

# Family Services Workforce Survey report



# **Family Services Workforce Survey report**

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Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Department of Health and Human Services, June 2017 (1706009)

ISBN 978-0-7311-7247-4 (Print)

ISBN 978-0-7311-7248-1 (pdf/online)

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# Contents

|   |           |
|---|-----------|
| <b>Executive summary</b>                  | <b>1</b>  |
| <b>Introduction</b>                       | <b>4</b>  |
| <b>Purpose</b>                            | <b>4</b>  |
| <b>Methodology</b>                        | <b>4</b>  |
| <b>Overall workforce findings</b>         | <b>5</b>  |
| <b>Appendix: Findings by program area</b> | <b>22</b> |
| Child FIRST                               | 22        |
| Integrated Family Services                | 26        |
| Changing Futures                          | 29        |
| Early Parenting Centres                   | 32        |
| Parenting and Skills Development Services | 35        |
| Cradle to Kinder                          | 38        |

# Executive summary

In late 2016 the Centre for Excellence in Child and Family Welfare, on behalf of the Department of Health and Human Services, conducted a survey of the family services workforce to assist the department to identify skills gaps and areas for professional development, and to inform a redesign of the family services system. The survey was open for six weeks and attracted 618 responses from more than 100 organisations. This report presents the findings from the Family Services Workforce Survey.

The largest proportion of survey responses came from practitioners in Integrated Family Services, followed by Child FIRST. The survey results suggest the family services workforce is predominantly made up of people who identify as female, are over 40 years old and were born in Australia or New Zealand. Only 3.6 per cent of the responses came from people who identify as Aboriginal and/or Torres Strait Islander. The majority of respondents were involved in case work, direct care, case management or case planning in their current role, and work 31–40 hours per week.

Most respondents reported that their qualification fully equipped them for their role. The most common qualification reported by respondents was a university associate or bachelor's degree. Notably, nearly one in five respondents has a master's degree.

Nearly 71 per cent of respondents have received training in the Common Risk Assessment Framework for family violence. This is significant given the current focus on family violence in industry planning, and provides a solid foundation to improve the skills of the family services workforce in identifying and responding appropriately to family violence.

The survey shows that around 59 per cent of respondents have not always worked in the community services sector, with many having previously worked in the education, hospitality or sales sectors.

The responses suggest a reasonably stable workforce. Ninety per cent of respondents plan to be working in the same organisation in a year's time, and 97 per cent plan to be working in the community services sector in a year's time. Nearly 70 per cent of respondents had worked in the community services sector for six years or more. Those respondents mainly hold a VET diploma or advanced diploma or a university associate or bachelor's degree. Most respondents with a master's degree had been working in the sector between three and five years.

Around half of those who responded to the question asking about frequency of supervision and reflective practice indicated that they receive fortnightly formal supervision in their current role, and around 22 per cent receive fortnightly reflective practice and/or clinical supervision.

Nearly all respondents reported medium to high levels of job satisfaction and medium to high levels of confidence in working effectively with a range of family vulnerabilities. The survey shows workers feel most confident in the areas of identifying children at risk of abuse or neglect and knowledge of child development. They reported feeling least confident in giving evidence in the Children's or Family Court and working with people who perpetrate family violence.

The survey also asked respondents to think about their motivations for working in the child and family services sector. Overwhelmingly the most important motivation was to do with making a difference to children and families, and the least important motivation was the remuneration.

The survey results highlight several themes with implications for policy and practice. For example, respondents highlighted the increasing complexity of the cases they work with, despite low remuneration, and that such complexity is not recognised or valued by management.

Respondents commented on the prevalence of workers experiencing vicarious trauma and the lack of support available or accessible for workers.

Respondents also highlighted the uncertain and unstable nature of their positions, including the contracted nature of positions in the sector, rather than permanent, ongoing roles. This uncertainty has an impact on workers' ability to plan and their desire to remain in the sector, possibly contributing to staff turnover.

The survey shows that overall this is a highly qualified workforce. This has implications for the kind of training and professional development that will be needed to better equip workers to respond to families experiencing high and complex vulnerability.

**The survey shows that around 59 per cent of respondents have not always worked in the community services sector, with many having previously worked in the education, hospitality or sales sectors.**





# Introduction

In 2015 the Department of Health and Human Services ('the department') commissioned the Centre for Excellence in Child and Family Welfare to undertake a survey of the family services workforce to inform strategic planning and future resourcing of the child and family services sector. The survey provides important data about the family services workforce to assist the department and the sector to understand existing strengths and capabilities and to identify skill gaps and areas for development.

The survey complements a broader workforce census being conducted in 2017 by the Victorian Government, which is intended to inform the development of a 10-year industry plan for all government and non-government agencies with responsibility for preventing or responding to family violence. It also comes at a time when the government is developing industry transition plans with different sectors to prepare each workforce to meet future needs.

## Purpose

This report presents the findings from the Family Services Workforce Survey. It will assist the department to identify workforce skills gaps and identify areas for professional development, and inform the redesign of the family services system that is currently underway.

## Methodology

In consultation with department, the Centre for Excellence in Child and Family Welfare designed a survey tool (using SurveyMonkey) that was administered by Converge International to the following family services:

- Changing Futures
- Child FIRST
- Cradle to Kinder (C2K)
- Early Parenting Centres (EPCs)
- Integrated Family Services (IFS)
- Parenting and Skills Development Services (PASDS).

The survey was open for six weeks. It sought responses to 43 questions and attracted 618 responses from more than 100 organisations. This represents around two-thirds of the total workforce in child and family services.

## Limitations

The number of workers in the Changing Futures, PASDS and C2K programs is relatively small, which means the number of respondents is correspondingly small in comparison with Child FIRST and IFS. This makes it difficult to comment on specific themes or trends for workers in these smaller programs.

# Overall workforce findings

The information provided is based on data collected from 618 respondents. This sample size is significant and provides a reasonably reliable picture of the workforce.

## 1. Response rates

A breakdown of the 618 responses shows that:

- 66 per cent were from IFS
- 18.8 per cent were from Child FIRST
- 7.1 per cent were from EPCs
- 3.6 per cent were from C2K
- 3.2 per cent were from PASDS
- 1.3 per cent were from Changing Futures.

The survey received responses from 105 organisations.

## 2. Demographic information

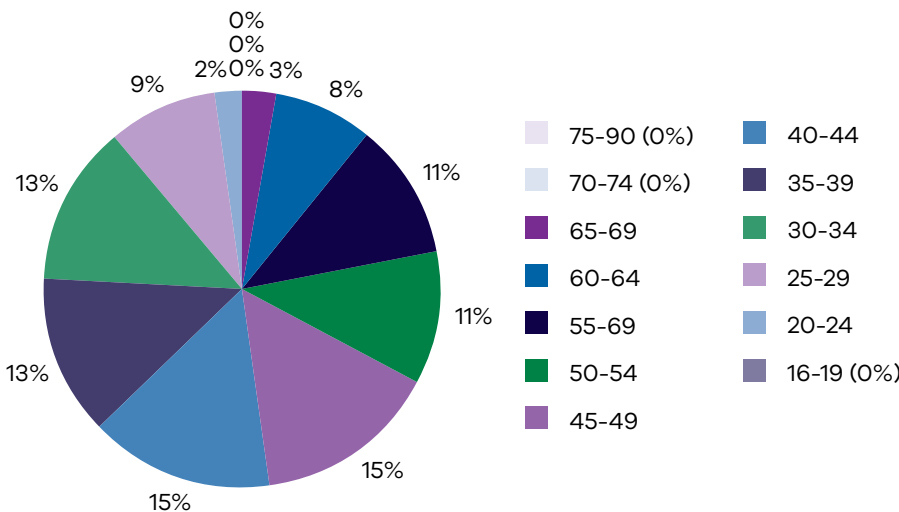
Of the 618 respondents:

- 90.9 per cent were women
- 84.6 per cent were born in Australia or New Zealand
- 3.6 per cent identified as being Aboriginal or Torres Strait Islander people.

While the percentage of Aboriginal and Torres Strait Islander people included in the survey is low, this is consistent with the number of Aboriginal and Torres Strait Islander people as a proportion of the Australian population. However, it is sufficient given the overrepresentation of Aboriginal and Torres Strait Islander children and families in the family services system.

The results show a preponderance of older workers responding to the survey. Of the 618 respondents, 64 per cent were over 40 years old, while only 12 per cent were between 20 and 29 years old. Figure 1 provides a breakdown of workers by age group.

