can impact their work with children, young people and families.

Respondents working in government agencies and those with 10 or more years’ experience were more likely than average to indicate a level of disagreement regarding their understanding of how biases can impact their work (6% and 4% respectively disagreed or strongly disagreed).

Other sub-group differences are outlined in Table 3.7.4.

Table 3.7.4: Awareness of inherent and unconscious bias that can impact their work (2022)

Q76 Column %	Total 2022 n = 427	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 111	Non-govt n = 316	Brisbane + Moreton Bay n = 118	South East n = 47	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 42	Far North QLD n = 38	<10 n = 247	10+ n = 179
Strongly disagree	1%	4% ↑	1% ↓	3%		1%		2%	3%	1%	2%
Disagree	1%	3%	1%			1%	3%	2%	3%		2% ↑
<b>SUB-TOTAL DISAGREE</b>	<b>3%</b>	<b>6% ↑</b>	<b>1% ↓</b>	<b>3%</b>		<b>2%</b>	<b>3%</b>	<b>5%</b>	<b>5%</b>	<b>1% ↓</b>	<b>4% ↑</b>
Neutral	8%	6%	9%	6%	6%	13% ↑	7%	5%	8%	8%	8%
Agree	59%	62%	59%	58%	64%	57%	58%	67%	58%	61%	58%
Strongly agree	30%	25%	32%	33%	30%	28%	32%	24%	29%	30%	30%
<b>SUB-TOTAL AGREE</b>	<b>89%</b>	<b>87%</b>	<b>90%</b>	<b>92%</b>	<b>94%</b>	<b>85%</b>	<b>91%</b>	<b>90%</b>	<b>87%</b>	<b>91%</b>	<b>88%</b>

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

New question in 2022

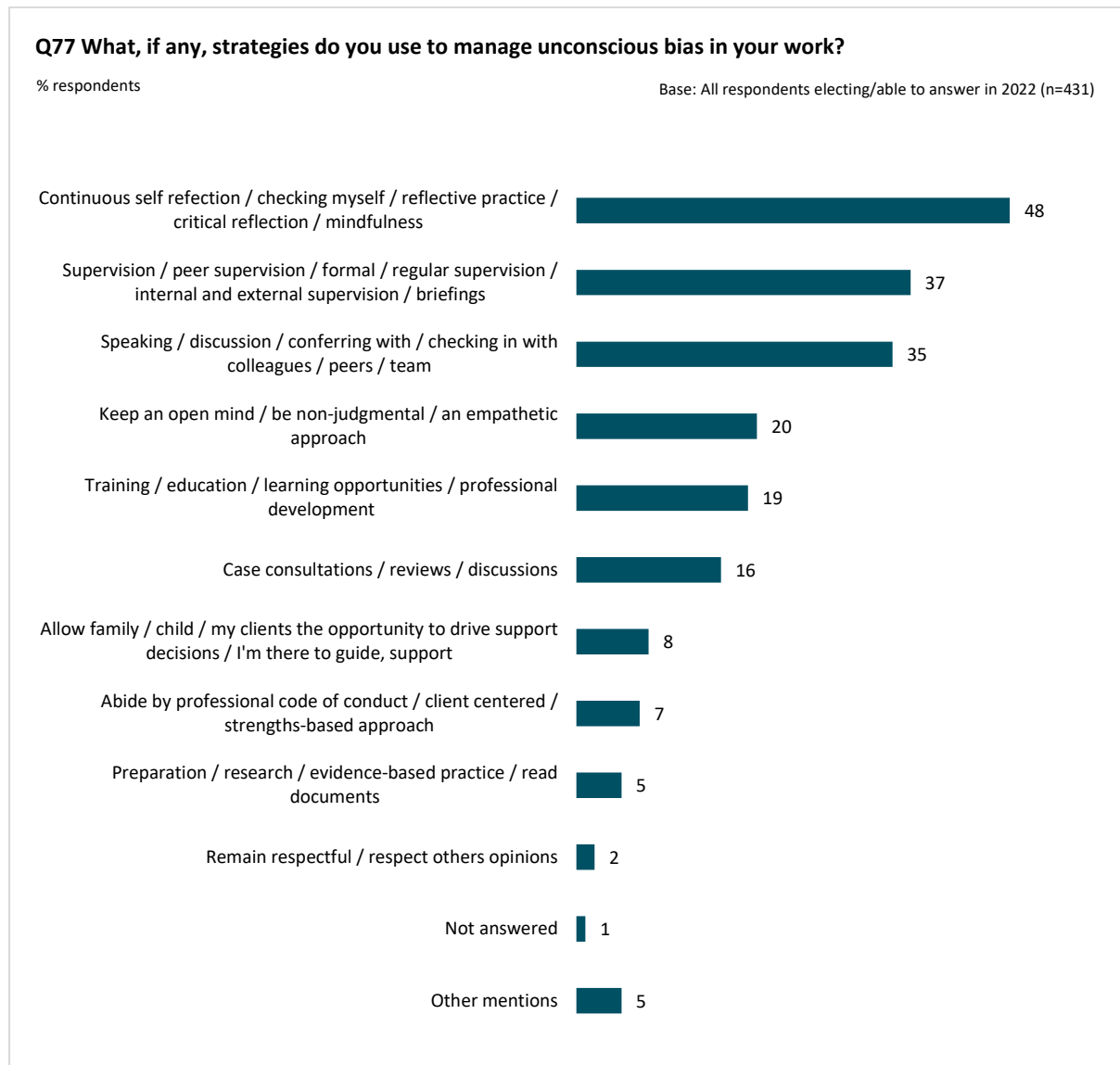
Q77 What, if any, strategies do you use to manage unconscious bias in your work?

### 3.7.9 2022 Result

To manage unconscious bias in their work, respondents most commonly cited processes of self-reflection, self-checks or other reflective practices (48%).

Secondary to this process, respondents engaged with others including using supervision mechanisms (37%) and colleague or peer reviews and discussions (35%) to help with managing unconscious bias. All themes are presented in Figure 3.7.5.

Figure 3.7.5: Strategies to manage unconscious bias in their work (2022)



### 3.7.10 Sub-group differences (2022)

All sub-groups used internal checking and self-reflection mechanisms as the key strategy to assist in managing unconscious bias in their work.

Respondents with 10 or more years' experience were more likely than those with less experience to also use supervision (44% 10+ years, 31% <10 years) or have training or professional development (25% 10+ years, 14% <10 years) on this issue. Respondents with less than 10 years' experience were more likely to also ensure they are non-judgemental and empathetic (25% <10 years, 14% 10+ years).

Respondents in the South West DCYJMA region were more likely than others to engage with colleagues or peers in discussions (48% compared to 35% total) in order to manage unconscious bias in their work.

Other sub-group differences are outlined in Table 3.7.5.

Table 3.7.5: Strategies to manage unconscious bias (2022)

Q77 Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA 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
Continuous self-reflection / checking myself / reflective practice / critical reflection / mindfulness	48%	50%	48%	48%	48%	45%	46%	58%	52%	50%	47%
Supervision / peer supervision / formal / regular supervision / internal and external supervision / briefings	37%	38%	36%	41%	38%	25% ↓	37%	45%	41%	31% ↓	44% ↑
Speaking / discussion / conferring with / checking in with colleagues / peers / team	35%	38%	34%	40%	34%	28%	48% ↑	23%	28%	35%	35%
Keep an open mind / be non- judgmental / an empathetic approach	20%	18%	21%	14%	28%	28%	22%	13%	14%	25% ↑	14% ↓
Training / education / learning opportunities / professional development	19%	19%	19%	19%	21%	23%	15%	16%	17%	14% ↓	25% ↑
Case consultations / reviews / discussions	16%	18%	15%	13%	14%	9%	24%	23%	21%	16%	16%
Allow family / child / my clients the opportunity to drive support decisions / I'm there to guide, support	8%	13%	7%	5%	10%	12%	6%	6%	14%	11%	5%
Abide by professional code of conduct / client centred / strengths-based approach	7%	10%	6%	5%	3%	7%	4%	13%	17%	5%	9%
Preparation / research / evidence-based practice / read documents	5%	8%	4%	7%	7%	4%	6%	3%	3%	5%	6%
Remain respectful / respect others' opinions	2%	3%	1%	1%		3%	2%	3%		1%	2%
Not answered	1%	3%	1%	2%			2%	3%		1%	2%
Other mentions	5%	6%	5%	5%	3%	9%	2%	13%		6%	5%

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

## 3.8 Children's rights

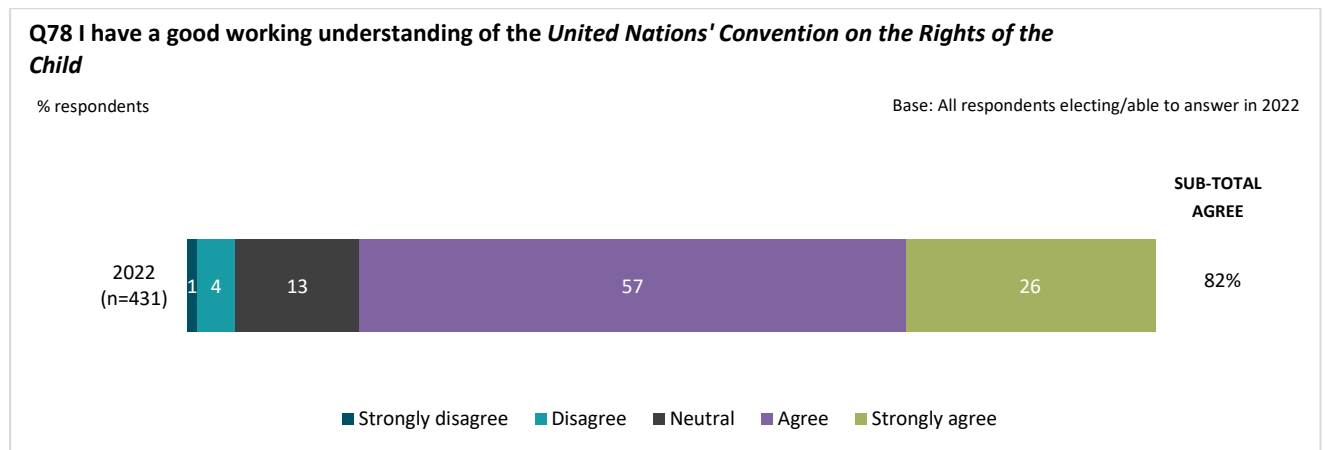
New question in 2022

Q78 I have a good working understanding of the United Nations' Convention on the Rights of the Child

### 3.8.1 2022 Result

The majority of respondents (82%) agreed or strongly agreed they have a good working understanding of the *United Nations' Convention on the Rights of the Child* with 26% strongly agreeing and 57% agreeing. A further 13% were neutral while 5% admitted a lack of understanding.

Figure 3.8.1: Level of understanding of the United Nations Convention on the Rights of the Child (2022)



### 3.8.2 Sub-group differences (2022)

Respondents working in government agencies were more likely to disagree or strongly disagree that they have a good working understanding of the *United Nations' Convention on the Rights of the Child* (9%) compared with non-government respondents (4% disagreed or strongly disagreed).

Other sub-group differences are outlined in Table 3.8.1.

Table 3.8.1: Level of understanding of the United Nations' Convention on the Rights of the Child (2022)

Q78 Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Strongly disagree	1%	2%	1%			1%	3%		3%	1%	1%
Disagree	4%	7%	3%	3%	2%	7%	1%	9%	3%	4%	4%
<b>SUB-TOTAL DISAGREE</b>	<b>5%</b>	<b>9% ↑</b>	<b>4% ↓</b>	3%	2%	8%	4%	9%	5%	5%	6%
Neutral	13%	13%	12%	13%	17%	9%	16%	14%	8%	14%	11%
Agree	57%	60%	56%	57%	56%	57%	53%	58%	61%	57%	56%
Strongly agree	26%	18% ↓	28% ↑	28%	25%	25%	27%	19%	26%	24%	28%
<b>SUB-TOTAL AGREE</b>	<b>82%</b>	<b>78%</b>	<b>84%</b>	85%	81%	82%	80%	77%	87%	81%	84%

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

New question in 2022

Q79 Within my organisation:

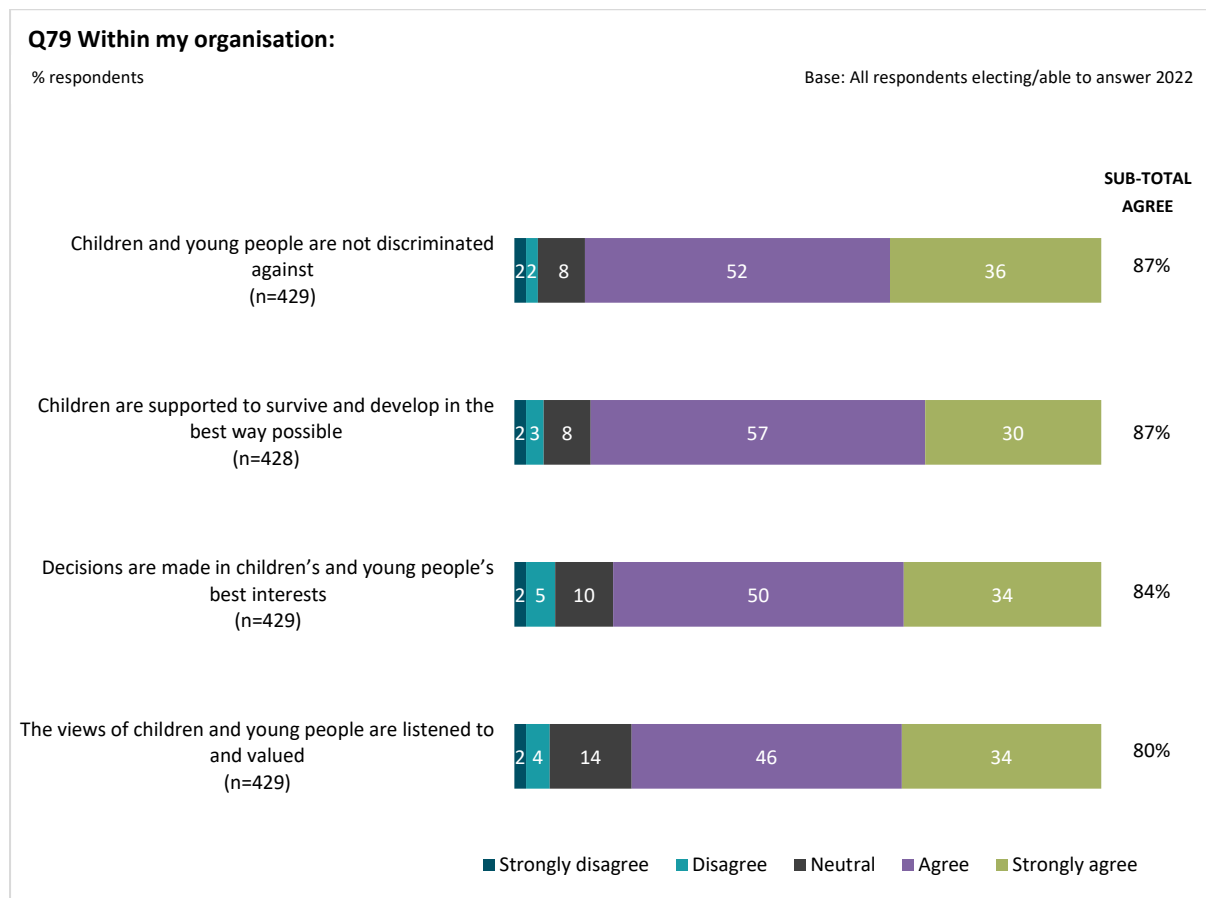
- a) children are supported to survive and develop in the best way possible
- b) decisions are made in children's and young people's best interests
- c) the views of children and young people are listened to and valued
- d) children and young people are not discriminated against

### 3.8.3 2022 Result

Respondents mostly agreed or strongly agreed that within their organisation:

- children and young people are not discriminated against (87%)
- children are supported to survive and develop in the best way possible (87%)
- decisions are made in the children's and young people's best interests (84%)
- the views of children and young people are listed to and valued (80%).

Figure 3.8.2: Children's rights upheld within their organisations (2022)



### 3.8.4 Sub-group differences (2022)

Across all statements regarding children’s rights being upheld within their organisations, non-government respondents were more likely than government respondents to agree.

Respondents with less than 10 years’ experience were more likely to agree or strongly agree that within their organisation that children and young people are not discriminated against (91%) compared to respondents who have 10 or more years’ experience (83%).

Those based in the South East DCYJMA region were more likely to agree or strongly agree (98%) that within their organisation children are supported to survive and develop in the best way possible compared to the total result of 87% agreement.

Other sub-group differences are outlined in Table 3.8.2.

