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Keep Them Safe Workforce Survey – Appendices

Report to the Department of Premier
and Cabinet

August 2012

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The findings in these appendices and the full report are based on a qualitative study and the reported results reflect a perception of the *Keep Them Safe* reforms, but only to the extent of the sample surveyed, being the Department Premier and Cabinet's (Department) approved representative sample of stakeholders. Any projection to wider stakeholders is subject to the level of bias in the method of sample selection.

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The findings in these appendices and the full report have been formed on the above basis.

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Table of contents

Glossary	2
A Appendix A – Survey methodology	3
B Appendix B– Detailed results of the survey	40

Glossary

ABS	Australian Bureau of Statistics
CEO	Chief Executive Officer
CSC	Community Services Centre (Regional Boundary)
CWU	Child and Wellbeing Unit
DEC	NSW Department of Education and Communities
DNR	Did not respond (used in data tables)
DPC	NSW Department of Premier and Cabinet
FaCS	NSW Department of Family and Community Services
FaCS - ADHC	NSW Department of Family and Community Services, Ageing, Disability and Home Care Division
FRS	Family Referral Service
KTS	Keep Them Safe
LGA	Local Government Area
LAC	Local Area Command
MR	Mandatory Reporter
MRG	Mandatory Reporter Guide
N/A	Not applicable
NGO	Non-government organisation
NSW	New South Wales
NSW Health	NSW Ministry of Health
ROSH	Risk of Significant Harm
SEIFA	Socio-Economics Index for Areas
SES	Socio-Economic Status

A Appendix A – Survey methodology

A.1 Survey methodology

The following steps were undertaken in the design and monitoring of the survey:

- preliminary consultations desktop review;
- development of a draft survey;
- pilot testing of the draft survey;
- ongoing monitoring and active follow up;
- survey analysis including quantitative data analysis and thematic analysis of free text responses; categorising responses into categories based on commonalities.

Preliminary consultations

Preliminary consultations involved conducting interviews with each of the key government agencies in which mandatory reporters work, KTS governance groups, peak agencies and other relevant stakeholders. The consultations were undertaken to gain an understanding of KTS and as a basis to define the potential range of responses to the questions to be included within the survey. Specifically, the consultations focused on:

- the intention and current state of KTS in relation to the key areas of change and the nature of that change;
- the questions the survey should address in the context of informing the relevant Interim Review questions and Interim Review objectives; and
- distribution of the survey to stakeholder groups.

The consultations were held with the following stakeholders.

Table 1: Stakeholders engaged through consultations

Sector	Position / department / organisation
Health	
Rosemary Fitzgerald	Child Wellbeing Unit (CWU) Director – NSW Health
Rob Sutherland	NSW Health
Education	
Deborah Achelles	TAFE NSW
Ian Barker	Catholic Education NSW
John Brennan	Department of Education and Communities
Elizabeth Callister	Department of Education and Communities
Kate Halloran	NSW Association of Independent Schools
Anna Morris	CWU Director –Department of Education and Communities
Police	
Barbara Carroll	CWU Director – Police
Justice	
Shenuka Wraight	Department of Justice and the Attorney General

Sector	Position / department / organisation
Community Services	
Marilyn Chilvers	Executive Director, Organisational Performance – NSW Department of Family and Community Services
Maggie Smythe	CWU Director – NSW Department of Family and Community Services
Richard Hawkins	National Disability Services (NDS)
Emily Jones	Youth Action and Policy Association NSW (YAPA)
Andrew McCallum	Association of Children's Welfare Agencies (ACWA)
Dev Mukherjee	NSW Council of Social Services (NCOSS)
Bill Prichard	Aboriginal Child, Family & Community Care State Secretariat NSW (AbSec)
Sue Richards	NSW Family Services Incorporated (FaMS)
Adam Stuart	Aboriginal Health and Medical Research Council (AH&MRC)
Department of Premier and Cabinet	
Nazli Munir	Director Keep Them Safe Implementation Unit
Deb Gavan	Coordinator Regional Project Managers
Peter Ryan	KTS Evaluation Steering Committee
Other	
Steve Kinmond	NSW Deputy Ombudsman

Source: KPMG

In addition, written feedback was sought from the Regional Project Managers and KTS Senior Officers' Group.

Desktop review

A review of a number of relevant key documents relating to the strategies underpinning KTS and the changes to mandatory reporting processes in NSW, was undertaken. The purpose of this desktop review was to:

- ensure a clear understanding of the context and intent of KTS;
- consolidate understanding of each of the interrelated elements of KTS (i.e. the key reform areas), as they relate to impact on the mandatory reporter workforce;
- review the existing evaluation frameworks and methodologies that are in place as part of the interrelated elements of the Interim Review including the Spatial Mapping and Analysis and the Location Based Evaluation; and
- create the basis to develop appropriate draft questions for the Workforce Survey.

The documents reviewed were:

- Keep Them Safe Interim Review Plan
- DPC Annual Reports
- Urbis Implementation Plan, 2011
- Nous Review of Child and Wellbeing Units, 2011
- Social Policy Research Centre / Australian Institute of Family Studies Evaluation Framework, 2010

- The Keep Them Safe Action Plan, 2009
- The National Framework for Protecting Australia's Children 2009-2020
- The legislative amendment to the Children and Young Person's Act made in response to the Wood Inquiry Recommendations, 2009
- Report of the Special Commission of Inquiry into Child Protection Services in NSW, 2008.

The information reviewed and understanding gained during this stage has informed the development of the survey questions.

Development of the draft survey

Refer section Mapping the Interim Review questions and objectives to the survey questions.

Pilot testing of the draft survey

Piloting is a key step in the implementation of a successful survey since it provides the opportunity to test the draft survey in a 'real world' environment. Piloting was undertaken to identify and amend issues with question wording (such as ambiguity), survey length or number of questions, 'look and feel' and delivery issues such as IT problems or issues with telephone lines.

A small group of 16 mandatory reporters were nominated and asked to pilot the survey and provide feedback in a telephone discussion with KPMG. Individuals were nominated by the key stakeholder contacts including the CWU Directors, members of the KTS Reference Group, and selected Steering Committee members.

KPMG asked individuals participating in the pilot testing to provide feedback on the survey with consideration to the length of the survey, the clarity of the language used, the content and relevance to their experience of KTS, the usefulness of instructions provided, and overall ease of use. Feedback from this process provided KPMG with an opportunity to:

- identify issues within the survey, such as confusing terms or phrases, questions which are unclear or difficult to answer or issues in relation to the survey length (e.g. too long and involved);
- verify that respondents were interpreting questions in a consistent way;
- test the user-friendliness of the web-based tool; and
- highlight any technical issues.

Issues identified through the pilot testing were then addressed before wider release.

Ongoing monitoring and active follow up

The survey was made available on-line using the web based tool, "Survey Monkey" and participants were provided with an email link to the web-based survey. DPC, peak organisations and key peak agencies sent the email with the link to their extensive networks of mandatory reporters.

Promotion and creating the right impression

Access was provided to an 1800 telephone number and an email contact which enabled respondents to communicate with a member of the KPMG team to clarify any questions. The 1800 number was open between 9am and 5pm weekdays. The 1800 number and email address

were listed in all survey promotional material, ensuring that respondents had the assistance they needed to return a completed survey within the timeframe.

To ensure that the survey created a good impression on potential respondents, KPMG provided communication material explaining why the survey was important. This included two newsletters – one from DPC and one from KPMG; emails containing the newsletter and link to the survey; and the survey itself. The newsletter included three core messages that were known to encourage responses: a commitment that the respondent's answers would remain confidential; a statement that describes why their responses, specifically, were necessary for the success of the survey; and an accurate estimate of the time it would take to complete the survey.

Response rate

KPMG used a number of strategies to support a strong response to the survey:

- promotion of the survey - in the lead up to the response period through the mechanisms referred to above;
- a sufficient period for response - understanding that workers within the sector are busy, the survey was open for a three week period for response;
- survey length - staff could complete the survey within a maximum of 20 minutes;
- logical structure - questions on related topics were grouped together into sections and placed under key headings, to ensure the survey flowed and therefore was easy to use; and
- use of active follow-up - responses were assessed using the estimated population of mandatory reporters, and areas where responses were not considered broadly representative were identified. KPMG then sought advice from survey distributors as to the best approach to increase response rates, which was enabled via monitoring the responses from each stakeholder group and across regions at the end of weeks 2 and 3 of the survey period. KPMG undertook an additional targeted promotion to specific respondent groups, including Local Government, Police and respondents in the CSC regions in which the Location Based Evaluation would be undertaken.

Ethical issues

All respondents were informed (in the newsletter and information provided with the survey) that participation was voluntary. To overcome issues in relation to voluntarily opting out, KPMG took steps to encourage participation including explaining the importance of completing all components of the survey and the benefits to the sector of respondents' participation as noted above. To further support ethical conduct of the project:

- all data (including in this report) is provided in an aggregate de-identified form in order to not identify any staff member or organisation;
- this report only details summary information with key trends and themes with the lowest level of reporting at the sub-regional level; and
- information provided to KPMG evaluation team members was treated as confidential.

Survey analysis

The survey data analysis process involved five key steps: data cleansing, regional mapping, socioeconomic status mapping, analysis by variables; and thematic analysis.

Data cleansing

The data output from Survey Monkey only required minimal cleansing, and this cleansing focused on removing ineligible responses. From Survey Monkey, a total of 6,144 'responses' were received – with responses reflecting rows of data.¹ Of these responses, 5,790 identified themselves as mandatory reporters and were thus deemed eligible to be included in the survey. Of the 5,790 mandatory reporters, there were 36 administrative staff, which were excluded from the analyses meaning there were a maximum of 5,754 responses for analysis. One of these responses was a 'test' response, leaving a final 5,753 responses for analysis.

The data cleansing also enabled 'incorrect' responses to be highlighted. For example:

- Question 3.1 *Have you used the Mandatory Reporter Guide?* – a number of people who answered 'Yes' to this question still proceeded to pick a reason for not using the Guide, and some who did not answer 'Yes' or 'No' still chose a reason for not using the Guide. For the analyses, only respondents who answered 'No' and then went on to choose a reason for not using the Guide, were used.

Region mapping

Regional mapping was undertaken to enable the data to be analysed by FaCS regions: Metro Central, Metro South West, Metro West ('metropolitan' regions), Hunter / Central Coast, Northern, Southern and Western ('non-metropolitan' regions).

The survey collected respondent postcodes, which enabled the data to be mapped from postcode to CSC region, and again mapped to FaCS region. This process is not exact, and there are a small number of instances where a postcode can contain multiple CSC regions. For example:

Table 2: Examples of postcodes that cross regional boundaries

Postcode	Owning CSC	FaCS Region
2083	Gosford CSC	Hunter/Central Coast
2083	Epping CSC	Metro Central
2083	Peninsula CSC	Hunter/Central Coast

Source: KPMG based on analysis of KTS Workforce Survey data

In such cases, a CSC was randomly assigned to the postcode. As a CSC always belongs to just one FaCS region, there was no need for random allocation between CSCs and FaCS regions.

Socioeconomic status mapping

The socioeconomic status (SES) of metropolitan FaCS regions was required to enable the survey responses to be corroborated with results from the Spatial Mapping and Analysis, which show different patterns of funding according to SES across metropolitan locations.

To assess the SES of each metropolitan FaCS region, the Socio-Economics Index for Areas² (SEIFA) 2006, published by the Australian Bureau of Statistics (ABS) was used. ABS has four different indexes under SEIFA, and the *Index of Relative Socio-economic Disadvantage* was chosen for the purpose of this report. It divides the level of *disadvantage* in a postcode area in to deciles, where 1 is the most disadvantaged and 10 is the least disadvantaged.

Postcodes provided by respondents were used to provide a count of the number of respondents, in each region, living in areas with SEIFA ratings of 1-10.

¹ This means there were 6,144 times when the survey was started.

² 2039.0 - Information Paper: An Introduction to Socio-Economic Indexes for Areas (SEIFA), 2006. Available at <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/2039.0Main+Features12006?OpenDocument>

Analysis by variables

The survey data was ‘cut’ by two variables, each with a number of sub variables, as Table 3 shows.

Table 3: ‘Cuts’ applied to the survey data

Variable 1 - Sector	Relevant survey questions	Variable 2 - Region	Relevant survey questions
Sector (Health, Education etc)	Q2.5 <i>What sector do you work in?</i>	Metropolitan / non-metropolitan	All based on Q2.3 <i>What is the postcode of the place where you do most of your work?</i>
Role (manager level / staff level)	Q2.4 Which of the following best describes your role?	Metropolitan by FaCS region and SES	
Government / non-government	Q2.2 <i>Do you work in ..(government / NGO not for profit / NGO private)?</i>	Non-metropolitan by FaCS region	
		CSC, for Location Based Evaluation locations only	

Source: KPMG

Questions that required a single response (e.g. Yes/No, Please select one that applies...etc) were analysed using the statistical package PASW 18 (formerly known as SPSS); taking the cleaned survey data and automating production of data tables for each question, applying each of the above ‘cuts’. Questions with multiple responses were analysed using Excel 2007, again taking the cleaned data and generating tables for each question applying each of the above ‘cuts’. Appendix B– Detailed results of the survey presents data tables produced as a result of this analysis, as relevant to the discussion in the body of this report.

Thematic analysis

The thematic analysis involved reading through the free text responses to each free text question, and categorising responses based on themes or common categories. For ‘Other’ responses, where the respondent should have selected one of the available response options, this was also identified. Summary tables for each relevant question were then created.

A.2 Mapping the Interim Review questions and objectives to the survey questions

The survey questions were developed utilising a mapping process through which the KTS Interim Review objectives and questions were linked to areas for enquiry for the survey, and in turn survey questions. Table 4 below presents an overview of the mapping process undertaken to ensure the survey questions were linked to the Interim Review objectives and questions. Note, this was developed prior to feedback on the draft survey being received from the project Reference Group and prior to the piloting process. Therefore, the final survey questions do not exactly reflect the survey areas of investigation. In some cases, areas for investigation were addressed in other sections of the survey to those identified here, and some additional areas of investigation were covered through the survey questions. For example, questions relating to the Interim Review question *Are workers engaging with the Mandatory Reporter Guide and the new reporting threshold so that the statutory child protection system is more streamlined and focussed on children at greatest risk?* also consider how valuable the Mandatory Reporter Guide is to mandatory reporters.

Keep Them Safe Workforce Survey – Final Report Appendices

Table 4: Overview of mapping process linking the survey questions to the Interim Review

Interim Review Questions	Interim Review Objectives	Survey area of investigation	Relevant section in survey
<i>Are workers engaging with the Mandatory Reporter Guide and the new reporting threshold so that the statutory child protection system is more streamlined and focussed on children at greatest risk?</i>	<i>Describe the delivery of KTS to date</i>	How has implementation of / engagement with the Guide been supported?	Section 3 – Use of the Mandatory Reporter Guide
	<i>Learn about the drivers or inhibitors of change and progress</i>	What barriers / facilitators have been experienced re: use of the Guide; access to the nGuide?	Section 4 – Information sharing
	<i>Investigate the degree to which the conditions for achieving the overall outcomes of KTS are in place</i>	Covered with previous	
	<i>Identify areas (be they geographic, issue or population) that require more targeted work</i>	What opportunities for improvement exist re the Mandatory Reporter Guide?	
	<i>Determine the degree to which the early stage goals of KTS have been achieved</i>	What impact has the Guide had on outcomes?	
	<i>Analyse the impact of KTS implementation</i>	How have changes been achieved re the Guide? I.e. as a result of the above questions (support / process for implementation and engagement; and barriers and facilitators)? How do these changes compare to pre-guide?	
<i>To what degree is there coordination and information sharing amongst agencies?</i>	<i>Describe the delivery of KTS to date</i>	How has coordination and information sharing been supported / facilitated under KTS? How does this compare to previous arrangements?	Section 4 – Information sharing
	<i>Learn about the drivers or inhibitors of change and progress</i>	What barriers and facilitators have been experienced re coordination and information sharing? Have these changed since KTS?	Section 5 - Collaboration
	<i>Investigate the degree to which the conditions for achieving the overall outcomes of KTS are in place</i>	Covered with previous	
	<i>Identify areas (be they geographic, issue or population) that require more targeted work</i>	What opportunities exist for improvement to coordination and information sharing?	
	<i>Determine the degree to which the early stage goals of KTS have been achieved</i>	Have there been changes in relation to coordination and information sharing amongst agencies?	

Keep Them Safe Workforce Survey – Final Report Appendices

Interim Review Questions	Interim Review Objectives	Survey area of investigation	Relevant section in survey
	<i>Analyse the impact of KTS implementation</i>	How have changes been achieved in this area? I.e. have the actions listed above (e.g. legislative change, promotion etc) resulted in changes in relation to coordination and information sharing amongst agencies? How does this compare to past approaches?	
Do new systems effectively link families to services?	<i>Describe the delivery of KTS to date</i>	How has KTS supported workers to link families to services?	Section 5 – Collaboration (Family Referral Services Part)
	<i>Learn about the drivers or inhibitors of change and progress</i>	What barriers / facilitators have been experienced re linking families to services? Have these changed since KTS?	
	<i>Investigate the degree to which the conditions for achieving the overall outcomes of KTS are in place</i>	Covered with previous	Section 8 – Ability to meet the needs of children and families
	<i>Identify areas (be they geographic, issue or population) that require more targeted work</i>	What opportunities exist for improving the way systems link families to services?	
	<i>Determine the degree to which the early stage goals of KTS have been achieved</i>	Have the systems put in place through KTS resulted in changes in the way families are linked with services?	
	<i>Analyse the impact of KTS implementation</i>	How have changes been achieved in this area? I.e. what impact has: presence of a FRS; support from CWU; legislative changes re information sharing; internal changes (e.g. decision making processes, referral pathways, worker knowledge of services) had on outcomes? How does this compare to past approaches?	
What is the current state of partnerships between government and non-government	<i>Describe the delivery of KTS to date</i>	How have partnerships between government and non-government agencies been supported?	Section 5 - Collaboration
	<i>Learn about the drivers or inhibitors of change and progress</i>	What barriers / facilitators have been experienced re partnerships between government and non-government sectors? Have these changed since KTS?	

Keep Them Safe Workforce Survey – Final Report Appendices

Interim Review Questions	Interim Review Objectives	Survey area of investigation	Relevant section in survey
services?	<i>Investigate the degree to which the conditions for achieving the overall outcomes of KTS are in place</i>	Covered with previous	
	<i>Identify areas (be they geographic, issue or population) that require more targeted work</i>	What opportunities exist to improve partnerships between government and non-government sectors?	
	<i>Determine the degree to which the early stage goals of KTS have been achieved</i>	Have there been improvements in this area?	
	<i>Analyse the impact of KTS implementation</i>	How have changes been achieved in this area? I.e. what has the impact of: support provided; promotion; formal mechanisms for partnerships, been on outcomes? How does this compare to past approaches?	
Are services more available and better able to meet the needs of Aboriginal children, young people and families?	<i>Describe the delivery of KTS to date</i>	How has KTS supported services to become more available and better able to support the needs of Aboriginal children, young people and families to be met?	Section 6 – Meeting the needs of Aboriginal children, young people and families
	<i>Learn about the drivers or inhibitors of change and progress</i>	What barriers / facilitators have been experienced in meeting the needs of Aboriginal children, young people and families? Have these changed since KTS?	
	<i>Investigate the degree to which the conditions for achieving the overall outcomes of KTS are in place</i>	Covered with previous	
	<i>Identify areas (be they geographic, issue or population) that require more targeted work</i>	What opportunities exist for improvement to enable services to better meet the needs of Aboriginal children, young people and families?	
	<i>Determine the degree to which the early stage goals of KTS have been achieved</i>	What changes have been achieved in this area?	
	<i>Analyse the impact of KTS implementation</i>	How have changes been achieved in this area? I.e. what impact has: cultural awareness / competency, partnerships mechanisms; <i>other mechanisms</i> , had on outcomes? How does this compare to pre-KTS?	

Keep Them Safe Workforce Survey – Final Report Appendices

Interim Review Questions	Interim Review Objectives	Survey area of investigation	Relevant section in survey
<i>Have services increased the levels of cultural awareness, cultural competence and partnerships with Aboriginal communities? <u>This is covered through the above question</u></i>			
<i>Have government and non-government services engaged positively in the process of workforce cultural change?</i>	<i>Describe the delivery of KTS to date</i>	How has KTS supported workers and services to engage in a process of cultural change?	Section 7 – Staff behaviour / workforce and culture
	<i>Learn about the drivers or inhibitors of change and progress</i>	What barriers / facilitators have been experienced in workforce culture change?	
	<i>Investigate the degree to which the conditions for achieving the overall outcomes of KTS are in place</i>	Covered with previous	
	<i>Identify areas (be they geographic, issue or population) that require more targeted work</i>	What opportunities exist for improvement in workforce culture change?	
	<i>Determine the degree to which the early stage goals of KTS have been achieved</i>	What changes have been achieved re workforce culture?	
	<i>Analyse the impact of KTS implementation</i>	How have changes in this area been achieved? I.e. what has been the impact of support; new processes/procedures; leadership; provision of rationale/information; the guide, on outcomes? How does this compare to pre-KTS?	

Source: KPMG

The following Interim Review questions were excluded from the survey. For one or a number of reasons, these questions were deemed low priority (as explained below):

- **Have out of home care and children's court processes improved?** - Sample size issue – not likely the majority of stakeholders will be able to answer this Interim Review question. With consideration to containing survey length - prioritised out.
- **Are early intervention services supporting children and parents in the community?** Sample size issue – not likely the majority of stakeholders will be able to answer this Interim Review question. With consideration to containing survey length - prioritised out.
- **To what degree is the universal system stronger and more extensive?** Sample size issue – not likely the majority of stakeholders will be able to answer this Interim Review question. Also – this question addresses a longer term outcome – likely that this has not yet been achieved. With consideration to these factors, and containing survey length - prioritised out

Keep Them Safe Workforce Survey – Final Report Appendices

- **Have early intervention services been enhanced?** Sample size issue – not likely the majority of stakeholders will be able to answer this Interim Review question. Also – this question addresses a longer term outcome – likely that this has not yet been achieved. With consideration to these factors, and containing survey length - prioritised out.

A.3 Survey sample frame and census approach

There was no existing list of all mandatory reporters which could be reliably used to identify the total population of mandatory reporters in NSW, nor their geographic distribution or professional groupings. Therefore, KPMG was required to develop a sample frame for the survey in conjunction with DPC and key stakeholders, using available information from a range of sources.

The purpose of developing the sample frame was to determine the potential size of the population in scope for the survey, at both the regional level and by category (e.g. professional group). This demographic information was used to both target and promote the survey in particular areas, as well as to ensure the responses were providing an accurate and representative picture.

To develop the sample frame, KPMG consulted with each of the stakeholders engaged through initial consultations, and confirmed the available information on mandatory reporters across the government, local government, non-government and private sectors to obtain a working overview of the number and proportion of mandatory reporters in each sector.

Many of these stakeholders provided numbers and categories of mandatory reporters in their data systems and/or distribution lists, where this data was available. The data within the sample frame was obtained from a variety of sources including Annual Reports for government organisations, surveys conducted by the Australian Bureau of Statistics and discussions with contacts within the various organisations included in the sample frame.

Stakeholders engaged in the process of developing the sample frame within each sector were also asked to nominate key stakeholder contacts to send out the link to the survey, and promote widespread awareness of the survey among their network/s of mandatory reporters.

It must be noted that this was only an **estimate** of the total mandatory reporter population as, in some instances, the population of particular subgroups was not available and, in other instances, only the headcount or the full time equivalent could be ascertained (not the specific number of people). Population data gathered to date indicates there are approximately 224,000 Mandatory Reporters in NSW. However based on the advice of the stakeholders engaged, the survey target population identified was smaller than the estimated total mandatory reporter population. This is because in practice, in some sectors, only a subset of the mandatory reporter population actually can (and do) make mandatory reports. Education is one example, where in practice principals, rather than teachers, are responsible for making mandatory reports. As such, the survey target population is approximately 118,000 across the eight sector groups. The numbers of these by category can be found in the following table.

Keep Them Safe Workforce Survey – Final Report Appendices

Table 5: Approximate numbers of Mandatory Reporters in NSW by sector, and survey target population (not, target population numbers are identified in light blue rows)

Sector	Sub-sector	Estimated Mandatory Reporter population	Total	% of total being targeted
Health	NSW Health - public	Medical	1410	
		Nursing	40303	
		Allied health	8677	
		Para professionals	3054	
		Oral health professional	1083	
		Ambulance	3804	
		Hospital support workers	12645	
		Corporate	4144	75120
	General practitioners	General practitioners	7528	
		GP Practice nurses	unknown	7528
	Aboriginal community-controlled health services	Various	unknown	unknown
	Private hospitals and health services	Various	unknown	unknown
				70.04%
Education	Schools - public	Principals	2230	
		Teachers	56146	
		Counsellors	970	
		Regional student services staff	30	59376
	Schools - non-government (independent & Catholic)	Principals	987	
		Teachers	32425	
		School based support staff (incl counsellors)	unknown	33345
	TAFE	Institute/College Directors	80	
		Teachers/tutors	10000	
		Counsellors	100-200	
		Child care staff (incl below)	incl below	10280
				3.75%

Keep Them Safe Workforce Survey – Final Report Appendices

Sector	Sub-sector	Estimated Mandatory Reporter population		Total	% of total being targeted
	Early Education and Care- public	Directors	100		
		Teachers and child care workers	unknown		
		Directors	3400		
	Early Education and Care- NGO/community and private	Teachers and child care workers	unknown	3500	2.90%
Community services	Community Services - public	All CS Staff	4000	4000	3.39%
	Child and family services - NGO	various	unknown		
Disability services	FaCS - ADHC-direct services - public	Community Support Teams	930	11259	
		Accommodation and Respite	352		
		Home Care workers	9322		
		Managers	655		
	FaCS - ADHC-funded services - NGO	various	unknown	unknown	1.64%
Housing	Housing NSW - public	various	2485	2485	2.11%
	Social housing and other support orgs - NGO	various	unknown		
Police	Police	Police - general	15700	15700	13.21%
		Police - JIRT team members	unknown/incl above		
		Police - Domestic violence liaison officers	unknown/incl above		
		Police - youth liaison officers	unknown/incl above		
Justice	Community Justice Centres	Mediators	172	1621	1.37%
	Public Guardian	Disability Advisory Service Officers	10		
	Juvenile Justice	Juvenile Justice staff	1439		
Local		Council staff - community	unknown	unknown	N/A

Keep Them Safe Workforce Survey – Final Report Appendices

Sector	Sub-sector	Estimated Mandatory Reporter population	Total	% of total being targeted
Government		services (eg recreation, library, children's services)		
Total estimated Mandatory Reporters			224214	
Total target population for the survey (will be higher, given large number of 'unknowns')			117991	52.6%

Source: KPMG, base on information collected as described above

As discussed throughout the body of this report, the lack of accurate and reliable information about the mandatory reporter population means it is not possible to rigorously estimate the validity, reliability or statistical significance of the survey results. Additionally, it is probable that common survey biases are applicable to the survey results, such as higher numbers of responses from particular groups of mandatory reporters who are motivated to complete the survey.