Figure 1: Ages of respondents

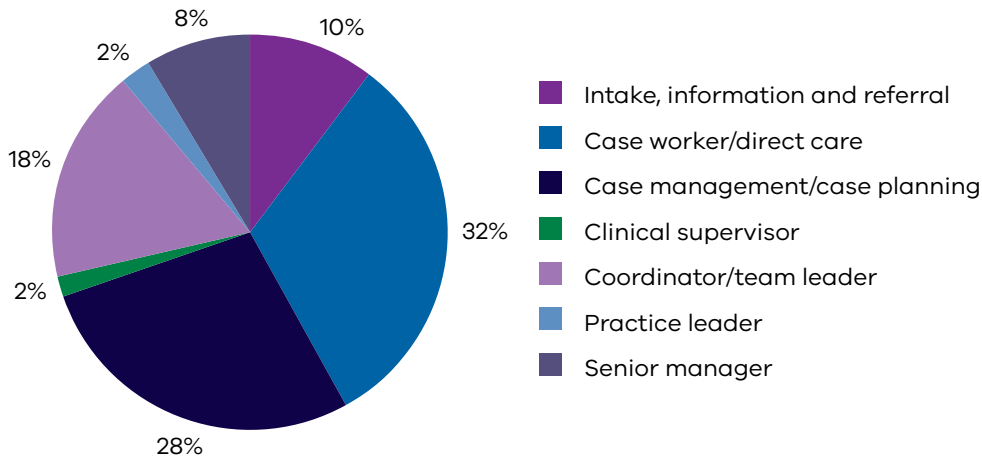


The survey shows that respondents came from a range of local government areas. The most responses were received from Greater Geelong ( $n = 53$ ), Maribyrnong ( $n = 43$ ) and Ballarat ( $n = 31$ ).

### 3. Roles of respondents

The majority of respondents (just under 60 per cent) were involved in case work, direct care, case management or case planning at the time of the survey. Around 20 per cent were coordinators, team leaders or practice leaders. Senior managers accounted for only 8.5 per cent of respondents. Around 30 per cent of respondents ( $n = 184$ ) had staff directly reporting to them. Figure 2 shows the proportion of respondents in each role category.

Figure 2: Current roles of respondents



### 4. Workplace skills and qualifications

A skilled and experienced workforce is essential to providing quality support and assistance to vulnerable families and children. The following section discusses the qualifications of survey participants.

#### 4.1 Minimum qualification required

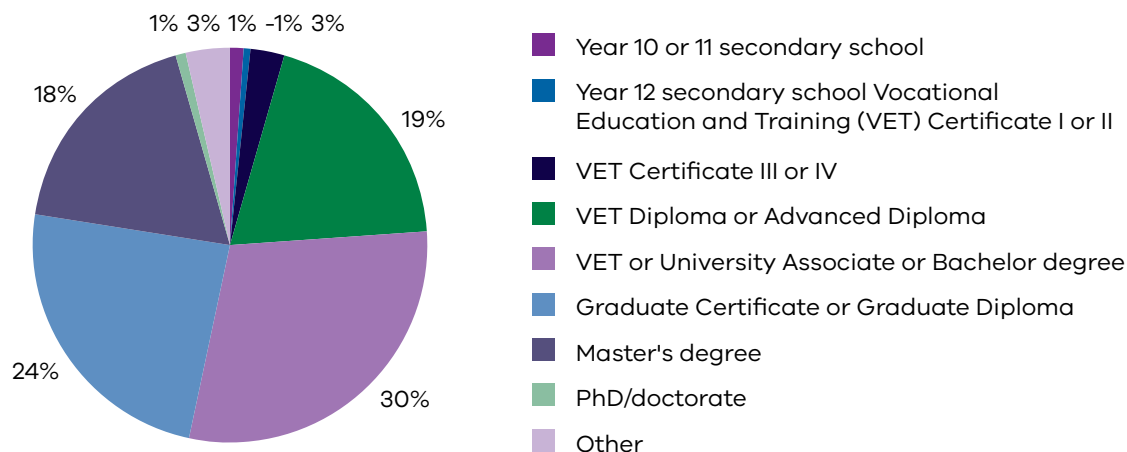
Of the 604 people who responded to this question, nearly 10 per cent ( $n = 58$ ) reported working in a role that requires a minimum qualification of certificate IV or below. Three per cent reported a master's degree as a minimum requirement for their current role. However, for most respondents (88 per cent,  $n = 532$ ) diploma level or above is required. A small number of respondents ( $n = 10$ ) were not sure of the minimum level of education/qualification required for their role.



## 4.2 Highest level of education/qualification

Figure 3 indicates the highest qualification of respondents. The survey shows that 91.7 per cent of respondents have a diploma level or higher education/qualifications. The most common qualification of respondents in the sector is a VET or university associate or bachelor's degree. It is notable that 18.3 per cent of respondents – or nearly one in five – have a master's degree, despite this being a minimum requirement for only about 3 per cent of roles.

Figure 3: Highest level of education/qualification



## 4.3 Field of study

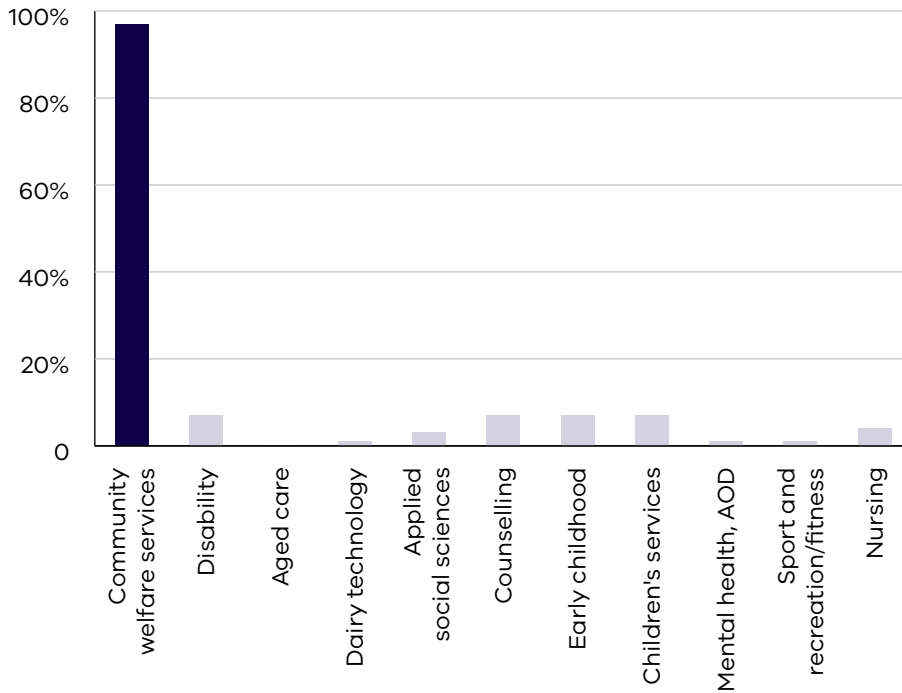
Table 1 lists the most popular fields of study mentioned overall by respondents. Unsurprisingly given its historic relationship to the sector, social work tops the list of fields of study completed by respondents across all levels of education. Most respondents with a master's degree had gained this in social work. However, community welfare services ( $n = 99$ ) and psychology ( $n = 56$ ) qualifications were mentioned by a number of respondents. Psychology appears to be increasing in popularity as a preferred qualification for the sector, particularly among those who have completed a university associate or bachelor's degree or higher.

Table 1: Most common fields of study completed by respondents

| Field of study             | No. of people |
|----------------------------|---------------|
| Social work                | 243           |
| Community welfare services | 97            |
| Psychology                 | 56            |
| Nursing                    | 24            |

