

# Statutory systems workforce and community survey

Trend Report (2019 – 2024)



Queensland  
Family & Child  
Commission

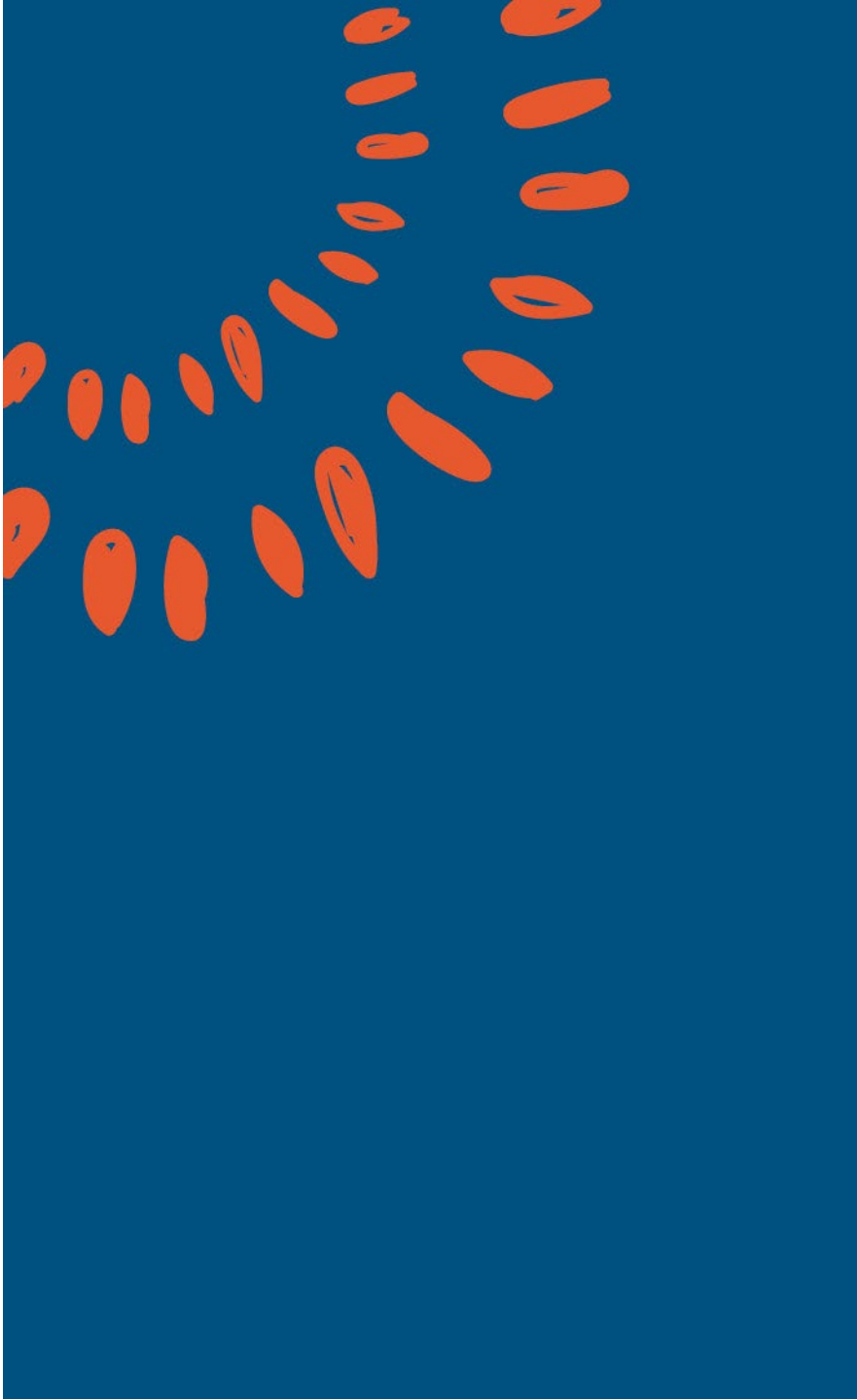
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## Table of contents

<b>Overview and Summary Findings</b>	<b>5</b>
Summary: Workforce	8
Summary: Community	15
<b>Detailed findings</b>	<b>18</b>
Introduction and methodology	19
1.0 About the workforce	21
2.0 Current role	35
3.0 Professional development	43
4.0 Working with clients	48
5.0 My organisation	50
6.0 Children’s rights	60
7.0 Cultural capability	71
8.0 Policy issues	75
<b>Appendices</b>	<b>79</b>



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# Overview and Summary Findings

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# Overview: *Workforce & Community overarching trends*



**Positive changes** are noted over time among **frontline workers** for the following issues:

1. Understanding of how the Aboriginal and Torres Strait Islander **Child Placement Principle** applies to their role (among child protection workers)
2. Agreement that **Delegated Authority** will result in better outcomes for Aboriginal and Torres Strait Islander children, young people and their families (among child protection workers)
3. Agreement that they (staff) have enough time to **build relationships with other organisations** (mainly among child protection workers, but trend increases noted among youth justice workers)
4. Agreement that children and young people attending their organisation **receive sufficient support to attend school or can access mental health service** (among youth justice workers).

**Positive changes** are noted over time among the **community** for the following issues:

1. Increasing **recognition of relevant government agencies** (e.g. Department of Community Services/Department of Child Safety) as a primary point of contact if they are concerned about child safety or wellbeing; alongside police services.
2. Agreement that the views of children and young people are **listened to and valued** by the child

protection and family support system. Additionally, there is greater agreement that young people are **portrayed fairly in the media** (however, only half agree with this).

3. **Cultural appropriateness** is seen to be improving within youth mental health services.
4. In direct comparison with 2023 (not yet a long-term trend), there are improvements in community perceptions that children and young people are supported to **live safety at home** with their families and are **protected from abuse and neglect**.

**Continuing high or very high agreement with the following factors** are noted by frontline workers:

- Very high and consistent agreement that they have a **clear understanding of role and responsibilities** (9 in 10 agree)
- Very high and consistent agreement that the **work they do serves and important purpose** (more than 9 in 10 agree)
- High and consistent agreement that their workplace has a **culture that supports collaboration with other organisations** (8 in 10 agree)
- High and consistent agreement that their organisation is a **Child Safe Organisation** (8 in 10 agree)
- High and consistent agreement that they **keep up with the latest evidence about child and adolescent brain development** (7 in 10 agree).

The community holds stable perceptions of the degree of oversight provided by the Queensland child protection and youth justice systems and the level of confidence and trust in the Queensland child protection system and youth justice systems.

**Detailed summaries are as follows for Workforce and Community data separately.**



# Overview: *Workforce & Community overarching trends*



Since 2019, frontline workers' views of the child protection and/or youth justice sector have become less positive across a range of factors.

Decreases over the past five years in positive sentiment are more common among those working in child protection roles than those in youth justice roles. Government workers are also typically less positive in 2024 than previously.

Commitment to the sector has waned over time. In 2024, 16% of workers report an intention to leave the sector over the next 12 months, an increase from 8% in 2020. Likelihood to recommend the sector as a place to work has also decreased over the past five years (39% in 2024, down from 54% in 2020).

Compared to earlier years, in 2024, the following areas experienced declines in agreement among at least one worker segment (e.g. child protection, youth justice, government or non-government workers):

- Having a workload that is manageable
- Having enough time to spend with children, young people and their families
- Receiving adequate support from colleagues and peers or the right amount of professional practice supervision

- Being supported to manage work stress and maximise health and wellbeing
- Being provided with enough training and other learning opportunities
- Being aware of the impact of trauma on brain development
- Considering children, young people and their families:
  - Have the opportunity to participate in decisions affecting their lives
  - Feel cared for and welcome or feel safe
  - Are provided with sufficient support and opportunities to keep their children at home where appropriate
- Believing culturally and linguistically diverse children and young people attending their organisation are supported to preserve their cultural and linguistic identity
- Believing that in their community children and young people can access the services they need to stay healthy, such as GPs and hospitals
- Agreeing that within their organisation:
  - Decisions are made in children's and young people's best interests
  - Children are supported to survive and develop in the best way possible
  - Young people are not discriminated against.

**Community trends show indicators of broader stress and negative influence that are subsequently impacting children and young people.**

- Agreement is weakening that in their community, children and young people can access the services they need to stay health (e.g. GPs, hospitals).
- Unaffordability of youth mental health services is an increasing barrier to access.

[Long term trends are unavailable for cost of living and housing concerns; however, both 2023 and 2024 data reported separately in the Community Survey report further adds context regarding stress on families].

**Detailed summaries are as follows for Workforce and Community data separately.**



# Summary: *Workforce*

## Background

Annual surveying of frontline statutory systems staff has been undertaken by QFCC since 2019. Each year, results are reported and compared to the previous year for annual trends. In 2024, MCR was commissioned by QFCC to review results for trends over a longer time frame (3-5 years).

It is important to note that the profile of the samples collected in the annual surveys has varied over the years. Key differences to note include that data for 2019 to 2021 only includes child protection workers. Youth justice workers were included from 2022 onwards and residential care workers were new in the 2024 survey. The balance of government and non-government workers has also varied from year to year. Refer to [Appendix A](#) for the respondent profile by year.





# Summary: *Workforce*



## ROLE AND ORGANISATION

### Work outcomes

Since 2019, there has been **continuing high or very high agreement** with the following factors among frontline workers:

- The **work they do serves and important purpose** (more than 9 in 10 agree)
- The work they do leads to **positive change** (8 in 10 agree)
- The work they do gives them a **sense of satisfaction** (8 in 10 agree)

Results have been consistently high across child protection and youth justice workers as well as government and non-government workers.

### Capacity

Historically, relatively **lower levels of agreement** have been registered for:

- **Workloads being manageable** (45% in 2024, consistent with 2019, but a decrease from the 2020 high of 65%)
- Being able to **spend enough time with children, young people and their families to do the job well** has generally trended downward, however a slight increase is evident in 2024 (32%) when compared to 2023 (30%).

### Sector loyalty

Commitment to the sector has decreased over time. In 2024, 16% of workers surveyed **intended to leave the sector** in the next 12 months, an increase from 8% in 2020. Increases in intention to stop working in the sector are mostly noticed across child protection workers and among both government and non-government workforce.

**Likelihood to recommend** the sector to others as a place to work has also decreased over the last five years (39% in 2024, down from 54% in 2019). This decline is evident for both child protection and youth justice workers and among the government and non-government workforce.

### Wellbeing

In 2024, the child protection workforce are less likely than they were in 2022 to agree their **organisation supports staff to manage work stress and maximise health and wellbeing** (51% in 2024, 60% in 2022). Although, the 2024 result is an improvement on 2023 (41%). Results among youth justice staff are consistent over time (53%-55%).

As has been the case since 2022, non-government workers (64%) continue to be more likely than government workers (32%) to agree their organisation supports staff to manage wellbeing.

### Child Safe Organisation

Agreement regarding whether respondents consider their organisation to be Child Safe has fluctuated since 2021 with lowest agreement recorded in 2023 (78%) and highest agreement in 2022 (87%) (83% in 2024).

### United Nations Convention on the Rights of the Child

The level of understanding of the United Nations' Convention on the Rights of the Child has remained consistent since 2022 (80% in 2022, 82% in 2023 and 83% in 2024).





## PROFESSIONAL DEVELOPMENT

### Training

Since 2019, frontline staff have become less likely to agree they have been provided with **enough training and other learning opportunities** to do their job well (60%, 75% in 2019). The biggest declines are noted among child protection and non-government workers.

Specialist training (i.e. domestic and family violence, trauma-informed practice, alcohol and drug use, etc.) remains the most commonly suggested learning and development priority. Since 2019, however, increased calls are noted for assessing risk and cultural capability training.

### Support and supervision

Frontline staff have also become less likely to agree they:

- Receive **support from colleagues/peers** to do their job well (75% in 2024, down from 85% in 2020)
- Receive the **right amount of professional practice supervision** to do their job well (53% in 2024, down from 71% in 2020).

Decreases are noted among both child protection and youth justice workers, as well as government and non-government workers.

While team leaders/managers remain the most common source of supervision, the reported use of external parties has increased over time by non-government organisations.

### Keeping up-to-date

Although the majority of 2024 respondents agree that they are aware of the impact of **trauma on brain development**, the results are significantly lower than reported in 2022 and 2023 (97% in 2022 and 2023, 94% in 2024). Declines are most prevalent among non-government workers.

The proportion of respondents indicating they **keep up with the latest evidence** about child and adolescent brain development has remained steady since 2022 (72% 2022, 71% 2024).





## CULTURAL CAPABILITY

### Aboriginal and Torres Strait Islander children and young people

7 in 10 respondents agree Aboriginal and Torres Strait Islander children and young people attending their organisation are supported to:

- **Preserve their cultural and linguistic identity**
- **Stay connected with their communities**

Results have returned to levels reported in 2022, after a decrease in 2023.

The incidence of partnerships between the respondent's organisation and Aboriginal and Torres Strait Islander organisations to support service delivery has remained consistent since 2019 (75% in 2019, 74% in 2024).

### Culturally and linguistically diverse children and young people

Since 2022, child protection workers have become less likely to agree culturally and linguistically diverse children and young people attending their organisation are supported to:

- **Preserve their cultural and linguistic identity** (69% in 2022, 57% in 2024)
- **Stay connected with their communities** (67% in 2022, 56% in 2024).

Results are consistent over time among youth justice, government and non-government workers.

### Aboriginal and Torres Strait Islander Child Placement Principle

In 2024, total agreement with personal understanding of how the Aboriginal and Torres Strait Islander Child Placement Principle applies to their role is significantly higher (88%) than reported in 2019 (74%). Agreement was highest in 2023 (92%). Increases over time are noted for child protection, government and non-government workers. Understanding has remained at a lower level among youth justice workers (first measured in 2023 78%, 68% in 2024).

### Delegated Authority

In 2024, agreement that Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children, young people and their families is significantly higher than in 2022 (44% in 2022, 58% in 2024).



# Summary: *Workforce*



## STATUTORY SYSTEMS

### Perceived image of statutory systems

Since 2019, worker perceptions of **community confidence** in the system have fluctuated between 4% (2021 and 2023) and 14% (2020), with 6% agreeing the community has confidence in the system in 2024.

In 2024, non-government workers are less likely than in 2019 to agree the community has confidence in the child protection and family support system (4% in 2024, 10% in 2019). Compared with five years ago, results for child protection, youth justice and government workers have remained relatively stable.

Views of workers are markedly different to community perceptions. Since 2019, levels of confidence among community members have ranged between 55% and 60%. Highest levels of community confidence and trust were displayed in 2022 (60%) and 2024 (58%).

### Demand and capacity

As has always been the case, only a minority of frontline workers agree **there is sufficient capacity** within the secondary support service system they work in (child protection or youth justice) to meet demand (5% in 2021, 7% in 2024).

Since 2022, agreement that **family support referrals** are likely to increase in the next 12 months has grown (76% in 2022, up to 85% in 2024). Increases are noted across all survey segments (child protection, youth justice, government and non-government). Agreement that **the introduction of Family and Child Connect has resulted in more appropriate referrals** has decreased since 2020 (down from 49% to 43% in 2024), mainly among government workers (49% to 35% in 2024).

Agreement levels regarding the positive impact of **Intensive Family Support and Family Wellbeing Services** have decreased since 2020, particularly for the service leading to a reduction in demand (20% agreed in 2024, a significant decrease from 27% in 2019). Decreases in positive sentiment toward these intensive services is mainly noticed among government workers.

### Meeting the needs of children, young people and families

Agreement that **the statutory systems as a whole meet the needs of children, young people and families** has fluctuated over the past 5 years, peaking in 2020 (26%) with lowest agreement in 2024 (10%). Since 2022, levels of agreement have trended down (16% 2022, 14% 2023 and 10% 2024).

Youth justice workers are less likely in 2024 than in 2023 to agree the statutory systems meet the needs of children, young people and families (0% in 2024, 12% in 2023). In 2024, non-government workers are significantly less likely than in 2019 to agree the statutory systems meet needs (8% in 2024, 19% in 2019).

### Policy issues

In 2024, 35% of respondents indicate that they believe the **minimum age that children could be incarcerated** is under 14 years, significantly higher than 2022 (24%). Increases in this view are found in all segments though are most noticeable among child protection workers (23% in 2022, 35% in 2024) and non-government workers (19% in 2022, 28% in 2024). A similar increase is found in the survey of community members (64% felt the minimum aged should be under 14 years, compared to 54% in 2022).





## WORKING WITH STAKEHOLDERS, CHILDREN AND FAMILIES

### Participation in decisions

In 2024, government workers are less likely than in 2019 to agree children, young people and their families have the opportunity **to participate in decisions affecting their lives** (72% in 2019, 58% in 2024). Results among other survey segments (i.e. child protection, youth justice and non-government workers) are more consistent over time.

### Experience for service users

In 2024, child protection workers are less likely than in 2022 to agree children and young people attending their organisation **feel cared for and welcome** (85% in 2022, 77% in 2024) or **safe** (85% in 2022, 77% in 2024). Results among other survey segments (i.e. child protection, youth justice and non-government workers) are more consistent over time.

### Access to services

In 2024, child protection workers are less likely than in 2022 to agree children and young people attending their organisation:

- Have access to the documents they need (70% in 2022, 60% in 2024)
- Receive sufficient support to attend school (65% in 2022, 56% in 2024)
- Can access health services (63% in 2022, 47% in 2024) (community member agreement with this has also decreased from 73% in 2022 to 70% in 2024)
- Can access mental health services (50% in 2022, 36% in 2024).

In 2024, youth justice workers are **more** likely than in 2022 to agree children and young people attending their organisation:

- Receive sufficient support to attend school (26% in 2022, 63% in 2024)
- Can access mental health services (43% in 2022, 72% in 2024).

Non-government workers in 2024 are less likely than in previous years to agree children and young people attending their organisation can access mental health services (65% in 2022, 53% in 2024).

### Supports for children, young people and families

Agreement that children, young people and their families attending their organisation are provided with sufficient support and opportunities to **keep their children at home where appropriate** is significantly lower in 2024 (59%) than in 2022 (70%).

In 2023 and 2024, non-government workers are less likely than in 2022 to agree young people attending their organisation **can access appropriate transition to independent living services** (57% in 2022, 45% in 2023, 47% in 2024).

### Children's rights

Compared to 2022, respondents in 2024 are less likely to agree that within their organisation:

- Children are supported to survive and develop in the best way possible (87% in 2022, 80% in 2024 among child protection workers)
- Decisions are made in children's and young people's best interests (83% in 2022, 77% in 2024) (noted mostly among child protection, youth justice and government workers)
- Young people are not discriminated against (86% in 2022, 76% in 2024) (noted mostly among child protection, youth justice and non-government workers).

Worker agreement that within their organisation the views of children and young people are listened to and valued has remained consistent since 2022 (79%, 75% in 2024).

However, community member agreement with this issue has increased from 43% in 2022 to 47% in 2024.



# Summary: *Workforce*



## COLLABORATION

### Shared connections and commitment

Agreement that the child protection and youth justice systems are built on **shared connections and commitment** has varied over time. Lowest agreement was registered in 2021 (29%) and highest in 2022 (44%). Since 2022, levels of agreement have trended down (44% 2022, 41% 2023 and 39% 2024).

In 2024, the most common suggestion for **improving** the child protection and family support system is greater information sharing and collaboration (26%), closely followed by calls for increased funding (23%).

### Relationships

Government workers in 2024 are less likely than in 2019 to agree their workplace has a culture that supports **collaboration with other organisations** (87% in 2019, 78% in 2024). Results for other segments are more consistent over time.

There continues to be a gradual recovery of the proportion of respondents who agree that they have enough time to **build relationships with other organisations** (36% in 2021, 46% in 2024).

In 2024, child protection workers are more likely than in 2019 to agree they have enough time to build relationships with other organisations (36% in 2019, 48% in 2024).



# Summary: *Community*

## Background

Annual surveying of Queenslanders has been undertaken by QFCC since 2019. Each year, results are reported and compared to the previous year for annual trends. In 2024 MCR was commissioned by QFCC to review results for trends over a longer time frame (3-5 years).

The profile of survey participants is comparable over time as quotas are set by age, gender and location. Refer to [Appendix B](#) for the respondent profile by year.



# Summary: *Community*

## Confidence in the system

Since 2019, the level of overall community confidence and trust in the Queensland child protection system has varied between 55% and 60%. Highest levels of confidence and trust were displayed in 2022 (60%) and 2024 (58%).

## Organisations would report to

As in 2019, in 2024, police are the most commonly nominated organisation that respondents would report a concern regarding a child's safety or wellbeing to followed by a relevant government agency (e.g. Department of Community Services/Department of Child Safety). Since 2019, the proportion of respondents likely to report to the Police has declined, while those indicating they would report to a relevant government agency has increased.

Since 2019, the proportion of respondents stating they 'don't know' who they would report a concern to continues to decrease.

## Children's rights

### *Views of children and young people listened to and valued*

Agreement that the views of children and young people are listened to and valued by the child protection and family support system has increased from 43% in 2022 to 47% in 2024.

## Protections and supports

Compared with 2023, in 2024, there have been statistically significant increases in agreement that in their communities, children and young people:

- Are supported to live safely at home with their families (55% in 2023, 58% 2024)
- Are protected from abuse and neglect (45% in 2023, 49% 2024).

However, agreement is statistically consistent with 2022 for both statements.

Statistically significant decreases are apparent for the level of agreement that, in their communities, children and young people can access the services they need to stay healthy, such as GPs and hospitals (73% in 2022, 70% 2024).

## Youth mental health

The proportion agreeing youth mental health services are culturally appropriate is significantly higher in 2024 (46%) than in 2022 (42%).

Over the past two years there has been a substantial increase in respondents reporting cost as a barrier to accessing youth mental health services, increasing from 49% in 2022 to 58% in 2024.





# Summary: *Community*

## *Safety and inclusion*

Compared with 2023, in 2024, there is significantly higher agreement that ‘the involvement of young people in public life positively contributes to social cohesion’ (66% in 2023, 69% 2024), however, agreement remains lower than that recorded in 2022 (76%).

In 2024, compared with 2023, there is significantly higher agreement that ‘the Queensland Government prioritises the safety and wellbeing of children and young people’ (46% in 2023, 49% 2024), though results are consistent with 2022 (52%).

In 2024, respondents are significantly more likely than in 2022 to agree young people are portrayed fairly in the media (43% in 2022, 47% in 2024).

Views on the community prioritising the safety and wellbeing of children and young people have remained consistent since 2022.

## *Policy issues*

### *Oversight of the Queensland systems*

Perceptions about the degree of oversight of the Queensland child protection and youth justice systems are statistically consistent in 2024 with those seen in the 2022 and 2023 surveys.

### *Opinion on minimum age for a child to be incarcerated*

As was the case in both 2022 and 2023, the 2024 survey shows that most respondents consider the minimum age a child should be incarcerated is 12 years or older (75% in 2022, 76% 2023, 72% 2024).

Compared with the 2022 and 2023 surveys, there has been an increase in the proportion of respondents indicating the minimum age for incarceration should be under 14 years (54% in 2022, 64% 2024). Although differences in question wording should be considered when interpreting this result\*.



# Detailed findings

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# Introduction

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## Background

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

MCR has been commissioned by QFCC since 2019 to undertake annual research among:

- Queenslanders aged 18+ (Community survey)
- Frontline workers in the Queensland statutory systems (child protection and youth justice sector) (Workforce survey).

This report documents any results that are available for at least a period of 3 years and highlights any trends or changes evident over time.