However the characteristics of survey responses provide some indication that the survey results are broadly representative of the sample frame. In particular:

- a large number of responses were received (over 6,000), which represents approximately 5 percent of the survey target population
- the geographical locations and distribution across sectors groups are broadly aligned with the survey target population; and
- almost half of all respondents have been in their role for 5 or more years, meaning this proportion (and probably more i.e. those who have been in their role for less than 5 years, but likely working in their sector for much longer) are likely to be able to comment meaningfully on the time pre-KTS and post KTS.

A.4 Survey questions

A copy of the paper based version of the survey is provided on the following page.

Keep Them Safe Workforce Survey

A word on terminology

In this survey:

- 'Child protection report' describes a statutory report made to the Community Services Helpline about children or young people at risk of significant harm (ROSH) and their families
- 'Vulnerable' refers to children or young people who may be at risk but who are not at risk of significant harm (i.e. a child protection report does not need to be made) together with their families.

In this survey, the term organisation is used to refer both to formal organisations like departments and agencies, and also to other operational units or teams within them (e.g. specialist Domestic Violence or Drug and Alcohol units within NSW Health).

Background

This section contains two subsections:

- *Initial questions*
- *Demographics.*

1 Initial questions

1.1 Are you a Mandatory Reporter?

Yes ☐ No ☐

Note: will provide link to the Act and examples of who is and is not in the cover page and email

1.2 Since January 2010 (implementation of *Keep Them Safe*) have you made a child protection report to the Community Services Helpline?

Yes ☐ No ☐ Unsure ☐

If so, how many reports have you made?

1-3	4-6	7-10	11>20	> 20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Demographics

2.1 What is the name of the organisation you work for? Please note response to this question is optional

2.2 Do you work in: Please select one from the list

- A government organisation?
- A non-government, not for-profit organisation?
- A non-government, for-profit organisation (a company)?

2.3 What is the postcode of the place where you do most of your work?

2.4 Which of the following describes your current role? (at the time of completing the survey) Please select one from the list

- I am a frontline Staff Member / Case Worker / Practitioner
- I am a Team Leader / Manager / CEO / Principal / Director
- Other

2.5 What sector do you work in? Please select one from the list

- Health Services
- Education Services (school/higher education)
- Early Education and Care Services(including childcare)
- Community Services (including child and family services and child protection)
- Disability Services
- Housing Services
- Police
- Justice Services
- Local Government
- Other (please specify)

2.6 Which of the following best describes your position? Please select one from the list

Health Services

- Clinical health worker – medical
- Clinical health worker – nursing
- Allied health professional
- Oral health / dentist
- Ambulance clinician
- Manager – team
- Manager – organisation / region
- Project officer
- Case worker / case manager / support worker
- Administrative staff - you do not need to complete the survey
- Other (please specify)

Education Services

- School principal / director
- School counsellor
- School support officer
- Teacher
- Manager – team
- Manager – organisation / region
- Project officer
- Case worker / case manager / support worker
- Administrative staff - you do not need to complete the survey
- Other (please specify)

Early Education and Care services

- Childcare worker
- Childcare director/supervisor
- Manager – team
- Manager – organisation / region
- Project officer
- Case worker / case manager / support worker
- Administrative staff - you do not need to complete the survey
- Other (please specify)

Community Services

- Manager – team
- Manager – organisation / region
- Project officer
- Case worker / case manager / support worker
- Administrative staff - you do not need to complete the survey
- Other (please specify)

Disability Services

- Manager – team
- Manager – organisation / region
- Project officer
- Case worker / case manager / support worker
- Administrative staff - you do not need to complete the survey
- Other (please specify)

Housing Services

- Manager – team
- Manager – organisation / region
- Project officer
- Case worker / case manager / support worker
- Administrative staff – you do not need to complete the survey
- Other (please specify)

Police

- Police officer – LAC Uniform
- Police Officer –LAC Investigator
- Police officer –LAC Crime Management Unit
- Police Officer - LAC Other
- Police officer –Specialist Uniform
- Police Officer – Specialist Investigator
- Police Officer – Specialist Other
- Police officer – other

Justice Services (non police)

- Manager – team
- Manager – organisation / region
- Project officer
- Case worker / case manager / support worker
- Administrative staff - you do not need to complete the survey
- Other (please specify)

Local government

- Manager – team
- Manager – organisation / region
- Project officer
- Administrative staff - you do not need to complete the survey
- Other (please specify)

Other

- Manager – team
- Manager – organisation / region
- Project officer
- Case worker / case manager / support worker
- Administrative staff - you do not need to complete the survey
- Other (please specify)

2.7 How long have you been in this role?

0-6 months	7 months-12 months	13 months-3 years	4-5 years	> 5 years
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.8 What proportion of your role/work is focused on Aboriginal clients?

0%	1-19%	20-39%	40-59%	60-79%	80-100%
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.9 Do you have access to a Child Wellbeing Unit?

Yes ☐ No ☐ Unsure ☐

Part 1. Responding to children and young people at risk of significant harm and their families

The following questions ask you to reflect on your experiences of working as a Mandatory Reporter since the implementation of Keep Them Safe (January 2010).

It focuses on responding to children and young people who you suspect may be at risk of significant harm (i.e. those who may require a child protection report).

You should focus on your typical experience, rather than any one-off or unusual occurrences.

This section contains two sub-sections:

- *Use of the Mandatory Reporter Guide*
- *Child Wellbeing Units*

3 Use of the Mandatory Reporter Guide

The following questions ask you to reflect on your experiences using the Mandatory Reporter Guide.

3.1 Have you used the Mandatory Reporter Guide?

Yes ☐ No ☐ will be sent to next section

If no, why not? *Please select all that apply*

- I don't know what the Mandatory Reporter Guide is
- I haven't needed to use the Mandatory Reporter Guide
- I can't/ don't know how to access the Mandatory Reporter Guide
- I have difficulties accessing the Mandatory Reporter Guide
- The Mandatory Reporter Guide is not user friendly
- I don't have time
- I am not required to use the Mandatory Reporter Guide
- My organisation does not encourage me to use the Mandatory Reporter Guide
- I don't think there is need for a guide like this
- I used to use the Mandatory Reporter Guide, but I am more confident in identifying risk of significant harm now
- I call my Child Wellbeing Unit instead
- I call the Helpline instead
- I use my professional judgement instead
- Other (please specify)

If yes – *Please complete the remaining questions*

3.2 How did you find out about the Mandatory Reporter Guide? *Please select all that apply*

- Keep Them Safe promotional material
- I participated in training
- From a co-worker
- From a manager
- From the Keep Them Safe website
- From the Department of Family and Community Services website
- Other (please specify)

3.3 Why do you use the Mandatory Reporter Guide?

Select up to three as relevant to your experience

- I am required to use it
- My organisation / manager encourages me to use it
- I have used it before and found it beneficial
- It helps me to make decisions about reporting
- I recognise the need for a guide like this
- Other (please specify)

3.4 How helpful is the Guide in:

Please provide a rating of 1 – 5

Assessing and identifying risk of significant harm? (i.e. based on the information you input, and your own assessment)

Not helpful at all	Not very helpful	Somewhat helpful	Helpful	Very helpful
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Deciding whether you need to make a child protection report?

Not well at all	Not very well	Somewhat well	Well	Very well
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Determining next steps (e.g. formal referral or advice on appropriate support/early intervention programmes) when a child protection report is not required

Not well at all	Not very well	Somewhat well	Well	Very well
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

4 Child Wellbeing Units

4.1 Have you ever contacted a Child Wellbeing Unit? *Please select one*

Yes ☐ No ☐

If no, why not?

- I don't know what Child Wellbeing Units are
- I don't have access to a Child Wellbeing Unit
- I haven't needed to
- I don't know how to contact them
- I don't have time
- I use my professional judgement instead
- They are not open during my hours of work
- Other (please specify)

Then – send to next section

If yes, please answer the following questions

4.2 How helpful was the advice/assistance you received from the Child Wellbeing Unit in understanding whether to make a child protection report?

Please provide a rating of 1 - 5

Not helpful at all	Not very helpful	Somewhat helpful	Helpful	Very helpful
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

4.3 How consistent was the Guide with the outcome of the consultation with the Child Wellbeing Unit?

Please provide a rating of 1 – 5

Not at all consistent	Not very consistent	Somewhat consistent	Consistent	Very consistent
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Part 2. Responding to vulnerable children, young people and their families

The following questions ask you to reflect on your experiences of responding to vulnerable children, young people and their families, but those that do not require a child protection report (i.e. no risk of significant harm), since the implementation of Keep Them Safe (January 2010).

You should focus on your typical experience, rather than any one-off or unusual occurrences.

This section contains three sub-sections:

- **Information sharing**
- **Collaboration**
- **Meeting the needs of Aboriginal children, young people and families.**

5 Information sharing

The following questions ask you to reflect on your experiences in sharing information with other organisations since the implementation of Keep Them Safe (January 2010).

More detail about information as relevant to Keep Them Safe can be found in section 16A of [*the Children and Young Persons \(Care and Protection\) Act 1998*](#).

- 5.1 Are you aware of the legislative provisions (“Chapter 16A” or “16A”) which allow information to be shared between organisations – for example, where you think a child or family will benefit from additional supports or referrals? See [*the Children and Young Persons \(Care and Protection\) Act 1998*](#).**

Yes ☐ No ☐

- 5.2 Since the implementation of *Keep Them Safe*, what factors have supported or encouraged you to share information with other organisations?**

Please select up to three as relevant to your experience

Individual level

- I think information sharing is important
- I have a good understanding of the new legislation enabling information sharing

Organisational level

- My supervisors/management encourage / support information sharing
- My organisation’s processes and procedures encourage/support information sharing
- I have received in-house training

Sector or system level

- Other organisations have been willing to share information
- I have access to supportive technology (e.g. information systems)
- I have received external training
- I have participated in formal opportunities to share information (e.g. case conferences)
- Chapter 16A permits me to share information which I could not previously share

Other

- No factors have supported me
- Other (please specify)

5.3 Since the implementation of *Keep Them Safe*, what factors have discouraged or prevented you from sharing information?

Please select up to three as relevant to your experience

Individual level

- I've never shared information before
- I don't think we should share information
- Client confidentiality prevents me from sharing information
- I haven't really thought about doing it
- I don't understand the legislation
- I didn't know about the legislation
- I'm concerned it may place me or another worker at risk

Organisational level

- My organisation doesn't have relevant processes and procedures
- My organisation doesn't encourage / support information sharing

Sector or system level

- Other organisations have not been cooperative in sharing information

Other

- Families don't want me to
- There are no barriers
- Other (please specify)

5.4 How comfortable do you feel sharing information with other organisations?

Please provide a rating of 1 - 5

Not at all comfortable	Not very comfortable	Somewhat comfortable	Comfortable	Very comfortable
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure

☐

Not applicable

☐

5.5 Do you inform the family or seek their consent before you seek / share information with another organisation? Please select one from the list

- Always
- Often
- Sometimes
- Never

5.6 How useful was the Child Wellbeing Unit in providing advice/assistance about information sharing?

Please provide a rating of 1 - 5

Not at all helpful	Not very helpful	Somewhat helpful	Helpful	Very helpful
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

5.7 How, in your experience, have the new information sharing legislation and processes affected the following:

The level of information sharing by your organisation:

Increased ☐ Decreased ☐ No change ☐ Unsure ☐

The level of information sharing by other organisations:

Increased ☐ Decreased ☐ No change ☐ Unsure ☐

6 Collaboration

The following questions ask you to reflect on your experiences of collaborating with other organisations since the implementation of Keep Them Safe (January 2010).

In this context, collaboration refers to collaborative service delivery:

- To children reported to the Community Services Helpline, and
- To vulnerable children, young people and their families.

This may involve informal and formal arrangements (such as partnerships).

In this survey, 'collaboration' does not include information exchange / sharing (as this has been addressed in the previous question).

The legislative provisions about coordination as relevant to Keep Them Safe can be found in section 16A of [the Children and Young Persons \(Care and Protection\) Act 1998](#).

6.1 Are you aware of the legislative obligation to coordinate with other organisations under the Care and Protection Act, Chapter 16A? See [the Children and Young Persons \(Care and Protection\) Act 1998](#).

Yes ☐ No ☐

6.2 How often does your role involve collaboration with other organisations to deliver services to vulnerable children, young people and their families?

- All the time ☐
- Often ☐
- Sometimes ☐
- Not very often ☐
- Never ☐ [send to next section](#)

6.3 What (if any) strategies has your organisation used to support collaboration? *Please select all that apply*

- Providing internal training
- Encouraging staff to collaborate with other organisations
- Implementing new processes / protocols / procedures
- Developing formal arrangements (e.g. partnerships) with other organisations
- Other (please specify)

6.4 Is your organisation currently working in partnership with another organisation (relating to vulnerable children, young people and their families)? *E.g. formal partnership arrangements*

Yes ☐ No ☐ Unsure ☐

6.5 How many of your partners are:

Government organisations

0	1-2	3-5	>5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Non-government organisations

0	1-2	3-5	>5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.6 Which (if any) of the following have prevented you from collaborating with other organisations?

Please select up to three as relevant to your experience

Individual level

- I am not required to
- I haven't really thought about doing it
- It hasn't been beneficial in the past
- I don't know how to
- I haven't attended any relevant training
- I don't understand the legislation
- I didn't know about the legislation

Organisational level

- My organisation doesn't encourage / support me to collaborate with other organisations
- My organisation doesn't have relevant processes and procedures

Sector or system level

- Other organisations have not cooperated in coordination
- There are few / no organisations in the area that I could coordinate with

Other

- There is nothing preventing me
- Other (please specify)

6.7 Which (if any) of the following have supported you to collaborate with other organisations?

Please select up to three as relevant to your experience

Individual level

- I have collaborated with other organisations before and thought it was beneficial
- I think collaboration is important
- I have a good understanding of the legislation

Organisational level

- My organisations encourages / supports me to work with other organisations
- My organisation has relevant processes and procedures to support collaborative work
- I have the necessary skills
- I have attended relevant training

Sector or system level

- Other organisations have been willing to work together
- There are lots of relevant organisations I can work with in my area

Other

- No factors have supported me
- Other (please specify)

6.8 Since the implementation of *Keep Them Safe*, has the level of collaboration between your organisation and other organisations:

- Increased? ☐
- Remained the same? ☐
- Decreased? ☐ – if selected:

Is this primarily due to *Keep Them Safe*?

Yes ☐ No ☐

Family Referral Services

6.9 Is there a Family Referral Service in the area you work?

Yes ☐ No ☐ Unsure ☐

If no / unsure – go to the next section

If yes *Please answer the following question*

6.10 Have you contacted the Family Referral Service?

Yes ☐ No ☐

If no – go to the next section

If yes *Please answer the following question*

6.11 Why did you contact the Family Referral Service? Please select all that apply

- To seek/share information on a family
- To refer a family
- To seek general advice
- Other (please specify)

6.12 How effective was the Family Referral Service in

Please provide a rating of 1 - 5

Accepting referrals for vulnerable children, young people and their families

Not at all effective	Not very effective	Somewhat effective	Effective	Very effective
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Identifying appropriate services to refer vulnerable children, young people and their families to

Not at all effective	Not very effective	Somewhat effective	Effective	Very effective
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Providing case management support to vulnerable children, young people and their families

Not at all effective	Not very effective	Somewhat effective	Effective	Very effective
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Meeting the needs of vulnerable children, young people and their families

Not at all effective	Not very effective	Somewhat effective	Effective	Very effective
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

7 Meeting the needs of Aboriginal children, young people and their families

The following questions ask you to reflect on your experiences of working within your sector as a Mandatory Reporter since the implementation of *Keep Them Safe* (January 2010).

7.1 Which (if any) of the following changes has your organisation made in the way it works with Aboriginal children, young people and their families since the implementation of *Keep Them Safe*?

Please select all that apply

- Delivered cultural competency training
- Implemented new programs for Aboriginal people
- Dedicated time to building relationships with Aboriginal organisations
- Established referral protocols with Aboriginal organisations
- Participated in joint work or case management with Aboriginal organisations
- Other (please specify) If any of the above selected – please answer 7.3
- None of the above – if selected:

7.2 Why haven't changes been made to the way you work? *Please select all that apply*

- There are no/few Aboriginal people in my organisation's target group/area
- There are no/few local Aboriginal organisations
- My organisation has difficulties engaging local Aboriginal organisations / communities
- This is not a high priority (for a reason other than the above) for my organisation
- This is not encouraged within my organisation Respondent then sent to 8.4

7.3 These activities have led to: Please select all that apply

- Improved links between my organisation and Aboriginal organisations
- Improved links between my organisation and Aboriginal communities
- More Aboriginal people accessing the services we provide
- Improved cultural appropriateness of the services we provide
- Other (please specify)

7.4 As a result of these activities, my organisation is able to better meet the needs of Aboriginal children, young people and their families within my organisation's target group/area?

Please outline the extent to which you agree with the above statement

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure

☐

Not applicable

☐

Part 3. Impact of *Keep Them Safe*

The following questions ask you to reflect on the changes that have occurred as a result of *Keep Them Safe* (the impacts).

This section contains two sub-sections:

- *Staff work practices, workforce and culture*
- *Ability to meet the needs of children, young people and families.*

8 Staff work practices, workforce and culture

The following questions ask you to reflect on the impacts of *Keep Them Safe* on your work practices as a mandatory reporter and the way your organisation works with children and young people who are vulnerable or at risk of significant harm and their families.

8.1 To what extent has *Keep Them Safe* had a positive impact on the following:

Please provide a rating of 1 - 5

My ability to identify children and young people at risk of significant harm (that is, cases which require a child protection report)

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

My ability to make appropriate referrals

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

My ability to support vulnerable children, young people and their families using case management

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure

☐

Not applicable

☐

The level of information sharing between my organisation and other organisations about vulnerable children, young people and their families

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure

☐

Not applicable

☐

The effectiveness of collaboration between my organisation and other organisations in delivering services to vulnerable children, young people and their families

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure

☐

Not applicable

☐

Increased cultural appropriateness of programs / services

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.2 I believe that responding to child protection concerns is a shared responsibility

Please outline the extent to which you agree with the above statement

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.3 How important have the following strategies and initiatives been in changing your work practices?

Please provide a rating of 1 - 5

Increasing the threshold for reporting from 'risk of harm' to 'risk of significant harm'

Not important at all	Not very important	Somewhat important	Important	Very important
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

The Mandatory Reporter Guide

Not important at all	Not very important	Somewhat important	Important	Very important
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Child Wellbeing Units

Not important at all	Not very important	Somewhat important	Important	Very important
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Family Referral Services

Not important at all 1	Not very important 2	Somewhat important 3	Important 4	Very important 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Increasing the role of non-government organisations in supporting vulnerable children, young people and their families

Not important at all 1	Not very important 2	Somewhat important 3	Important 4	Very important 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Being supported / encouraged to work in different ways with Aboriginal children, young people and their families

Not important at all 1	Not very important 2	Somewhat important 3	Important 4	Very important 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Being supported / encouraged to work more collaboratively with other organisations

Not important at all 1	Not very important 2	Somewhat important 3	Important 4	Very important 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Legislative changes (e.g. 16A)

Not important at all 1	Not very important 2	Somewhat important 3	Important 4	Very important 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Enhanced service provision focusing on early intervention and prevention

Not important at all 1	Not very important 2	Somewhat important 3	Important 4	Very important 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

9 Ability to meet the needs of children, young people and their families

The following questions ask you to reflect on the impacts of *Keep Them Safe* on meeting the needs of children and their families

9.1 Thinking about the changes in services and practice that have occurred over the past 2 years, what impact has *Keep Them Safe* had on:

Please provide a rating of 1 - 5

Your ability to make more timely referrals

Extremely positive impact 1	Very positive impact 2	Somewhat positive impact 3	Minimal positive impact 4	No impact 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Your ability to make more appropriate referrals

Extremely positive impact 1	Very positive impact 2	Somewhat positive impact 3	Minimal positive impact 4	No impact 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Increased access to appropriate programs / services by vulnerable children, young people and their families

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Earlier provision of services to vulnerable children, young people and their families

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

Increased cultural appropriateness of programs / services

Extremely positive impact	Very positive impact	Somewhat positive impact	Minimal positive impact	No impact
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9.2 To what extent do you think Keep Them Safe has supported the outcome 'the needs of children, young people and families are met'

Please provide a rating of 1 - 5

Not at all				Strongly supported
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unsure ☐ Not applicable ☐

9.3 Is there anything else you would like to add?

Note – your comments will be provided to the *Keep Them Safe* Implementation Unit at the Department of Premier and Cabinet.

B Appendix B– Detailed results of the survey

This Appendix presents data tables as relevant to the responses discussed in the body of the report. The questions are set out as per the sections of the survey and the relevant Interim Review questions. Note, all data tables in this Appendix are generated by KPMG based on analysis of KTS Workforce Survey data.

B.1 Background

B.1.1 Initial questions

Q1.1 Are you a Mandatory Reporter?

Table 6: Are you a Mandatory Reporter? By sector

Q1.1 Are you a Mandatory Reporter? – By sector		
SECTOR	Are you a Mandatory Reporter?	
	Yes	
Community Services	Count	1029
	Percent (%)	17.9%
Disability Services	Count	317
	Percent (%)	5.5%
Early Education and Care Services	Count	786
	Percent (%)	13.7%
Education Services	Count	1183
	Percent (%)	20.6%
Health Services	Count	1596
	Percent (%)	27.7%
Housing Services	Count	133
	Percent (%)	2.3%
Justice Services	Count	107
	Percent (%)	1.9%

Keep Them Safe Workforce Survey – Final Report Appendices

Q1.1 Are you a Mandatory Reporter? – By sector		
SECTOR	Are you a Mandatory Reporter?	
	Yes	
Local Government	Count	15
	Percent (%)	.3%
Other	Count	232
	Percent (%)	4.0%
Police	Count	129
	Percent (%)	2.2%
Did not respond	Count	226
	Percent (%)	3.9%
Total	Count	5753
	Percent (%)	100.0%

Q1.2 Since January 2010 (implementation of Keep Them Safe) have you made a child protection report to the Community Services Helpline?

This question asked about previous reporting practices.

Keep Them Safe Workforce Survey – Final Report Appendices

Table 7: Have you made a Child Protection Report? By sector

Q1.2 Since January 2010 (implementation of Keep Them Safe) have you made a Child Protection Report to the Community Services Helpline? By sector						
		Since January 2010 (implementation of Keep Them Safe) have you made a child protection report to the Community Services Helpline?				
SECTOR		Yes	No	Unsure	DNR	Total
Community Services	Count	687	328	13	1	1029
	Percent (%)	66.8%	31.9%	1.3%	.1%	100.0%
Disability Services	Count	140	173	2	2	317
	Percent (%)	44.2%	54.6%	.6%	.6%	100.0%
Early Education and Care Services	Count	314	459	12	1	786
	Percent (%)	39.9%	58.4%	1.5%	.1%	100.0%
Education Services	Count	949	220	10	4	1183
	Percent (%)	80.2%	18.6%	.8%	.3%	100.0%
Health Services	Count	901	662	29	4	1596
	Percent (%)	56.5%	41.5%	1.8%	.3%	100.0%
Housing Services	Count	80	52	1	0	133
	Percent (%)	60.2%	39.1%	.8%	.0%	100.0%
Justice Services	Count	52	53	2	0	107
	Percent (%)	48.6%	49.5%	1.9%	.0%	100.0%
Local Government	Count	4	11	0	0	15
	Percent (%)	26.7%	73.3%	.0%	.0%	100.0%
Other	Count	141	88	3	0	232
	Percent (%)	60.8%	37.9%	1.3%	.0%	100.0%
Police	Count	91	35	3	0	129
	Percent (%)	70.5%	27.1%	2.3%	.0%	100.0%
Did not respond	Count	78	100	7	41	226
	Percent (%)	34.5%	44.2%	3.1%	18.1%	100.0%
Total	Count	3437	2181	82	53	5753
	Percent (%)	59.7%	37.9%	1.4%	.9%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

If so, how many reports have you made?

Table 8: Have you made a Child Protection Report? If so, how many reports have you made? By sector

Q1.2 If so, how many reports have you made? - By sector								
SECTOR		1--3	11--20	20+	4--6	7--10	DNR	Total
Community Services	Count	371	42	35	163	76	342	1029
	Percent (%)	36.1%	4.1%	3.4%	15.8%	7.4%	33.2%	100.0%
Disability Services	Count	103	2	1	28	8	175	317
	Percent (%)	32.5%	.6%	.3%	8.8%	2.5%	55.2%	100.0%
Early Education and Care Services	Count	242	4	2	49	17	472	786
	Percent (%)	30.8%	.5%	.3%	6.2%	2.2%	60.1%	100.0%
Education Services	Count	289	130	142	237	155	230	1183
	Percent (%)	24.4%	11.0%	12.0%	20.0%	13.1%	19.4%	100.0%
Health Services	Count	426	70	68	221	119	692	1596
	Percent (%)	26.7%	4.4%	4.3%	13.8%	7.5%	43.4%	100.0%
Housing Services	Count	40	2	5	26	8	52	133
	Percent (%)	30.1%	1.5%	3.8%	19.5%	6.0%	39.1%	100.0%
Justice Services	Count	31	4	1	10	7	54	107
	Percent (%)	29.0%	3.7%	.9%	9.3%	6.5%	50.5%	100.0%
Local Government	Count	2	0	0	2	0	11	15
	Percent (%)	13.3%	.0%	.0%	13.3%	.0%	73.3%	100.0%
Other	Count	56	14	12	34	26	90	232
	Percent (%)	24.1%	6.0%	5.2%	14.7%	11.2%	38.8%	100.0%
Police	Count	27	11	18	20	15	38	129
	Percent (%)	20.9%	8.5%	14.0%	15.5%	11.6%	29.5%	100.0%
Did not respond	Count	32	2	4	16	11	161	226
	Percent (%)	14.2%	.9%	1.8%	7.1%	4.9%	71.2%	100.0%
Total	Count	1619	281	288	806	442	2317	5753
	Percent (%)	28.1%	4.9%	5.0%	14.0%	7.7%	40.3%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

B.1.2 Demographics

2.2 Do you work in? a government organisation? A non-government, not for profit organisation? A non-government, for profit organisation (a company)?