Table 3.8.2: Children’s rights upheld within their organisations (2022)

Q79 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Within my organisation children and young people are not discriminated against</b>											
	Total 2022 n = 429	Govt n = 110	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 42	Far North QLD n = 37	<10 n = 250	10+ n = 179
Strongly disagree	2%	3%	2%	2%		3%	3%	5%	3%	2%	3%
Disagree	2%	5% ↑	1% ↓	3%	2%	2%	1%	5%	3%	1% ↓	4% ↑
<b>SUB-TOTAL DISAGREE</b>	5%	8% ↑	3% ↓	4%	2%	5%	4%	10%	5%	3% ↓	7% ↑
Neutral	8%	17% ↑	5% ↓	6%	6%	11%	7%	2%	16%	6%	10%
Agree	52%	55%	50%	52%	58%	48%	64% ↑	40%	38%	52%	50%
Strongly agree	36%	19% ↓	42% ↑	38%	33%	36%	25% ↓	48%	41%	38%	32%
<b>SUB-TOTAL AGREE</b>	87%	75% ↓	92% ↑	90%	92%	84%	89%	88%	78%	91% ↑	83% ↓
<b>Within my organisation children are supported to survive and develop in the best way possible</b>											
	Total 2022 n = 428	Govt n = 109	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 42	Far North QLD n = 37	<10 n = 250	10+ n = 178
Strongly disagree	2%	4%	1%	3%		2%	1%	2%		2%	2%
Disagree	3%	8% ↑	2% ↓	3%		6%	1%	2%	5%	3%	4%
<b>SUB-TOTAL DISAGREE</b>	5%	12% ↑	3% ↓	7%		7%	3%	5%	5%	4%	6%
Neutral	8%	19% ↑	4% ↓	9%	2%	4%	8%	7%	22% ↑	7%	9%
Agree	57%	54%	58%	50%	73% ↑	59%	66%	62%	30% ↓	54%	61%
Strongly agree	30%	15% ↓	35% ↑	34%	25%	30%	23%	26%	43%	34% ↑	24% ↓
<b>SUB-TOTAL AGREE</b>	87%	69% ↓	93% ↑	84%	98% ↑	89%	89%	88%	73% ↓	89%	85%

Table 3.8.2: Children's rights upheld within their organisations (2022) (continued)

Q79 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
Within my organisation decisions are made in children's and young people's best interests											
	Total 2022 n = 429	Govt n = 110	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 42	Far North QLD n = 37	<10 n = 250	10+ n = 179
Strongly disagree	2%	5% ↑	1% ↓	4%		2%		2%	3%	1% ↓	4% ↑
Disagree	5%	12% ↑	2% ↓	3%	6%	6%	4%	5%	5%	4%	5%
<b>SUB-TOTAL DISAGREE</b>	7%	16% ↑	3% ↓	8%	6%	7%	4%	7%	8%	5%	9%
Neutral	10%	14%	8%	10%	10%	9%	9%	5%	14%	10%	8%
Agree	50%	46%	51%	45%	54%	46%	61% ↑	57%	38%	46%	54%
Strongly agree	34%	24% ↓	38% ↑	38%	29%	37%	25%	31%	41%	38% ↑	28% ↓
<b>SUB-TOTAL AGREE</b>	84%	70% ↓	88% ↑	82%	83%	83%	87%	88%	78%	84%	83%
Within my organisation the views of children and young people are listened to and valued											
	Total 2022 n = 429	Govt n = 111	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 43	Far North QLD n = 37	<10 n = 249	10+ n = 180
Strongly disagree	2%	4%	2%	3%		2%	1%	5%		1%	3%
Disagree	4%	5%	3%	3%	6%	3%	3%	2%	8%	3%	5%
<b>SUB-TOTAL DISAGREE</b>	6%	9%	5%	7%	6%	5%	4%	7%	8%	4%	8%
Neutral	14%	23% ↑	11% ↓	17%	19%	15%	9%	2% ↓	19%	15%	12%
Agree	46%	52%	44%	40%	44%	45%	58% ↑	56%	35%	43%	51%
Strongly agree	34%	16% ↓	40% ↑	36%	31%	35%	28%	35%	38%	38%	29%
<b>SUB-TOTAL AGREE</b>	80%	68% ↓	84% ↑	76%	75%	81%	86%	91%	73%	81%	79%

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

*New question in 2022*

*Q80 Only asked if agreed or strongly agreed to the statement 'within my organisation children are supported to survive and develop in the best way possible' – Can you provide an example of how your organisation supports children to survive and develop in the best way possible?*

### 3.8.5 2022 Result

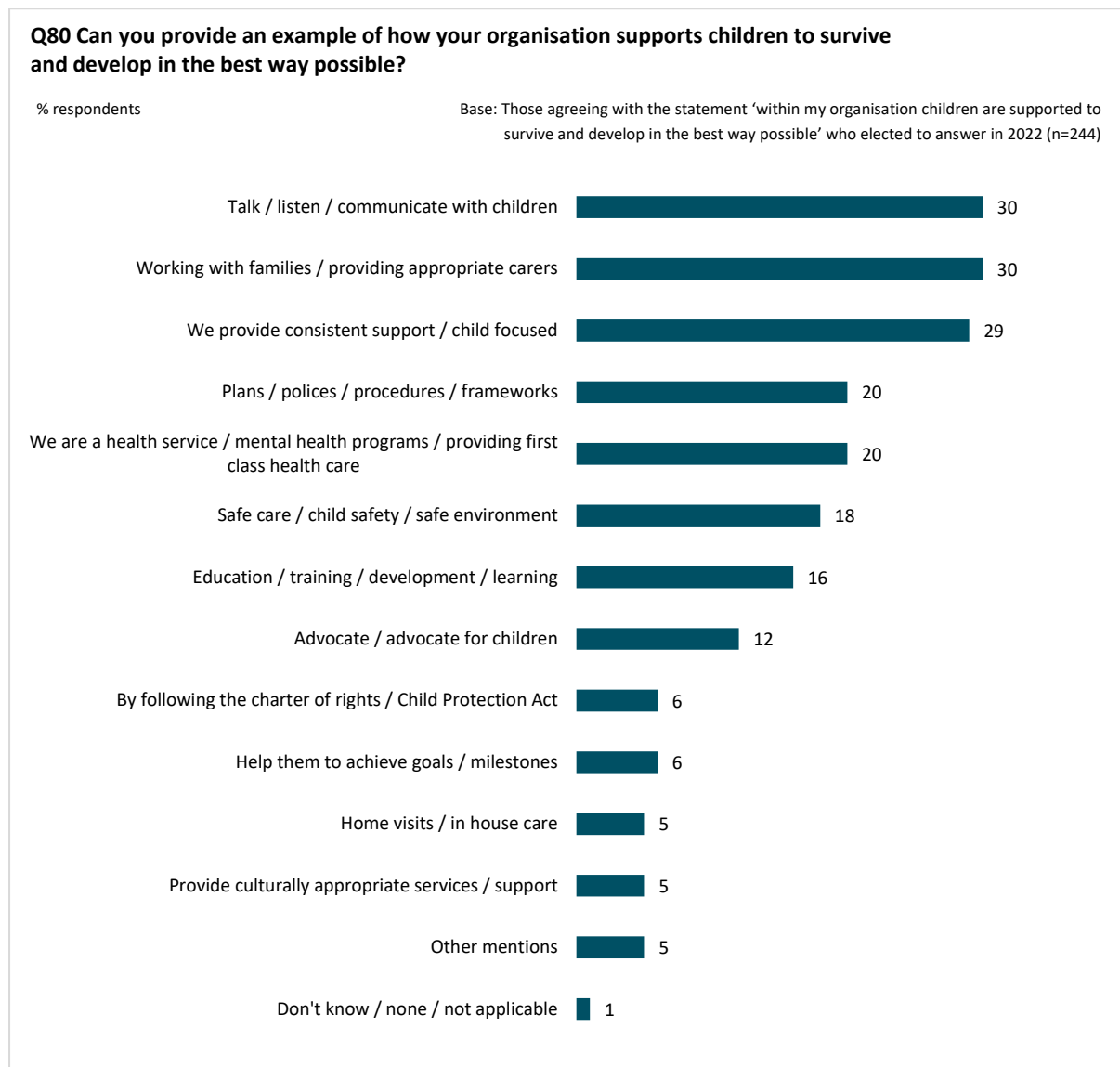
Respondents who agreed or strongly agreed that in their organisation children are supported to survive and develop in the best way possible were asked for examples of how their organisation supports this. The more common responses were:

- talking / listening / communicating with children (30%)
- working with families / providing appropriate carers (30%)
- providing consistent support / child focused (29%).

Other examples focused on policies and practices including:

- plans / policies / procedures / frameworks in use (20%)
- health and mental health services / programs / provision (20%)
- safe care / child safety / safe environment (18%).

Figure 3.8.3: Examples of how their organisation supports children to survive and develop in the best way possible (2022)



### 3.8.6 Sub-group differences (2022)

Respondents based in government agencies were more likely to indicate that their organisation provided supports for children to survive and develop in the best way possible through their own provision of health services or use of mental health programs, providing first class health care (34% government, 17% non-government). Respondents in non-government organisations were more likely to give examples related to talking, listening and communicating with children (35% non-government, 11% government) or plans, policies, procedures and frameworks (23% non-government, 9% government).

Respondents based in the Sunshine Coast and Central DCJYMA region were more likely to provide examples of education, training, development and learning to demonstrate how their organisation supports children to survive and develop in the best way possible (25% compared to 16% total).

Other sub-group differences are outlined in Table 3.8.3.

Table 3.8.3: Examples of how their organisation supports children to survive and develop in the best way possible (2022)

Q80 Column %	Total 2022 n = 244	ORGANISATION TYPE		DCJYMA REGION						YEARS IN SECTOR	
		Govt n = 44	Non-govt n = 200	Brisbane + Moreton Bay n = 68	South East n = 28^	Sunshine Coast + Central n = 56	South West n = 45	North QLD n = 27^	Far North QLD n = 20^	<10 n = 139	10+ n = 105
Talk / listen / communicate with children	30%	11% ↓	35% ↑	32%	29%	23%	42%	22%	30%	29%	31%
Working with families / providing appropriate carers	30%	23%	31%	26%	21%	29%	31%	37%	40%	29%	30%
We provide consistent support / child focused	29%	39%	27%	25%	39%	36%	24%	22%	30%	31%	27%
Plans / polices / procedures / frameworks	20%	9% ↓	23% ↑	25%	18%	20%	13%	19%	30%	19%	23%
We are a health service / mental health programs / providing first class health care	20%	34% ↑	17% ↓	19%	21%	23%	13%	15%	30%	21%	18%
Safe care / child safety / safe environment	18%	11%	20%	18%	11%	23%	13%	30%	10%	17%	19%
Education / training / development / learning	16%	7%	18%	15%	11%	25% ↑	11%	19%	5%	18%	12%
Advocate / advocate for children	12%	14%	12%	15%	14%	9%	9%	15%	15%	10%	15%
By following the charter of rights / Child Protection Act	6%	2%	7%	4%	11%	4%	11%	7%		5%	8%
Help them to achieve goals / milestones	6%	2%	7%	6%	7%	9%	4%		10%	6%	7%
Home visits / in house care	5%		6%	4%	4%	4%	4%	15%		7%	2%
Provide culturally appropriate services / support	5%	7%	4%	3%	4%	7%	4%		10%	4%	6%
Other mentions	5%	11% ↑	4% ↓	3%	7%	7%	9%	4%		6%	5%
Don't know / none / not applicable	1%	2%	1%	1%	4%			4%		2%	

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

*New question in 2022*

*Q81 Only asked if agreed or strongly agreed to the statement 'within my organisation decisions are made in children's and young people's best interests' – Can you provide an example of how your organisation makes decisions in children's and young people's best interests?*

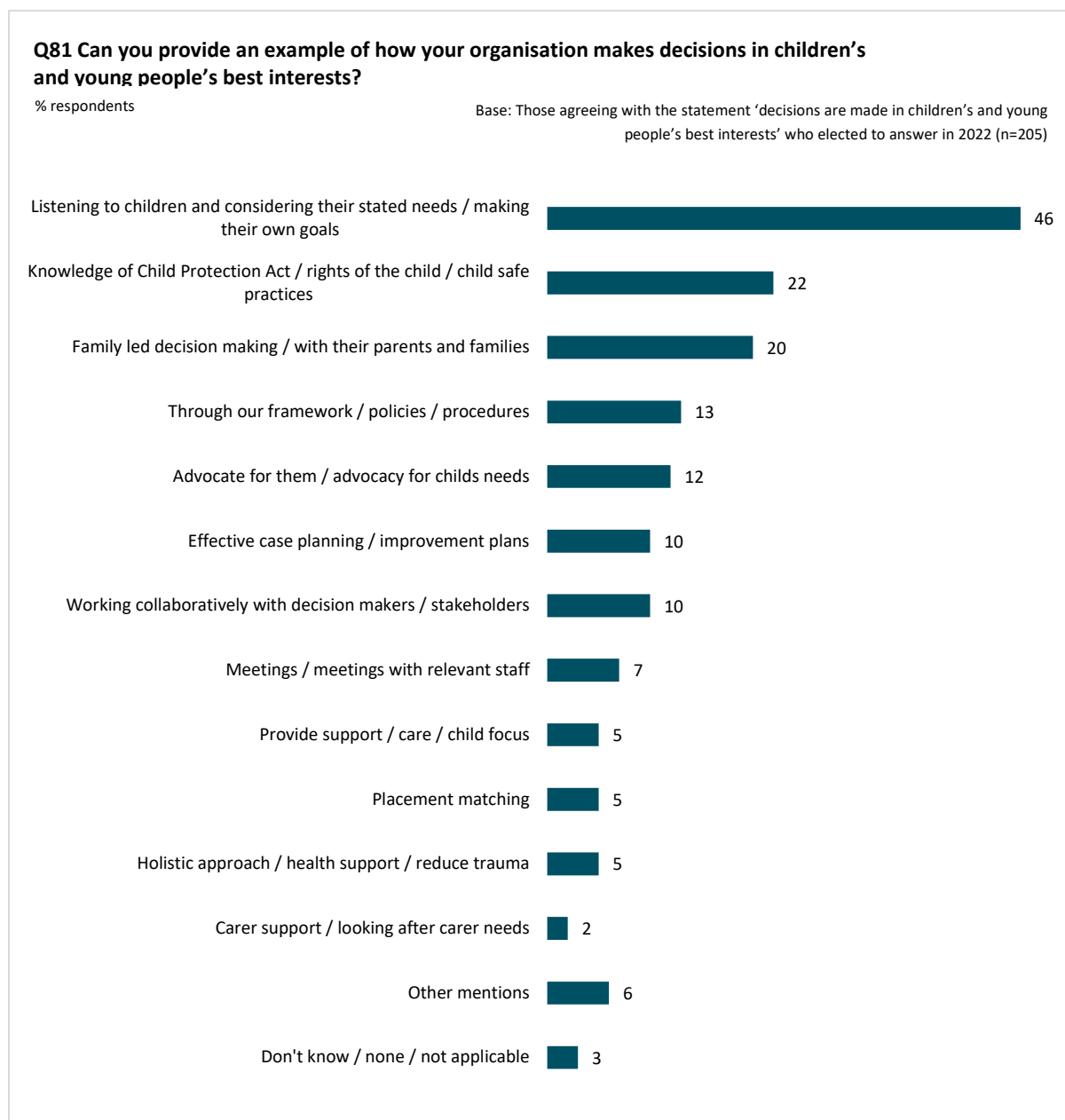
**3.8.7 2022 Result**

Respondents who agreed or strongly agreed that within their organisation decisions are made in children's and young people's best interests were asked for examples of this. The most common type of example provided related to listening to children, considering their stated needs, and getting children and young people to make their own goals (46%).

Other examples included:

- knowledge of Child Protection Act / Rights of the Child / child safe practices (22%)
- family led decision making / with their parents and families (20%)
- use of frameworks / policies / procedures (13%).

*Figure 3.8.4: Examples of how their organisation makes decisions in children's and young people's best interests (2022)*



### 3.8.8 Sub-group differences (2022)

Most respondents of various sub-groups provided similar examples of how their organisation makes decisions in the best interests of children and young people.

Respondents in the Brisbane and Moreton Bay DCYJMA region were more likely than other respondents to provide examples relating to frameworks, policies, and procedures (22% compared to 13% total) or carer support (5% compared to 2% total).

Other sub-group differences are outlined in Table 3.8.4.

Table 3.8.4: Examples of how their organisation makes decisions in children's and young people's best interests (2022)

Q81 Column %	Total 2022 n = 205	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 40	Non-govt n = 165	Brisbane + Moreton Bay n = 58	South East n = 20^	Sunshine Coast + Central n = 47	South West n = 38	North QLD n = 21^	Far North QLD n = 21^	<10 n = 110	10+ n = 95
Listening to children and considering their stated needs / making their own goals	46%	38%	48%	48%	55%	36%	47%	57%	38%	49%	42%
Knowledge of Child Protection Act / rights of the child / child safe practices	22%	25%	22%	16%	15%	26%	29%	19%	33%	20%	25%
Family led decision making / with their parents and families	20%	28%	18%	24%	20%	15%	24%	10%	19%	19%	20%
Through our framework / policies / procedures	13%	13%	13%	22% ↑	15%	11%	5%	5%	14%	12%	15%
Advocate for them / advocacy for child's needs	12%	10%	13%	10%	5%	15%	11%	19%	14%	15%	8%
Effective case planning / improvement plans	10%	10%	10%	7%	5%	4%	11%	29%	14%	6%	14%
Working collaboratively with decision makers / stakeholders	10%	10%	10%	5%	10%	17%	11%		14%	8%	12%
Meetings / meetings with relevant staff	7%	3%	8%	5%	15%	6%	5%	5%	10%	9%	4%
Provide support / care / child focus	5%	10%	4%	3%	10%	9%		5%	10%	7%	3%
Placement matching	5%	3%	5%	5%	5%	6%	8%			4%	6%
Holistic approach / health support / reduce trauma	5%	8%	4%	5%		2%	5%	5%	14%	5%	5%
Carer support / looking after carer needs	2%		2%	5% ↑	5%					3%	1%
Other mentions	6%	10%	5%	7%	10%	6%	3%	5%	10%	6%	6%
Don't know / none / not applicable	3%	3%	4%	5%		4%		10%		5%	2%

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

*New question in 2022*

Q82 Only asked if agreed or strongly agreed to the statement 'within my organisation the views of children and young people are listened to and valued' – Can you provide an example of how your organisation listens to and values the views of children and young people?

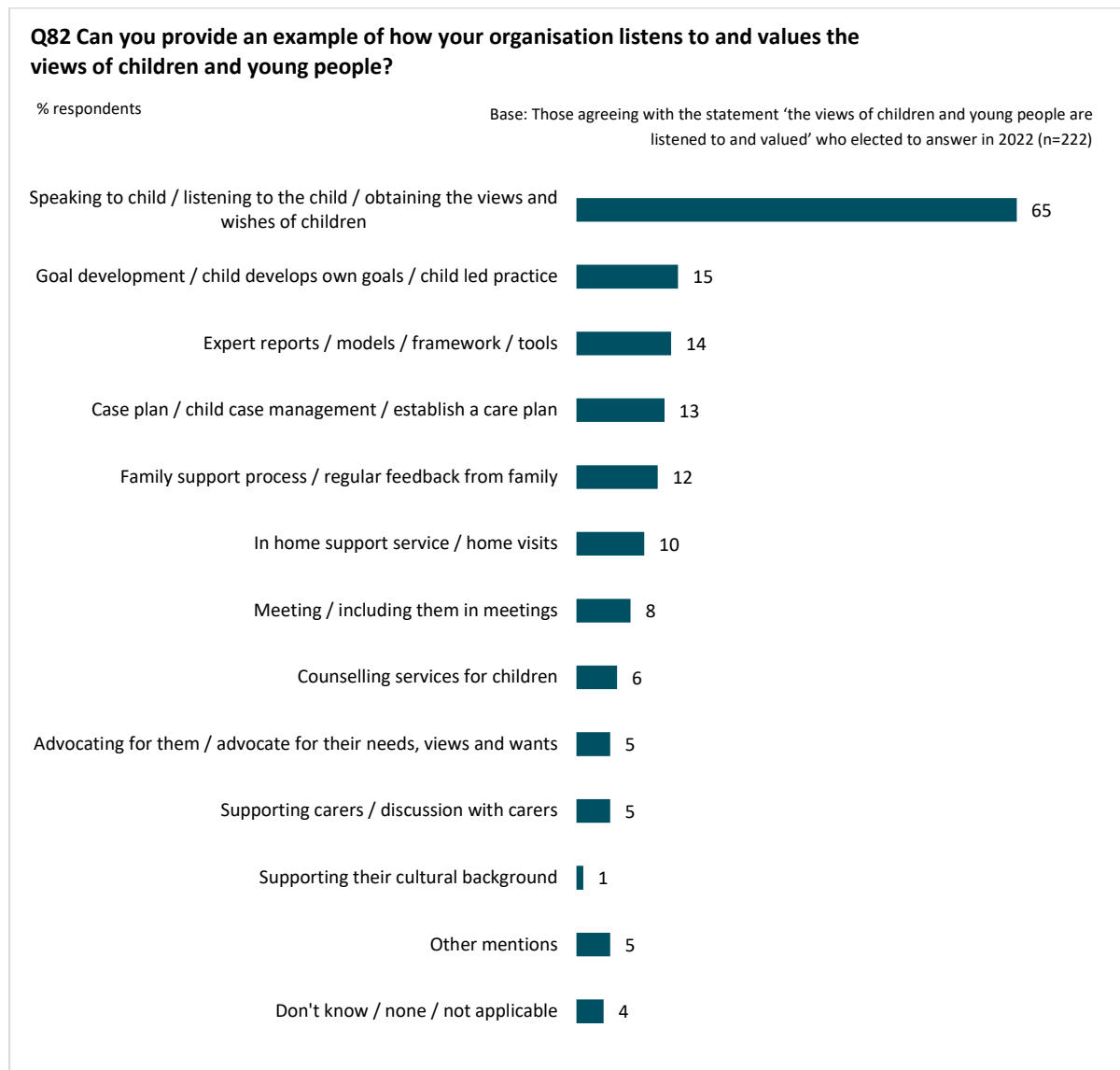
**3.8.9 2022 Result**

Respondents who agreed or strongly agreed that their organisation listens to and values the views of children and young people were asked to provide examples of how this is carried out. The most common examples related to communication practices (i.e., speaking to the child, listening to the child, obtaining views and wishes of the child) (65%).