# Method

WORKFORCE SURVEY	
<b>Method</b>	Online self-completion survey
<b>Respondent</b>	Participation was sought from government and non-government staff working in the child protection and youth justice sectors across Queensland.
<b>Regional stratification, quotas and weighting</b>	<p>Postcodes were used to categorise the workplace location of respondents by Department of Child Safety, Seniors and Disability Services (DCSSDS) regions (Brisbane and Moreton Bay, Far North Queensland, North Queensland, South East, South West, Sunshine Coast and Central) and Family and Child Connect (FaCC) catchments.</p> <p>Data has not been weighted.</p>
<b>Note</b>	<p>In 2023 and 2024, data was collected and reported for both child protection and youth justice workers. In 2022, data was collected from these two groups, however, it was reported separately. Where available, the 2022 data from both the child protection and youth justice studies have been combined to provide an overall total for 2022. Any data shown for 2019-2021 is based on data collected among child protection workers only as youth justice workers were not surveyed during this time.</p> <p>Refer to <a href="#">Appendix A</a> for details of the Workforce respondent profile by year.</p>

COMMUNITY SURVEY	
<b>Method</b>	Online self-completion survey, with some offline (face-to-face/phone) sampling among hard-to-reach groups.
<b>Respondent</b>	Queenslanders aged 18+
<b>Regional stratification, quotas and weighting</b>	<p>Postcodes were used to categorise the residential location of respondents as Brisbane and Moreton Bay, Far North Queensland, North Queensland, South East, South West, and Sunshine Coast and Central.</p> <p>Targets were set to ensure the sample was representative in terms of age, gender and geographic region. However, Queenslanders who identified as an Aboriginal and/or Torres Strait Islander person were deliberately oversampled.</p> <p>Data has not been weighted.</p>

WORKFORCE AND COMMUNITY SURVEY	
<b>Questionnaire</b>	MCR designed the questionnaires to which QFCC provided input and approved.
<b>Fieldwork partner and data analysis</b>	For both the workforce and community surveys, MCR's fieldwork partners, Ipsos (2022-2024) and Q&A Market Research (2019-2022) conducted the fieldwork and data coding tasks. MCR conducted the data analysis using the program Q-Software, a market research specific data analysis platform. Data was subjected to tests of significance and they are highlighted as such through this report.



# 1.0 About the workforce

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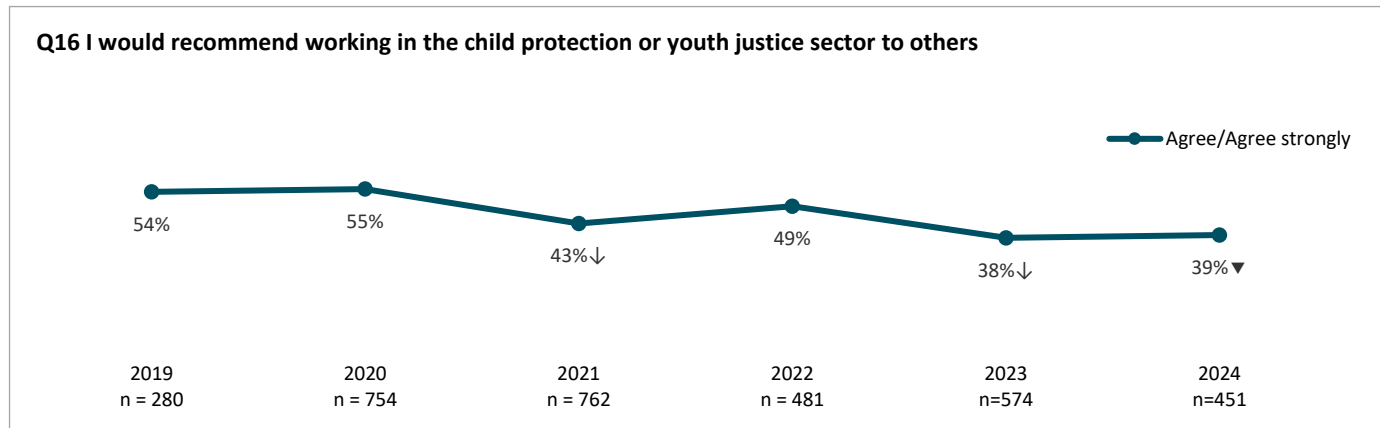


# 1.1 Recommendation of child protection or youth justice sector to others

## Workforce respondents

With the exception of 2022, the proportion of respondents likely to recommend working in the child protection or youth justice sector has been in decline since 2019 (39% in 2024, a significant decline from 54% in 2019).

This decline is evident for both the child protection and youth justice sector and among the government and non-government workforce.



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	54%	55%	43% ↓	48%	37%	44% ▼
Youth Justice	-	-	-	58%	58%	38%
Government	51%	54%	37% ↓	42%	41%	38% ▼
Non-Government	55%	57%	52%	52%	35% ↓	40% ▼

Q16 I would recommend working in the child protection or youth justice sector to others

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022-2024 includes youth justice (YJ) along with child protection (CP) workers

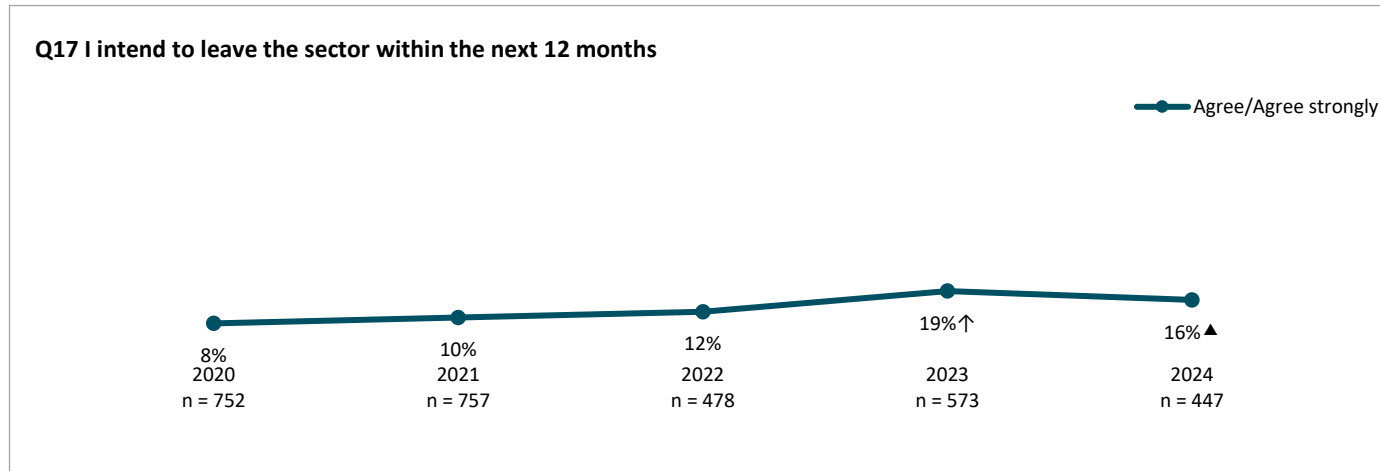
↑ ↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

# 1.2 Intention to leave the sector within the next 12 months

## Workforce respondents

Since 2020, the proportion of respondents intending to leave the sector has increased (16% in 2024, significantly higher than 8% in 2020).

Intention to leave the sector is higher in 2024 than in 2020 for the child protection sector and for both government and non-government workers. Intention to leave has remained consistent since 2022 for the youth justice sector.



% Agree/Agree strongly	2020	2021	2022	2023	2024
Child Protection	8%	10%	11%	21% ↑	17% ▲
Youth Justice	-	-	20%	18%	19%
Government	8%	10%	19% ↑	23%	18% ▲
Non-Government	9%	10%	9%	15%↑	15% ▲

Q17 I intend to leave the sector within the next 12 months

+ Data for 2020 to 2021 only includes child protection (CP) workers. Data for 2022 - 2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2020 at at least the 95% confidence level

# 1.3 Statutory systems (child protection and youth justice)

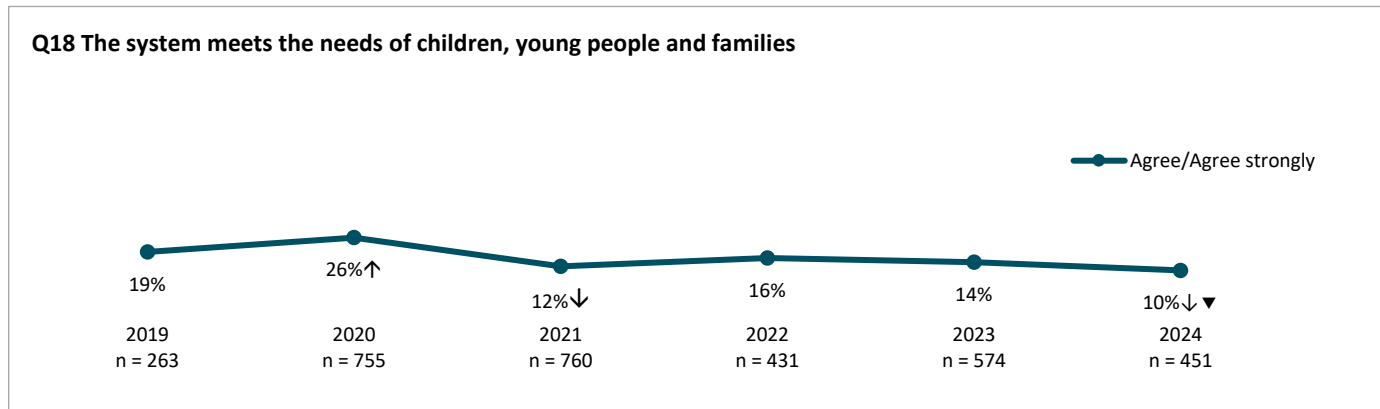
## System meets needs

### Workforce respondents

Agreement that the statutory systems as a whole meet the needs of children, young people and families has fluctuated over the past 5 years, peaking in 2020 (26%) and with lowest agreement in 2024 (10%). Since 2022, levels of agreement have trended down (16% 2022, 14% 2023 and 10% 2024).

In 2024, non-government workers are significantly less likely than in 2019 to agree the statutory systems meet the needs of children, young people and families (8% in 2024, 19% in 2019).

Youth justice workers are less likely in 2024 than in 2023 to agree the statutory systems meet the needs of children, young people and families (0% in 2024, 12% in 2023).



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	19%	26%	12% ↓	16%	15%	12%
Youth Justice	-	-	-	-	12%	0% ↓
Government	18%	25%	12% ↓	13%	17%	12%
Non-Government	19%	27%	13% ↓	17%	12%	8% ▼

Q18 Thinking about **statutory systems (child protection or youth justice) as a whole**, how much do you agree or disagree the child protection and family support system meets the needs of children, young people and families?

+ Data for 2019 to 2022 only includes child protection (CP) workers. Data for 2023 includes youth justice (YJ) along with child protection (CP) workers

↑ ↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

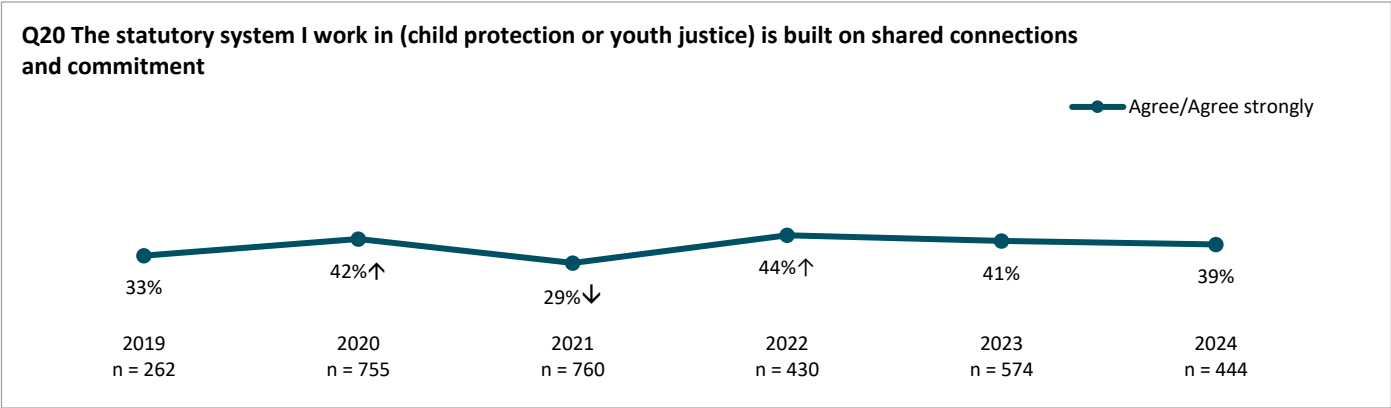


# 1.3 Statutory systems (child protection and youth justice)

## System is built on shared connections and commitment

### Workforce respondents

Agreement that the child protection and youth justice systems are built on shared connections and commitment was lowest in 2021 (29%) and highest in 2022 (44%). Since 2022, levels of agreement have trended down (44% 2022, 41% 2023 and 39% 2024).



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	33%	42% ↑	29% ↓	44% ↑	42%	40%
Youth Justice	-	-	-	45%	45%	45%
Government	37%	46%	33% ↓	50% ↑	46%	44%
Non-Government	27%	38%	23% ↓	41% ↑	36%	37%

Q20 Thinking about **statutory systems (child protection or youth justice) as a whole**, how much do you agree or disagree the statutory system I work in (child protection or youth justice) is built on shared connections and commitment

+ Data for 2019 to 2022 only includes child protection (CP) workers. Data for 2023 includes youth justice (YJ) along with child protection (CP) workers  
 ↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

# 1.3 Statutory systems (child protection and youth justice) (continued)

## Community confidence in the Queensland child protection system

### Community respondents

Since 2019, the community’s overall confidence and trust in the Queensland child protection system has ranged between 55% and 60%. Highest levels of confidence and trust were displayed in 2022 (60%) and 2024 (58%).



Q12. How much do you agree or disagree with the following statement about the current child protection system in Queensland?  
Overall, I have confidence and trust in the Queensland child protection system.

Respondents who elected not to answer or were unable to provide an agreement rating were removed from the base of this question (details on the number of respondents removed since 2021 are provided below):

- In 2021, 202 respondents answered ‘no opinion’, 287 answered ‘don’t know’ and 1 declined to answer. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer, n=2030)
- In 2022, 263 respondents answered ‘no opinion’ and 250 answered ‘don’t know’. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer, n=1996)
- In 2023, 331 respondents answered ‘no opinion’, 323 answered ‘don’t know’ and 2 declined to answer. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer, n=2498)
- In 2024, 432 respondents answered ‘no opinion’, 380 answered ‘don’t know’ and 2 declined to answer. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer, n=2827).

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



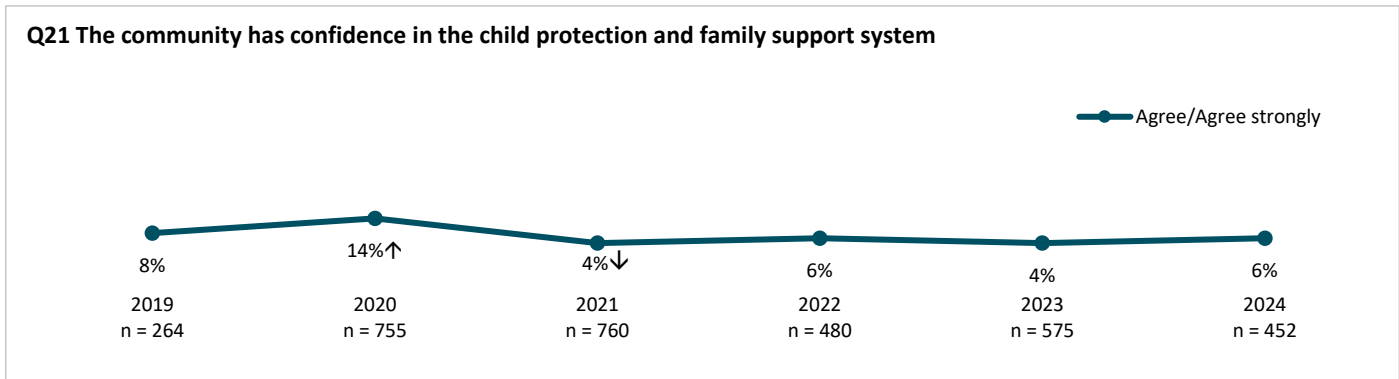
# 1.3 Statutory systems (child protection and youth justice) (continued)

## Workforce perceptions of community confidence

### Workforce respondents

Since 2019, workforce perceptions of community confidence in the system have fluctuated between 4% (2021 and 2023) and 14% (2020), with 6% agreeing the community has confidence in the system in 2024.

In 2024, non-government workers are less likely than in 2019 to agree the community has confidence in the child protection and family support system (4% in 2024, 10% in 2019).



Q21 % Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	8%	14% ↑	4% ↓	7%	5%	7%
Youth Justice	-	-	-	2%	2%	5%
Government	6%	13% ↑	2% ↓	8% ↑	5%	7%
Non-Government	10%	15%	6% ↓	6%	3%	4% ▼

Thinking about statutory systems (child protection or youth justice) as a whole, how much do you agree or disagree with the following?

Q21 The community has confidence in the child protection and family support system

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 - 2024 includes youth justice (YJ) along with child protection (CP) workers

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



# 1.3 Statutory systems (child protection and youth justice) (continued)

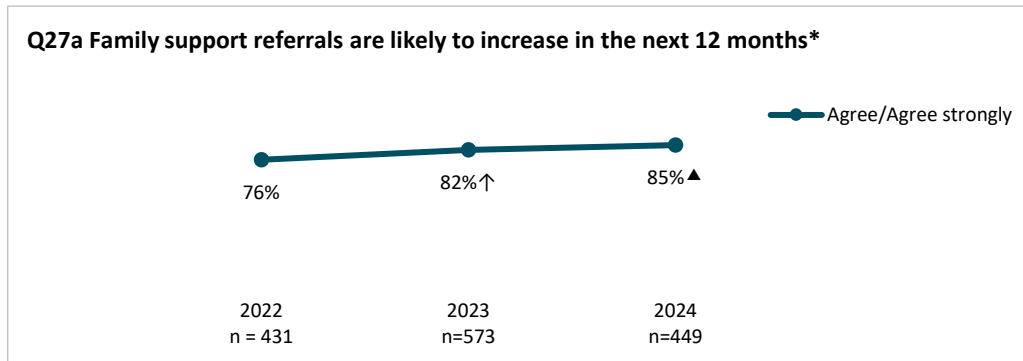
## Demand and capacity

### Workforce respondents

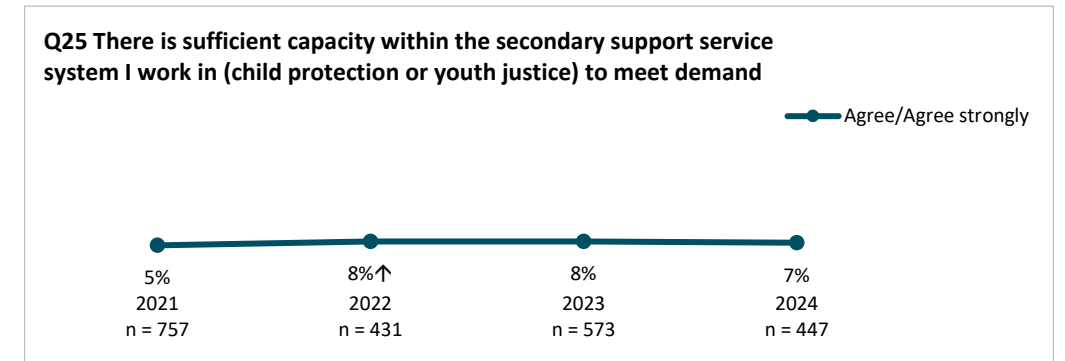
Total agreement that family support referrals are likely to increase in the next 12 months continued to show an increasing upward trend. Total agreement significantly increased from 76% in 2022 to 85% in 2024.

Perceptions of capacity within the secondary support service system have remained relatively consistent since 2021 (5%) (7% in 2024).

This expected increase in demand is evident across all sectors.



% Agree/Agree strongly	2022	2023	2024
Child Protection	76%	83%↑	85%▲
Youth Justice	-	70%	88%↑
Government	79%	82%	89%▲
Non-Government	75%	82%	83%▲



% Agree/Agree strongly	2021	2022	2023	2024
Child Protection	5%	8%	8%	6%
Youth Justice	-	-	14%	12%
Government	4%	7%	8%	5%
Non-Government	6%	8%	8%	8%

Thinking about **the statutory systems (child protection or youth justice) as a whole**, how much do you agree or disagree with the following?  
 Q25 There is sufficient capacity within the secondary support service system I work in (child protection or youth justice) to meet demand  
 Q27a Family support referrals are likely to increase in the next 12 months.

\* Asked as "Family support referrals and child protection reports are likely to increase in the next 12 months" in 2022-23  
 + Data for 2021 only includes child protection (CP) workers. Data for 2022 - 2024 includes youth justice (YJ) along with child protection (CP) workers  
 ↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.  
 ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

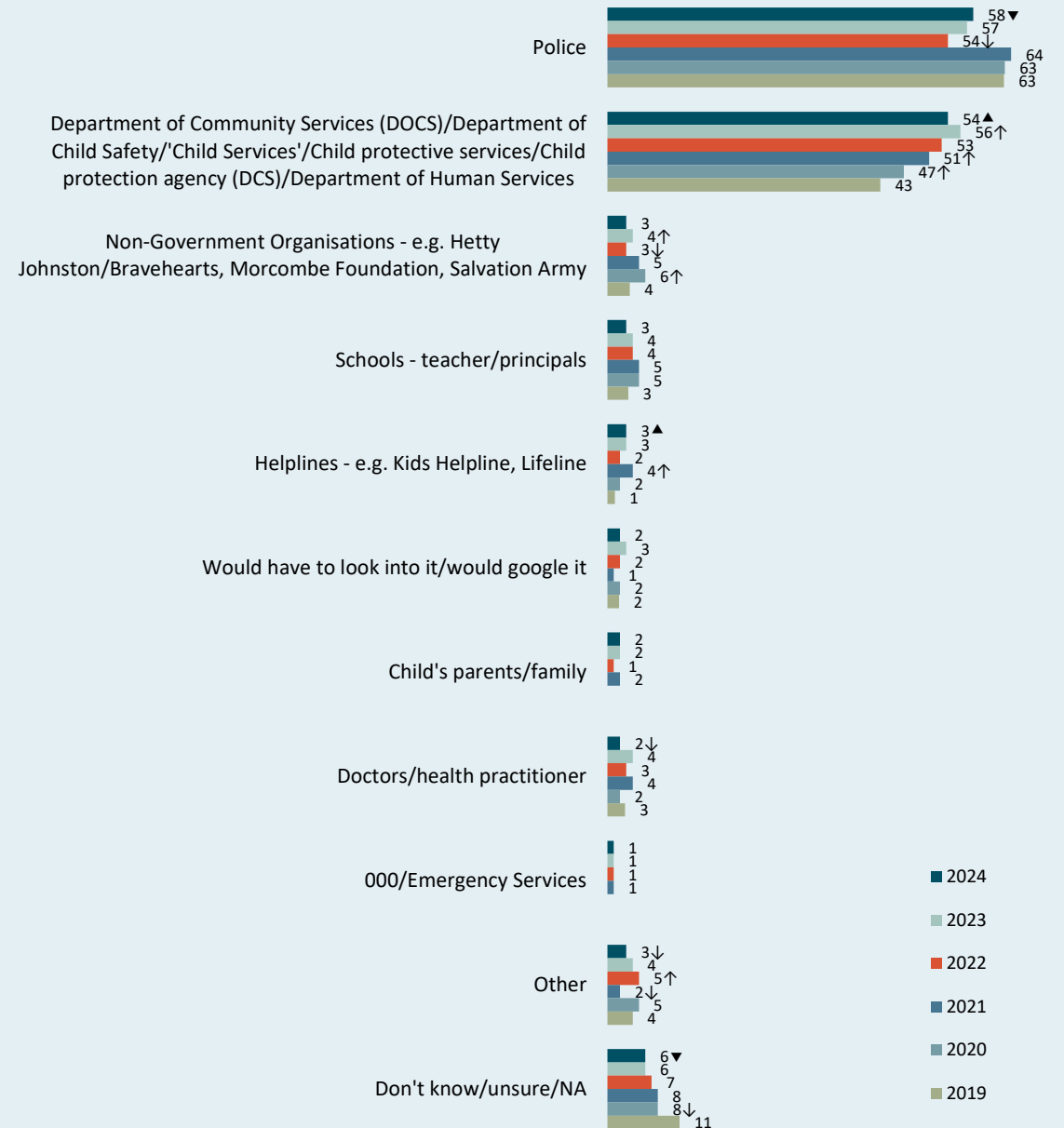
# 1.4 Organisations or individuals a concern about child safety would be reported to

## Community respondents

As in 2019 (63%), in 2024, police are the most commonly nominated organisation that community survey respondents would report a concern regarding a child’s safety or wellbeing to (58%) followed by a relevant government agency (e.g. Department of Community Services/Department of Child Safety) (43% in 2019, 54% in 2024). Since 2019, the proportion of respondents likely to report to the Police has declined, while those indicating they would report to a relevant government agency has increased.

Since 2019, the level of respondents stating they ‘don’t know’ who they would report a concern to continues to decrease gradually with only 6% responding in this manner in 2024.