This question aimed to differentiate government and non-government respondents.

Keep Them Safe Workforce Survey – Final Report Appendices

Table 9: Do you work in ... By sector

Q2.2 Do you work in: Please select one from the list - By sector						
		A government organisation?	A non-government, for-profit organisation (i.e. private company)?	A non-government, not for-profit organisation?	DNR	Total
SECTOR						
Community Services	Count	637	7	384	1	1029
	Percent (%)	61.9%	.7%	37.3%	.1%	100.0%
Disability Services	Count	268	0	48	1	317
	Percent (%)	84.5%	.0%	15.1%	.3%	100.0%
Early Education and Care Services	Count	104	229	452	1	786
	Percent (%)	13.2%	29.1%	57.5%	.1%	100.0%
Education Services	Count	1040	9	130	4	1183
	Percent (%)	87.9%	.8%	11.0%	.3%	100.0%
Health Services	Count	1542	6	45	3	1596
	Percent (%)	96.6%	.4%	2.8%	.2%	100.0%
Housing Services	Count	113	0	20	0	133
	Percent (%)	85.0%	.0%	15.0%	.0%	100.0%
Justice Services	Count	103	0	4	0	107
	Percent (%)	96.3%	.0%	3.7%	.0%	100.0%
Local Government	Count	14	0	1	0	15
	Percent (%)	93.3%	.0%	6.7%	.0%	100.0%
Other	Count	62	4	166	0	232
	Percent (%)	26.7%	1.7%	71.6%	.0%	100.0%
Police	Count	126	0	2	1	129
	Percent (%)	97.7%	.0%	1.6%	.8%	100.0%
Did not respond	Count	2	0	1	223	226
	Percent (%)	.9%	.0%	.4%	98.7%	100.0%
Total	Count	4011	255	1253	234	5753
	Percent (%)	69.7%	4.4%	21.8%	4.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

2.3 What is the postcode of the place where you do most of your work?

This question aimed to collect data to enable respondents to be allocated into CSC and FaCS regions.

Table 10: Number of responses by CSC region (using postcode)

Q2.3 What is the postcode of the place where you do most of your work? Aggregated to CSC			
CSC Regions	Count	CSC regions	Count
No Postcode	478	Coffs Harbour CSC	52
Parramatta CSC	219	Cessnock CSC	52
Central Sydney CSC	191	Wyong CSC	49
Chatswood CSC	183	Deniliquin CSC	48
Eastern Sydney CSC	165	Griffith CSC	47
Campbelltown CSC	165	Ballina CSC	47
Wollongong CSC	155	Parkes CSC	44
Epping CSC	136	Hawkesbury CSC	44
Lismore CSC	123	Orange CSC	43
Burwood CSC	111	Wagga Wagga CSC	41
Mayfield CSC	108	Queanbeyan CSC	41
Bankstown CSC	103	Muswellbrook CSC	41
St George CSC	102	Mount Druitt CSC	40
Nowra CSC	99	Taree CSC	39
Peninsula CSC	98	Broken Hill CSC	37
Blacktown CSC	98	Ingleburn CSC	33
Shellharbour CSC	95	Mudgee CSC	32
Penrith CSC	94	Ulladulla CSC	31
Sutherland CSC	94	Bowral CSC	30
Charlestown CSC	93	Yass CSC	30

Keep Them Safe Workforce Survey – Final Report Appendices

Q2.3 What is the postcode of the place where you do most of your work? Aggregated to CSC			
CSC Regions	Count	CSC regions	Count
Fairfield CSC	91	Leeton CSC	25
Edgeworth CSC	88	Batemans Bay CSC	24
N/A	87	Cooma CSC	23
Auburn CSC	87	Lakes CSC	23
Albury CSC	87	Condobolin CSC	23
Port Macquarie CSC	86	Bega CSC	22
Kempsey CSC	85	Katoomba CSC	22
Gosford CSC	85	Inverell CSC	19
Coonabarabran CSC	82	Moree CSC	18
St Marys CSC	81	Nyngan CSC	14
Bathurst CSC	80	Lithgow CSC	14
Goulburn CSC	80	Dareton CSC	13
Tamworth CSC	76	Armidale CSC	11
Clarence Valley CSC	76	Cobar CSC	10
Lakemba CSC	73	Walgett CSC	10
Tumut CSC	66	Narrabri CSC	9
Cowra CSC	62	Glen Innes CSC	8
Dubbo CSC	61	Coonamble CSC	8
Cootamundra CSC	58	Brewarrina CSC	5
Liverpool CSC	58	Bourke CSC	4
Tweed Heads CSC	57	Wilcannia CSC	3
Raymond Terrace CSC	54		
Maitland CSC	54	Total	5,753

Keep Them Safe Workforce Survey – Final Report Appendices

Table 11: Number of responses by FaCS region

FaCS Regions	Count	% of total
Metro Central	1,055	18.3%
Western	917	15.9%
Hunter/Central Coast	745	12.9%
Northern	706	12.3%
Metro West	685	12.0%
Southern	600	10.4%
Metro South West	480	8.4%
N/P	478	8.3%
N/A	87	1.5%
Total	5,753	100%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 12: Number of respondents by SEIFA rating

SEIFA Disadvantage	Count
1	467
2	527
3	360
4	906
5	863
6	727
7	394
8	164
9	407
10	365
N/A	95
No postcode	478
Total	5,753

Keep Them Safe Workforce Survey – Final Report Appendices

Table 13: Respondent distribution across metropolitan and non-metropolitan locations, and SEIFA disadvantage rating

SEIFA disadvantage rating	Metropolitan / non-metropolitan		Total
	Metropolitan	Non-Metropolitan	
1	300	167	467
2	73	453	526
3	115	245	360
4	241	663	904
5	251	610	861
6	267	460	727
7	112	278	390
8	114	48	162
9	378	28	406
10	358	7	365
Total	2,209	2,959	5,168
	42.7%	57.3%	100%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 14: Respondent distribution across FaCS region, and SEIFA disadvantage rating

SEIFA Disadvantage	FaCS Region							Total
	Metro Central	West-ern	Hunter/ Central Coast	North-ern	Metro West	South-ern	Metro South West	
1	31	62	5	72	136	28	133	467
2	20	110	84	168	29	91	24	526
3	18	110	50	74	12	11	85	360
4	25	119	96	271	75	177	141	904
5	136	241	129	102	115	138		861
6	90	261	122	11	164	66	13	727
7	48	2	210	3	37	63	27	390
8	70	10	25	5	34	8	10	162
9	310		17		24	11	44	406
10	296				59	7	3	365
Total	1,044	915	738	706	685	600	480	5,168

2.4 Which of the following best described your current role (at the time of completing the survey)?

This question aimed to differentiate staff into two groups:

- Staff - frontline Staff Member / Case Worker / Practitioner
- Manager - Team Leader / Manager / CEO / Principal / Director.

Keep Them Safe Workforce Survey – Final Report Appendices

Table 15: Which of the following best described your current role (at the time of completing the survey)? By sector

Q2.4 Which of the following describes your current role (at the time of completing the survey)? - By Sector					
SECTOR		I am a frontline Staff Member / Case Worker / Practitioner	I am a Team Leader / Manager / CEO / Principal / Director	DNR	Total
Community Services	Count	762	238	29	1029
	Percent (%)	74.1%	23.1%	2.8%	100.0%
Disability Services	Count	202	105	10	317
	Percent (%)	63.7%	33.1%	3.2%	100.0%
Early Education and Care Services	Count	137	603	46	786
	Percent (%)	17.4%	76.7%	5.9%	100.0%
Education Services	Count	319	809	55	1183
	Percent (%)	27.0%	68.4%	4.6%	100.0%
Health Services	Count	1200	331	65	1596
	Percent (%)	75.2%	20.7%	4.1%	100.0%
Housing Services	Count	98	32	3	133
	Percent (%)	73.7%	24.1%	2.3%	100.0%
Justice Services	Count	85	12	10	107
	Percent (%)	79.4%	11.2%	9.3%	100.0%
Local Government	Count	9	5	1	15
	Percent (%)	60.0%	33.3%	6.7%	100.0%
Other	Count	126	88	18	232
	Percent (%)	54.3%	37.9%	7.8%	100.0%
Police	Count	83	40	6	129
	Percent (%)	64.3%	31.0%	4.7%	100.0%
Did not respond	Count	2	0	224	226
	Percent (%)	.9%	.0%	99.1%	100.0%
Total	Count	3023	2263	467	5753
	Percent (%)	52.5%	39.3%	8.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

2.5 What sector do you work in?

This question aimed to divide respondents by sector, e.g. Health, Education etc.

Table 16: Respondents by sector

Q 2.5 What sector do you work in?		
Sector	Count	%
Health Services	1596	27.7%
Education Services	1183	20.6%
Community Services	1029	17.9%
Early Education and Care Services	786	13.7%
Disability Services	317	5.5%
Other	232	4.0%
Housing Services	133	2.3%
Police	129	2.2%
Justice Services	107	1.9%
Local Government	15	0.3%
Total	5753	100.0%

2.6 Which of the following best describes your position?

This question sought respondent positions.

Keep Them Safe Workforce Survey – Final Report Appendices

Table 17: Which of the following best describes your position? By sector

Q2.6 Which of the following best describes your position	
Health Services	Count
Health Services: Allied health professional	548
Health Services: Clinical health worker – nursing	509
Health Services: Manager – team	128
Health Services: Ambulance clinician	120
Health Services: Case worker / case manager / support worker	71
Health Services: Clinical health worker – medical	62
Health Services: Manager – organisation / region	57
Health Services: Project officer	15
Health Services: Oral health / dentist	8
Total	1,518
Education Services	Count
Education Services: School Principal / Director	679
Education Services: School counsellor	228
Education Services: Teacher	93
Education Services: Manager – team	69
Education Services: Manager – organisation / region	18
Education Services: Case worker / case manager / support worker	15
Education Services: School support officer	12
Education Services: Project officer	6
Total	1,120
Early Education and Care Services	Count
Early Education and Care Services: Childcare Director/ supervisor	519
Early Education and Care Services: Childcare worker	103
Early Education and Care Services: Manager – team	52
Early Education and Care Services: Manager – organisation / region	40
Early Education and Care Services: Case worker / case manager / support worker	17
Early Education and Care Services: Project officer	8
Total	739

Keep Them Safe Workforce Survey – Final Report Appendices

Q2.6 Which of the following best describes your position	
Health Services	Count
Community Services	Count
Community Services: Case worker / case manager / support worker	700
Community Services: Manager – team	156
Community Services: Manager – organisation / region	62
Community Services: Project officer	33
Total	951
Disability Services	Count
Disability Services: Case worker / case manager / support worker	126
Disability Services: Manager – team	84
Disability Services: Manager – organisation / region	21
Disability Services: Project officer	9
Total	240
Housing Services	Count
Housing Services: Client services	77
Housing Services: Manager – team	21
Housing Services: Project officer	10
Housing Services: Manager – organisation / region	6
Total	114
Police	Count
Police: Police Officer- LAC Uniform	50
Police: Police Officer- LAC Crime Management Unit	20
Police: Police Officer- Specialist Uniform	15
Police: Police Officer- Specialist Other	12
Police: Police Officer- LAC Investigator	8
Police: Police Officer- Specialist Investigator	5
Police: Police Officer- LAC Other	3
Total	113
Justice Services	Count
Justice Services: Case worker / case manager / support worker	49
Justice Services: Manager – team	9

Keep Them Safe Workforce Survey – Final Report Appendices

Q2.6 Which of the following best describes your position	
Health Services	Count
Justice Services: Project officer	1
Justice Services: Manager – organisation / region	1
Total	60
Local Government	Count
Local Government: Project officer	4
Local Government: Manager – team	4
Total	8
Other	Count
Other Services: Case worker / case manager / support worker	94
Other Services: Manager – team	60
Other Services: Manager – organisation / region	18
Other Services: Project officer	10
Total	182

Keep Them Safe Workforce Survey – Final Report Appendices

Table 18: Top two 'Other' response options by sector

Q2.6 Which of the following best describes your position? 'Other' responses – By sector		
Sector	Most common	Second most common
Health	Mental health / counselling	Consultant / assessment
Education	Assistant principal	Child protection / wellbeing
Early Education and Care	Early childhood teacher	Coordinator / facilitator
Community Services	Health worker (incl. specialists)	Counsellor / psychologist
Disability Services	Health worker (incl. specialists)	Counsellor / psychologist
Housing	Technical officer	Specialist
Police	School / youth liaison officer	Youth case manager
Justice	Youth officer	Mediator
Local Government	Community development	Youth worker

2.7 How long have you been in this role?

This question aimed to show length of time in role, as an indicator of level of experience.

Keep Them Safe Workforce Survey – Final Report Appendices

Table 19: How long have you been in this role? By sector

Q2.7 How long have you been in this role? - By sector								
SECTOR		> 5 years	0-6 months	13 months-3 years	4-5 years	7 months-12 months	DNR	Total
Community Services	Count	343	81	298	174	121	12	1029
	Percent (%)	33.3%	7.9%	29.0%	16.9%	11.8%	1.2%	100.0%
Disability Services	Count	134	18	87	50	24	4	317
	Percent (%)	42.3%	5.7%	27.4%	15.8%	7.6%	1.3%	100.0%
Early Education and Care Services	Count	454	52	151	82	38	9	786
	Percent (%)	57.8%	6.6%	19.2%	10.4%	4.8%	1.1%	100.0%
Education Services	Count	696	76	223	147	37	4	1183
	Percent (%)	58.8%	6.4%	18.9%	12.4%	3.1%	.3%	100.0%
Health Services	Count	902	93	346	146	90	19	1596
	Percent (%)	56.5%	5.8%	21.7%	9.1%	5.6%	1.2%	100.0%
Housing Services	Count	62	11	32	15	13	0	133
	Percent (%)	46.6%	8.3%	24.1%	11.3%	9.8%	.0%	100.0%
Justice Services	Count	42	9	32	13	11	0	107
	Percent (%)	39.3%	8.4%	29.9%	12.1%	10.3%	.0%	100.0%
Local Government	Count	6	2	1	2	3	1	15
	Percent (%)	40.0%	13.3%	6.7%	13.3%	20.0%	6.7%	100.0%
Other	Count	94	15	73	35	14	1	232
	Percent (%)	40.5%	6.5%	31.5%	15.1%	6.0%	.4%	100.0%
Police	Count	74	11	25	9	9	1	129
	Percent (%)	57.4%	8.5%	19.4%	7.0%	7.0%	.8%	100.0%
Did not respond	Count	1	0	1	0	0	224	226
	Percent (%)	.4%	.0%	.4%	.0%	.0%	99.1%	100.0%
Total	Count	2808	368	1269	673	360	275	5753
	Percent (%)	48.8%	6.4%	22.1%	11.7%	6.3%	4.8%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

2.8 What proportion of your role/work is focused on Aboriginal clients?

This question sought information about engagement with Aboriginal clients.

Keep Them Safe Workforce Survey – Final Report Appendices

Table 20: What proportion of your role / work is focussed on Aboriginal clients? By sector

Q2.8 What proportion of your role/work is focused on Aboriginal clients? - By sector									
SECTOR		0%	1-19%	20-39%	40-59%	60-79%	80-100%	DNR	Total
Community Services	Count	59	446	259	132	56	61	16	1029
	Percent (%)	5.7%	43.3%	25.2%	12.8%	5.4%	5.9%	1.6%	100.0%
Disability Services	Count	65	191	38	8	1	9	5	317
	Percent (%)	20.5%	60.3%	12.0%	2.5%	.3%	2.8%	1.6%	100.0%
Early Education and Care Services	Count	275	422	44	11	4	17	13	786
	Percent (%)	35.0%	53.7%	5.6%	1.4%	.5%	2.2%	1.7%	100.0%
Education Services	Count	156	791	111	58	28	23	16	1183
	Percent (%)	13.2%	66.9%	9.4%	4.9%	2.4%	1.9%	1.4%	100.0%
Health Services	Count	150	1049	200	85	30	60	22	1596
	Percent (%)	9.4%	65.7%	12.5%	5.3%	1.9%	3.8%	1.4%	100.0%
Housing Services	Count	12	57	35	15	10	3	1	133
	Percent (%)	9.0%	42.9%	26.3%	11.3%	7.5%	2.3%	.8%	100.0%
Justice Services	Count	1	26	18	27	22	12	1	107
	Percent (%)	.9%	24.3%	16.8%	25.2%	20.6%	11.2%	.9%	100.0%
Local Government	Count	0	8	2	2	0	2	1	15
	Percent (%)	.0%	53.3%	13.3%	13.3%	.0%	13.3%	6.7%	100.0%
Other	Count	29	129	23	22	7	21	1	232
	Percent (%)	12.5%	55.6%	9.9%	9.5%	3.0%	9.1%	.4%	100.0%
Police	Count	11	73	17	16	5	5	2	129
	Percent (%)	8.5%	56.6%	13.2%	12.4%	3.9%	3.9%	1.6%	100.0%
Did not respond	Count	0	0	2	0	0	0	224	226
	Percent (%)	.0%	.0%	.9%	.0%	.0%	.0%	99.1%	100.0%
Total	Count	758	3192	749	376	163	213	302	5753
	Percent (%)	13.2%	55.5%	13.0%	6.5%	2.8%	3.7%	5.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

2.9 Do you have access to a CWU?

This question sought information about respondents' access to Child Wellbeing Units.

Table 21: Do you have access to a CWU? By sector

Q2.9 Do you have access to a Child Wellbeing Unit? - By sector						
SECTOR		No	Unsure	Yes	DNR	Total
Community Services	Count	469	168	367	25	1029
	Percent (%)	45.6%	16.3%	35.7%	2.4%	100.0%
Disability Services	Count	45	51	214	7	317
	Percent (%)	14.2%	16.1%	67.5%	2.2%	100.0%
Early Education and Care Services	Count	273	320	179	14	786
	Percent (%)	34.7%	40.7%	22.8%	1.8%	100.0%
Education Services	Count	125	82	946	30	1183
	Percent (%)	10.6%	6.9%	80.0%	2.5%	100.0%
Health Services	Count	169	334	1063	30	1596
	Percent (%)	10.6%	20.9%	66.6%	1.9%	100.0%
Housing Services	Count	18	25	89	1	133
	Percent (%)	13.5%	18.8%	66.9%	.8%	100.0%
Justice Services	Count	16	29	61	1	107
	Percent (%)	15.0%	27.1%	57.0%	.9%	100.0%
Local Government	Count	4	9	1	1	15
	Percent (%)	26.7%	60.0%	6.7%	6.7%	100.0%
Other	Count	92	58	79	3	232
	Percent (%)	39.7%	25.0%	34.1%	1.3%	100.0%
Police	Count	9	18	101	1	129
	Percent (%)	7.0%	14.0%	78.3%	.8%	100.0%
Did not respond	Count	0	0	2	224	226
	Percent (%)	.0%	.0%	.9%	99.1%	100.0%
Total	Count	1220	1094	3102	337	5753
	Percent (%)	21.2%	19.0%	53.9%	5.9%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

B.2 Part 1. Responding to children and young people at risk of significant harm and their families

B.2.1 Use of the Mandatory Reporter Guide

Table 22: Have you used the Mandatory Reporter Guide? By sector

Q 3.1 Have you used the Mandatory Reporter Guide? - By sector					
SECTOR		No	Yes	DNR	Total
Community Services	Count	268	744	17	1029
	Percent (%)	26.0%	72.3%	1.7%	100.0%
Disability Services	Count	75	238	4	317
	Percent (%)	23.7%	75.1%	1.3%	100.0%
Early Education and Care Services	Count	202	571	13	786
	Percent (%)	25.7%	72.6%	1.7%	100.0%
Education Services	Count	127	1044	12	1183
	Percent (%)	10.7%	88.3%	1.0%	100.0%
Health Services	Count	519	1057	20	1596
	Percent (%)	32.5%	66.2%	1.3%	100.0%
Housing Services	Count	44	89	0	133
	Percent (%)	33.1%	66.9%	.0%	100.0%
Justice Services	Count	47	59	1	107
	Percent (%)	43.9%	55.1%	.9%	100.0%
Local Government	Count	7	7	1	15
	Percent (%)	46.7%	46.7%	6.7%	100.0%
Other	Count	58	168	6	232
	Percent (%)	25.0%	72.4%	2.6%	100.0%
Police	Count	48	80	1	129
	Percent (%)	37.2%	62.0%	.8%	100.0%
Did not respond	Count	0	2	224	226
	Percent (%)	.0%	.9%	99.1%	100.0%
Total	Count	1395	4059	299	5753
	Percent (%)	24.2%	70.6%	5.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 23: Have you used the MRG? By government / NGO

Q3.1 Have you used the Mandatory Reporter Guide? - By government / NGO						
Response	Do you work in: Please select one from the list					Total
		A government organisation?	A non-government, for-profit organisation (i.e. private company)?	A non-government, not for-profit organisation?	DNR	
No	Count	1080	78	235	2	1395
	Percent (%)	26.9%	30.6%	18.8%	0.9%	24.2%
Yes	Count	2881	175	994	9	4059
	Percent (%)	71.8%	68.6%	79.3%	3.8%	70.6%
Did not respond	Count	50	2	24	223	299
	Percent (%)	1.2%	0.8%	1.9%	95.3%	5.2%
Total	Count	4011	255	1253	234	5753
	Percent (%)	100%	100%	100%	100%	

Keep Them Safe Workforce Survey – Final Report Appendices

Table 24: Have you used the MRG? By role

Q3.1 Have you used the Mandatory Reporter Guide? By role (staff / manager)					
Response		I am a frontline Staff Member / Case Worker / Practitioner	I am a Team Leader / Manager / CEO / Principal / Director	DNR	Total
No	Count	853	454	88	1395
	Percent (%)	28.8%	20.1%	18.8%	24.4%
Yes	Count	2134	1777	148	4059
	Percent (%)	70.6%	78.5%	31.7%	70.6%
Did not respond	Count	36	32	231	299
	Percent (%)	1.2%	1.4%	49.5%	5.2%
Total	Count	3023	2263	467	5753
	Percent (%)	100%	100%	100%	100%

Table 25: Have you used the MRG? Metropolitan / non-metropolitan

Q1.3 Have you used the Mandatory Reporter Guide? – Metropolitan / non-Metropolitan				
Response		Metropolitan	Non-Metropolitan	Total
No	Count	609	685	1294
	Percent (%)	27.4%	23.1%	24.9%
Yes	Count	1579	2250	3829
	Percent (%)	71.1%	75.8%	73.8%
Did not respond	Count	32	33	65
	Percent (%)	1.4%	1.1%	1.3%
Total	Count	2220	2968	5188
	Percent (%)	100%	100%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 26: Have you used the MRG? If not, why not? By sector

Q 3.1 Have you used the MRG? If not, why not? By sector															
Sector		I don't know what the Guide is	I haven't needed to use the Guide	I can't/don't know how to access the Guide	have difficulties accessing the Guide	The Guide is not user friendly	I don't have time	I am not required to use the Guide	My organisation does not encourage me to use the Guide	I don't think there is need for a Guide like this	I used to use the Guide, but I am more confident in identifying risk of significant harm now	I call my CWU instead	I call the Helpline instead	I use my professional judgement instead	Total
Health Services		86	386	64	5	-	9	6	7	-	2	19	21	21	626
Community Services		10	172	11	-	5	4	27	2	1	3	2	37	34	308
Other		6	44	2	-	-	2	-	2	-	1	-	2	4	63
Housing Services		10	31	5	-	-	1	-	2	-	1	-	2	4	56
Early Education and Care Services		18	168	6	1	1	2	1	2	-	2	2	16	12	231
Justice Services		5	34	3	1	-	1	3	-	-	-	-	2	3	52
Education Services		10	81	8	-	1	2	5	2	-	3	10	8	9	139
Disability Services		8	67	6	1	-	-	-	1	-	-	4	1	3	91
Police		13	27	2	-	2	1	1	1	-	-	-	5	4	56
Local Government		-	6	-	-	-	-	-	-	-	-	-	-	-	6
Total	Count	166	1,016	107	8	9	22	43	19	1	12	37	94	94	1,628
	Percent (%)	12.0%	73.4%	7.7%	0.6%	0.7%	1.6%	3.1%	1.4%	0.1%	0.9%	2.7%	6.8%	6.8%	117.6%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 27 'Other' responses to the question Have you ever used the MRG? If not, why not?

Q3.1 Have you ever used the Mandatory Reporter Guide? If not, why not? 'Other' responses	
Row Labels	Count
Should have selected from list	48
I refer to others to report on my behalf (incl principal)	18
I do not work directly with children/public	7
I consult with manager/supervisor/colleagues	6
I use another method (the decision tree/SDM/IIMS system)	3
I report to CJC	1
I consult with my department	1
I have not been trained in the use of the guide	1
Total	85

Keep Them Safe Workforce Survey – Final Report Appendices

Table 28: How did you find out about the MRG? By sector

Q 3.2 How did you find out about Mandatory Reporter Guide?								
Sector		KTS promotional material	Participated in training	From a co-worker	From a manager	From the KTS website	From the FaCS website	Total
Health Services		305	833	102	166	261	54	1,721
Community Services		223	554	53	125	189	153	1,297
Other		62	126	14	20	51	26	299
Housing Services		21	70	6	16	21	11	145
Early Education and Care Services		219	460	24	59	217	87	1,066
Justice Services		16	41	3	10	12	4	86
Education Services		347	890	47	132	270	40	1,726
Disability Services		90	199	21	50	82	31	473
Police		8	49	4	7	2	1	71
Local Government		3	7	-	-	6	3	19
Total	Count	1,294	3,229	274	585	1,111	410	6,903
	Percent (%)	32.2%	80.3%	6.8%	14.5%	27.6%	10.2%	171.6%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 29: Why did you use the MRG? By sector?