More specific examples included:

- Goal development / child development of goals / child led practice (15%)
- Use of expert reports / models / frameworks / tools (14%)
- Case plans / child case management (13%)
- Family support processes / regular feedback from families (12%).

Figure 3.8.5: Examples of how their organisation ensures children's and young people's views are listened to and valued (2022)



### 3.8.10 Sub-group differences (2022)

When providing explanations for how their organisation listens to and values the views of children and young people, examples related to use of expert reports, models or frameworks were mentioned most often by respondents based in the Sunshine Coast and Central DCYJMA region (22%) or respondents with 10 or more years' experience (18%). This is compared to a total of 14%.

Examples related to family support processes and regular feedback from family were more often mentioned by respondents working in non-government organisations (14%) or respondents with 10 or more years' experience (17%), compared with the average of 12%.

Other sub-group differences are outlined in Table 3.8.5.

Table 3.8.5: Examples of how their organisation ensures children's and young people's views are listened to and valued (2022)

Q82 Column %	Total 2022 n = 222	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 49	Non-govt n = 173	Brisbane + Moreton Bay n = 61	South East n = 23^	Sunshine Coast + Central n = 50	South West n = 39	North QLD n = 28^	Far North QLD n = 21^	<10 n = 119	10+ n = 103
Speaking to child / listening to the child / obtaining the views and wishes of children	65%	63%	66%	70%	70%	60%	64%	68%	57%	68%	62%
Goal development / child develops own goals / child led practice	15%	12%	16%	10%	13%	22%	10%	11%	29%	16%	14%
Expert reports / models / framework / tools	14%	6%	16%	7%	13%	22% ↑	8%	11%	29%	9% ↓	18% ↑
Case plan / child case management / establish a care plan	13%	18%	11%	11%	4%	10%	13%	25%	14%	10%	16%
Family support process / regular feedback from family	12%	2% ↓	14% ↑	11%	9%	10%	18%	14%	5%	8% ↓	17% ↑
In home support service / home visits	10%	12%	9%	10%	4%	10%	13%	14%	5%	12%	8%
Meeting / including them in meetings	8%	6%	9%	7%	9%	16% ↑	8%	4%		9%	7%
Counselling services for children	6%	2%	7%	13% ↑		2%	5%	7%		8%	4%
Advocating for them / advocate for their needs, views and wants	5%	6%	5%	5%	4%	8%	8%	4%		5%	6%
Supporting carers / discussion with carers	5%		7%	10%	4%	8%	3%			8% ↑	2% ↓
Supporting their cultural background	1%		1%	2%		2%				2%	
Other mentions	5%	8%	5%	5%	4%	2%	13% ↑		10%	4%	7%
Don't know / none / not applicable	4%	12% ↑	2% ↓	8%	9%	2%		4%		4%	4%

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

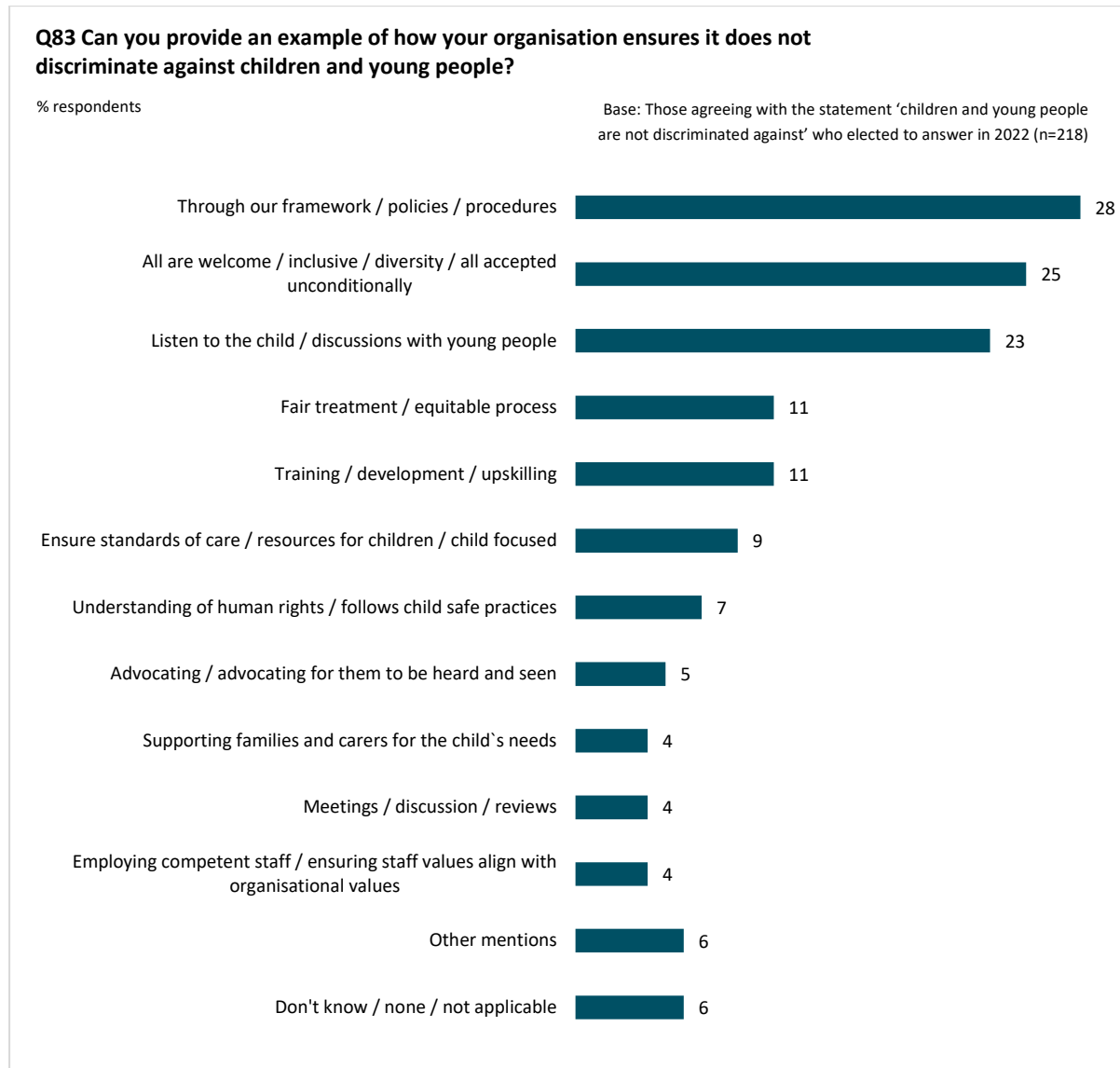
New question in 2022

Q83 Only asked if agreed or strongly agreed to the statement 'within my organisation children and young people are not discriminated against' – Can you provide an example of how your organisation ensures it does not discriminate against children and young people?

### 3.8.11 2022 Result

Respondents were asked for examples of how their organisation ensures it does not discriminate against children and young people. Over one quarter (28%) mentioned frameworks, policies, and procedures as mechanisms to ensure discrimination against children and young people does not occur. Second to this, examples focused upon an inclusive approach and embracing diversity (25%) or listening and talking to children and young people (23%).

Figure 3.8.6: Examples of how their organisation ensures they do not discriminate against children and young people (2022)



### 3.8.12 Sub-group differences (2022)

Respondents with 10 or more years' experience were more likely to provide examples around frameworks, policies, or procedures (37% 10+ years, 19% <10 years) to demonstrate how their organisation ensures they do not discriminate against children or young people. While respondents with less than 10 years' experience were more likely to provide examples related to listening and discussing with children and young people (31% <10 years, 15% 10+ years).

Other sub-group differences are outlined in Table 3.8.6.

Table 3.8.6: Examples of how their organisation ensures they do not discriminate against children and young people (2022)

Q83 Column %	Total 2022 n = 218	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 42	Non- govt n = 176	Brisbane + Moreton Bay n = 60	South East n = 24 <sup>^</sup>	Sunshine Coast + Central n = 49	South West n = 40	North QLD n = 23 <sup>^</sup>	Far North QLD n = 22 <sup>^</sup>	<10 n = 114	10+ n = 104
Through our framework / policies / procedures	28%	26%	28%	28%	8%	29%	23%	30%	50%	19% ↓	37% ↑
All are welcome / inclusive / diversity / all accepted unconditionally	25%	21%	26%	27%	21%	27%	18%	35%	27%	25%	26%
Listen to the child / discussions with young people	23%	26%	23%	30%	25%	22%	13%	22%	27%	31% ↑	15% ↓
Fair treatment / equitable process	11%	12%	11%	10%	8%	16%	10%	13%	5%	12%	10%
Training / development / upskilling	11%	7%	11%	8%	4%	14%	10%	13%	14%	11%	10%
Ensure standards of care / resources for children / child focused	9%	10%	9%	10%	8%	8%	13%		14%	5% ↓	13% ↑
Understanding of human rights / follows child safe practices	7%	7%	7%	8%	4%	12%	3%		9%	6%	8%
Advocating / advocating for them to be heard and seen	5%	5%	5%	5%	17%		8%		5%	5%	5%
Supporting families and carers for the child's needs	4%		5%	7%	8%	2%	5%			4%	5%
Meetings / discussion / reviews	4%	5%	4%		8%	4%	10% ↑		5%	3%	6%
Employing competent staff / ensuring staff values align with organisational values	4%	2%	4%	2%	4%	2%	5%	9%	5%	5%	2%
Other mentions	6%	12%	5%	5%	8%	8%	5%	4%	9%	8%	5%
Don't know / none / not applicable	6%	10%	5%	7%	13%	4%	8%	4%		7%	5%

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

*New question in 2022*

*Q84 Within my community, children and young people:*

- a) are protected from abuse and neglect*
- b) are supported to live safely at home with their families*
- c) live in safe communities*
- d) can access the services they need to stay healthy, such as GPs*
- e) can access mental health services if needed*
- f) can access disability services if needed*
- g) can access early childhood education and care, such as kindergarten*
- h) have support to stay engaged in learning at school or TAFE*
- i) can access sporting, recreational or community activities*
- j) are supported to connect with their culture (for Aboriginal and Torres Strait Islander children and young people)*

### **3.8.13 2022 Result**

Respondents were asked their opinion on their broader community and the degree of access, support, and safety that children and young people have.

Agreement (agreed or strongly agreed) was higher with respect to children and young people in their communities:

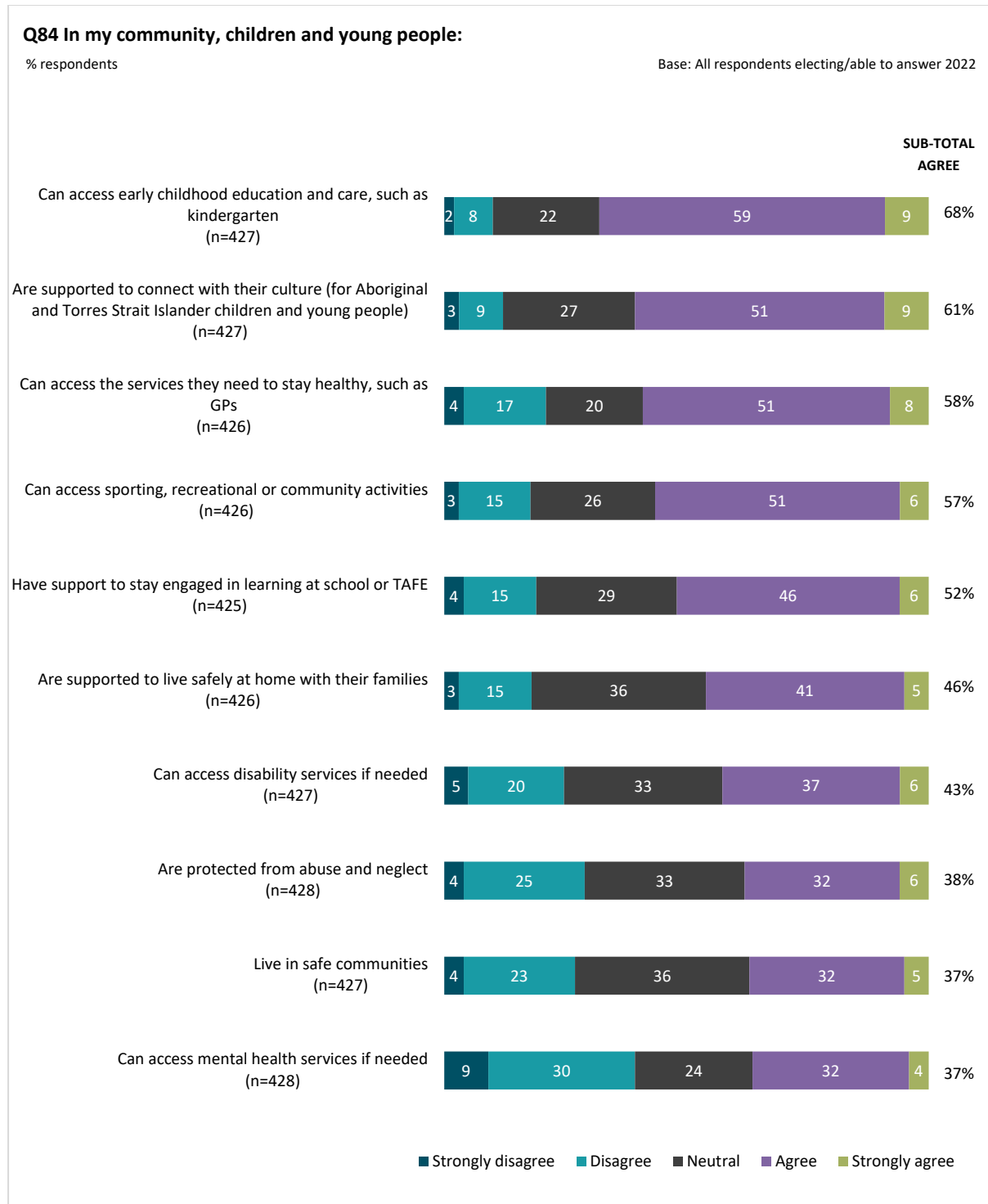
- having access to early childhood education and care (68%)
- being supported to connect with their culture (for Aboriginal and Torres Strait Islander children and young people) (61%)
- having access to services they need to stay healthy (58%)
- having access to sporting, recreation or community activities (57%).

Lower agreement was noted regarding children and young people in their communities:

- having access to mental health services if needed (37% agreed or strongly agreed, 39% disagreed or strongly disagreed)
- living in safe communities (37% agreed or strongly agreed, 27% disagreed or strongly disagreed)
- being protected from abuse and neglect (38% agreed or strongly agreed, 29% disagreed or strongly disagreed)
- having access to disability services if needed (43% agreed or strongly agreed, 25% disagreed or strongly disagreed).

The reader is referred to Figure 3.8.7 for full results.

Figure 3.8.7: Agreement regarding the degree to which children's rights are upheld within local communities (2022)



### 3.8.14 Sub-group differences (2022)

There were several differences regarding community level statements across the DCYJMA regions. Respondents from the Brisbane and Moreton Bay DCYJMA region were more likely to agree or strongly agree that children and young people in their community:

- can access the services they need to stay healthy (70% compared to 58% total)
- are supported to live safely at home with their families (57% compared to 46% total)
- are protected from abuse and neglect (47% compared to 38% total)
- live in safe communities (45% compared to 37% total).

Respondents from the South West DCYJMA region were more likely to agree or strongly agree that in their community, children and young people are supported to live safely at home with their families (59% compared to 46% total).

Respondents from the Sunshine Coast and Central and Far North Queensland DCYJMA regions were less likely to agree with this statement (32% and 27% agreed or strongly agreed respectively).

Respondents from the Far North Queensland DCYJMA region were also more likely to disagree or strongly disagree that in their community, children and young people:

- can access the services they need to stay healthy (47% disagreed or strongly disagreed compared to 22% total)
- are protected from abuse and neglect (47% disagreed or strongly disagreed compared to 29% total)
- live in safe communities (54% disagreed or strongly disagreed compared to 27% total).

In general, respondents with 10 or more years' experience were more likely to disagree or strongly disagree with many of the statements regarding the degree to which children and young people's rights are upheld within their community.

Other sub-group differences are outlined in Table 3.8.7.