Q11 If you were concerned about a child’s safety or wellbeing, which organisations or individuals would you report this to?



Q11. If you were concerned about a child’s safety or wellbeing, which organisations or individuals would you report this to?

62 (2024), 49 (2023), 81 (2022), 67 (2021), 232 (2020) and 157 (2019) respondents elected not to answer this question

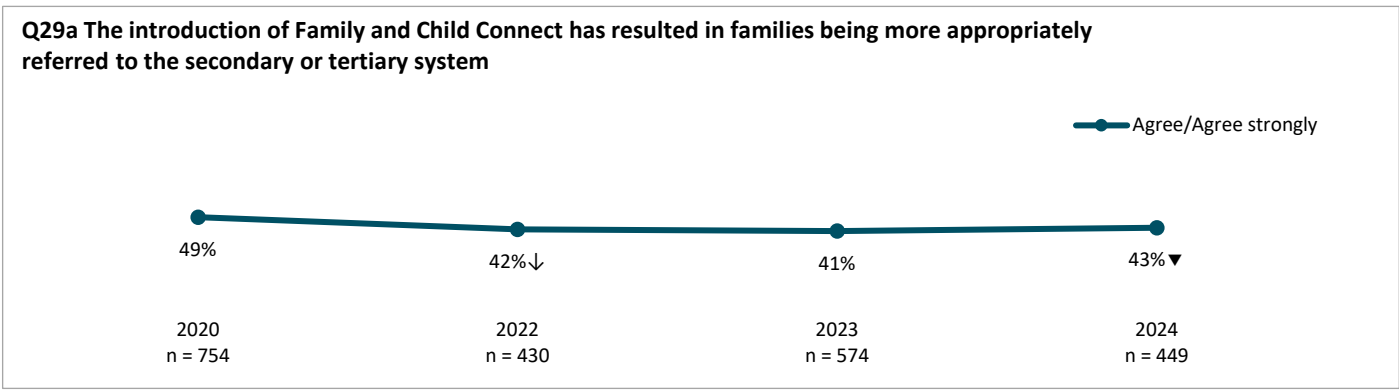
↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level



# 1.5 Introduction of Family and Child Connect

## Workforce respondents

Agreement that Family and Child Connect has resulted in families being more appropriately referred to the secondary and tertiary systems has fallen from 49% in 2020 to 43% in 2024. The decrease is mainly noted among government workers (35% in 2024, 49% in 2020).



% Agree/Agree strongly	2020	2021	2022	2023	2024
Child Protection	49%	-	42%↓	41%	49%
Youth Justice	-	-	-	33%	33%
Government	49%	-	45%	36%	35%▼
Non-Government	50%	-	41%	47%	48%

Q29 How much do you agree or disagree with the following?

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

+ Data for 2020-2022 only includes child protection (CP) workers. Data for 2023 - 2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2020 at at least the 95% confidence level

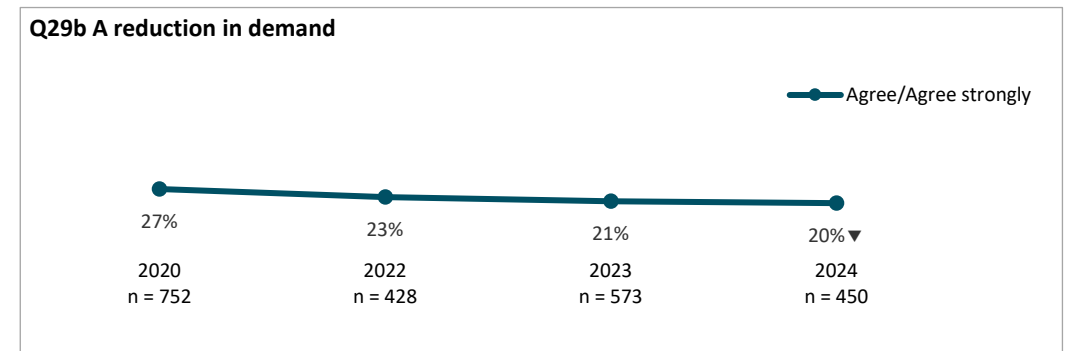
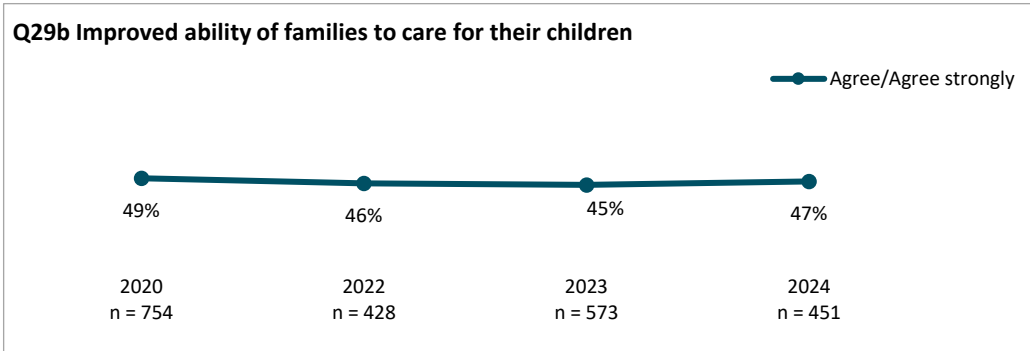
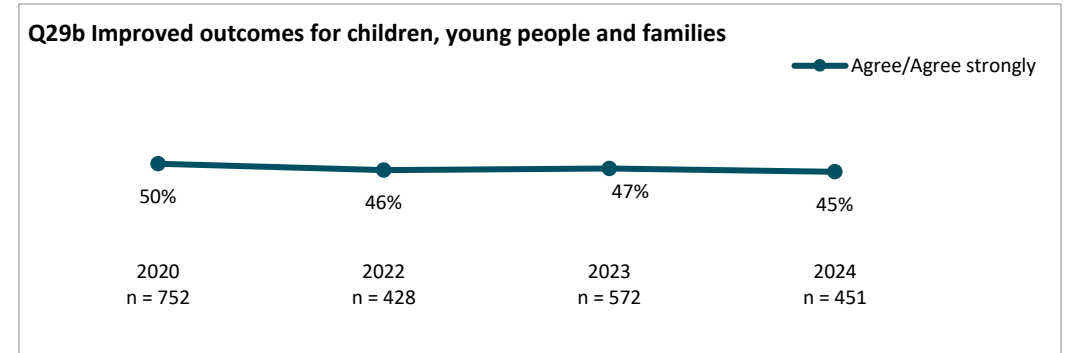
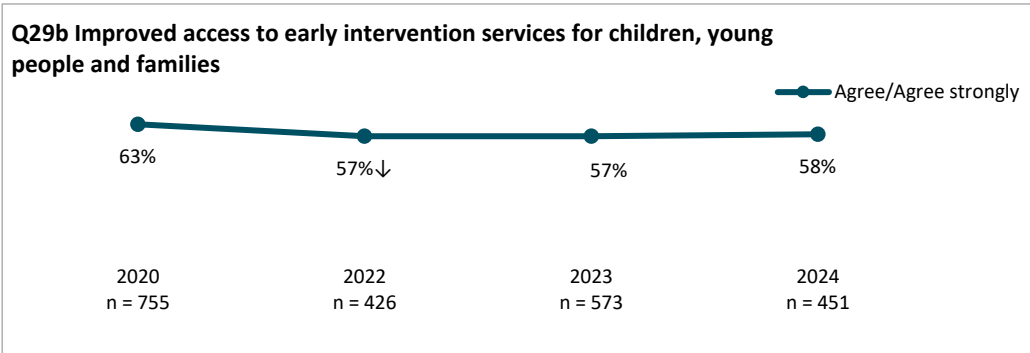


# 1.6 Introduction of Intensive Family Support and Family Wellbeing Services

## Workforce respondents

Agreement that the introduction of Intensive Family Support and Family Wellbeing services will result in a reduction in demand has decreased since 2020 (20% agreed in 2024, a significant decrease from 27% in 2019).

Agreement on other factors has remained relatively consistent since 2020.



Q29b. How much do you agree or disagree with the following? The introduction of Intensive Family Support and Family Wellbeing Services has resulted in:

- i. Improved access to early intervention services for children, young people and families
- ii. A reduction in demand (i.e., less children entering the child protection system)
- iii. Improved outcomes for children, young people and families
- iv. Improved ability of families to care for their children

+ Data for 2019 to 2022 only includes child protection (CP) workers. Data for 2023 - 2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2020 at at least the 95% confidence level



# 1.6 Introduction of Intensive Family Support and Family Wellbeing Services (continued)

## Workforce respondents

In 2024, government workers are less likely than in 2020 to agree that the introduction of Intensive Family Support and Family Wellbeing Services has:

- Improved access to early intervention services for children, young people and families (52% in 2024, 65% in 2020)
- Improved outcomes for children, young people and families (38% in 2024, 50% in 2020)
- Led to a reduction in demand (16% in 2024, 26% in 2020).

**Q29b The introduction of Intensive Family Support and Family Wellbeing Services has resulted in:**

% Agree/Agree strongly	2020	2021	2022	2023	2024
<b>Improved access to early intervention services for children, young people and families</b>					
Child Protection	63%	-	57%	59%	64%
Youth Justice	-	-	-	47%	57%
Government	65%	-	50%↓	54%	52%▼
Non-Government	62%	-	60%	59%	62%
<b>Improved ability of families to care for their children</b>					
Child Protection	49%	-	46%	48%	54%
Youth Justice	-	-	-	35%	38%
Government	47%	-	38%	40%	41%
Non-Government	51%	-	50%	51%	51%
<b>Improved outcomes for children, young people and families</b>					
Child Protection	50%	-	46%	50%	51%
Youth Justice	-	-	-	37%	36%
Government	50%	-	38%↓	43%	38%▼
Non-Government	51%	-	48%	51%	50%
<b>A reduction in demand</b>					
Child Protection	27%	-	23%	21%	22%
Youth Justice	-	-	-	14%	12%
Government	26%	-	19%	18%	16%▼
Non-Government	27%	-	25%	24%	23%

Q29b. How much do you agree or disagree with the following? The introduction of Intensive Family Support and Family Wellbeing Services has resulted in:

- Improved access to early intervention services for children, young people and families
- A reduction in demand (i.e., less children entering the child protection system)
- Improved outcomes for children, young people and families
- Improved ability of families to care for their children

+ Data for 2019 to 2022 only includes child protection (CP) workers. Data for 2023 - 2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2020 at at least the 95% confidence level





# 1.7 Improving the child protection and family support system

## Workforce respondents

Since 2020, suggestions to improve the child protection and family support system have focused less on greater support for the workforce (capacity and capability) (44% in 2020, 12% in 2024) and improving service responses (39% in 2020, 10% in 2024). Increased calls over time for more community and family education are, instead, noted in 2024 (3% 2020, 14% 2024).

Please refer to the following slide for details of changes over time by sector.

Q67. In your opinion, what could be done to improve the child protection and family support system?

Base: All respondents able/electing to answer

Column %	2020 n = 506	2021 n = 598	2022 n = 328	2023 n = 404	2024 n = 327
Greater information sharing and collaboration	26%	16% ↓	16%	17%	26% ↑
Increased / additional funding			30%	23%	23%
Be more child focused / look after the children			7%	15% ↑	19%
Increased early intervention and prevention	12%	15%	13%	18%	17%
Employ more people / more trained staff			30%	26%	15% ↓
Better working environment to reduce burnout / high turnover			11%	19% ↑	14%
More community and family education	3%	9% ↑	2% ↓	14% ↑	14% ▲
Increased professional development / education / training across the board			21%	18%	13%
Greater support for the workforce (capacity and capability)	44%	49%	17% ↓	35% ↑	12% ↓ ▼
Improve service responses	39%	10% ↓	7%	7%	10% ▼
Additional support to meet service gaps			8%	20% ↑	10% ↓
Increased cultural capability	6%	5%	3%	8% ↑	9%
Be more carer focused / look after carers			9%	7%	8%
Home care services / housing needs to be addressed			3%	7% ↑	5%
Constant review of practices / system functionality			12%	15%	4% ↓
Completely overhaul system		3%	4%	2%	4%
Increased community agencies to support families			19%	14%	3% ↓
Higher salaries / better pay			7%	10%	3% ↓
Less red tape / time consuming paperwork / administrative tasks				6%	3% ↓
More authority given to non-government agencies			1%	2%	2%
Ongoing support after reunification				2%	2%
Consistency across service centres			5%	5%	2% ↓
Better balancing risk and statutory intervention	4%	4%	1%	4% ↑	2%
Other	11%	10%	5% ↓	4%	6% ▼
None / nothing			1%	<1%	1%
No response/Don't Know/No Opinion	1%	1%		1%	3%

Q67 In your opinion, what could be done to improve the child protection and family support system?

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 - 2024 includes youth justice (YJ) along with child protection (CP) workers

↑ ↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2020 at at least the 95% confidence level



# 1.7 Improving the child protection and family support system (continued)

## Workforce respondents

**Q67. In your opinion, what could be done to improve the child protection and family support system?**

Base: All respondents able/electing to answer

Column %	Child protection					Youth Justice		Government					Non-government				
	2020 n = 506	2021 n = 598	2022 n = 328	2023 n = 319	2024 n = 211	2023 n = 28^	2024 n = 30	2020 n = 259	2021 n = 329	2022 n = 83	2023 n = 204	2024 n = 126	2020 n = 247	2021 n = 269	2022 n = 245	2023 n = 200	2024 n = 201
Greater information sharing and collaboration	26%	16%↓	16%	15%	27%↑	18%	27%	24%	17%↓	17%	12%	25%↑	29%	15%↓	16%	22%	27%
Increased / additional funding			30%	23%	24%	21%	17%			28%	20%	18%			31%	27%	26%
Be more child focused / look after the children			7%	17%↑	17%	14%	23%			13%	14%	21%			5%	17%↑	18%
Increased early intervention and prevention	12%	15%	13%	18%	15%	18%	30%	11%	14%	14%	16%	17%	14%	17%	13%	19%	17%
Employ more people / more trained staff			30%	28%	16%↓	18%	10%			36%	25%	14%↓			27%	28%	15%↓
Better working environment to reduce burnout / high turnover			11%	21%↑	14%	7%	13%			10%	23%↑	13%			11%	14%	15%
More community and family education	3%	9%↑	2%↓	15%↑	14%▲	11%	20%	4%	8%	1%↓	13%↑	13%	1%	10%↑	2%↓	16%↑	14%▲
Increased professional development / education / training across the board			21%	19%	13%	7%	10%			27%	19%	10%↓			19%	17%	15%
Greater support for the workforce (capacity and capability)	44%	49%	17%↓	38%↑	15%↓▼	32%	7%	48%	49%	17%↓	38%↑	13%↓▼	40%	50%↑	17%↓	33%↑	11%↓▼
Improve service responses	39%	10%↓	7%	8%	12%▼	11%	3%	36%	10%↓	6%	7%	11%▼	42%	11%↓	8%	7%	9%▼
Additional support to meet service gaps			8%	21%↑	10%↓	14%	10%			7%	18%	12%			9%	23%↑	8%↓
Increased cultural capability	6%	5%	3%	7%	8%	21%	20%	7%	3%	4%	7%	7%	6%	7%	3%	10%↑	9%
Be more carer focused / look after carers			9%	8%	8%	7%	3%			12%	7%	10%			7%	6%	6%
Home care services / housing needs to be addressed			3%	7%	5%	11%	10%			4%	6%	6%			2%	8%↑	5%
Constant review of practices / system functionality			12%	15%	4%↓	14%	<1%			12%	18%	5%↓			11%	12%	3%↓
Completely overhaul system		3%	4%	2%	3%	<1%	3%		2%	4%	1%	5%		3%	4%	4%	3%
Increased community agencies to support families			19%	13%	4%↓	14%	<1%			22%	15%	4%↓			18%	13%	3%↓
Higher salaries / better pay			7%	12%↑	3%↓	7%	3%			8%	12%	2%↓			6%	9%	3%
Less red tape / time consuming paperwork / administrative tasks				8%	3%↓	4%	<1%				9%	3%↓				4%	2%
More authority given to non-government agencies			1%	3%	2%	<1%	<1%			1%	<1%	2%			1%	4%	2%
Ongoing support after reunification				3%	3%	<1%	<1%				1%	1%				3%	3%
Consistency across service centres			5%	5%	2%	4%	<1%			1%	3%	1%			7%	7%	2%
Better balancing risk and statutory intervention	4%	4%	1%↓	3%	2%	11%	<1%	5%	3%	2%	5%	0%	3%	5%	<1%↓	4%	2%
Other	11%	10%	5%↓	3%	7%	4%	<1%	10%	12%	5%	4%	4%	13%	7%↓	4%	4%	7%
None / nothing			1%	<1%	<1%	<1%	<1%			1%	<1%	1%			1%	<1%	<1%
No response/Don't Know/No Opinion	1%	1%	<1%	1%	3%	4%	3%	2%	2%	<1%	1%	2%	<1%	<1%	<1%	1%	3%

Q67 In your opinion, what could be done to improve the child protection and family support system?

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 - 2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2020 at at least the 95% confidence level

## 2.0 Current role



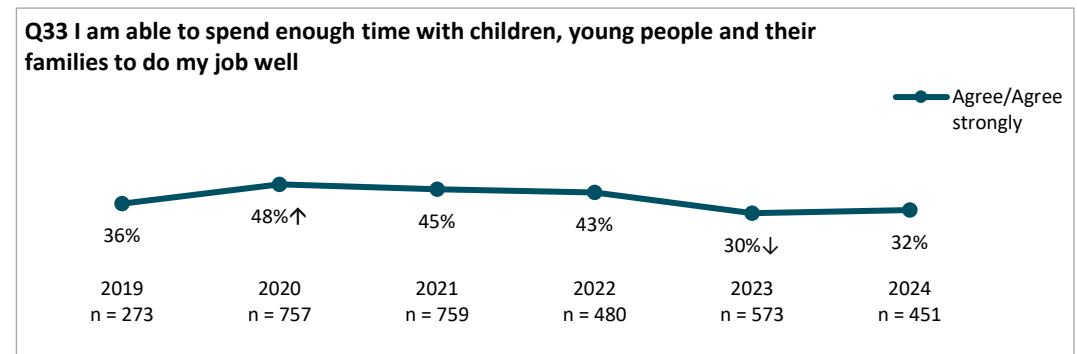
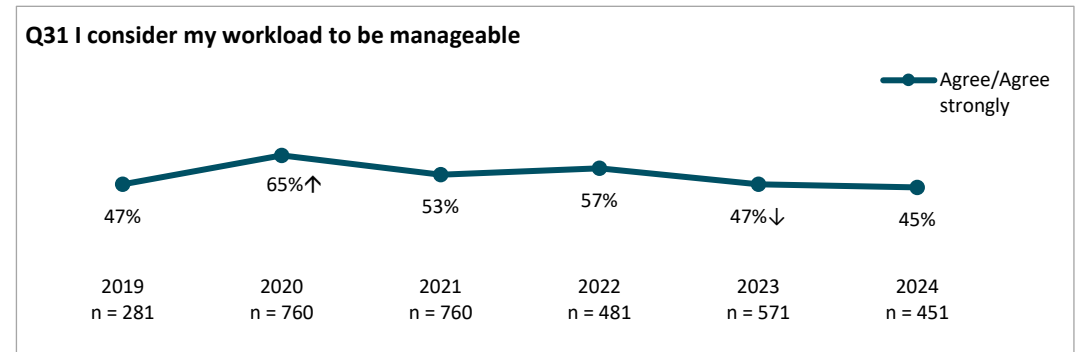
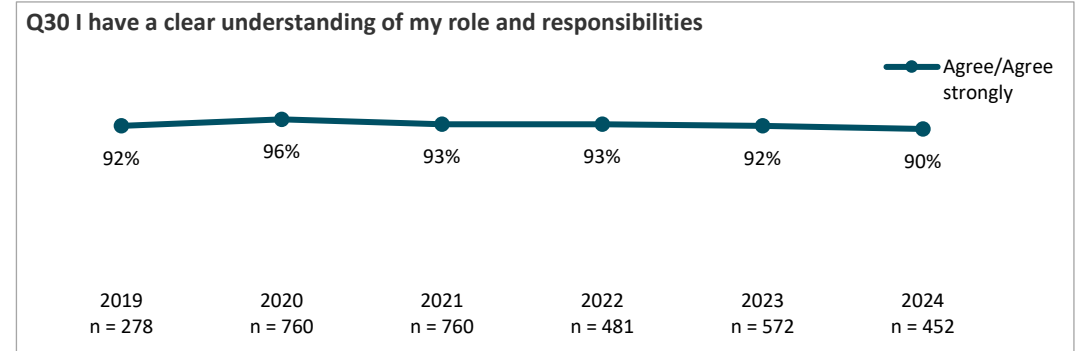
# 2.1 Current role understanding and capacity

## Workforce respondents

Respondent understanding of their current role has remained consistently high since 2019 (92% in 2019, 90% in 2024).

In 2024, there continues to be a gradual weakening of agreement that respondents consider their workload to be manageable. In 2020, 65% of respondents agreed with this statement, compared to 45% of respondents in 2024.

Since 2020, agreement that respondents have enough time to spend with children, young people and their families to do their job well has generally trended downward.



Q30 I have a clear understanding of my role and responsibilities

Q31 I consider my workload to be manageable

Q33 I am able to spend enough time with children, young people and their families to do my job well

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 - 2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level



## 2.1 Current role understanding and capacity (continued)

### Workforce respondents

In 2024, non-government workers are less likely than in 2019 to agree they have enough time to spend with children, young people and their families to do their job well (41% in 2024, down from 53% in 2019).

% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
<b>Q30 I have a clear understanding of my role and responsibilities</b>						
Child Protection	92%	96%	93%	94%	91%	90%
Youth Justice	-	-	-	90%	96%	88%
Government	89%	95%	90%	94%	90%	89%
Non-Government	97%	97%	96%	93%	94%	91%
<b>Q31 I consider my workload to be manageable</b>						
Child Protection	47%	65%↑	53%↓	57%	44%↓	44%
Youth Justice	-	-	-	58%	57%	40%
Government	39%	56%↑	47%↓	43%	34%	37%
Non-Government	58%	75%↑	61%↓	63%	60%	50%↓
<b>Q33 I am able to spend enough time with children, young people and their families to do my job well</b>						
Child Protection	36%	48%↑	45%	44%	30%↓	34%
Youth Justice	-	-	-	36%	31%	24%
Government	22%	38%↑	36%	27%	16%↓	18%
Non-Government	53%	59%	56%	50%	44%	41%▼

Q30 I have a clear understanding of my role and responsibilities

Q31 I consider my workload to be manageable

Q33 I am able to spend enough time with children, young people and their families to do my job well

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 - 2024 includes youth justice (YJ) along with child protection (CP) workers

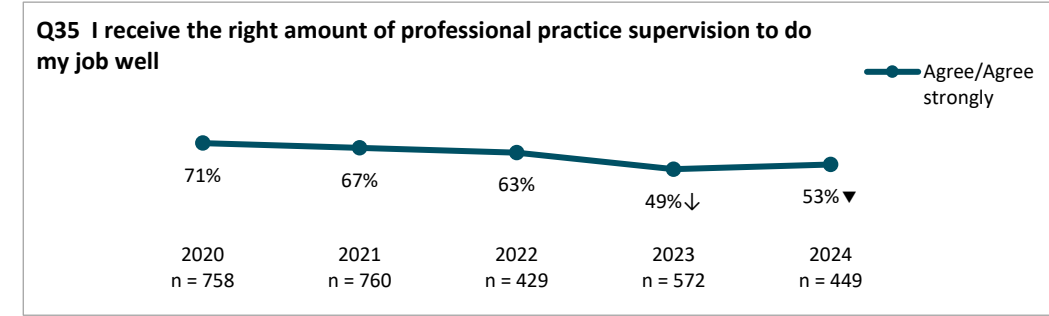
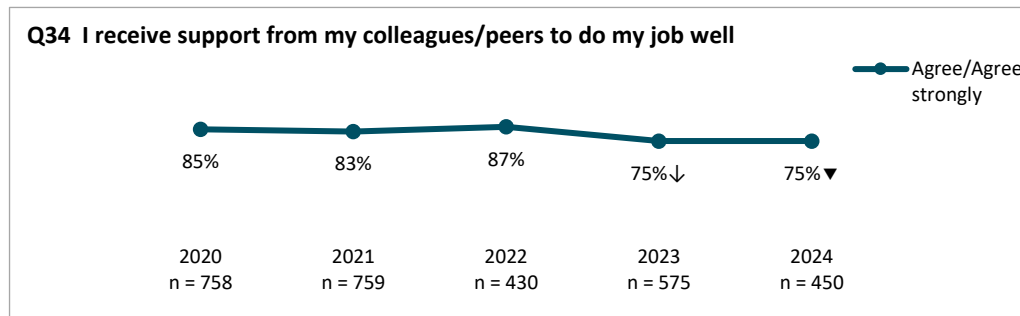
↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level



# 2.2 Current role and professional development

## Workforce respondents

Perceptions of the adequacy of both the level of support received from colleagues and peers as well as the level of professional practice supervision are consistent in 2024 with those reported in 2023 and remain at a lower level of overall agreement than historically noted prior to 2023.



