

KEEP THEM SAFE OUTCOMES EVALUATION

FINAL REPORT – ANNEX D
NSW DEPARTMENT OF PREMIER AND CABINET

JUNE 2014

PROFESSIONAL PERSPECTIVES



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Ethics and police clearance

The Outcomes Evaluation has received human research ethics clearance from the University of New South Wales Ethics Committee. Researchers involved in this project have obtained appropriate clearances (police checks) which are required to work with sensitive datasets.

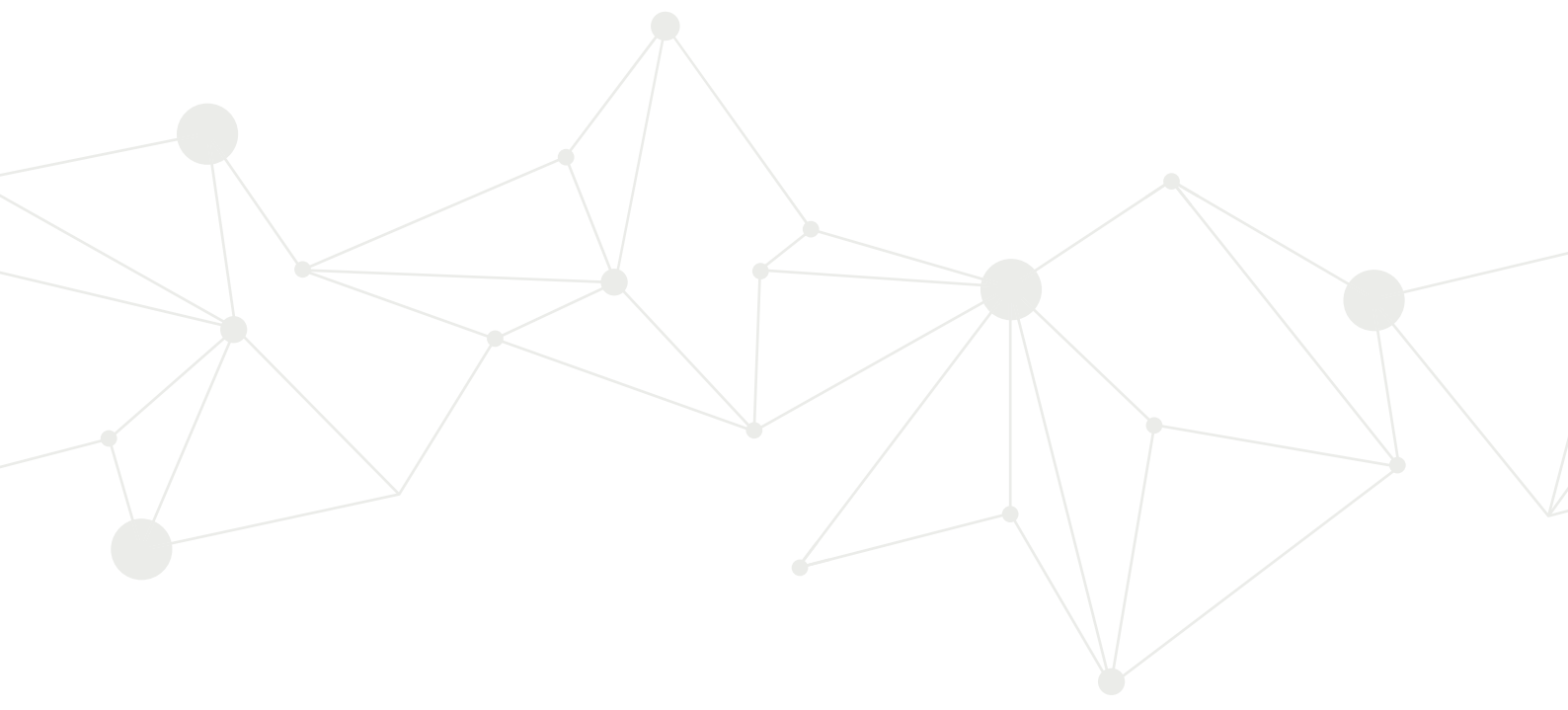


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1 Executive summary



The NSW Government has made a substantial investment towards protecting children from harm through its \$750 million Keep Them Safe child protection initiative. Keep Them Safe (hereafter KTS) was introduced in 2009 as the NSW government's response to the Special Commission of Inquiry into Child Protection Services in NSW undertaken by Justice Wood (Wood Inquiry). A detailed description of KTS is provided in Section 2.1 of the Outcomes Evaluation Final Report.

This is one of eleven evaluation reports that make up the KTS outcomes evaluation. The evaluation involved nine separate yet complimentary methodologies that were designed to address eight evaluation questions and to analyse the various sources of data available to the evaluation team. A detailed description of the evaluation is provided in the KTS Outcomes Evaluation Final Report.

Keep Them Safe Outcomes Evaluation: Final report

Annex A. KTS Indicators

Annex B. Unit record Analysis

Annex C. Economic Evaluation

Annex D. Professional Perspectives

Annex E. Spatial Analysis Report

Annex F. Synthesis of Evaluations

Annex G. Report on Clients' Interviews

Annex H. Data Development

Annex I. Other NSW Strategies and Initiatives

Annex J. Literature Review

This report provides findings from a survey which was conducted as part of the Keep Them Safe Outcomes Evaluation. The survey sought to capture the impact of Keep Them Safe (KTS) on the practices

and perceptions of practitioners who work with children, young people and families in New South Wales. These practitioners, who have responsibilities for mandatory reporting, work in many settings, in government and non-government organisations, and across the health, education, community services, housing, disability, police, justice and local government sectors. The survey was conducted between mid-February and mid-March 2014 and was completed by 7056 respondents.

Overall, the survey findings suggest KTS has been generally successful in changing the practices and capacities of professionals in NSW. In particular, the findings suggest the Mandatory Reporting Guide (MRG) has been well utilised and is highly regarded by professionals. KTS also appears to have had a positive impact on professionals' ability to identify cases requiring a child protection report, as well as their ability to support vulnerable children, young people and families.

Further, many professionals regard KTS to have had positive effects on the cultural appropriateness of services, and how organisations work with Aboriginal clients. However, respondents from the not-for-profit sector were more likely than those in government organisations to report their organisation had made changes in their ways of working with Aboriginal children, young people and their families. In addition, a high proportion of professionals whose work was highly focused on Aboriginal clients reported they were dissatisfied with the system of mandatory reporting in NSW.

The findings also provide some evidence of improved levels of information sharing and collaboration between organisations. However, professionals' awareness of the legislative framework is far from universal, and a number of barriers to working together remain.

1.1 Key findings

1.1.1 Protection for children at risk of significant harm

- More than three in five respondents were satisfied with the system of mandatory reporting in NSW
- More than half of respondents felt the reporting threshold was, at least to some extent, helping identify children at risk of significant harm (ROSH).
- Most respondents felt KTS had had a positive impact on their ability to identify cases requiring a child protection report.
- The MRG was overwhelmingly considered helpful for identifying ROSH, and for deciding whether to make a child protection report.
- Those who used the MRG were more likely to report that they were satisfied with the system of mandatory reporting in NSW than those who did not use the MRG.
- Of those who had contacted the the Community Services (Child Protection) Helpline (Helpline) in the last 12 months, nine in ten had also used the MRG in the last 12 months.

- Of those who made more than 3 child protection reports to the Helpline in the last 12 months, more than 93 per cent had also used the MRG.
- Most respondents who had contacted the Helpline in the last 12 months were satisfied with it. However, one in five reported that they were dissatisfied with the Helpline.
- Those who had contacted the Helpline in the last 12 months were more likely than others to report that they were not satisfied with the system of mandatory reporting in NSW.

1.1.2 Early intervention and community-based services

- Most respondents felt that over the last 12 months, children and young people who need it were more likely to receive early intervention services, and most felt this was because of KTS.
- Most respondents felt the reporting threshold was ensuring effective supports for vulnerable children and young people. However, nearly one in five felt the reporting threshold was 'not at all' ensuring effective supports for this group.
- Most professionals feel that KTS has had a positive impact on their capacity to support vulnerable children, young people and families, and to provide appropriate referrals. This was reported by high proportions of respondents from not-for-profit organisations, and Early Childhood and Education (ECEC) services.
- Those who had contacted the Helpline were more likely than others to have contacted the Family Referral Service (FRS) in the last 12 months. Respondents who had made high numbers of child protection reports to the Helpline were most likely to have contacted the FRS.

1.1.3 Supporting Aboriginal children and families

- Respondents whose work was highly focused on Aboriginal clients were less likely than others to be satisfied with the mandatory reporting system in NSW, and more likely to be dissatisfied with it.
- Overall, three in ten respondents reported that their organisation had made changes in their way of working with Aboriginal children, young people and families.
- Overwhelmingly, respondents who reported their organisations had made changes in how they worked with Aboriginal populations felt these changes led to improvements, including in the cultural appropriateness of services, their links with Aboriginal organisations and communities, and the number of Aboriginal people accessing their services.
- High proportions of respondents from the not-for-profit sector reported changes in how their organisation worked with Aboriginal people, and that as a result of changes made, their organisation was better able to meet the needs of Aboriginal people.

- Over half of respondents felt KTS had had at least a somewhat positive impact on the cultural appropriateness of services. However, almost a fifth of respondents reported it had no positive impact, and a quarter were unsure.
- Those whose work was highly focused on Aboriginal clients were more likely than others to report KTS had a positive impact on the cultural appropriateness of services.

1.1.4 Changing practices and systems

With respect to **information sharing**:

- Awareness of the legislative obligation to share information is not universal. Awareness is highest in the non-profit sector, among managers, and in community services. Levels of awareness are slightly higher than in 2012.
- Those in non-profit organisations were more likely to feel comfortable with sharing information than others. Policy and local government employees were more likely than others to feel uncomfortable with it.
- For large proportions of respondents, information sharing had increased in the last 12 months. However, barriers remain, including preferences to prioritise client confidentiality; perceived lack of cooperation from other organisations; and inexperience in information sharing.

With respect to **collaboration**:

- Awareness of legislative obligations was highest among managers, those working in not-for-profit organisations, and those working in community services. Awareness is slightly higher than in 2012.
- Those in managerial roles reported collaborating more often than others.
- Around 3 in 5 respondents reported that their organisation was working in partnership.
- Around half of respondents reported that their organisation encouraged collaboration, but this was more common among respondents from the not-for-profit sector.
- Overwhelmingly, collaboration was perceived to have increased in the last 12 months.
- Most respondents felt KTS had had a positive impact on collaboration, but non-profit respondents were most positive about its impact.

With respect to **training and organisational supports**:

- Most respondents felt their workplace encouraged the raising of child protection concerns. However, there is considerable scope for improvement, especially in local government and the health sectors.

- A little under a half of respondents had received child protection training in the last 12 months. However, 1 in 12 respondents had not ever undertaken child protection training.
- Around 1 in 5 respondents felt KTS had a very positive impact on levels of support for workers in their organisation when responding to child protection issues. However the same figure (1 in 5) felt KTS had had no impact on levels of available support.

2 Methodology



The design and distribution of the survey was based on the workforce survey conducted in 2012 as part of the Interim Review of Keep Them Safe (KPMG, 2012). Like the 2012 survey, the 2014 survey sought to capture the perspectives of practitioners working with children, young people and families in NSW, who have mandatory reporting responsibilities. These practitioners are employed in a range of contexts, including government and non-government organisations, and in the community services, health, education, disability, housing, police, early education and care, local government, and other sectors.

The key aim of the survey was to assess the progress of the KTS reforms, in particular, the impact of reforms on protections for children at ROSH; early intervention and community-based services and supports for vulnerable children, young people and their families; support for Aboriginal families; and changing practices and systems, including how organisations support staff in their capacity as mandatory reporters, share information, and work together.

2.1 Survey content

Survey items were based on the 2012 survey, but with some refinements. The information that was collected related to mandatory reporters' attitudes and behaviours, including their experiences with, and perceptions of, key components of KTS such as the MRG, Child Wellbeing Units (CWUs)¹, and FRS; the impact of legislative reform relating to information sharing and collaboration; and working with

¹ Survey data relating to CWUs was provided for separate analysis by Ernst & Young, from their evaluation of the CWUs. No data relating to the CWUs is reported here.

Aboriginal children, young people and their families. It also collected information about professionals' satisfaction with the system of mandatory reporting in NSW, and the impact of the new threshold on children at ROSH and vulnerable children, young people and families. However, whereas the 2012 survey asked respondents to reflect on their experiences of mandatory reporting since the implementation of KTS in January 2010, the 2014 survey asked respondents about their experiences over the previous 12 months. As such, much of the data is not directly comparable.

2.2 Survey distribution

The survey was conducted online over a four week period from Monday 17 February to Friday 14 March 2014. As there is no list of individuals who work with children, young people and their families, or who are mandatory reporters, it was not possible to reliably identify the population of mandatory reporters, which could be used as a sampling frame. The survey instead targeted all mandatory reporters in NSW through their employing organisations and networks. Potential participants were notified about the survey by government departments, and by peak bodies and large employers in the not-for-profit sector.

Particular measures were taken to ensure wide distribution of the survey, and to increase the number of survey responses. In particular, DPC worked with departments, peak bodies and agencies to advise potential participants about the survey prior to launch, and to promote the survey and encourage responses throughout the survey period. In addition, the survey team provided information and advice to the target group via email and a dedicated 1800 number. Because there was no reliable information that could be used to form a sampling frame, it was not possible to calculate a response rate, or estimate the validity of responses. Despite attempts to ensure wide distribution, it is likely that more responses were received from individuals with high levels of involvement with the child protection system, those with a particular interest in KTS, or those with more time available to participate.

2.3 Analysis

Analysis focused on exploring differences in experiences and perceptions among different groups of professionals, including differences in the impact of KTS for employees in government and non-government organisations, across health, education, community services and other service areas, and differences in impact between employees in managerial roles and others. Chi-square tests were used to test whether differences in the distribution of groups across categories were statistically significant. However, to ensure brevity and accessibility, results of significance testing are not reported here. It should be noted however that any differences between groups which are described in the text were statistically significant ($p < .05$).

3 Response analysis



Overall, 7056 responses were completed. This compares to 5753 usable responses obtained from the 2012 survey (KPMG, 2012). Respondents were able to skip some survey items, and several questions were not asked of police and government workers in community services, on the basis that they did not relate to their role. As such, the total number of responses for some questions is lower than 7056.

Table 1 shows the distribution of respondents across service types and organisations. Most respondents (76.2 per cent) were employed in government organisations. The highest number of government respondents were from Health (1711) and Education (1404) services. One in five respondents was employed in the not-for-profit sector (see Figure 1). Among non-profit respondents, a high number were working in community services (528 respondents) and ECEC services (350 respondents). Numbers of respondents from for-profit organisations were small, as these groups were not targeted by the survey.

Figure 1 Respondents by organisation type



Table 1 Survey respondents by service and organisation type								
	Government organisation		Not-for-profit organisation		For-profit organisation		Total	
	N	%	N	%	N	%	N	%
Health	1,711	94.8	87	4.8	7	0.4	1,805	100
Education	1,404	78.7	274	15.4	107	6.0	1,785	100
ECEC	180	27.0	350	52.6	136	20.4	666	100
Community services	636	54.4	528	45.1	6	0.5	1,170	100
Disability	305	80.5	70	18.5	4	1.1	379	100
Housing	153	69.2	67	30.3	1	0.5	221	100
Police	681	100.0	0	0.0	0	0.0	681	100
Justice	228	95.0	11	4.6	1	0.4	240	100
Local govt	41	97.6	1	2.4	0	0.0	42	100
Other	40	59.7	22	32.8	5	7.5	67	100
Total	5,379	76.2	1,410	20.0	267	3.8	7,056	100

Respondents were overwhelmingly mandatory reporters. As Table 2 shows, 95.6 per cent of respondents were mandatory reporters. There was only very slight variation across the sectors.