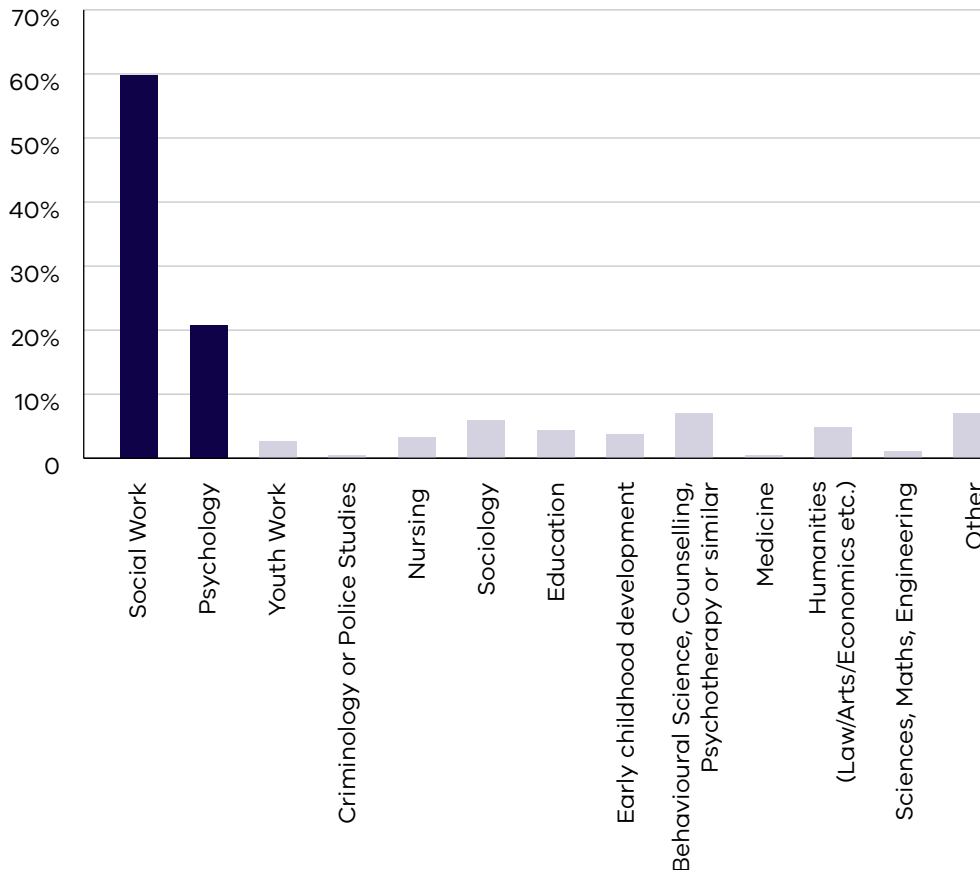
Among those who completed a VET diploma or advanced diploma, their most common field of study was community welfare services ( $n = 97$ ), as shown in Figure 4.

**Figure 4: Field of study completed for a VET diploma or advanced diploma**



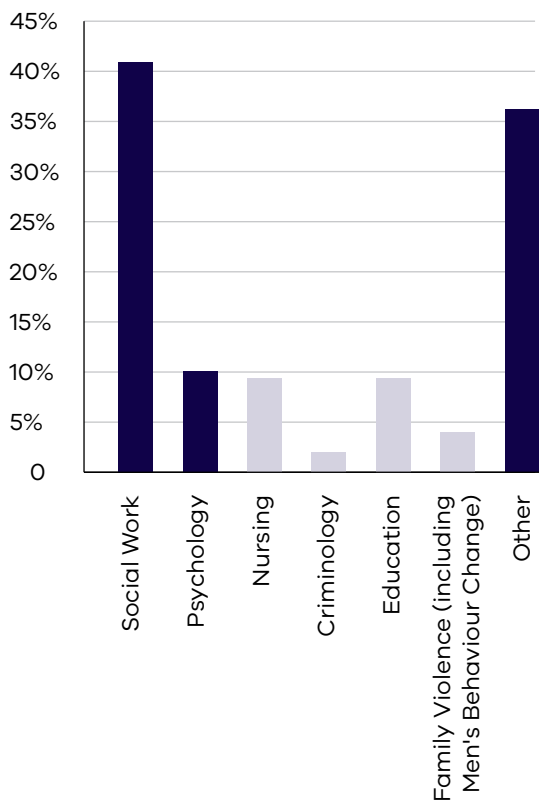
As shown in Figure 5, among the 30 per cent of respondents who completed a VET or university associate or bachelor's degree, the most common field of study was social work ( $n = 110$ ), followed by psychology ( $n = 38$ ).

**Figure 5: Field of study completed in a VET or university associate or bachelor's degree**



Among those who completed a graduate certificate or graduate diploma (Figure 6), the most common field of study was social work ( $n = 110$ ), followed by psychology ( $n = 38$ ). Within the 36 per cent who selected 'other', common responses included family therapy, child and family health/practice, management and community services/welfare.

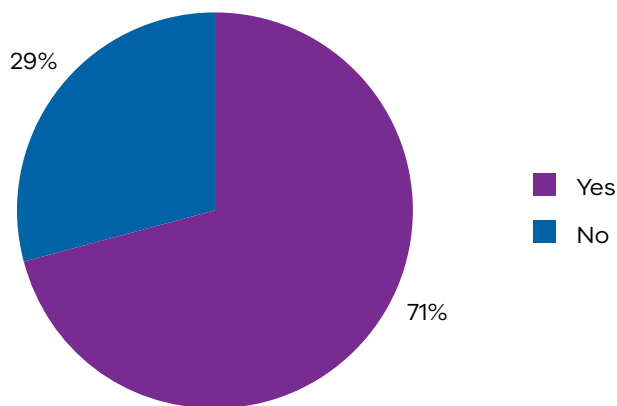
**Figure 6: Field of study completed in a graduate certificate or graduate diploma**



#### 4.4 Training in the Common Risk Assessment Framework

Figure 7 shows that the majority of respondents (70.9 per cent;  $n = 431$ ) have been trained in the CRAF for family violence. This is a significant finding given that the new Support and Safety Hubs will bring together family services and family violence specialists to work in a more integrated way in response to families experiencing family violence and/or vulnerability. Responses from Child FIRST, IFS and C2K show that roughly 70 per cent of these workers were trained in the CRAF.

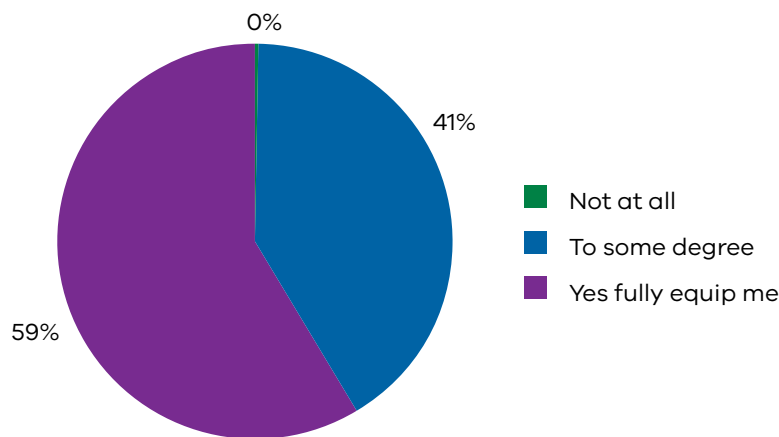
**Figure 7: Training in the Common Risk Assessment Framework**



## 4.5 Feeling equipped

Respondents were asked how well their qualifications had equipped them for their role, with the majority of respondents (58.6 per cent,  $n = 356$ ) reporting that their qualifications had fully equipped them for their role (Figure 8). Only 0.5 per cent ( $n = 3$ ) indicated not feeling at all equipped. However, 41 per cent ( $n = 249$ ) reported feeling only partially equipped. This raises questions about the quality or relevance of their education and training, including how the content and practical components of study and training might better prepare students for the complexity and diversity of their work. The relatively high number of workers who reported feeling only partially prepared for their role through their study might also highlight the importance of quality experience in the field as a contributing factor in the overall competence and skill levels of staff.

Figure 8: The extent to which qualifications equip workers for their role



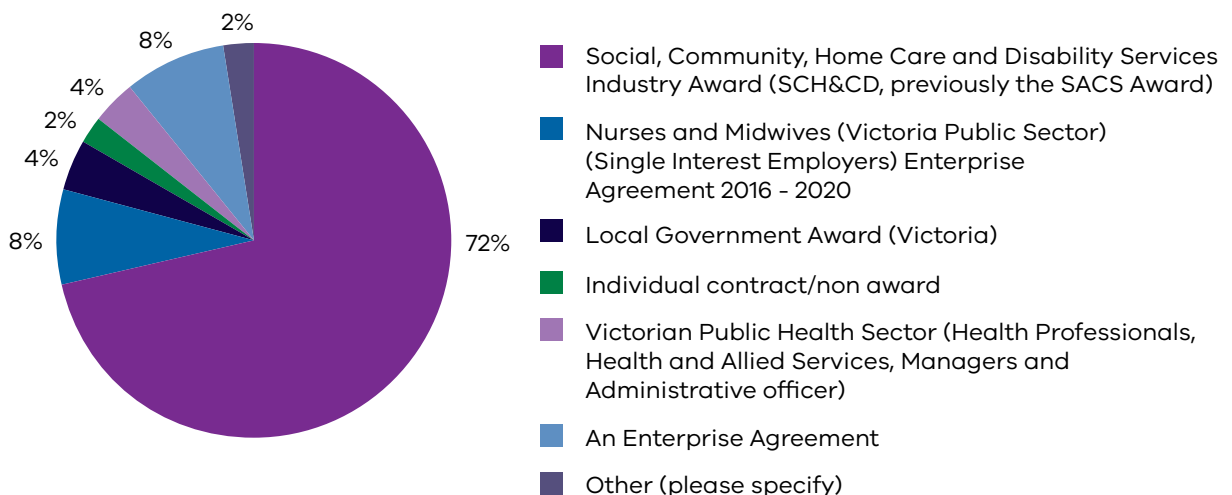
## 5. Award rates and memberships of professional bodies

### 5.1 Award rates

The survey asked respondents to identify the award or agreement under which they were employed. As Figure 9 shows, 71.6 per cent were employed under the Social, Community, Home Care and Disability Services Industry Award (SCH&CD, previously the SACS Award). The SCH&CD Award has eight levels, of which eight is the highest. Around 35 per cent ( $n = 148$ ) were at level 5 and 18 per cent at level 6 ( $n = 77$ ). After level 5, the next 50 per cent of workers responding to the survey were between levels 3 and 7.