Q 3.3 Why did you use Mandatory Reporter Guide (choose up to three)						
Sector	I am required to use it	My organisation / manager encourages me to use it	I have used it before and found it beneficial	It helps me to make decisions about reporting	I recognise the need for a guide like this	Total
Health Services	656	334	301	637	265	2,193
Community Services	434	247	166	394	186	1,427
Other	76	52	48	98	39	313
Housing Services	52	31	24	57	25	189
Early Education and Care Services	313	117	169	427	212	1,238
Justice Services	36	31	10	39	19	135
Education Services	730	312	299	670	259	2,270
Disability Services	122	93	80	169	79	543
Police	63	13	6	18	14	114
Local Government	1	3	3	4	5	16
Total	Count	2,483	1,233	1,106	2,513	8,438
	Percent (%)	61.9%	30.7%	27.6%	62.6%	27.5%
						210.2%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 30: 'Other' responses to the question Why do you use the MRG?

Q3.3 Why do you use the Mandatory Reporter Guide? 'Other' responses	
Response categories	Count
Should have selected from list	48
I use it as a teaching tool	30
Used for professional development purpose only	18
Provides tangible evidence to justify decisions	14
Advised to do so by Helpline/CWU/DoCS	7
Adds weight to my reporting	1
Total	118

Keep Them Safe Workforce Survey – Final Report Appendices

Table 31: How helpful is the Guide in: Assessing and identifying ROSH? By sector

Q3.4 How helpful is the Guide in Assessing and identifying risk of significant harm: Please provide a rating of 1 – 5 - By sector										
SECTOR		1 (Not helpful at all)	2 (Not very helpful)	3 (Somewhat helpful)	4 (Helpful)	5 (Very helpful)	Not applicable	Unsure	DNR	Total
Community Services	Count	11	52	169	315	178	5	1	298	1029
	Percent (%)	1.1%	5.1%	16.4%	30.6%	17.3%	.5%	.1%	29.0%	100.0%
Disability Services	Count	2	4	34	93	100	0	2	82	317
	Percent (%)	.6%	1.3%	10.7%	29.3%	31.5%	.0%	.6%	25.9%	100.0%
Early Education and Care Services	Count	6	18	70	213	252	1	1	225	786
	Percent (%)	.8%	2.3%	8.9%	27.1%	32.1%	.1%	.1%	28.6%	100.0%
Education Services	Count	20	73	222	369	352	1	1	145	1183
	Percent (%)	1.7%	6.2%	18.8%	31.2%	29.8%	.1%	.1%	12.3%	100.0%
Health Services	Count	27	101	249	430	221	4	7	557	1596
	Percent (%)	1.7%	6.3%	15.6%	26.9%	13.8%	.3%	.4%	34.9%	100.0%
Housing Services	Count	0	4	21	36	27	0	0	45	133
	Percent (%)	.0%	3.0%	15.8%	27.1%	20.3%	.0%	.0%	33.8%	100.0%
Justice Services	Count	2	4	10	21	21	0	1	48	107
	Percent (%)	1.9%	3.7%	9.3%	19.6%	19.6%	.0%	.9%	44.9%	100.0%
Local Government	Count	0	1	1	0	5	0	0	8	15
	Percent (%)	.0%	6.7%	6.7%	.0%	33.3%	.0%	.0%	53.3%	100.0%
Other	Count	4	10	50	52	46	1	0	69	232
	Percent (%)	1.7%	4.3%	21.6%	22.4%	19.8%	.4%	.0%	29.7%	100.0%
Police	Count	4	2	28	27	12	1	2	53	129
	Percent (%)	3.1%	1.6%	21.7%	20.9%	9.3%	.8%	1.6%	41.1%	100.0%
Did not respond	Count	0	0	0	1	1	0	0	224	226
	Percent (%)	.0%	.0%	.0%	.4%	.4%	.0%	.0%	99.1%	100.0%
Total	Count	76	269	854	1557	1215	13	15	1754	5753
	Percent (%)	1.3%	4.7%	14.8%	27.1%	21.1%	.2%	.3%	30.5%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 32: How helpful is the Guide in: Deciding whether to make a report? By sector

Q3.4 How helpful is the Guide in Deciding whether you need to make a child protection report: Please provide a rating of 1 – 5 – By sector										
SECTOR		1 (Not helpful at all)	2 (Not very helpful)	3 (Somewhat helpful)	4 (Helpful)	5 (Very helpful)	Not applicable	Unsure	DNR	Total
Community Services	Count	17	60	149	252	228	5	5	313	1029
	Percent (%)	1.7%	5.8%	14.5%	24.5%	22.2%	.5%	.5%	30.4%	100.0%
Disability Services	Count	0	7	23	92	106	0	2	87	317
	Percent (%)	.0%	2.2%	7.3%	29.0%	33.4%	.0%	.6%	27.4%	100.0%
Early Education and Care Services	Count	6	18	67	186	273	2	1	233	786
	Percent (%)	.8%	2.3%	8.5%	23.7%	34.7%	.3%	.1%	29.6%	100.0%
Education Services	Count	27	78	177	347	391	1	1	161	1183
	Percent (%)	2.3%	6.6%	15.0%	29.3%	33.1%	.1%	.1%	13.6%	100.0%
Health Services	Count	28	107	230	376	271	4	6	574	1596
	Percent (%)	1.8%	6.7%	14.4%	23.6%	17.0%	.3%	.4%	36.0%	100.0%
Housing Services	Count	2	4	13	37	30	0	1	46	133
	Percent (%)	1.5%	3.0%	9.8%	27.8%	22.6%	.0%	.8%	34.6%	100.0%
Justice Services	Count	2	5	6	19	27	0	0	48	107
	Percent (%)	1.9%	4.7%	5.6%	17.8%	25.2%	.0%	.0%	44.9%	100.0%
Local Government	Count	0	0	2	0	5	0	0	8	15
	Percent (%)	.0%	.0%	13.3%	.0%	33.3%	.0%	.0%	53.3%	100.0%
Other	Count	3	20	42	49	48	2	0	68	232
	Percent (%)	1.3%	8.6%	18.1%	21.1%	20.7%	.9%	.0%	29.3%	100.0%
Police	Count	4	2	25	31	12	1	1	53	129
	Percent (%)	3.1%	1.6%	19.4%	24.0%	9.3%	.8%	.8%	41.1%	100.0%
Did not respond	Count	0	0	0	1	1	0	0	224	226
	Percent (%)	.0%	.0%	.0%	.4%	.4%	.0%	.0%	99.1%	100.0%
Total	Count	89	301	734	1390	1392	15	17	1815	5753
	Percent (%)	1.5%	5.2%	12.8%	24.2%	24.2%	.3%	.3%	31.5%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 33: How helpful is the Guide in: Determining next steps? By sector

Q3.4 How helpful is the Guide in Determining next steps : Please provide a rating of 1 – 5 - By sector										
SECTOR		1 (Not helpful at all)	2 (Not very helpful)	3 (Somewhat helpful)	4 (Helpful)	5 (Very helpful)	Not applicable	Unsure	DNR	Total
Community Services	Count	25	100	164	263	148	17	9	303	1029
	Percent (%)	2.4%	9.7%	15.9%	25.6%	14.4%	1.7%	.9%	29.4%	100.0%
Disability Services	Count	2	18	40	91	81	0	2	83	317
	Percent (%)	.6%	5.7%	12.6%	28.7%	25.6%	.0%	.6%	26.2%	100.0%
Early Education and Care Services	Count	16	33	97	167	236	2	5	230	786
	Percent (%)	2.0%	4.2%	12.3%	21.2%	30.0%	.3%	.6%	29.3%	100.0%
Education Services	Count	55	134	203	340	290	3	6	152	1183
	Percent (%)	4.6%	11.3%	17.2%	28.7%	24.5%	.3%	.5%	12.8%	100.0%
Health Services	Count	55	158	239	330	226	9	14	565	1596
	Percent (%)	3.4%	9.9%	15.0%	20.7%	14.2%	.6%	.9%	35.4%	100.0%
Housing Services	Count	2	12	13	31	27	0	1	47	133
	Percent (%)	1.5%	9.0%	9.8%	23.3%	20.3%	.0%	.8%	35.3%	100.0%
Justice Services	Count	3	5	9	17	21	2	1	49	107
	Percent (%)	2.8%	4.7%	8.4%	15.9%	19.6%	1.9%	.9%	45.8%	100.0%
Local Government	Count	0	2	1	1	3	0	0	8	15
	Percent (%)	.0%	13.3%	6.7%	6.7%	20.0%	.0%	.0%	53.3%	100.0%
Other	Count	7	29	45	46	32	3	1	69	232
	Percent (%)	3.0%	12.5%	19.4%	19.8%	13.8%	1.3%	.4%	29.7%	100.0%
Police	Count	6	5	22	30	10	2	1	53	129
	Percent (%)	4.7%	3.9%	17.1%	23.3%	7.8%	1.6%	.8%	41.1%	100.0%
Did not respond	Count	0	0	1	1	0	0	0	224	226
	Percent (%)	.0%	.0%	.4%	.4%	.0%	.0%	.0%	99.1%	100.0%
Total	Count	171	496	834	1317	1074	38	40	1783	5753
	Percent (%)	3.0%	8.6%	14.5%	22.9%	18.7%	.7%	.7%	31.0%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

B.2.2 Child Wellbeing Units

Table 34: Have you ever contacted a CWU? By sector

Table 54: Have you ever contacted a CWWU by sector?

Q4.1 Have you ever contacted a Child Wellbeing Unit? - By sector					
SECTOR		No	Yes	DNR	Total
Community Services	Count	463	267	299	1029
	Percent (%)	45.0%	25.9%	29.1%	100.0%
Disability Services	Count	117	117	83	317
	Percent (%)	36.9%	36.9%	26.2%	100.0%
Early Education and Care Services	Count	485	70	231	786
	Percent (%)	61.7%	8.9%	29.4%	100.0%
Education Services	Count	205	830	148	1183
	Percent (%)	17.3%	70.2%	12.5%	100.0%
Health Services	Count	300	737	559	1596
	Percent (%)	18.8%	46.2%	35.0%	100.0%
Housing Services	Count	23	65	45	133
	Percent (%)	17.3%	48.9%	33.8%	100.0%
Justice Services	Count	31	28	48	107
	Percent (%)	29.0%	26.2%	44.9%	100.0%
Local Government	Count	6	1	8	15
	Percent (%)	40.0%	6.7%	53.3%	100.0%
Other	Count	108	58	66	232
	Percent (%)	46.6%	25.0%	28.4%	100.0%
Police	Count	29	49	51	129
	Percent (%)	22.5%	38.0%	39.5%	100.0%
Did not respond	Count	0	2	224	226
	Percent (%)	.0%	.9%	99.1%	100.0%
Total	Count	1767	2224	1762	5753
	Percent (%)	30.7%	38.7%	30.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 35: Have you ever contacted a CWU? Metropolitan / non-Metropolitan

Q4.1 Have you ever contacted a Child Wellbeing Unit? – Metropolitan / non-metropolitan				
Response		Metropolitan	Non-metropolitan	Total
No	Count	683	988	1671
	Percent (%)	40.9%	59.1%	100.0%
Yes	Count	871	1227	2098
	Percent (%)	41.5%	58.5%	100.0%
Did not respond	Count	666	753	1419
	Percent (%)	46.9%	53.1%	100.0%
Total	Count	2220	2968	5188
	Percent (%)	42.8%	57.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 36: Have you contacted a CWU? If not, why not? By sector Government respondents who have NOT contacted a CWU only

Q4.1 Have you contacted the CWU? If not, why not? Government respondents who have NOT contacted a CWU only									
SECTOR		I don't have access to a CWU	I don't have time	I don't know how to contact them	I don't know what CWUs are	I haven't needed to	I use my professional judgement instead	They are not open during my hours of work	Total
Early Education and Care Services	Count	27	0	3	10	26	1	0	67
	Percent (%)	40.3%	0.0%	4.5%	15.0%	38.8%	1.5%	0.0%	100.0%
Community Services	Count	54	0	7	5	149	7	1	223
	Percent (%)	24.2%	0.0%	3.1%	2.2%	66.8%	3.1%	0.4%	100.0%
Health Services	Count	13	1	14	28	180	18	2	256
	Percent (%)	5.1%	0.4%	5.5%	10.9%	70.3%	7.0%	0.8%	100.0%
Education Services	Count	5	1	2	0	64	6	0	78
	Percent (%)	6.4%	1.3%	2.6%	0.0%	82.1%	7.7%	0.0%	100.0%
Disability Services	Count	1	0	1	3	70	1	0	76
	Percent (%)	1.3%	0.0%	1.3%	4.0%	92.1%	1.3%	0.0%	100.0%
Justice Services	Count	0	0	2	1	24	2	0	29
	Percent (%)	0.0%	0.0%	6.9%	3.4%	82.8%	6.9%	0.0%	100.0%
Police	Count	1	0	1	1	19	1	0	23
	Percent (%)	4.3%	0.0%	4.4%	4.3%	82.6%	4.3%	0.0%	100.0%
Housing Services	Count	0	0	0	2	5	1	0	8
	Percent (%)	0.0%	0.0%	0.0%	25.1%	62.4%	12.5%	0.0%	100.0%
Local Government	Count	4	0	0	1	1	0	0	6
	Percent (%)	66.7%	0.0%	0.0%	16.7%	16.6%	0.0%	0.0%	100.0%
Other	Count	4	0	0	1	11	0	0	16
	Percent (%)	25.0%	0.0%	0.0%	6.3%	68.7%	0.0%	0.0%	100.0%
Total	Count	109	2	30	52	549	37	3	782
	Percent	13.9%	0.3%	3.8%	6.6%	70.2%	4.7%	0.4%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 37: How helpful was the advice/assistance received from the CWU? By sector Government respondents who have contacted a CWU only

Q4.2 How helpful was the advice/assistance you received from the Child Wellbeing Unit in understanding whether to make a child protection report? - By sector Government respondents who have contacted a CWU only										
Sector		1 (Not helpful at all)	2 (Not very helpful)	3 (Some-what helpful)	4 (Helpful)	5 (Very helpful)	Not applicable	Unsure	DNR	Total
Community Services	Count	5	11	27	45	39	39	2	3	171
	Percent (%)	2.9%	6.4%	15.8%	26.3%	22.8%	22.8%	1.2%	1.8%	100.0%
Disability Services	Count	3	5	8	43	50	1	0	0	110
	Percent (%)	2.7%	4.5%	7.3%	39.1%	45.4%	0.9%	0.0%	0.0%	100.0%
Early Education and Care Services	Count	0	1	2	4	5	0	0	0	12
	Percent (%)	0.0%	8.4%	16.7%	33.4%	41.6%	0.0%	0.0%	0.0%	100.0%
Education Services	Count	24	57	136	242	341	5	0	4	809
	Percent (%)	3.0%	7.0%	16.8%	29.9%	42.1%	0.6%	0.0%	0.5%	100.0%
Health Services	Count	22	59	130	229	272	5	2	4	723
	Percent (%)	3.0%	8.2%	18.0%	31.7%	37.6%	0.7%	0.3%	0.6%	100.0%
Housing Services	Count	0	5	15	23	18	1	0	1	63
	Percent (%)	0.0%	7.9%	23.8%	36.5%	28.6%	1.6%	0.0%	1.6%	100.0%
Justice Services	Count	0	3	6	8	9	1	0	0	27
	Percent (%)	0.0%	11.1%	22.3%	29.6%	33.3%	3.7%	0.0%	0.0%	100.0%
Local Government	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Other	Count	0	0	2	6	9	0	0	0	17
	Percent (%)	0.0%	0.0%	11.8%	35.3%	52.9%	0.0%	0.0%	0.0%	100.0%
Police	Count	0	4	7	25	9	1	0	0	46
	Percent (%)	0.0%	8.7%	15.2%	54.4%	19.5%	2.2%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Total	Count	54	145	333	625	752	53	4	12	1,978
	Percent (%)	2.7%	7.3%	16.8%	31.6%	38.0%	2.7%	0.2%	0.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 38: How consistent was the Guide with the outcome of the consultation with the CWU? By sector Government respondents who have contacted a CWU only

Q4.3 How consistent was the Guide with the outcome of the consultation with the Child Wellbeing Unit? – By sector Government respondents who have contacted a CWU only										
SECTOR		1 (Not at all consis-tent)	2 (Not very consis-tent)	3 (Some-what consis-tent)	4 (Consis- tent)	5 (Very consis-tent)	Not applicable	Unsure	DNR	Total
Community Services	Count	5	17	34	47	13	50	2	3	171
	Percent (%)	2.9%	9.9%	19.9%	27.5%	7.6%	29.2%	1.2%	1.8%	100.0%
Disability Services	Count	1	2	25	53	24	4	1	0	110
	Percent (%)	0.9%	1.8%	22.7%	48.1%	21.8%	3.7%	0.9%	0.0%	100.0%
Early Education and Care Services	Count	0	1	4	5	2	0	0	0	12
	Percent (%)	0.0%	8.4%	33.2%	41.7%	16.7%	0.0%	0.0%	0.0%	100.0%
Education Services	Count	11	70	181	368	157	8	13	1	809
	Percent (%)	1.4%	8.6%	22.4%	45.5%	19.4%	1.0%	1.6%	0.1%	100.0%
Health Services	Count	15	77	210	309	74	13	22	3	723
	Percent (%)	2.1%	10.7%	29.0%	42.7%	10.2%	1.8%	3.0%	0.4%	100.0%
Housing Services	Count	0	11	16	27	7	1	0	1	63
	Percent (%)	0.0%	17.4%	25.4%	42.8%	11.1%	1.6%	0.0%	1.6%	100.0%
Justice Services	Count	0	0	7	12	6	1	1	0	27
	Percent (%)	0.0%	0.0%	25.9%	44.5%	22.2%	3.7%	3.7%	0.0%	100.0%
Local Government	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Other	Count	0	1	4	5	5	0	2	0	17
	Percent (%)	0.0%	5.9%	23.5%	29.5%	29.4%	0.0%	11.8%	0.0%	100.0%
Police	Count	0	3	19	17	3	1	2	1	46
	Percent (%)	0.0%	6.5%	41.3%	37.0%	6.6%	2.2%	4.3%	2.2%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Total	Count	32	182	500	843	291	78	43	9	1,978
	Percent (%)	1.6%	9.2%	25.3%	42.6%	14.7%	3.9%	2.2%	0.5%	100.0%

B.3 Part 2. Responding to vulnerable children, young people and their families

B.3.1 Information sharing

Keep Them Safe Workforce Survey – Final Report Appendices

Table 39: Are you aware of the information sharing legislative provisions - By sector

Table 55: Are you aware of the information containing legislative provisions? - By sector

Q5.1 Are you aware of the legislative provisions ("Chapter 16A" or "16A") which allow information to be shared between organisations – for example, where you think a child or family will benefit from additional supports or referrals? - By sector					
SECTOR		No	Yes	DNR	Total
Community Services	Count	27	915	87	1029
	Percent (%)	2.6%	88.9%	8.5%	100.0%
Disability Services	Count	24	275	18	317
	Percent (%)	7.6%	86.8%	5.7%	100.0%
Early Education and Care Services	Count	49	655	82	786
	Percent (%)	6.2%	83.3%	10.4%	100.0%
Education Services	Count	72	1053	58	1183
	Percent (%)	6.1%	89.0%	4.9%	100.0%
Health Services	Count	171	1288	137	1596
	Percent (%)	10.7%	80.7%	8.6%	100.0%
Housing Services	Count	13	109	11	133
	Percent (%)	9.8%	82.0%	8.3%	100.0%
Justice Services	Count	18	81	8	107
	Percent (%)	16.8%	75.7%	7.5%	100.0%
Local Government	Count	1	12	2	15
	Percent (%)	6.7%	80.0%	13.3%	100.0%
Other	Count	16	195	21	232
	Percent (%)	6.9%	84.1%	9.1%	100.0%
Police	Count	6	112	11	129
	Percent (%)	4.7%	86.8%	8.5%	100.0%
Did not respond	Count	0	2	224	226
	Percent (%)	.0%	.9%	99.1%	100.0%
Total	Count	397	4697	659	5753
	Percent (%)	6.9%	81.6%	11.5%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 40: Are you aware of the information sharing legislative provisions - By role

Q5.1 Are you aware of the legislative provisions ("Chapter 16A" or "16A") which allow information to be shared between organisations – for example, where you think a child or family will benefit from additional supports or referrals? - By role					
Response		I am a frontline Staff Member / Case Worker / Practitioner	I am a Team Leader / Manager / CEO / Principal / Director	DNR	Total
No	Count	239	130	28	397
	Percent (%)	60.2%	32.7%	7.1%	100.0%
Yes	Count	2546	1968	183	4697
	Percent (%)	54.2%	41.9%	3.9%	100.0%
Did not respond	Count	238	165	256	659
	Percent (%)	36.1%	25.0%	38.8%	100.0%
Total	Count	3023	2263	467	5753
	Percent (%)	52.5%	39.3%	8.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 41: Are you aware of the information sharing legislative provisions - By government / NGO

Q5.1 Are you aware of the legislative provisions ("Chapter 16A" or "16A") which allow information to be shared between organisations – for example, where you think a child or family will benefit from additional supports or referrals? By government / NGO						
Response		A government organisation?	A non-government, for-profit organisation (i.e. private company)?	A non-government, not for-profit organisation?	DNR	Total
No	Count	305	27	64	1	397
	Percent (%)	76.8%	6.8%	16.1%	.3%	100.0%
Yes	Count	3408	196	1083	10	4697
	Percent (%)	72.6%	4.2%	23.1%	.2%	100.0%
Did not respond	Count	298	32	106	223	659
	Percent (%)	45.2%	4.9%	16.1%	33.8%	100.0%
Total	Count	4011	255	1253	234	5753
	Percent (%)	69.7%	4.4%	21.8%	4.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 42: What factors have encouraged or supported you to share information? By sector

Q 5.2 Since the implementation of Keep Them Safe, what factors have supported or encouraged you to share information with other organisations? (choose up to three)												
Sector	I think information sharing is important	I have a good understanding of the new legislation enabling information sharing	My supervisors/ management encourage / support information sharing	My organisation's processes and procedures encourage/ support information sharing	I have received in-house training	Other organisations have been willing to share information	I have access to supportive technology (e.g. information systems)	I have received external training	I have participated in formal opportunities to share information (e.g. case conferences)	Chapter 16A permits me to share information which I could not previously share	No factors have supported me	Total
Health Services	881	388	231	434	276	160	63	101	271	288	102	3,195
Community Services	589	381	198	390	165	184	20	73	196	289	13	2,498
Other	121	70	31	80	34	36	2	32	53	53	11	523
Housing Services	68	25	25	36	25	25	1	13	29	35	7	289
Early Education and Care Services	423	164	93	216	69	94	32	174	81	140	50	1,536
Justice Services	59	17	20	34	16	13	11	11	16	15	10	222
Education Services	732	261	174	424	157	211	24	88	296	190	66	2,623
Disability Services	155	82	69	125	60	49	10	34	86	68	7	745
Police	80	26	20	36	19	11	13	2	15	22	7	251
Local Government	11	2	6	2	1	4	-	6	-	-	-	32
Total	3,119	1,416	867	1,777	822	787	176	534	1,043	1,100	273	11,914
	60.8%	27.6%	16.9%	34.7%	16.0%	15.4%	3.4%	10.4%	20.3%	21.5%	5.3%	232.4%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 43: 'Other' responses to the question Since the implementation of Keep Them Safe, what factors have supported or encouraged you to share information with other organisations?