Table 2 Survey respondents by mandatory reporter status and organisation type								
	Government organisation		Not-for-profit organisation		For-profit organisation		Total	
	N	%	N	%	N	%	N	%
Not a mandatory reporter	249	4.6	42	3.0	18	6.7	309	4.4
Was a mandatory report	5,130	95.4	1,368	97.0	249	93.3	6,747	95.6
Total	5,379	100.0	1,410	100.0	267	100.0	7,056	100.0

Respondents were working in all areas of NSW, captured according to Local Health Districts or FACS areas (see Table 3). The highest numbers came from Hunter / New England (814), South Western Sydney (780) and Western Sydney (736). Lower numbers of respondents came from the Far West (88) and Mid-North Coast (215).

Table 3 Survey respondents by local area and organisation type

	Government organisation		Not-for-profit organisation		For-profit organisation		Total	
	N	%	N	%	N	%	N	%
Northern Sydney	304	63.2	132	27.4	45	9.4	481	100
South-Eastern Sydney	425	78.3	87	16.0	31	5.7	543	100
South Western Sydney	601	77.1	154	19.7	25	3.2	780	100
Sydney	489	78.5	109	17.5	25	4.0	623	100
Western Sydney	585	79.5	123	16.7	28	3.8	736	100
Central Coast	351	85.6	48	11.7	11	2.7	410	100
Far West	67	76.1	18	20.5	3	3.4	88	100
Hunter / New England	592	72.7	195	24.0	27	3.3	814	100
Illawarra / Shoalhaven	373	70.0	142	26.6	18	3.4	533	100
Mid-North Coast	146	67.9	58	27.0	11	5.1	215	100
Murrumbidgee	292	89.3	31	9.5	4	1.2	327	100
Nepean / Blue Mountains	219	78.2	53	18.9	8	2.9	280	100
Northern NSW	276	80.5	60	17.5	7	2.0	343	100
Southern NSW	289	73.0	95	24.0	12	3.0	396	100
Western NSW	349	75.1	104	22.4	12	2.6	465	100
Total	5,358	76.2	1,409	20.0	267	3.8	7,034	100

Table 4 shows key personal and employment characteristics of respondents. The high proportion of survey respondents who were female broadly reflects the composition of the health, education and community services industries. A high proportion of respondents (81.3 per cent) had degree level qualifications. Around half of respondents (49.4 per cent) had been in their current role for more than five years, but this figure was lower for respondents from not-for-profit organisations.

Table 4 Key personal and job characteristics								
	Government organisation (n=5,379)		Not-for-profit organisation (n=1,410)		For-profit organisation (n=267)		Total (n=7,056)	
	N	%	N	%	N	%	N	%
Female	3,964	74.3	1,195	85.4	236	89.7	5,395	77.1
ATSI	248	4.7	72	5.1	4	1.5	324	4.6
Language other than English at home	208	3.9	52	3.8	12	4.5	272	3.9
Degree level qualification (any field)	4,443	82.6	1,082	76.7	210	78.7	5,735	81.3
In a management role	1,443	26.8	442	31.3	42	15.7	1,927	27.3
In current job role for less than 12 months	706	13.2	270	19.2	39	14.7	1,015	14.5
In current job role for more than 5 years	2,793	52.2	546	38.9	132	49.6	3,471	49.4

4 Better protection for children at ROSH



Respondents were asked several questions to capture the impact of KTS on protection for children and young people at ROSH. This included whether they had called the Helpline in the last twelve months and the reasons why they had done so, or why they had not. Those who had contacted the Helpline were asked how satisfied they were with it.

Respondents were also asked if they had used the MRG, and if so, how helpful it was for identifying ROSH, and for deciding whether to make a child protection report. The survey also asked about the impact KTS had had on respondents' ability to identify cases requiring a child protection report, whether they felt the reporting threshold was helping to ensure children and young people at ROSH were identified and kept safe from harm and injury, and how satisfied respondents were, overall, with the system of mandatory reporting in NSW.

The results show:

- More than three in five respondents were satisfied with the system of mandatory reporting in NSW.
- More than half of respondents felt the reporting threshold was, at least to some extent, helping identify children and young people at ROSH and to keep them safe.
- Most respondents felt KTS had had a positive impact on their ability to identify cases requiring a child protection report. This figure was higher among respondents from the not-for-profit sector.
- Professionals overwhelmingly find the MRG helpful for identifying ROSH, and for deciding whether to make a child protection report.

- Those who used the MRG were more likely to report that they were satisfied with the system of mandatory reporting in NSW than those who did not use the MRG.
- Around half of respondents had called the Helpline in the last 12 months.
- Of those who called the Helpline in the last 12 months, 89 per cent had also used in the MRG in the last 12 months.
- Of those who made more than 3 child protection reports to the Helpline in the last 12 months, more than 93 per cent had also used the MRG.
- Most respondents who had contacted the Helpline were satisfied with it. However, one in five were dissatisfied with the Helpline.
- For those who had incidents or concerns to report, the main reason for not contacting the Helpline were because a manager or colleague contacted the Helpline on their behalf, or because their CWU was contacted instead.
- Those who had contacted the Helpline in the last 12 months were more likely than others to report that they were not satisfied with the system of mandatory reporting in NSW.

4.1 Use of the Helpline

As Table 5 shows, around half of respondents had called the Helpline in the last 12 months (48.4 per cent), although higher proportions of respondents who were in managerial positions had called (63.0 per cent)². Overall, higher proportions of respondents from the not-for-profit sectors had called the Helpline, compared with respondents from government organisations (54.1 per cent compared with 47.8 per cent). Among non-managers, higher proportions from not-for-profit than government organisations had called the helpline (51.0 per cent compared with 39.9 per cent) (see Figure 2).

2 Respondents were asked to select which of a list of roles best described their position. Respondents were classified as managers if they indicated they were managers of an organisation, region or team, or that they were school principals or other school executive.

Table 5 Use of the Helpline in the last 12 months, by management role and organisation type [^]						
	Called the Helpline		Did not call the Helpline		Total	
	N	%	N	%	N	%
Managers						
Government organisation	839	64.7	458	35.3	1,297	100
Not-for-profit	269	60.9	173	39.1	442	100
For-profit	14	33.3	28	66.7	42	100
Total managers	1,122	63.0	659	37.0	1,781	100
Non-managers						
Government organisation	1,110	39.9	1,671	60.1	2,781	100
Not-for-profit	494	51.0	474	49.0	968	100
For-profit	61	27.1	164	72.9	225	100
Total non-managers	1,665	41.9	2,309	58.1	3,974	100
All						
Government organisation	1,949	47.8	2,129	52.2	4,078	100
Not-for-profit	763	54.1	647	45.9	1,410	100
For-profit	75	28.1	192	71.9	267	100
Total, all respondents	2,787	48.4	2,968	51.6	5,755	100

[^] Note that information about use of the Helpline was not asked of police, or respondents in public sector community services (who may be responsible for administering the Helpline or following up reports).

Figure 2 Managers and non-managers who called the Helpline in the last 12 months (%)



For those who didn't call the Helpline, the most common reasons were that there were no incidents or concerns to report (79.0 per cent) (see Table 6). The next most important reason was that a manager or colleague contacted the Helpline instead, or that the CWU was contacted or preferred.

Table 6 Why respondent didn't call the Helpline

	A		B		C		D		E		F	
	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	1,654	77.7	107	5.0	118	5.5	48	2.3	28	1.3	2,129	100
Not-for-profit organisation	520	80.4	40	6.2	19	2.2	8	1.2	6	0.9	647	100
For-profit organisation	170	88.5	3	1.6	4	2.1	1	0.5	6	3.1	192	100
All	2,344	79.0	150	5.1	141	4.8	57	1.9	40	1.3	2,968	100

- A No incidents or concerns to report.
- B A manager or colleague contacted the Helpline instead.
- C I called CWU and didn't need to report concerns to the Helpline.
- D I prefer to call my CWU.
- E Have called in the past and I did not get a response to my concern.
- F Total who did not call the Helpline.

For those who did call the Helpline in the last 12 months, a high proportion reported that on the last occasion they called, they had done so as the MRG outcome indicated they should (73.5 per cent) (see Table 7). A little under half of respondents (44.8 per cent) reported that they did so as they were following organisation policy or protocol. Over a fifth (22.7 per cent) reported that they had previously called the Helpline which had provided effective assistance. There was little difference with these reasons across organisation types.

Table 7 What led to most recent call to the Helpline

	A		B		C		D		E		F	
	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	1,473	75.6	860	44.1	207	10.6	446	22.9	60	3.1	1,949	100
Not-for-profit	520	68.2	361	47.3	151	19.8	173	22.7	27	3.5	763	100
For-profit	56	74.7	28	37.3	9	12.0	13	17.3	6	8.0	75	100
All	2,049	73.5	1,249	44.8	367	13.2	632	22.7	93	3.3	2,787	100

- A MRG indicated I should.
 B Following policy / protocol.
 C Supervisor / colleague recommended I call.
 D Helpline previously provided effective assistance.
 E Needed assistance and have not previously called.
 F Total who called the Helpline.

Table 8 Reports to the Helpline in the last 12 months

	Made a report		Did not make a report		All who contacted Helpline	
	N	%	N	%	N	%
Government organisation	1,746	89.6	170	8.7	1,949	100
Not-for-profit	702	92.0	48	6.3	763	100
For-profit	57	76.0	18	24.0	75	100
Total	2,501	89.9	236	8.5	2,787	100

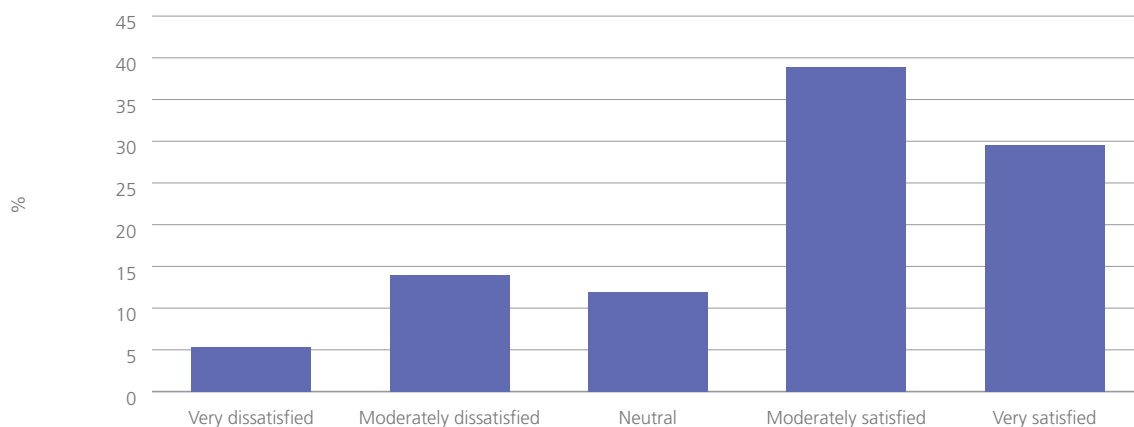
Of those who had contacted the Helpline in the last 12 months, nine in ten had made a child protection report (89.9 per cent) (see Table 8). However, this was lower among respondents from for-profit organisations (76.0 per cent). Of those who had made a child protection report to the Helpline, a large proportion had made 3 or fewer reports (46.6 per cent) (see Table 9).

Table 9 What led to most recent call to the Helpline												
	1-3		4-6		7-10		11-20		> 20		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	774	44.4	391	22.4	201	11.5	137	7.9	240	13.8	1,743	100
Not-for-profit	359	51.2	168	24.0	88	12.6	42	6.0	44	6.3	701	100
For-profit	32	56.1	9	15.8	6	10.5	5	8.8	5	8.8	57	100
All	1,165	46.6	568	22.7	295	11.8	184	7.4	289	11.6	2,501	100

Table 10 and Figure 3 provide information about levels of satisfaction with the Helpline. This shows that overall, most respondents were satisfied, with 38.9 per cent being 'moderately satisfied' and 29.6 per cent being 'very satisfied'. However, around one in five respondents was dissatisfied, with 14.0 per cent being moderately dissatisfied and 5.3 per cent being very dissatisfied. There was little difference across organisation types.

Table 10 Satisfaction with the Helpline														
	A		B		C		D		E		F		G	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	99	5.1	273	14.1	239	12.4	747	38.6	576	29.8	1	0.1	1,935	100
Not-for-profit	44	5.8	99	13.0	82	10.8	307	40.4	222	29.2	6	0.8	760	100
For-profit	3	4.1	17	23.0	9	12.2	23	31.1	22	29.7	0	0.0	74	100
All	146	5.3	389	14.0	330	11.9	1,077	38.9	820	29.6	7	0.3	2,769	100

- A Very dissatisfied
- B Moderately dissatisfied
- C Neutral
- D Moderately satisfied
- E Very satisfied
- F Unsure
- G Total who called the Helpline

Figure 3 Satisfaction with the Helpline (last 12 months) (%)

4.2 Use of the MRG

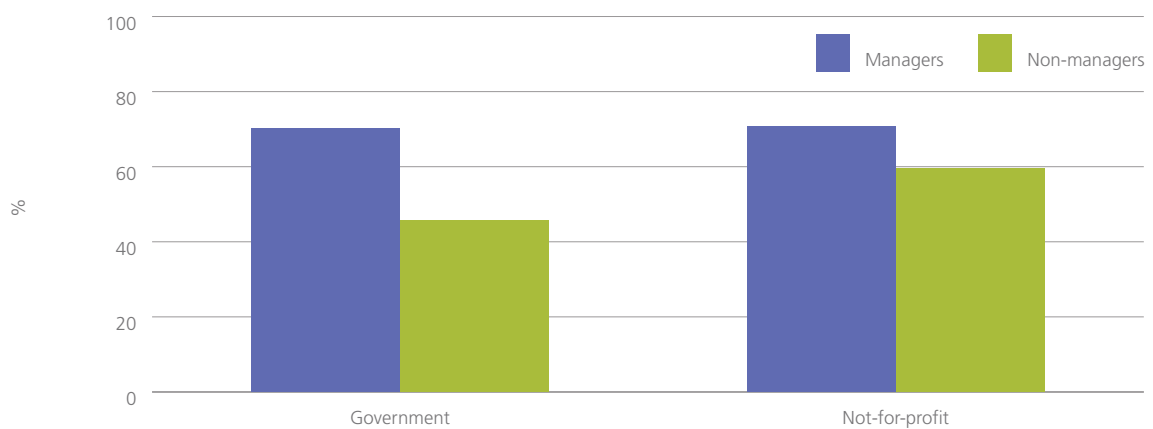
The survey asked respondents whether they used the MRG in the last 12 months, and if so, how helpful it had been for helping them identify instances of ROSH, and whether to make a child protection report. More than half of respondents had used the MRG in the last 12 months (55.3 per cent), although higher proportions of managers than non-managers had used it (69.9 per cent compared with 48.7 per cent) (see Table 11)³.

³ In 2012, around three quarters of respondents reported they had used the MRG (KPMG, 2012:5). This is not directly comparable with the 2014 figure, as respondents were instead asked if they had used the MRG in the last 12 months.

Table 11 Use of the MRG by management status and organisation type

	Used the MRG		Did not use the MRG		Total	
	N	%	N	%	N	%
Managers						
Government organisation	912	70.3	385	29.7	1,297	100
Not-for-profit	313	70.8	129	29.2	442	100
For-profit	20	47.6	22	52.4	42	100
Total managers	1,245	69.9	536	30.1	1,781	100
Non-managers						
Government organisation	1,267	45.6	1,514	54.4	2,781	100
Not-for-profit	576	59.5	392	40.5	968	100
For-profit	93	41.3	132	58.7	225	100
Total non-managers	1,936	48.7	2,038	51.3	3,974	100
All						
Government organisation	2,179	53.4	1,899	46.6	4,078	100
Not-for-profit	889	63.0	521	37.0	1410	100
For-profit	113	42.3	154	57.7	267	100
Total, all respondents	3,181	55.3	2,574	44.7	5,755	100

Note: these questions about use of the MRG were not asked of police, or respondents in public sector community services (who may be responsible for administering the Helpline or following up reports).

Figure 4 Use of the MRG by role and organisation type (%)

4.3 Use of the MRG and reports to the Helpline

Table 12 shows that of those who called the Helpline (for any reason) in the last 12 months, 89.2 per cent had also used the MRG in the last 12 months. This figure is unchanged from 2012 (KPMG, 2012: 29).⁴ Almost a quarter of respondents (23.4 per cent) who did not contact the Helpline in the last 12 months had used the MRG. Table 13 shows that of respondents who had made more than three child protection reports to the Helpline, over 93 per cent had used the MRG. Of those who had made 1 to 3 reports, 88 per cent had used the MRG.