% Agree/Agree strongly	2020	2021	2022	2023	2024
Child Protection	85%	83%	87%	74%↓	77%▼
Youth Justice	-	-	-	74%	71%
Government	81%	78%	81%	68%↓	70%▼
Non-Government	90%	89%	89%	81%↓	79%▼

% Agree/Agree strongly	2020	2021	2022	2023	2024
Child Protection	71%	67%	63%	48%↓	55%▼
Youth Justice	-	-	-	53%	40%
Government	67%	64%	47%↓	38%	46%▼
Non-Government	76%	72%	68%	60%↓	57%▼

Q34 I receive support from my colleagues/peers to do my job well

Q35 I receive the right amount of professional practice supervision to do my job well

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 - 2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2020 at at least the 95% confidence level

# 2.3 Professional practice supervision

## Workforce respondents

Since 2022, an increase is noted in the proportion of workforce respondents noting that professional practice supervision is provided by an external person paid for by their organisation.



Q36 Where do you receive your professional practice supervision?

Q37 How would you prefer to receive your professional practice supervision?

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

## 2.3 Professional practice supervision (continued)

### Workforce respondents

#### Current channel

Compared to 2022, in 2024, child protection workers (12% in 2022, 19% in 2024) and non-government workers (15% in 2022, 24% in 2024) are more likely to indicate they received their professional practice supervision from an external person their organisation pays for.

In 2024, government workers are more likely than in 2022 to indicate they received their professional practice supervision from their Team Leader/Manager (62% in 2022, 75% in 2024), while non-government workers are less likely to nominate this channel (81% in 2022, 63% in 2024).

#### Preferred channel

In 2024, non-government workers are less likely than in 2022 to indicate they would prefer to receive their professional practice supervision from their Team Leader/Manager (57% in 2022, 44% in 2024) and more likely to nominate another person in their organisation (13% in 2022, 21% in 2024).

#### Q36 Professional practice supervision (Current channel)

	Child protection			Youth Justice			Government			Non-Government		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Team leader / manager	75%	81% <sup>↑</sup>	71% <sup>↓</sup>	76%	60%	68%	62%	78% <sup>↑</sup>	75% <sup>▲</sup>	81%	76%	63% <sup>↓▼</sup>
Another person in organisation	23%	18%	23%	22%	28%	23%	34%	22% <sup>↓</sup>	29%	18%	15%	23%
An external person my organisation pays for	12%	8% <sup>↓</sup>	19% <sup>↑▲</sup>	14%	14%	13%	7%	1% <sup>↓</sup>	8% <sup>↑</sup>	15%	18%	24% <sup>▲</sup>
An external person I pay	10%	10%	12%	8%	16%	3% <sup>↓</sup>	11%	11%	9%	10%	10%	13%
Other	6%	4%	5%	16%	6%	15%	14%	6% <sup>↓</sup>	6% <sup>▼</sup>	4%	5%	7%

#### Q37 Professional practice supervision (Preferred channel)

	Child protection			Youth Justice			Government			Non-Government		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Team leader / manager	55%	61%	50% <sup>↓</sup>	59%	52%	54%	51%	63%	58%	57%	54%	44% <sup>↓▼</sup>
Another person in organisation	19%	19%	23%	20%	24%	27%	33%	23%	29%	13%	18%	21% <sup>▲</sup>
An external person my organisation pays for	49%	48%	55%	49%	50%	61%	43%	42%	51%	51%	56%	58%
An external person I pay	4%	3%	5%	8%	2%	0%	3%	2%	2%	4%	5%	7%
Other	5%	2%	2%	4%	4%	7%	7%	3%	3%	4%	3%	5%

Q36 Where do you receive your professional practice supervision? Q37 How would you prefer to receive your professional practice supervision?

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

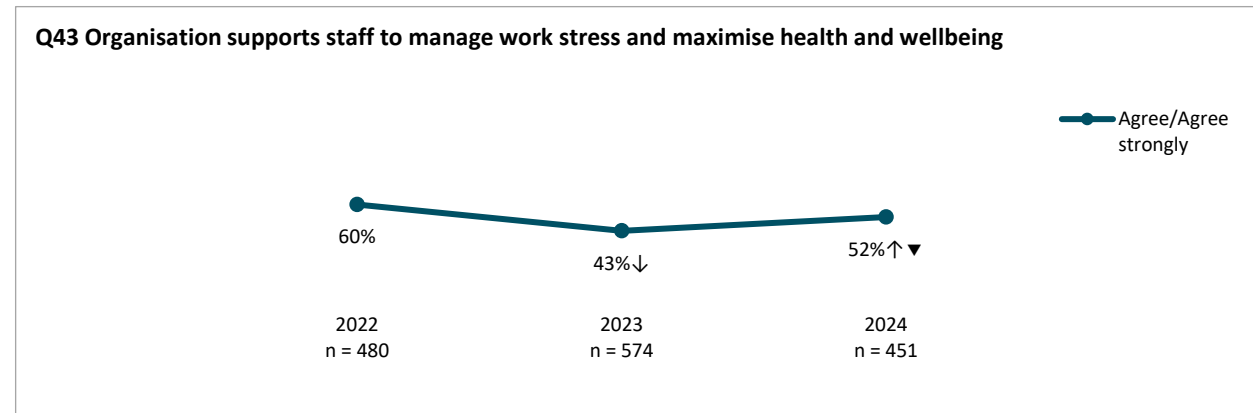




# 2.4 Organisation supports staff regarding stress, health and wellbeing

## Workforce respondents

In 2024, the child protection workforce is less likely than in 2022 to agree their organisation supports staff to manage work stress and maximise health and wellbeing (51% in 2024, 60% in 2022).



% Agree/Agree strongly	2022	2023	2024
Child Protection	60%	41%↓	51%↑▼
Youth Justice	53%	53%	55%
Government	40%	26%↓	32%
Non-Government	68%	59%	64%

Q43 My organisation supports staff to manage work stress and maximise our health and wellbeing.

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

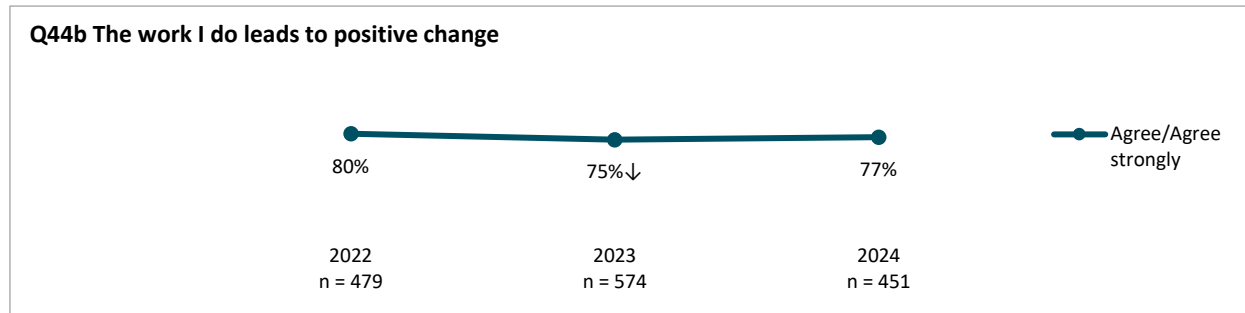
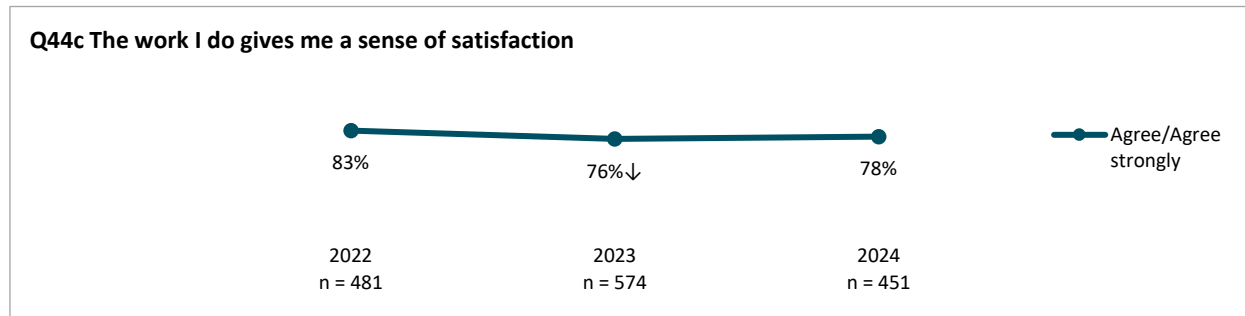
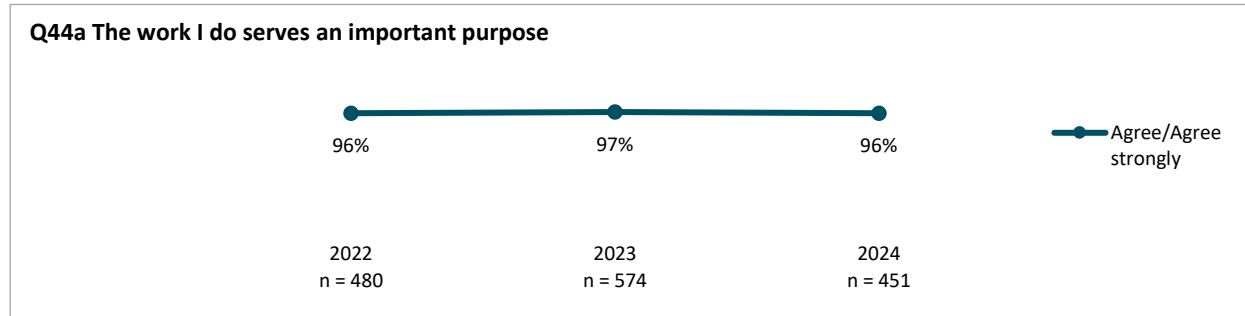


# 2.4 Outcomes of the respondent's role

## Workforce respondents

In 2024, agreement with all statements relating to the outcomes of the respondent's role remains positive and in line with results reported in 2022.

In 2024, the child protection workforce is less likely than in 2022 to agree their work gives them a sense of satisfaction (77% in 2024, 83% in 2022).



% Agree/Agree strongly	2022	2023	2024
Child Protection	97%	97%	96%
Youth Justice	94%	96%	100%
Government	95%	98%	94%
Non-Government	97%	95%	97%

% Agree/Agree strongly	2022	2023	2024
Child Protection	83%	75%↓	77%▼
Youth Justice	80%	82%	76%
Government	75%	70%	71%
Non-Government	86%	82%	83%

% Agree/Agree strongly	2022	2023	2024
Child Protection	81%	73%↓	75%
Youth Justice	76%	76%	76%
Government	66%	65%	65%
Non-Government	86%	85%	84%

Q44 The work I do: a) serves an important purpose; b) leads to positive change c) gives me a sense of satisfaction

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

## **3.0 Professional development**

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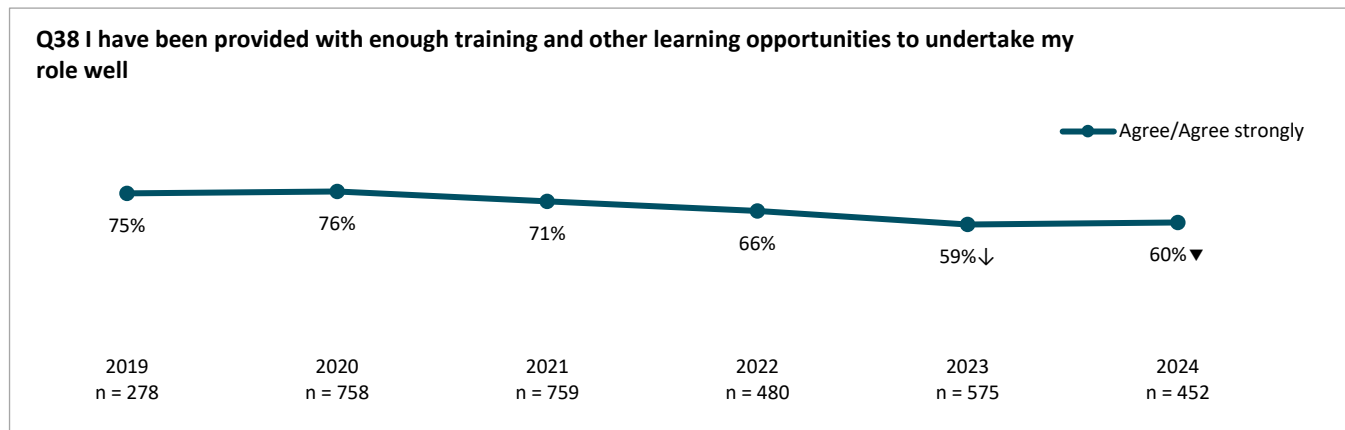


# 3.1 Provided with enough training and other learning opportunities to undertake role well

## Workforce respondents

In 2024, agreement with the statement ‘I have been provided with enough training and other learning opportunities to undertake my role well’ is consistent with that reported in 2023, however, it remains lower than noted in the years prior to 2023.

In 2024, agreement that respondents have been provided with enough training and other learning opportunities to undertake their role well is lower than in 2019 for child protection (60% in 2024, 75% in 2019) and non-government workers (64% in 2024, 92% in 2019).



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	75%	76%	71%	67%	58%↓	60%▼
Youth Justice	-	-	-	58%	58%	48%
Government	62%	70%	63%	53%↓	52%	54%
Non-Government	92%	82%↓	81%	72%↓	65%	64%▼

Q38 I have been provided with enough training and other learning opportunities to undertake my role well.

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 and 2023 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

# 3.2 Learning and development priorities for the child protection and family support workforce

## Workforce respondents

Since 2019, specialist training has continued to be the top priority mentioned by respondents. Increases in mentions of identifying and assessing risk (5% 2019 to 14% 2024) and cultural capability training (5% 2019 to 10% 2024) are noted since 2019.

Please refer to the following slide for details of changes over time by sector.

**Q39. In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?**

Base: All respondents able/electing to answer

Column %	2019 n = 283	2020 n = 761	2021 n = 763	2022 n = 481	2023 n = 575	2024 n = 452
Specialist training (i.e. Domestic and family violence, trauma-informed practice, alcohol and drug use, mental health)	28%	29%	31%	40% ↑	29% ↓	35%
Identifying and assessing risk/structured decision making	5%	9% ↑	11%	13%	17%	14% ▲
Skills, practices and tools for engaging clients (i.e. interpersonal skills/relationships/interviewing skills)	10%	11%	7% ↓	9%	10%	11%
Cultural capability/working with Aboriginal and/or Torres Strait Islander peoples	5%	7%	5%	9% ↑	10%	10% ▲
Working with other organisations (including sharing learnings and linking in with other services)	8%	14% ↑	9% ↓	12%	7% ↓	10%
Understanding of child protection legislation/legal practices and processes	4%	8% ↑	7%	6%	7%	7%
Qualifications and other accredited training	1%	6% ↑	2% ↓	5% ↑	5%	5% ▲
Life experience	1%	1%	1%	2%	2%	3%
Keeping abreast of new practices and models	2%	3%	1% ↓	1%	3%	3%
Conflict resolution and managing high-risk situations	4%	1% ↓	5% ↑	2% ↓	2%	2%
Supporting employee safety and wellbeing	6%	2% ↓	2%	1% ↓	2%	1% ▼
Supervision/mentoring to build skills	2%	3%	2%	3%	5%	1% ↓
Other	11%	11%	6% ↓	10%	5% ↓	2% ▼
No response/Don't Know	46%	32% ↓	25% ↓	28%	37% ↑	37% ▼

Q39 In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 and 2023 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

# 3.2 Learning and development priorities for the child protection and family support workforce (continued)

## Workforce respondents

Q39. In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?

Base: All respondents able/electing to answer

Column %	Child Protection						Youth Justice			Government						Non-government					
	2019 n = 283	2020 n = 761	2021 n = 763	2022 n = 431	2023 n = 452	2024 n = 296	2022 n = 50	2023 n = 50	2024 n = 42	2019 n = 155	2020 n = 412	2021 n = 432	2022 n = 142	2023 n = 292	2024 n = 176	2019 n = 122	2020 n = 349	2021 n = 330	2022 n = 339	2023 n = 283	2024 n = 276
Specialist training	28%	29%	31%	41%↑	29%↓	37%↑▲	36%	26%	29%	29%	24%	21%	32%↑	23%	28%	28%	35%	45%↑	43%	36%	39%
Identifying and assessing risk/structured decision making	5%	9%↑	11%	14%	19%	14%▲	0%	4%	5%	4%	11%↑	9%	13%	20%	14%	6%	7%	13%↑	13%	13%	14%▲
Skills, practices and tools for engaging clients	10%	11%	7%	9%	11%	11%	6%	<1%	7%	8%	8%	4%	8%	8%	10%	10%	15%	11%	9%	12%	11%
Cultural capability/working with Aboriginal and/or Torres Strait Islander peoples	5%	7%	5%	7%	9%	7%	18%	18%	21%	5%	6%	2%	9%↑	12%	12%▲	5%	7%	8%	8%	8%	9%
Working with other organisations	8%	14%↑	9%↓	12%	8%	8%	12%	2%	10%	8%	12%	9%	13%	7%	8%	7%	16%↑	9%↓	12%	8%	11%
Understanding of child protection legislation/legal practices and processes	4%	8%↑	7%	6%	7%	7%	2%	6%	7%	3%	10%↑	7%	7%	6%	5%	4%	6%	8%	6%	7%	8%
Qualifications and other accredited training	1%	6%↑	2%	5%↑	5%	5%▲	6%	4%	5%	1%	7%↑	2%↓	6%	4%	5%	2%	5%	3%	5%	5%	5%
Life experience	1%	1%	1%	3%	2%	3%	2%	2%	2%	1%	<1%	1%	2%	1%	3%	1%	1%	2%	3%	3%	3%
Keeping abreast of new practices and models	2%	3%	1%↓	2%	3%	3%	<1%	<1%	<1%	3%	3%	1%	1%	2%	3%	2%	3%	2%	1%	4%	3%
Conflict resolution and managing high-risk situations	4%	1%↓	5%↑	2%↓	3%	2%	<1%	<1%	<1%	3%	2%	6%↑	1%↓	2%	1%	4%	1%	4%↑	2%	3%	2%
Supporting employee safety and wellbeing	6%	2%↓	2%	<1%↓	2%	1%	2%	<1%	<1%	6%	3%	2%	1%	2%	1%	6%	2%	3%	1%	1%	2%
Supervision/mentoring to build skills	2%	3%	2%	3%	4%	1%↓	<1%	10%	2%	1%	4%	2%	7%↑	7%	1%↓	2%	2%	3%	1%	2%	1%
Other	11%	11%	6%↓	9%	5%↓	2%	18%	10%	<1%▼	10%	10%	7%	12%	4%	2%▼	12%	13%	4%↓	9%↑	6%	3%
No response/Don't Know	46%	32%↓	25%↓	29%	35%	38%	26%	42%	48%▲	46%	35%↓	33%	31%	40%	44%	47%	29%↓	13%↓	27%↑	33%	32%▼

Q39 In your opinion, what are the highest learning and development priorities for the child protection and family support workforce?

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 and 2023 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

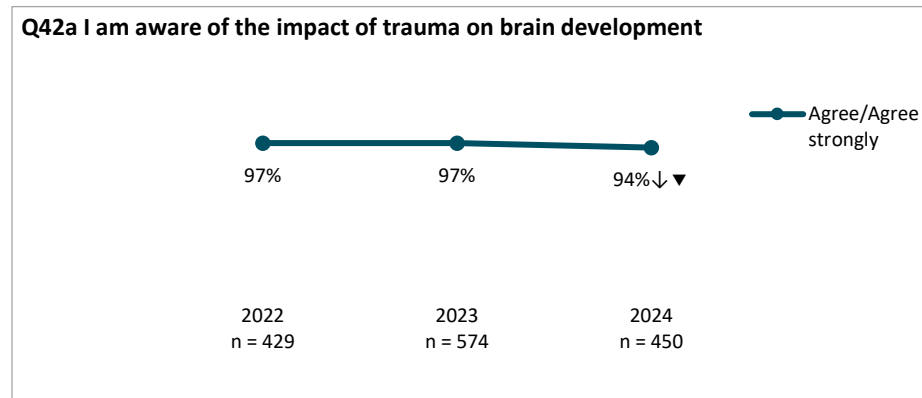
# 3.3 Impact of trauma on brain development and keeping up with evidence about brain development

## Workforce respondents

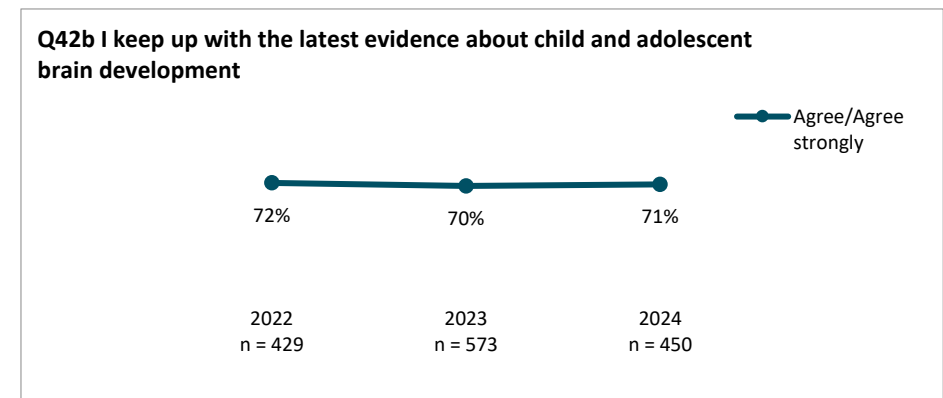
Although the majority of respondents agree that they are aware of the impact of trauma on brain development, agreement in 2024 is significantly lower than reported in 2022 and 2023 (97% in 2022, 94% in 2024).

The proportion of respondents indicating they keep up with the latest evidence about child and adolescent brain development has remained steady since 2022 (72% 2022, 71% 2024).

In 2024, non-government workers are less likely than in 2022 to agree they are aware of the impact of trauma on brain development (93% in 2024, 97% in 2022).



% Agree/Agree strongly	2022	2023	2024
Child Protection	97%	97%	95%
Youth Justice	-	96%	81% ↓
Government	97%	97%	94%
Non-Government	97%	98%	93% ↓ ▼



% Agree/Agree strongly	2022	2023	2024
Child Protection	72%	70%	72%
Youth Justice	-	63%	57%
Government	66%	60%	63%
Non-Government	74%	80%	76%

Q42 How much do you agree or disagree with the following statements?

a) I am aware of the impact of trauma on brain development

b) I keep up with the latest evidence about child and adolescent brain development

+ Data for 2019 to 2022 only includes child protection (CP) workers. Data for 2023 and 2024 includes youth justice (YJ) along with child protection (CP) workers

↑ ↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

## 4.0 Working with clients

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# 4.1 Collaboration and relationship building across the child protection and family support sector

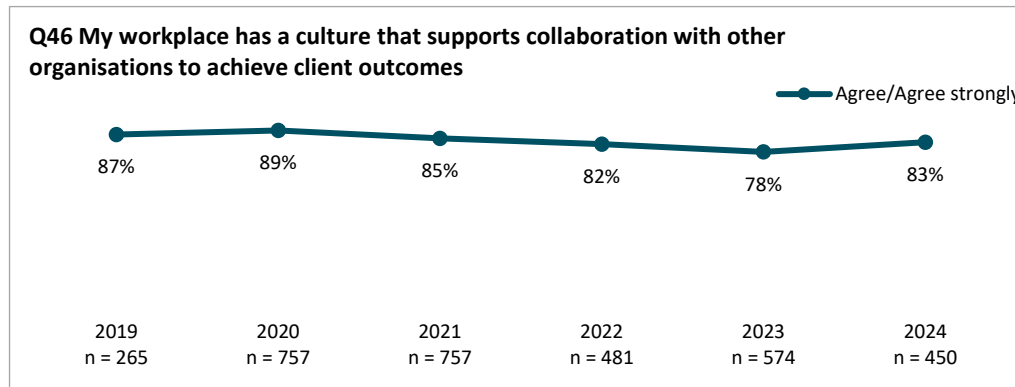
## Workforce respondents

Overall agreement regarding collaboration and building relationships with other organisations has remained statistically consistent since 2019 (87% in 2019, 83% in 2024).