Of those under the Local Government Award, most were at level 5 ( $n = 14$ ).

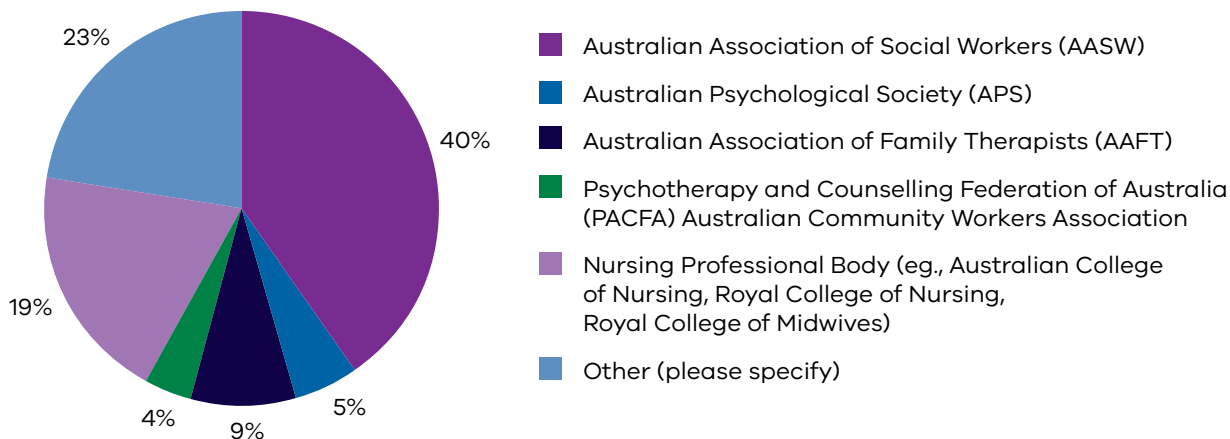
Figure 9: What award or agreement are you employed under / is your contract based on?



## 5.2 Membership of professional bodies

The survey shows that 22 per cent ( $n = 133$ ) of respondents were members of professional bodies. Figure 10 shows the most common professional bodies of which respondents were members. Respondents were mainly members of the Australian Association of Social Workers and professional nursing bodies. Common responses under the 'other' selection included the Australian Counselling Association and the Australian Nursing and Midwifery Foundation.

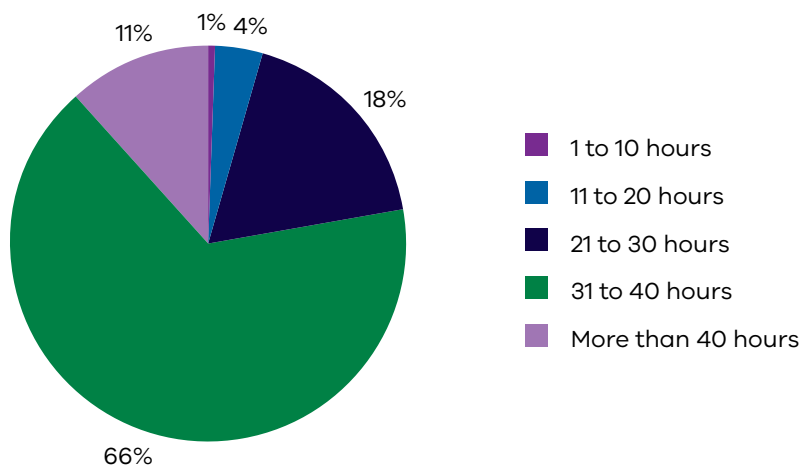
Figure 10: Membership of professional bodies



## 6. Hours worked

The survey results suggest that most of the child and family services workforce is full time, working between 31 and 40 hours ( $n = 398$ ) per week. Almost 18 per cent reported working part-time hours, between 21 and 30 hours per week ( $n = 106$ ), and almost 12 per cent said they worked more than 40 hours per week. Less than 5 per cent worked less than 20 hours per week ( $n = 28$ ). Figure 11 shows the hours worked per week reported by respondents.

Figure 11: Hours worked per week

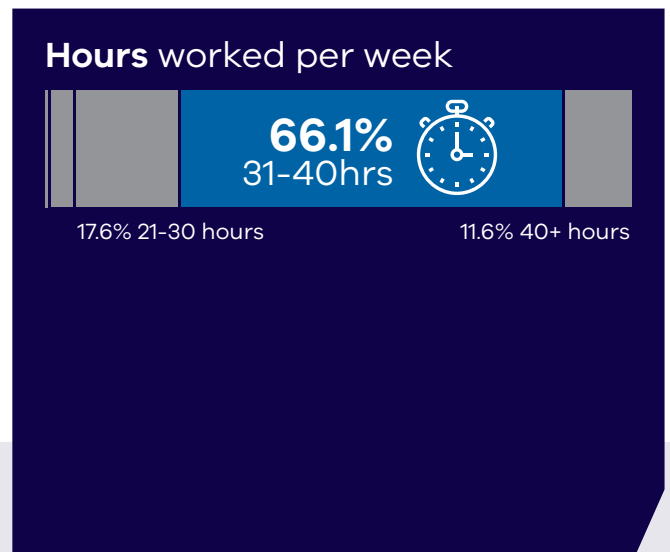
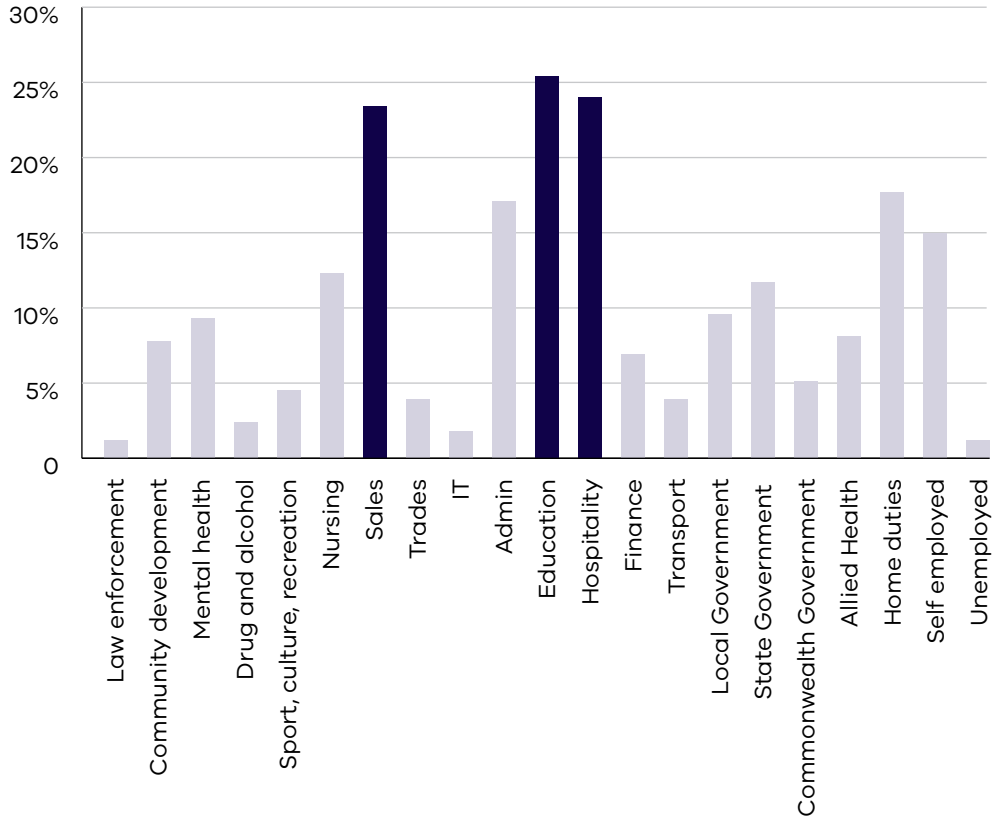