Table 12 Use of the MRG by whether or not called the Helpline

	Used the MRG		Did not use the MRG		Total	
	N	%	N	%	N	%
Called the Helpline	2,487	89.2	300	10.8	2,787	100
Did not call the Helpline	694	23.4	2,274	76.6	2,968	100
Total, all respondents	3,181	55.3	2,574	44.7	5,755	100

Note: these questions about use of the MRG were not asked of police, or respondents in public sector community services (who may be responsible for administering the Helpline or following up reports).

Table 13 Use of the MRG by contact with and reports to the Helpline in last 12 months

	Used the MRG		Did not use the MRG		Total	
	N	%	N	%	N	%
Did not contact Helpline	694	23.4	2,274	76.6	2,968	100
Contacted Helpline but didn't make report	173	73.3	63	26.7	236	100
Made 1 to 3 reports	1,025	88.0	140	12.0	1,165	100
Made 4 to 6 reports	528	93.0	40	7.0	568	100
Made 7 to 10 reports	277	93.9	18	6.1	275	100
Made 11 to 20 reports	174	94.6	10	5.4	184	100
Made more than 20 reports	272	94.1	17	5.9	289	100
All	3,143	55.1	2,562	44.9	5,705	100

4 Note however that in 2012, respondents were asked if they had made a child protection report in since January 2010, and whether they had ever used the MRG, whereas in 2014 both were asked in relation to the last 12 months. Notwithstanding, 89.7 per cent of those who reported in 2012 that they had made a child protection report since 2010 also reported that they had used the MRG.

4.4 Helpfulness of MRG

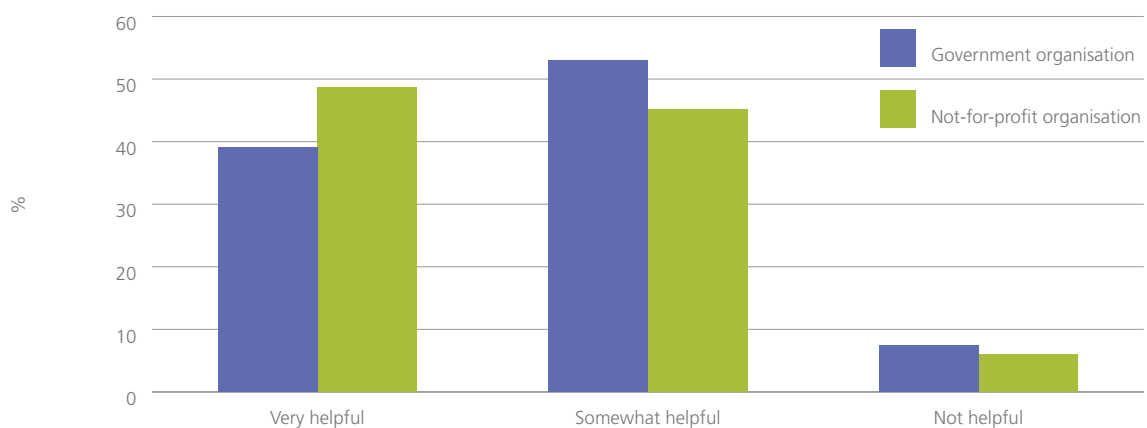
Among respondents who had used the MRG in the last 12 months, it was overwhelmingly considered helpful for identifying ROSH, with 42.0 per cent reporting it was very helpful, and 50.6 per cent reporting it was somewhat helpful (see Table 14). Higher proportions of respondents from not-for-profit organisations reported it was ‘very helpful’ (48.6 per cent compared with 39.0 per cent of government sector respondents).

Table 14 Helpfulness of the MRG for identifying ROSH, by organisation type

	Very helpful		Somewhat helpful		Not helpful		Unsure		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	845	39.0	1,148	53.0	160	7.4	14	0.6	2,167	100
Not-for-profit organisation	430	48.6	400	45.2	53	6.0	2	0.2	885	100
For-profit organisation	53	46.9	55	48.7	5	4.4	0	0.0	113	100
All	1,328	42.0	1,603	50.6	218	6.9	16	0.5	3,165	100

Note: this question was not asked of those who did not use the MRG, police, or respondents in public sector community services (who may be responsible for administering the Helpline or following up reports).

Figure 5 Helpfulness of the MRG for identifying ROSH, government and not-for-profit sectors



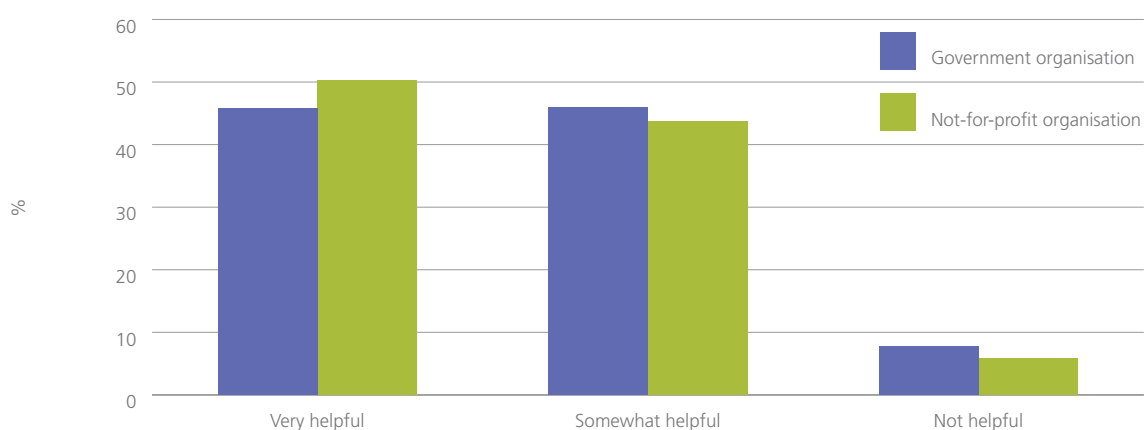
High proportions also reported the MRG was helpful for deciding whether to make a child protection report, with 47.2 per cent reporting it was ‘very helpful’ and 45.2 per cent reporting it was ‘somewhat helpful’ (see Table 15 and Figure 6).

Table 15 Helpfulness of MRG for deciding whether to make a child protection report, by organisation type

	Very helpful		Somewhat helpful		Not helpful		Unsure		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	988	45.8	990	45.9	168	7.8	11	0.5	2,157	100
Not-for-profit organisation	440	50.3	382	43.7	51	5.8	2	0.2	875	100
For-profit organisation	57	51.4	49	44.1	5	4.5	0	0.0	111	100
All	1,485	47.2	1,421	45.2	224	7.1	13	0.4	3,143	100

Note: this question was not asked of those who did not use the MRG, police, or respondents in public sector community services (who may be responsible for administering the Helpline or following up reports).

Figure 6 Helpfulness of the MRG for deciding whether to make a report (%)



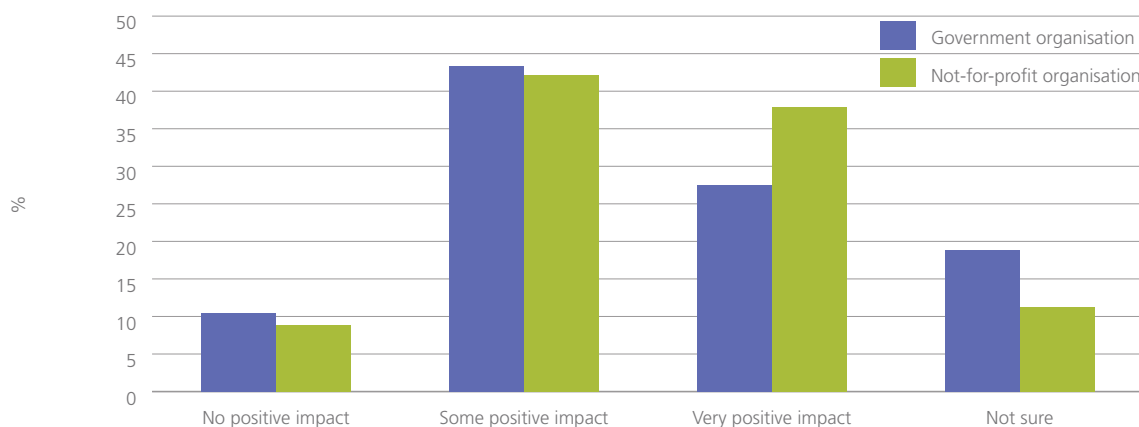
4.5 Impact of KTS on capacity to identify ROSH

The survey asked respondents what impact they thought KTS had had on their ability to identify cases requiring a child protection report. Respondents were generally positive about the impact of KTS on this capacity, with the largest group feeling the initiative had had a somewhat positive impact (43.0 per cent), and a further 29.9 per cent reporting it had a very positive impact (Table 16).

Compared with the respondents from the public sector, higher proportions of respondents from not-for-profit organisations reported KTS had a ‘very positive impact’ on their ability to identify cases requiring a report (37.9 per cent compared with 27.5 per cent). Slightly lower proportions of NGO respondents than government respondents felt KTS had had no positive impact on their ability to identify cases requiring a report (8.8 per cent compared with 10.4 per cent) (Figure 7). This suggests KTS has had a generally positive impact on mandatory reporters’ ability to identify cases requiring a report, although the impact may have been most positive on the not-for-profit sector workforce.

Table 16 Impact of KTS on ability to identify cases requiring a child protection report

	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	552	10.4	2,298	43.3	1,457	27.5	996	18.8	5,303	100
Not-for-profit organisation	122	8.8	586	42.1	528	37.9	157	11.3	1,393	100
For-profit organisation	14	5.3	109	41.1	95	35.7	48	18.0	266	100
All	688	9.9	2,993	43.0	2,080	29.9	1,201	17.3	6,962	100

Figure 7 Impact of KTS on ability to identify cases requiring a report (%)

4.6 Perspectives on the reporting threshold and mandatory reporting

Respondents were asked whether the reporting threshold was helping to ensure children and young people at ROSH are identified and kept safe from harm and injury. More than half (56.7 per cent) felt it was to some extent, and 13.6 per cent felt it was to a great extent (Table 17). Less than one in ten respondents felt the reporting threshold was not at all helping ensure young people at ROSH, and around a fifth of respondents were unsure.

Table 17 Extent to which reporting threshold is helping ensure children and young people at ROSH are identified and kept safe, by organisation type

	Not at all		To some extent		To a great extent		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	512	9.6	2,990	56.2	716	13.5	1,098	20.7	5,316	100
Not-for-profit organisation	136	9.8	842	60.5	180	12.9	234	16.8	1,392	100
For-profit organisation	21	7.9	120	45.3	53	20.0	71	26.8	265	100
All	669	9.6	3,952	56.7	949	13.6	1,403	20.1	6,973	100

Note: this question was not asked of those who did not use the MRG, police, or respondents in public sector community services (who may be responsible for administering the Helpline or following up reports).

Table 18 provides perspectives on the impact of the reporting threshold with respect to ROSH, by service sector. Compared with others, high proportions in the disability, community services and justice sectors felt the threshold was not helping. However, higher than average proportions of police, and respondents from the ECEC sector, felt it was helping to a great extent.

Table 18 Extent to which reporting threshold is helping ensure children and young people at ROSH are identified and kept safe, by service sector

	Not at all		To some extent		To a great extent		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Health	174	9.7	938	52.3	197	11.0	484	27.0	1,793	100
Education	156	8.9	1,012	57.8	241	13.8	341	19.5	1,750	100
ECEC	44	6.7	352	53.3	133	20.1	132	20.0	661	100
Community services	137	11.9	730	63.1	152	13.1	137	11.9	1,156	100
Disability	46	12.3	204	54.5	35	9.4	89	23.8	374	100
Housing	21	9.7	135	62.2	21	9.7	40	18.4	217	100
Police	53	7.8	404	59.6	129	19.0	92	13.6	678	100
Justice	26	10.9	132	55.2	30	12.6	51	21.3	239	100
Local govt	4	9.5	15	35.7	5	11.9	18	42.9	42	100
Other	8	12.7	30	47.6	6	9.5	19	30.2	63	100
All	669	9.6	3,952	56.7	949	13.6	1,403	20.1	6,973	100

The survey also asked respondents how satisfied they were overall with the system of mandatory reporting in NSW. Information for all respondents, and those from the main service sectors of education, health and community services, are provided in Table 19. This shows that more than 3 in 5 respondents (63.4 per cent) were satisfied with the system, and 15.2 per cent were dissatisfied. In education, a higher than average proportion was satisfied (70.0 per cent). In community services, there is a notable difference between the proportions who were satisfied in the government and non-government sectors (71.5 and 59.3 per cent respectively). Correspondingly, lower proportions of government sector community service respondents were dissatisfied with the mandatory reporting system compared with not-for-profit respondents (15.1 per cent compared with 22.0 per cent).

Table 19 Satisfaction with the system for mandatory reporting in NSW, main service sectors										
	Satisfied		Neutral		Dissatisfied		Unsure		Total	
	N	%	N	%	N	%	N	%	N	%
Health										
Government organisation	996	58.2	414	24.2	244	14.3	57	3.3	1711	100
Not-for-profit	45	51.7	23	26.4	15	17.2	4	4.6	87	100
For-profit	1	14.3	2	28.6	3	42.9	1	14.3	7	100
Total health	1,042	57.7	439	24.3	262	14.5	62	3.4	1,805	100
Education										
Government organisation	972	69.2	198	14.1	221	15.7	13	0.9	1,404	100
Not-for-profit	192	70.1	38	13.9	37	13.5	7	2.6	274	100
For-profit	86	80.4	11	10.3	7	6.5	3	2.8	107	100
Total education	1,250	70.0	247	13.8	265	14.8	23	1.3	1,785	100
Community services										
Government organisation	455	71.5	81	12.7	96	15.1	4	0.6	636	100
Not-for-profit	313	59.3	93	17.6	116	22.0	6	1.1	528	100
For-profit	5	83.3	1	16.7	0	0.0	0	0.0	6	100
Total community services	773	66.1	175	15.0	212	18.1	10	0.9	1,170	100
All										
Government organisation	3,367	62.6	1,094	20.3	817	15.2	101	1.9	5379	100
Not-for-profit	908	64.4	239	17.0	237	16.8	26	1.8	1410	100
For-profit	195	73.0	46	17.2	18	6.7	8	3.0	267	100.
Total, all respondents	4,470	63.4	1,379	19.5	1,072	15.2	135	1.9	7,056	100

Table 20 shows further analysis of satisfaction with the mandatory reporting system in NSW. This shows that around two thirds of those who had used the MRG in the last 12 months were satisfied with the mandatory reporting system (66.9 per cent). This was higher than the corresponding figure for those who did not use the MRG, of whom 58.8 per cent were satisfied. However, those who used the MRG were also more likely to be dissatisfied with the system for mandatory reporting than those who did not use the MRG (18.8 per cent compared with 10.1 per cent).

Table 20 Satisfaction with the system for mandatory reporting in NSW, by whether or not respondents used the MRG in the last 12 months

	Satisfied		Neutral		Dissatisfied		Unsure		Total	
	N	%	N	%	N	%	N	%	N	%
Used MRG	2,128	66.9	443	13.9	598	18.8	12	0.4	3,181	100
Did not use MRG	1,514	58.8	685	26.6	260	10.1	115	4.5	2,574	100
Total	3,642	63.3	1,128	19.6	858	14.9	127	2.2	5,755	100

In contrast, those who had used the Helpline in the last 12 months were no more likely to be satisfied with the mandatory reporting system, and much more likely to be dissatisfied with it. Indeed, over a fifth of those who used the Helpline reported being dissatisfied with the mandatory reporting system, compared with 8.8 per cent of those who did not use the Helpline.