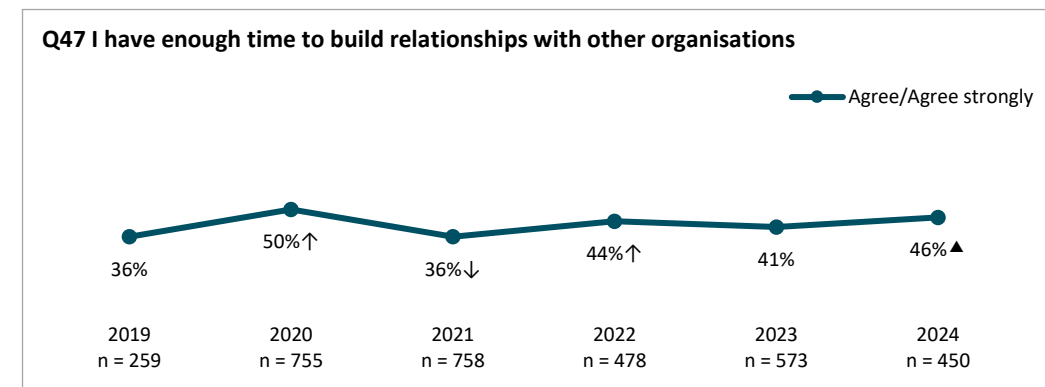
In 2024, government workers are less likely than in 2019 to agree their workplace has a culture that supports collaboration with other organisations (87% in 2019, 78% in 2024).

There continues to be a gradual recovery in the proportion of respondents who agree that they have enough time to build relationships with other organisations (36% in 2021, 46% in 2024).

In 2024, child protection workers are more likely than in 2019 to agree they have enough time to build relationships with other organisations (36% in 2019, 48% in 2024).



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	87%	89%	85%	82%	79%	84%
Youth Justice	-	-	-	76%	73%	81%
Government	87%	87%	78%↓	77%	71%	78%▼
Non-Government	87%	91%	94%	83%↓	85%	86%



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	36%	50%↑	36%↓	44%↑	40%	48%▲
Youth Justice	-	-	-	46%	41%	50%
Government	29%	45%↑	29%↓	39%	30%	39%
Non-Government	45%	56%	46%	47%	51%	50%

Q46 My workplace has a culture that supports collaboration with other organisations to achieve client outcomes

Q47 I have enough time in my role to build relationships with other organisations / service providers

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 and 2023 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

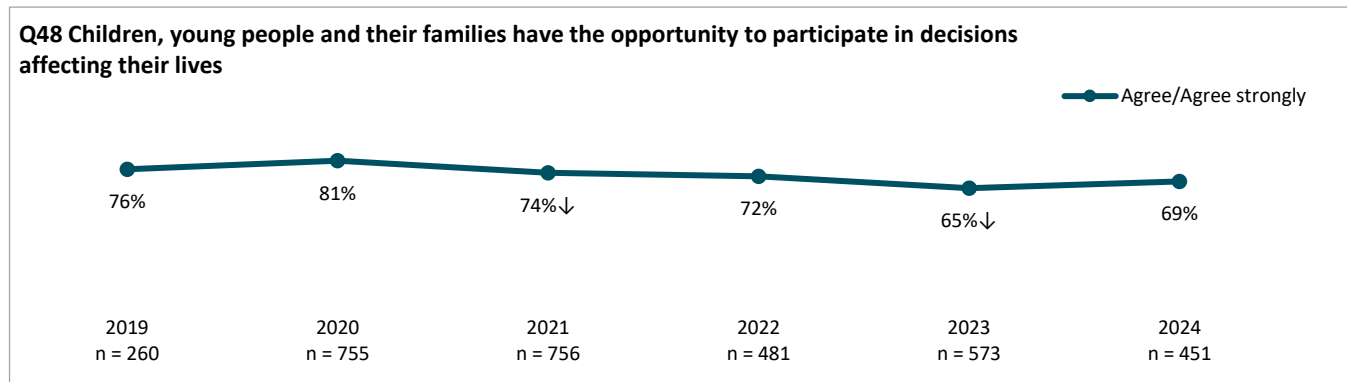
## 5.0 My organisation



# 5.1 Children, young people and their families have the opportunity to participate in decisions affecting their lives

## Workforce respondents

In 2024, government workers are less likely than in 2019 to agree children, young people and their families have the opportunity to participate in decisions affecting their lives (72% in 2019, 58% in 2024). Results for other segments remain consistent with 2019.



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	76%	81%	74%	73%	66%	71%
Youth Justice	-	-	-	62%	63%	62%
Government	72%	75%	66%↓	65%	57%	58%▼
Non-Government	80%	89%↑	84%	74%↓	74%	76%

Q48 In my organisation, children, young people and their families have the opportunity to participate in decisions affecting their lives.

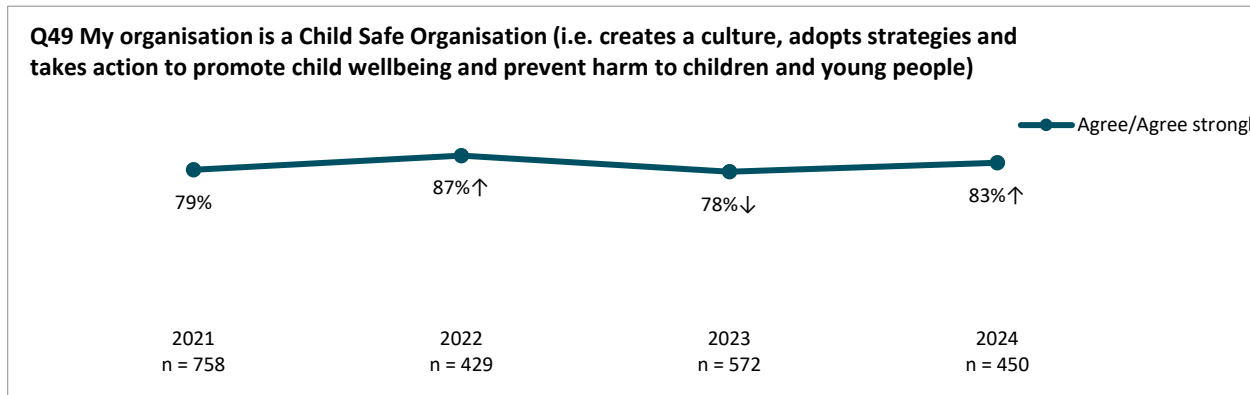
+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022 and 2023 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

# 5.2 Organisation is a Child Safe Organisation

## Workforce respondents

Agreement regarding whether respondents considered their organisation to be a Child Safe Organisation have fluctuated since 2021, with lowest agreement recorded in 2023 (78%) and highest agreement in 2022 (87%).



% Agree/Agree strongly	2021	2022	2023	2024
Child Protection	79%	87% ↑	77% ↓	82%
Youth Justice	-	-	73%	86%
Government	73%	74%	68%	71%
Non-Government	87%	92%	88%	91%

Q49 Thinking about your organisation, how much do you agree or disagree my organisation is a Child Safe Organisation (i.e., creates a culture, adopts strategies and takes action to promote child wellbeing and prevent harm to children and young people)

+ Data for 2021 and 2022 only includes child protection (CP) workers. Data for 2023-2024 includes youth justice (YJ) along with child protection (CP) workers

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

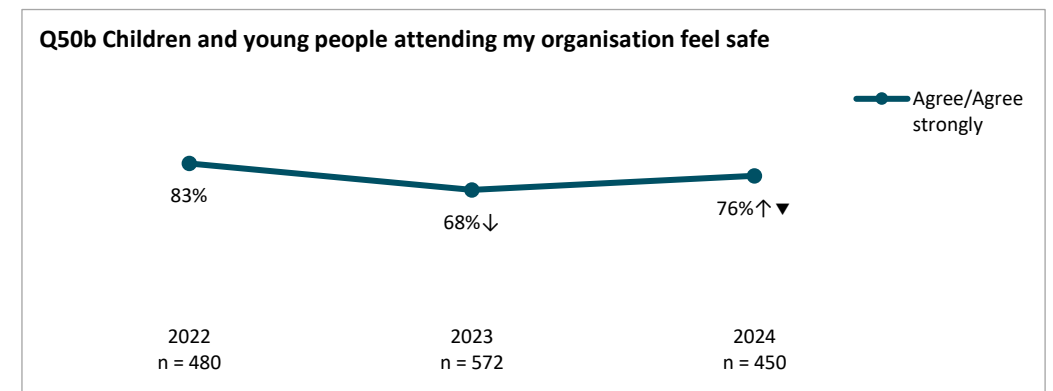
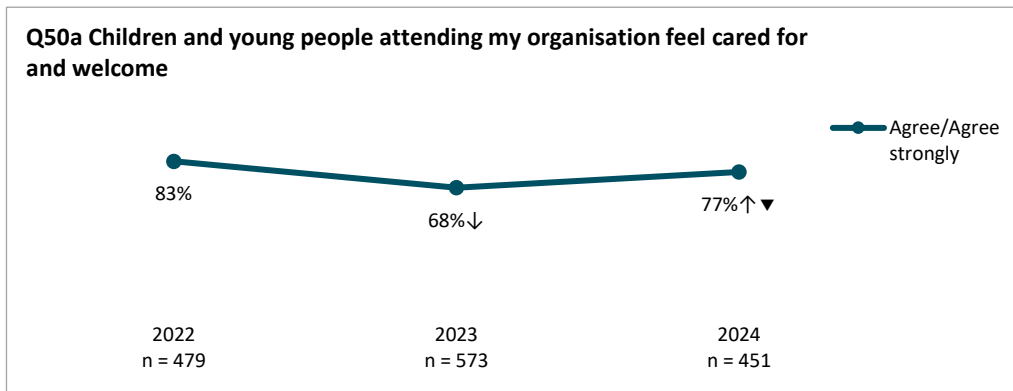


# 5.3 Children & young people attending their organisation feel cared for, welcome & safe

## Workforce respondents

In 2024, agreement that children and young people attending their organisation feel cared for and welcome (77%) and safe (76%) is significantly lower than in 2022 (83% agree with both statements).

In 2024, child protection workers are less likely than in 2022 to agree children and young people attending their organisation feel cared for and welcome (85% in 2022, 77% in 2024) or safe (85% in 2022, 77% in 2024).



% Agree/Agree strongly	2022	2023	2024
Child Protection	85%	68%↓	77%↑▼
Youth Justice	62%	63%	76%
Government	61%	50%↓	58%
Non-Government	92%	86%	90%

% Agree/Agree strongly	2022	2023	2024
Child Protection	85%	68%↓	77%↑▼
Youth Justice	66%	61%	69%
Government	65%	52%↓	57%
Non-Government	90%	84%	88%

Q50 Children and young people attending my organisation:

a) feel cared for and welcome

b) feel safe

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

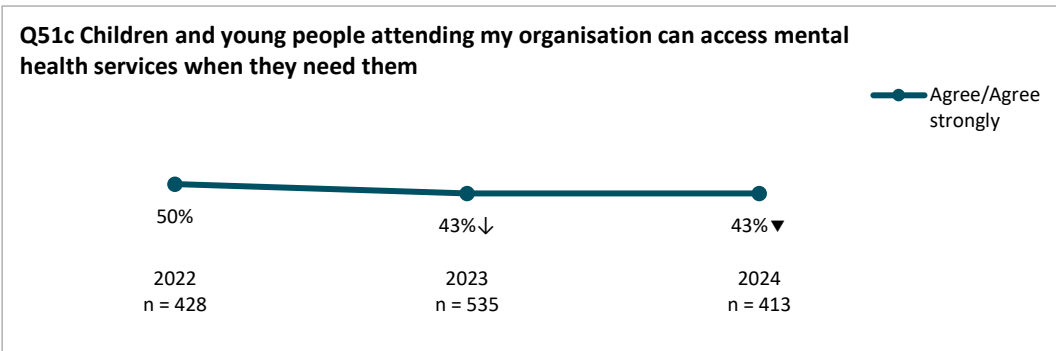
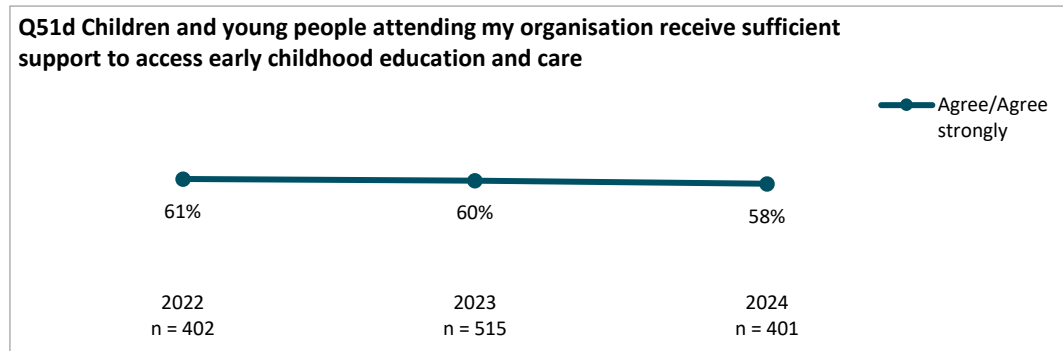
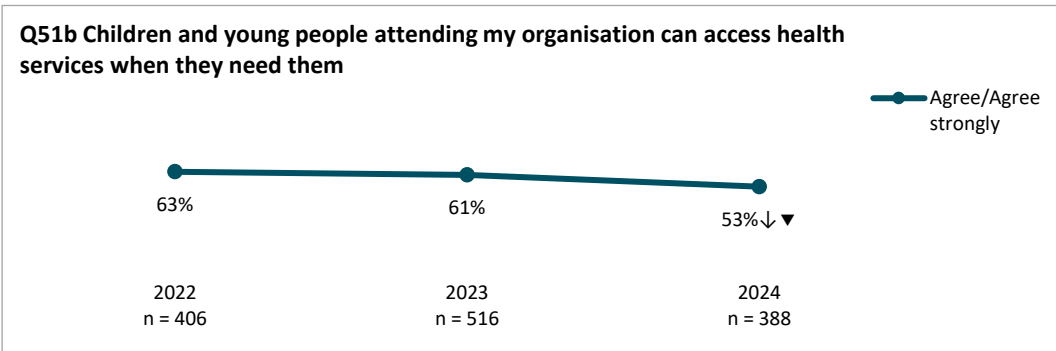
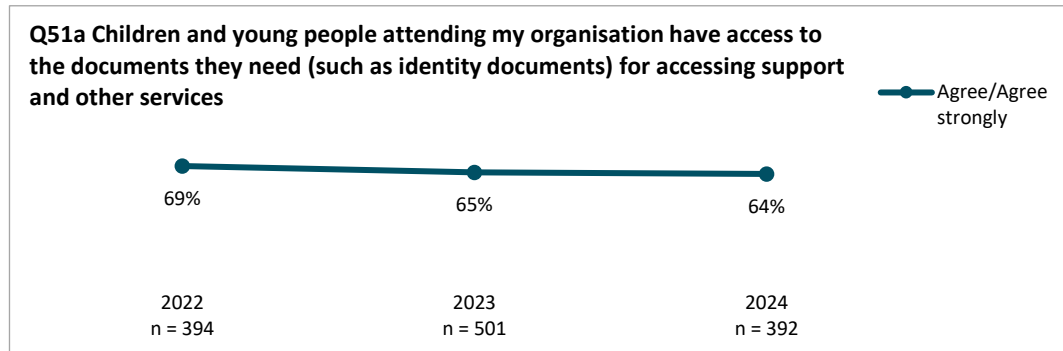
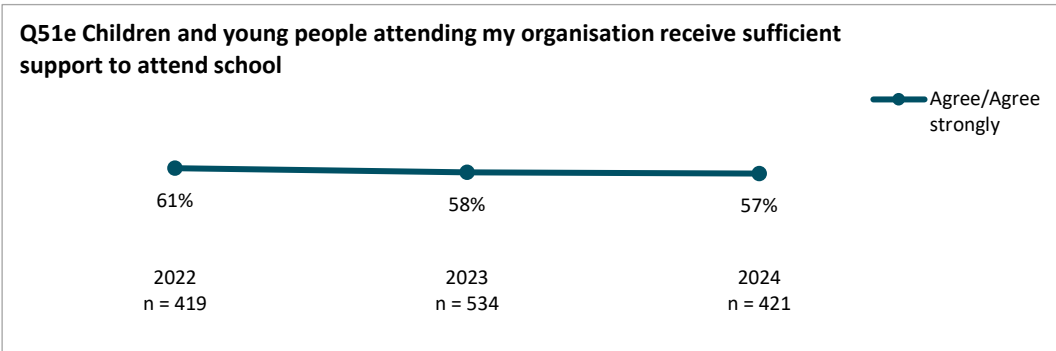
# 5.4 Access and support received by children and young people

## Workforce respondents

In 2024, there is lower reported agreement that children and young people can access health services when they need them (53%) compared to 2023 (61%) and 2022 (63%).

In 2024, agreement that children and young people can access mental health services when they need them is consistent with 2023 (43%) but lower than 2022 (50%).

Agreement with other factors remains consistent in 2024 with results in 2022 and 2023.



Q51 Children and young people attending my organisation:... (Respondents were asked how strongly they agreed with a range of statements)

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

# 5.4 Access and support received by children and young people (continued)

## Workforce respondents

In 2024, child protection workers are less likely than in 2022 to agree children and young people attending their organisation:

- Have access to the documents they need (70% in 2022, 60% in 2024)
- Receive sufficient support to attend school (65% in 2022, 56% in 2024)
- Can access health services (63% in 2022, 47% in 2024)
- Can access mental health services (50% in 2022, 36% in 2024).

In 2024, youth justice workers are more likely than in 2022 to agree children and young people attending their organisation:

- Receive sufficient support to attend school (26% in 2022, 63% in 2024)
- Can access mental health services (43% in 2022, 72% in 2024).

Non-government workers in the 2024 survey are less likely than those in previous surveys to agree children and young people attending their organisation can access mental health services (65% in 2022, 53% in 2024).

Q51 Children and young people attending my organisation:

% Agree/Agree strongly	2022	2023	2024
<b>Have access to the documents they need (such as identity documents) for accessing support and other services</b>			
Child Protection	70%	68%	60%▼
Youth Justice	61%	55%	68%
Government	60%	64%	59%
Non-Government	74%	66%	67%
<b>Receive sufficient support to access early childhood education and care</b>			
Child Protection	63%	65%	60%
Youth Justice	53%	34%	48%
Government	57%	60%	55%
Non-Government	63%	60%	59%
<b>Receive sufficient support to attend school</b>			
Child Protection	65%	61%	56%▼
Youth Justice	26%	50%↑	63%▲
Government	46%	56%	48%
Non-Government	67%	61%	62%
<b>Can access health services when they need them</b>			
Child Protection	63%	65%	47%▼
Youth Justice	61%	49%	74%↑
Government	58%	63%	53%
Non-Government	65%	58%	53%▼
<b>Can access mental health services when they need them</b>			
Child Protection	50%	43%↓	36%▼
Youth Justice	43%	50%	72%▲
Government	44%	39%	39%
Non-Government	52%	48%	46%

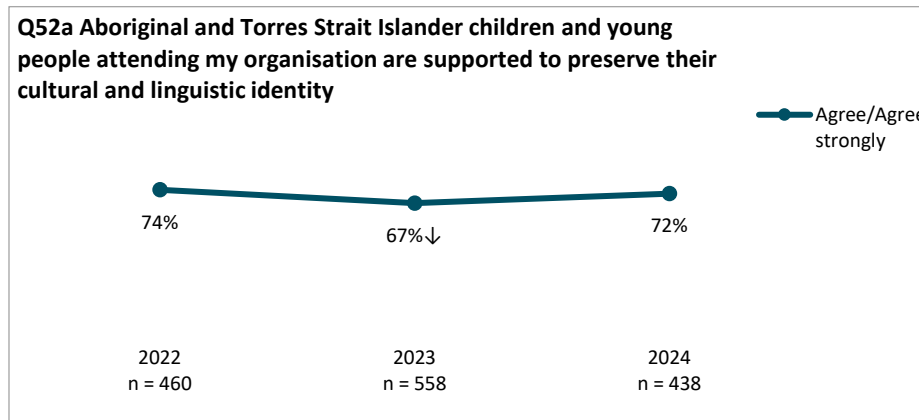
Q51 Children and young people attending my organisation:... (Respondents were asked how strongly they agreed with a range of statements)

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

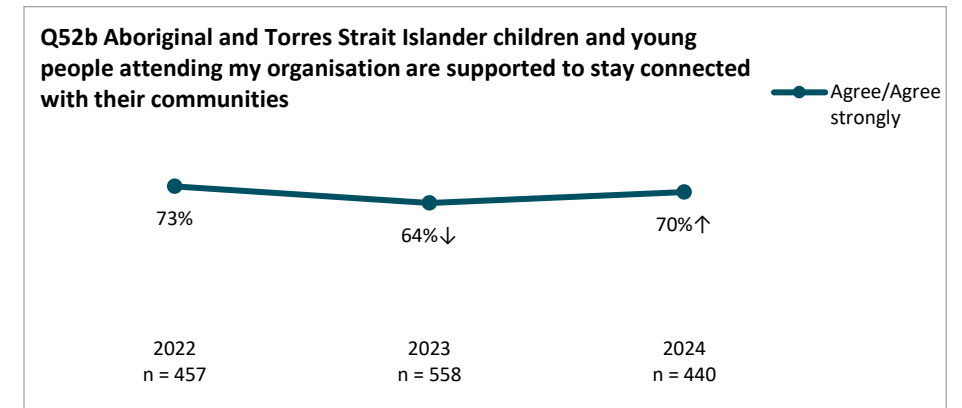
# 5.5 Supporting Aboriginal and Torres Strait Islander children and young people

## Workforce respondents

Agreement in 2024 that Aboriginal and Torres Strait Islander children and young people are supported to stay connected with their communities or supported to preserve their cultural and linguistic identity is statistically consistent with that recorded in 2022.