## 7. Employment histories of the workforce

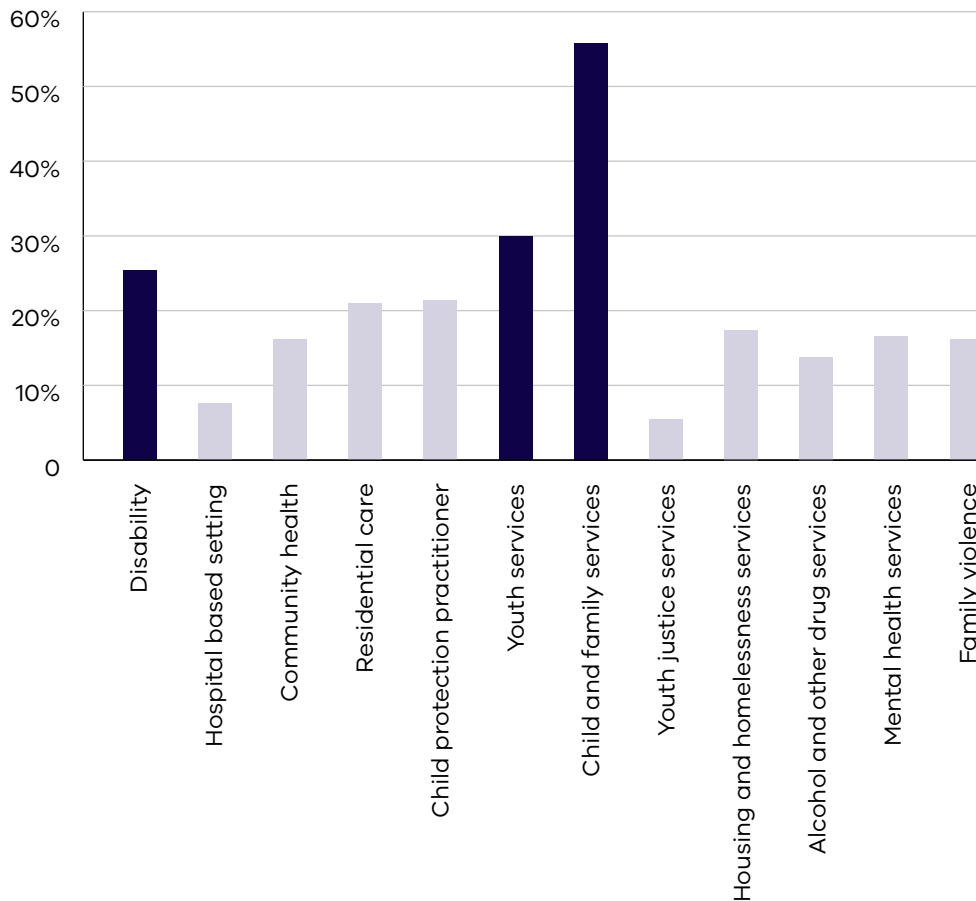
According to the survey, 77 per cent of respondents entered the workforce straight from education and/or training (Figure 12). Of the 59 per cent of respondents who have not always worked in the community services sector, many had previously worked in the education ( $n = 85$ ), hospitality ( $n = 80$ ) or sales ( $n = 78$ ) sector.

Figure 12: Previous sectors worked in by respondents



Many respondents had previously held other positions in the community services sector, commonly in different roles within child and family services ( $n = 125$ ), in youth services ( $n = 67$ ) and in disability services ( $n = 57$ ). Figure 13 shows previous positions held by respondents.

**Figure 13: Previous positions held by respondents in the community services sector**



## 8. Stability of the workforce

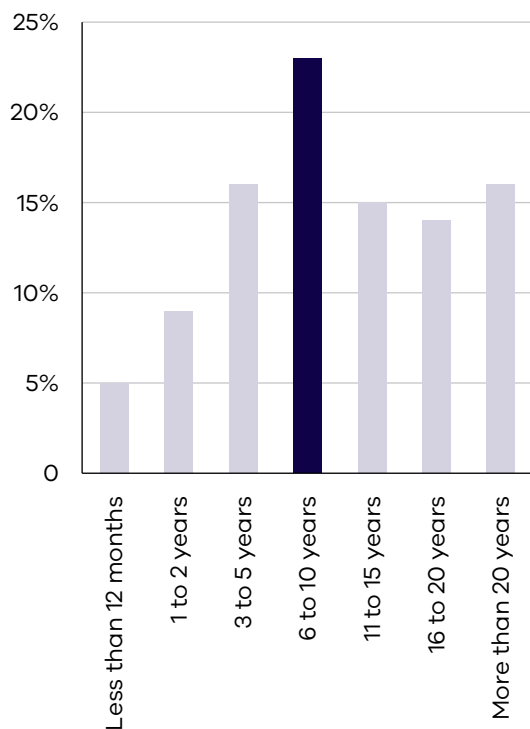
High staff turnover is consistently identified as a key workforce challenge for the community services sector.<sup>1</sup> The intensive nature of much service delivery, combined with the investment required in staff collaboration and the small size of many organisations, means that the impact of staff turnover can be more profound than what might be experienced in most other industries.

### 8.1 Length of time spent in sector, role and organisation

Figures 14, 15 and 16 highlight the stability and continuity of the child and family services workforce. The survey shows that nearly 70 per cent of respondents had worked in the community services sector for six years or more. Around 26 per cent of respondents ( $n = 153$ ) began working with their employer recently (less than 12 months), 25 per cent ( $n = 151$ ) had been working with their employer for three to five years, around 20 per cent for six to 10 years ( $n = 116$ ) and around 13 per cent for more than 11 years ( $n = 78$ ).

While these results show that respondents seem to be staying with their employer for relatively long periods of time, a large proportion of respondents (78 per cent;  $n = 464$ ) across the range of programs reported being in their current role five years or less. Around 33 per cent ( $n = 196$ ) of respondents had been working in their current role for less than 12 months. Most respondents from IFS (76 per cent) had been in their current role five years or less, as had respondents from EPCs (69 per cent).

Figure 14: Length of time working in the community services sector in total



1 Briggs C, Meagher, G, Healy K 2007, 'Becoming an industry: the struggle of social and community workers for award coverage, 1976–2001', *Journal of Industrial Relations*, 49(4): 497-521.

Figure 15: Length of time working for their current employer

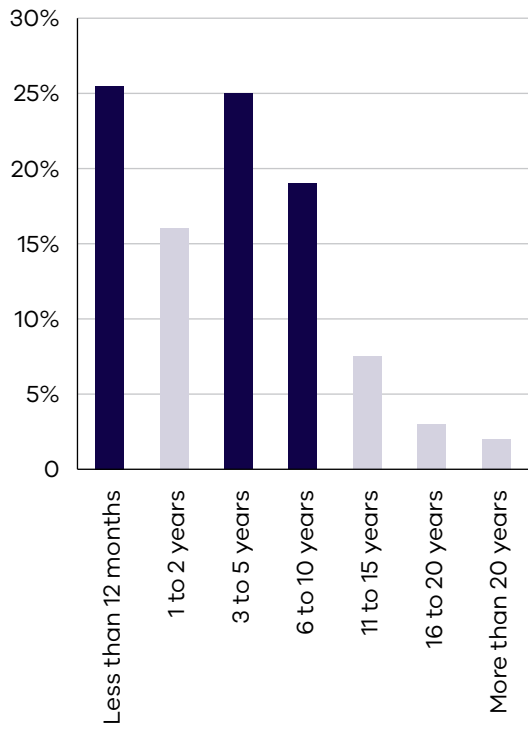
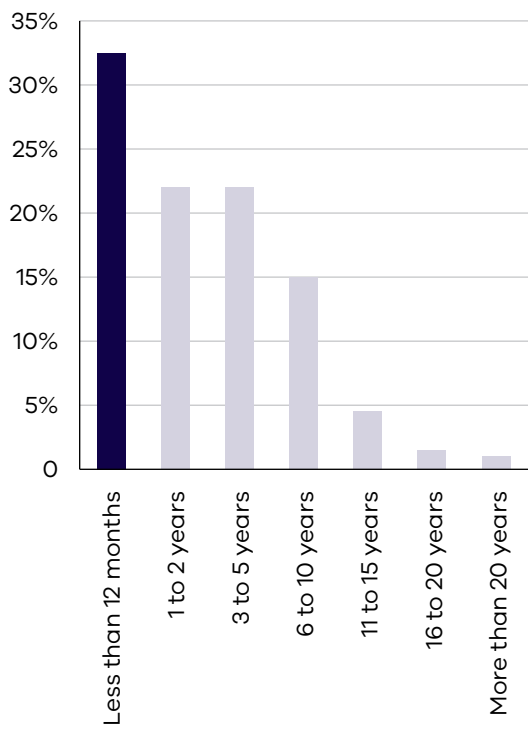


Figure 16: Length of time working in their current role



## 8.2 Time spent in sector and qualifications

The majority of respondents had been working in the community services sector for six to 10 years (23.13 per cent;  $n = 139$  people). These respondents mainly held a VET diploma or advanced diploma (26.62 per cent;  $n = 37$ ) or a VET or university associate or bachelor's degree (37.41 per cent;  $n = 52$ ).