Table 21 Satisfaction with the system for mandatory reporting in NSW, by use of the Helpline in the last 12 months

	Satisfied		Neutral		Dissatisfied		Unsure		Total	
	N	%	N	%	N	%	N	%	N	%
Used Helpline	1,789	64.2	390	14.0	597	21.4	11	0.4	2,787	100
Did not use Helpline	1,853	62.4	738	24.9	261	8.8	116	3.9	2,968	100
Total	3,642	63.3	1,128	19.6	858	14.9	127	2.2	5,755	100

5 Strengthening early intervention and community-based services



The survey asked respondents about their perceptions of the impact of KTS on vulnerable children and young people, on their capacity to support them, and on their ability to provide more appropriate and timely referrals. It also asked how effectively the threshold was working to support vulnerable children and young people, and about whether KTS had improved access to appropriate programs or services for vulnerable children, young people and their families. In addition, it asked whether respondents had used the FRS, and if so, why they had done so, and how effective the assistance had been.

Results show that:

- Most respondents felt that over the last 12 months, children and young people who need it were more likely to receive early intervention services, at least to some extent, and most felt this was because of KTS.
- Most respondents felt the reporting threshold was to some extent ensuring effective supports are available for vulnerable children and young people. However, nearly one in five felt the reporting threshold was 'not at all' ensuring effective supports for this group.
- KTS has had a positive impact on professionals' capacity to support vulnerable children, young people and families, and to provide appropriate referrals. This is especially the case among respondents in not-for-profit organisations, and in ECEC services.
- The FRS was used by a little under 1 in 5 respondents, most often to refer a family, seek general advice, or to share information about a family. Higher proportions of respondents from the not-for-profit sector and from community services had used it.

- Those who had contacted the Helpline were more likely than others to have contacted the FRS in the last 12 months. Those who made high numbers of child protection reports to the Helpline were most likely to have contacted the FRS.

5.1 Impact of KTS on children and young people in need of early intervention services

The survey asked respondents whether, thinking about trends over the last 12 months, they thought children and young people who need it were more likely to receive early intervention services. Most felt they were, with 58.0 reporting they were 'to some extent' (Table 22) and 9.8 per cent reporting they were more likely to receive early intervention services 'to a great extent'. However, many were not sure. A slightly higher proportion of respondents from the not-for-profit sector felt children and young people were more likely to receive services.

Those who felt that in the last 12 months, children were more likely to receive early intervention services were asked to what extent they thought this was because of KTS. This showed that most felt this was because of KTS. Only 5.9 per cent reported that the change was 'not at all' because of KTS. More than half (58.1 per cent) felt it was because of KTS 'to some extent' and a further 16.0 per cent felt it was because of KTS 'to a great extent'. However, 20.0 per cent of respondents were unsure how to attribute impact to KTS (not shown in table).

Table 22 Perceptions of whether vulnerable children and young people are more likely to receive early intervention services, by organisation type

	Not at all		To some extent		To a great extent		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	819	15.2	3,080	57.3	484	9.0	996	18.5	5,379	100
Not-for-profit organisation	206	14.6	857	60.8	170	12.1	177	12.6	1,410	100
For-profit organisation	25	9.4	159	59.6	35	13.1	48	18.0	267	100
All	1,050	14.9	4,096	58.0	689	9.8	1,221	17.3	7,056	100

The survey also asked respondents about the extent to which the reporting threshold is ensuring effective support is available for vulnerable children and young people. As Table 23, Figure 8 and Table 24 show, most felt it was ensuring effective supports to some extent (51.8 per cent) or 'to a great extent' (7.9 per cent). Less than one in five respondents (17.7 per cent) felt the reporting threshold was

'not at all' ensuring effective support. There were only very slight differences between respondents in not-for-profit and government organisations.

Figure 8 Respondents who agree that reporting threshold is ensuring effective supports for vulnerable children, young people and families (%)

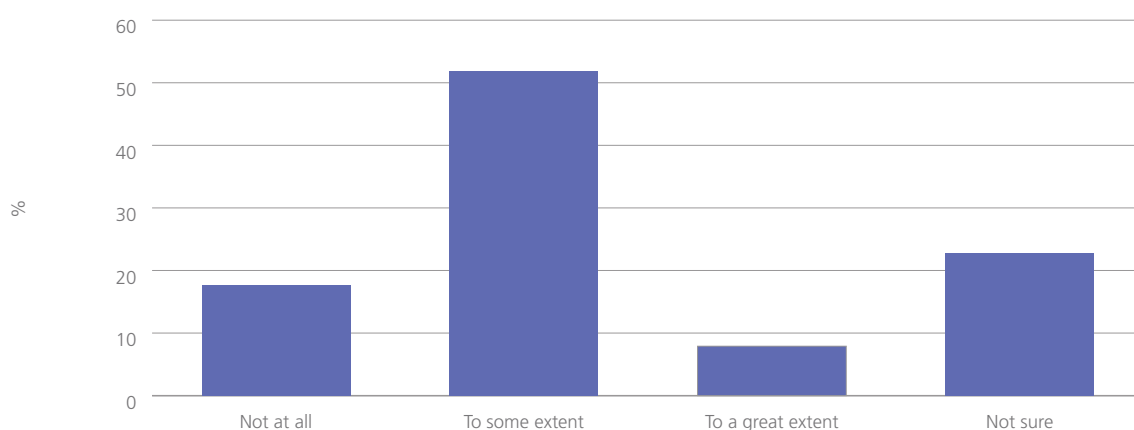


Table 23 Perceptions of whether vulnerable children and young people are more likely to receive early intervention services, by organisation type

	Not at all		To some extent		To a great extent		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	917	17.2	2,757	51.7	417	7.8	1,246	23.3	5,337	100
Not-for-profit organisation	286	20.4	748	53.4	103	7.3	265	18.9	1,402	100
For-profit organisation	34	12.8	122	45.9	34	12.8	76	28.6	266	100
All	1,237	17.7	3,627	51.8	554	7.9	1,587	22.7	7,005	100

Table 24 Extent to which reporting threshold is ensuring effective supports are available for vulnerable children and young people, by service sector

	Not at all		To some extent		To a great extent		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Health	307	17.2	839	47.0	109	6.1	531	29.7	1,786	100
Education	303	17.1	965	54.4	151	8.5	356	20.1	1,775	100
ECEC	90	13.7	342	51.9	81	12.3	146	22.2	659	100
Community services	270	23.2	654	56.1	77	6.6	165	14.2	1,166	100
Disability	86	22.9	165	43.9	25	6.6	100	26.6	376	100
Housing	42	19.0	110	49.8	15	6.8	54	24.4	221	100
Police	78	11.6	390	57.8	72	10.7	135	20.0	675	100
Justice	46	19.2	113	47.3	20	8.4	60	25.1	239	100
Local govt	3	7.3	18	43.9	2	4.9	18	43.9	41	100
Other	12	17.9	31	46.3	2	3.0	22	32.8	67	100
All	1,237	17.7	3,627	51.8	554	7.9	1,587	22.7	7,005	100

Table 25 and Figure 9 show perceptions of the extent to which KTS impacted on professionals' abilities to support vulnerable children, young people and families. Most felt KTS had at least made some positive impact. Nearly a quarter reported that KTS had made a very positive impact on this domain (23.2 per cent). Respondents from the not-for-profit sector were more likely than those in government organisations to report that KTS had a very positive impact on their ability to support vulnerable children, young people and families (28.2 per cent compared with 21.6 per cent). However, many respondents were unsure how to rate the impact of KTS on their ability to support vulnerable children, especially among those employed in government organisations (18.8 per cent).

Table 25 Impact of KTS on respondents' ability to support vulnerable children, young people and families

	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government	711	13.5	2,438	46.1	1,144	21.6	993	18.8	5,286	100
Not-for-profit	189	13.6	638	46.0	391	28.2	169	12.2	1,387	100
For-profit	23	8.7	114	43.3	75	28.5	51	19.4	263	100
All	923	13.3	3,190	46.0	1,610	23.2	1,213	17.5	6,936	100

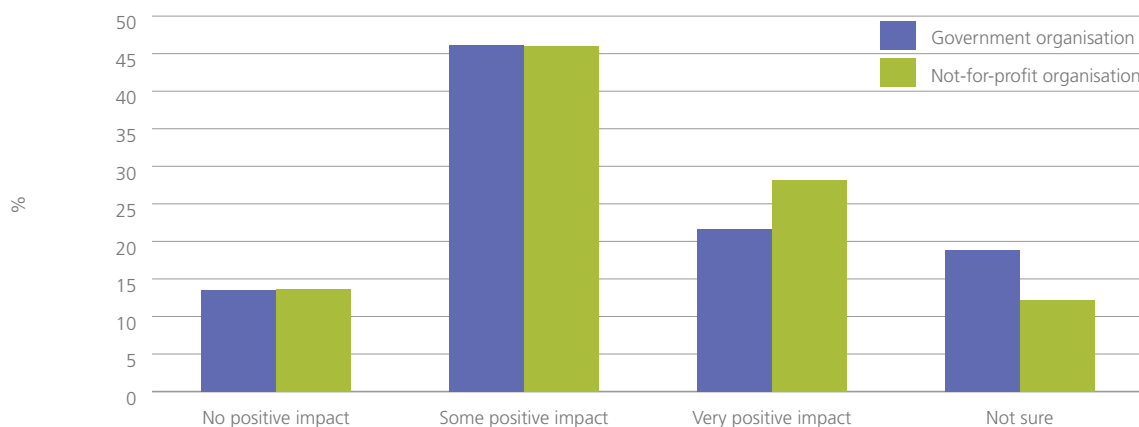
Figure 9 Impact of KTS on professionals' ability to support vulnerable children, young people and families (%)

Table 26 provides a breakdown by service sector, and shows that relatively high proportions of respondents from the ECEC sectors felt KTS had had a somewhat or very positive impact on their ability to support vulnerable children, young people and families. Relatively low proportions felt it had no positive impact.

Table 26 Impact of KTS on respondents' ability to support vulnerable children, young people and families

	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Health	247	13.9	775	43.7	351	19.8	399	22.5	1,772	100
Education	230	13.1	861	48.9	415	23.6	254	14.4	1760	100
ECEC	51	7.8	310	47.2	232	35.3	64	9.7	657	100
Community services	166	14.4	551	47.8	294	25.5	142	12.3	1,153	100
Disability	43	11.7	163	44.3	85	23.1	77	20.9	368	100
Housing	31	14.4	103	47.7	58	26.9	24	11.1	216	100
Police	102	15.2	291	43.4	116	17.3	161	24.0	670	100
Justice	38	16.2	101	43.0	42	17.9	54	23.0	235	100
Local govt	4	10.0	15	37.5	6	15.0	15	37.5	40	100
Other	11	16.9	20	30.8	11	16.9	23	35.4	65	100
All	923	13.3	1,390	46.0	1,610	23.2	1,213	17.5	6,936	100

Table 27 shows professionals' perceptions of the impact of KTS on their ability to make appropriate referrals. Most felt that KTS had had at least some positive impact, and more than a quarter (28.9 per cent) felt it had had a very positive impact. Again, this figure was higher among respondents from not-for-profit than government organisations (32.9 per cent compared with 27.7 per cent).

Table 27 Impact of KTS on respondents' ability to make appropriate referrals										
	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government	594	11.2	2,279	43.1	1,461	27.7	949	18.0	5,283	100
Not-for-profit	172	12.4	569	41.1	456	32.9	189	13.6	1,386	100
For-profit	21	8.1	99	38.1	84	32.3	56	21.5	260	100
All	787	11.4	2,947	42.5	2,001	28.9	1,194	17.2	6,929	100

As Table 28 shows, high proportions of respondents from ECEC (39.1 per cent), housing (33.5 per cent) and education services (32.0 per cent) reported KTS had a very positive impact on their ability to provide appropriate referrals.

Table 28 Impact of KTS on respondents' ability to provide appropriate referrals, by service sector

	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Health	216	12.2	743	42.0	447	25.3	362	20.5	1,768	100
Education	174	9.9	768	43.6	565	32.0	256	14.5	1,763	100
ECEC	50	7.6	280	42.6	257	39.1	71	10.8	658	100
Community services	159	13.8	487	42.4	341	29.7	162	14.1	1,149	100
Disability	40	10.9	145	39.4	101	27.4	82	22.3	368	100
Housing	24	11.2	96	44.7	72	33.5	23	10.7	215	100
Police	76	11.4	299	44.8	146	21.9	147	22.0	668	100
Justice	35	15.0	100	42.7	48	20.5	51	21.8	234	100
Local govt	4	10.0	11	27.5	10	25.0	15	37.5	40	100
Other	9	13.6	18	27.3	14	21.2	25	37.9	66	100
All	787	11.4	2,947	42.5	2,001	28.9	1,194	17.2	6,929	100

The survey asked whether, over the last 12 months, respondents felt KTS had increased access to appropriate programs / services by vulnerable children, young people and their families. Table 29 shows that overall, 1 in 5 respondents (19.7 per cent) felt that KTS had made no positive impact on this domain. This was higher than the proportion who felt it had had a very positive impact. However, a quarter of respondents (24.7 per cent) were unsure. A breakdown by service type is provided in Table 30. Almost a quarter of respondents from community services felt KTS had had no impact on this domain in the last 12 months.

Table 29 Increased access to appropriate programs or services by vulnerable children, young people and their families

	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government	1,020	19.4	2,146	40.7	753	14.3	1,351	25.6	5,270	100
Not-for-profit	301	21.9	565	41.0	237	17.2	274	19.9	1,377	100
For-profit	37	14.1	92	35.1	52	19.8	81	30.9	262	100
All	1,358	19.7	2,803	40.6	1,042	15.1	1,706	24.7	6,909	100

Table 30 Increased access to appropriate programs or services by vulnerable children, young people and their families										
	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Health	333	18.9	676	38.3	231	13.1	524	29.7	1,764	100
Education	366	20.9	723	41.2	256	14.6	410	23.4	1,755	100
ECEC	100	15.3	277	42.4	137	20.9	140	21.4	654	100
Community services	264	23.1	522	45.6	202	17.7	156	13.6	1,144	100
Disability	72	19.6	148	40.2	46	12.5	102	27.7	368	100
Housing	42	19.7	88	41.3	42	19.7	41	19.2	213	100
Police	116	17.4	256	38.3	84	12.6	212	31.7	668	100
Justice	47	20.0	86	36.6	33	14.0	69	29.4	235	100
Local govt	5	12.2	11	26.8	4	9.8	21	51.2	41	100
Other	13	19.4	16	23.9	7	10.4	31	46.3	67	100
All	1,358	19.7	2,803	40.6	1,042	15.1	1,706	24.7	6,909	100

Table 31 and Table 32 provide information about how respondents perceived KTS to have had an impact on the earlier provision of services to vulnerable children, young people and their families. One in five felt there had been no positive impact. However, a quarter were not sure.

Table 31 Earlier provision of services to vulnerable children, young people and their families										
	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government	1,064	20.3	2,087	39.8	716	13.7	1,373	26.2	5,240	100
Not-for-profit	321	23.5	541	39.7	227	16.6	275	20.2	1,364	100
For-profit	38	14.6	87	33.3	49	18.8	87	33.3	261	100
All	1,423	20.7	2,715	39.5	992	14.5	1,735	25.3	6,865	100

Table 32 Earlier provision of services to vulnerable children, young people and their families

	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Health	333	19.0	657	37.5	232	13.2	531	30.3	1753	100
Education	406	23.3	669	38.4	229	13.1	440	25.2	1744	100
ECEC	103	15.8	275	42.2	131	20.1	142	21.8	651	100
Community services	273	24.1	520	45.9	178	15.7	162	14.3	1,133	100
Disability	77	20.9	137	37.1	49	13.3	106	28.7	369	100
Housing	42	19.9	91	43.1	41	19.4	37	17.5	211	100
Police	121	18.3	250	37.8	89	13.4	202	30.5	662	100
Justice	47	20.0	90	38.3	31	13.2	67	28.5	235	100
Local govt	5	12.2	11	26.8	6	16.6	19	46.3	41	100
Other	16	24.2	15	22.7	6	9.1	29	43.9	66	100
All	1,423	20.7	2,715	39.5	992	14.5	1,735	25.3	6,865	100

5.2 Contact with the FRS

Overall, less than one in five respondents had contacted the FRS in the last 12 months (17.8 per cent). However, this figure was higher among respondents from the not-for-profit sector (27.9 per cent) (see Table 33). The proportion of respondents who had contacted the FRS in the last 12 months was also much higher for respondents working in community services (37.5 per cent) and housing (29.4 per cent) (see Table 34). The most common reason for contacting the FRS was to refer a family (62.3 per cent), to seek general advice (32.3 per cent) and to seek or share information about a family (31.2 per cent).