Table 3.8.7: Degree to which children's rights are upheld within local communities (2022)

Q84 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>In my community, children and young people can access early childhood education and care, such as kindergarten</b>											
	Total 2022 n = 427	Govt n = 108	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 73	North QLD n = 41	Far North QLD n = 38	<10 n = 249	10+ n = 177
Strongly disagree	2%	1%	2%	1%	2%	4%	1%		3%	2%	2%
Disagree	8%	7%	8%	4%	8%	7%	8%	15%	16%	5% ↓	12% ↑
<b>SUB-TOTAL DISAGREE</b>	10%	8%	11%	5% ↓	10%	11%	10%	15%	18%	7% ↓	14% ↑
Neutral	22%	19%	23%	22%	21%	23%	21%	29%	18%	24%	20%
Agree	59%	66%	56%	61%	56%	58%	63%	46%	61%	60%	57%
Strongly agree	9%	6%	10%	12%	13%	7%	7%	10%	3%	9%	8%
<b>SUB-TOTAL AGREE</b>	68%	72%	66%	73%	69%	66%	70%	56%	63%	69%	66%
<b>In my community, children and young people are supported to connect with their culture (for Aboriginal and Torres Strait Islander children and young people)</b>											
	Total 2022 n = 427	Govt n = 108	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 73	North QLD n = 41	Far North QLD n = 38	<10 n = 249	10+ n = 177
Strongly disagree	3%	3%	3%	2%		6% ↑	1%	5%		2%	3%
Disagree	9%	11%	9%	10%	8%	4% ↓	11%	15%	16%	6% ↓	14% ↑
<b>SUB-TOTAL DISAGREE</b>	12%	14%	11%	12%	8%	9%	12%	20%	16%	9% ↓	16% ↑
Neutral	27%	26%	28%	31%	25%	30%	26%	27%	16%	29%	26%
Agree	51%	54%	50%	44%	50%	56%	51%	51%	63%	52%	50%
Strongly agree	9%	6%	10%	13%	17%	5%	11%	2%	5%	11%	7%
<b>SUB-TOTAL AGREE</b>	61%	60%	61%	57%	67%	61%	62%	54%	68%	63%	58%
<b>In my community, children and young people can access the services they need to stay healthy, such as GPs</b>											
	Total 2022 n = 426	Govt n = 108	Non-govt n = 318	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 107	South West n = 74	North QLD n = 41	Far North QLD n = 38	<10 n = 248	10+ n = 177
Strongly disagree	4%	7%	3%	2%	2%	6%	4%	5%	13% ↑	4%	5%
Disagree	17%	21%	16%	11% ↓	10%	19%	22%	17%	34% ↑	11% ↓	25% ↑
<b>SUB-TOTAL DISAGREE</b>	22%	29% ↑	19% ↓	13% ↓	13%	24%	26%	22%	47% ↑	15% ↓	31% ↑
Neutral	20%	13% ↓	22% ↑	17%	25%	21%	19%	22%	16%	20%	19%
Agree	51%	54%	50%	62% ↑	44%	50%	45%	54%	37%	55% ↑	45% ↓
Strongly agree	8%	5%	8%	8%	19% ↑	4%	11%	2%		9%	5%
<b>SUB-TOTAL AGREE</b>	58%	58%	58%	70% ↑	63%	54%	55%	56%	37% ↓	65% ↑	50% ↓

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

Table 3.8.7: Degree to which children's rights are upheld within local communities (2022) (continued)

Q84 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>In my community, children and young people can access sporting, recreational or community activities</b>											
	Total 2022 n = 426	Govt n = 108	Non-govt n = 318	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 108	South West n = 72	North QLD n = 42	Far North QLD n = 38	<10 n = 248	10+ n = 177
Strongly disagree	3%	5%	2%	3%	2%	5%		2%	3%	2%	4%
Disagree	15%	12%	15%	11%	21%	11%	15%	24%	16%	13%	17%
<b>SUB-TOTAL DISAGREE</b>	17%	17%	17%	14%	23%	16%	15%	26%	18%	15%	21%
Neutral	26%	28%	25%	23%	23%	26%	26%	31%	29%	25%	27%
Agree	51%	51%	51%	54%	44%	54%	51%	40%	53%	53%	47%
Strongly agree	6%	5%	7%	9%	10%	5%	7%	2%		7%	5%
<b>SUB-TOTAL AGREE</b>	57%	56%	58%	64%	54%	58%	58%	43% ↓	53%	60%	53%
<b>In my community, children and young people have support to stay engaged in learning at school or TAFE</b>											
	Total 2022 n = 425	Govt n = 108	Non-govt n = 317	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 108	South West n = 72	North QLD n = 41	Far North QLD n = 38	<10 n = 247	10+ n = 177
Strongly disagree	4%	4%	5%	5%	4%	6%	1%	5%	3%	4%	5%
Disagree	15%	13%	16%	6% ↓	19%	15%	18%	22%	29% ↑	11% ↓	21% ↑
<b>SUB-TOTAL DISAGREE</b>	20%	17%	21%	11% ↓	23%	21%	19%	27%	32%	16% ↓	25% ↑
Neutral	29%	25%	30%	32%	23%	26%	29%	29%	32%	29%	28%
Agree	46%	56% ↑	42% ↓	49%	40%	48%	47%	41%	37%	49%	42%
Strongly agree	6%	3%	7%	8%	15% ↑	5%	4%	2%		7%	5%
<b>SUB-TOTAL AGREE</b>	52%	58%	49%	57%	54%	53%	51%	44%	37%	55%	46%
<b>In my community, children and young people are supported to live safely at home with their families</b>											
	Total 2022 n = 426	Govt n = 107	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 73	North QLD n = 41	Far North QLD n = 37	<10 n = 249	10+ n = 176
Strongly disagree	3%	4%	3%	3%		5%	1%	2%	5%	2%	4%
Disagree	15%	16%	15%	9% ↓	21%	19%	3% ↓	27% ↑	27% ↑	13%	18%
<b>SUB-TOTAL DISAGREE</b>	18%	20%	18%	13%	21%	23%	4% ↓	29%	32% ↑	16%	22%
Neutral	36%	29%	38%	30%	29%	44% ↑	37%	32%	41%	35%	37%
Agree	41%	49%	39%	50% ↑	42%	30% ↓	53% ↑	34%	27%	43%	39%
Strongly agree	5%	3%	6%	7%	8%	3%	5%	5%		6%	3%
<b>SUB-TOTAL AGREE</b>	46%	51%	44%	57% ↑	50%	32% ↓	59% ↑	39%	27% ↓	49%	41%

Table 3.8.7: Degree to which children's rights are upheld within local communities (2022) (continued)

Q84 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>In my community, children and young people can access disability services if needed</b>											
	Total 2022 n = 427	Govt n = 109	Non-govt n = 318	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 41	Far North QLD n = 38	<10 n = 248	10+ n = 178
Strongly disagree	5%	8%	4%	3%	4%	6%	5%	2%	8%	3% ↓	8% ↑
Disagree	20%	17%	21%	14%	25%	18%	20%	27%	29%	17%	24%
<b>SUB-TOTAL DISAGREE</b>	25%	25%	25%	17% ↓	29%	24%	26%	29%	37%	20% ↓	31% ↑
Neutral	33%	36%	32%	34%	31%	31%	32%	29%	39%	35%	29%
Agree	37%	38%	37%	42%	29%	42%	34%	39%	24%	39%	35%
Strongly agree	6%	2% ↓	7% ↑	8%	10%	3%	8%	2%		6%	5%
<b>SUB-TOTAL AGREE</b>	43%	39%	44%	49%	40%	44%	42%	41%	24% ↓	45%	40%
<b>In my community, children and young people are protected from abuse and neglect</b>											
	Total 2022 n = 428	Govt n = 109	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 41	Far North QLD n = 38	<10 n = 249	10+ n = 178
Strongly disagree	4%	3%	4%	4%		4%	1%	5%	8%	2%	5%
Disagree	25%	30%	24%	22%	27%	27%	16% ↓	34%	39% ↑	21% ↓	31% ↑
<b>SUB-TOTAL DISAGREE</b>	29%	33%	28%	26%	27%	31%	18% ↓	39%	47% ↑	24% ↓	36% ↑
Neutral	33%	27%	35%	27%	31%	33%	49% ↑	29%	26%	35%	30%
Agree	32%	38%	30%	40% ↑	29%	30%	27%	29%	26%	34%	29%
Strongly agree	6%	3%	8%	7%	13%	6%	7%	2%		7%	5%
<b>SUB-TOTAL AGREE</b>	38%	40%	37%	47% ↑	42%	36%	34%	32%	26%	41%	34%
<b>In my community, children and young people live in safe communities</b>											
	Total 2022 n = 427	Govt n = 108	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 41	Far North QLD n = 37	<10 n = 249	10+ n = 177
Strongly disagree	4%	4%	5%	3%	2%	4%	7%	2%	11%	4%	6%
Disagree	23%	25%	22%	20%	15%	22%	16%	34%	43% ↑	20%	25%
<b>SUB-TOTAL DISAGREE</b>	27%	29%	27%	24%	17%	26%	23%	37%	54% ↑	24%	31%
Neutral	36%	34%	37%	31%	42%	39%	43%	29%	30%	35%	38%
Agree	32%	35%	31%	40% ↑	31%	31%	27%	32%	16% ↓	35%	28%
Strongly agree	5%	2%	6%	5%	10%	4%	7%	2%		6%	3%
<b>SUB-TOTAL AGREE</b>	37%	37%	37%	45% ↑	42%	35%	34%	34%	16% ↓	41% ↑	31% ↓

Table 3.8.7: Degree to which children's rights are upheld within local communities (2022) (continued)

Q84 Column %	Total 2022	ORGANISATION TYPE			DCYJMA REGION					YEARS IN SECTOR	
% of respondents											
In my community, children and young people can access mental health services if needed											
	Total 2022 n = 428	Govt n = 109	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 41	Far North QLD n = 38	<10 n = 249	10+ n = 178
Strongly disagree	9%	10%	9%	7%	8%	10%	11%	2%	18% ↑	7%	12%
Disagree	30%	27%	31%	29%	29%	27%	32%	41%	29%	26% ↓	37% ↑
<b>SUB-TOTAL DISAGREE</b>	<b>39%</b>	<b>37%</b>	<b>40%</b>	<b>35%</b>	<b>38%</b>	<b>37%</b>	<b>43%</b>	<b>44%</b>	<b>47%</b>	<b>33% ↓</b>	<b>49% ↑</b>
Neutral	24%	22%	24%	24%	23%	28%	24%	20%	18%	27%	19%
Agree	32%	39%	30%	36%	29%	33%	26%	34%	34%	35%	28%
Strongly agree	4%	2%	5%	5%	10% ↑	2%	7%	2%		5%	4%
<b>SUB-TOTAL AGREE</b>	<b>37%</b>	<b>41%</b>	<b>35%</b>	<b>41%</b>	<b>40%</b>	<b>35%</b>	<b>32%</b>	<b>37%</b>	<b>34%</b>	<b>40%</b>	<b>32%</b>

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

*New question in 2022*

*Q85 Do you feel that children and young people from any of the following groups experience discrimination in terms of having their rights upheld? Children and young people:*

- a) who identify as Aboriginal or Torres Strait Islander*
- b) who identify as LGBTIQ+*
- c) with a disability*
- d) living in rural and remote areas*
- e) experiencing poverty*
- f) who are refugees or asylum seekers*
- g) from culturally and linguistically diverse backgrounds*
- h) in contact with the child protection system*
- i) in contact with the youth justice system*

### **3.8.15 2022 Result**

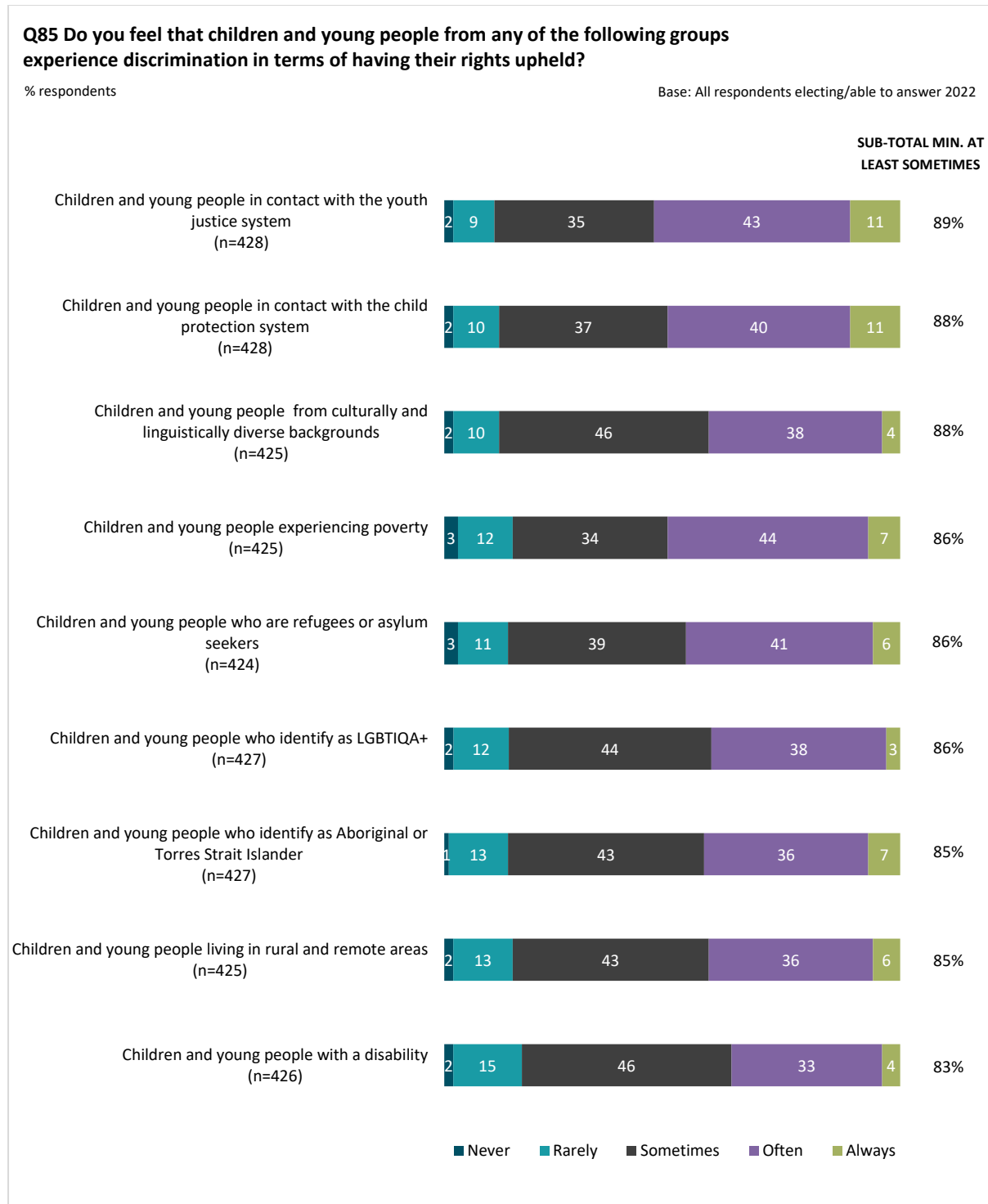
Respondents were asked whether children and young people from specific cohorts experience discrimination in terms of having their rights upheld.

Across all the prompted cohorts, at least 8 in 10 respondents held the view that children and young people in these groups experienced discrimination at least sometimes (sometimes, often or always). However, 3 cohorts of children and young people were more likely to be perceived as experiencing this discrimination 'often' or 'always':

- those in contact with either the child protection system
- those in contact with the youth justice system
- those experiencing poverty.

The reader is referred to Figure 3.8.8 for full results.

Figure 3.8.8: Extent to which specific cohorts of children and young people experience discrimination in having their rights upheld (2022)



### 3.8.16 Sub-group differences (2022)

Respondents working in non-government organisations were more likely than respondents from government agencies to consider that children and young people of the following cohorts experienced discrimination in not having their rights upheld at least sometimes, often or always:

- those who identify as LGBTIQ+ (89% non-government, 77% government)
- those who are Aboriginal and Torres Strait Islander (88% non-government, 77% government)
- those living with a disability (85% non-government, 75% government).

Respondents with 10 or more years' experience were more likely to consider that children and young people experiencing poverty also experience this sort of discrimination at least sometimes (90% 10+ years, 82% <10 years).

Almost all (98%) of the respondents located in the South East DCYJMA region believed that children and young people who identify as LGBTIQ+ experience discrimination at least sometimes (compared to 86% total), while 93% of respondents located in the South West DCYJMA region considered that children and young people in rural and remote areas experience discrimination at least sometimes (compared to 85% total).

Other sub-group differences are outlined in Table 3.8.8.

Table 3.8.8: Extent to which specific cohorts of children and young people experience discrimination in having their rights upheld (2022)

Q85 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Children and young people in contact with the youth justice system</b>											
	Total 2022 n = 428	Govt n = 109	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 74	North QLD n = 42	Far North QLD n = 38	<10 n = 248	10+ n = 179
Always	11%	11%	10%	15%	8%	5% ↓	14%	10%	11%	12%	9%
Often	43%	47%	42%	43%	42%	38%	47%	50%	45%	38% ↓	51% ↑
Sometimes	35%	27% ↓	38% ↑	28% ↓	46%	44% ↑	30%	31%	34%	40% ↑	28% ↓
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	89%	84%	90%	86%	96%	87%	91%	90%	89%	89%	88%
Rarely	9%	13%	8%	12%	4%	10%	8%	5%	11%	9%	9%
Never	2%	3%	2%	3%		3%	1%	5%		2%	2%
<b>Children and young people in contact with the child protection system</b>											
	Total 2022 n = 428	Govt n = 110	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 74	North QLD n = 43	Far North QLD n = 37	<10 n = 248	10+ n = 179
Always	11%	9%	12%	13%	10%	10%	12%	9%	8%	11%	11%
Often	40%	37%	41%	42%	35%	28% ↓	43%	53%	54%	37%	44%
Sometimes	37%	36%	37%	31%	48%	46% ↑	38%	23%	27%	39%	34%
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	88%	83%	90%	86%	94%	84%	93%	86%	89%	87%	89%
Rarely	10%	14%	9%	11%	6%	14%	7%	7%	11%	11%	9%
Never	2%	4%	2%	3%		2%		7% ↑		2%	2%
<b>Children and young people from culturally and linguistically diverse backgrounds</b>											
	Total 2022 n = 425	Govt n = 108	Non-govt n = 317	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 107	South West n = 73	North QLD n = 42	Far North QLD n = 37	<10 n = 247	10+ n = 177
Always	4%	2%	4%	6%	6%		5%	2%	3%	5%	2%
Often	38%	31%	40%	39%	35%	30% ↓	45%	45%	41%	36%	41%
Sometimes	46%	51%	44%	42%	48%	53%	44%	36%	49%	45%	47%
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	88%	84%	89%	87%	90%	83%	95%	83%	92%	86%	90%
Rarely	10%	12%	9%	9%	8%	16% ↑	4%	12%	8%	11%	8%
Never	2%	4%	2%	3%	2%	1%	1%	5%		2%	2%

Table 3.8.8: Extent to which specific cohorts of children and young people experience discrimination in having their rights upheld (2022)  
(continued)