Respondents with a master's degree had mainly been working in the sector between three and five years (27.27 per cent;  $n = 30$ ).

Of the 101 people who had been in the community sector for more than 20 years, 34.65 per cent ( $n = 35$ ) have a graduate certificate or diploma, 18.81 per cent ( $n = 19$ ) have a VET or university associate or bachelor's degree and 13.86 per cent ( $n = 14$ ) have a master's degree.

From the snapshot that the survey results provide, it does not appear that the workforce is becoming more qualified the longer workers remain in the sector.

## 8.3 Future planning

The results show that 90 per cent of respondents planned to be working in the same organisation in a year's time, and 97 per cent planned to be working in the community services sector in a year's time (see graphs below). Taken together, these responses suggest a reasonably stable workforce (Figures 17 and 18).

Figure 17: I plan to be working in this sector in a year's time

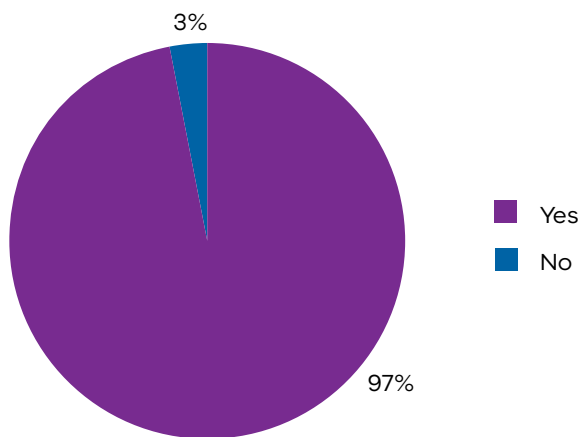
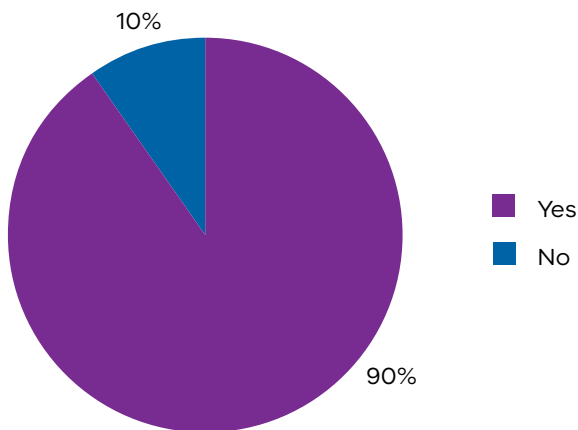


Figure 18: I plan to be working in this organisation in a year's time



Around 16 per cent ( $n = 87$ ) of respondents reported actively looking for work outside the organisation but within the sector, and around 7 per cent ( $n = 40$ ) had been actively looking for work outside the sector.

## 9. Supervision

Figures 19 and 20 show how often respondents received formal supervision and/or reflective practice. The results show that 55 per cent ( $n = 299$ ) of respondents received fortnightly formal supervision in their current role, with 36 per cent ( $n = 196$ ) receiving it monthly. There were 28 respondents who reported receiving no formal supervision at all. Just over 40 per cent of respondents ( $n = 224$ ) received monthly reflective practice and/or clinical supervision and 22 per cent ( $n = 120$ ) received this fortnightly. Around 30 per cent ( $n = 165$ ) of respondents received no reflective practice or clinical supervision. The relatively high number of people reporting no reflective practice or clinical supervision could be because respondents might not have perceived themselves to be in clinical roles.

Figure 19: Frequency of formal supervision

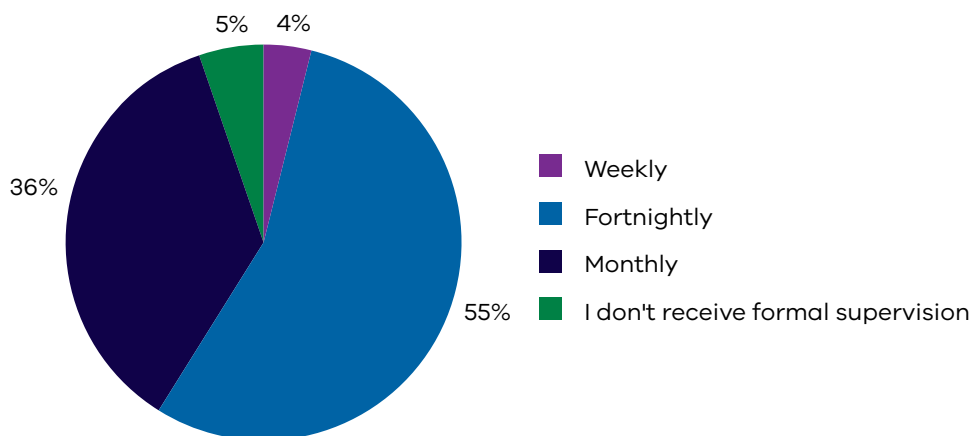
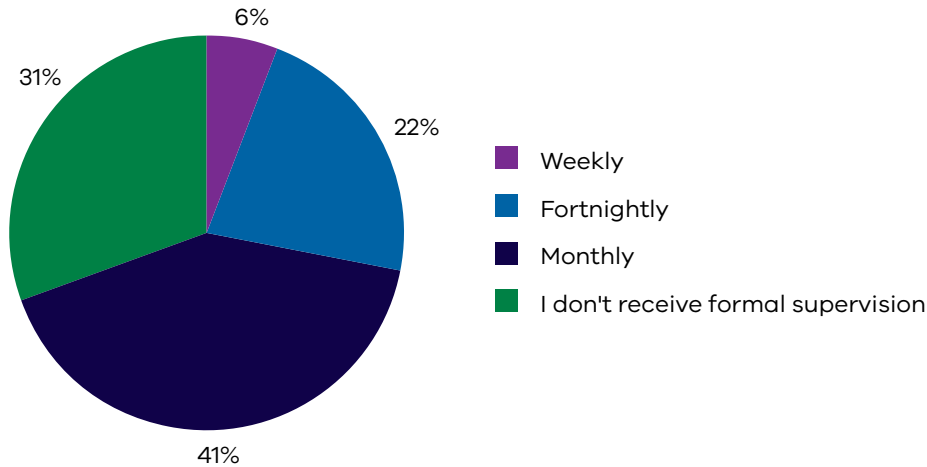


Figure 20: Frequency of reflective practice and/or clinical supervision



## 10. Worker confidence and motivation

### 10.1 Confidence

The survey asked respondents to identify how confident they felt working with a range of complex issues experienced by families. The results show that workers felt most confident in the areas of:

- identifying children at risk of abuse or neglect
- knowledge of child development.

Respondents felt least confident in:

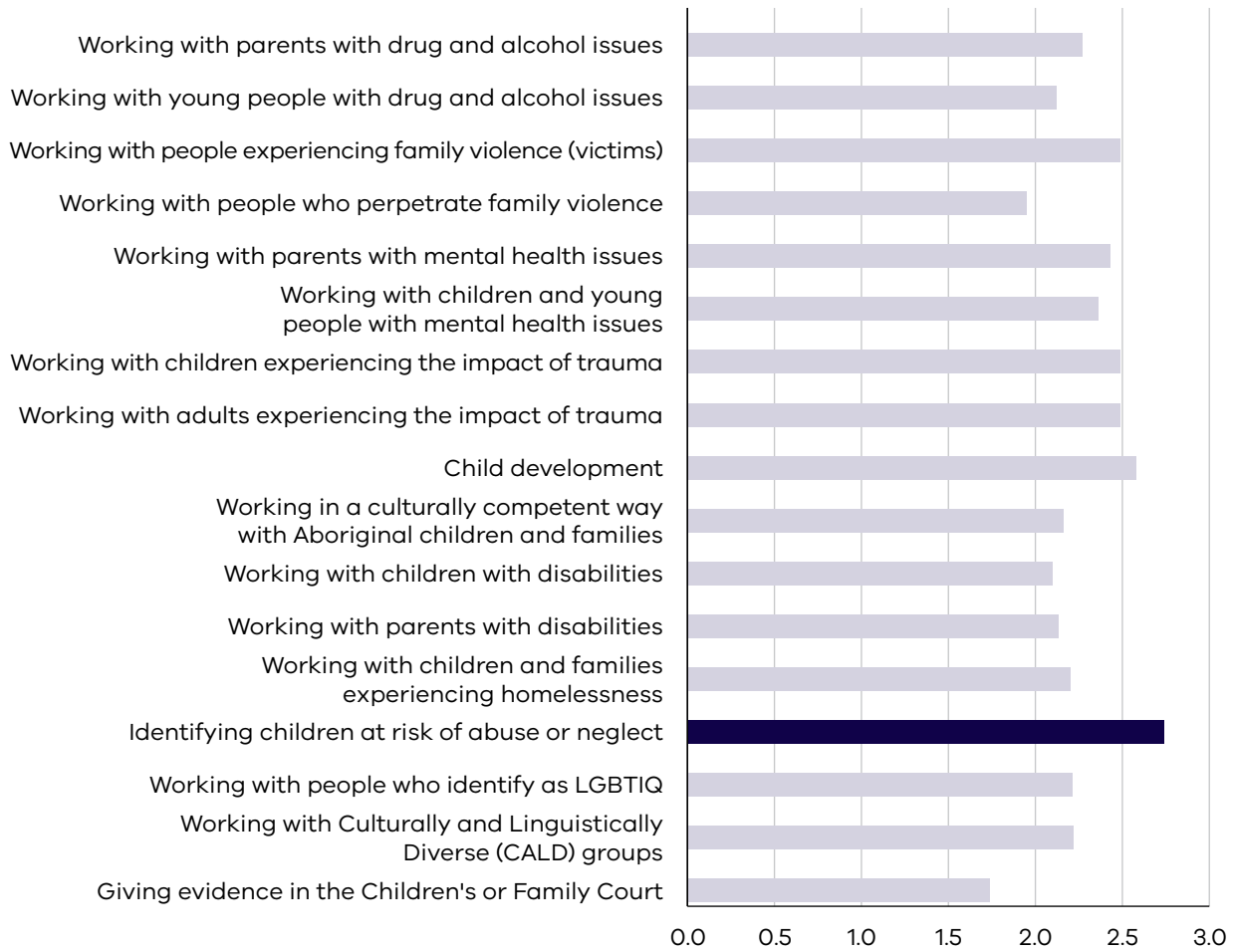
- giving evidence in the Children's or Family Court
- working with people who perpetrate family violence.

The average confidence rating for identifying children at risk of abuse or neglect was 2.74 (out of a possible 3) across all program areas, indicating high levels of confidence in this area. High levels of confidence (defined as feeling 'quite skilled') were also evident regarding knowledge of child development, primarily from staff in EPCs ( $n = 30$ ), C2K ( $n = 14$ ) and PASDS ( $n = 14$ ).

Overall, respondents felt least confident in giving evidence in the Children's or Family Court, and in working with people who perpetrate family violence. An average rating of 1.74 regarding giving evidence in the Children's or Family Court shows less confidence in this area. Just over 62 per cent of respondents from EPCs and 42.78 per cent of respondents from IFS felt 'not very confident', while 5.71 per cent and 18.53 per cent of the same cohorts respectively felt 'quite skilled' in this area. In general, respondents felt 'moderately confident' to 'quite skilled' in working with people experiencing family violence (average rating of 2.49 out of 3); however, respondents felt less confident working with perpetrators of family violence (average rating of 1.95 out of 3).

In Figure 21, 1 represents *not very confident*, 2 represents *moderately confident* and 3 represents *feel quite skilled in this area*.

**Figure 21: Confidence to effectively work with key issues**



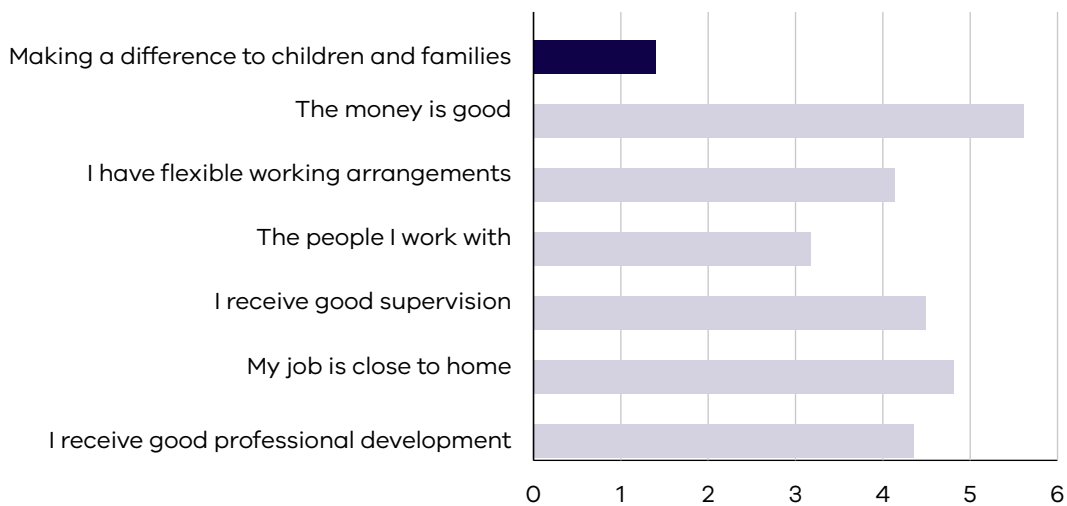


## 10.2 Motivation

Just under 94 per cent of respondents reported medium to high levels of job satisfaction. This is despite the challenging and often traumatic nature of the work in child and family services and the constantly changing policy and legislative environment to which workers must respond.

The survey asked respondents to think about their motivations for working in the child and family services sector. Overwhelmingly the most important motivation was 'Making a difference to children and families', and the least important motivation was 'The money is good'. The second most important motivations were 'The people I work with', and 'Flexible working arrangements' (Figure 22). Other common motivations related to receiving good supervision and professional development, and work location. Respondents commented in the free text section of the survey that the rate of pay does not align with the level of risk they often carry in their role, which can in turn contribute to greater levels of staff turnover.

**Figure 22: Motivation to stay in the community services sector (1 being the most important reason and 7 the least important)**



The appendix provides a breakdown of each question by program area (Child FIRST, IFS, Changing Futures, EPCs, PASDS and C2K).



## Appendix: Findings by program area

### Child FIRST

#### 1. Response rates

The survey received 116 responses from Child FIRST practitioners.

#### 2. Demographic information

Of the 116 responses from Child FIRST:

- Over 93 per cent of respondents were women ( $n = 108$ ).
- Less than 1 per cent identified as an 'other' gender ( $n = 1$ ).
- Around 85 per cent were born in Australia or New Zealand.
- Four per cent identified as Aboriginal and/or Torres Strait Islander ( $n = 5$ ).

#### 3. Roles of respondents

Around half of the respondents (53 per cent) from Child FIRST said they work in intake, information and referral. Other results included:

- 16 per cent as coordinators / team leaders
- 10 per cent as senior managers
- 9 per cent in case management / case planning
- 7 per cent as case workers / in direct care
- 4.5 per cent as practice leaders.

Around 34 per cent of respondents had staff reporting directly to them.

## **4. Workplace skills and qualifications**

### **4.1 Minimum level of education/qualification required**

The main two minimum qualifications among Child FIRST respondents were a VET diploma or advanced diploma (38 per cent,  $n = 43$ ) and a VET or university associate or bachelor's degree (31 per cent,  $n = 35$ ).

### **4.2 Highest level of education/qualification**

Around 20 per cent of respondents in Child FIRST said they hold a VET diploma or advanced diploma or lower. Around 31 per cent of respondents ( $n = 36$ ) hold a VET or associate or bachelor's degree. There were a number of Child FIRST respondents who hold a graduate certificate or graduate diploma (25 per cent,  $n = 29$ ) as their highest level of qualification and quite a high number who hold a master's degree (18 per cent,  $n = 21$ ).

### **4.3 Training in the Common Risk Assessment Framework**

Almost 72 per cent ( $n = 81$ ) of Child FIRST respondents reported being trained in the CRAF.

### **4.4 Feeling equipped**

Most respondents (57 per cent,  $n = 64$ ) from Child FIRST felt their qualifications fully equipped them for their role.

## **5. Award rates and membership of professional bodies**

### **5.1 Award rates**

Most Child FIRST respondents (82 per cent,  $n = 93$ ) were receiving the Social, Community, Home Care and Disability Services Industry Award.

### **5.2 Membership of professional bodies**

Only 14 per cent ( $n = 16$ ) of Child FIRST respondents reported being a member of a professional body. Child FIRST workers are predominantly members of the Australian Association of Social Workers.