Table 33 Contact with the FRS in the last 12 months, by organisation type

	Contacted the FRS		Did not contact the FRS		Total	
	N	%	N	%	N	%
Government	847	15.7	4,532	84.3	5,379	100
Not-for-profit	394	27.9	1,016	72.1	1,410	100
For-profit	17	6.4	250	93.6	267	100
All	1,258	17.8	5,798	82.2	7,056	100

Table 34 Contact with the FRS in the last 12 months, by service sector

	Contacted the FRS		Did not contact the FRS		Total	
	N	%	N	%	N	%
Health	247	13.7	1,558	86.3	1,805	100
Education	246	13.8	1,539	86.2	1,785	100
ECEC	77	11.6	589	88.4	666	100
Community services	439	37.5	731	62.5	1,170	100
Disability	48	12.7	331	87.3	379	100
Housing	65	29.4	156	70.6	221	100
Police	94	13.8	587	86.2	681	100
Justice	20	8.3	220	91.7	240	100
Local govt	4	9.5	38	90.5	42	100
Other	18	26.9	49	73.1	67	100
All	1,258	17.8	5,798	82.2	7,056	100

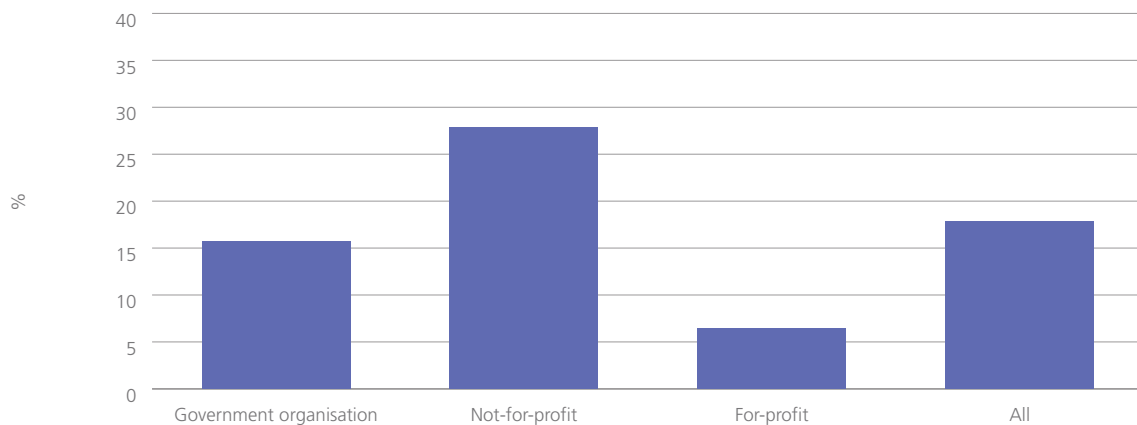
Figure 10 Contact with the FRS (%)

Table 35 shows whether or not respondents contacted the FRS in the last 12 months according to whether they contacted the Helpline, and how many child protection reports they made. This shows that of those who did not contact the Helpline in the last 12 months, 93.4 per cent had also not contacted the FRS. Those who contacted the Helpline but didn't make a report were more likely to have contacted the FRS (13.6 per cent had contacted the FRS). Higher proportions of respondents who had made child protection reports had contacted the FRS: 21.1 per cent of those who had made 1 to 3 reports had contacted the FRS, and 28.9 per cent of those who made 4 to 6 reports had done so. Over 42 per cent of respondents who had made 7 or more child protection reports to the Helpline had also contacted the FRS in the last 12 months.

Table 35 Use of the MRG by contact with FRS in last 12 months

	Contacted FRS		Did not contact FRS		Total	
	N	%	N	%	N	%
Did not contact Helpline	196	6.6	2,772	90.3	2,968	100
Contacted Helpline but didn't make report	32	13.6	204	86.4	236	100
Made 1 to 3 reports	246	21.1	919	78.9	1,165	100
Made 4 to 6 reports	164	28.9	404	71.1	568	100
Made 7 to 10 reports	126	42.7	169	57.3	295	100
Made 11 to 20 reports	78	42.4	106	57.6	184	100
Made more than 20 reports	126	43.6	163	56.4	289	100
All	968	17.0	4,737	83.0	5,705	100

6 Better supporting Aboriginal children and families



Respondents were asked a series of questions to capture any improvements in how their organisations were delivering services to Aboriginal children, young people and families; any changes made in how they were working with Aboriginal organisations; and perceptions about whether KTS had improved the cultural appropriateness of services.

The findings show:

- Respondents whose work is highly focused on Aboriginal clients were less likely than others to be satisfied with the mandatory reporting system in NSW, and more likely to be dissatisfied with it.
- Overall, three in ten respondents reported that their organisation had made changes in the way it worked with Aboriginal children, young people and families. However, among respondents whose work was highly focused on Aboriginal clients, a much higher proportion reported that their organisations had made changes: 45.1 per cent.
- Overwhelmingly, respondents who reported their organisations had made changes in how they worked with Aboriginal populations felt these changes had led to improvements, including more culturally appropriate services, improved links with Aboriginal organisations and communities, and more Aboriginal people accessing services.
- High proportions of respondents from the not-for-profit sector reported changes in how their organisation worked with Aboriginal people. They were also more likely to report that as a result of changes made, their organisation was better able to meet the needs of Aboriginal people.

- Most respondents felt KTS had had at least a somewhat positive impact on the cultural appropriateness of services. However, almost a fifth of respondents reported it had no positive impact, and a quarter were unsure.
- Those whose work was highly focused on Aboriginal clients were more likely than others to report KTS had a positive impact on the cultural appropriateness of services.

6.1 Focusing on Aboriginal clients

First, the survey asked respondents what proportion of their role focused on Aboriginal clients. For most respondents, less than 20 per cent of their work focused on Aboriginal clients (see Table 36). For 14.1 per cent of respondents, none of their work was focused on Aboriginal clients. However, those in the government sector tended to focus slightly more of their work on Aboriginal clients. More than a third of government sector respondents (35.7 per cent) reported that 20 per cent or more of their work focused on Aboriginal clients. A smaller proportion (29.9 per cent) of respondents from the not-for-profit sector reported that 20 per cent of their work or more focused on Aboriginal clients. In addition, higher proportions of not-for-profit than government sector respondents reported that none of their work was focused on Aboriginal clients (20.0 per cent, compared with 11.1 per cent).

Table 36 What proportion of your role / work is focused on Aboriginal clients?

	None		< 20%		20% to 39%		40% to 59%		> 60%		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Government	594	11.1	2,847	53.2	955	17.8	479	9.0	476	8.9	5,351	100
Not-for-profit	281	20.0	705	50.2	206	14.7	88	6.3	125	8.9	1,405	100
For-profit	117	44.0	118	44.4	19	7.1	6	2.3	6	2.3	266	100
All	992	14.1	3,670	52.3	1,180	16.8	573	8.2	607	8.7	7,022	100

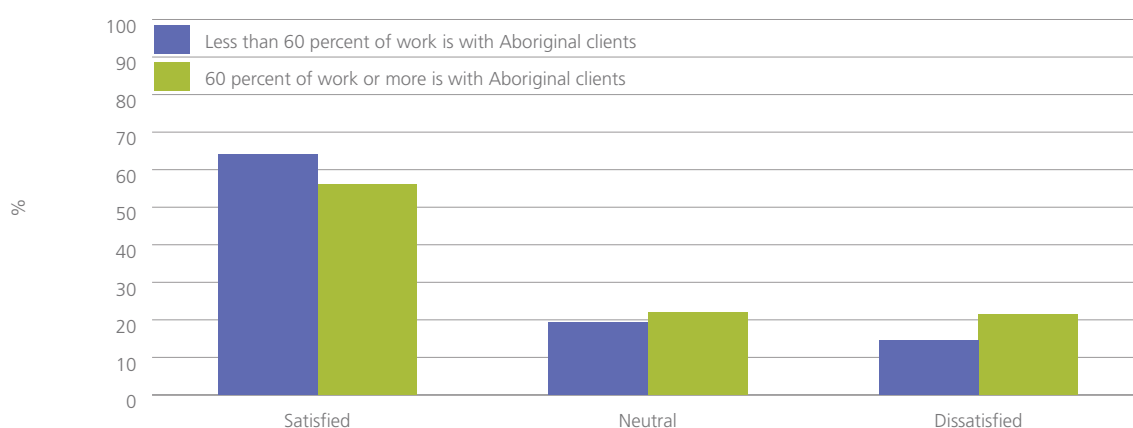
6.2 Perspectives of professionals who work intensively with Aboriginal clients

Notably, respondents who were highly focused on Aboriginal clients, that is, those who reported that 60 per cent or more of their work was focused on Aboriginal clients, were less likely to be satisfied with the mandatory reporting system, and more likely to be dissatisfied. Indeed, 56.0 per cent of those working intensively with Aboriginal clients were satisfied with the system compared with 64.0 who were not, and 21.4 per cent were dissatisfied with the system, compared with 14.6 per cent of those who were not working intensively with Aboriginal clients (Table 37 and Figure 11).

Table 37 Satisfaction with the mandatory reporting system in NSW, according to percentage of work performed with Aboriginal clients

	Satisfied		Neutral		Dissatisfied		Unsure		Total	
	N	%	N	%	N	%	N	%	N	%
< 60% of work is with Aboriginal clients	4,130	64.0	1,246	19.3	942	14.6	131	2.0	6,449	100
60% or more of work is with Aboriginal clients	340	56.0	133	21.9	228	21.4	4	0.7	607	100
All	4470	63.4	1379	19.5	1072	15.2	135	1.9	7056	100

Figure 11 Satisfaction with the mandatory reporting system, by percentage of work performed with Aboriginal clients



6.3 Changes in how organisations work with Aboriginal people

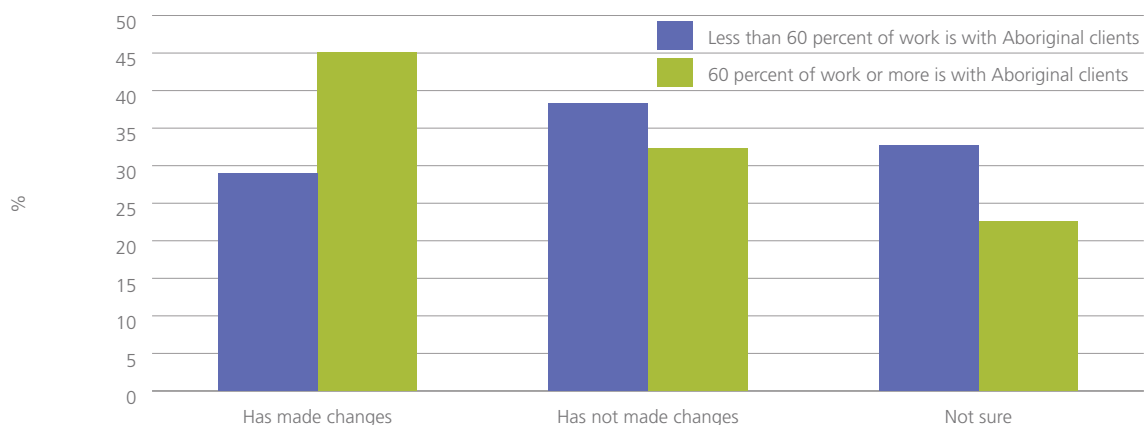
Overall, 30.4 per cent of respondents reported that their organisation had made changes in the last 12 months in how they worked with Aboriginal children, young people and families. These changes included dedicating time to building relationships with Aboriginal organisations (17.8 per cent of all respondents); delivering cultural competency training (16.6 per cent); implementing new programs for Aboriginal people (13.4 per cent); and participating in joint work or case management with Aboriginal organisations (12.4 per cent).

Table 38 and Figure 12 show that among those respondents who were working intensively with Aboriginal clients, a much higher proportion reported that their organisations had made changes: 45.1 per cent.

Table 38 In the last 12 months, has your organisation made any changes in the way it works with Aboriginal children, young people and their families?

	Yes		No		Not sure		Total	
	N	%	N	%	N	%	N	%
< 60% of work is with Aboriginal clients	1,869	29.0	2,472	38.3	2,108	32.7	6,449	100
60% or more of work is with Aboriginal clients	274	45.1	196	32.3	137	22.6	607	100
All	2,143	30.4	2,668	37.8	2,245	31.8	7,056	100

Figure 12 Whether organisation made changes in working with Aboriginal clients, by percentage of work performed with Aboriginal clients



Interestingly, a higher proportion of respondents from the not-for-profit sector reported their organisation had made any changes in the way it works with Aboriginal children, young people and families (see Table 39). More than a third (37.3 per cent) of respondents from not-for-profit organisations reported that their organisation had made changes in the last twelve months, compared with 29.3 per cent of respondents in government organisations, although high proportions were unsure.

Table 39 In the last 12 months, has your organisation made any changes in the way it works with Aboriginal children, young people and their families?

	Yes		No		Not sure		Total	
	N	%	N	%	N	%	N	%
Government organisation	1,574	29.3	1,920	35.7	1,885	35.0	5,379	100
Not-for-profit	526	37.3	587	41.6	297	21.1	1410	100
For-profit	43	16.1	161	60.3	63	23.6	267	100
All	2,143	30.4	2,668	37.8	2,245	31.8	7,056	100

6.4 Impact of changes made in working with Aboriginal people

Overwhelmingly, those whose organisations had made changes in how they worked with Aboriginal populations reported that these changes had led to improvements of some kind. Only 1.5 per cent of respondents reported that the changes had not led to any improvement. Improvements included more culturally appropriate services (reported by 1261 respondents, or 58.8 per cent of those whose organisations had made changes); improved links between respondents' organisations and Aboriginal organisations (53.4 per cent); improved links between respondents' organisations and Aboriginal communities (44.4 per cent) and more Aboriginal people accessing the services provided by their organisation (29.7 per cent) (Table 40).

Table 40 Improvements resulting from changes made in the last 12 months

	A		B		C		D		E		All	
	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	845	53.7	688	43.7	421	26.7	902	57.3	86	5.5	1,574	100
Not-for-profit	289	54.9	254	48.3	208	39.5	338	64.3	21	4.0	526	100
For-profit	10	23.3	10	23.3	7	16.3	21	48.8	1	2.3	43	100
All	1,144	53.4	952	44.4	636	29.7	1,261	58.8	108	5.0	2,143	100

- A Improved links with Aboriginal organisations
- B Improved links with Aboriginal communities
- C More Aboriginal people accessing our services
- D Improved cultural appropriateness of our services
- E No improvement

As shown in Table 41, a high proportion of respondents (71.2 per cent) agreed or strongly agreed that as a result of the changes their organisation made, they were better able to meet the needs of Aboriginal children, young people and their families. This figure was higher among not-for-profit sector employees (75.8 per cent). This indicates that respondents in non-profits were both more likely to report that their organisation had changed how they work with Aboriginal people, and that the changes made had improved their organisations' capacity to meet the needs of Aboriginal children and families.

Table 41 shows the proportion, across service types, of respondents who felt that as a result of changes made, their organisation had become better able to meet the needs of Aboriginal people. There is some variation across service types, with those in Housing, Justice, and Education sectors most positive about the impact of changes, and those in Disability services, and the Police force, least likely to agree changes had been positive. Among respondents delivering community services, those in the not-for-profit sector were much more likely to feel that as a result of changes made, their organisation was better able to

meet the needs of Aboriginal people (78.8 per cent compared with 63.0 per cent). The same trend was also evident among those delivering Health services.

Table 41 Respondents who agreed or strongly agreed that as a result of changes made, their organisation is better able to meet the needs of Aboriginal people, by organisation type and sector

	Government organisations		Not-for-profit organisations		For-profit organisations		Total	
	N	%	N	%	N	%	N	%
Health	296	69.6	27	79.4	2	100.0	325	70.5
Education	382	75.2	37	74.0	10	76.9	429	75.1
ECEC	32	78.0	82	70.7	14	60.9	128	71.1
Community services	182	63.0	208	78.8	1	100.0	391	70.6
Disability	60	61.9	10	47.6	-	-	70	59.3
Housing	19	73.1	21	80.8	-	-	40	76.9
Police	45	57.7	-	-	-	-	45	57.7
Justice	59	75.6	2	100.0	1	100.0	62	76.5
Local govt	7	63.6	-	-	-	-	7	63.6
Other	7	87.5	7	100	-	-	14	93.3
All	1,089	69.8	394	75.8	28	70.0	1,511	71.2

Table 42 shows that those respondents who were highly focused on Aboriginal clients were more likely than others to agree that as a result of changes made, their organisation was better able to meet the needs of Aboriginal people.