Q85 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Children and young people experiencing poverty</b>											
	Total 2022 n = 425	Govt n = 109	Non-govt n = 316	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 106	South West n = 73	North QLD n = 42	Far North QLD n = 38	<10 n = 246	10+ n = 178
Always	7%	8%	7%	5%	13%	4%	10%	5%	13%	7%	8%
Often	44%	37%	47%	49%	38%	42%	42%	55%	39%	42%	48%
Sometimes	34%	39%	33%	31%	35%	38%	40%	21%	37%	34%	34%
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	86%	83%	86%	85%	85%	83%	92%	81%	89%	82% ↓	90% ↑
Rarely	12%	12%	12%	12%	13%	14%	8%	12%	11%	15% ↑	7% ↓
Never	3%	5%	2%	3%	2%	3%		7%		2%	3%
<b>Children and young people who are refugees or asylum seekers</b>											
	Total 2022 n = 424	Govt n = 109	Non-govt n = 315	Brisbane + Moreton Bay n = 119	South East n = 47	Sunshine Coast + Central n = 106	South West n = 73	North QLD n = 42	Far North QLD n = 37	<10 n = 245	10+ n = 178
Always	6%	6%	6%	6%	9%	6%	8%	2%	5%	7%	5%
Often	41%	29% ↓	45% ↑	48%	43%	31% ↓	44%	45%	32%	37% ↓	47% ↑
Sometimes	39%	48% ↑	36% ↓	33%	40%	45%	40%	29%	51%	41%	37%
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	86%	83%	87%	87%	91%	82%	92%	76%	89%	84%	88%
Rarely	11%	15%	10%	11%	6%	16%	7%	14%	11%	13%	8%
Never	3%	3%	3%	3%	2%	2%	1%	10% ↑		2%	3%
<b>Children and young people who identify as LGBTIQ+</b>											
	Total 2022 n = 427	Govt n = 109	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 74	North QLD n = 42	Far North QLD n = 37	<10 n = 248	10+ n = 178
Always	3%	2%	4%	3%	8% ↑	1%	5%	2%	3%	4%	2%
Often	38%	30% ↓	41% ↑	39%	31%	37%	42%	43%	35%	34% ↓	44% ↑
Sometimes	44%	45%	44%	39%	58% ↑	47%	43%	36%	46%	46%	42%
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	86%	77% ↓	89% ↑	81%	98% ↑	85%	91%	81%	84%	84%	88%
Rarely	12%	19% ↑	10% ↓	17%	2% ↓	13%	8%	14%	16%	13%	11%
Never	2%	4%	1%	3%		2%	1%	5%		2%	1%

Table 3.8.8: Extent to which specific cohorts of children and young people experience discrimination in having their rights upheld (2022)  
(continued)

Q85 Column %	Total 2022	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
% of respondents											
<b>Children and young people who identify as Aboriginal or Torres Strait Islander</b>											
	Total 2022 n = 427	Govt n = 109	Non-govt n = 318	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 107	South West n = 74	North QLD n = 42	Far North QLD n = 37	<10 n = 248	10+ n = 178
Always	7%	6%	7%	7%	8%	2% ↓	12% ↑	5%	8%	7%	6%
Often	36%	27% ↓	39% ↑	35%	33%	31%	39%	52% ↑	32%	33%	40%
Sometimes	43%	44%	42%	42%	46%	50%	41%	26% ↓	46%	45%	40%
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	85%	77% ↓	88% ↑	84%	88%	82%	92%	83%	86%	85%	86%
Rarely	13%	19% ↑	11% ↓	13%	13%	16%	8%	14%	14%	13%	13%
Never	1%	4% ↑	1% ↓	3%		2%		2%		2%	1%
<b>Children and young people living in rural and remote areas</b>											
	Total 2022 n = 425	Govt n = 107	Non-govt n = 318	Brisbane + Moreton Bay n = 118	South East n = 47	Sunshine Coast + Central n = 106	South West n = 74	North QLD n = 42	Far North QLD n = 38	<10 n = 246	10+ n = 178
Always	6%	7%	6%	5%	4%	3%	11%	10%	8%	5%	8%
Often	36%	37%	36%	36%	30%	32%	39%	36%	50%	32%	41%
Sometimes	43%	36%	45%	42%	49%	49%	43%	29% ↓	34%	46%	39%
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	85%	80%	86%	83%	83%	84%	93% ↑	74% ↓	92%	83%	88%
Rarely	13%	16%	12%	14%	17%	14%	7%	19%	8%	15%	11%
Never	2%	4%	1%	3%		2%		7% ↑		2%	1%
<b>Children and young people with a disability</b>											
	Total 2022 n = 426	Govt n = 109	Non-govt n = 317	Brisbane + Moreton Bay n = 118	South East n = 48	Sunshine Coast + Central n = 107	South West n = 74	North QLD n = 42	Far North QLD n = 37	<10 n = 248	10+ n = 177
Always	4%	2%	4%	4%	4%	2%	5%	2%	3%	4%	3%
Often	33%	26%	36%	33%	33%	30%	38%	36%	30%	33%	33%
Sometimes	46%	48%	46%	40%	50%	52%	42%	40%	59%	46%	47%
<b>SUB-TOTAL: MIN. AT LEAST SOMETIMES</b>	83%	75% ↓	85% ↑	77%	88%	84%	85%	79%	92%	82%	84%
Rarely	15%	19%	14%	19%	13%	14%	15%	17%	8%	16%	15%
Never	2%	6% ↑	1% ↓	3%		2%		5%		2%	2%

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

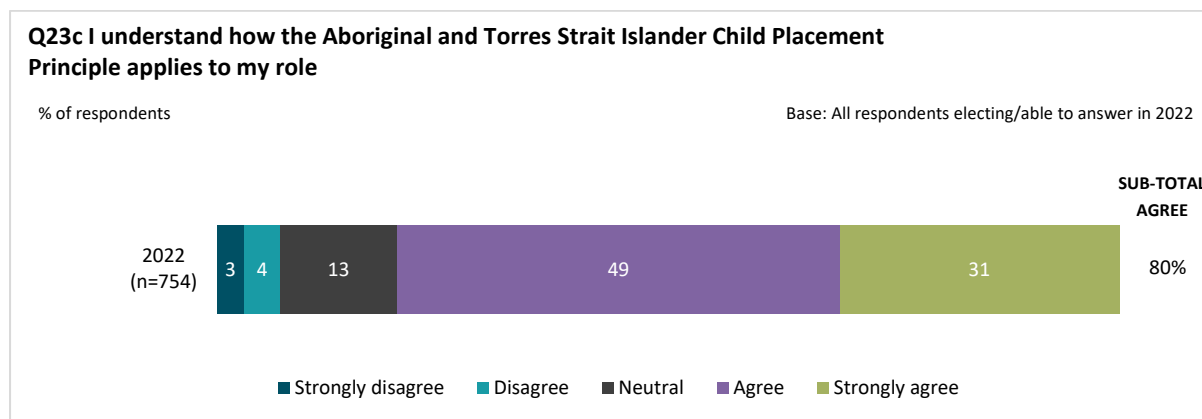
### 3.9 Cultural capability

#### Q23c I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role

##### 3.9.1 2022 Result

The majority (80%) of respondents agreed or strongly agreed that they understand how the Aboriginal and Torres Strait Islander Placement Principle applies to their role (31% strongly agreed, 49% agreed). In total, 7% of respondents disagreed or strongly disagreed that they understand how this applies to their role.

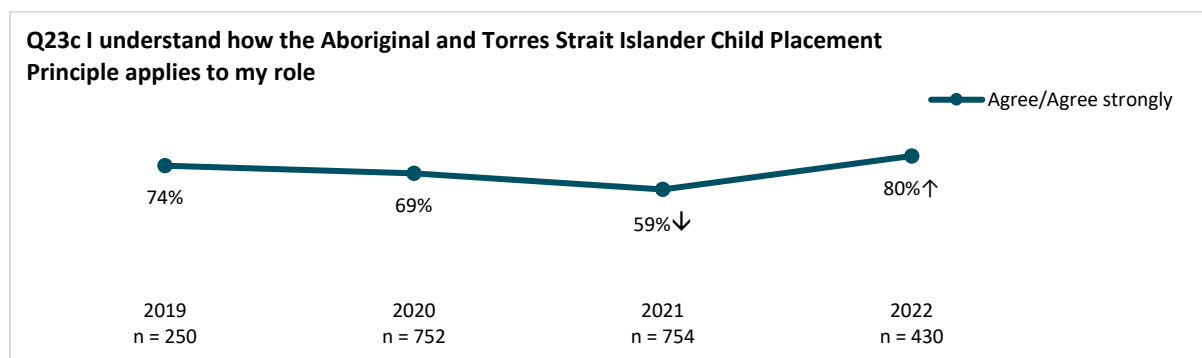
Figure 3.9.1: Understanding of how the Aboriginal and Torres Strait Islander Child Placement Principle applies to their role (2022)



##### 3.9.2 Comparison to previous survey data (2019–2022)

Compared to 2021, there was an increase in agreement regarding respondent understanding of how the Aboriginal and Torres Strait Islander Child Placement Principle applies to their role. Total agreement increased from 59% in 2021 to 80% in 2022 and represents the highest level of agreement noted to date.

Figure 3.9.2: Understanding of how the Aboriginal and Torres Strait Islander Child Placement Principle applies to their role 2019–2022 trends



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

### 3.9.3 Sub-group differences (2022)

Respondents located in the South West DCYJMA region were less likely to agree or strongly agree that they understand how the Aboriginal and Torres Strait Islander Child Placement Principles applies to their role (69% compared to 80% total). This difference was driven by a higher than average 'neutral' response to this statement.

Other sub-group differences are outlined in Table 3.9.1.

Table 3.9.1: Understanding of how the Aboriginal and Torres Strait Islander Child Placement Principle applies to their role (2022)

Q23c Column %	Total 2022 n = 430	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 111	Non- govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 37	<10 n = 250	10+ n = 180
Strongly disagree	3%	3%	3%	3%	2%	1%	5%		5%	3%	3%
Disagree	4%	2%	5%	2%	2%	6%	5%	7%	3%	5%	3%
<b>SUB-TOTAL DISAGREE</b>	7%	5%	8%	5%	4%	7%	11%	7%	8%	8%	6%
Neutral	13%	12%	13%	12%	15%	9%	20% ↑	7%	16%	14%	11%
Agree	49%	52%	48%	51%	56%	51%	36% ↓	60%	43%	53%	44%
Strongly agree	31%	32%	31%	32%	25%	32%	33%	26%	32%	25% ↓	39% ↑
<b>SUB-TOTAL AGREE</b>	80%	84%	79%	83%	81%	83%	69% ↓	86%	76%	78%	83%

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

**Q86 How would you explain the Aboriginal and Torres Strait Islander Child Placement Principle to someone who knew nothing about it?**

**3.9.4 2022 Result**

A total of 231 respondents (54%) provided a response to the question ‘How would you explain the Aboriginal and Torres Strait Islander Child Placement Principle to someone who knew nothing about it?’. Responses were themed into the 5 elements of the Aboriginal and Torres Strait Islander Child Placement Principle: Prevention, Partnership, Connection, Participation and Placement.

The following proportions of respondents described each element in their answer:

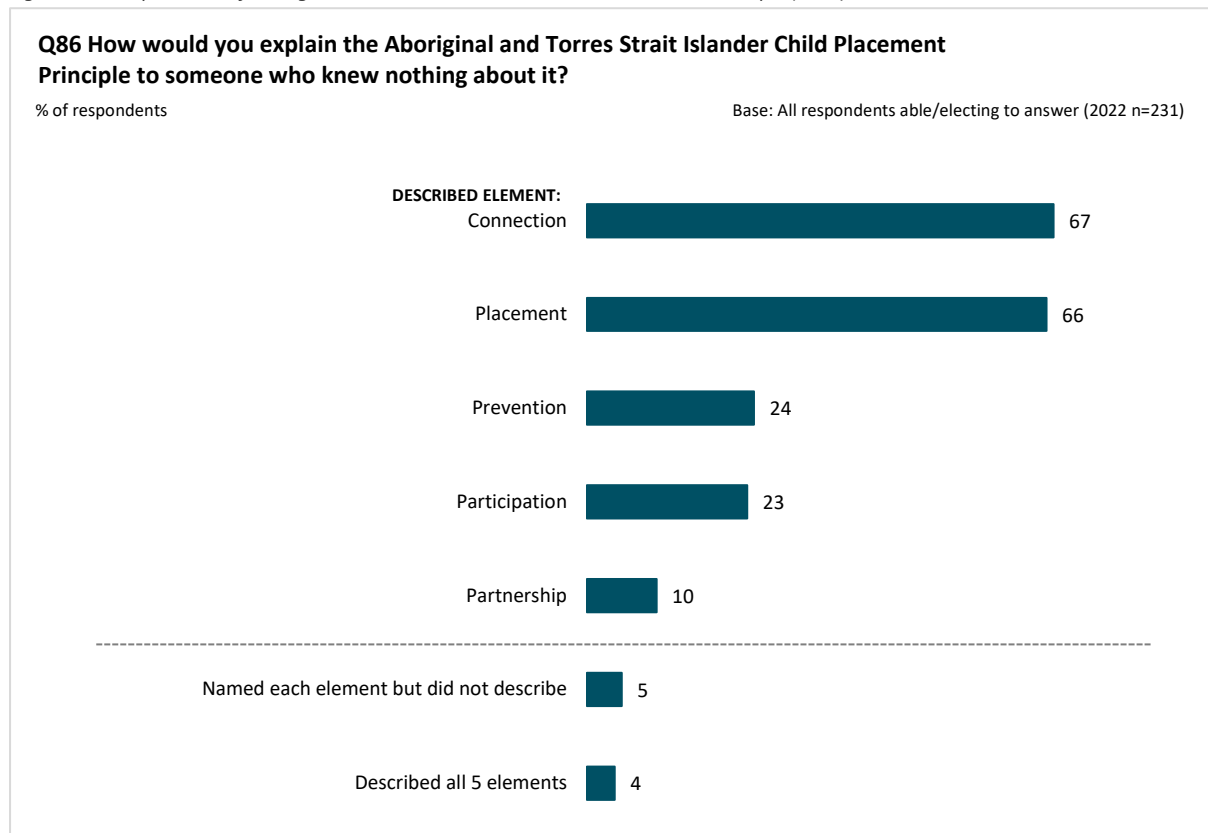
- Connection (67% or 155 people)
- Placement (66% or 153 people)
- Prevention (24% or 56 people)
- Participation (22% or 52 people)
- Partnership (10% or 23 people).

A further 5% (or 12 people) listed each of the elements but by name only, no description was provided.

Among those who described an element (n=227), other response characteristics were noted as follows:

- On average, respondents described 1.93 elements (38% described 1 element, 43% - 2 elements, 11% - 3 elements, 5% - 4 elements and 4% - 5 elements)
- 4% (or 8 people) described all 5 elements
- 19% (or 45 people) only described the Placement element.

Figure 3.9.3: Explanation of Aboriginal and Torres Strait Islander Child Placement Principle (2022)



### 3.9.5 Sub-group differences (2022)

No statistically significant sub-groups were evident on this issue.

Table 3.9.2: Explanation of Aboriginal and Torres Strait Islander Child Placement Principle (2022)

Q86 Column %	Total 2022 n = 231	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 58	Non- govt n = 173	Brisbane + Moreton Bay n = 69	South East n = 21 <sup>^</sup>	Sunshine Coast + Central n = 51	South West n = 40	North QLD n = 23 <sup>^</sup>	Far North QLD n = 27 <sup>^</sup>	<10 n = 117	10+ n = 114
Connection	67%	64%	68%	74%	76%	67%	68%	48%	56%	66%	68%
Placement	66%	63%	67%	71%	67%	59%	60%	70%	70%	68%	64%
Prevention	24%	28%	23%	26%	19%	16%	38%	35%	11%	21%	27%
Participation	22%	25%	21%	26%	10%	25%	23%	26%	15%	21%	24%
Partnership	10%	14%	9%	11%	5%	10%	13%	9%	7%	9%	11%
Named each element only	5%	7%	5%	4%	5%	8%	3%	9%	4%	3%	7%
Only described placement element	19%	21%	19%	17%	19%	18%	15%	26%	30%	21%	18%
<b>Number of elements described:</b>											
1 element described	38%	39%	38%	26%	38%	44%	40%	48%	44%	42%	34%
2 elements described	43%	39%	44%	49%	57%	31%	43%	26%	52%	42%	44%
3 elements described	11%	12%	11%	13%		19%	3%	22%	4%	8%	14%
4 elements described	5%	5%	5%	7%		6%	8%			5%	4%
5 elements described	4%	5%	3%	4%	5%		8%	4%		3%	4%
Average number of elements described	1.93	2.00	1.91	2.15	1.76	1.88	2.00	1.87	1.59	1.87	2.00

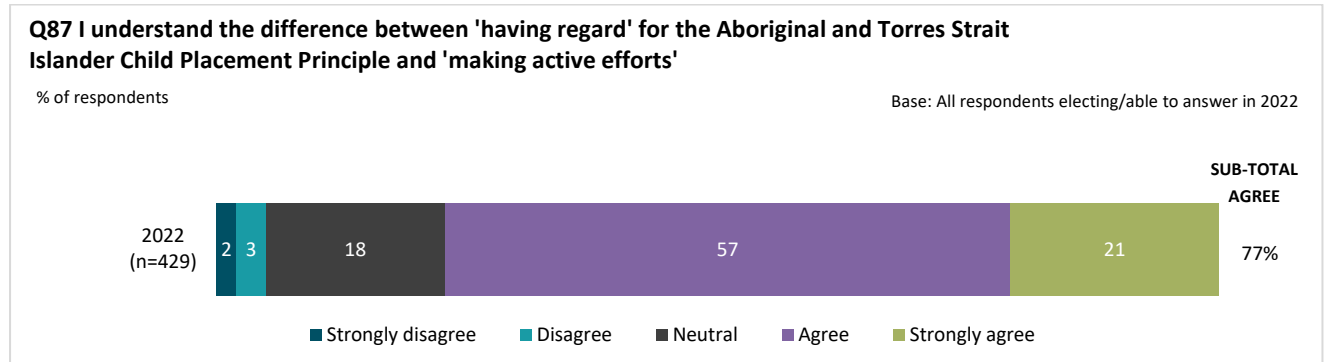
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Q87 I understand the difference between 'having regard' for the Aboriginal and Torres Strait Islander Child Placement Principle and 'making active efforts'

3.9.6 2022 Result

Just over 3 quarters (77%) of respondents agreed or strongly agreed that they understand the difference between 'having regard' for the Aboriginal and Torres Strait Islander Child Placement Principle and 'making active efforts'.

Figure 3.9.4: Understanding of the difference between 'having regard' for the Aboriginal and Torres Strait Islander Child Placement Principle and 'making active efforts' (2022)



3.9.7 Sub-group differences (2022)

There were no statistical differences noted across sub-groups with regard to reported understanding of the difference between 'having regard' and 'making active efforts'.