% Agree/Agree strongly	2022	2023	2024
Child Protection	75%	68%↓	72%
Youth Justice	62%	67%	71%
Government	55%	60%	63%
Non-Government	82%	75%	79%



% Agree/Agree strongly	2022	2023	2024
Child Protection	75%	64%↓	69%
Youth Justice	59%	61%	73%
Government	54%	58%	60%
Non-Government	81%	70%↓	77%

Q52 Aboriginal and Torres Strait Islander children and young people attending my organisation:  
 a) are supported to preserve their cultural and linguistic identity  
 b) are supported to stay connected with their communities

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

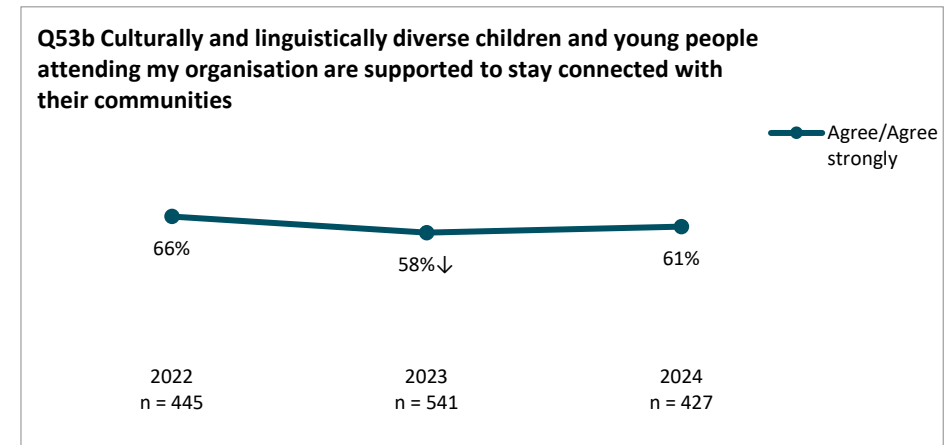
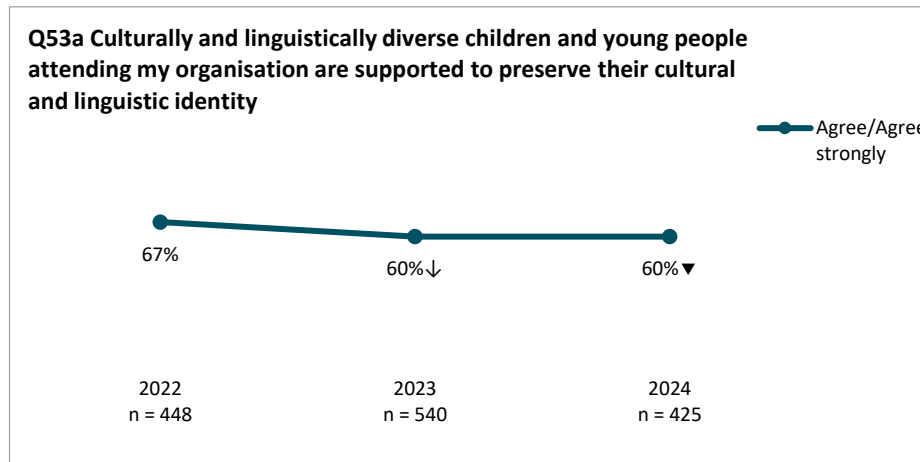


# 5.6 Supporting culturally and linguistically diverse children and young people

## Workforce respondents

Agreement that culturally and linguistically diverse children and young people attending their organisation are supported to preserve their cultural and linguistic identity has significantly declined since 2022 (67% in 2022, 60% in 2024), particularly among child protection workers (69% in 2022, 57% in 2024).

Whilst the difference is not statistically significant, respondents in 2024 are also less likely than in 2022 to agree culturally and linguistically diverse children and young people attending their organisation are supported to stay connected with their communities (66% in 2022, 61% in 2024). In 2024, child protection workers are less likely than in 2022 to agree with this statement (67% in 2022, 56% in 2024).



% Agree/Agree strongly	2022	2023	2024
Child Protection	69%	60%↓	57%▼
Youth Justice	58%	59%	62%
Government	53%	49%	49%
Non-Government	74%	70%	68%

% Agree/Agree strongly	2022	2023	2024
Child Protection	67%	58%↓	56%▼
Youth Justice	60%	63%	64%
Government	52%	49%	47%
Non-Government	72%	67%	71%

Q53 Culturally and linguistically diverse children and young people attending my organisation:

a) are supported to preserve their cultural and linguistic identity

b) are supported to stay connected with their communities

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

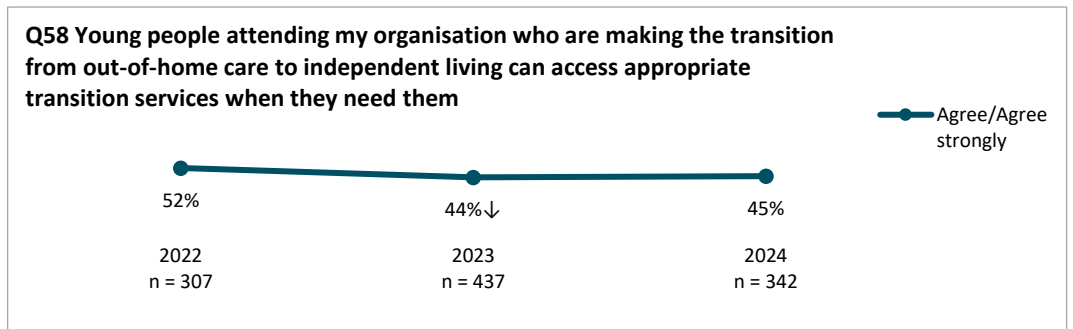
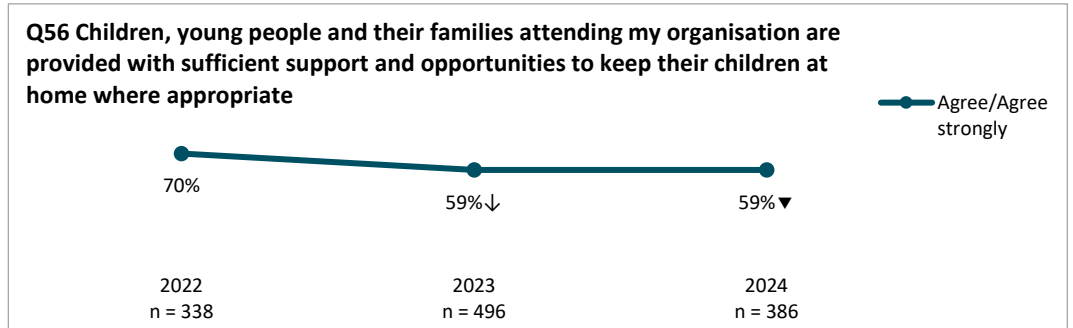
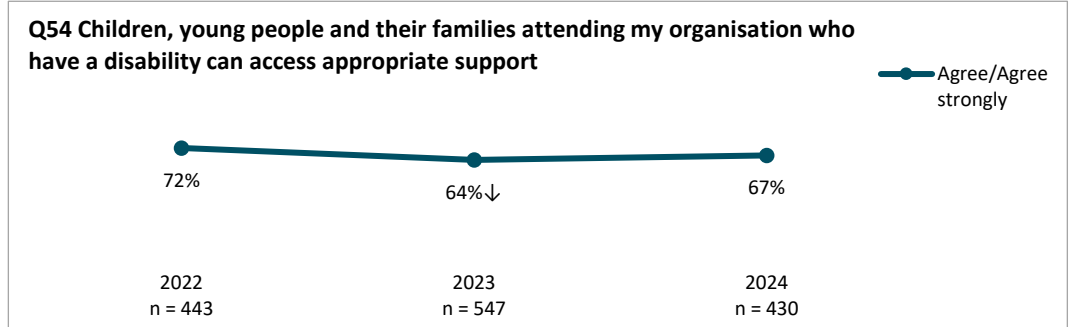


# 5.7 Supports for children, young people and families

## Workforce respondents

Agreement as to whether families can access appropriate supports to keep their children at home is significantly lower in 2024 (59%) than in 2022 (70%).

Agreement with other factors is consistent in 2024 with 2022 results.



Q54 Children, young people and their families attending my organisation who have a disability can access appropriate support; Q56 Children, young people and their families attending my organisation are provided with sufficient support and opportunities to keep their children at home where appropriate; Q58 Young people attending my organisation who are making the transition from out-of-home care to independent living can access appropriate transition services when they need them

+ Data for 2022 Q56 and Q58 only includes child protection (CP) workers. Data for Q56 and Q58 for 2022-2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

# 5.7 Supports for children, young people and families (continued)

## Workforce respondents

In 2023 and 2024, non-government workers are less likely than in 2022 to agree young people attending their organisation can access appropriate transition services (57% in 2022, 45% in 2023, 47% in 2024).

% Agree/Agree strongly	2022	2023	2024
<b>Children, young people and their families attending my organisation who have a disability can access appropriate support</b>			
Child Protection	73%	66%	66%
Youth Justice	63%	43%	63%
Government	64%	56%	53%
Non-Government	76%	72%	75%
<b>Children, young people and their families attending my organisation are provided with sufficient support and opportunities to keep their children at home where appropriate</b>			
Child Protection	70%	61%↓	64%
Youth Justice	-	44%	48%
Government	55%	52%	43%
Non-Government	77%	67%	71%
<b>Young people attending my organisation who are making the transition from out-of-home care to independent living can access appropriate transition services when they need them</b>			
Child Protection	52%	46%	51%
Youth Justice	-	30%	29%
Government	42%	43%	43%
Non-Government	57%	45%↓	47%▼

Q54 Children, young people and their families attending my organisation who have a disability can access appropriate support; Q56 Children, young people and their families attending my organisation are provided with sufficient support and opportunities to keep their children at home where appropriate; Q58 Young people attending my organisation who are making the transition from out-of-home care to independent living can access appropriate transition services when they need them

+ Data for 2022 Q56 and Q58 only includes child protection (CP) workers. Data for Q56 and Q58 for 2022-2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

## **6.0 Children's rights**

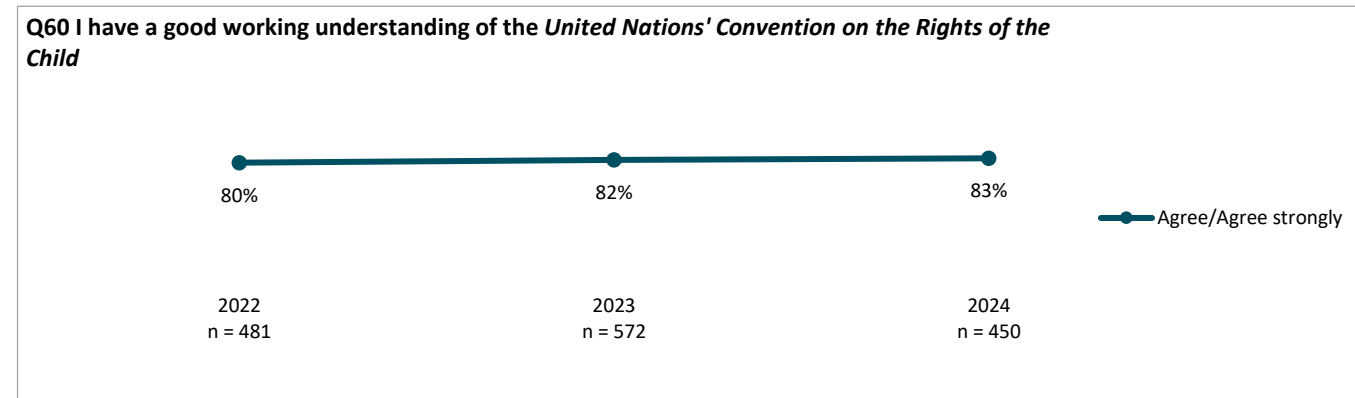
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# 6.1 Level of understanding of the United Nations Convention on the Rights of the Child

## Workforce respondents

The level of understanding of the United Nations' Convention on the Rights of the Child has remained consistent since 2022 (80% in 2022, 82% in 2023 and 83% in 2024).



% Agree/Agree strongly	2022	2023	2024
Child Protection	82%	84%	85%
Youth Justice	60%	65%	69%
Government	73%	77%	79%
Non-Government	83%	87%	86%

Q60 I have a good working understanding of the *United Nations' Convention on the Rights of the Child*

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



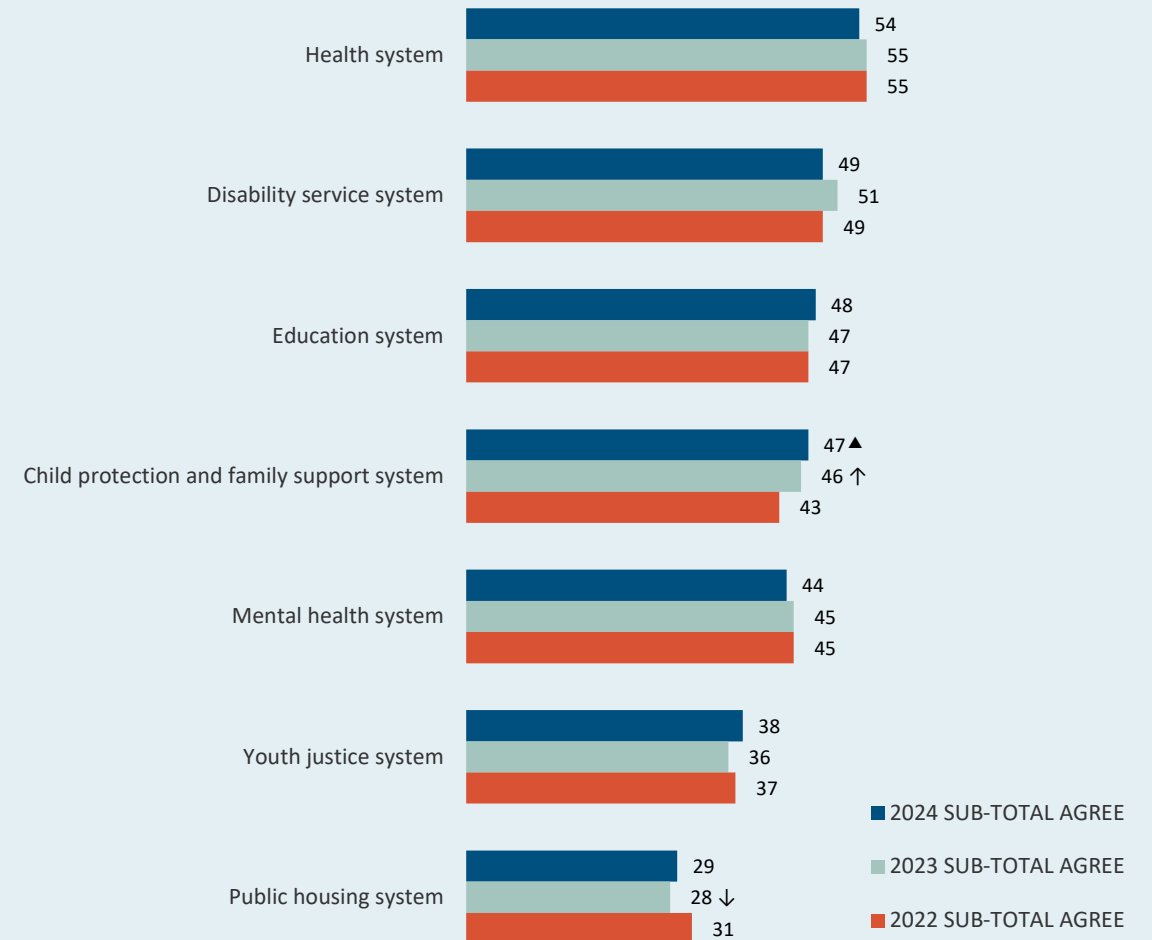
# 6.2 Views of children and young people listened to and valued

## Community respondents

Agreement among community respondents that the views of children and young people are listened to and valued has remained stable between 2022 and 2024 for most services. The exception being, in 2024, where respondents are more likely than in 2022 to agree the views of children and young people are listened to and valued by the child protection and family support system (47% in 2024, 46% in 2023, 43% in 2022).

Q15 How much do you agree or disagree that the views of children and young people are listened to and valued by the following systems?

% of respondents  
Base: those electing or able to answer



Q15 How much do you agree or disagree that the views of children and young people are listened to and valued by the following systems?

Respondents who declined to answer the question have been removed from the base when reporting results. The base is therefore different for each of the above statements.

- In 2022, the smallest base was n=2496 (when 13 respondents declined to answer) for the item 'Youth justice system'.
- In 2023, the smallest base was n=3144 (when 10 respondents declined to answer) for the item 'Health system'.
- In 2024, the smallest base was n=3620 (when 21 respondents declined to answer) for the item 'Public housing system'.

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level



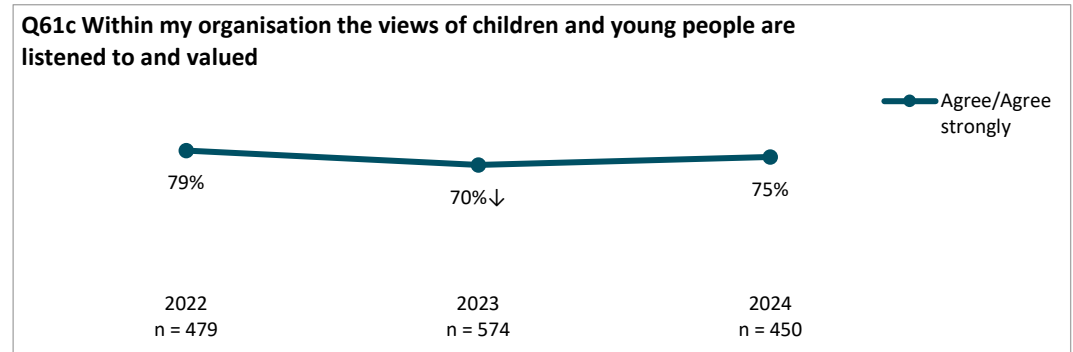
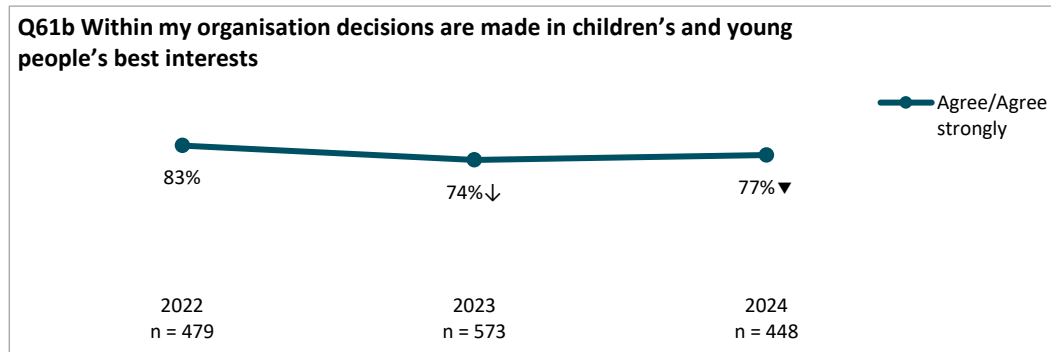
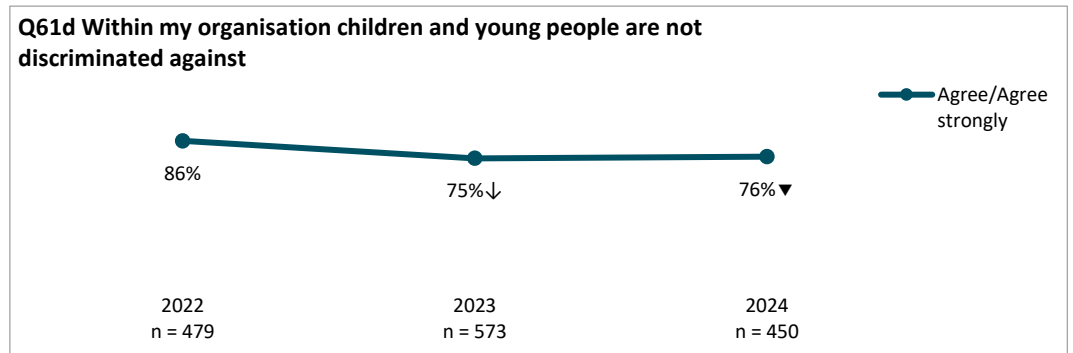
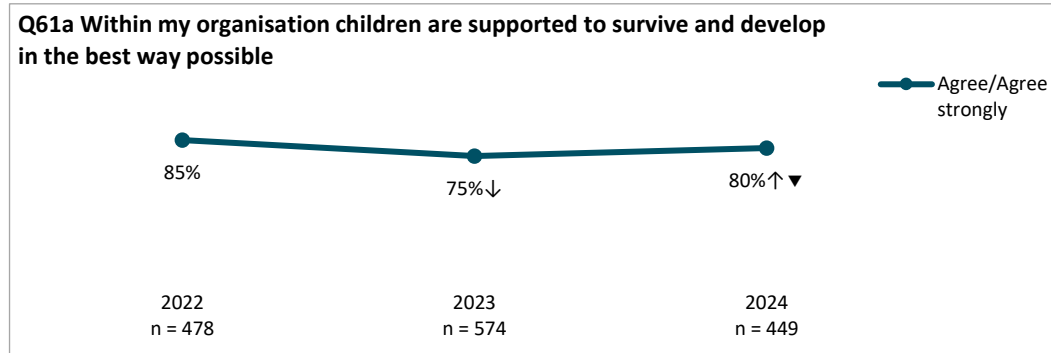
# 6.3 Children’s rights upheld within their organisations

## Workforce respondents

In 2024, agreement that children are supported to survive and develop in the best way possible within the respondents’ organisation is significantly higher (80%) compared to 2023 (75%), but lower than in 2022 (85%).

Compared to 2022, respondents in 2024 are less likely to agree that within their organisation:

- Decisions are made in children’s and young people’s best interests (83% in 2022, 77% in 2024)
- Young people are not discriminated against (86% in 2022, 76% in 2024).



Q61 Within my organisation:

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

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level



## 6.3 Children’s rights upheld within their organisations (continued)

### Workforce respondents

In 2024, child protection workers are less likely than in 2022 to agree that within their organisation:

- Children are supported to survive and develop in the best way possible (87% in 2022, 80% in 2024)
- Children and young people are not discriminated against (87% in 2022, 76% in 2024).

In 2024, non-government workers are less likely than in 2022 to agree that within their organisation children and young people are not discriminated against (92% in 2022, 85% in 2024).

#### Q61 Within my organisation:

% Agree/Agree strongly	2022	2023	2024
<b>Children are supported to survive and develop in the best way possible</b>			
Child Protection	87%	75%↓	80%▼
Youth Justice	70%	71%	76%
Government	67%	63%	65%
Non-Government	93%	87%↓	89%
<b>Decisions are made in children’s and young people’s best interests</b>			
Child Protection	84%	75%↓	78%
Youth Justice	78%	71%	71%
Government	70%	66%	64%
Non-Government	88%	83%	86%
<b>Children and young people are not discriminated against</b>			
Child Protection	87%	74%↓	76%▼
Youth Justice	72%	79%	67%
Government	71%	64%	62%
Non-Government	92%	85%↓	85%▼
<b>The views of children and young people are listened to and valued</b>			
Child Protection	80%	70%↓	75%
Youth Justice	72%	69%	67%
Government	67%	59%	62%
Non-Government	85%	82%	83%

Q61 Within my organisation:

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

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level





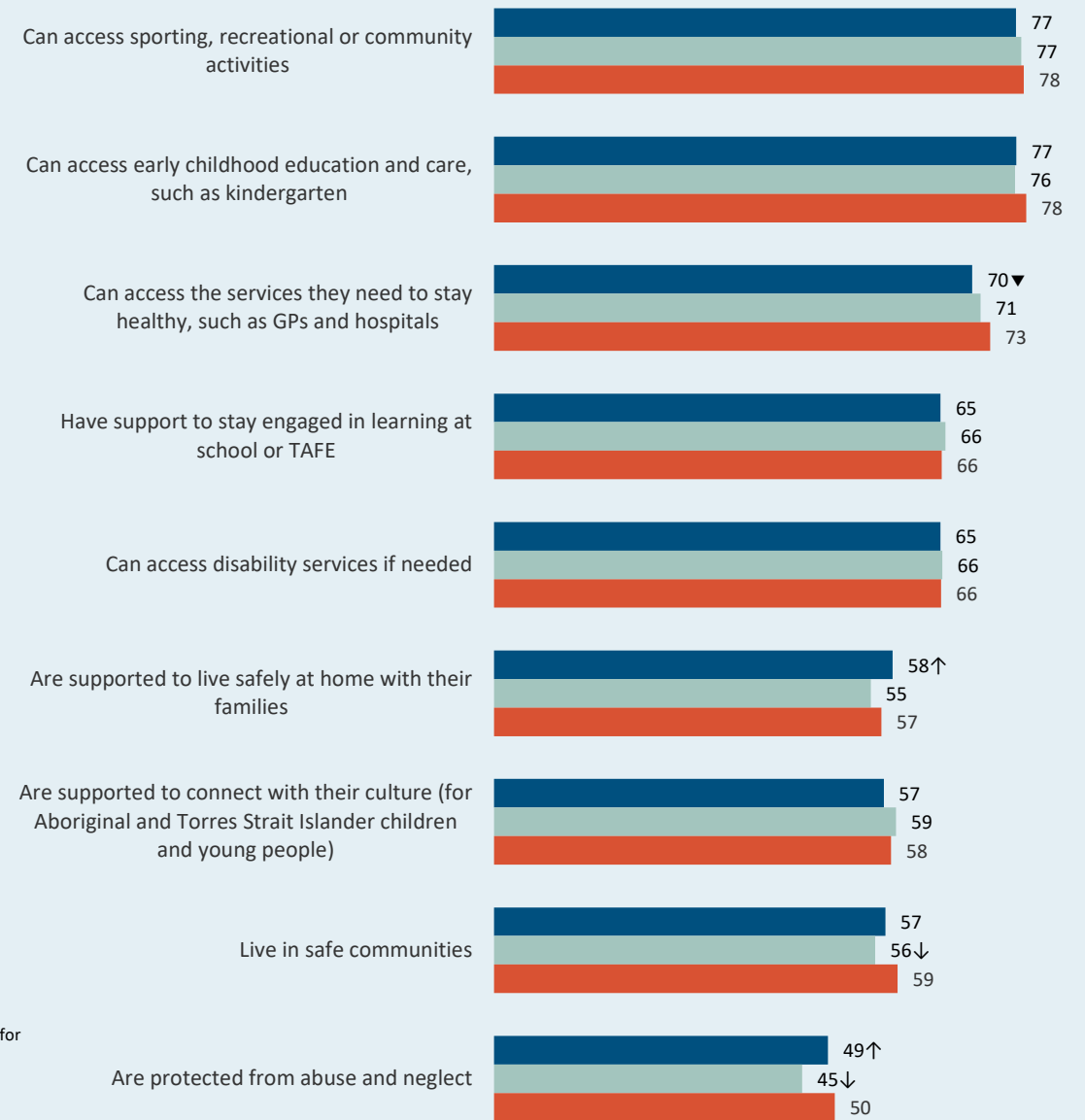
# 6.4 Protections and supports for children and young people

## Community respondents

Compared with 2022, in 2024, community respondents are significantly less likely to agree that, in their communities, children and young people can access the services they need to stay healthy, such as GPs and hospitals (73% in 2022, 70% in 2024).