Table 42 Respondents who agreed or strongly agreed that as a result of changes made, their organisation is better able to meet the needs of Aboriginal people

	Disagree		Neutral		Agree		Total	
	N	%	N	%	N	%	N	%
< 60% of work is with Aboriginal clients	56	3.0	490	26.5	1,303	70.5	1,849	100
60% or more of work is with Aboriginal clients	16	5.9	48	17.6	208	76.5	272	100
All	72	3.4	538	25.4	1,511	71.2	2,121	100

6.5 Barriers to changing how organisations work with Aboriginal populations

Those who reported their organisation hadn't made any changes to how it worked with Aboriginal people were asked why. The most common reason reported was that there were no or few Aboriginal people in the organisation's target group. However, this reason was reported for a higher proportion of non-government sector respondents than those in government organisations. It is also notable that a quarter of government sector respondents (24.5 per cent) reported that they were unsure about why changes hadn't been made to the way their organisation works with Aboriginal people (Table 43).

Table 43 Why haven't changes been made to the way you work with Aboriginal people

	A		B		C		D		E		F	
	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	587	30.6	140	7.3	186	9.7	78	4.1	34	1.8	470	24.5
Not-for-profit	271	46.2	38	6.5	62	10.6	23	3.9	2	0.3	77	13.1
For-profit	110	68.3	17	10.6	17	10.6	9	5.6	2	1.2	18	11.2
All	968	36.3	195	7.3	265	9.9	110	4.1	38	1.4	565	21.2

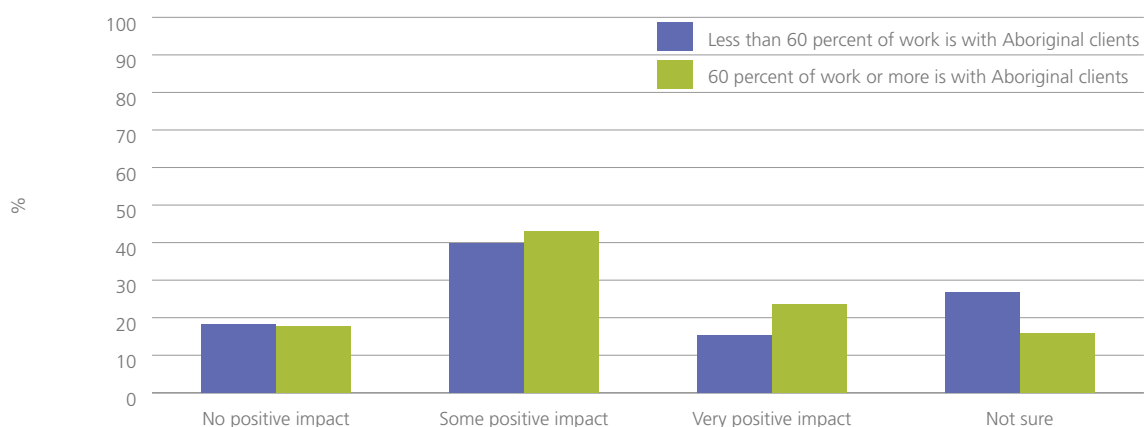
- A No / few Aboriginal people in organisation's target group
- B No / few local Aboriginal organisations
- C Difficulties engaging with local Aboriginal organisations / communities
- D Not a high priority for other reasons
- E Not encouraged in my organisation
- F Unsure

6.6 Impact of KTS on cultural appropriateness of services

Another survey question asked all respondents (not just those whose organisations had made changes to the way they worked with Aboriginal populations), what impact they thought KTS had had on increasing the cultural appropriateness of programs or services. Overall, most respondents felt KTS had had a 'somewhat positive impact' on the cultural appropriateness of services (40.1 per cent). However, 18.2 per cent felt KTS had had no positive impact on cultural appropriateness. Table 44 and Figure 13 show that among those whose work was highly focused on Aboriginal clients were more likely to report KTS had made a positive impact on the cultural appropriateness of programs and services.

Table 44 Impact of KTS on increased cultural appropriateness of programs/services, by proportion of work with Aboriginal clients

	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
< 60% of work is with Aboriginal clients	1,149	18.2	2,508	39.8	963	15.3	1,684	26.7	6,304	100
60% or more of work is with Aboriginal clients	105	17.6	257	43.0	141	23.6	95	15.9	598	100
All	1,254	18.2	2,765	40.1	1,104	16.0	1,779	25.8	6,902	100

Figure 13 Impact of KTS on increased cultural appropriateness of services, by proportion of work performed with Aboriginal clients

Compared with the respondents from the government sector, respondents from the non-government sector were both slightly more likely to report KTS had a 'very positive' impact on cultural appropriateness (17.3 per cent compared with 15.4 per cent), and slightly more likely to report it had no positive impact (20.6 per cent, compared with 17.7 per cent) (Table 45). However, very high proportions were not sure, or felt the question was not applicable to them (25.8 per cent overall) (Table 45 and Table 46). Notwithstanding, these data suggest that KTS has had a generally positive impact on cultural appropriateness, although perspectives are mixed.

Table 45 Increased cultural appropriateness of programs/services, by sector										
	No positive impact		Some positive impact		Very positive impact		Not sure / not applicable		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	933	17.7	2,115	40.2	812	15.4	1,406	26.7	5,266	100
Not-for-profit	283	20.6	559	40.7	238	17.3	293	21.3	1,373	100
For-profit	38	14.4	91	34.6	54	20.5	80	30.4	263	100
All	1,254	18.2	2,765	40.1	1,104	16.0	1,779	25.8	6,902	100

Table 46 Increased cultural appropriateness of programs/services, by sector										
	No positive impact		Some positive impact		Very positive impact		Not sure / not applicable		Total	
	N	%	N	%	N	%	N	%	N	%
Health	313	17.8	644	36.6	279	15.9	524	29.8	1,760	100
Education	316	18.1	696	39.8	260	14.9	477	27.3	1,749	100
ECEC	102	15.6	297	45.5	131	20.1	123	18.8	653	100
Community services	227	19.8	506	44.2	209	18.2	204	17.8	1,146	100
Disability	65	17.6	147	39.8	58	15.7	99	26.8	369	100
Housing	42	19.4	94	43.5	42	19.4	38	17.6	216	100
Police	125	18.7	267	39.9	63	9.4	214	32.0	669	100
Justice	41	17.5	87	37.2	46	19.7	60	25.6	234	100
Local govt	7	17.5	11	27.5	7	17.5	15	37.5	40	100
Other	16	24.2	16	24.2	9	13.6	25	37.9	66	100
All	1,254	18.2	2,765	40.1	1,104	16.0	1,779	25.8	6,902	100

7 Changing practices and systems



The survey asked a series of questions to capture the impact of KTS on professionals' experiences of child protection practices and systems, including the extent to which they were encouraged to raise child wellbeing and protection concerns, their experiences of information sharing and collaboration, and their access to training and support.

With respect to information sharing:

- There is generally high, but not universal awareness of the legislative obligation to share information. Awareness is highest in the non-profit sector, among managers, and in community services.
- One in five respondents reported they were involved in high levels of information sharing. For those working in community services, the figure was more than 2 in 5.
- Three in five respondents reported they were comfortable with information sharing but this figure was slightly higher for respondents from the non-profit sector. Police and workers in local government were most likely to feel uncomfortable with sharing information.
- Large proportions of respondents reported that over the last 12 months, information sharing by their organisation had increased, and that information sharing by other organisations had increased, especially in community services.
- The main barriers to information sharing included preferences to prioritise client confidentiality; perceived lack of cooperation from other organisations; and individual inexperience in information sharing.

With respect to collaboration:

- Awareness of legislative obligations to collaborate was higher in 2014 than in 2012, but awareness is still not universal. Awareness is highest among managers, those working in not-for-profit organisations, and those working in community services.
- More than a third of respondents were involved in high levels of collaboration, reporting that collaboration is part of their role 'often' or 'all of the time'. Managers were involved in collaborating more often than others.
- Around 3 in 5 respondents were in organisations that were working in partnership. These partnerships tended to involve a roughly even mix of public and non-profit organisations.
- Around half of respondents reported their organisation encouraged collaboration, but this was more common in the not-for-profit sector.
- Overwhelmingly, collaboration was perceived to have increased in the last 12 months.
- Most respondents felt KTS had had a positive impact on collaboration, but non-profit respondents were most positive about its impact.

With respect to training and organisational supports:

- Most respondents felt their workplace encourages the raising of concerns, but there is room for improvement in local government and in the health sector.
- A little under a half of respondents had received child protection in the last 12 months. However, 1 in 12 respondents had not ever undertaken child protection training.
- Around 1 in 5 respondents felt KTS had a very positive impact on levels of support for workers in their organisation when responding to child protection issues. However almost 1 in 5 also felt it had had no impact on levels of available support.

7.1 Information sharing

The survey asked whether respondents were aware of legislative provisions (sometimes called "Chapter 16A") which allow information to be shared between organisations, for example, where it is felt that a child or family would benefit from additional supports or referrals. Respondents were then asked what level of information sharing they were involved with, and which factors had supported or discouraged them from sharing information, and how comfortable they felt with information sharing. The survey also asked how respondents what impact they felt KTS had had on the level of information sharing between their organisation and others.

7.1.1 Awareness of legislative obligations

As Table 5 shows, more than 4 in 5 respondents were aware of the legislative obligation to share information with other organisations (83.0 per cent). This figure was slightly higher than in 2012, when 80 per cent of respondents were aware (KPMG, 2012: 6). As would be expected, awareness was higher among managers (89.0 per cent) than non-managers (81.4 per cent). Awareness of the obligation for information sharing was also higher in the non-profit sector (88.0 per cent) compared with the government (82.7 per cent) and for-profit sectors (75.4 per cent) (see also Figure 14).

Table 47 Awareness of legislative obligation to share information, by sector and management role

	Aware		Not aware		Total	
	N	%	N	%	N	%
Managers						
Government organisation	1,264	88.1	170	11.9	1,434	100
Not-for-profit	407	92.5	33	7.5	440	100
For-profit	34	81.0	8	19.0	42	100
Total managers	1,705	89.0	211	11.0	1,916	100
Non-managers						
Government organisation	3,160	80.7	755	19.3	3,915	100
Not-for-profit	827	86.0	135	14.0	962	100
For-profit	165	74.3	57	25.7	222	100
Total non-managers	4,152	81.4	947	18.6	5,099	100
All						
Government organisation	4,424	82.7	925	17.3	5,349	100
Not-for-profit	1,234	88.0	168	12.0	1,402	100
For-profit	199	75.4	65	24.6	264	100
Total, all respondents	5,857	83.0	1,158	16.4	7,015	100

Table 48 shows differences across service types, in awareness of the legislative obligation to share information. Awareness was highest for respondents in community services (95.8 per cent), and lowest for those in local government (60.0 per cent).

Figure 14 Aware of legislative obligation for information sharing (%)



Table 48 Awareness of legislative obligation to share information, by service type (%)

	Aware		Not aware		Total	
	N	%	N	%	N	%
Health	1,426	79.3	372	20.7	1,798	100
Education	1,414	79.6	362	20.4	1,776	100
ECEC	574	87.0	86	13.0	660	100
Community services	1,113	95.8	49	4.2	1,162	100
Disability	292	77.5	85	22.5	377	100
Housing	196	88.7	25	11.3	221	100
Police	580	85.8	96	14.2	676	100
Justice	190	79.5	49	20.5	239	100
Local govt	24	60.0	16	40.0	40	100
Other	48	72.7	18	27.3	66	100
All	5,857	83.5	1,158	16.5	7,015	100

7.1.2 Levels of information sharing

Respondents were asked what level of information sharing they were involved in. The largest proportion reported they were involved in moderate levels of information sharing (31.8 per cent), that is, enough to perform key tasks and identify children at ROSH (Table 49). Around one in five (21.2 per cent) was involved in high levels. As would be expected, slightly higher proportions of managers than non-managers reported high levels of information sharing, and fewer reported none, or low levels of information sharing. Government and non-government respondents' perceptions did not differ markedly (Table 49).

Table 50 shows that in community services, a high proportion of respondents (41.3 per cent) reported they were involved in high levels of information sharing. Others were closer to average levels, although low proportions of respondents from ECEC, disability services and local government reported high levels of information sharing. This is also depicted in Figure 15.

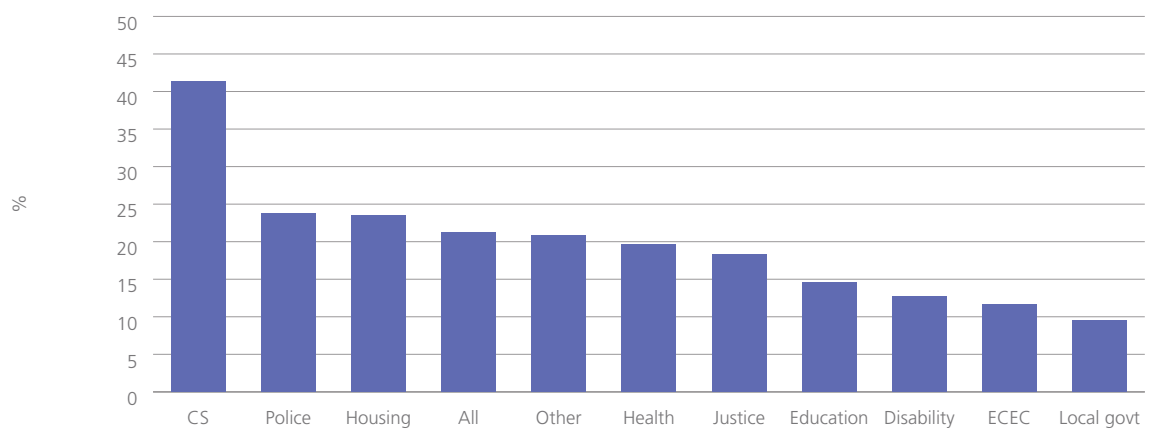
Table 49 Level of information sharing by sector and management role

	None		Low		Moderate		High		Unsure / varied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Managers												
Government organisation	150	10.4	329	22.8	475	32.9	344	23.8	145	10.0	1,443	100
Not-for-profit	41	9.3	84	19.0	160	36.2	124	28.1	33	7.5	442	100
For-profit	5	11.9	10	23.8	15	35.7	3	7.1	9	21.4	42	100
Total managers	196	10.2	423	22.0	650	33.7	471	24.4	187	9.7	1,927	100
Non-managers												
Government organisation	480	12.2	756	19.2	1,198	30.4	824	20.9	678	17.2	3,936	100
Not-for-profit	117	12.1	214	22.1	331	34.2	185	19.1	121	12.5	968	100
For-profit	46	20.4	65	28.9	64	28.4	19	8.4	31	13.8	225	100
Total non-managers	643	12.5	1,035	20.2	1,593	31.1	1,028	20.0	830	16.2	5,129	100
All												
Government organisation	630	11.7	1,085	20.2	1,673	31.1	1,168	21.7	823	15.3	5,379	100
Not-for-profit	158	11.2	298	21.1	491	34.8	309	21.9	154	10.9	1,410	100
For-profit	51	19.1	75	28.1	79	29.6	22	8.2	40	15.0	267	100
Total, all respondents	839	11.9	1,458	20.7	2,243	31.8	1,499	21.2	1,017	14.4	7,056	100

Table 50 Proportion of respondents who reported they were involved in a high level of information sharing, by service type

	High level of information sharing		Total	
	N	%	N	%
Health	354	19.6	1,803	100
Education	261	14.6	1,785	100
ECEC	77	11.6	666	100
Community services	483	41.3	1,170	100
Disability	48	12.7	379	100
Housing	52	23.5	221	100
Police	162	23.8	681	100
Justice	44	18.3	240	100
Local govt	4	9.5	42	100
Other	14	20.9	67	100
All	1,499	21.2	7,056	100

Figure 15 Involvement in high levels of information sharing (%)



7.1.3 Factors supporting and preventing information sharing

The survey also asked about what people thought were the factors supporting information sharing, and what had prevented it. Most respondents selected “I think information sharing is important” (60.0 per cent). More than a third reported that their organisation’s processes and procedures encouraged information sharing (38.8 per cent), and that they had a good understanding of the legislation enabling information sharing (34.5 per cent). High proportions also reported that Chapter 16A permits sharing of information which could not previously be shared (31.1 per cent); and that supervisors or managers encouraged information sharing (30.3 per cent). More than a quarter (28.7 per cent) reported that they had participated in formal opportunities to share information (eg case conferences) and 27.3 per cent reported that other organisations had been willing to share information.