Table 3.9.3: Understanding of the difference between 'having regard' for the Aboriginal and Torres Strait Islander Child Placement Principle and 'making active efforts' (2022)

Q87 Column %	Total 2022 n = 429	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 110	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 43	Far North QLD n = 37	<10 n = 249	10+ n = 180
Strongly disagree	2%	3%	2%	3%		2%		2%	5%	2%	1%
Disagree	3%	5%	2%	5%	2%		5%	5%		4%	2%
<b>SUB-TOTAL DISAGREE</b>	<b>5%</b>	<b>8%</b>	<b>4%</b>	<b>8%</b>	<b>2%</b>	<b>2%</b>	<b>5%</b>	<b>7%</b>	<b>5%</b>	<b>6%</b>	<b>3%</b>
Neutral	18%	14%	19%	13%	23%	20%	19%	12%	22%	20%	15%
Agree	57%	52%	59%	54%	56%	59%	53%	70%	54%	56%	58%
Strongly agree	21%	26%	18%	25%	19%	19%	23%	12%	19%	18%	24%
<b>SUB-TOTAL AGREE</b>	<b>77%</b>	<b>78%</b>	<b>77%</b>	<b>79%</b>	<b>75%</b>	<b>78%</b>	<b>76%</b>	<b>81%</b>	<b>73%</b>	<b>74%</b>	<b>82%</b>

New question in 2022

Q88 What does 'making active efforts' look like in your role?

### 3.9.8 2022 Result

Respondents were asked to describe what 'making active efforts' look like in their role.

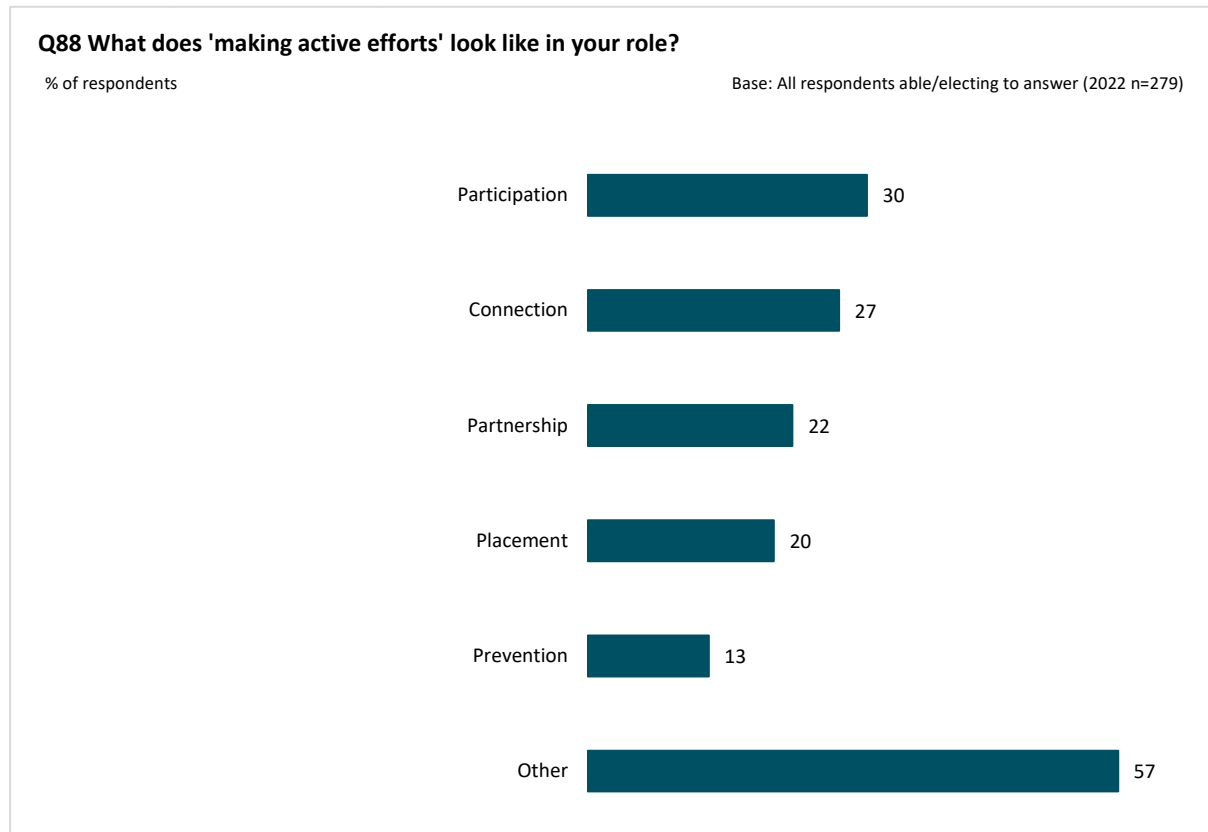
Respondents were most likely to provide examples related to the following elements of the Aboriginal and Torres Strait Islander Child Placement Principle:

- Participation (30%)
- Connection (27%)

Twenty-two per cent mentioned something related to the Partnership element, Placement element was nominated by 20%, while 13% gave a response under the Prevention element.

The reader is also referred to Table 3.9.4.

Figure 3.9.5: Examples of 'making active efforts' regarding the Aboriginal and Torres Strait Islander Child Placement Principle (2022)



### 3.9.9 Sub-group differences (2022)

Results were statistically consistent across sub-groups. The reader is referred to Table 3.9.4 below.

Table 3.9.4: Examples of 'making active efforts' regarding the Aboriginal and Torres Strait Islander Child Placement Principle (2022)

Q88 Column %	Total 2022 n = 279	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 69	Non- govt n = 210	Brisbane + Moreton Bay n = 80	South East n = 25 <sup>^</sup>	Sunshine Coast + Central n = 64	South West n = 52	North QLD n = 30	Far North QLD n = 28 <sup>^</sup>	<10 n = 144	10+ n = 135
Participation - family participation occurs across the continuum	13%	16%	12%	13%	12%	13%	13%	3%	25%	12%	14%
Participation - building trust and rapport e.g.: non-judgemental approach; allowing time; strengths-based; holistic approach	10%	12%	10%	10%	24%	9%	8%	10%	7%	10%	11%
Participation - working with extended family and community members e.g.: aunts, uncles, Elders, other with cultural authority	10%	14%	8%	5%	20%	8%	12%	7%	18%	9%	10%
Participation - family included in decision making	5%	12%	3%	3%		6%	6%	10%	11%	3%	7%
<b>SUB-TOTAL PARTICIPATION</b>	<b>30%</b>	<b>38%</b>	<b>28%</b>	<b>24%</b>	<b>44%</b>	<b>28%</b>	<b>29%</b>	<b>30%</b>	<b>43%</b>	<b>26%</b>	<b>34%</b>
Connection - commitment and accountability to maintain cultural connections for carers and case managers	11%	9%	12%	15%	24%	9%	12%	3%	4%	13%	10%
Connection - placement hierarchy is respected	8%	9%	8%	4%	4%	9%	12%	13%	11%	7%	10%
Connection - cultural plans developed, resourced and implemented	6%	6%	6%	9%	8%	6%	4%	7%		8%	4%
Connection - ACCOs are the primary provider of services relating to Aboriginal and Torres Strait Islander children in system	5%	7%	4%	5%		5%	4%	10%	4%	3%	6%
Connection - Aboriginal and Torres Strait Islander family and community members are recognised as the relevant cultural authority	4%	4%	4%	5%	12%	3%	2%	3%		4%	4%
Connection - contact with family	4%	4%	4%	5%	12%	5%		3%		6%	1%

Table 3.9.4: Examples of 'making active efforts' regarding the Aboriginal and Torres Strait Islander Child Placement Principle (2022)  
(continued)

Q88 Column %	Total 2022 n = 583	ORGANISATION TYPE		DCYJMA 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
Connection - reunification considered early and built into plans	1%	1%	0%						7%	1%	1%
Connection - ACCOs to take over custody and guardianship functions for Aboriginal and Torres Strait Islander children in system	0%		0%				2%				1%
Connection - regular review of cultural care arrangements	0%		0%	1%							1%
<b>SUB-TOTAL CONNECTION</b>	<b>27%</b>	<b>29%</b>	<b>27%</b>	<b>25%</b>	<b>36%</b>	<b>23%</b>	<b>29%</b>	<b>33%</b>	<b>25%</b>	<b>27%</b>	<b>27%</b>
Partnership - supporting or working with community child protection groups or roles e.g.: linking to cultural advisors to act as intermediaries	13%	23%	10%	13%	12%	13%	8%	20%	21%	13%	14%
Partnership - networking within relevant communities	8%	6%	8%	8%	4%	9%	2%	7%	18%	8%	7%
Partnership - work with Aboriginal and Torres Strait Islander agencies to support family participation e.g.: family group conferencing coordination/FLDM	4%	6%	3%	4%		3%	2%	7%	7%	3%	4%
Partnership - invest in training and support for community leaders	0%		0%			2%				1%	
<b>SUB-TOTAL PARTNERSHIP</b>	<b>22%</b>	<b>32%</b>	<b>19%</b>	<b>21%</b>	<b>16%</b>	<b>23%</b>	<b>12%</b>	<b>30%</b>	<b>36%</b>	<b>22%</b>	<b>22%</b>
Placement - identifying culturally connected placements through Aboriginal and Torres Strait Islander agencies	13%	14%	13%	11%	16%	5%	17%	20%	21%	11%	16%
Placement - assessment of placement options conducted and exhausted in order of hierarchy	13%	14%	12%	10%		11%	15%	17%	29%	10%	16%
Placement - family participation in placement decisions e.g.: through FLDM	1%		1%	1%	4%		2%			1%	1%
<b>SUB-TOTAL PLACEMENT</b>	<b>20%</b>	<b>25%</b>	<b>18%</b>	<b>18%</b>	<b>20%</b>	<b>13%</b>	<b>21%</b>	<b>23%</b>	<b>36%</b>	<b>17%</b>	<b>23%</b>

Table 3.9.4: Examples of 'making active efforts' regarding the Aboriginal and Torres Strait Islander Child Placement Principle (2022)  
(continued)

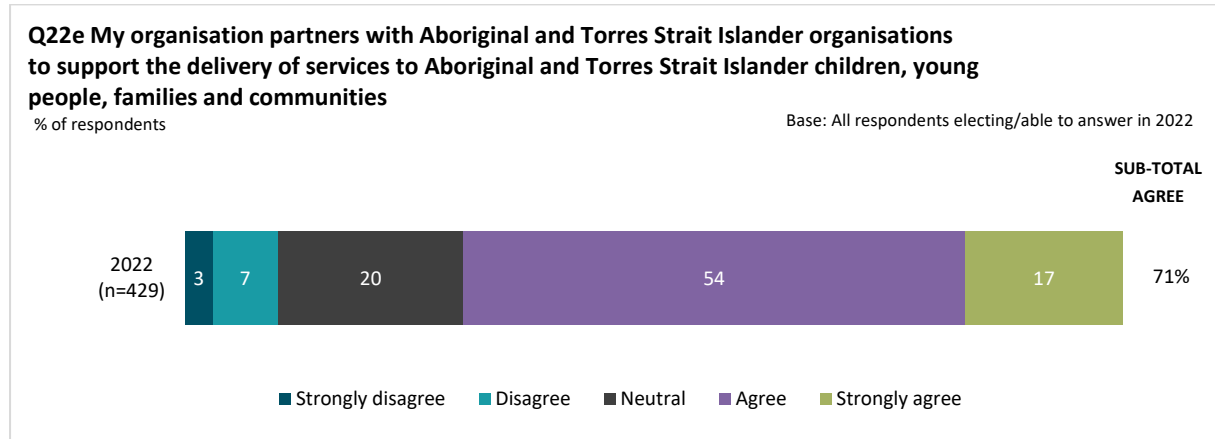
Q88 Column %	Total 2022 n = 583	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 321	Non- govt n = 262	Brisbane + Moreton Bay n = 167	South East n = 111	Sunshine Coast + Central n = 115	South West n = 89	North QLD n = 50	Far North QLD n = 50	<10 n = 272	10+ n = 311
Prevention - utilising alternative referral pathways e.g.: ACCO	10%	14%	9%	6%	8%	14%	6%	13%	18%	11%	9%
Prevention - comprehensive, culturally safe assessment	1%	1%	1%	4%			2%			1%	2%
Prevention - integrated service response	1%	6%		1%		2%			7%	1%	2%
Prevention - actively assist families to access service e.g.: transport	0%		0%			2%				1%	
<b>SUB-TOTAL PREVENTION</b>	<b>13%</b>	<b>20%</b>	<b>10%</b>	<b>11%</b>	<b>8%</b>	<b>17%</b>	<b>8%</b>	<b>13%</b>	<b>21%</b>	<b>13%</b>	<b>13%</b>
Other – being proactive	14%	14%	13%	11%	16%	13%	15%	20%	11%	15%	13%
Other – cultural awareness; cultural inclusion; culturally sensitive; cultural humility; cultural safety; cultural competence	13%	12%	13%	16%	20%	17%	6%	7%	7%	13%	13%
Other - advocacy	6%	6%	7%	8%	12%	3%	6%	10%	4%	6%	7%
Other – not applicable to my role	6%	3%	8%	10%	4%	6%	6%	3%	4%	7%	6%
Other – align to principles	6%	4%	7%	6%	4%	6%	10%	3%	4%	5%	7%
Other – staff training and development	5%	4%	6%	6%	4%	6%	2%	7%	7%	4%	7%
Other – build awareness of inherent bias; self-awareness	4%	1%	5%	6%	8%	3%	2%	7%		4%	4%
Other – don't know	2%	1%	2%	3%		3%	4%			3%	1%
Other	8%	7%	9%	9%	12%	6%	12%	3%	7%	9%	7%
<b>SUB-TOTAL OTHER</b>	<b>57%</b>	<b>49%</b>	<b>59%</b>	<b>63%</b>	<b>60%</b>	<b>58%</b>	<b>56%</b>	<b>53%</b>	<b>39%</b>	<b>58%</b>	<b>56%</b>

Q22e 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.

### 3.9.10 2022 Result

Seventy-one per cent of respondents agreed or strongly agreed that their organisation partners with Aboriginal and Torres Strait Islander organisations to support the delivery of services, with 17% strongly agreeing. However, 1 in 10 respondents indicated that their organisation does not partner in this way.

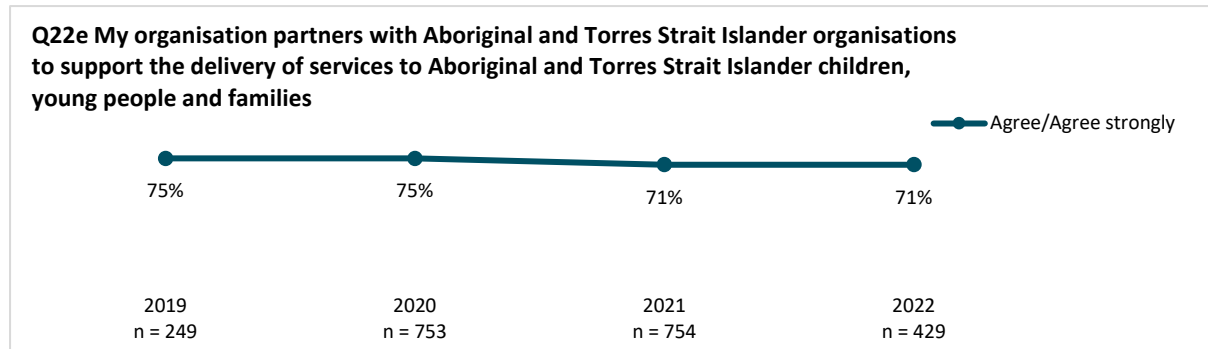
Figure 3.9.6: Their organisation partners with Aboriginal and Torres Strait Islander organisations (2022)



### 3.9.11 Comparison to previous survey data (2019–2022)

There was no difference in the degree of partnerships with Aboriginal and Torres Strait Islander organisations among respondents between the 2021 and 2022 surveys.

Figure 3.9.7: Their organisation partners with Aboriginal and Torres Strait Islander organisations 2019 – 2022 trends



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

### 3.9.12 Sub-group differences (2022)

Respondents located in the Brisbane and Moreton Bay DCYJMA region were more likely than average to provide a neutral response (27%, 20% average) to their organisation's partnerships with Aboriginal and Torres Strait Islander organisations.

Table 3.9.5: Their organisation partners with Aboriginal and Torres Strait Islander organisations (2022)

Q22e Column %	Total 2022 n = 429	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non- govt n = 317	Brisbane + Moreton Bay n = 118	South East n = 47	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 248	10+ n = 180
Strongly disagree	3%	2%	3%	1%		4%	4%	7%		2%	3%
Disagree	7%	9%	6%	6%	6%	5%	8%	7%	13%	6%	8%
<b>SUB-TOTAL DISAGREE</b>	9%	11%	9%	7%	6%	8%	12%	14%	13%	8%	11%
Neutral	20%	15%	21%	27% ↑	19%	18%	19%	12%	13%	22%	17%
Agree	54%	60%	51%	45% ↓	66%	57%	45%	63%	61%	54%	52%
Strongly agree	17%	14%	19%	21%	9%	17%	24%	12%	13%	15%	21%
<b>SUB-TOTAL AGREE</b>	71%	74%	70%	66%	74%	74%	69%	74%	74%	70%	73%

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

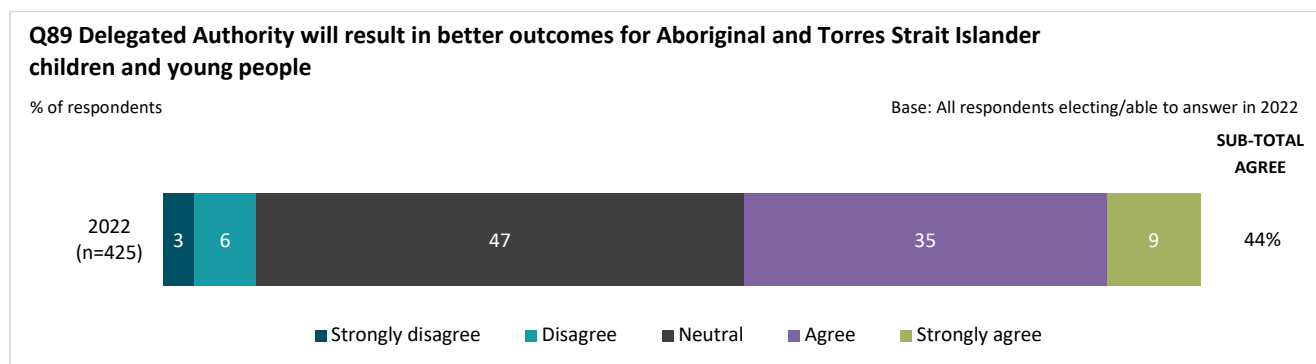
New question in 2022

Q89 Thinking about cultural capability, how much do you agree or disagree that Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people?

### 3.9.13 2022 Result

A total of 44% of respondents agreed (35%) or strongly agreed (9%) that Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people. Almost half of respondents were neutral (47%) regarding whether Delegated Authority will have better outcomes for Aboriginal and Torres Strait Islander children and young people, while 9% disagreed or strongly disagreed.