Q5.3 Since the implementation of Keep Them Safe, what factors have supported or encouraged you to share information with other organisations?, 'Other' responses	
Response categories	Count
I have not needed to share information	77
Should have selected from list	37
I am unclear about sharing requirements	23
The best interest of the child should be considered first	16
I am willing to share but other organisations/departments make this difficult for me	14
I share because this is mandatory/job requirement	7
I seek approval to share from guardians before sharing	5
Confidentiality is of utmost importance	2
Total	181

Keep Them Safe Workforce Survey – Final Report Appendices

Table 44: What factors have discouraged you /prevented you from sharing information? By sector

Q 5.3 Since the implementation of Keep Them Safe, what factors have discouraged or prevented you to share information with other organisations? (choose up to three) By sector													
Sector	I've never shared information before	I don't think we should share information	Client confidentiality prevents me from sharing information	I haven't really thought about doing it	I don't understand the legislation	I didn't know about the legislation	I'm concerned it may place me or another worker at risk	My organisation doesn't have relevant processes and procedures	My organisation doesn't encourage / support information sharing	Other organisations have not been cooperative in sharing information	Families don't want me to	There are no barriers	Total
Health Services	126	4	185	66	52	47	129	31	24	181	119	600	1,438
Community Services	23	5	164	22	9	8	60	8	14	205	83	449	1,027
Other	8	2	35	6	5	5	14	6	3	44	22	101	243
Housing Services	8	1	13	8	6	6	9	3	3	26	9	41	125
Early Education and Care Services	118	4	104	38	23	18	52	11	7	56	56	289	658
Justice Services	10	-	25	7	2	3	6	3	1	11	3	38	99
Education Services	70	5	171	43	32	15	93	29	12	185	136	470	1,191
Disability Services	21	1	51	10	10	7	19	8	4	44	39	128	321
Police	5	-	7	3	3	2	1	2	2	23	6	52	101
Local Government	3	-	4	1	-	-	1	-	-	3	3	2	14
Total	392	22	759	204	142	111	384	101	70	778	476	2,170	5,217
	8.2%	0.5%	15.8%	4.2%	3.0%	2.3%	8.0%	2.1%	1.5%	16.2%	9.9%	45.2%	108.6%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 45: How comfortable do you feel sharing information with other organisations? By sector

Q5.2 How comfortable do you feel sharing information with other organisations? - By sector										
SECTOR		1 (Not at all comfortable)	2 (Not very comfortable)	3 (Some-what comfortable)	4 (Comfortable)	5 (Very comfortable)	Not applicable	Unsure	DNR	Total
Community Services	Count	3	22	206	398	291	12	4	93	1029
	Percent (%)	.3%	2.1%	20.0%	38.7%	28.3%	1.2%	.4%	9.0%	100.0%
Disability Services	Count	0	15	87	117	63	5	2	28	317
	Percent (%)	.0%	4.7%	27.4%	36.9%	19.9%	1.6%	.6%	8.8%	100.0%
Early Education and Care Services	Count	11	55	212	280	103	21	15	89	786
	Percent (%)	1.4%	7.0%	27.0%	35.6%	13.1%	2.7%	1.9%	11.3%	100.0%
Education Services	Count	5	54	275	491	253	11	18	76	1183
	Percent (%)	.4%	4.6%	23.2%	41.5%	21.4%	.9%	1.5%	6.4%	100.0%
Health Services	Count	21	91	385	598	277	35	32	157	1596
	Percent (%)	1.3%	5.7%	24.1%	37.5%	17.4%	2.2%	2.0%	9.8%	100.0%
Housing Services	Count	3	4	20	55	40	2	1	8	133
	Percent (%)	2.3%	3.0%	15.0%	41.4%	30.1%	1.5%	.8%	6.0%	100.0%
Justice Services	Count	3	6	17	45	14	8	3	11	107
	Percent (%)	2.8%	5.6%	15.9%	42.1%	13.1%	7.5%	2.8%	10.3%	100.0%
Local Government	Count	0	0	3	1	6	3	0	2	15
	Percent (%)	.0%	.0%	20.0%	6.7%	40.0%	20.0%	.0%	13.3%	100.0%
Other	Count	6	11	39	98	43	9	1	25	232
	Percent (%)	2.6%	4.7%	16.8%	42.2%	18.5%	3.9%	.4%	10.8%	100.0%
Police	Count	2	5	26	51	30	1	1	13	129
	Percent (%)	1.6%	3.9%	20.2%	39.5%	23.3%	.8%	.8%	10.1%	100.0%
Did not respond	Count	0	0	1	1	0	0	0	224	226
	Percent (%)	.0%	.0%	.4%	.4%	.0%	.0%	.0%	99.1%	100.0%
Total	Count	54	263	1271	2135	1120	107	77	726	5753
	Percent (%)	.9%	4.6%	22.1%	37.1%	19.5%	1.9%	1.3%	12.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 46: How comfortable do you feel sharing information with other organisations? By role

Q5.2 How comfortable do you feel sharing information with other organisations? - By role					
Response		I am a frontline Staff Member / Case Worker / Practitioner	I am a Team Leader / Manager / CEO / Principal / Director	DNR	Total
1 (Not at all comfortable)	Count	27	23	4	54
	Percent (%)	50.0%	42.6%	7.4%	100.0%
2 (Not very comfortable)	Count	143	105	15	263
	Percent (%)	54.4%	39.9%	5.7%	100.0%
3 (Somewhat comfortable)	Count	735	498	38	1271
	Percent (%)	57.8%	39.2%	3.0%	100.0%
4 (Comfortable)	Count	1149	896	90	2135
	Percent (%)	53.8%	42.0%	4.2%	100.0%
5 (Very comfortable)	Count	601	471	48	1120
	Percent (%)	53.7%	42.1%	4.3%	100.0%
Not applicable	Count	55	44	8	107
	Percent (%)	51.4%	41.1%	7.5%	100.0%
Unsure	Count	35	33	9	77
	Percent (%)	45.5%	42.9%	11.7%	100.0%
Did not respond	Count	278	193	255	726
	Percent (%)	38.3%	26.6%	35.1%	100.0%
Total	Count	3023	2263	467	5753
	Percent (%)	52.5%	39.3%	8.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 47: Do you inform the family or seek their consent before you seek / share information with another organisation? By sector

Q5.5 Do you inform the family or seek their consent before you seek / share information with another organisations? Please select one from the list - By sector							
SECTOR		Always	Never	Often	Sometimes	DNR	Total
Community Services	Count	266	93	246	344	80	1029
	Percent (%)	25.9%	9.0%	23.9%	33.4%	7.8%	100.0%
Disability Services	Count	142	7	83	66	19	317
	Percent (%)	44.8%	2.2%	26.2%	20.8%	6.0%	100.0%
Early Education and Care Services	Count	257	61	114	238	116	786
	Percent (%)	32.7%	7.8%	14.5%	30.3%	14.8%	100.0%
Education Services	Count	204	154	250	500	75	1183
	Percent (%)	17.2%	13.0%	21.1%	42.3%	6.3%	100.0%
Health Services	Count	410	141	436	426	183	1596
	Percent (%)	25.7%	8.8%	27.3%	26.7%	11.5%	100.0%
Housing Services	Count	38	17	30	39	9	133
	Percent (%)	28.6%	12.8%	22.6%	29.3%	6.8%	100.0%
Justice Services	Count	33	19	22	17	16	107
	Percent (%)	30.8%	17.8%	20.6%	15.9%	15.0%	100.0%
Local Government	Count	6	1	0	3	5	15
	Percent (%)	40.0%	6.7%	.0%	20.0%	33.3%	100.0%
Other	Count	84	16	59	47	26	232
	Percent (%)	36.2%	6.9%	25.4%	20.3%	11.2%	100.0%
Police	Count	15	40	14	48	12	129
	Percent (%)	11.6%	31.0%	10.9%	37.2%	9.3%	100.0%
Did not respond	Count	1	1	0	0	224	226
	Percent (%)	.4%	.4%	.0%	.0%	99.1%	100.0%
Total	Count	1456	550	1254	1728	765	5753
	Percent (%)	25.3%	9.6%	21.8%	30.0%	13.3%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 48: The level of information sharing by your organisation: - By sector

Q5.7 How, in your experience, have the new information sharing legislation and processes affected The level of information sharing by your organisation: -							
By sector							
SECTOR		Decreased	Increased	No Change	Unsure	DNR	Total
Community Services	Count	2	469	303	147	108	1029
	Percent (%)	.2%	45.6%	29.4%	14.3%	10.5%	100.0%
Disability Services	Count	2	121	84	84	26	317
	Percent (%)	.6%	38.2%	26.5%	26.5%	8.2%	100.0%
Early Education and Care Services	Count	2	205	299	170	110	786
	Percent (%)	.3%	26.1%	38.0%	21.6%	14.0%	100.0%
Education Services	Count	3	460	394	233	93	1183
	Percent (%)	.3%	38.9%	33.3%	19.7%	7.9%	100.0%
Health Services	Count	19	466	466	437	208	1596
	Percent (%)	1.2%	29.2%	29.2%	27.4%	13.0%	100.0%
Housing Services	Count	2	60	24	36	11	133
	Percent (%)	1.5%	45.1%	18.0%	27.1%	8.3%	100.0%
Justice Services	Count	0	26	35	32	14	107
	Percent (%)	.0%	24.3%	32.7%	29.9%	13.1%	100.0%
Local Government	Count	0	3	5	5	2	15
	Percent (%)	.0%	20.0%	33.3%	33.3%	13.3%	100.0%
Other	Count	1	86	67	55	23	232
	Percent (%)	.4%	37.1%	28.9%	23.7%	9.9%	100.0%
Police	Count	1	47	46	21	14	129
	Percent (%)	.8%	36.4%	35.7%	16.3%	10.9%	100.0%
Did not respond	Count	0	1	0	0	225	226
	Percent (%)	.0%	.4%	.0%	.0%	99.6%	100.0%
Total	Count	32	1944	1723	1220	834	5753
	Percent (%)	.6%	33.8%	29.9%	21.2%	14.5%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 49: The level of information sharing by your organisation: - By metropolitan / non-metropolitan

Q5.7 How, in your experience, have the new information sharing legislation and processes affected The level of information sharing by your organisation: - Metropolitan / non-metropolitan				
Response		Metropolitan	Non-metropolitan	Total
Decreased	Count	14	16	30
	Percent (%)	.6%	.5%	.6%
Increased	Count	698	1157	1855
	Percent (%)	31.4%	39.0%	35.8%
No Change	Count	728	887	1615
	Percent (%)	32.8%	29.9%	31.1%
Unsure	Count	549	599	1148
	Percent (%)	24.7%	20.2%	22.1%
Did not respond	Count	231	309	540
	Percent (%)	10.4%	10.4%	10.4%
Total	Count	2220	2968	5188
	Percent (%)	42.8%	57.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 50: The level of information sharing by other organisation: - By sector

Q5.7 How, in your experience, have the new information sharing legislation and processes affected The level of information sharing by other organisations: -							
By sector							
SECTOR		Decreased	Increased	No Change	Unsure	DNR	Total
Community Services	Count	10	453	250	179	137	1029
	Percent (%)	1.0%	44.0%	24.3%	17.4%	13.3%	100.0%
Disability Services	Count	3	96	89	92	37	317
	Percent (%)	.9%	30.3%	28.1%	29.0%	11.7%	100.0%
Early Education and Care Services	Count	1	171	267	196	151	786
	Percent (%)	.1%	21.8%	34.0%	24.9%	19.2%	100.0%
Education Services	Count	16	380	385	280	122	1183
	Percent (%)	1.4%	32.1%	32.5%	23.7%	10.3%	100.0%
Health Services	Count	24	375	418	528	251	1596
	Percent (%)	1.5%	23.5%	26.2%	33.1%	15.7%	100.0%
Housing Services	Count	2	46	30	36	19	133
	Percent (%)	1.5%	34.6%	22.6%	27.1%	14.3%	100.0%
Justice Services	Count	0	23	35	33	16	107
	Percent (%)	.0%	21.5%	32.7%	30.8%	15.0%	100.0%
Local Government	Count	0	1	6	5	3	15
	Percent (%)	.0%	6.7%	40.0%	33.3%	20.0%	100.0%
Other	Count	3	83	49	60	37	232
	Percent (%)	1.3%	35.8%	21.1%	25.9%	15.9%	100.0%
Police	Count	4	29	51	28	17	129
	Percent (%)	3.1%	22.5%	39.5%	21.7%	13.2%	100.0%
Did not respond	Count	0	1	1	0	224	226
	Percent (%)	.0%	.4%	.4%	.0%	99.1%	100.0%
Total	Count	63	1658	1581	1437	1014	5753
	Percent (%)	1.1%	28.8%	27.5%	25.0%	17.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 51: The level of information sharing by other organisations: - By metropolitan / non-metropolitan

Q5.7 How, in your experience, have the new information sharing legislation and processes affected The level of information sharing by other organisations: - By metropolitan / non-metropolitan				
Response		Metropolitan	Non-metropolitan	Total
Decreased	Count	24	34	58
	Percent (%)	41.4%	58.6%	100.0%
Increased	Count	578	1000	1578
	Percent (%)	36.6%	63.4%	100.0%
No Change	Count	654	827	1481
	Percent (%)	44.2%	55.8%	100.0%
Unsure	Count	655	700	1355
	Percent (%)	48.3%	51.7%	100.0%
Did not respond	Count	309	407	716
	Percent (%)	43.2%	56.8%	100.0%
Total	Count	2220	2968	5188
	Percent (%)	42.8%	57.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

B.3.2 Collaboration

Table 52: Are you aware of the 16A coordination legislation? By sector

Q6.1 Are you aware of the legislative obligation to coordinate with other organisations under the Care and Protection Act, Chapter 16A? - By sector					
SECTOR		No	Yes	DNR	Total
Community Services	Count	57	893	79	1029
	Percent (%)	5.5%	86.8%	7.7%	100.0%
Disability Services	Count	33	270	14	317
	Percent (%)	10.4%	85.2%	4.4%	100.0%
Early Education and Care Services	Count	103	586	97	786
	Percent (%)	13.1%	74.6%	12.3%	100.0%
Education Services	Count	157	970	56	1183
	Percent (%)	13.3%	82.0%	4.7%	100.0%
Health Services	Count	274	1177	145	1596
	Percent (%)	17.2%	73.7%	9.1%	100.0%
Housing Services	Count	26	99	8	133
	Percent (%)	19.5%	74.4%	6.0%	100.0%
Justice Services	Count	23	73	11	107
	Percent (%)	21.5%	68.2%	10.3%	100.0%
Local Government	Count	3	10	2	15
	Percent (%)	20.0%	66.7%	13.3%	100.0%
Other	Count	23	188	21	232
	Percent (%)	9.9%	81.0%	9.1%	100.0%
Police	Count	20	98	11	129
	Percent (%)	15.5%	76.0%	8.5%	100.0%
Did not respond	Count	0	2	224	226
	Percent (%)	.0%	.9%	99.1%	100.0%
Total	Count	719	4366	668	5753
	Percent (%)	12.5%	75.9%	11.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 53: Are you aware of the 16A coordination legislation? By metropolitan / non-metropolitan

Q6.1 Are you aware of the legislative obligation to coordinate with other organisations under the Care and Protection Act, Chapter 16A? Metropolitan / non-metropolitan				
Response		Metropolitan	Non-metropolitan	Total
No	Count	328	347	675
	Percent (%)	48.6%	51.4%	100.0%
Yes	Count	1715	2412	4127
	Percent (%)	41.6%	58.4%	100.0%
Did not respond	Count	177	209	386
	Percent (%)	45.9%	54.1%	100.0%
Total	Count	2220	2968	5188
	Percent (%)	42.8%	57.2%	100.0%

Table 54: Are you aware of the 16A coordination legislation? By government / NGO

Q6.1Are you aware of the legislative obligation to coordinate with other organisations under the Care and Protection Act, Chapter 16A?By government / NGO						
Response		A government organisation?	A non-government, for-profit organisation (i.e. private company)?	A non-government, not for-profit organisation?	DNR	Total
No	Count	546	43	127	3	719
	Percent (%)	75.9%	6.0%	17.7%	.4%	100.0%
Yes	Count	3177	167	1014	8	4366
	Percent (%)	72.8%	3.8%	23.2%	.2%	100.0%
Did not respond	Count	288	45	112	223	668
	Percent (%)	43.1%	6.7%	16.8%	33.4%	100.0%
Total	Count	4011	255	1253	234	5753
	Percent (%)	69.7%	4.4%	21.8%	4.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 55: What strategies has your organisation used to support collaboration?

Q 6.3 What (if any) strategies has your organisation used to support collaboration? (please select all that apply)						
Sector		Providing internal training	Encouraging staff to collaborate with other organisations	Implementing new processes / protocols / procedures	Developing formal arrangements (e.g. partnerships) with other organisations	Total
Health Services		591	644	411	358	2,004
Community Services		448	671	437	429	1,985
Other		75	123	82	86	366
Housing Services		51	78	37	46	212
Early Education and Care Services		200	276	231	176	883
Justice Services		32	34	26	24	116
Education Services		380	530	332	290	1,532
Disability Services		144	203	107	126	580
Police		51	43	47	38	179
Local Government		2	7	2	4	15
Total	Count	1,974	2,609	1,712	1,577	7,872
	Percent	45.7%	60.4%	39.6%	36.5%	182.3%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 56: Which of the following have supported you to collaborate? By sector

Q6.7 Which (if any) of the following have supported you to collaborate with other organisations?												
Sector	I have collaborated with other organisations before and thought it was beneficial	I think collaboration is important	I have a good understanding of the legislation	My organisations encourages / supports me to work with other organisations	My organisation has relevant processes and procedures to support collaborative work	I have the necessary skills	I have attended the relevant training	Other organisations have been willing to work together	There are lots of relevant organisations I can work with in my area	No factors have supported me	Total	
Health Services	574	688	148	352	194	177	135	218	101	116	2,703	
Community Services	519	507	158	410	206	125	85	192	93	12	2,307	
Other	93	113	27	83	31	33	17	43	22	7	469	
Housing Services	55	57	5	47	14	15	15	24	13	9	254	
Early Education and Care Services	230	306	51	152	80	37	91	99	53	39	1,138	
Justice Services	25	46	10	22	14	8	10	8	11	7	161	
Education Services	504	578	78	292	155	130	91	259	100	63	2,250	
Disability Services	138	165	32	139	49	41	37	69	27	6	703	
Police	52	54	16	31	22	6	8	14	8	8	219	
Local Government	3	6	2	5	-	3	-	4	2	-	25	
Total	Count	2,193	2,520	527	1,533	765	575	489	930	430	267	10,229
	Percent (%)	49.5%	56.9%	11.9%	34.6%	17.3%	13.0%	11.0%	21.0%	9.7%	6.0%	230.9%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 57: Which strategies have prevented you from collaborating? By sector

Q 6.6 Which (if any) of the following have prevented you from collaborating with other organisations?													
Sector	I am not required to	I haven't really thought about doing it	It hasn't been beneficial in the past	I don't know how to	I haven't attended any relevant training	I don't understand the legislation	I didn't know about the legislation	My organisation doesn't encourage / support me to collaborate with other organisations	My organisation doesn't have relevant processes and procedures	Other organisations have not cooperated in coordination	There are few / no organisations in the area that I could coordinate with	There is nothing preventing me	Total
Health Services	47	84	34	55	100	50	38	33	52	121	62	718	1,934
Community Services	22	20	23	7	11	14	9	15	8	175	38	569	911
Other	3	8	5	2	8	2	4	3	4	33	12	118	202
Housing Services	3	5	8	6	4	4	4	2	2	17	4	60	119
Early Education and Care Services	30	40	16	33	22	10	13	7	11	30	31	359	602
Justice Services	9	4	3	1	8	-	4	4	4	11	3	40	91
Education Services	22	33	48	32	59	25	19	16	31	145	78	594	1,102
Disability Services	11	8	7	8	8	6	7	1	6	58	8	171	299
Police	0	2	4	1	2	2	1	2	1	21	6	54	104
Local Government	1	-	1	-	1	-	-	-	-	2	2	3	10
Total Count	157	204	149	144	223	113	99	83	119	613	244	2,686	4,834
Percent (%)	3.7%	4.8%	3.5%	3.4%	5.3%	2.7%	2.3%	2.0%	2.8%	14.5%	5.8%	63.6%	114.5%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 58: How often does your role involve collaboration? By sector

Q6.2 How often does your role involve collaboration with other organisations to deliver services to vulnerable children, young people and their families? - By sector								
SECTOR		All the time	Never	Not very often	Often	Sometimes	DNR	Total
Community Services	Count	398	14	73	338	129	77	1029
	Percent (%)	38.7%	1.4%	7.1%	32.8%	12.5%	7.5%	100.0%
Disability Services	Count	62	10	56	100	75	14	317
	Percent (%)	19.6%	3.2%	17.7%	31.5%	23.7%	4.4%	100.0%
Early Education and Care Services	Count	46	85	242	97	218	98	786
	Percent (%)	5.9%	10.8%	30.8%	12.3%	27.7%	12.5%	100.0%
Education Services	Count	83	54	274	366	355	51	1183
	Percent (%)	7.0%	4.6%	23.2%	30.9%	30.0%	4.3%	100.0%
Health Services	Count	225	116	428	342	346	139	1596
	Percent (%)	14.1%	7.3%	26.8%	21.4%	21.7%	8.7%	100.0%
Housing Services	Count	11	7	27	36	43	9	133
	Percent (%)	8.3%	5.3%	20.3%	27.1%	32.3%	6.8%	100.0%
Justice Services	Count	15	8	25	23	25	11	107
	Percent (%)	14.0%	7.5%	23.4%	21.5%	23.4%	10.3%	100.0%
Local Government	Count	3	1	3	1	5	2	15
	Percent (%)	20.0%	6.7%	20.0%	6.7%	33.3%	13.3%	100.0%
Other	Count	35	19	47	68	43	20	232
	Percent (%)	15.1%	8.2%	20.3%	29.3%	18.5%	8.6%	100.0%
Police	Count	24	7	20	29	38	11	129
	Percent (%)	18.6%	5.4%	15.5%	22.5%	29.5%	8.5%	100.0%
Did not respond	Count	0	1	0	0	1	224	226
	Percent (%)	.0%	.4%	.0%	.0%	.4%	99.1%	100.0%
Total	Count	902	322	1195	1400	1278	656	5753
	Percent (%)	15.7%	5.6%	20.8%	24.3%	22.2%	11.4%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 59: How often does your role involve collaboration? By metropolitan / non-metropolitan

Q6.2 How often does your role involve collaboration with other organisations to deliver services to vulnerable children, young people and their families? - Metropolitan / non-metropolitan				
Response		Metropolitan	Non-metropolitan	Total
All the time	Count	332	513	845
	Percent (%)	39.3%	60.7%	100.0%
Never	Count	156	148	304
	Percent (%)	51.3%	48.7%	100.0%
Not very often	Count	515	616	1131
	Percent (%)	45.5%	54.5%	100.0%
Often	Count	524	807	1331
	Percent (%)	39.4%	60.6%	100.0%
Sometimes	Count	524	678	1202
	Percent (%)	43.6%	56.4%	100.0%
Did not respond	Count	169	206	375
	Percent (%)	45.1%	54.9%	100.0%
Total	Count	2220	2968	5188
	Percent (%)	42.8%	57.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 60: How many of your partners are government organisations? By sector

Q6.5 How many of your partners are Government organisations: - By sector								
SECTOR		0	1--2	3--5	5+	Not applicable	DNR	Total
Community Services	Count	24	210	222	201	111	261	1029
	Percent (%)	2.3%	20.4%	21.6%	19.5%	10.8%	25.4%	100.0%
Disability Services	Count	4	78	91	39	43	62	317
	Percent (%)	1.3%	24.6%	28.7%	12.3%	13.6%	19.6%	100.0%
Early Education and Care Services	Count	40	180	65	13	169	319	786
	Percent (%)	5.1%	22.9%	8.3%	1.7%	21.5%	40.6%	100.0%
Education Services	Count	37	357	208	74	218	289	1183
	Percent (%)	3.1%	30.2%	17.6%	6.3%	18.4%	24.4%	100.0%
Health Services	Count	27	320	252	139	342	516	1596
	Percent (%)	1.7%	20.1%	15.8%	8.7%	21.4%	32.3%	100.0%
Housing Services	Count	4	29	36	20	13	31	133
	Percent (%)	3.0%	21.8%	27.1%	15.0%	9.8%	23.3%	100.0%
Justice Services	Count	2	11	15	23	20	36	107
	Percent (%)	1.9%	10.3%	14.0%	21.5%	18.7%	33.6%	100.0%
Local Government	Count	0	6	1	0	3	5	15
	Percent (%)	.0%	40.0%	6.7%	.0%	20.0%	33.3%	100.0%
Other	Count	10	46	44	21	44	67	232
	Percent (%)	4.3%	19.8%	19.0%	9.1%	19.0%	28.9%	100.0%
Police	Count	0	31	34	16	15	33	129
	Percent (%)	.0%	24.0%	26.4%	12.4%	11.6%	25.6%	100.0%
Did not respond	Count	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	148	1268	968	546	978	1845	5753
	Percent (%)	2.6%	22.0%	16.8%	9.5%	17.0%	32.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 61: How many of your partners are NGOs? By sector

Q6.5 How many of your partners are Non-government organisations: - By sector								
SECTOR		0	1--2	3--5	5+	Not applicable	DNR	Total
Community Services	Count	20	151	187	294	110	267	1029
	Percent (%)	1.9%	14.7%	18.2%	28.6%	10.7%	25.9%	100.0%
Disability Services	Count	12	45	62	70	47	81	317
	Percent (%)	3.8%	14.2%	19.6%	22.1%	14.8%	25.6%	100.0%
Early Education and Care Services	Count	54	172	51	25	168	316	786
	Percent (%)	6.9%	21.9%	6.5%	3.2%	21.4%	40.2%	100.0%
Education Services	Count	84	351	128	50	230	340	1183
	Percent (%)	7.1%	29.7%	10.8%	4.2%	19.4%	28.7%	100.0%
Health Services	Count	80	248	203	104	357	604	1596
	Percent (%)	5.0%	15.5%	12.7%	6.5%	22.4%	37.8%	100.0%
Housing Services	Count	4	17	27	26	15	44	133
	Percent (%)	3.0%	12.8%	20.3%	19.5%	11.3%	33.1%	100.0%
Justice Services	Count	3	8	17	16	20	43	107
	Percent (%)	2.8%	7.5%	15.9%	15.0%	18.7%	40.2%	100.0%
Local Government	Count	0	4	2	1	3	5	15
	Percent (%)	.0%	26.7%	13.3%	6.7%	20.0%	33.3%	100.0%
Other	Count	7	38	37	37	41	72	232
	Percent (%)	3.0%	16.4%	15.9%	15.9%	17.7%	31.0%	100.0%
Police	Count	5	27	17	12	20	48	129
	Percent (%)	3.9%	20.9%	13.2%	9.3%	15.5%	37.2%	100.0%
Did not respond	Count	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	269	1061	731	635	1011	2046	5753
	Percent (%)	4.7%	18.4%	12.7%	11.0%	17.6%	35.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 62: Since the implementation of KTS have the level of collaboration...? By sector

Q6.8 Since the implementation of Keep Them Safe, has the level of collaboration between your organisation and other organisations: - By sector						
SECTOR		Decreased?	Increased?	Remained the same?	DNR	Total
Community Services	Count	10	510	376	133	1029
	Percent (%)	1.0%	49.6%	36.5%	12.9%	100.0%
Disability Services	Count	3	131	145	38	317
	Percent (%)	.9%	41.3%	45.7%	12.0%	100.0%
Early Education and Care Services	Count	1	176	391	218	786
	Percent (%)	.1%	22.4%	49.7%	27.7%	100.0%
Education Services	Count	10	441	591	141	1183
	Percent (%)	.8%	37.3%	50.0%	11.9%	100.0%
Health Services	Count	19	444	780	353	1596
	Percent (%)	1.2%	27.8%	48.9%	22.1%	100.0%
Housing Services	Count	1	56	52	24	133
	Percent (%)	.8%	42.1%	39.1%	18.0%	100.0%
Justice Services	Count	1	27	50	29	107
	Percent (%)	.9%	25.2%	46.7%	27.1%	100.0%
Local Government	Count	0	1	9	5	15
	Percent (%)	.0%	6.7%	60.0%	33.3%	100.0%
Other	Count	1	82	105	44	232
	Percent (%)	.4%	35.3%	45.3%	19.0%	100.0%
Police	Count	1	41	56	31	129
	Percent (%)	.8%	31.8%	43.4%	24.0%	100.0%
Did not respond	Count	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	100.0%	100.0%
Total	Count	47	1909	2555	1242	5753
	Percent (%)	.8%	33.2%	44.4%	21.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 63: Since the implementation of KTS have the level of collaboration...? Metropolitan / non-metropolitan