In terms of the barriers to effective information sharing, 16.2 per cent of respondents reported that client confidentiality prevents them from sharing information, and 14.2 per cent reported that other organisations have not been cooperative in sharing information. More than one in ten (10.9 per cent) reported that they had been discouraged or prevented from sharing information as they had never shared information before, and 7.1 per cent reported that families didn’t want them to share information.

7.1.4 Comfort with information sharing

Overall, 61.8 per cent reported they felt comfortable with information sharing (either somewhat or very comfortable), compared with 17.9 per cent who felt uncomfortable (see Table 51). Those in the non-profit sector were slightly more likely to report they felt comfortable with sharing information than those in the government sector (65.7 per cent compared with 61.5 per cent). As would be expected, managers were more likely to feel comfortable than non-managers 69.1 per cent compared with 59.1 per cent).

Table 51 Comfort with sharing information, by sector and management role										
	Uncomfortable		Neutral		Comfortable		Unsure		Total	
	N	%	N	%	N	%	N	%	N	%
Managers										
Government organisation	228	15.8	194	13.4	994	68.9	27	1.9	1,443	100
Not-for-profit	77	17.4	42	9.5	316	71.5	7	1.6	442	100
For-profit	8	19.0	12	28.6	21	50.0	1	2.4	42	100
Total managers	313	16.2	248	12.9	1,331	69.1	35	1.8	1,927	100
Non-managers										
Government organisation	729	18.5	781	19.8	2315	58.8	111	2.8	3,936	100
Not-for-profit	169	17.5	157	16.2	611	63.1	31	3.2	968	100
For-profit	51	22.7	64	28.4	103	45.8	7	3.1	225	100
Total non-managers	949	18.5	1,002	19.5	3,029	59.1	149	2.9	5,129	100
All										
Government organisation	957	17.8	975	18.1	3,309	61.5	138	2.6	5,379	100
Not-for-profit	246	17.4	199	14.1	927	65.7	38	2.7	1,410	100
For-profit	59	22.1	76	28.5	124	46.4	8	3.0	267	100
Total, all respondents	1,262	17.9	1,250	17.7	4,360	61.8	184	2.6	7,056	100

Table 52 shows that there was some variation across service areas in the proportion of respondents who reported they were comfortable with information sharing. In community services, a high proportion felt comfortable with sharing information (73.2 per cent). In contrast, only half of respondents from local government were comfortable with information sharing, along with 56.8 per cent of police.

Table 52 Proportion who felt comfortable with information sharing, by service type

	Comfortable		Total	
	N	%	N	%
Health	1,073	59.4	1,803	100
Education	1,077	60.3	1,785	100
ECEC	394	59.2	666	100
Community services	857	73.2	1,170	100
Disability	227	59.9	379	100
Housing	138	62.4	221	100
Police	387	56.8	681	100
Justice	147	61.3	240	100
Local govt	21	50.0	42	100
Other	39	58.2	67	100
All	4,360	61.8	7,056	100

7.1.5 Change in levels of information sharing in the last 12 months

Overall, 42.8 per cent reported information sharing by their organisation had increased in the last twelve months, and a third (33.7 per cent) reported there was no change (see Table 53). The proportion who felt their organisations level of information sharing had increased was highest among those working in community services (59.7 per cent), and relatively low in local government and justice services. Very few respondents felt information sharing by their organisation had decreased in the last twelve months.

More than a third (37.7 per cent of respondents) felt information sharing by other organisations had increased over the last 12 months, but a high proportion (34.8 per cent) felt there had been no change, and 26.0 per cent were not sure (see Table 54). This also shows that respondents working in community services were more likely to report that information sharing by other organisations had increased in the last 12 months, while lower than average proportions in local government, justice, policy and health reported increased in sharing by other organisations.

Table 53 Information sharing by my organisation										
	Decreased		No change		Increased		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Health	18	1.0	591	33.1	675	37.8	504	28.2	1,788	100
Education	9	0.5	608	34.3	705	39.7	453	25.5	1,775	100
ECEC	5	0.8	258	39.2	276	41.9	119	18.1	658	100
Community services	12	1.0	308	26.4	696	59.7	150	12.9	1,166	100
Disability	3	0.8	123	32.7	151	40.2	99	26.3	376	100
Housing	2	0.9	71	32.4	107	48.9	39	17.8	219	100
Police	5	0.7	262	38.6	282	41.5	130	19.1	679	100
Justice	1	0.4	102	42.5	76	31.7	61	25.4	240	100
Local govt	0	0.0	14	34.1	8	19.5	19	46.3	41	100
Other	0	0.0	28	41.8	22	32.8	17	25.4	67	100
All	55	0.8	2,365	33.7	2,998	42.8	1,591	22.7	7,009	100

Table 54 Information sharing by other organisations										
	Decreased		No change		Increased		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Health	29	1.6	591	33.6	563	32.0	576	32.7	1,759	100
Education	31	1.8	602	34.7	590	34.0	514	29.6	1,737	100
ECEC	5	0.8	274	42.2	228	35.1	142	21.9	649	100
Community services	15	1.3	294	25.6	671	58.4	169	14.7	1,149	100
Disability	3	0.8	129	34.9	138	37.3	100	27.0	370	100
Housing	4	1.9	73	33.8	97	44.9	42	19.4	216	100
Police	14	2.1	315	46.9	199	29.6	144	21.4	672	100
Justice	3	1.3	93	40.1	73	31.5	63	27.2	232	100
Local govt	0	0.0	10	24.4	11	26.8	20	48.8	41	100
Other	1	1.6	18	28.1	25	39.1	20	31.3	64	100
All	105	1.5	2,399	34.8	2,595	37.7	1,790	26.0	6,889	100

7.1.6 Impact of KTS on information sharing

Respondents were asked to report what impact they thought KTS had had on the level of information sharing between their organisation and others. Table 55 shows that compared with others, a higher proportion of not-for-profit respondents reported KTS had had a somewhat or very positive impact on information sharing. Table 56 shows that higher proportions in community services (39.0 per cent) reported that KTS had a very positive impact on information sharing.

Table 55 Impact of KTS on level of information sharing between my organisation and others, by sector

	No positive impact		Some positive impact		Very positive impact		Not sure / not applicable		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	505	9.6	2,328	44.2	1,331	25.2	1,108	21.0	5,272	100
Not-for-profit	118	8.6	636	46.1	423	30.7	203	14.7	1,380	100
For-profit	27	10.3	108	41.2	59	22.5	68	26.0	262	100
All	650	9.4	3,072	44.4	1,813	26.2	1,379	19.9	6,914	100

Table 56 Impact of KTS on level of information sharing by service type

	No positive impact		Some positive impact		Very positive impact		Not sure / not applicable		Total	
	N	%	N	%	N	%	N	%	N	%
Health	169	9.6	730	41.3	425	24.0	445	25.2	1,769	100
Education	192	10.9	800	45.3	393	22.3	380	21.5	1,765	100
ECEC	54	8.3	308	47.1	198	30.3	94	14.4	654	100
Community services	71	6.2	516	45.1	446	39.0	111	9.7	1,144	100
Disability	31	8.4	171	46.5	92	25.0	74	20.1	368	100
Housing	18	8.5	102	47.9	67	31.5	26	12.2	213	100
Police	80	12.1	304	45.9	121	18.3	157	23.7	662	100
Justice	24	10.3	107	45.9	48	20.6	54	23.2	233	100
Local govt	3	7.5	11	27.5	9	22.5	17	42.5	40	100
Other	8	12.1	23	34.8	14	21.2	21	31.8	66	100
All	650	9.4	3,072	44.4	1,813	26.2	1,379	19.9	6,914	100

7.2 Collaboration

The survey asked whether respondents' organisations were aware of the legislative obligation to collaborate and coordinate with other organisations; whether they were currently working in partnership with another organisation; the factors they felt had prevented or supported collaboration; and the impact of collaboration. Respondents were also asked to report whether the level of collaboration between their organisation and others had increased, decreased, or remained the same over the last twelve months, and whether this was primarily due to KTS. They were also asked to rate their agreement with the statement "I believe that responding to child protection concerns is a shared responsibility".

7.2.1 Awareness of legislative obligations

As Table 57 shows, around 4 in 5 respondents were aware of the legislative obligation to coordinate with other organisations (81.3 per cent). This is higher than in 2012, when 76 per cent reported knowing about the legislative provisions relating to coordination (KPMG, 2012: 54). As would be expected, awareness was higher among managers (87.8 per cent) compared with non-managers (78.9 per cent) (Figure 16). Awareness was slightly higher among respondents from not-for-profit organisations (83.3 per cent), and lowest among respondents from the for-profit sector (77.4 per cent).

Table 57 Awareness of legislative obligation to coordinate with other organisations, by sector and management role

	Aware		Not Aware		Total	
	N	%	N	%	N	%
Managers						
Government organisation	1,248	87.3	182	12.7	1,430	100
Not-for-profit	393	89.7	45	10.3	438	100
For-profit	35	85.4	6	14.6	41	100
Total managers	1,676	87.8	233	12.2	1,909	100
Non-managers						
Government organisation	3,076	78.7	834	21.3	3,910	100
Not-for-profit	771	80.3	189	19.7	960	100
For-profit	170	75.9	54	24.1	224	100
Total non-managers	4,017	78.9	1,077	21.1	5,094	100
All						
Government organisation	4,324	81.0	1,016	19.0	5,340	100
Not-for-profit	1,164	83.3	234	16.7	1,398	100
For-profit	205	77.4	60	22.6	265	100
Total, all respondents	5,693	81.3	1,310	18.7	7,003	100

Figure 16 Awareness of legislative obligation to collaborate (%)

Table 58 shows there was also some difference across service types, in awareness of the legislative obligation to coordinate. Awareness was highest for respondents working in community services (91.0 per cent).

Table 58 Awareness of legislative obligation to coordinate with other organisations, by service

	Aware		Not Aware		Total	
	N	%	N	%	N	%
Health	1,382	77.1	411	22.9	1,793	100
Education	1,422	80.2	352	19.8	1,774	100
ECEC	570	86.5	89	13.5	659	100
Community services	1,056	91.0	104	9.0	1,160	100
Disability	276	73.2	101	26.8	377	100
Housing	169	77.2	50	22.8	219	100
Police	566	83.7	110	16.3	676	100
Justice	183	76.6	56	23.4	239	100
Local govt	26	65.0	14	35.0	40	100
Other	43	65.2	23	34.8	66	100
All	5,693	81.3	1,310	18.7	7,003	100

Table 59 shows data from 2012 (KPMG, 2012: 54) and 2014. While these comparisons should be interpreted with caution, due to differences in the composition of the sample in each year, the data suggests there were increases in knowledge of the legislative provision across key service areas, including health, ECEC, community services, police and justice.

Table 59 Awareness of legislative obligation to coordinate with other organisations, by service, 2012 and 2014

	Aware in 2012	Aware in 2014
	%	%
Health	73.7	77.1
Education	82.0	80.2
ECEC	74.6	86.5
Community services	86.8	91.0
Disability	85.2	73.2
Housing	74.4	77.2
Police	76.0	83.7
Justice	68.2	76.6
Local Govt	66.7	65.0
Other	81.0	65.2
All	75.9	81.3

7.2.2 Collaboration in practice

Table 60 shows how often respondents were involved in collaborating with other organisations to deliver services, by sector and management role. This shows that fewer managers than non-managers 'never' collaborated with other organisations (5.9 per cent compared with 12.4 per cent), and that collaborating 'often' or 'all of the time' was more common among managers than non-managers (40.3 compared with 35.7 per cent). Interestingly, non-profit managers were less likely to 'never' collaborate and much more likely to collaborate frequently than those in government organisations (48.2 compared with 38.5 per cent). Collaboration was less common in the for-profit sector, around 1 in 5 for-profit respondents (19.5 per cent) reported that they never collaborated, and only 11.7 per cent reported doing so all of the time or often.

Table 60 How often role involves collaborating with other organisations to deliver services to vulnerable children, young people and their families

	Never		Not very often / sometimes		Often / All of the time		Total	
	N	%	N	%	N	%	N	%
Managers								
Government organisation	83	8.5	802	55.8	553	38.5	1,438	100
Not-for-profit	25	5.7	204	46.2	213	48.2	442	100
For-profit	5	11.9	29	69.0	8	19.0	42	100
Total managers	113	5.9	1035	53.9	774	40.3	1,922	100
Non-managers								
Government organisation	486	12.4	2,003	51.1	1,431	36.5	3,920	100
Not-for-profit	98	10.2	497	51.7	366	38.1	961	100
For-profit	47	21.0	154	68.8	23	10.3	224	100
Total non-managers	631	12.4	2654	52.0	1,820	35.7	5105	100
All								
Government organisation	569	10.6	2,805	52.4	1,984	37.0	5,358	100
Not-for-profit	123	8.8	701	50.0	579	41.3	1403	100
For-profit	52	19.5	183	68.8	31	11.7	266	100
Total, all respondents	744	10.6	3,689	52.5	2,594	36.9	7,027	100

Respondents were also asked if their organisations were currently working in partnership with another organisation, relating to child protection or family wellbeing (see Table 61). This showed that around 3 in 5 respondents (61.1 per cent) were in organisations that were currently working in partnership, but a high proportion (28.1 per cent) was unsure.

Table 61 Respondents whose organisations were currently working in partnership

	Currently working in partnership		Not currently working in partnership		Not sure		Total	
	N	%	N	%	N	%	N	%
Government organisation	3,340	62.1	436	8.1	1,603	29.8	5,358	100
Not-for-profit	884	62.7	231	16.4	295	20.9	1,403	100
For-profit	86	32.2	97	36.3	84	31.5	266	100
All	4,310	61.1	764	10.8	1,982	28.1	7,027	100

Of those who were aware their organisation was collaborating, more than half (54.8 per cent) reported their organisation was collaborating with a roughly even mix of public and not-for-profit organisations (see Table 62). For respondents in government organisations, most reported collaborating with a roughly even mix, but 40.4 per cent reported they mostly collaborated with public sector organisations. For not-for-profit organisations, over three in five respondents (62.2 per cent) reported collaborating with a roughly even mix of public and non-profit organisations, and a quarter (24.7 per cent) reported collaborating with mostly public sector organisations.

Table 62 Respondents whose organisations were currently working in partnership

	Mostly public sector organisations		Mostly not-for-profit organisations		A roughly even mix		Total	
	N	%	N	%	N	%	N	%
Government organisation	1,344	40.4	227	6.8	1,756	52.8	3,327	100
Not-for-profit	122	13.8	212	24.0	549	62.2	883	100
For-profit	21	24.7	16	18.8	48	56.5	85	100
All	1,487	34.6	455	10.6	2,353	54.8	4,295	100

7.2.3 Factors supporting and preventing collaboration

Respondents were asked what organisational factors or strategies had supported their organisation to collaborate. The most common support by organisations, reported by around half of respondents (49.1 per cent) was encouraging staff to collaborate with other organisations (Table 63). This was more common in the not-for-profit sector (58.6 per cent) than government sector (47.6 per cent). Notably, a higher proportion of respondents reported that their organisation had encouraged staff to collaborate with other organisations in 2012 (60.4 per cent, see KPMG, 2012: 55).

Providing internal training was reported by 44.5 per cent of respondents. Implementing new processes, protocols or procedures, and developing formal arrangements to support collaboration, were reported by around a third of respondents, slightly lower than in 2012.