Figure 3.9.8: Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people (2022)



### 3.9.14 Sub-group differences (2022)

Respondents in the Brisbane and Moreton Bay DCYJMA region were more likely to disagree or strongly disagree that Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people (14% compared to 9% total).

Other sub-group differences are outlined in Table 3.9.6.

Table 3.9.6: Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people (2022)

Q89 Column %	Total 2022 n = 429	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 111	Non-govt n = 314	Brisbane + Moreton Bay n = 118	South East n = 45	Sunshine Coast + Central n = 108	South West n = 74	North QLD n = 42	Far North QLD n = 38	<10 n = 245	10+ n = 179
Strongly disagree	3%	1%	3%	5% ↑		2%	3%	2%		2%	4%
Disagree	6%	4%	7%	8%	4%	5%	8%	5%	3%	7%	6%
<b>SUB-TOTAL DISAGREE</b>	<b>9%</b>	<b>5%</b>	<b>10%</b>	<b>14% ↑</b>	<b>4%</b>	<b>6%</b>	<b>11%</b>	<b>7%</b>	<b>3%</b>	<b>8%</b>	<b>9%</b>
Neutral	47%	47%	47%	38% ↓	47%	50%	53%	48%	58%	49%	45%
Agree	35%	42% ↑	32% ↓	40%	40%	35%	26%	31%	32%	35%	35%
Strongly agree	9%	6%	11%	8%	9%	8%	11%	14%	8%	9%	11%
<b>SUB-TOTAL AGREE</b>	<b>44%</b>	<b>49%</b>	<b>42%</b>	<b>48%</b>	<b>49%</b>	<b>44%</b>	<b>36%</b>	<b>45%</b>	<b>39%</b>	<b>43%</b>	<b>45%</b>

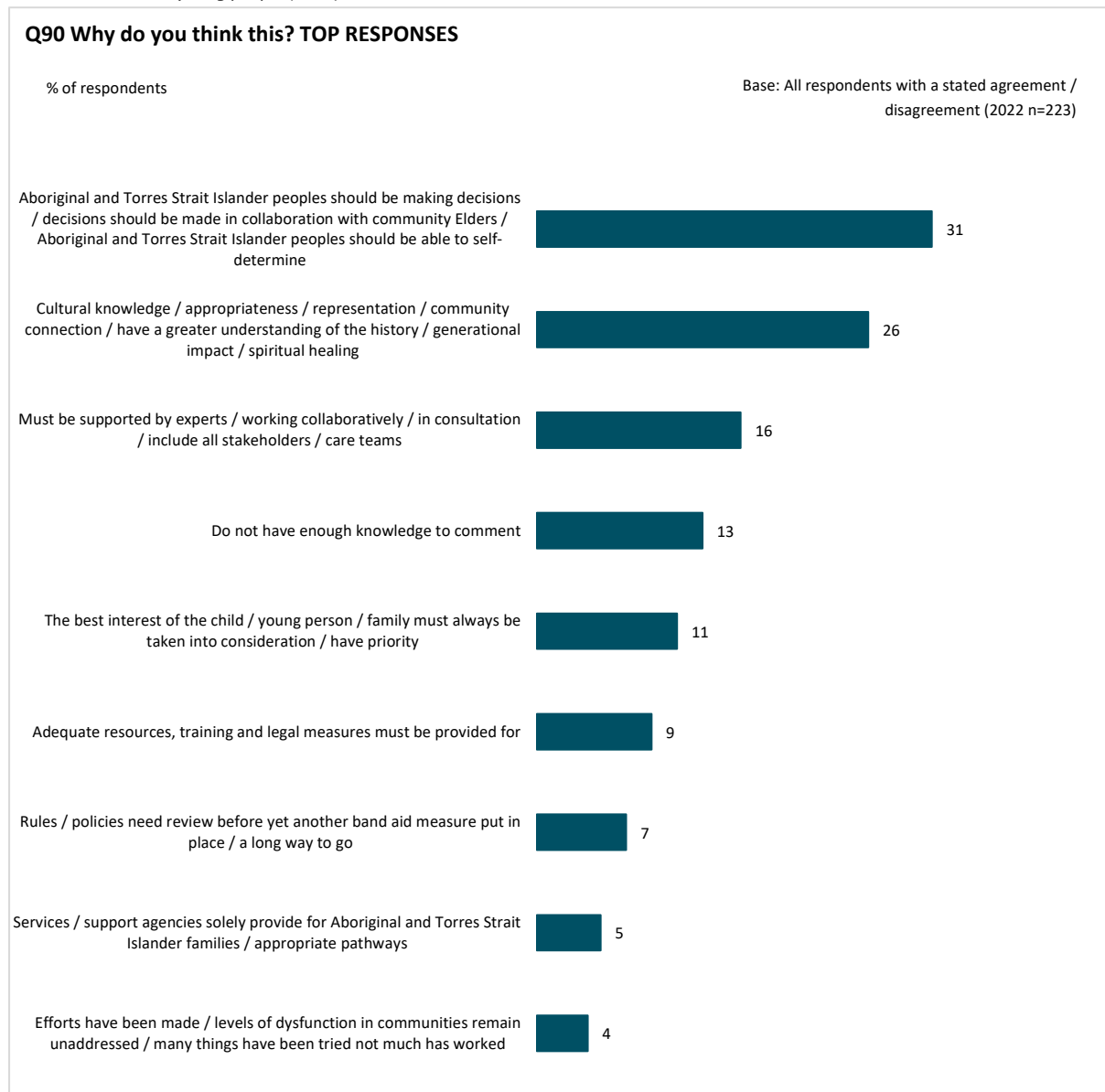
Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence

Q90 Why do you think this? (about Delegated Authority)

3.9.15 2022 Result

Among respondents who were able to form an opinion (agreeing or disagreeing) regarding whether Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people, one third (31%) noted that decisions will better match needs if those decisions are influenced or made by Aboriginal and Torres Strait Islander peoples, including Elders. Respondents also noted that cultural knowledge, appropriateness, connection, and understanding was relevant in achieving better outcomes for Aboriginal and Torres Strait Islander children and young people (26%).

Figure 3.9.9: Reasons for agreeing or disagreeing that Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people (2022)



### 3.9.16 Sub-group differences (2022)

The reader is referred to Table 3.9.7 below for sub-group differences related to opinions about whether Delegated Authority will lead to better outcomes for Aboriginal and Torres Strait Islander children and young people.

Table 3.9.7: Reasons for agreeing or disagreeing that Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people (2022)

Q90 Column %	Total 2022 n = 223	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 60	Non- govt n = 163	Brisbane + Moreton Bay n = 65	South East n = 19 <sup>^</sup>	Sunshine Coast + Central n = 53	South West n = 45	North QLD n = 20 <sup>^</sup>	Far North QLD n = 21 <sup>^</sup>	<10 n = 107	10+ n = 116
Aboriginal and Torres Strait Islander peoples should be making decisions / best able to understand their needs / decisions should be made in collaboration with community Elders / Aboriginal and Torres Strait Islander peoples should be able to self-determine / have autonomy / improved outcomes	31%	33%	31%	40%	37%	26%	24%	30%	29%	33%	30%
Cultural knowledge / appropriateness / representation / community connection / have a greater understanding of the history / generational impact / spiritual healing	26%	33%	24%	26%	26%	36%	22%	30%	10%	24%	28%
Must be supported by experts / working collaboratively / in consultation / include all stakeholders / care teams	16%	20%	15%	18%	11%	8%	18%	30%	19%	12%	20%
Do not have enough knowledge to comment	13%	10%	13%	17%	26%	8%	4%	15%	14%	15%	10%
The best interest of the child / young people / family must always be taken into consideration / have priority	11%	12%	10%	11%	21%	13%	9%		10%	14%	8%
Adequate resources, training and legal measures must be provided for	9%	13%	7%	12%	5%	6%	11%		10%	6%	11%
Rules / policies need review before yet another band aid measure put in place / a long way to go	7%	8%	7%	5%		11%	7%	5%	14%	5%	9%
Services / support agencies solely provide for Aboriginal and Torres Strait Islander families / appropriate pathways	5%	10% ↑	3% ↓	5%		4%	7%	5%	10%	6%	4%

Table 3.9.7: Reasons for agreeing or disagreeing that Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people (2022) (continued)

Q90 Column %	Total 2022 n = 223	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 60	Non- govt n = 163	Brisbane + Moreton Bay n = 65	South East n = 19 <sup>^</sup>	Sunshine Coast + Central n = 53	South West n = 45	North QLD n = 20 <sup>^</sup>	Far North QLD n = 21 <sup>^</sup>	<10 n = 107	10+ n = 116
Efforts have been made / continue / will work better / levels of dysfunction in communities remain unaddressed / many things have been tried not much has worked	4%	2%	6%	6%	11%	6%	2%			5%	4%
Needs an individual approach / tailored to the situation / individual needs	3%	3%	3%	3%		6%	2%	5%		2%	4%
Indigenous children should be in the care of their families / kin	3%	5%	2%	3%	5%	4%	2%			3%	3%
Delegated Authority can become aggressive when demands not met / force to comply with threats / Can be inept / non collegial / rude / offensive to carers / Delegated Authority may be without accountability / may lead to conflict of interest	3%		4%	5%			7%			3%	3%
There are always positives and negatives	2%		3%			2%	9% ↑			3%	2%
Other mentions	5%	2%	6%	2%	11%	4%	4%	10%	10%	5%	5%
Don't know / none	9%	12%	7%	8%	11%	13%	7%	5%	5%	13% ↑	4% ↓

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

### 3.10 Policy issues

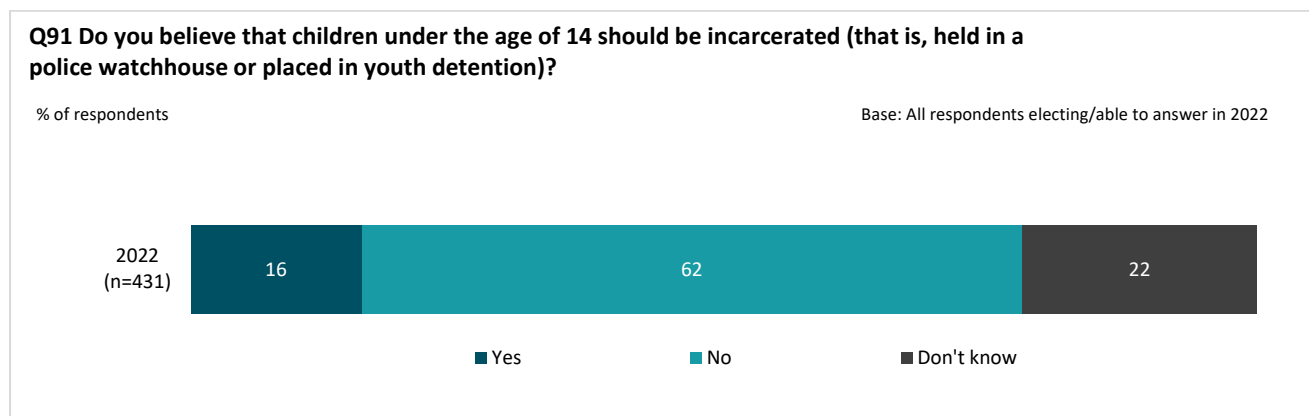
New question in 2022

Q91 Do you believe that children under the age of 14 should be incarcerated (that is, held in a police watchhouse or placed in youth detention)?

#### 3.10.1 2022 Result

Sixteen per cent of respondents considered that children under the age of 14 years should be able to be incarcerated, 62% disagreed and 22% were unsure as to whether this is suitable.

Figure 3.10.1: Opinion on whether children under 14 years should be able to be incarcerated (2022)



#### 3.10.2 Sub-group differences (2022)

Respondents working in government agencies were more likely to consider that children aged under 14 years should be able to be incarcerated (22% government, 14% non-government).

Respondents located in the Brisbane and Moreton Bay DCYJMA region were less likely to consider that children aged under 14 years should be able to be incarcerated (70% compared to 62% total).

Table 3.10.1: Opinion on whether children under 14 years should be able to be incarcerated (2022)

Q91 Column %	Total 2022 n = 431	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 112	Non-govt n = 319	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 108	South West n = 75	North QLD n = 43	Far North QLD n = 38	<10 n = 250	10+ n = 180
Yes	16%	22% ↑	14% ↓	13%	13%	20%	16%	19%	16%	15%	18%
No	62%	53% ↓	65% ↑	70% ↑	65%	55%	61%	60%	55%	63%	60%
Don't know	22%	25%	21%	18%	23%	25%	23%	21%	29%	22%	22%

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

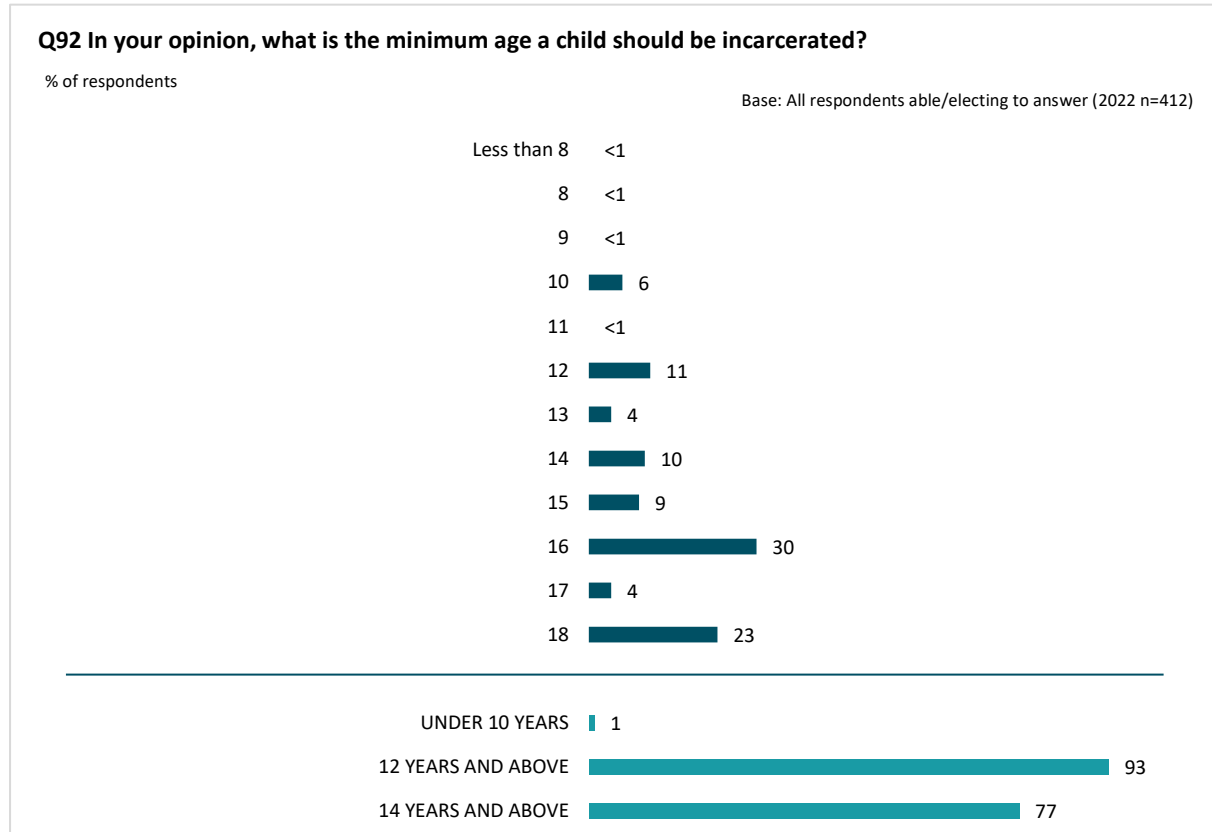
New question in 2022

Q92 In your opinion, what is the minimum age a child should be incarcerated?

### 3.10.3 2022 Result

Approximately 3 quarters (77%) of respondents considered that the minimum incarceration age should be 14 years or older. Only 7% considered that the minimum age a child should be incarcerated should be less than 12 years old (6% said 10 years of age, 1% said <10 years).

Figure 3.10.2: Opinion on minimum incarceration age (2022)



### 3.10.4 Sub-group differences (2022)

Respondents working in non-government organisations were more likely to state that the minimum age of incarceration should be 14 years or older (81% non-government, 68% government) including 26% non-government respondents who indicated the minimum age should be 18 years old.

Government respondents were more likely to nominate a minimum age of less than 14 years, with 18% indicating that a minimum incarceration age of 12 years would be appropriate (compared to 9% among non-government respondents).

Other sub-group differences are outlined in Table 3.10.2.

Table 3.10.2: Opinion on minimum incarceration age (2022)

Q92 Column %	Total 2022 n = 412	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 108	Non- govt n = 304	Brisbane + Moreton Bay n = 114	South East n = 45	Sunshine Coast + Central n = 103	South West n = 72	North QLD n = 42	Far North QLD n = 36	<10 n = 242	10+ n = 170
Less than 8	0%	1%	0%				1%		3% ↑	0%	1%
8	0%	1%	0%					2%	3% ↑	1%	
9	0%		0%	1%						0%	
10	6%	6%	6%	4%	2%	10%	4%	7%	6%	6%	6%
11	0%	1%				1%					1%
12	11%	18% ↑	9% ↓	11%	9%	11%	11%	10%	17%	9%	14%
13	4%	6%	4%	3%	7%	6%	3%	5%	6%	5%	3%
14	10%	11%	10%	9%	7%	11%	14%	14%	6%	9%	12%
15	9%	10%	9%	10%	7%	9%	8%	17%	8%	9%	10%
16	30%	27%	32%	35%	40%	26%	29%	19%	31%	31%	29%
17	4%	6%	4%	1% ↓	4%	6%	8%	2%	6%	5%	4%
18	23%	14% ↓	26% ↑	27%	24%	21%	21%	24%	17%	24%	22%
SUB-TOTAL 9 YEARS OR YOUNGER	1%	2%	1%	1%			1%	2%	6% ↑	2%	1%
SUB-TOTAL 12+	93%	91%	93%	95%	98%	89%	94%	90%	89%	93%	93%
SUB-TOTAL 14+	77%	68% ↓	81% ↑	82%	82%	73%	81%	76%	67%	79%	76%

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level  
0% = less than 1%

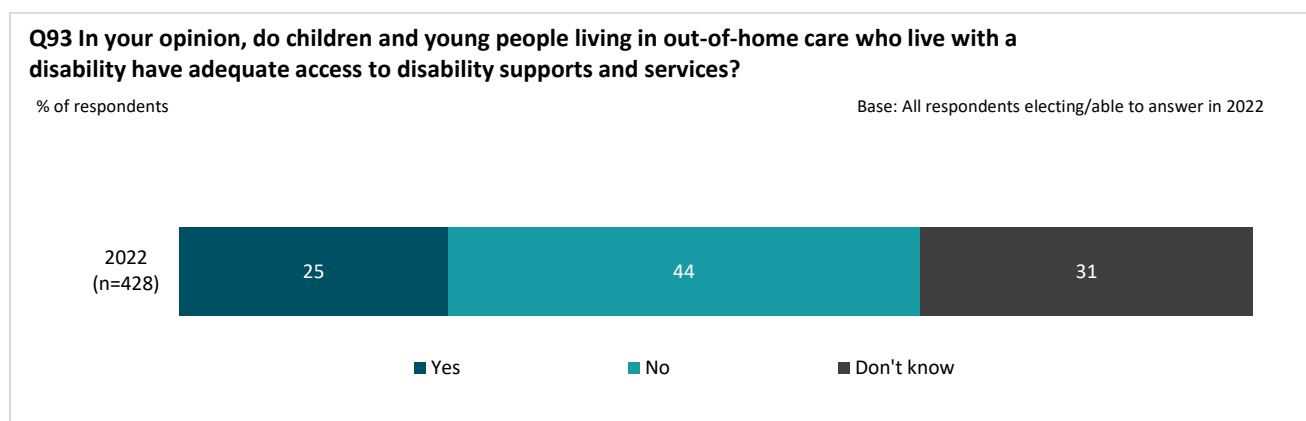
*New question in 2022*

*Q93 In your opinion, do children and young people living in out-of-home care who live with a disability have adequate access to disability supports and services?*

**3.10.5 2022 Result**

One quarter (25%) of respondents considered that children and young people living in out-of-home care who live with a disability have adequate access to disability supports and services. Forty-four per cent did not consider this to be the case and 31% were unable to form an opinion.