Q6.8 Since the implementation of Keep Them Safe, has the level of collaboration between your organisation and other organisations: - Metropolitan / non-metropolitan				
Response		Metropolitan	Non-metropolitan	Total
Decreased?	Count	16	27	43
	Percent (%)	37.2%	62.8%	100.0%
Increased?	Count	661	1152	1813
	Percent (%)	36.5%	63.5%	100.0%
Remained the same?	Count	1109	1299	2408
	Percent (%)	46.1%	53.9%	100.0%
Did not respond	Count	434	490	924
	Percent (%)	47.0%	53.0%	100.0%
Total	Count	2220	2968	5188
	Percent (%)	42.8%	57.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

B.3.3 Family Referral Services

Table 64: Is there a FRS in the area you work? By sector All respondents

Q6.9 Is there a Family Referral Service in the area you work? - By sector All respondents						
SECTOR		No	Unsure	Yes	DNR	Total
Community Services	Count	184	258	480	107	1029
	Percent (%)	17.9%	25.1%	46.6%	10.4%	100.0%
Disability Services	Count	42	134	121	20	317
	Percent (%)	13.2%	42.3%	38.2%	6.3%	100.0%
Early Education and Care Services	Count	74	255	326	131	786
	Percent (%)	9.4%	32.4%	41.5%	16.7%	100.0%
Education Services	Count	148	439	527	69	1183
	Percent (%)	12.5%	37.1%	44.5%	5.8%	100.0%
Health Services	Count	177	649	585	185	1596
	Percent (%)	11.1%	40.7%	36.7%	11.6%	100.0%
Housing Services	Count	13	43	64	13	133
	Percent (%)	9.8%	32.3%	48.1%	9.8%	100.0%
Justice Services	Count	15	43	31	18	107
	Percent (%)	14.0%	40.2%	29.0%	16.8%	100.0%
Local Government	Count	2	8	2	3	15
	Percent (%)	13.3%	53.3%	13.3%	20.0%	100.0%
Other	Count	32	72	104	24	232
	Percent (%)	13.8%	31.0%	44.8%	10.3%	100.0%
Police	Count	17	54	42	16	129
	Percent (%)	13.2%	41.9%	32.6%	12.4%	100.0%
Did not respond	Count	1	0	0	225	226
	Percent (%)	.4%	.0%	.0%	99.6%	100.0%
Total	Count	705	1955	2282	811	5753
	Percent (%)	12.3%	34.0%	39.7%	14.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 65: Have you contacted the FRS? By sector NEWER FRSs (New England and Illawarra)

Q6.10 Have you contacted the Family Referral Service? - By sector NEWER FRSS					
SECTOR		Yes	No	DNR	Total
Community Services	Count	45	38	40	123
	Percent (%)	36.6%	30.9%	32.5%	100.0%
Disability Services	Count	10	15	16	41
	Percent (%)	24.4%	36.6%	39.0%	100.0%
Early Education and Care Services	Count	14	15	30	59
	Percent (%)	23.7%	25.4%	50.8%	100.0%
Education Services	Count	38	31	64	133
	Percent (%)	28.6%	23.3%	48.1%	100.0%
Health Services	Count	44	32	65	141
	Percent (%)	31.2%	22.7%	46.1%	100.0%
Housing Services	Count	8	3	5	16
	Percent (%)	50.0%	18.8%	31.3%	100.0%
Justice Services	Count	0	1	6	7
	Percent (%)	0.0%	14.3%	85.7%	100.0%
Local Government	Count	0	0	1	1
	Percent (%)	0.0%	0.0%	100.0%	100.0%
Other	Count	14	16	9	39
	Percent (%)	35.9%	41.0%	23.1%	100.0%
Police	Count	2	0	5	7
	Percent (%)	28.6%	0.0%	71.4%	100.0%
Did not respond	Count	0	0	1	1
	Percent (%)	0.0%	0.0%	100.0%	100.0%
Total	Count	175	151	242	568
	Percent (%)	30.8%	26.6%	42.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 66: Have you contacted the FRS? By sector OLDER FRSS (Western, Mount Druitt, Hunter Central Coast)

Q6.10 Have you contacted the Family Referral Service? - By sector OLDER FRSS					
SECTOR		Yes	No	DNR	Total
Community Services	Count	97	55	87	239
	Percent (%)	40.6%	23.0%	36.4%	100.0%
Disability Services	Count	12	21	26	59
	Percent (%)	20.3%	35.6%	44.1%	100.0%
Early Education and Care Services	Count	33	41	75	149
	Percent (%)	22.1%	27.5%	50.3%	100.0%
Education Services	Count	83	81	107	271
	Percent (%)	30.6%	29.9%	39.5%	100.0%
Health Services	Count	75	96	171	342
	Percent (%)	21.9%	28.1%	50.0%	100.0%
Housing Services	Count	11	9	11	31
	Percent (%)	35.5%	29.0%	35.5%	100.0%
Justice Services	Count	3	3	12	18
	Percent (%)	16.7%	16.7%	66.7%	100.0%
Local Government	Count	1	1	0	2
	Percent (%)	50.0%	50.0%	0.0%	100.0%
Other	Count	21	13	20	54
	Percent (%)	38.9%	24.1%	37.0%	100.0%
Police	Count	5	7	16	28
	Percent (%)	17.9%	25.0%	57.1%	100.0%
Did not respond	Count	0	0	1	1
	Percent (%)	0.0%	0.0%	100.0%	100.0%
Total	Count	341	327	526	1194
	Percent (%)	28.6%	27.4%	44.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 67: How effective was the FRS in accepting referrals? By sector NEWER FRSs (New England and Illawarra) – respondents who have contacted an FRS only

Q6.12 How effective was the Family Referral Service in Accepting referrals for vulnerable children: Please provide a rating of 1 - 5 - By sector NEWER FRSs										
SECTOR		1 (Not at all effective)	2 (Not very effective)	3 (Somewhat effective)	4 (Effective)	5 (Very effective)	Not applicable	Unsure	DNR	Total
Community Services	Count	0	1	8	16	14	3	3	0	45
	Percent (%)	0.0%	2.2%	17.8%	35.6%	31.1%	6.7%	6.7%	0.0%	100.0%
Disability Services	Count	1	0	0	6	2	1	0	0	10
	Percent (%)	10.0%	0.0%	0.0%	60.0%	20.0%	10.0%	0.0%	0.0%	100.0%
Early Education and Care Services	Count	0	1	2	4	5	2	0	0	14
	Percent (%)	0.0%	7.1%	14.3%	28.6%	35.7%	14.3%	0.0%	0.0%	100.0%
Education Services	Count	0	5	12	20	1	0	0	0	38
	Percent (%)	0.0%	13.2%	31.6%	52.6%	2.6%	0.0%	0.0%	0.0%	100.0%
Health Services	Count	0	3	9	14	13	2	2	1	44
	Percent (%)	0.0%	6.8%	20.5%	31.8%	29.5%	4.5%	4.5%	2.3%	100.0%
Housing Services	Count	0	0	3	3	2	0	0	0	8
	Percent (%)	0.0%	0.0%	37.5%	37.5%	25.0%	0.0%	0.0%	0.0%	100.0%
Justice Services	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Local Government	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Other	Count	0	1	3	6	2	1	1	0	14
	Percent (%)	0.0%	7.1%	21.4%	42.9%	14.3%	7.1%	7.1%	0.0%	100.0%
Police	Count	0	0	0	2	0	0	0	0	2
	Percent (%)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Total	Count	1	11	37	71	39	9	6	1	175
	Percent (%)	0.6%	6.3%	21.1%	40.6%	22.3%	5.1%	3.4%	0.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 68: How effective was the FRS in accepting referrals? By sector OLDER FRSs(Western, Mount Druitt, Hunter Central Coast)- respondents who have contacted an FRS only

Q6.12 How effective was the Family Referral Service in Accepting referrals for vulnerable children: Please provide a rating of 1 - 5 - By sector OLDER FRSs										
SECTOR		1 (Not at all effective)	2 (Not very effective)	3 (Somewhat effective)	4 (Effective)	5 (Very effective)	Not applicable	Unsure	DNR	Total
Community Services	Count	4	9	18	27	28	5	4	2	97
	Percent (%)	4.1%	9.3%	18.6%	27.8%	28.9%	5.2%	4.1%	2.1%	100.0%
Disability Services	Count	1	0	3	5	3	0	0	0	12
	Percent (%)	8.3%	0.0%	25.0%	41.7%	25.0%	0.0%	0.0%	0.0%	100.0%
Early Education and Care Services	Count	3	2	8	9	9	2	0	0	33
	Percent (%)	9.1%	6.1%	24.2%	27.3%	27.3%	6.1%	0.0%	0.0%	100.0%
Education Services	Count	1	6	21	27	20	4	3	1	83
	Percent (%)	1.2%	7.2%	25.3%	32.5%	24.1%	4.8%	3.6%	1.2%	100.0%
Health Services	Count	4	8	12	27	16	5	2	1	75
	Percent (%)	5.3%	10.7%	16.0%	36.0%	21.3%	6.7%	2.7%	1.3%	100.0%
Housing Services	Count	0	2	5	4	0	0	0	0	11
	Percent (%)	0.0%	18.2%	45.5%	36.4%	0.0%	0.0%	0.0%	0.0%	100.0%
Justice Services	Count	0	0	1	1	0	1	0	0	3
	Percent (%)	0.0%	0.0%	33.3%	33.3%	0.0%	33.3%	0.0%	0.0%	100.0%
Local Government	Count	0	0	0	0	1	0	0	0	1
	Percent (%)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Other	Count	0	0	2	9	6	2	1	1	21
	Percent (%)	0.0%	0.0%	9.5%	42.9%	28.6%	9.5%	4.8%	4.8%	100.0%
Police	Count	0	0	2	2	1	0	0	0	5
	Percent (%)	0.0%	0.0%	40.0%	40.0%	20.0%	0.0%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0%	0%	0%	0%	0%	0%	0%	0%	-
Total	Count	13	27	72	111	84	19	10	5	341
	Percent (%)	3.8%	7.9%	21.1%	32.6%	24.6%	5.6%	2.9%	1.5%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 69: How effective was the FRS in receiving referrals? By sector NEWER FRSs (New England and Illawarra) – respondents who have contacted an FRS only

Q6.12 How effective was the Family Referral Service in Identifying appropriate services to refer vulnerable children: Please provide a rating of 1 - 5 - By sector NEWER FRSs										
SECTOR		1 (Not at all effective)	2 (Not very effective)	3 (Somewhat effective)	4 (Effective)	5 (Very effective)	Not applicable	Unsure	DNR	Total
Community Services	Count	0	0	11	17	13	3	1	0	45
	Percent (%)	0.0%	0.0%	24.4%	37.8%	28.9%	6.7%	2.2%	0.0%	100.0%
Disability Services	Count	1	0	2	7	0	0	0	0	10
	Percent (%)	10.0%	0.0%	20.0%	70.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Early Education and Care Services	Count	0	0	3	5	5	1	0	0	14
	Percent (%)	0.0%	0.0%	21.4%	35.7%	35.7%	7.1%	0.0%	0.0%	100.0%
Education Services	Count	0	7	10	16	2	1	1	1	38
	Percent (%)	0.0%	18.4%	26.3%	42.1%	5.3%	2.6%	2.6%	2.6%	100.0%
Health Services	Count	0	3	9	11	14	2	3	2	44
	Percent (%)	0.0%	6.8%	20.5%	25.0%	31.8%	4.5%	6.8%	4.5%	100.0%
Housing Services	Count	0	0	3	3	1	0	1	0	8
	Percent (%)	0.0%	0.0%	37.5%	37.5%	12.5%	0.0%	12.5%	0.0%	100.0%
Justice Services	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Local Government	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Other	Count	0	1	5	5	2	0	1	0	14
	Percent (%)	0.0%	7.1%	35.7%	35.7%	14.3%	0.0%	7.1%	0.0%	100.0%
Police	Count	0	0	0	2	0	0	0	0	2
	Percent (%)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Total	Count	1	11	43	66	37	7	7	3	175
	Percent (%)	0.6%	6.3%	24.6%	37.7%	21.1%	4.0%	4.0%	1.7%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 70: How effective was the FRS in receiving referrals? By sector OLDER FRSs(Western, Mount Druitt, Hunter Central Coast)- respondents who have contacted an FRS only

Q6.12 How effective was the Family Referral Service in Identifying appropriate services to refer vulnerable children: Please provide a rating of 1 - 5 - By sector OLDER FRSs										
SECTOR		1 (Not at all effective)	2 (Not very effective)	3 (Somewhat effective)	4 (Effective)	5 (Very effective)	Not applicable	Unsure	DNR	Total
Community Services	Count	3	9	17	29	27	3	5	4	97
	Percent (%)	3.1%	9.3%	17.5%	29.9%	27.8%	3.1%	5.2%	4.1%	100.0%
Disability Services	Count	1	1	2	8	0	0	0	0	12
	Percent (%)	8.3%	8.3%	16.7%	66.7%	0.0%	0.0%	0.0%	0.0%	100.0%
Early Education and Care Services	Count	2	1	6	12	9	2	0	1	33
	Percent (%)	6.1%	3.0%	18.2%	36.4%	27.3%	6.1%	0.0%	3.0%	100.0%
Education Services	Count	1	8	23	24	23	1	2	1	83
	Percent (%)	1.2%	9.6%	27.7%	28.9%	27.7%	1.2%	2.4%	1.2%	100.0%
Health Services	Count	4	7	16	24	14	4	3	3	75
	Percent (%)	5.3%	9.3%	21.3%	32.0%	18.7%	5.3%	4.0%	4.0%	100.0%
Housing Services	Count	1	2	5	3	0	0	0	0	11
	Percent (%)	9.1%	18.2%	45.5%	27.3%	0.0%	0.0%	0.0%	0.0%	100.0%
Justice Services	Count	0	0	1	1	1	0	0	0	3
	Percent (%)	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%	0.0%	100.0%
Local Government	Count	0	0	0	0	1	0	0	0	1
	Percent (%)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Other	Count	0	0	4	6	6	1	3	1	21
	Percent (%)	0.0%	0.0%	19.0%	28.6%	28.6%	4.8%	14.3%	4.8%	100.0%
Police	Count	0	0	1	2	0	2	0	0	5
	Percent (%)	0.0%	0.0%	20.0%	40.0%	0.0%	40.0%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0%	0%	0%	0%	0%	0%	0%	0%	-
Total	Count	12	28	75	109	81	13	13	10	341
	Percent (%)	3.5%	8.2%	22.0%	32.0%	23.8%	3.8%	3.8%	2.9%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 71: How effective was the FRS in providing case management support? By sector NEWER FRSs(New England and Illawarra) – respondents who have contacted an FRS only

Q6.12 How effective was the Family Referral Service in Providing case management support to vulnerable children: Please provide a rating of 1 - 5 - By sector NEWER FRSs										
SECTOR		1 (Not at all effective)	2 (Not very effective)	3 (Somewhat effective)	4 (Effective)	5 (Very effective)	Not applicable	Unsure	DNR	Total
Community Services	Count	1	3	11	12	12	4	2	0	45
	Percent (%)	2.2%	6.7%	24.4%	26.7%	26.7%	8.9%	4.4%	0.0%	100.0%
Disability Services	Count	1	2	2	3	2	0	0	0	10
	Percent (%)	10.0%	20.0%	20.0%	30.0%	20.0%	0.0%	0.0%	0.0%	100.0%
Early Education and Care Services	Count	0	1	2	5	2	3	1	0	14
	Percent (%)	0.0%	7.1%	14.3%	35.7%	14.3%	21.4%	7.1%	0.0%	100.0%
Education Services	Count	1	9	10	15	1	0	1	1	38
	Percent (%)	2.6%	23.7%	26.3%	39.5%	2.6%	0.0%	2.6%	2.6%	100.0%
Health Services	Count	0	2	14	12	11	1	3	1	44
	Percent (%)	0.0%	4.5%	31.8%	27.3%	25.0%	2.3%	6.8%	2.3%	100.0%
Housing Services	Count	0	2	1	2	2	1	0	0	8
	Percent (%)	0.0%	25.0%	12.5%	25.0%	25.0%	12.5%	0.0%	0.0%	100.0%
Justice Services	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Local Government	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Other	Count	0	1	5	3	1	1	3	0	14
	Percent (%)	0.0%	7.1%	35.7%	21.4%	7.1%	7.1%	21.4%	0.0%	100.0%
Police	Count	0	0	0	2	0	0	0	0	2
	Percent (%)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Total	Count	3	20	45	54	31	10	10	2	175
	Percent (%)	1.7%	11.4%	25.7%	30.9%	17.7%	5.7%	5.7%	1.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 72: How effective was the FRS in providing case management support? By sector OLDER FRSs (Western, Mount Druitt, Hunter Central Coast)- respondents who have contacted an FRS only

Q6.12 How effective was the Family Referral Service in Providing case management support to vulnerable children: Please provide a rating of 1 - 5 - By sector OLDER FRSs										
SECTOR		1 (Not at all effective)	2 (Not very effective)	3 (Somewhat effective)	4 (Effective)	5 (Very effective)	Not applicable	Unsure	DNR	Total
Community Services	Count	5.2%	13.4%	20.6%	17.5%	15.5%	13.4%	10.3%	4.1%	100.0%
	Percent (%)	5	13	20	17	15	13	10	4	97
Disability Services	Count	1	2	3	4	0	2	0	0	12
	Percent (%)	8.3%	16.7%	25.0%	33.3%	0.0%	16.7%	0.0%	0.0%	100.0%
Early Education and Care Services	Count	2	1	8	9	5	6	1	1	33
	Percent (%)	6.1%	3.0%	24.2%	27.3%	15.2%	18.2%	3.0%	3.0%	100.0%
Education Services	Count	5	6	28	20	11	6	6	1	83
	Percent (%)	6.0%	7.2%	33.7%	24.1%	13.3%	7.2%	7.2%	1.2%	100.0%
Health Services	Count	5	9	16	18	10	9	6	2	75
	Percent (%)	6.7%	12.0%	21.3%	24.0%	13.3%	12.0%	8.0%	2.7%	100.0%
Housing Services	Count	1	5	2	2	0	1	0	0	11
	Percent (%)	9.1%	45.5%	18.2%	18.2%	0.0%	9.1%	0.0%	0.0%	100.0%
Justice Services	Count	0	0	1	1	1	0	0	0	3
	Percent (%)	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%	0.0%	100.0%
Local Government	Count	0	0	0	0	1	0	0	0	1
	Percent (%)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Other	Count	0	1	2	6	4	3	4	1	21
	Percent (%)	0.0%	4.8%	9.5%	28.6%	19.0%	14.3%	19.0%	4.8%	100.0%
Police	Count	0	0	1	3	0	1	0	0	5
	Percent (%)	0.0%	0.0%	20.0%	60.0%	0.0%	20.0%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Total	Count	19	37	81	80	47	41	27	9	341
	Percent (%)	5.6%	10.9%	23.8%	23.5%	13.8%	12.0%	7.9%	2.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 73: How effective was the FRS in meeting the needs of vulnerable children? By sector NEWER FRSs (New England and Illawarra) – respondents who have contacted an FRS only

Q6.12 How effective was the Family Referral Service in Meeting the needs of vulnerable children: Please provide a rating of 1 - 5 - By sector NEWER FRSs										
SECTOR		1 (Not at all effective)	2 (Not very effective)	3 (Somewhat effective)	4 (Effective)	5 (Very effective)	Not applicable	Unsure	DNR	Total
Community Services	Count	0	1	13	14	12	3	2	0	45
	Percent (%)	0.0%	2.2%	28.9%	31.1%	26.7%	6.7%	4.4%	0.0%	100.0%
Disability Services	Count	1	0	4	5	0	0	0	0	10
	Percent (%)	10.0%	0.0%	40.0%	50.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Early Education and Care Services	Count	0	2	1	6	2	2	1	0	14
	Percent (%)	0.0%	14.3%	7.1%	42.9%	14.3%	14.3%	7.1%	0.0%	100.0%
Education Services	Count	0	10	11	12	1	0	2	2	38
	Percent (%)	0.0%	26.3%	28.9%	31.6%	2.6%	0.0%	5.3%	5.3%	100.0%
Health Services	Count	0	4	14	10	13	0	2	1	44
	Percent (%)	0.0%	9.1%	31.8%	22.7%	29.5%	0.0%	4.5%	2.3%	100.0%
Housing Services	Count	0	1	2	2	1	1	1	0	8
	Percent (%)	0.0%	12.5%	25.0%	25.0%	12.5%	12.5%	12.5%	0.0%	100.0%
Justice Services	Count	0	0	0	0	0	0	0	0	0
	Percent (%)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Local Government	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Other	Count	1	1	4	3	1	1	3	0	14
	Percent (%)	7.1%	7.1%	28.6%	21.4%	7.1%	7.1%	21.4%	0.0%	100.0%
Police	Count	0	0	0	2	0	0	0	0	2
	Percent (%)	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Total	Count	2	19	49	54	30	7	11	3	175
	Percent (%)	1.1%	10.9%	28.0%	30.9%	17.1%	4.0%	6.3%	1.7%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 74: How effective was the FRS in meeting the needs of vulnerable children? By sector OLDER FRSs (Western, Mount Druitt, Hunter Central Coast)- respondents who have contacted an FRS only

Q6.12 How effective was the Family Referral Service in Meeting the needs of vulnerable children: Please provide a rating of 1 - 5 - By sector OLDER FRSs										
SECTOR		1 (Not at all effective)	2 (Not very effective)	3 (Somewhat effective)	4 (Effective)	5 (Very effective)	Not applicable	Unsure	DNR	Total
Community Services	Count	4	8	23	21	16	6	13	6	97
	Percent (%)	4.1%	8.2%	23.7%	21.6%	16.5%	6.2%	13.4%	6.2%	100.0%
Disability Services	Count	2	0	4	3	1	0	1	1	12
	Percent (%)	16.7%	0.0%	33.3%	25.0%	8.3%	0.0%	8.3%	8.3%	100.0%
Early Education and Care Services	Count	3	0	10	10	7	2	0	1	33
	Percent (%)	9.1%	0.0%	30.3%	30.3%	21.2%	6.1%	0.0%	3.0%	100.0%
Education Services	Count	3	7	30	17	12	5	5	4	83
	Percent (%)	3.6%	8.4%	36.1%	20.5%	14.5%	6.0%	6.0%	4.8%	100.0%
Health Services	Count	4	6	16	24	7	6	9	3	75
	Percent (%)	5.3%	8.0%	21.3%	32.0%	9.3%	8.0%	12.0%	4.0%	100.0%
Housing Services	Count	0	3	4	2	0	0	1	1	11
	Percent (%)	0.0%	27.3%	36.4%	18.2%	0.0%	0.0%	9.1%	9.1%	100.0%
Justice Services	Count	0	0	1	1	1	0	0	0	3
	Percent (%)	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%	0.0%	100.0%
Local Government	Count	0	0	0	0	1	0	0	0	1
	Percent (%)	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Other	Count	0	0	2	5	5	1	7	1	21
	Percent (%)	0.0%	0.0%	9.5%	23.8%	23.8%	4.8%	33.3%	4.8%	100.0%
Police	Count	0	0	1	3	0	1	0	0	5
	Percent (%)	0.0%	0.0%	20.0%	60.0%	0.0%	20.0%	0.0%	0.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	0	0
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-
Total	Count	16	24	91	86	50	21	36	17	341
	Percent (%)	4.7%	7.0%	26.7%	25.2%	14.7%	6.2%	10.6%	5.0%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

B.3.4 Meeting the needs of Aboriginal children, young people and their families

Table 75: Which changes has your organisation made to the way it works with Aboriginal children, young people and their families? By sector

Q7.1 Which (if any) of the following changes has your organisation made in the way it works with Aboriginal children, young people and their families since the implementation of Keep Them Safe? Please tick all that apply – By sector							
Sector		Delivered cultural competency training	Implemented new programs for Aboriginal people	Dedicated time to building relationships with Aboriginal organisations	Established referral protocols with Aboriginal organisations	Participated in joint work or case management with Aboriginal organisations	Total
Health Services		447	259	304	231	351	1,592
Community Services		514	250	488	266	392	1,910
Other		80	55	93	40	64	332
Housing Services		33	8	35	20	43	139
Early Education and Care Services		123	67	129	36	67	422
Justice Services		35	36	24	21	23	139
Education Services		307	264	390	111	273	1,345
Disability Services		172	86	128	42	106	534
Police		36	18	32	17	21	124
Local Government		-	2	2	-	1	5
Total	Count	1,747	1,045	1,625	784	1,341	6,542
	Percent (%)	52.6%	31.4%	48.9%	23.6%	40.4%	196.9%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 76: Which changes has your organisation made to the way it works with Aboriginal children, young people and their families? Government / NGO

Q7.1 Which (if any) of the following changes has your organisation made in the way it works with Aboriginal children, young people and their families since the implementation of Keep Them Safe? Please tick all that apply – Government/NGO						
	Delivered cultural competency training	Implemented new programs for Aboriginal people	Dedicated time to building relationships with Aboriginal organisations	Established referral protocols with Aboriginal organisations	Participated in joint work or case management with Aboriginal organisations	Total
A non-government, not for-profit organisation?	50.5%	34.0%	61.9%	20.5%	38.5%	205.5%
A government organisation?	53.6%	30.8%	46.1%	24.8%	41.5%	196.8%
A non-government, for-profit organisation (i.e. private company)?	36.0%	30.7%	30.7%	10.7%	18.7%	126.7%
Total	52.4%	31.4%	48.9%	23.6%	40.3%	196.6%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 77: Why haven't changes been made? By sector

Q7.2 Why haven't changes been made to the way you work? Please tick all that apply						
Sector	There are no/few Aboriginal people in my organisation's target group/area	There are no/few local Aboriginal organisations	My organisation has difficulties engaging local Aboriginal organisations / communities	This is not a high priority (for a reason other than the above) for my organisation	This is not encouraged within my organisation	Total
Health Services	161	56	59	116	43	435
Community Services	41	26	24	18	9	118
Other	33	9	3	6	1	52
Housing Services	7	4	4	11	3	29
Early Education and Care Services	263	58	45	32	7	405
Justice Services	2	5	1	2	1	11
Education Services	232	57	39	42	4	374
Disability Services	31	1	10	7	3	52
Police	18	6	8	4	1	37
Local Government	3	1	2	1	-	7
Total	791	223	195	239	72	1,520
Percent (%)	63.0%	17.8%	15.5%	19.0%	5.7%	121.1%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 78: These activities have led to?