Table 63 Organisational strategies to support collaboration

	A		B		C		D		E		F	
	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	2,506	46.6	2,562	47.6	1,802	33.5	1,668	31.0	411	7.6	5,379	100
Not-for-profit	514	36.5	826	58.6	498	35.3	557	39.5	99	7.0	1,410	100
For-profit	119	44.6	79	29.6	80	30.0	51	19.1	15	5.6	267	100
All	3,139	44.5	3,467	49.1	2,380	33.7	2,276	32.3	525	7.4	7,056	100

- A Internal training
- B Encourage staff to collaborate
- C New processes or protocols
- D Formal arrangements
- E Other
- F All

While the information above highlights the importance of organisational strategies, other questions were asked to capture the factors supporting or preventing individual collaboration. In terms of supporting factors, more than half (51.0 per cent) reported that “I think collaboration is important”. Large proportions also reported that they had collaborated with other organisations before and thought it was beneficial (41.1 per cent), and that their organisation had encouraged or supported them to work with other organisations (2214 or 31.4 per cent).

In terms of the factors preventing collaboration, the most commonly reported barrier was a lack of cooperation in co-ordination by other organisations. This was reported by 1009 people, or 14.3 per cent of respondents. A large number of respondents also reported they were not required to collaborate (996 respondents, or 14.1 per cent). Some also reported that: “I haven’t really thought about doing it” (506, or 7.2 per cent of respondents) and that “I haven’t attended relevant training” (479, or 6.8 per cent of respondents).

7.2.4 Change in collaboration in the last 12 months

Respondents were asked if they felt the level of collaboration between their organisation and others had increased or decreased over the last 12 months, and whether this was primarily due to KTS. This showed that overwhelmingly, collaboration was perceived to have increased, with 2216 respondents reporting it had increased compared with 163 respondents who felt it had decreased (Table 64). Among those who felt it had increased, around half (49.6 per cent) reported that the increase was primarily due to KTS, although attribution of the increase to KTS was higher in the government (51.8 per cent) than non-profit sector (43.9 per cent). It should be noted however that large proportions of respondents were not sure if the increase was primarily due to KTS: 30.4 per cent of respondents.

Table 64 Perceptions of change in collaboration as a result of KTS in the last 12 months								
	Primarily due to KTS		Not due to KTS		Not sure		Total	
	N	%	N	%	N	%	N	%
Government								
Collaboration increased	835	51.8	288	17.9	489	30.3	1612	100
Collaboration decreased	22	16.5	53	39.8	58	43.6	133	100
Non-profit								
Collaboration increased	243	43.9	150	27.1	160	28.9	553	100
Collaboration decreased	4	16.7	9	37.5	11	45.8	24	100
For-profit								
Collaboration increased	22	43.1	4	7.8	25	49.0	51	100
Collaboration decreased	0	0	3	50	3	50.0	6	100
All								
Collaboration increased	1,100	49.6	442	19.9	674	30.4	2,216	100
Collaboration decreased	26	16.0	65	39.9	72	44.2	163	100

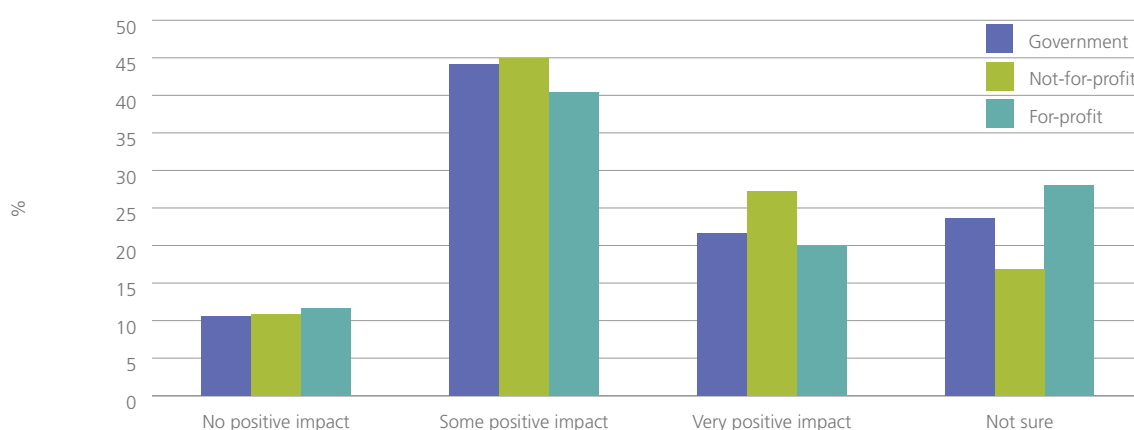
7.2.5 Impact of collaboration

Respondents were asked what impact KTS has had on the effectiveness of collaboration between their organisations and others. Overall, most respondents felt KTS had either had a 'somewhat positive impact' on the level of collaboration between their organisation and others (44.1 per cent), or a 'very positive impact' (22.7 per cent) (see Table 65 and Figure 17). However, 10.7 per cent felt KTS had had no positive impact on collaboration levels.

Table 65 Impact of KTS on level of information sharing between my organisation and others, by sector										
	No positive impact		Some positive impact		Very positive impact		Not sure / not applicable		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	572	10.6	2,370	44.1	1,166	21.7	1,271	23.6	5,379	100
Not-for-profit	153	10.9	635	45.0	385	27.3	237	16.8	1,410	100
For-profit	31	11.6	108	40.4	53	19.9	75	28.1	267	100
All	756	10.7	3,113	44.1	1,604	22.7	1,583	22.4	7,056	100

Compared with the respondents from the government sector, respondents from the non-government sector were more likely to report KTS had a 'very positive' impact on collaboration (27.3 per cent compared with 21.7 per cent). The proportion of respondents who felt KTS had no positive impact on collaboration was only slightly higher among non-profit employees (10.9 per cent) compared with the not-for-profit workforce (10.6 per cent). However, almost one in four government sector respondents were unsure, or felt it was not applicable to them or did not respond (22.6 per cent compared with 16.8 per cent of non-government sector respondents). Notwithstanding, these data suggest that KTS has had a generally positive impact on collaboration, particularly in the not-for-profit sector.

Figure 17 Impact of KTS on effectiveness of collaboration (%)



7.2.6 Child protection as a shared responsibility

Respondents were also asked for their level of agreement with the statement "I believe that responding to child protection concerns is a shared responsibility". As shown in Table 66, respondents overwhelmingly agreed or strongly agreed that responding to child protection concerns is a shared responsibility (93 per cent). However, it was under 90 per cent in the justice and local government sectors.

Table 66 Responding to child protection concerns is a shared responsibility, by service type								
	Disagree or strongly disagree		Neutral		Agree or strongly agree		Total	
	N	%	N	%	N	%	N	%
Health	64	3.6	48	2.7	1,682	93.8	1,794	100
Education	77	4.3	30	1.7	1,668	94.0	1,775	100
ECEC	36	5.4	26	3.9	600	90.6	662	100
Community services	47	4.0	19	1.6	1,095	94.3	1,161	100
Disability	20	5.3	6	1.6	348	93.0	374	100
Housing	6	2.8	7	3.2	204	94.0	217	100
Police	33	4.9	28	4.2	611	90.9	672	100
Justice	17	7.1	11	4.6	211	88.3	239	100
Local govt	3	7.3	4	9.8	34	82.9	41	100
Other	1	1.5	4	6.0	62	92.5	67	100
All	304	4.3	183	2.6	6,515	93.0	7,002	100

7.3 Organisational supports and training

The survey asked respondents whether their workplace encourages raising concerns relating to child wellbeing and child protection, whether they had accessed any child protection training and when. It also asked the extent to which they perceived KTS to have impacted on levels of support for workers in their organisation when responding to wellbeing or protection issues.

7.3.1 Encouragement to raise child protection concerns

Most respondents felt their workplace encouraged raising concerns relating to children. Results, by organisation type, are shown in Table 67, and by service type, in Table 68. Table 67 shows that overall, more than three quarters of respondents reported that their workplace encouraged the raising of child protection concerns 'to a large extent'. However, a higher proportion of respondents from the not-for-profit sector reported this (83.1 per cent, compared with 76.5 per cent overall). Table 68 shows some differences by service type. More than 80 per cent of respondents from the education, ECEC and community services sectors reported that their workplace encouraged raising concerns 'to a large extent'. Those in local government were least likely to report that their workplace encouraged the raising of concerns 'to a large extent', and most likely to report the raising of concerns was encouraged only minimally or not at all.

Table 67 Workplace encourages raising concerns relating to child wellbeing and child protection, by organisation type

	To a large extent		To some extent		Only minimally		Not at all		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	3,542	74.7	956	20.2	201	4.2	41	0.9	4,740	100
Not-for-profit	1,168	83.1	208	14.8	28	2.0	2	0.1	1,406	100
For-profit	196	74.0	56	21.1	12	4.5	1	0.4	265	100
All	4,906	76.5	1,220	19.0	241	3.8	44	0.7	6,411	100

Table 68 Workplace encourages raising concerns relating to child wellbeing and child protection, by service type

	To a large extent		To some extent		Only minimally		Not at all		Total	
	N	%	N	%	N	%	N	%	N	%
Health	1,207	67.1	460	25.6	104	5.8	27	1.5	1,798	100
Education	1,562	87.7	185	10.4	31	1.7	3	0.2	1,781	100
ECEC	532	80.1	121	18.2	10	1.5	1	0.2	664	100
Community services	464	84.5	77	14.0	8	1.5	0	0.0	549	100
Disability	252	67.2	97	25.9	23	6.1	3	0.8	375	100
Housing	138	62.7	64	29.1	16	7.3	2	0.9	220	100
Police	519	76.7	139	20.5	18	2.7	1	0.1	677	100
Justice	166	69.7	54	22.7	14	5.9	4	1.7	238	100
Local govt	22	52.4	11	26.2	7	16.7	2	4.8	42	100
Other	44	65.7	12	17.9	10	14.9	1	1.5	67	100
All	4,906	76.5	1,220	19.0	241	3.8	44	0.7	6,411	100

7.3.2 Training

Table 69 shows levels of participation in child protection training, by organisation type. This shows that overall, a little under a half of respondents (45.4 per cent) had received child protection training in the last 12 months, and a further fifth (22.1 per cent) had received it 1-2 years ago. However, were 7.8 per cent of respondents reported not ever having undertaken child protection training. The figure was slightly higher for those in the government sector (8.4 per cent).

Table 69 Participation in child protection training, by organisation type														
	A		B		C		D		E		F		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	2,212	46.5	970	20.4	443	9.3	305	6.4	429	9.0	400	8.4	4,759	100
Not-for-profit	596	42.3	380	27.0	142	10.1	68	4.8	135	9.6	89	6.3	1,410	100
For-profit	114	42.7	74	27.7	21	7.9	14	5.2	28	10.5	16	6.0	267	100
All	2,922	45.4	1,424	22.1	606	9.4	387	6.0	592	9.2	505	7.8	6,436	100

- A Yes, in last 12 months
 B Yes, in last 1-2 years
 C Yes, in last 2-3 years
 D Yes, in last 3-4 years
 E In a prior role, or more than 4 years ago
 F No child protection training

Of those who had undertaken child protection training, almost all reported it had had a positive impact on their ability to respond to child wellbeing and protection issues. Almost a quarter reported it had an extremely positive impact (23.5 per cent), while a larger proportion (38.6 per cent) reported training had a very positive impact (Table 70). One in ten (10.7 per cent) reported it had only a minimal impact, and 4.0 per cent reported training had no impact. Those in the not-for-profit sector were more likely than others to report that the impact of their training had been extremely positive (28.1 per cent), and slightly less likely to report it had a minimal or no impact.

Table 70 Respondents who were better able to respond to child wellbeing and protection issues as a result of the training, by organisation type

	A		B		C		D		E		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Government organisation	878	22.4	1,471	37.6	947	24.2	446	11.4	170	4.3	3,912	100
Not-for-profit	330	28.1	472	40.1	242	20.6	102	8.7	30	2.6	1,176	100
For-profit	41	18.5	106	47.7	43	19.4	21	9.5	11	5.0	222	100
All	1,249	23.5	2,049	38.6	1,232	23.2	569	10.7	211	4.0	5,310	100

- A Training had an extremely positive impact
 B Training had a very positive impact
 C Training had a somewhat positive impact
 D Training had only a minimal impact
 E Training had no impact

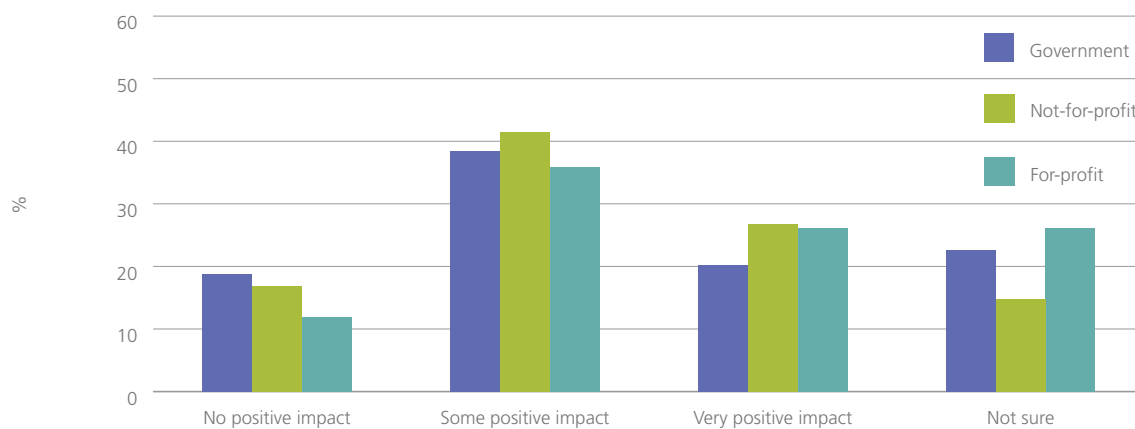
Respondents were also asked if they required any further training. The most common things respondents wanted additional training with related to the sharing of information (selected by 2,148 respondents), followed by the Helpline threshold (selected by 1960 people) and the use of the MRG (selected by 1,690 people). Many made comments that a regular, general refresher of child protection training, for example every 1 or 2 years, would be helpful, to ensure staff were kept up to date with any changes in legislation or policy, or local procedures.

Respondents were also asked whether they perceived KTS to have impacted on levels of support for workers in their organisation when responding to child protection issues. More than one in five (21.8 per cent) felt KTS had had a very positive impact in this regard, although this figure was higher for respondents from not-for-profit than government organisations. Almost a fifth (18.1 per cent) felt KTS had had no impact on support for workers in their organisation (Table 71 and Figure 18).

Table 71 Impact of KTS on support for workers in my organisation when responding to child safety, wellbeing and protection issues

	No positive impact		Some positive impact		Very positive impact		Not sure		Total	
	N	%	N	%	N	%	N	%	N	%
Government organisation	980	18.7	2,014	38.4	1,060	20.2	1,185	22.6	5,239	100
Not-for-profit	232	16.8	572	41.5	369	26.8	204	14.8	1,377	100
For-profit	31	11.9	93	35.8	68	26.2	68	26.2	260	100
All	1,243	18.1	2,679	39.0	1,497	21.8	1,457	21.2	6,876	100

Figure 18 Impact of KTS on support for workers in my organisation (%)



8 Conclusions



Overall, the survey provides evidence that KTS has had a generally positive impact on the child protection system in New South Wales. Although on some indicators perceptions among professionals were mixed, the findings do show that there has been changed in the practices and capacities of professionals, and that these changes are consistent with the aims of KTS.

In particular, it appears that KTS has had a generally positive impact on professionals' ability to identify cases requiring a report, and to support vulnerable children, young people and families. There were, however, some differences across groups, including between respondents employed in government and not-for-profit organisations. Notwithstanding, these differences, the MRG was very highly regarded, and those who used it were more satisfied with the system of mandatory reporting in NSW than others.

The findings also indicate KTS has had some positive impact on how organisations work with Aboriginal clients, and that professionals generally regard the initiative to have had a positive effect on cultural appropriateness of services. The findings have also shown evidence of improved levels of information sharing and collaboration between organisations, although awareness of the legislative framework is far from universal, and a number of barriers remain.

References



KPMG. (2012). *Keep Them Safe Workforce Survey – Final Report*. Report to the Department of Premier and Cabinet.