### Q14 In my community, children and young people..?

% of respondents  
Base: all respondents electing to answer



Q14. In my community, children and young people... (Respondents were asked how strongly they agreed with a range of statements)

\* New statements in 2023

Respondents who declined to answer the question have been removed from the base when reporting results. The base is therefore different for each statement.

- In 2022, the smallest base was n=2504 (when 5 respondents declined to answer) for the items 'can access the services they need to stay healthy, such as GPs' and 'can access early childhood education and care, such as kindergarten'.
- In 2023, the smallest base was n=3144 (when 10 respondents declined to answer) for the item 'have support to stay engaged in learning at school or TAFE'.
- In 2024, the smallest base was n=3622 (when 19 respondents declined to answer) for the item 'can access NDIS supports if needed'.

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

▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

■ 2024 SUB-TOTAL AGREE ■ 2023 SUB-TOTAL AGREE ■ 2022 SUB-TOTAL AGREE



# 6.4 Protections and supports for children and young people

## Workforce respondents

Community respondents in 2024 are significantly less likely than in 2022 to agree that in their community children and young people can access the services they need to stay healthy, such as GPs and hospitals (56% in 2022, 48% in 2024), particularly child protection workers (58% in 2022, 48% in 2024). Though youth justice workers are more likely in 2024 than in 2022 to agree with this statement (31% in 2022, 52% in 2024).

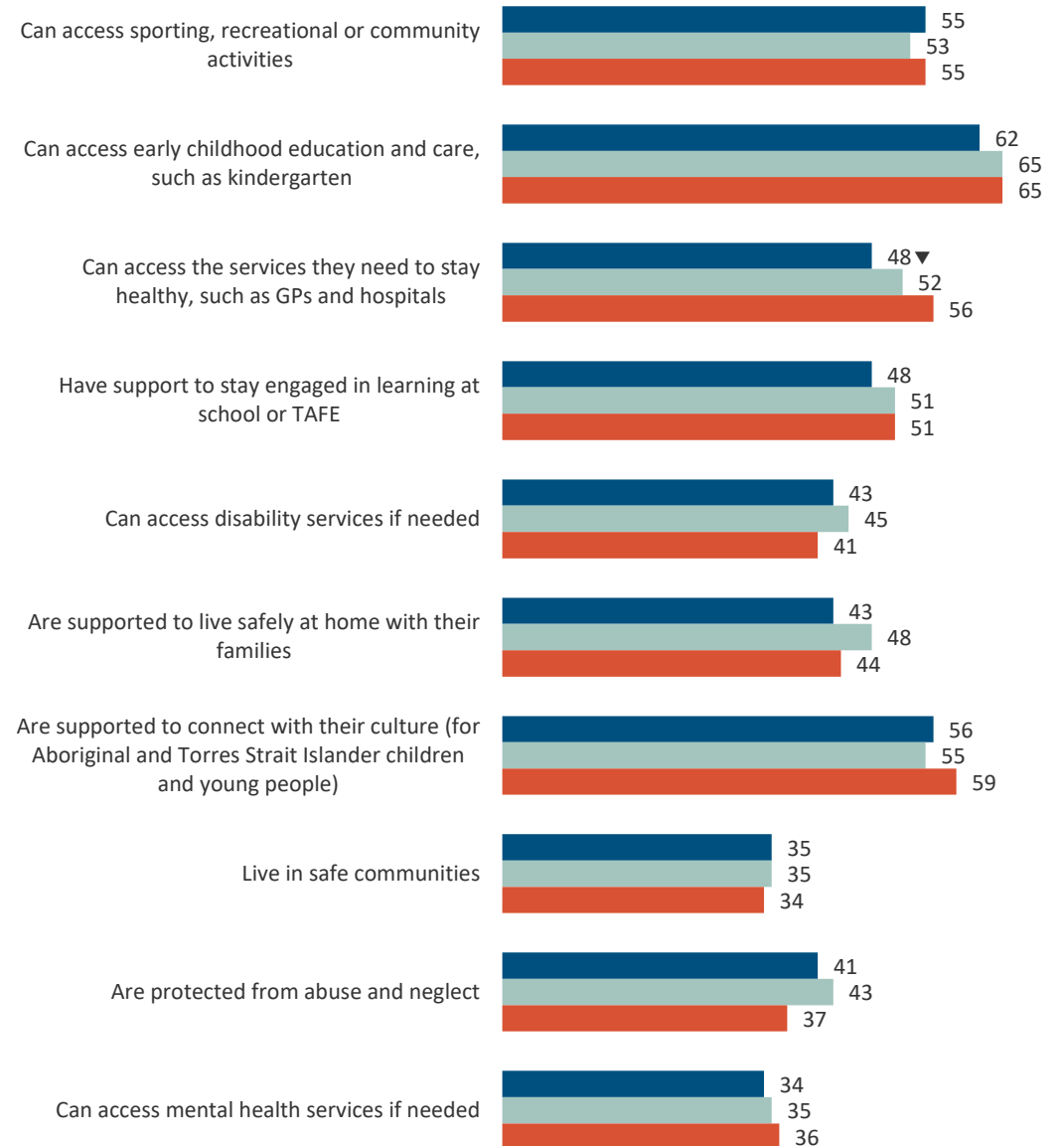
In 2024, youth justice workers are also more likely than in 2022 to agree children and young people in their community can access mental health services (27% in 2022, 48% in 2024).

In 2024, government workers are less likely than in 2022 to agree children and young people in their community have support to stay engaged in learning at school or TAFE (55% in 2022, 43% in 2024).

Refer to the following slide for details of changes over time by sector.

### Q62 In my community, children and young people..?

% of respondents  
Base: all respondents electing to answer



Q62 Within my community, children and young people: ... (Respondents were asked how strongly they agreed with a range of statements)

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

▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

■ 2024 SUB-TOTAL AGREE ■ 2023 SUB-TOTAL AGREE ■ 2022 SUB-TOTAL AGREE



# 6.4 Protections and supports for children and young people (continued)

## Workforce respondents

Q62 Within my community, children and young people: ...

% Agree/Agree strongly	2022	2023	2024
<b>Can access sporting, recreational or community activities</b>			
Child Protection	57%	56%	56%
Youth Justice	35%	41%	37%
Government	52%	57%	51%
Non-Government	56%	50%	57%
<b>Can access early childhood education and care, such as kindergarten</b>			
Child Protection	68%	70%	65%
Youth Justice	39%	40%	52%
Government	65%	68%	59%
Non-Government	65%	62%	64%
<b>Can access the services they need to stay healthy, such as GPs and hospitals</b>			
Child Protection	58%	56%	48%↓▼
Youth Justice	31%	38%	52%▲
Government	51%	54%	44%↓
Non-Government	57%	49%↓	51%
<b>Have support to stay engaged in learning at school or TAFE</b>			
Child Protection	52%	54%	49%
Youth Justice	43%	32%	27%
Government	55%	54%	43%↓▼
Non-Government	49%	47%	50%
<b>Can access disability services if needed</b>			
Child Protection	43%	48%	42%
Youth Justice	29%	30%	46%
Government	36%	44%	41%
Non-Government	43%	45%	44%

% Agree/Agree strongly	2022	2023	2024
<b>Are supported to live safely at home with their families</b>			
Child Protection	46%	51%	47%
Youth Justice	24%	36%	26%
Government	46%	51%	39%↓
Non-Government	43%	46%	46%
<b>Are supported to connect with their culture (for Aboriginal and Torres Strait Islander children and young people)</b>			
Child Protection	61%	57%	58%
Youth Justice	45%	42%	45%
Government	56%	59%	52%
Non-Government	60%	50%↓	59%↑
<b>Live in safe communities</b>			
Child Protection	37%	37%	34%
Youth Justice	12%	26%	24%
Government	33%	35%	34%
Non-Government	35%	35%	35%
<b>Are protected from abuse and neglect</b>			
Child Protection	38%	44%	42%
Youth Justice	31%	42%	31%
Government	41%	46%	37%
Non-Government	36%	40%	44%
<b>Can access mental health services if needed</b>			
Child Protection	37%	36%	30%
Youth Justice	27%	30%	48%▲
Government	37%	35%	32%
Non-Government	35%	34%	35%

Q62 Within my community, children and young people: ... (Respondents were asked how strongly they agreed with a range of statements)

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level



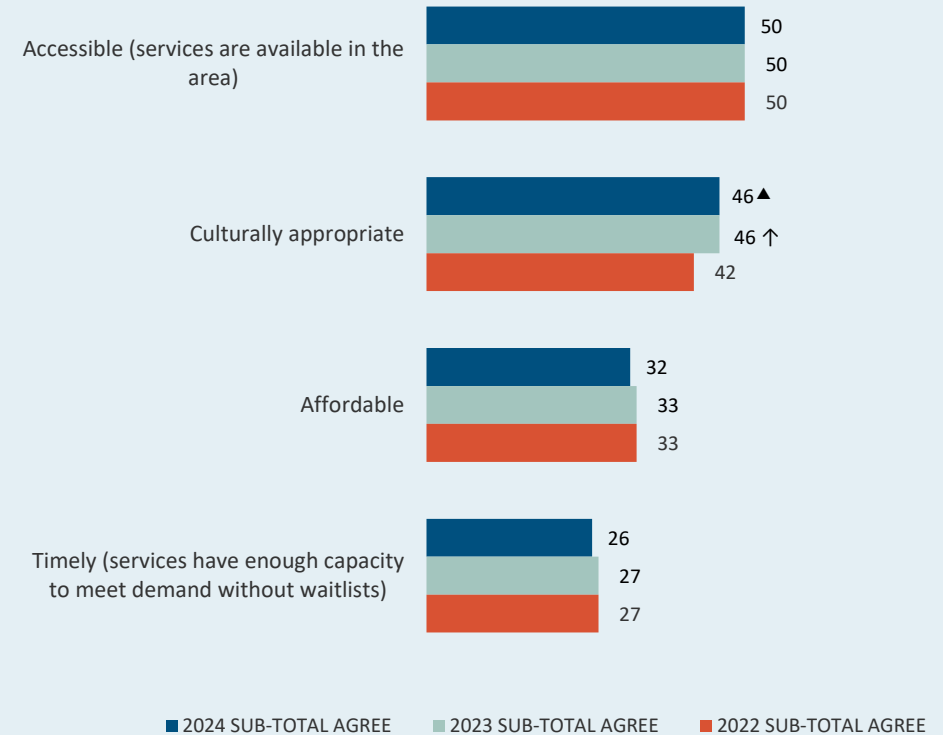
# 6.5 Youth mental health

## Community respondents

Community views about youth mental health services are stable between 2023 and 2024 for most factors (refer to adjacent chart). The proportion agreeing youth mental health services are culturally appropriate is significantly higher in 2024 (46%) than in 2022 (42%).

**Q16 How much do you agree or disagree with the following statements about youth mental health services in your area? Youth mental health services in my area are:**

% of respondents  
Base: those electing or able to answer



Q16 How much do you agree or disagree with the following statements about youth mental health services in your area? Youth mental health services in my area are:

Respondents who declined to answer the question have been removed from the base when reporting results. The base is therefore different for each of the above statements.

- In 2022, the smallest base was n=2503 (when 6 respondents declined to answer) for two items: 'Accessible' and 'Timely'.
- In 2023, the smallest base was n=3145 (when 9 respondents declined to answer) for two items: 'Affordable' and 'Culturally appropriate'.
- In 2024, the smallest base was n=3626 (when 15 respondents declined to answer) for two items: 'Affordable' and 'Timely'.

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

▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level



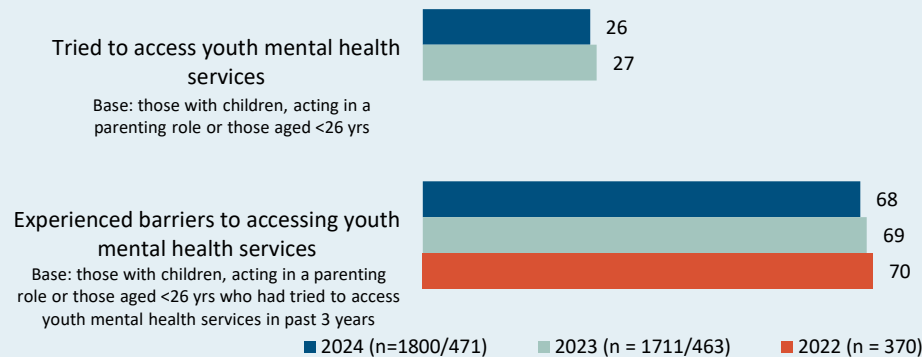
# 6.5 Youth mental health (continued)

## Community respondents

The proportion of community respondents trying to access youth mental health services, and subsequently experiencing barriers, has remained consistent between 2022 and 2024.

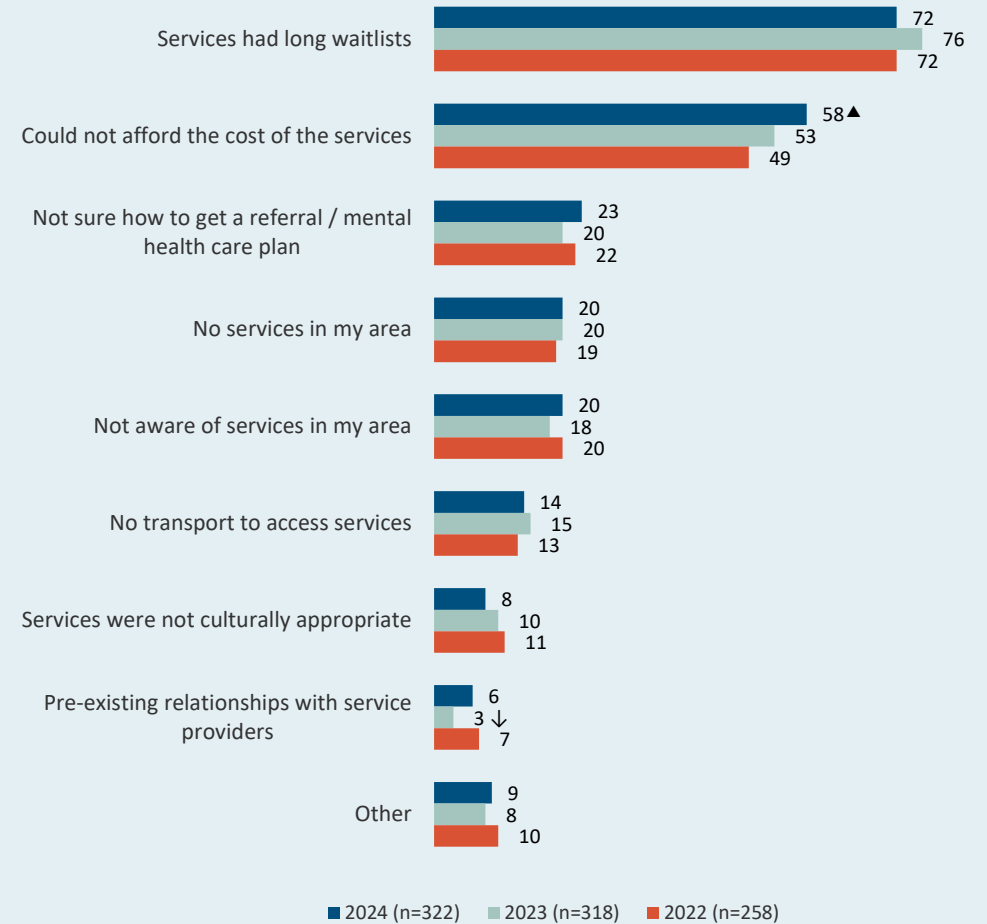
Over the past two years there has been a substantial increase in respondents reporting cost as a barrier, increasing from 49% in 2022 to 58% in 2024.

**Q17 Have you tried to access youth mental health services in the last three years?**  
**Q18 Did you experience any barriers to accessing youth mental health services?**



**Q19 What barriers did you experience?**

Base: those with children, acting in a parenting role or those aged <26 yrs who experienced barriers accessing youth mental health services in past 3 years



Q17 Have you tried to access youth mental health services in the last three years? (In 2022, this question was not asked of those acting in a parenting role – only those with children or those aged <26 yrs. In 2022, 31% of those with children or those aged <26 yrs had tried to access youth mental health services.)  
 Q18 Did you experience any barriers to accessing youth mental health services?  
 Q19 What barriers did you experience?

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level.  
 ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

# 6.6 Safety and inclusion of children and young people

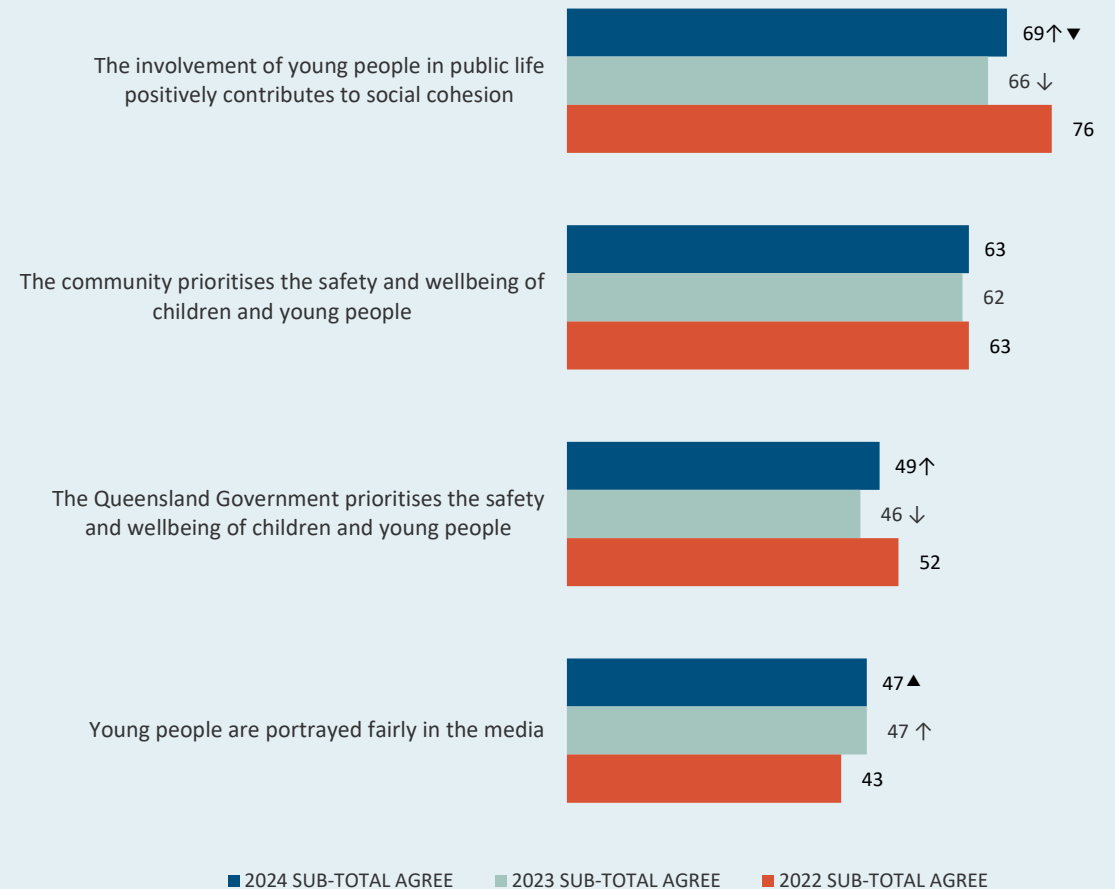
## Community respondents

Compared to 2022, in 2024, there is significantly lower community agreement that 'the involvement of young people in public life positively contributes to social cohesion' (76% in 2022, 69% in 2024).

In 2024, community respondents are significantly more likely than in 2022 to agree young people are portrayed fairly in the media (43% in 2022, 47% in 2023 and 2024).

Views on the community prioritising the safety and wellbeing of children and young people have remained consistent since 2022.

Q20 How much do you agree or disagree with the following statements?



Q20 How much do you agree or disagree with the following statements?

In 2022, the smallest base was n=2498 (when 11 respondents declined to answer) for the item 'The involvement of young people in public life positively contributes to social cohesion'. In 2023, the smallest base was n=3140 (when 14 respondents declined to answer) for the item 'The involvement of young people in public life positively contributes to social cohesion'. In 2024, the smallest base was n=3619 (when 22 respondents declined to answer) for the item 'The involvement of young people in public life positively contributes to social cohesion'.

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level



## **7.0 Cultural capability**

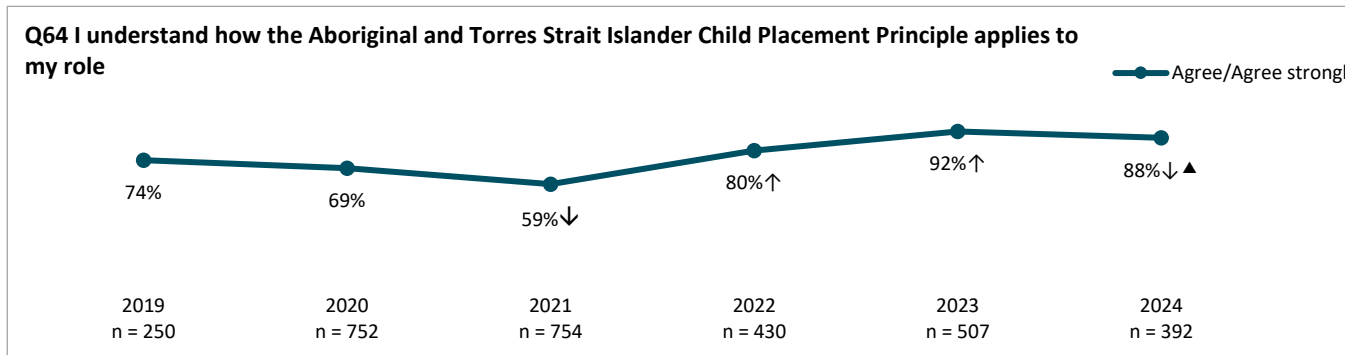
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# 7.1 Understanding of how the Aboriginal and Torres Strait Islander Child Placement Principle applies to their role

## Workforce respondents

In 2024, agreement among respondents that they understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to their role is significantly higher (88%) than reported in 2019 (74%). Agreement was highest in 2023 (92%).



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	74%	69%	59%↓	80%↑	94%↑	90%▲
Youth Justice	-	-	-	-	78%	68%
Government	75%	68%	48%↓	84%↑	93%↑	87%▲
Non-Government	73%	70%	73%	79%	90%↑	88%▲

Q64 I understand how the Aboriginal and Torres Strait Islander Child Placement Principle applies to my role  
 Q23. Thinking about cultural capability, how much do you agree or disagree with the following?