Q7.3 These activities have led to: Please tick all that apply Why haven't changes been made to the way you work? Please tick all that apply						
Sector		Improved links between my organisation and Aboriginal organisations	Improved links between my organisation and Aboriginal communities	More Aboriginal people accessing the services we provide	Improved cultural appropriateness of the services we provide	Total
Health Services		406	258	202	430	1,296
Community Services		470	330	197	507	1,504
Other		91	65	61	84	301
Housing Services		44	31	16	41	132
Early Education and Care Services		103	81	66	189	439
Justice Services		32	20	21	35	108
Education Services		310	300	121	335	1,066
Disability Services		126	93	58	150	427
Police		34	21	16	22	93
Local Government		2	3	3	-	8
Total	Count	1,618	1,202	76	1,793	5,374
	Percent (%)	50.1%	37.2%	23.6%	55.6%	166.5%

Note – respondents could select multiple responses to this question

Keep Them Safe Workforce Survey – Final Report Appendices

Table 79: As a result of these activities my organisation is able to better meet the needs of Aboriginal children, young people and their families? By sector

Q7.4 As a result of these activities, my organisation is able to better meet the needs of Aboriginal children, young people and their families within my organisation's target group/area? - By sector								
SECTOR		Agree	Disagree	Neither agree or disagree	Strongly agree	Strongly disagree	DNR	Total
Community Services	Count	423	27	282	55	12	230	1029
	Percent (%)	41.1%	2.6%	27.4%	5.3%	1.2%	22.4%	100.0%
Disability Services	Count	119	14	94	9	5	76	317
	Percent (%)	37.5%	4.4%	29.7%	2.8%	1.6%	24.0%	100.0%
Early Education and Care Services	Count	143	5	116	19	4	499	786
	Percent (%)	18.2%	.6%	14.8%	2.4%	.5%	63.5%	100.0%
Education Services	Count	389	26	290	27	8	443	1183
	Percent (%)	32.9%	2.2%	24.5%	2.3%	.7%	37.4%	100.0%
Health Services	Count	403	45	464	25	17	642	1596
	Percent (%)	25.3%	2.8%	29.1%	1.6%	1.1%	40.2%	100.0%
Housing Services	Count	41	3	40	2	2	45	133
	Percent (%)	30.8%	2.3%	30.1%	1.5%	1.5%	33.8%	100.0%
Justice Services	Count	32	3	29	6	3	34	107
	Percent (%)	29.9%	2.8%	27.1%	5.6%	2.8%	31.8%	100.0%
Local Government	Count	4	1	2	0	0	8	15
	Percent (%)	26.7%	6.7%	13.3%	.0%	.0%	53.3%	100.0%
Other	Count	79	1	56	20	6	70	232
	Percent (%)	34.1%	.4%	24.1%	8.6%	2.6%	30.2%	100.0%
Police	Count	29	7	39	0	1	53	129
	Percent (%)	22.5%	5.4%	30.2%	.0%	.8%	41.1%	100.0%
Did not respond	Count	0	0	1	0	0	225	226
	Percent (%)	.0%	.0%	.4%	.0%	.0%	99.6%	100.0%
Total	Count	1662	132	1413	163	58	2325	5753
	Percent (%)	28.9%	2.3%	24.6%	2.8%	1.0%	40.4%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

B.4 Part 3. Mandatory reporters' perspectives on the impacts of Keep Them Staff

B.4.1 Staff work practices, workforce and culture

Table 80: To what extent has Keep Them Safe had a positive impact on my ability to identify ROSH? By sector

Q8.1 To what extent has Keep Them Safe had a positive impact on My ability to identify children at risk of significant harm: Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No Impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	138	114	250	285	75	22	16	129	1029
	Percent (%)	13.4%	11.1%	24.3%	27.7%	7.3%	2.1%	1.6%	12.5%	100.0%
Disability Services	Count	24	17	92	123	28	3	6	24	317
	Percent (%)	7.6%	5.4%	29.0%	38.8%	8.8%	.9%	1.9%	7.6%	100.0%
Early Education and Care Services	Count	39	48	188	249	93	12	10	147	786
	Percent (%)	5.0%	6.1%	23.9%	31.7%	11.8%	1.5%	1.3%	18.7%	100.0%
Education Services	Count	135	159	382	296	103	9	18	81	1183
	Percent (%)	11.4%	13.4%	32.3%	25.0%	8.7%	.8%	1.5%	6.8%	100.0%
Health Services	Count	193	150	445	372	64	58	92	222	1596
	Percent (%)	12.1%	9.4%	27.9%	23.3%	4.0%	3.6%	5.8%	13.9%	100.0%
Housing Services	Count	16	9	37	39	8	0	8	16	133
	Percent (%)	12.0%	6.8%	27.8%	29.3%	6.0%	.0%	6.0%	12.0%	100.0%
Justice Services	Count	11	10	26	25	5	3	3	24	107
	Percent (%)	10.3%	9.3%	24.3%	23.4%	4.7%	2.8%	2.8%	22.4%	100.0%
Local Government	Count	2	1	1	2	3	2	1	3	15
	Percent (%)	13.3%	6.7%	6.7%	13.3%	20.0%	13.3%	6.7%	20.0%	100.0%
Other	Count	29	26	60	52	20	11	7	27	232
	Percent (%)	12.5%	11.2%	25.9%	22.4%	8.6%	4.7%	3.0%	11.6%	100.0%
Police	Count	25	13	35	26	2	3	8	17	129
	Percent (%)	19.4%	10.1%	27.1%	20.2%	1.6%	2.3%	6.2%	13.2%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	612	547	1516	1469	401	123	169	916	5753
	Percent (%)	10.6%	9.5%	26.4%	25.5%	7.0%	2.1%	2.9%	15.9%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 81: To what extent has Keep Them Safe had a positive impact on my ability to make appropriate referrals? By sector

Q8.1 To what extent has Keep Them Safe had a positive impact on My ability to make appropriate referrals: Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No Impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	135	129	255	265	61	30	19	135	1029
	Percent (%)	13.1%	12.5%	24.8%	25.8%	5.9%	2.9%	1.8%	13.1%	100.0%
Disability Services	Count	22	24	91	112	24	12	8	24	317
	Percent (%)	6.9%	7.6%	28.7%	35.3%	7.6%	3.8%	2.5%	7.6%	100.0%
Early Education and Care Services	Count	35	53	185	232	88	27	15	151	786
	Percent (%)	4.5%	6.7%	23.5%	29.5%	11.2%	3.4%	1.9%	19.2%	100.0%
Education Services	Count	126	153	333	351	106	16	15	83	1183
	Percent (%)	10.7%	12.9%	28.1%	29.7%	9.0%	1.4%	1.3%	7.0%	100.0%
Health Services	Count	182	169	435	367	67	70	76	230	1596
	Percent (%)	11.4%	10.6%	27.3%	23.0%	4.2%	4.4%	4.8%	14.4%	100.0%
Housing Services	Count	13	13	38	39	7	0	7	16	133
	Percent (%)	9.8%	9.8%	28.6%	29.3%	5.3%	.0%	5.3%	12.0%	100.0%
Justice Services	Count	9	10	28	27	3	3	2	25	107
	Percent (%)	8.4%	9.3%	26.2%	25.2%	2.8%	2.8%	1.9%	23.4%	100.0%
Local Government	Count	2	1	2	3	2	2	0	3	15
	Percent (%)	13.3%	6.7%	13.3%	20.0%	13.3%	13.3%	.0%	20.0%	100.0%
Other	Count	34	31	46	60	17	9	8	27	232
	Percent (%)	14.7%	13.4%	19.8%	25.9%	7.3%	3.9%	3.4%	11.6%	100.0%
Police	Count	24	18	26	30	2	4	8	17	129
	Percent (%)	18.6%	14.0%	20.2%	23.3%	1.6%	3.1%	6.2%	13.2%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	582	601	1439	1486	377	173	158	937	5753
	Percent (%)	10.1%	10.4%	25.0%	25.8%	6.6%	3.0%	2.7%	16.3%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 82: To what extent has Keep Them Safe had a positive impact on my ability to support vulnerable children? By sector

Q8.1 To what extent has Keep Them Safe had a positive impact on My ability to support vulnerable children: Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No Impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	118	130	244	263	78	41	21	134	1029
	Percent (%)	11.5%	12.6%	23.7%	25.6%	7.6%	4.0%	2.0%	13.0%	100.0%
Disability Services	Count	25	25	108	92	16	15	10	26	317
	Percent (%)	7.9%	7.9%	34.1%	29.0%	5.0%	4.7%	3.2%	8.2%	100.0%
Early Education and Care Services	Count	49	62	185	194	80	43	20	153	786
	Percent (%)	6.2%	7.9%	23.5%	24.7%	10.2%	5.5%	2.5%	19.5%	100.0%
Education Services	Count	142	223	361	253	74	18	21	91	1183
	Percent (%)	12.0%	18.9%	30.5%	21.4%	6.3%	1.5%	1.8%	7.7%	100.0%
Health Services	Count	210	219	426	246	53	113	99	230	1596
	Percent (%)	13.2%	13.7%	26.7%	15.4%	3.3%	7.1%	6.2%	14.4%	100.0%
Housing Services	Count	14	18	36	31	7	5	6	16	133
	Percent (%)	10.5%	13.5%	27.1%	23.3%	5.3%	3.8%	4.5%	12.0%	100.0%
Justice Services	Count	12	16	20	23	4	6	1	25	107
	Percent (%)	11.2%	15.0%	18.7%	21.5%	3.7%	5.6%	.9%	23.4%	100.0%
Local Government	Count	2	1	2	3	2	2	0	3	15
	Percent (%)	13.3%	6.7%	13.3%	20.0%	13.3%	13.3%	.0%	20.0%	100.0%
Other	Count	28	26	55	48	18	21	7	29	232
	Percent (%)	12.1%	11.2%	23.7%	20.7%	7.8%	9.1%	3.0%	12.5%	100.0%
Police	Count	26	21	29	20	3	5	8	17	129
	Percent (%)	20.2%	16.3%	22.5%	15.5%	2.3%	3.9%	6.2%	13.2%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	626	741	1466	1173	335	269	193	950	5753
	Percent (%)	10.9%	12.9%	25.5%	20.4%	5.8%	4.7%	3.4%	16.5%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 83: To what extent has Keep Them Safe had a positive impact on the level of information sharing between my organisation and other organisations about vulnerable children? By sector

Q8.1 Please select one from the list * To what extent has Keep Them Safe had a positive impact on The level of information sharing between my organisation and other organisations about vulnerable children: Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No Impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	40	92	285	332	112	18	19	131	1029
	Percent (%)	3.9%	8.9%	27.7%	32.3%	10.9%	1.7%	1.8%	12.7%	100.0%
Disability Services	Count	17	27	100	109	17	8	15	24	317
	Percent (%)	5.4%	8.5%	31.5%	34.4%	5.4%	2.5%	4.7%	7.6%	100.0%
Early Education and Care Services	Count	49	86	179	192	59	38	34	149	786
	Percent (%)	6.2%	10.9%	22.8%	24.4%	7.5%	4.8%	4.3%	19.0%	100.0%
Education Services	Count	85	210	389	288	75	23	31	82	1183
	Percent (%)	7.2%	17.8%	32.9%	24.3%	6.3%	1.9%	2.6%	6.9%	100.0%
Health Services	Count	117	177	492	315	72	68	126	229	1596
	Percent (%)	7.3%	11.1%	30.8%	19.7%	4.5%	4.3%	7.9%	14.3%	100.0%
Housing Services	Count	9	17	35	34	11	0	11	16	133
	Percent (%)	6.8%	12.8%	26.3%	25.6%	8.3%	.0%	8.3%	12.0%	100.0%
Justice Services	Count	11	11	26	23	4	4	3	25	107
	Percent (%)	10.3%	10.3%	24.3%	21.5%	3.7%	3.7%	2.8%	23.4%	100.0%
Local Government	Count	2	2	3	2	1	1	1	3	15
	Percent (%)	13.3%	13.3%	20.0%	13.3%	6.7%	6.7%	6.7%	20.0%	100.0%
Other	Count	14	25	63	50	27	12	13	28	232
	Percent (%)	6.0%	10.8%	27.2%	21.6%	11.6%	5.2%	5.6%	12.1%	100.0%
Police	Count	15	18	37	26	4	3	9	17	129
	Percent (%)	11.6%	14.0%	28.7%	20.2%	3.1%	2.3%	7.0%	13.2%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	359	665	1609	1371	382	175	262	930	5753
	Percent (%)	6.2%	11.6%	28.0%	23.8%	6.6%	3.0%	4.6%	16.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 84: To what extent has Keep Them Safe had a positive impact on the level of collaboration between my organisation and other organisations in delivering services? By sector

Q8.1 To what extent has Keep Them Safe had a positive impact on The effectiveness of collaboration between my organisation and other organisations in delivering services : Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No Impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	42	108	306	307	91	18	26	131	1029
	Percent (%)	4.1%	10.5%	29.7%	29.8%	8.8%	1.7%	2.5%	12.7%	100.0%
Disability Services	Count	19	29	112	93	15	5	17	27	317
	Percent (%)	6.0%	9.1%	35.3%	29.3%	4.7%	1.6%	5.4%	8.5%	100.0%
Early Education and Care Services	Count	54	79	189	178	57	43	33	153	786
	Percent (%)	6.9%	10.1%	24.0%	22.6%	7.3%	5.5%	4.2%	19.5%	100.0%
Education Services	Count	115	239	374	240	64	22	43	86	1183
	Percent (%)	9.7%	20.2%	31.6%	20.3%	5.4%	1.9%	3.6%	7.3%	100.0%
Health Services	Count	138	210	479	262	46	84	143	234	1596
	Percent (%)	8.6%	13.2%	30.0%	16.4%	2.9%	5.3%	9.0%	14.7%	100.0%
Housing Services	Count	8	18	39	28	9	0	15	16	133
	Percent (%)	6.0%	13.5%	29.3%	21.1%	6.8%	.0%	11.3%	12.0%	100.0%
Justice Services	Count	11	15	23	21	5	3	4	25	107
	Percent (%)	10.3%	14.0%	21.5%	19.6%	4.7%	2.8%	3.7%	23.4%	100.0%
Local Government	Count	2	2	2	1	2	2	1	3	15
	Percent (%)	13.3%	13.3%	13.3%	6.7%	13.3%	13.3%	6.7%	20.0%	100.0%
Other	Count	18	27	59	55	23	14	8	28	232
	Percent (%)	7.8%	11.6%	25.4%	23.7%	9.9%	6.0%	3.4%	12.1%	100.0%
Police	Count	20	19	36	21	3	3	10	17	129
	Percent (%)	15.5%	14.7%	27.9%	16.3%	2.3%	2.3%	7.8%	13.2%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	427	746	1619	1206	315	194	300	946	5753
	Percent (%)	7.4%	13.0%	28.1%	21.0%	5.5%	3.4%	5.2%	16.4%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 85: I believe that responding to child protection concerns is a shared responsibility. By sector

Q8.2 I believe that responding to child protection concerns is a shared responsibility - By sector								
SECTOR		1 (Strongly disagree)	2 (Disagree)	3 (Neither agree nor disagree)	4 (Agree)	5 (Strongly agree)	DNR	Total
Community Services	Count	55	4	14	193	575	188	1029
	Percent (%)	5.3%	.4%	1.4%	18.8%	55.9%	18.3%	100.0%
Disability Services	Count	17	1	8	73	170	48	317
	Percent (%)	5.4%	.3%	2.5%	23.0%	53.6%	15.1%	100.0%
Early Education and Care Services	Count	39	4	24	175	356	188	786
	Percent (%)	5.0%	.5%	3.1%	22.3%	45.3%	23.9%	100.0%
Education Services	Count	58	4	13	274	709	125	1183
	Percent (%)	4.9%	.3%	1.1%	23.2%	59.9%	10.6%	100.0%
Health Services	Count	73	11	29	401	780	302	1596
	Percent (%)	4.6%	.7%	1.8%	25.1%	48.9%	18.9%	100.0%
Housing Services	Count	6	0	4	43	60	20	133
	Percent (%)	4.5%	.0%	3.0%	32.3%	45.1%	15.0%	100.0%
Justice Services	Count	1	1	2	32	43	28	107
	Percent (%)	.9%	.9%	1.9%	29.9%	40.2%	26.2%	100.0%
Local Government	Count	0	0	0	1	10	4	15
	Percent (%)	.0%	.0%	.0%	6.7%	66.7%	26.7%	100.0%
Other	Count	7	1	5	54	123	42	232
	Percent (%)	3.0%	.4%	2.2%	23.3%	53.0%	18.1%	100.0%
Police	Count	7	0	3	41	61	17	129
	Percent (%)	5.4%	.0%	2.3%	31.8%	47.3%	13.2%	100.0%
Did not respond	Count	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	263	26	102	1287	2887	1188	5753
	Percent (%)	4.6%	.5%	1.8%	22.4%	50.2%	20.7%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 86: How important have the following strategies and initiatives been in changing your work practices – increasing the threshold to ROSH? By sector

Q8.3 How important have the following strategies and initiatives been in changing your work practices Increasing the threshold for reporting from ‘risk of harm’ to ‘risk of significant harm’? Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure	DNR	Total
Community Services	Count	29	51	151	283	325	17	35	138	1029
	Percent (%)	2.8%	5.0%	14.7%	27.5%	31.6%	1.7%	3.4%	13.4%	100.0%
Disability Services	Count	8	19	45	114	77	7	23	24	317
	Percent (%)	2.5%	6.0%	14.2%	36.0%	24.3%	2.2%	7.3%	7.6%	100.0%
Early Education and Care Services	Count	25	36	104	234	184	12	28	163	786
	Percent (%)	3.2%	4.6%	13.2%	29.8%	23.4%	1.5%	3.6%	20.7%	100.0%
Education Services	Count	59	114	212	397	253	19	43	86	1183
	Percent (%)	5.0%	9.6%	17.9%	33.6%	21.4%	1.6%	3.6%	7.3%	100.0%
Health Services	Count	82	115	252	412	281	67	140	247	1596
	Percent (%)	5.1%	7.2%	15.8%	25.8%	17.6%	4.2%	8.8%	15.5%	100.0%
Housing Services	Count	4	8	30	35	26	1	13	16	133
	Percent (%)	3.0%	6.0%	22.6%	26.3%	19.5%	.8%	9.8%	12.0%	100.0%
Justice Services	Count	4	14	13	27	16	2	7	24	107
	Percent (%)	3.7%	13.1%	12.1%	25.2%	15.0%	1.9%	6.5%	22.4%	100.0%
Local Government	Count	1	1	1	2	2	1	4	3	15
	Percent (%)	6.7%	6.7%	6.7%	13.3%	13.3%	6.7%	26.7%	20.0%	100.0%
Other	Count	12	16	35	60	57	6	16	30	232
	Percent (%)	5.2%	6.9%	15.1%	25.9%	24.6%	2.6%	6.9%	12.9%	100.0%
Police	Count	4	13	14	47	22	6	5	18	129
	Percent (%)	3.1%	10.1%	10.9%	36.4%	17.1%	4.7%	3.9%	14.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	228	387	857	1611	1243	138	314	975	5753
	Percent (%)	4.0%	6.7%	14.9%	28.0%	21.6%	2.4%	5.5%	16.9%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 87: How important have the following strategies and initiatives been in changing your work practices – the MRG? By sector

Q8.3 How important have the following strategies and initiatives been in changing your work practices The Mandatory Reporter Guide? Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure	DNR	Total
Community Services	Count	38	86	182	283	246	20	30	144	1029
	Percent (%)	3.7%	8.4%	17.7%	27.5%	23.9%	1.9%	2.9%	14.0%	100.0%
Disability Services	Count	4	10	35	97	128	5	12	26	317
	Percent (%)	1.3%	3.2%	11.0%	30.6%	40.4%	1.6%	3.8%	8.2%	100.0%
Early Education and Care Services	Count	13	13	70	202	298	10	16	164	786
	Percent (%)	1.7%	1.7%	8.9%	25.7%	37.9%	1.3%	2.0%	20.9%	100.0%
Education Services	Count	47	91	191	348	374	15	26	91	1183
	Percent (%)	4.0%	7.7%	16.1%	29.4%	31.6%	1.3%	2.2%	7.7%	100.0%
Health Services	Count	67	128	243	439	310	50	111	248	1596
	Percent (%)	4.2%	8.0%	15.2%	27.5%	19.4%	3.1%	7.0%	15.5%	100.0%
Housing Services	Count	3	7	28	33	34	1	9	18	133
	Percent (%)	2.3%	5.3%	21.1%	24.8%	25.6%	.8%	6.8%	13.5%	100.0%
Justice Services	Count	3	4	16	34	17	2	6	25	107
	Percent (%)	2.8%	3.7%	15.0%	31.8%	15.9%	1.9%	5.6%	23.4%	100.0%
Local Government	Count	1	0	1	0	5	1	4	3	15
	Percent (%)	6.7%	.0%	6.7%	.0%	33.3%	6.7%	26.7%	20.0%	100.0%
Other	Count	10	17	32	63	62	6	11	31	232
	Percent (%)	4.3%	7.3%	13.8%	27.2%	26.7%	2.6%	4.7%	13.4%	100.0%
Police	Count	11	9	15	38	18	8	13	17	129
	Percent (%)	8.5%	7.0%	11.6%	29.5%	14.0%	6.2%	10.1%	13.2%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	197	365	813	1537	1492	118	238	993	5753
	Percent (%)	3.4%	6.3%	14.1%	26.7%	25.9%	2.1%	4.1%	17.3%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 88: How important have the following strategies and initiatives been in changing your work practices - CWUs? By sector

Q8.3 How important have the following strategies and initiatives been in changing your work practices Child Wellbeing Units? Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure	DNR	Total
Community Services	Count	27	58	114	160	115	22	38	103	637
	Percent (%)	4.2%	9.1%	17.9%	25.1%	18.1%	3.4%	6.0%	16.2%	100.0%
Disability Services	Count	3	12	31	75	101	6	18	22	268
	Percent (%)	1.1%	4.5%	11.6%	28.0%	37.7%	2.2%	6.7%	8.2%	100.0%
Early Education and Care Services	Count	9	2	9	17	16	21	14	16	104
	Percent (%)	8.7%	1.9%	8.7%	16.3%	15.4%	20.2%	13.5%	15.4%	100.0%
Education Services	Count	40	92	162	286	335	14	30	81	1,040
	Percent (%)	3.8%	8.8%	15.6%	27.5%	32.2%	1.3%	2.9%	7.8%	100.0%
Health Services	Count	64	111	217	340	322	79	151	258	1,542
	Percent (%)	4.1%	7.2%	14.1%	22.0%	20.9%	5.1%	9.8%	16.7%	100.0%
Housing Services	Count	3	14	19	24	32	1	7	13	113
	Percent (%)	2.7%	12.4%	16.8%	21.2%	28.3%	0.9%	6.2%	11.5%	100.0%
Justice Services	Count	5	6	9	26	16	6	10	25	103
	Percent (%)	4.9%	5.8%	8.7%	25.2%	15.5%	5.8%	9.7%	24.3%	100.0%
Local Government	Count	2	1	0	0	2	1	5	3	14
	Percent (%)	14.3%	7.2%	0.0%	0.0%	14.2%	7.2%	35.7%	21.5%	100.0%
Other	Count	3	1	3	14	21	6	6	8	62
	Percent (%)	4.8%	1.6%	4.8%	22.6%	33.9%	9.7%	9.7%	12.9%	100.0%
Police	Count	8	7	21	29	25	7	9	20	126
	Percent (%)	6.3%	5.5%	16.7%	23.0%	19.9%	5.5%	7.1%	15.9%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	2	2
	Percent (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Total	Count	164	304	585	971	985	163	288	551	4,011
	Percent (%)	4.1%	7.6%	14.6%	24.2%	24.6%	4.1%	7.2%	13.7%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 89: How important have the following strategies and initiatives been in changing your work practices FRSs? FRS regions only

Q8.3 How important has FRS been in changing your work practices? FRS regions only									
FRS	1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure	DNR	Total
Hunter Central Coast FRS	41	63	120	154	100	47	96	96	717
	5.7%	8.8%	16.7%	21.5%	13.9%	6.6%	13.4%	13.4%	100.0%
Illawarra FRS	34	41	63	62	62	30	59	49	400
	8.5%	10.3%	15.8%	15.5%	15.5%	7.5%	14.8%	12.3%	100.0%
Mt Druitt FRS	13	29	29	41	38	9	20	20	199
	6.5%	14.6%	14.6%	20.6%	19.1%	4.5%	10.1%	10.1%	100.0%
New England FRS	9	11	35	34	38	10	17	14	168
	5.4%	6.5%	20.8%	20.2%	22.6%	6.0%	10.1%	8.3%	100.0%
Western FRS	22	15	45	62	54	14	29	37	278
	7.9%	5.4%	16.2%	22.3%	19.4%	5.0%	10.4%	13.3%	100.0%
Total	119	159	292	353	292	110	221	216	1,762
	6.8%	9.0%	16.6%	20.0%	16.6%	6.2%	12.5%	12.3%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 90: How important have the following strategies and initiatives been in changing your work practices – increasing the role of NGOs? By sector