*Figure 3.10.3: Opinion on access to disability supports and services while living in out-of-home care (2022)*



**3.10.6 Sub-group differences (2022)**

Respondents living in the Sunshine Coast and Central DCYJMA region were more likely than average to consider that children and young people with disability living in out-of-home care have adequate disability supports and services available to them (34% compared to 25% average).

*Table 3.10.3: Opinion on access to disability supports and services (2022)*

Q93 Column %	Total 2022 n = 428	ORGANISATION TYPE		DCYJMA REGION						YEARS IN SECTOR	
		Govt n = 111	Non- govt n = 317	Brisbane + Moreton Bay n = 119	South East n = 48	Sunshine Coast + Central n = 106	South West n = 75	North QLD n = 43	Far North QLD n = 37	<10 n = 248	10+ n = 180
Yes	25%	26%	24%	26%	23%	34% ↑	19%	16%	19%	27%	21%
No	44%	50%	42%	46%	42%	38%	43%	51%	51%	41%	48%
Don't know	31%	24%	34%	28%	35%	28%	39%	33%	30%	32%	31%

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

# 4. Appendices

## Appendix A – 2022 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 performance of the QFCC's 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 20-30 minutes of your time. The survey includes questions with fixed and free text response options. The survey covers a variety of topics, including (but not limited to) system performance, how you are supported to perform and develop in your role, cultural capability, how you work with clients and children's rights. You are free to skip any questions you do not wish to answer.

Your responses will be collated with those of other respondents so you will not be identifiable in our reporting. Completion of this online survey will be taken to indicate informed consent to participate.

You can choose to create a password so that if you need to take a break during completion your answers will be saved. To return to the survey just click on the original link and enter your password to continue.

The following questions are being asked so we can describe the sample of people who responded to our survey

No.	Item	Response scale
	What is your workplace postcode? NO CHANGES REQUIRED TO PREVIOUS MAPPING	
Q12.	<i>Exit message if not a Queensland postcode:</i> Thank you for your interest in completing this survey. We are interested in the views of staff who work in Queensland.	Free text (4 numerical spaces)
Q13.	Is your workplace a government or non-government organisation?	<input type="checkbox"/> Government <input type="checkbox"/> Non-government
	<i>Only ask if 'Government' at Q13:</i>	
Q51.	Do you work in a Child Safety Service Centre or Regional Intake Service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<i>Only ask if 'Non-government' at Q13:</i>	
Q52.	a) Do you work for an Aboriginal and Torres Strait Islander community-controlled organisation? b) Do you work for a Family and Child Connect Service? c) Do you work for an Intensive Family Support service? d) Do you work for a Family Wellbeing Service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Q53.	Do you work with children and young people living in out-of-home care?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Q29.	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
Q10.	In your role, which of the following best describes the <b>main</b> service/s you provide to children, young people and families?	<input type="checkbox"/> Child protection – tertiary services <input type="checkbox"/> Child protection – secondary services <input type="checkbox"/> Youth justice services <input type="checkbox"/> Counselling and other mental health services <input type="checkbox"/> Drug and alcohol services <input type="checkbox"/> Domestic and family violence services <input type="checkbox"/> Disability services <input type="checkbox"/> Educational/schools/early education <input type="checkbox"/> Health and hospitals <input type="checkbox"/> Other _____ Free text
Q1.	How long have you worked in the child protection and family support sector?	<input type="checkbox"/> Less than 1 year <input type="checkbox"/> 1–2 years <input type="checkbox"/> 3–5 years <input type="checkbox"/> 6–9 years <input type="checkbox"/> 10–14 years <input type="checkbox"/> 15–19 years <input type="checkbox"/> 20+ years

No.	Item	Response scale
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
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
Q54.	Are you from a culturally and linguistically diverse background?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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 leave 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

The following questions ask your views about the child protection and family support system as a whole

No.	Item	Response scale
Q26b.	The child protection and family support system meets the needs of children, young people and families	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q55.	How do you know when needs are met?	Free text
Q26c.	The child protection and family support system is built on shared connections and commitment	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q26e.	The community has confidence in the child protection and family support system	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q56.	Why do you think this?	Free text
Q26f.	There is sufficient capacity within the secondary support service system to meet demand	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q26g.	There is sufficient capacity within the tertiary child protection system to meet demand	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q57.	Family support referrals and child protection reports are likely to increase in 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
	How much do you agree or disagree with the following statements about youth mental health services in your area?	
Q58.	Youth mental health services in my area are: <ul style="list-style-type: none"> <li>a) accessible (services are available in the area)</li> <li>b) timely (services have enough capacity to meet demand without waitlists)</li> <li>c) affordable</li> <li>d) culturally appropriate</li> </ul>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree

No.	Item	Response scale
Q33.	<p>How much do you agree or disagree with the following?</p> <p>a) The introduction of Family and Child Connect has resulted in families being more appropriately referred to the secondary or tertiary system</p> <p>b) The introduction of Intensive Family Support and Family Wellbeing Services has resulted in:</p> <p>i. improved access to early intervention services for children, young people and families</p> <p>ii. a reduction in demand (i.e. less children entering the child protection system)</p> <p>iii. improved outcomes for children, young people and families</p> <p>iv. improved ability of families to care for their children</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>

The following questions ask about your role and professional development

No.	Item	Response scale
Q15a.	I have a clear understanding of my role and responsibilities	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q15b.	I consider my caseload/workload to be manageable	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q15c.	I am able to spend enough time with children, young people and families to do my job well	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q59.	What, if anything, would enable you to be more effective in your role?	Free text
Q15e.	I receive support from my colleagues/peers to do my job well	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q15d.	I receive the right amount of professional practice supervision to do my job well	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q60.	Where do you receive your professional practice supervision?	<input type="checkbox"/> My team leader/manager <input type="checkbox"/> Another person in my organisation <input type="checkbox"/> An external person my organisation pays for <input type="checkbox"/> An external person I pay <input type="checkbox"/> Other (please specify)
Q61.	How would you prefer to receive your professional practice supervision?	<input type="checkbox"/> From my team leader/manager <input type="checkbox"/> From another person in my organisation <input type="checkbox"/> From an external person my organisation pays for <input type="checkbox"/> From an external person I pay
Q16a.	I have been provided with enough training and other learning opportunities to undertake my role well	<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
Q62.	How much do you agree or disagree with the following statements? a) I am aware of the impact of trauma on brain development b) I keep up with the latest evidence about child and adolescent brain development c) Mandatory training in neuroscience would improve the practice of frontline workers in the child protection and family support sector	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree

No.	Item	Response scale
Q63.	My organisation supports staff to manage work stress and maximise our health and wellbeing	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q64.	The work I do: a) serves an important purpose b) leads to positive change c) gives me a sense of satisfaction	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree

The following questions ask about how you work with clients

No.	Item	Response scale
Q65.	How would you describe the way you work with clients?  Programmer note: Response scale has five points with only ends labelled	<input type="checkbox"/> My work is guided by what the client wants <input type="checkbox"/> . <input type="checkbox"/> . <input type="checkbox"/> . <input type="checkbox"/> Clients do not have a say in decisions or what happens
Q20b.	My workplace has a culture that supports collaboration with other organisations to achieve client outcomes	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q20e.	I have enough time in my role to build relationships with other organisations/service providers	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q66.	How do you collaborate with services that are also working with the children, young people or families you are working with?	Free text
Q21b.	In my organisation, children, young people and families have the opportunity to participate in decisions affecting their lives	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q67.	<i>Only ask if agree or strongly agree to Q21b:</i> Can you provide examples of how your organisation facilitates this?	Free text
Q23d.	In my organisation, the policies (what we are supposed to do) and practices (what we actually do) are closely aligned	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q68.	<i>Only ask if disagree or strongly disagree to Q23d:</i> Can you explain what you mean by this?	Free text
Q37a.	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)	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q69.	Children and young people attending my organisation: a) feel cared for and welcome b) feel safe	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree

No.	Item	Response scale
	Children and young people attending my organisation:	
Q70.	a) have access to the documents they need (such as identity documents) for accessing support and other services b) can access health services when they need them c) can access mental health services when they need them d) receive sufficient support to access early childhood education and care e) receive sufficient support to attend school	<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"/> Not applicable to my work
Q71.	Aboriginal and Torres Strait Islander children and young people attending my organisation: a) are supported to preserve their cultural and linguistic identity b) are supported to stay connected with their communities	<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"/> Not applicable to my work
Q72.	Culturally and linguistically diverse children and young people attending my organisation: a) are supported to preserve their cultural and linguistic identity b) are supported to stay connected with their communities	<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"/> Not applicable to my work
Q73.	Children and young people attending my organisation who have a disability can access appropriate support	<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"/> Not applicable to my work
Q74.	Families of the children and young people attending my organisation are provided with sufficient support and opportunities to keep their children at home where appropriate	<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"/> Not applicable to my work
Q75.	Young people attending my organisation who are making the transition from out-of-home care to independent living can access appropriate transition services when they need them	<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"/> Not applicable to my work
Q76.	I am aware of the inherent and unconscious bias that can impact my work with children, young people and their families	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q77.	What, if any, strategies do you use to manage unconscious bias in your work?	Free text

The following questions ask about children’s rights

No.	Item	Response scale
Q78.	I have a good working understanding of the United Nations <i>Convention on the Rights of the Child</i>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q79.	Within my organisation: a) children are supported to survive and develop in the best way possible b) decisions are made in children’s and young people’s best interests c) the views of children and young people are listened to and valued d) children and young people are not discriminated against	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
<i>Only ask if agree or strongly agree to a) above:</i>		
Q80.	Can you provide an example of how your organisation supports children to survive and develop in the best way possible?	Free text
<i>Only ask if agree or strongly agree to b) above:</i>		
Q81.	Can you provide an example of how your organisation makes decisions in children’s and young people’s best interests?	Free text
<i>Only ask if agree or strongly agree to c) above:</i>		
Q82.	Can you provide an example of how your organisation listens to and values the views of children and young people?	Free text
<i>Only ask if agree or strongly agree to d) above:</i>		
Q83.	Can you provide an example of how your organisation ensures it does not discriminate against children and young people?	Free text
Q84.	In my community, children and young people: a) are protected from abuse and neglect b) are supported to live safely at home with their families c) live in safe communities d) can access the services they need to stay healthy, such as GPs e) can access mental health services if needed f) can access disability services if needed g) can access early childhood education and care, such as kindergarten h) have support to stay engaged in learning at school or TAFE i) can access sporting, recreational or community activities j) are supported to connect with their culture (for Aboriginal and Torres Strait Islander children and young people)	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree

No.	Item	Response scale
Q85.	<p>Do you feel that children and young people from any of the following groups experience discrimination in terms of having their rights upheld?</p> <p>Children and young people:</p> <ul style="list-style-type: none"> <li>a) who identify as Aboriginal or Torres Strait Islander</li> <li>b) who identify as LGBTIQ+</li> <li>c) with a disability</li> <li>d) living in rural and remote areas</li> <li>e) experiencing poverty</li> <li>f) who are refugees or asylum seekers</li> <li>g) from culturally and linguistically diverse backgrounds</li> <li>h) in contact with the child protection system</li> <li>i) in contact with the youth justice system</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Always</li> <li><input type="checkbox"/> Often</li> <li><input type="checkbox"/> Sometimes</li> <li><input type="checkbox"/> Rarely</li> <li><input type="checkbox"/> Never</li> </ul>

The following questions ask about cultural capability

No.	Item	Response scale
Q23c.	I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q86.	How would you explain the Aboriginal and Torres Strait Islander Child Placement Principle to someone who knew nothing about it?	Free text QFCC to code
Q87.	I understand the difference between 'having regard' for the Aboriginal and Torres Strait Islander Child Placement Principle and 'making active efforts'	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q88.	What does 'making active efforts' look like in your role?	Free text QFCC to code
Q22e.	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	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q89.	Delegated authority will result in better outcomes for Aboriginal and Torres Strait Islander children and young people	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
Q90.	Why do you think this?	Free text

The following questions ask about policy issues

No.	Item	Response scale
Q39.	In your opinion, what could be done to improve the child protection and family support system?	Free text
Q91.	Do you believe that children under the age of 14 should be incarcerated (that is, held in a police watchhouse or placed in youth detention)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
Q92.	In your opinion, what is the minimum age a child should be incarcerated?	<input type="checkbox"/> Less than 8 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18
Q93.	In your opinion, do children and young people living in out-of-home care who live with a disability have adequate access to disability supports and services?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
No.	Item	Response scale
Q29a.	How did you hear about this survey?	<input type="checkbox"/> Email from QFCC <input type="checkbox"/> Employer <input type="checkbox"/> Colleague <input type="checkbox"/> Peak body <input type="checkbox"/> Newsletter <input type="checkbox"/> Other (please specify)

**Jump to separate survey (so responses cannot be linked)**

Item	Response scale
Thank you for taking the time to complete our survey. If you would like to receive information about the survey results, or future surveys, please enter your email address. Email addresses cannot be linked to survey responses.	Free text
From time to time, the Queensland Family and Child Commission conducts interviews and focus groups with service providers and stakeholders across the sector to understand how the child protection and family support system is performing and identify opportunities for continuous improvement. If you would like to receive information about participating in these studies, please enter your email address. Email addresses cannot be linked to survey responses.	Free text

**Closing message:**

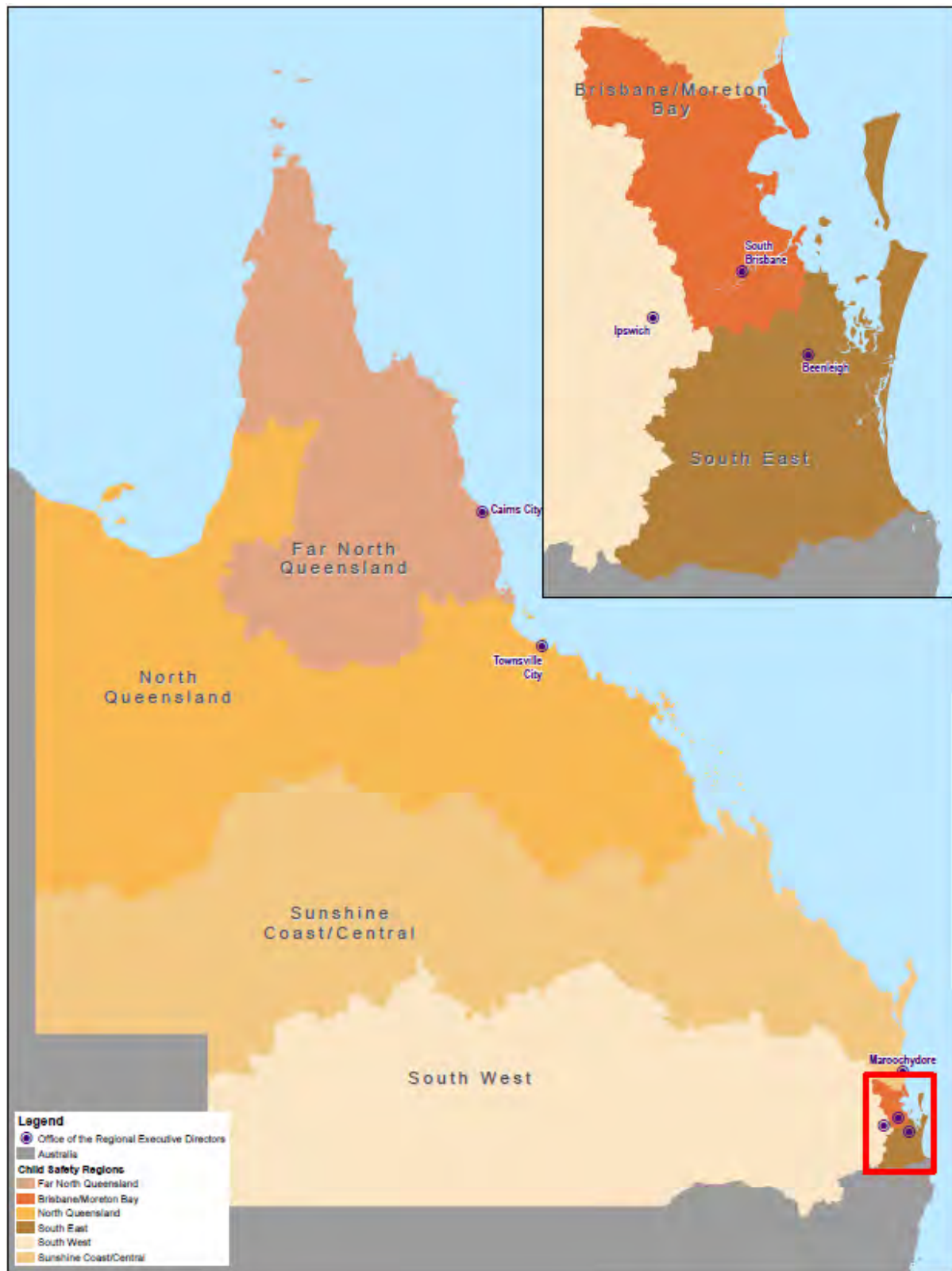
We understand your time is limited and appreciate that you have prioritised completing this survey. We expect survey results to be published on the QFCC website by the end of 2022. To get in touch with us, please email [evaluation@qfcc.qld.gov.au](mailto:evaluation@qfcc.qld.gov.au)

**Redirect traffic to:**

[www.qfcc.qld.gov.au](http://www.qfcc.qld.gov.au)

## 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