+ Data for 2019 to 2022 only includes child protection (CP) workers. Data for 2023-24 includes youth justice (YJ) along with child protection (CP) workers  
 2023 and 2024 included a 'Not applicable to my role' option that was not available in previous years. The number of respondents selecting N/A and excluded from the base was 2023 n=66 and 2024 n=57  
 ↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level  
 # The change Most likely due to: 2023 included a 'Not applicable to my role' option that was not available in previous years. 66 respondents selected N/A in 2023 and have been excluded from the base

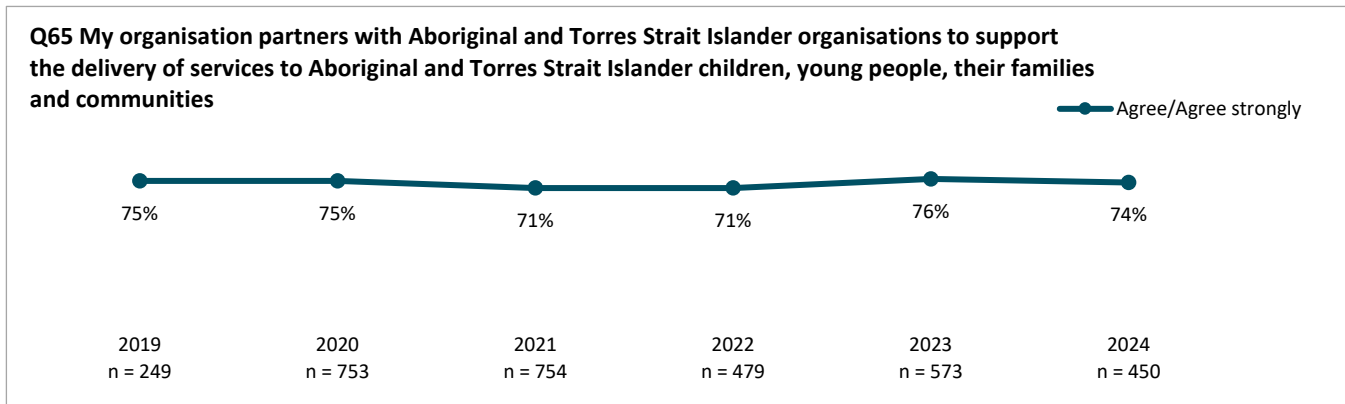




# 7.2 Organisation partners with Aboriginal and Torres Strait Islander organisations

## Workforce respondents

The incidence of partnerships with Aboriginal and Torres Strait Islander organisations has remained consistent since 2019 (varying between 71% in 2021 and 76% in 2023).



% Agree/Agree strongly	2019	2020	2021	2022	2023	2024
Child Protection	75%	75%	71%	71%	77%	76%
Youth Justice	-	-	-	66%	80%	79%
Government	73%	75%	68%	73%	78%	72%
Non-Government	76%	75%	76%	70%	74%	75%

Q65 My organisation partners with Aboriginal and Torres Strait Islander organisations to support the delivery of services to Aboriginal and Torres Strait Islander children, young people, their families and communities.

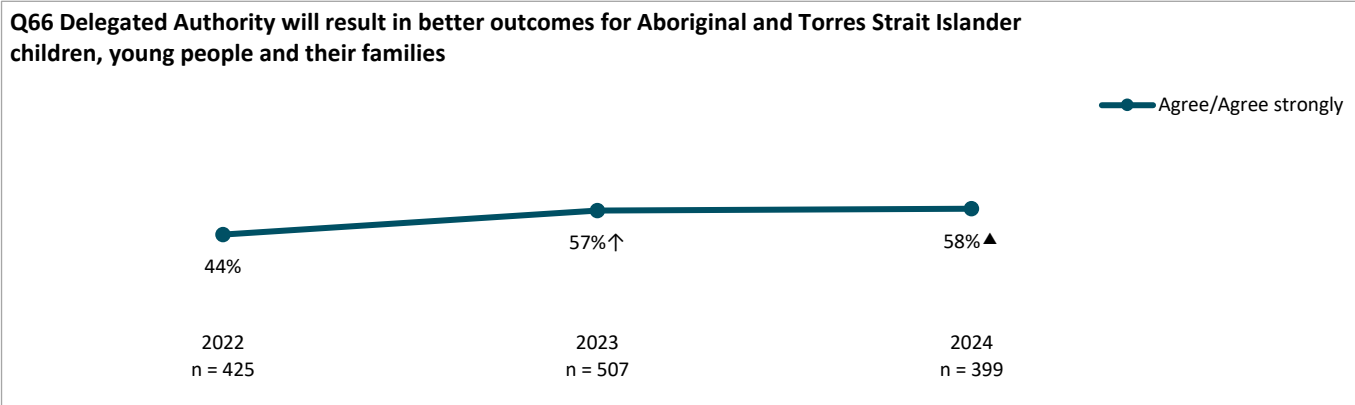
+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022-2024 includes youth justice (YJ) along with child protection (CP) workers

↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲▼ indicates a significant increase or decrease from 2019 at at least the 95% confidence level

# 7.3 Delegated Authority will result in better outcomes for Aboriginal and Torres Strait Islander children, young people and their families

## Workforce respondents

In 2024, perceptions that Delegated Authority results in better outcomes is significantly higher than in 2022 (44%).



% Agree/Agree strongly	2022	2023	2024
Child Protection	44%	57%↑	58%▲
Youth Justice	-	64%	59%
Government	49%	58%	59%
Non-Government	42%	55%↑	57%▲

Q66 Thinking about cultural capability, how much do you agree or disagree that delegated authority will result in better outcomes for Aboriginal and Torres Strait Islander children, young people and their families?

+ Data for 2022 only includes child protection (CP) workers. Data for 2023 includes youth justice (YJ) along with child protection (CP) workers  
 2023 and 2024 included a 'Not applicable to my role' option that was not available in previous years. The number of respondents selecting N/A and excluded from the base was 2023 n=66 and 2024 n=49  
 ↑↓ indicates a significant increase or decrease from the previous wave at at least the 95% confidence level. ▲ ▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level



## **8.0 Policy issues**

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# 8.1 Opinion on minimum age for a child to be incarcerated

## Workforce respondents

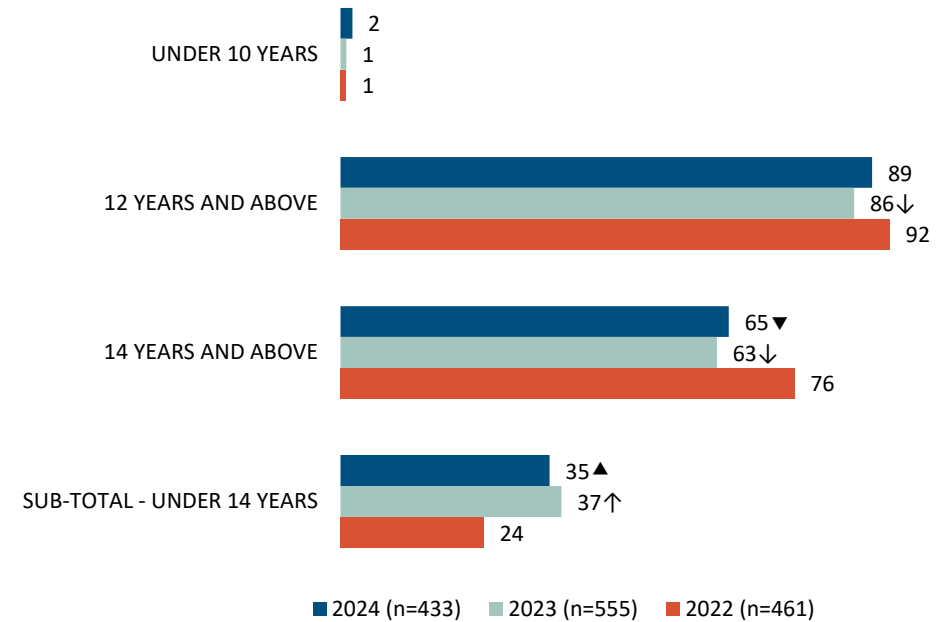
In 2023 and 2024 respondents are less likely than in 2022 to agree the minimum age that children should be incarcerated is 14 years (76% in 2022, 63% in 2023, 65% in 2024).

In 2024, 35% of respondents indicate that they believe the minimum age that children could be incarcerated is under 14 years, which was significantly higher than 2022 (24%).

In 2024, the following sectors are significantly more likely than in 2022 to indicate children under 14 years should be incarcerated:

- Child protection workers (23% in 2022, 35% in 2024)
- Non-government workers (19% in 2022, 28% in 2024).

Q69 In your opinion, what is the minimum age a child should be incarcerated?



	Child protection			Youth Justice			Government			Non-Government		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
UNDER 10 YEARS	1%	2%	2%	2%	0%	5%	2%	2%	3%	1%	1%	2%
12 YEARS AND ABOVE	93%	86%↓	89%	90%	86%	90%	90%	82%↓	84%	94%	90%	92%
14 YEARS AND ABOVE	77%	64%↓	65%▼	67%	70%	59%	65%	56%	55%	81%	71%↓	72%▼
SUB-TOTAL - UNDER 14 YEARS	23%	36%↑	35%▲	33%	30%	41%	35%	44%	45%	19%	29%↑	28%▲

Q69 In your opinion, what is the minimum age a child should be incarcerated?

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

▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

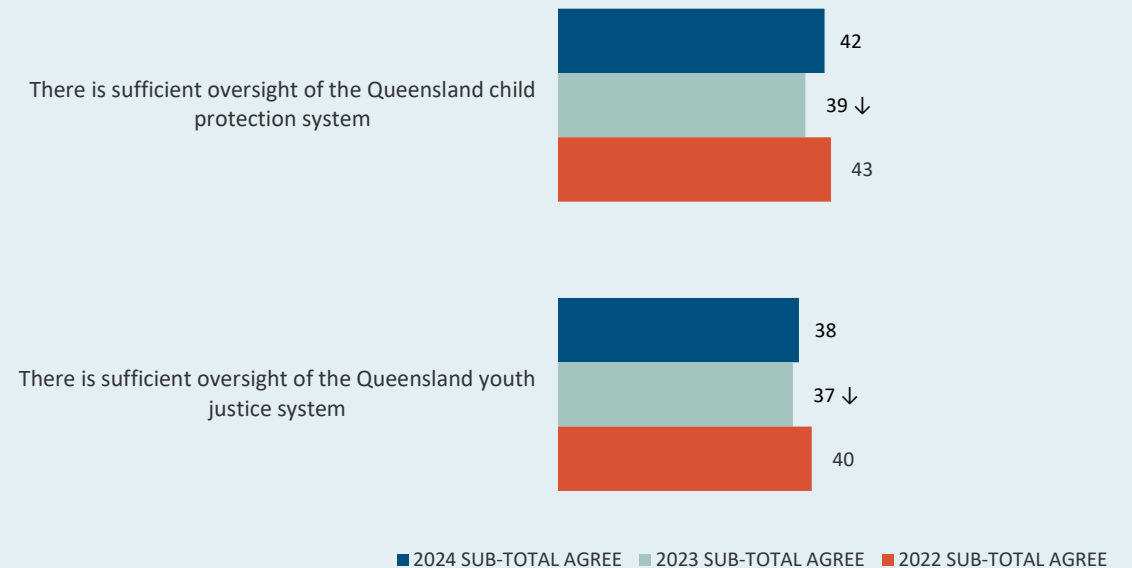
# 8.2 Oversight of the Queensland systems

## Community respondents

Community perceptions about the degree of oversight of the Queensland child protection and youth justice systems are statistically consistent in 2024 with those seen in the 2022 and 2023 surveys.

### Q20 (h-i) How much do you agree or disagree with the following statements?

% of respondents  
Base: those electing or able to answer



#### Q20(h-i) How much do you agree or disagree with the following statements?

Respondents who declined to answer the question have been removed from the base when reporting results. The base is therefore different for each of the above statements.

- In 2022, the smallest base was n=2504 (when 4 respondents declined to answer) for the item 'There is sufficient oversight of the Queensland youth justice system'.
- In 2023, the smallest base was n=3144 (when 10 respondents declined to answer) for the item 'There is sufficient oversight of the Queensland youth justice system'.
- In 2024, the smallest base was n=3612 (when 29 respondents declined to answer) for the item 'There is sufficient oversight of the Queensland child protection system'.

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



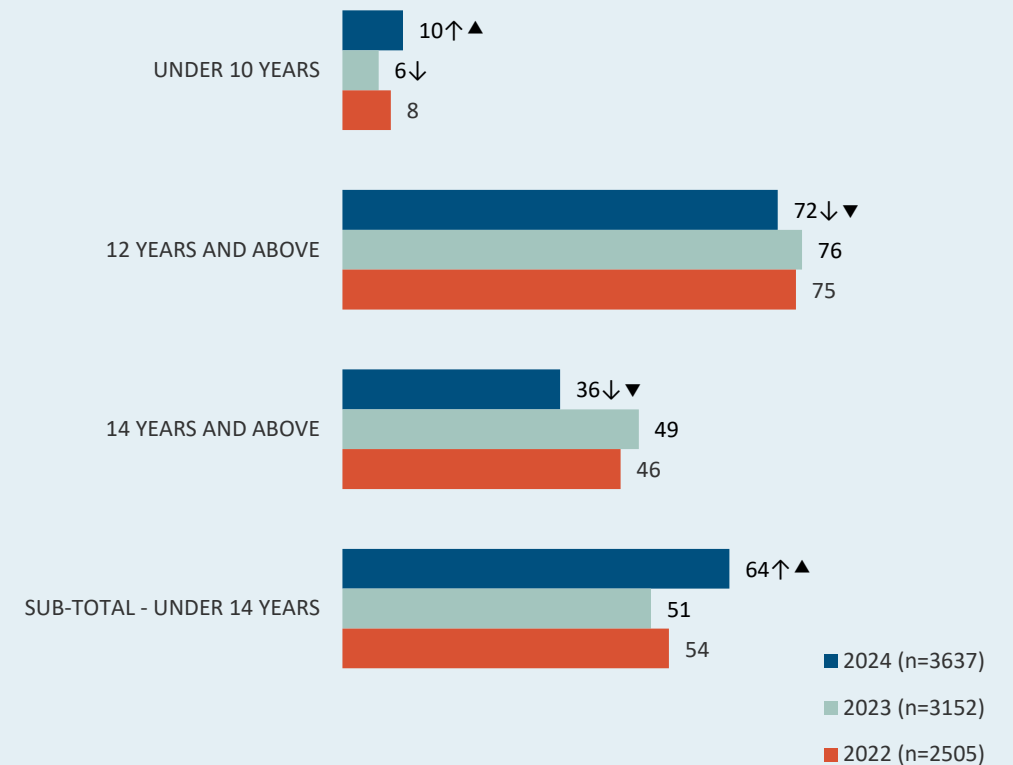
# 8.3 Opinion on minimum age for a child to be incarcerated

## Community respondents

As was the case in both 2022 and 2023, the 2024 community survey shows that most respondents consider the minimum age a child should be incarcerated is 12 years or older (75% in 2022, 76% in 2023, 72% in 2024).

Compared with the 2022 and 2023 surveys, there has been a decrease in the proportion of respondents nominating 14 years as the minimum age for incarceration (46% in 2022, 49% in 2023, 36% in 2024) and a corresponding increase in the proportion nominating anyone under 14 years (54% in 2022, 51% in 2023, 64% in 2024). Although differences in question wording should be considered when interpreting this result\*.

Q21 In your opinion, what is the minimum age a child should be incarcerated (that is, held in a youth detention centre)?



Q21 In your opinion, what is the minimum age a child should be incarcerated (that is, held in a youth detention centre)?

\*In 2022, asked as: In your opinion, what is the minimum age a child should be incarcerated (that is, held in a police watchhouse or placed in youth detention)?

\*In 2023, asked as: In your opinion, what is the minimum age a child should be incarcerated (that is, held in a jail or prison)?

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

▲▼ indicates a significant increase or decrease from 2022 at at least the 95% confidence level

# Appendices

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# A: Respondent Profile – Workforce respondents

## Sector

	2019 n = 277	2020 n = 761	2021 n = 762	2022 n = 481	2023 n=575	2024 n=452
Child Protection	100%	100%	100%	90%↓	79%↓	65%↓
Youth Justice (new in 2022)	-	-	-	10%	9%	9%
Residential Care (new in 2024)	-	-	-	-	-	8%
Other	-	-	-	-	13%	17%

## Q3: Is your workplace a government or non-government organisation?

	2019 n = 277	2020 n = 761	2021 n = 762	2022 n = 481	2023 n=575	2024 n=452
Government	56%↑	54%	57%	30%↓	51%↑	39%↓
Non-government	44%↓	46%	43%	70%↑	49%↓	61%↑

## DCSSDS Region

	2019*	2020*	2021 n = 763	2022 n = 481	2023 n=575	2024 n=452
Brisbane + Moreton Bay	-	-	30%	30%	37%↑	29%↓
Far North QLD	-	-	8%	9%	13%	10%
North QLD	-	-	9%	11%	5%↓	12%↑
South East	-	-	19%	10%↓	15%	14%
South West	-	-	15%	17%	16%	18%
Sunshine Coast + Central	-	-	19%	23%	14%↓	16%

## Q9: At which level do you work in your organisation?

	2019 n = 276	2020 n = 761	2021 n = 762	2022 n = 479	2023 n=575	2024 n=452
No supervisory responsibilities	56%↑	61%	55%	62%	61%	51%↓
Mid-level manager	34%	33%	39%	30%↓	31%	35%
Senior manager/executive	10%↓	6%	6%	9%	8%	14%↑

## Q11: How long have you worked in one of the statutory systems (child protection or youth justice) sector?

	2019 n = 281	2020 n = 759	2021 n = 762	2022 n = 480	2023 n=570	2024 n=446
Less than 1 year	7%	7%	5%	8%	10%	9%
1–2 years	12%	10%	8%	12%	12%	11%
3–5 years	15%	22%↑	19%	24%	23%	19%
6–9 years	19%	15%	16%	16%	21%	18%
10–14 years	25%	21%	18%	18%	12%↓	14%
15–19 years	12%	12%	15%	11%	11%	13%
20+ years	11%	13%	19%↑	11%↓	12%	16%

## Q12: How would you describe your experience in the relevant statutory system (child protection or youth justice) sector?

	2019#	2020 n=759	2021 n = 763	2022 n = 480	2023 n=574	2024 n=450
I have only worked in government agencies	-	32%	41%↑	18%↓	27%↑	18%↓
I have mostly worked in government agencies	-	13%	12%	13%	18%↑	16%
I have fairly equal experience in government agencies and non-government organisations	-	19%	16%	16%	17%	22%
I have only worked in non-government organisations	-	22%	18%	34%↑	21%↓	26%
I have mostly worked in non-government organisations	-	14%	13%	19%↑	17%	18%

+ Data for 2019 to 2021 only includes child protection (CP) workers. Data for 2022-2024 includes youth justice (YJ) along with child protection (CP) workers (2022: 431 CP + 50 YJ; 2023: 452 CP + 50 YJ; 2024: 296 CP + 42 YJ + 36 Residential care)

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

\* Postcodes were used to code regions in 2019-2020; however, the regions for Child Safety changed following Machinery-of-Government changes and are not comparable. # Question not asked in 2019-2019



# B: Respondent Profile – Community respondents

## Gender

Column %	2019 n = 2503	2020 n = 2530	2021 n = 2520	2022 n = 2509	2023 n=3154	2024 n=3641
Male	50%	48%	47%	48%	47%	49%
Female	50%	51%	52%	52%	52%	51%
Non-binary	<1%	<1%	<1%	<1%	<1%	<1%
Use a different term				<1%	<1%	<1%

## Age

Column %	2019 n = 2503	2020 n = 2530	2021 n = 2520	2022 n = 2509	2023 n = 3154	2024 n=3641
18-24 years	10%	10%	8%	12%	10%	8%
25-39 years	35%	35%	33%	33%	35%	35%
40-59 years	25%	26%	26%	24%	27%	28%
60+ years	30%	29%	33%	31%	28%	29%

## Identify as Aboriginal and/or Torres Strait Islander person

Column %	2019 n = 2503	2020 n = 2530	2021 n = 2520	2022 n = 2509	2023 n = 3154	2024 n=3641
Yes, Aboriginal person	8%	5%	7%	6%	6%	6%
Yes, Torres Strait Islander person	1%	1%	<1%	1%	1%	1%
Yes, Aboriginal & Torres Strait Islander person	1%	1%	1%	2%	2%	2%
SUB-TOTAL Aboriginal and/or Torres Strait Islander person	9%	8%	8%	9%	9%	8%
No	91%	92%	92%	91%	91%	92%

## Identify as Culturally and linguistically diverse

Column %	2023 n=3145	2024 n=3632
Speak a language other than English at home	9%	11%
Only speak English at home	91%	89%

## Region

In 2023, the Region was re-classified into 6 subgroups:

Column %	2023 n=3154	2024 n=3641
Brisbane and Moreton Bay	28%	28%
Far North Queensland	11%	11%
North Queensland	13%	13%
South East	15%	15%
South West	14%	13%
Sunshine Coast and Central	20%	20%

Previous regions included:

Column %	2019 n = 2503	2020 n = 2530	2021 n = 2520	2022 n = 2509
South East	50%	51%	52%	50%
Northern	19%	19%	20%	20%
Southern	19%	19%	18%	20%
Central	12%	12%	10%	10%



## B: Respondent Profile – Community respondents (continued)

### Responsible for the care of a child

Column %	2019 n = 2498	2020 n = 2525	2021 n = 2518	2022 n = 2498	2023 n=3144	2024 n=3637
Yes	32%	31%	33%	34%	37%	35%
No	68%	69%	67%	66%	63%	65%

### Parent/Carer type

Column %	2023 n=3154	2024 n=3641
I am a parent of children under 18 years who live with me full time	33%	31%
I am a parent of children under 18 years who live with me part time	3%	3%
I am a parent of children under 18 years who do not live with me	2%	2%
I am a foster carer*	1%	<1%
I am a kinship carer*	-	1%
I am a sibling carer of children under 18 years who live with me full time or part time+	-	1%
I am a parent or carer of children over 18 years who live with me full time or part time	6%	5%
I am a grandparent of children under 18 years	19%	18%
None of these	41%	42%

### Parents/Carers – Age of children in their care

Column %	2023 n=1368	2024 n=1512
0-4	39%	36%
5-9	37%	36%
10-14	34%	36%
15-17	20%	22%
18 and over	18%	16%

### Parents/Carers – Others living in the home

Column %	2023 n=1377	2024 n=1521
My partner	73%	71%
Extended family (E.g.: grandparents or other relatives)	13%	12%
No one else	17%	19%
Other	3%	3%



# C: Sampling error chart

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options and post survey weighting and adjustments. Therefore MCR avoids the words “margin of error” as they are not able to be verified. All that can be calculated are different possible sampling errors with different probabilities of pure, unweighted, random samples with 100 response rates. These are only theoretical because no published surveys come close to this ideal. At the absolute minimum, sampling error based on various cell sizes for this survey could fall within the following ranges.

(at the 95 confidence level)

Sample size	10/90	20/80	30/70	40/60	50/50
100	±6.0	±8.0	±9.2	±9.8	±10.0
200	±4.2	±5.6	±6.5	±6.9	±7.0
300	±3.5	±4.6	±5.3	±5.7	±5.8
400	±3.0	±4.0	±4.6	±4.9	±5.0
500	±2.7	±3.6	±4.1	±4.4	±4.5
600	±2.4	±3.3	±3.7	±4.0	±4.1
700	±2.3	±3.0	±3.5	±3.7	±3.8
800	±2.1	±2.8	±3.2	±3.5	±3.5
900	±2.0	±2.4	±3.1	±3.3	±3.3
1000	±1.9	±2.5	±2.9	±3.1	±3.2
1100	±1.8	±2.4	±2.7	±2.9	±3.0
1200	±1.7	±2.3	±2.6	±2.8	±2.8
1300	±1.6	±2.2	±2.5	±2.7	±2.7
1400	±1.6	±2.1	±2.4	±2.6	±2.6
1500	±1.5	±2.0	±2.3	±2.5	±2.5
1600	±1.5	±2.0	±2.3	±2.4	±2.5
1700	±1.4	±1.9	±2.2	±2.3	±2.4
1800	±1.4	±1.9	±2.1	±2.3	±2.3
1900	±1.4	±1.8	±2.1	±2.2	±2.3
2000	±1.3	±1.8	±2.0	±2.2	±2.2
2100	±1.3	±1.7	±2.0	±2.1	±2.1
2200	±1.3	±1.7	±1.9	±2.1	±2.1
2300	±1.2	±1.6	±1.9	±2.0	±2.0
2400	±1.2	±1.6	±1.8	±2.0	±2.0
2500	±1.2	±1.6	±1.8	±1.9	±2.0