Q8.3 How important have the following strategies and initiatives been in changing your work practices Increasing the role of non-government organisations? Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure	DNR	Total
Community Services	Count	23	52	119	289	356	12	36	142	1029
	Percent (%)	2.2%	5.1%	11.6%	28.1%	34.6%	1.2%	3.5%	13.8%	100.0%
Disability Services	Count	5	14	51	84	94	6	37	26	317
	Percent (%)	1.6%	4.4%	16.1%	26.5%	29.7%	1.9%	11.7%	8.2%	100.0%
Early Education and Care Services	Count	28	30	93	183	197	30	60	165	786
	Percent (%)	3.6%	3.8%	11.8%	23.3%	25.1%	3.8%	7.6%	21.0%	100.0%
Education Services	Count	84	152	211	283	186	38	140	89	1183
	Percent (%)	7.1%	12.8%	17.8%	23.9%	15.7%	3.2%	11.8%	7.5%	100.0%
Health Services	Count	75	119	242	352	251	86	219	252	1596
	Percent (%)	4.7%	7.5%	15.2%	22.1%	15.7%	5.4%	13.7%	15.8%	100.0%
Housing Services	Count	2	7	27	31	39	2	9	16	133
	Percent (%)	1.5%	5.3%	20.3%	23.3%	29.3%	1.5%	6.8%	12.0%	100.0%
Justice Services	Count	3	5	16	21	24	4	9	25	107
	Percent (%)	2.8%	4.7%	15.0%	19.6%	22.4%	3.7%	8.4%	23.4%	100.0%
Local Government	Count	0	1	2	2	5	1	1	3	15
	Percent (%)	.0%	6.7%	13.3%	13.3%	33.3%	6.7%	6.7%	20.0%	100.0%
Other	Count	4	7	27	67	69	8	20	30	232
	Percent (%)	1.7%	3.0%	11.6%	28.9%	29.7%	3.4%	8.6%	12.9%	100.0%
Police	Count	9	14	12	33	25	6	12	18	129
	Percent (%)	7.0%	10.9%	9.3%	25.6%	19.4%	4.7%	9.3%	14.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	233	401	800	1345	1246	193	543	992	5753
	Percent (%)	4.1%	7.0%	13.9%	23.4%	21.7%	3.4%	9.4%	17.2%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 91: How important have the following strategies and initiatives been in changing your work practices – being supported / encouraged to work in different ways? By sector

Q8.3 How important have the following strategies and initiatives been in changing your work practices Being supported/ encouraged to work in different ways ? Please provide a rating of 1 - 5 - By sector										
SECTOR			1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure	Total
Community Services	Count	144	28	71	140	276	304	29	37	1029
	Percent (%)	14.0%	2.7%	6.9%	13.6%	26.8%	29.5%	2.8%	3.6%	100.0%
Disability Services	Count	25	9	15	50	81	89	15	33	317
	Percent (%)	7.9%	2.8%	4.7%	15.8%	25.6%	28.1%	4.7%	10.4%	100.0%
Early Education and Care Services	Count	166	31	52	87	148	155	80	67	786
	Percent (%)	21.1%	3.9%	6.6%	11.1%	18.8%	19.7%	10.2%	8.5%	100.0%
Education Services	Count	88	77	133	226	279	179	107	94	1183
	Percent (%)	7.4%	6.5%	11.2%	19.1%	23.6%	15.1%	9.0%	7.9%	100.0%
Health Services	Count	249	97	139	219	337	233	129	193	1596
	Percent (%)	15.6%	6.1%	8.7%	13.7%	21.1%	14.6%	8.1%	12.1%	100.0%
Housing Services	Count	15	6	10	18	33	32	5	14	133
	Percent (%)	11.3%	4.5%	7.5%	13.5%	24.8%	24.1%	3.8%	10.5%	100.0%
Justice Services	Count	25	3	5	15	22	24	6	7	107
	Percent (%)	23.4%	2.8%	4.7%	14.0%	20.6%	22.4%	5.6%	6.5%	100.0%
Local Government	Count	3	0	1	1	1	5	2	2	15
	Percent (%)	20.0%	.0%	6.7%	6.7%	6.7%	33.3%	13.3%	13.3%	100.0%
Other	Count	29	12	10	25	50	60	20	26	232
	Percent (%)	12.5%	5.2%	4.3%	10.8%	21.6%	25.9%	8.6%	11.2%	100.0%
Police	Count	18	12	12	20	29	13	12	13	129
	Percent (%)	14.0%	9.3%	9.3%	15.5%	22.5%	10.1%	9.3%	10.1%	100.0%
Did not respond	Count	226	0	0	0	0	0	0	0	226
	Percent (%)	100.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%
Total	Count	988	275	448	801	1256	1094	405	486	5753
	Percent (%)	17.2%	4.8%	7.8%	13.9%	21.8%	19.0%	7.0%	8.4%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 92: How important have the following strategies and initiatives been in changing your work practices – being supported / encouraged to work collaboratively? By sector

Q8.3 How important have the following strategies and initiatives been in changing your work practices Being supported / encouraged to work more collaboratively ? Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure	DNR	Total
Community Services	Count	22	50	136	321	324	17	18	141	1029
	Percent (%)	2.1%	4.9%	13.2%	31.2%	31.5%	1.7%	1.7%	13.7%	100.0%
Disability Services	Count	1	12	47	105	105	3	18	26	317
	Percent (%)	.3%	3.8%	14.8%	33.1%	33.1%	.9%	5.7%	8.2%	100.0%
Early Education and Care Services	Count	26	21	117	191	207	25	33	166	786
	Percent (%)	3.3%	2.7%	14.9%	24.3%	26.3%	3.2%	4.2%	21.1%	100.0%
Education Services	Count	68	132	245	336	216	25	68	93	1183
	Percent (%)	5.7%	11.2%	20.7%	28.4%	18.3%	2.1%	5.7%	7.9%	100.0%
Health Services	Count	66	111	260	401	274	85	143	256	1596
	Percent (%)	4.1%	7.0%	16.3%	25.1%	17.2%	5.3%	9.0%	16.0%	100.0%
Housing Services	Count	4	7	21	37	40	1	7	16	133
	Percent (%)	3.0%	5.3%	15.8%	27.8%	30.1%	.8%	5.3%	12.0%	100.0%
Justice Services	Count	3	6	15	24	22	6	6	25	107
	Percent (%)	2.8%	5.6%	14.0%	22.4%	20.6%	5.6%	5.6%	23.4%	100.0%
Local Government	Count	0	1	0	4	4	1	1	4	15
	Percent (%)	.0%	6.7%	.0%	26.7%	26.7%	6.7%	6.7%	26.7%	100.0%
Other	Count	8	12	27	65	68	9	13	30	232
	Percent (%)	3.4%	5.2%	11.6%	28.0%	29.3%	3.9%	5.6%	12.9%	100.0%
Police	Count	8	11	18	39	18	8	8	19	129
	Percent (%)	6.2%	8.5%	14.0%	30.2%	14.0%	6.2%	6.2%	14.7%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	206	363	886	1523	1278	180	315	1002	5753
	Percent (%)	3.6%	6.3%	15.4%	26.5%	22.2%	3.1%	5.5%	17.4%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 93: How important have the following strategies and initiatives been in changing your work practices – legislative change? By sector

Q8.3 How important have the following strategies and initiatives been in changing your work practices Legislative change? Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure	DNR	Total
Community Services	Count	17	35	113	288	387	13	32	144	1029
	Percent (%)	1.7%	3.4%	11.0%	28.0%	37.6%	1.3%	3.1%	14.0%	100.0%
Disability Services	Count	4	13	38	101	103	4	28	26	317
	Percent (%)	1.3%	4.1%	12.0%	31.9%	32.5%	1.3%	8.8%	8.2%	100.0%
Early Education and Care Services	Count	14	15	93	204	215	13	56	176	786
	Percent (%)	1.8%	1.9%	11.8%	26.0%	27.4%	1.7%	7.1%	22.4%	100.0%
Education Services	Count	56	90	202	347	264	19	111	94	1183
	Percent (%)	4.7%	7.6%	17.1%	29.3%	22.3%	1.6%	9.4%	7.9%	100.0%
Health Services	Count	44	86	226	420	320	63	183	254	1596
	Percent (%)	2.8%	5.4%	14.2%	26.3%	20.1%	3.9%	11.5%	15.9%	100.0%
Housing Services	Count	2	9	14	34	41	2	16	15	133
	Percent (%)	1.5%	6.8%	10.5%	25.6%	30.8%	1.5%	12.0%	11.3%	100.0%
Justice Services	Count	3	7	12	23	18	4	15	25	107
	Percent (%)	2.8%	6.5%	11.2%	21.5%	16.8%	3.7%	14.0%	23.4%	100.0%
Local Government	Count	0	1	1	3	5	1	1	3	15
	Percent (%)	.0%	6.7%	6.7%	20.0%	33.3%	6.7%	6.7%	20.0%	100.0%
Other	Count	7	8	24	49	88	6	19	31	232
	Percent (%)	3.0%	3.4%	10.3%	21.1%	37.9%	2.6%	8.2%	13.4%	100.0%
Police	Count	5	10	15	37	27	5	12	18	129
	Percent (%)	3.9%	7.8%	11.6%	28.7%	20.9%	3.9%	9.3%	14.0%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	152	274	738	1506	1468	130	473	1012	5753
	Percent (%)	2.6%	4.8%	12.8%	26.2%	25.5%	2.3%	8.2%	17.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 94: How important have the following strategies and initiatives been in changing your work practices? – enhanced service provision By sector

Q8.3 How important have the following strategies and initiatives been in changing your work practices Enhanced service provision ? Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (Not important at all)	2 (Not very important)	3 (Somewhat important)	4 (Important)	5 (Very important)	Not applicable	Unsure		Total
Community Services	Count	147	30	51	138	234	370	28	31	1029
	Percent (%)	14.3%	2.9%	5.0%	13.4%	22.7%	36.0%	2.7%	3.0%	100.0%
Disability Services	Count	27	4	13	36	78	140	4	15	317
	Percent (%)	8.5%	1.3%	4.1%	11.4%	24.6%	44.2%	1.3%	4.7%	100.0%
Early Education and Care Services	Count	168	22	22	74	193	243	23	41	786
	Percent (%)	21.4%	2.8%	2.8%	9.4%	24.6%	30.9%	2.9%	5.2%	100.0%
Education Services	Count	97	100	121	168	293	263	40	101	1183
	Percent (%)	8.2%	8.5%	10.2%	14.2%	24.8%	22.2%	3.4%	8.5%	100.0%
Health Services	Count	257	85	106	182	366	372	87	141	1596
	Percent (%)	16.1%	5.3%	6.6%	11.4%	22.9%	23.3%	5.5%	8.8%	100.0%
Housing Services	Count	15	3	8	20	30	45	1	11	133
	Percent (%)	11.3%	2.3%	6.0%	15.0%	22.6%	33.8%	.8%	8.3%	100.0%
Justice Services	Count	25	7	6	9	21	25	5	9	107
	Percent (%)	23.4%	6.5%	5.6%	8.4%	19.6%	23.4%	4.7%	8.4%	100.0%
Local Government	Count	3	0	1	1	2	5	1	2	15
	Percent (%)	20.0%	.0%	6.7%	6.7%	13.3%	33.3%	6.7%	13.3%	100.0%
Other	Count	30	5	10	28	56	74	14	15	232
	Percent (%)	12.9%	2.2%	4.3%	12.1%	24.1%	31.9%	6.0%	6.5%	100.0%
Police	Count	19	7	9	14	37	24	5	14	129
	Percent (%)	14.7%	5.4%	7.0%	10.9%	28.7%	18.6%	3.9%	10.9%	100.0%
Did not respond	Count	226	0	0	0	0	0	0	0	226
	Percent (%)	100.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%
Total	Count	1014	263	347	670	1310	1561	208	380	5753
	Percent (%)	17.6%	4.6%	6.0%	11.6%	22.8%	27.1%	3.6%	6.6%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

B.5 Ability to meet the needs of children, young people and their families

Table 95: What impact has Keep Them Safe had on your ability to make more timely referrals? - By sector

Q9.1 Thinking about the changes in services and practice that have occurred over the past 2 years, what impact has Keep Them Safe had on Your ability to make timely referrals: Please provide a rating of 1 - 5 - By sector													
SECTOR		Community Services	Disability Services	Early Childhood Education and Care Services	Education Services	Health Services	Housing Services	Justice Services	Local Govern- ment	Other	Police	DNR	Total
1 (No impact)	Count	182	33	57	212	291	15	13	4	45	12	0	864
	Percent (%)	21.1%	3.8%	6.6%	24.5%	33.7%	1.7%	1.5%	.5%	5.2%	1.4%	.0%	100.0%
2 (Minimal positive impact)	Count	163	37	69	196	186	20	12	0	25	20	0	728
	Percent (%)	22.4%	5.1%	9.5%	26.9%	25.5%	2.7%	1.6%	.0%	3.4%	2.7%	.0%	100.0%
3 (Somewhat positive impact)	Count	242	88	161	291	370	39	23	0	51	27	0	1292
	Percent (%)	18.7%	6.8%	12.5%	22.5%	28.6%	3.0%	1.8%	.0%	3.9%	2.1%	.0%	100.0%
4 (Very positive impact)	Count	174	76	193	245	213	21	21	1	37	23	0	1004
	Percent (%)	17.3%	7.6%	19.2%	24.4%	21.2%	2.1%	2.1%	.1%	3.7%	2.3%	.0%	100.0%
5 (Extremely positive impact)	Count	34	11	45	89	45	7	4	3	10	4	0	252
	Percent (%)	13.5%	4.4%	17.9%	35.3%	17.9%	2.8%	1.6%	1.2%	4.0%	1.6%	.0%	100.0%
Not applicable	Count	49	23	63	31	113	3	2	3	15	7	0	309
	Percent (%)	15.9%	7.4%	20.4%	10.0%	36.6%	1.0%	.6%	1.0%	4.9%	2.3%	.0%	100.0%
Unsure	Count	38	22	30	22	114	10	8	1	19	14	0	278
	Percent (%)	13.7%	7.9%	10.8%	7.9%	41.0%	3.6%	2.9%	.4%	6.8%	5.0%	.0%	100.0%
Did not respond	Count	147	27	168	97	264	18	24	3	30	22	226	1026
	Percent (%)	14.3%	2.6%	16.4%	9.5%	25.7%	1.8%	2.3%	.3%	2.9%	2.1%	22.0%	100.0%
Total	Count	1029	317	786	1183	1596	133	107	15	232	129	226	5753
	Percent (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 96: What impact has Keep Them Safe had on your ability to make more appropriate referrals? - By sector

Q9.1 Thinking about the changes in services and practice that have occurred over the past 2 years, what impact has Keep Them Safe had on Your ability to make more appropriate referrals: Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	159	149	255	201	35	47	30	153	1029
	Percent (%)	15.5%	14.5%	24.8%	19.5%	3.4%	4.6%	2.9%	14.9%	100.0%
Disability Services	Count	30	35	84	81	20	20	19	28	317
	Percent (%)	9.5%	11.0%	26.5%	25.6%	6.3%	6.3%	6.0%	8.8%	100.0%
Early Education and Care Services	Count	43	69	154	205	62	59	28	166	786
	Percent (%)	5.5%	8.8%	19.6%	26.1%	7.9%	7.5%	3.6%	21.1%	100.0%
Education Services	Count	159	184	294	294	105	29	20	98	1183
	Percent (%)	13.4%	15.6%	24.9%	24.9%	8.9%	2.5%	1.7%	8.3%	100.0%
Health Services	Count	232	198	368	250	67	108	103	270	1596
	Percent (%)	14.5%	12.4%	23.1%	15.7%	4.2%	6.8%	6.5%	16.9%	100.0%
Housing Services	Count	17	16	28	37	6	3	8	18	133
	Percent (%)	12.8%	12.0%	21.1%	27.8%	4.5%	2.3%	6.0%	13.5%	100.0%
Justice Services	Count	11	13	24	22	5	2	6	24	107
	Percent (%)	10.3%	12.1%	22.4%	20.6%	4.7%	1.9%	5.6%	22.4%	100.0%
Local Government	Count	3	1	0	2	3	3	0	3	15
	Percent (%)	20.0%	6.7%	.0%	13.3%	20.0%	20.0%	.0%	20.0%	100.0%
Other	Count	40	26	53	40	11	15	15	32	232
	Percent (%)	17.2%	11.2%	22.8%	17.2%	4.7%	6.5%	6.5%	13.8%	100.0%
Police	Count	14	17	26	26	4	7	12	23	129
	Percent (%)	10.9%	13.2%	20.2%	20.2%	3.1%	5.4%	9.3%	17.8%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	708	708	1286	1158	318	293	241	1041	5753
	Percent (%)	12.3%	12.3%	22.4%	20.1%	5.5%	5.1%	4.2%	18.1%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 97: What impact has Keep Them Safe had on increased access to appropriate program,s? - By sector

Q9.1 Thinking about the changes in services and practice that have occurred over the past 2 years, what impact has Keep Them Safe had on Increased access to appropriate programs : Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	154	155	262	194	44	29	42	149	1029
	Percent (%)	15.0%	15.1%	25.5%	18.9%	4.3%	2.8%	4.1%	14.5%	100.0%
Disability Services	Count	31	40	100	62	12	14	29	29	317
	Percent (%)	9.8%	12.6%	31.5%	19.6%	3.8%	4.4%	9.1%	9.1%	100.0%
Early Education and Care Services	Count	61	88	168	167	41	48	44	169	786
	Percent (%)	7.8%	11.2%	21.4%	21.2%	5.2%	6.1%	5.6%	21.5%	100.0%
Education Services	Count	194	257	313	189	52	31	50	97	1183
	Percent (%)	16.4%	21.7%	26.5%	16.0%	4.4%	2.6%	4.2%	8.2%	100.0%
Health Services	Count	214	218	395	183	51	108	158	269	1596
	Percent (%)	13.4%	13.7%	24.7%	11.5%	3.2%	6.8%	9.9%	16.9%	100.0%
Housing Services	Count	14	22	31	22	7	7	11	19	133
	Percent (%)	10.5%	16.5%	23.3%	16.5%	5.3%	5.3%	8.3%	14.3%	100.0%
Justice Services	Count	15	14	22	18	3	3	8	24	107
	Percent (%)	14.0%	13.1%	20.6%	16.8%	2.8%	2.8%	7.5%	22.4%	100.0%
Local Government	Count	4	0	1	2	2	3	0	3	15
	Percent (%)	26.7%	.0%	6.7%	13.3%	13.3%	20.0%	.0%	20.0%	100.0%
Other	Count	40	41	48	33	11	11	18	30	232
	Percent (%)	17.2%	17.7%	20.7%	14.2%	4.7%	4.7%	7.8%	12.9%	100.0%
Police	Count	13	24	27	17	3	5	18	22	129
	Percent (%)	10.1%	18.6%	20.9%	13.2%	2.3%	3.9%	14.0%	17.1%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	740	859	1367	887	226	259	378	1037	5753
	Percent (%)	12.9%	14.9%	23.8%	15.4%	3.9%	4.5%	6.6%	18.0%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 98: What impact has Keep Them Safe had on earlier provision of services to vulnerable children? - By sector

Q9.1 Thinking about the changes in services and practice that have occurred over the past 2 years, what impact has Keep Them Safe had on Earlier provision of services to vulnerable children: Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	140	156	248	205	49	30	44	157	1029
	Percent (%)	13.6%	15.2%	24.1%	19.9%	4.8%	2.9%	4.3%	15.3%	100.0%
Disability Services	Count	29	46	91	66	15	12	28	30	317
	Percent (%)	9.1%	14.5%	28.7%	20.8%	4.7%	3.8%	8.8%	9.5%	100.0%
Early Education and Care Services	Count	66	79	162	169	48	52	38	172	786
	Percent (%)	8.4%	10.1%	20.6%	21.5%	6.1%	6.6%	4.8%	21.9%	100.0%
Education Services	Count	235	265	275	165	53	30	60	100	1183
	Percent (%)	19.9%	22.4%	23.2%	13.9%	4.5%	2.5%	5.1%	8.5%	100.0%
Health Services	Count	224	225	353	197	50	102	173	272	1596
	Percent (%)	14.0%	14.1%	22.1%	12.3%	3.1%	6.4%	10.8%	17.0%	100.0%
Housing Services	Count	14	17	35	23	7	7	11	19	133
	Percent (%)	10.5%	12.8%	26.3%	17.3%	5.3%	5.3%	8.3%	14.3%	100.0%
Justice Services	Count	16	11	20	18	6	3	9	24	107
	Percent (%)	15.0%	10.3%	18.7%	16.8%	5.6%	2.8%	8.4%	22.4%	100.0%
Local Government	Count	4	0	1	2	2	3	0	3	15
	Percent (%)	26.7%	.0%	6.7%	13.3%	13.3%	20.0%	.0%	20.0%	100.0%
Other	Count	37	35	54	31	8	12	22	33	232
	Percent (%)	15.9%	15.1%	23.3%	13.4%	3.4%	5.2%	9.5%	14.2%	100.0%
Police	Count	13	28	23	17	2	5	18	23	129
	Percent (%)	10.1%	21.7%	17.8%	13.2%	1.6%	3.9%	14.0%	17.8%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	778	862	1262	893	240	256	403	1059	5753
	Percent (%)	13.5%	15.0%	21.9%	15.5%	4.2%	4.4%	7.0%	18.4%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 99: What impact has Keep Them Safe had on increased cultural appropriateness of programs? - By sector

Q9.1 Thinking about the changes in services and practice that have occurred over the past 2 years, what impact has Keep Them Safe had on Increased cultural appropriateness of programs : Please provide a rating of 1 - 5 - By sector										
SECTOR		1 (No impact)	2 (Minimal positive impact)	3 (Somewhat positive impact)	4 (Very positive impact)	5 (Extremely positive impact)	Not applicable	Unsure	DNR	Total
Community Services	Count	122	160	277	204	52	18	44	152	1029
	Percent (%)	11.9%	15.5%	26.9%	19.8%	5.1%	1.7%	4.3%	14.8%	100.0%
Disability Services	Count	22	53	81	70	15	13	32	31	317
	Percent (%)	6.9%	16.7%	25.6%	22.1%	4.7%	4.1%	10.1%	9.8%	100.0%
Early Education and Care Services	Count	63	90	166	166	40	40	54	167	786
	Percent (%)	8.0%	11.5%	21.1%	21.1%	5.1%	5.1%	6.9%	21.2%	100.0%
Education Services	Count	204	255	276	159	37	57	92	103	1183
	Percent (%)	17.2%	21.6%	23.3%	13.4%	3.1%	4.8%	7.8%	8.7%	100.0%
Health Services	Count	222	233	360	176	41	99	187	278	1596
	Percent (%)	13.9%	14.6%	22.6%	11.0%	2.6%	6.2%	11.7%	17.4%	100.0%
Housing Services	Count	14	17	35	22	5	6	16	18	133
	Percent (%)	10.5%	12.8%	26.3%	16.5%	3.8%	4.5%	12.0%	13.5%	100.0%
Justice Services	Count	11	12	23	23	5	3	6	24	107
	Percent (%)	10.3%	11.2%	21.5%	21.5%	4.7%	2.8%	5.6%	22.4%	100.0%
Local Government	Count	3	1	0	2	2	2	2	3	15
	Percent (%)	20.0%	6.7%	.0%	13.3%	13.3%	13.3%	13.3%	20.0%	100.0%
Other	Count	35	37	50	28	13	13	25	31	232
	Percent (%)	15.1%	15.9%	21.6%	12.1%	5.6%	5.6%	10.8%	13.4%	100.0%
Police	Count	16	29	26	12	3	5	15	23	129
	Percent (%)	12.4%	22.5%	20.2%	9.3%	2.3%	3.9%	11.6%	17.8%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	712	887	1294	862	213	256	473	1056	5753
	Percent (%)	12.4%	15.4%	22.5%	15.0%	3.7%	4.4%	8.2%	18.4%	100.0%

Keep Them Safe Workforce Survey – Final Report Appendices

Table 100: To what extent do you think Keep Them Safe has supported the outcome 'the needs of children, young people and families are met' - By sector

Q9.2 To what extent do you think Keep Them Safe has supported the outcome ‘the needs of children, young people and families are met’ - By sector										
SECTOR		1 (Not supported at all)	2 (Minimally supported)	3 (Somewhat supported)	4 (Supported)	5 (Strongly Supported)	Not applicable	Unsure	DNR	Total
Community Services	Count	31	140	264	289	113	5	33	154	1029
	Percent (%)	3.0%	13.6%	25.7%	28.1%	11.0%	.5%	3.2%	15.0%	100.0%
Disability Services	Count	11	34	82	99	39	0	24	28	317
	Percent (%)	3.5%	10.7%	25.9%	31.2%	12.3%	.0%	7.6%	8.8%	100.0%
Early Education and Care Services	Count	20	70	114	246	125	5	30	176	786
	Percent (%)	2.5%	8.9%	14.5%	31.3%	15.9%	.6%	3.8%	22.4%	100.0%
Education Services	Count	51	193	318	350	119	5	49	98	1183
	Percent (%)	4.3%	16.3%	26.9%	29.6%	10.1%	.4%	4.1%	8.3%	100.0%
Health Services	Count	59	206	388	370	92	36	169	276	1596
	Percent (%)	3.7%	12.9%	24.3%	23.2%	5.8%	2.3%	10.6%	17.3%	100.0%
Housing Services	Count	5	20	29	39	11	1	10	18	133
	Percent (%)	3.8%	15.0%	21.8%	29.3%	8.3%	.8%	7.5%	13.5%	100.0%
Justice Services	Count	4	10	22	24	10	1	12	24	107
	Percent (%)	3.7%	9.3%	20.6%	22.4%	9.3%	.9%	11.2%	22.4%	100.0%
Local Government	Count	0	2	1	6	1	1	1	3	15
	Percent (%)	.0%	13.3%	6.7%	40.0%	6.7%	6.7%	6.7%	20.0%	100.0%
Other	Count	6	41	54	47	23	7	20	34	232
	Percent (%)	2.6%	17.7%	23.3%	20.3%	9.9%	3.0%	8.6%	14.7%	100.0%
Police	Count	8	16	30	30	5	3	15	22	129
	Percent (%)	6.2%	12.4%	23.3%	23.3%	3.9%	2.3%	11.6%	17.1%	100.0%
Did not respond	Count	0	0	0	0	0	0	0	226	226
	Percent (%)	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%
Total	Count	195	732	1302	1500	538	64	363	1059	5753
	Percent (%)	3.4%	12.7%	22.6%	26.1%	9.4%	1.1%	6.3%	18.4%	100.0%