## **6. Hours worked**

The majority of Child FIRST respondents (71 per cent,  $n = 80$ ) said they worked 31–40 hours per week. Almost 18 per cent worked less than 30 hours per week and around 11 per cent worked more than 40 hours per week.

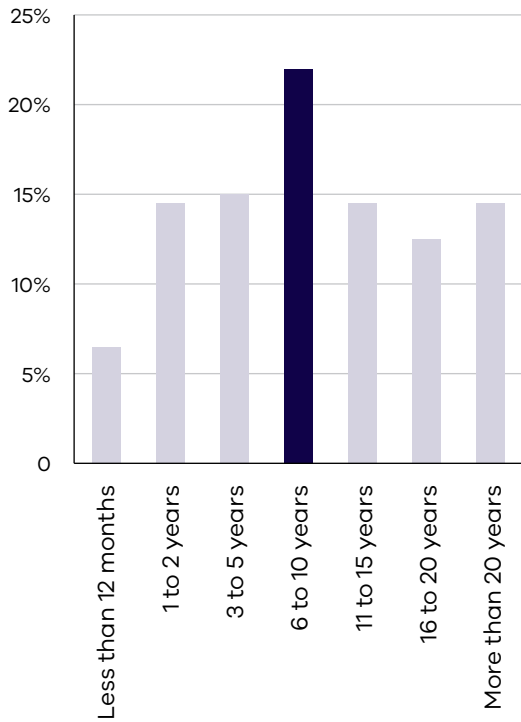
## **7. Employment histories of the workforce**

Around 43 per cent ( $n = 48$ ) of Child FIRST respondents had always worked in the community services sector. Of those who had worked in other sectors, many had come from the education sector (23 per cent), state government (21 per cent), hospitality (almost 20 per cent) or sales (almost 20 per cent).

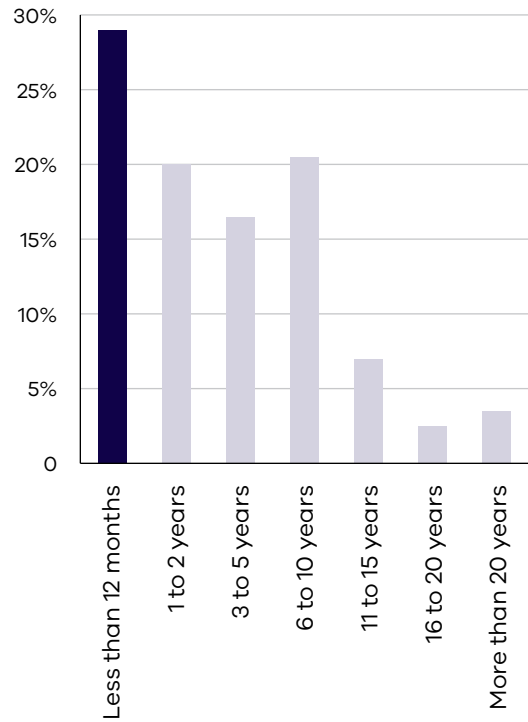
## **8. Stability of the workforce**

Around 93 per cent ( $n = 90$ ) of Child FIRST respondents said they planned to be working in the same organisation in a year's time. Around 97 per cent ( $n = 93$ ) planned to be working in the same sector in a year's time. Around 11 per cent ( $n = 11$ ) of respondents had been actively look for work outside the organisation but within the sector, and around 7 per cent ( $n = 7$ ) had been actively looking for work outside the sector.

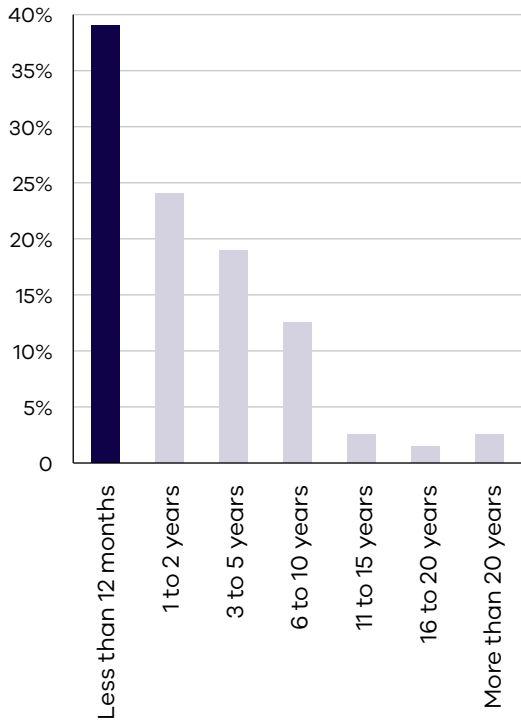
**Figure A1: Length of time in the community services sector, by percentage of respondents, Child FIRST**



**Figure A2: Length of time working for their current employer, by percentage of respondents, Child FIRST**



**Figure A3: Length of time in their current role, by percentage of respondents, Child FIRST**



## 9. Supervision

Table A1: Formal supervision, Child FIRST

|                 | Weekly            | Fortnightly         | Monthly             | I don't receive formal supervision | Total               |
|-----------------|-------------------|---------------------|---------------------|------------------------------------|---------------------|
| Q2: Child FIRST | <b>7.22%</b><br>7 | <b>55.67%</b><br>54 | <b>34.02%</b><br>33 | <b>3.09%</b><br>3                  | <b>17.80%</b><br>97 |

Table A2: Clinical supervision or reflective practice, Child FIRST

|                 | Weekly            | Fortnightly         | Monthly             | I don't receive clinical supervision or reflective practice | Total               |
|-----------------|-------------------|---------------------|---------------------|---|---------------------|
| Q2: Child FIRST | <b>6.19%</b><br>6 | <b>17.53%</b><br>17 | <b>35.05%</b><br>34 | <b>41.24%</b><br>40   | <b>17.90%</b><br>97 |

## 10. Worker confidence and motivation

Around 95 per cent of Child FIRST respondents reported medium to high levels of job satisfaction.

# Integrated Family Services

## 1. Response rates

The survey received 408 responses from practitioners from Integrated Family Services (IFS).

## 2. Demographic information

Of the 408 responses from IFS:

- More than 88 per cent of respondents were women ( $n = 362$ ).
- Just over 1 per cent identified as an 'other' gender ( $n = 5$ ).
- Around 83 per cent were born in Australia or New Zealand.
- Around 4 per cent identified as Aboriginal and/or Torres Strait Islander ( $n = 15$ ).

## 3. Roles of respondents

Just over two-thirds of respondents (72 per cent) from IFS work in case work / direct care and case management / case planning. Others include:

- 16 per cent as coordinators / team leaders
- 7.5 per cent as senior managers
- 2 per cent as practice leaders.

Around 28 per cent of respondents have staff reporting directly to them.

## 4. Workplace skills and qualifications

### 4.1 Minimum level of education/qualification required

The main two minimum qualifications among IFS respondents were a VET diploma or advanced diploma (34 per cent,  $n = 138$ ) and a VET or university associate or bachelor's degree (34 per cent,  $n = 138$ ).

### 4.2 Highest level of education/qualification

Similarly to Child FIRST, around 31 per cent of IFS respondents ( $n = 128$ ) said they hold a VET or university associate or bachelor's degree. Around 24 per cent hold a VET diploma or advanced diploma or lower. Around 21 per cent of IFS respondents hold a graduate certificate or graduate diploma ( $n = 87$ ) as their highest qualification and 20 per cent hold a master's degree or above ( $n = 83$ ).

### 4.3 Training in the Common Risk Assessment Framework

Almost 77 per cent ( $n = 309$ ) of IFS respondents reported being trained in the CRAF.

### 4.4 Feeling equipped

Most respondents (59 per cent,  $n = 238$ ) from IFS felt their qualifications fully equipped them for their role.

## 5. Award rates and membership of professional bodies

### 5.1 Award rates

Most IFS respondents (78 per cent,  $n = 313$ ) are receiving the Social, Community, Home Care and Disability Services Industry Award. Around 4 per cent receive a Local Government Award, and almost 10 per cent are on an enterprise agreement.

### 5.2 Membership of professional bodies

Only 20 per cent ( $n = 83$ ) of IFS respondents reported being a member of a professional body. IFS workers are predominantly members of the Australian Association of Social Workers.

## 6. Hours worked

The majority of IFS respondents (67.5 per cent,  $n = 270$ ) said they worked 31–40 hours per week. Around 21 per cent worked less than 30 hours per week, and almost 12 per cent worked more than 40 hours per week.

## 7. Employment histories of the workforce

Around 41 per cent ( $n = 162$ ) of IFS respondents had always worked in the community services sector. Of those who had worked in other sectors, many had come from the education sector (27 per cent), hospitality (28 per cent), sales (28 per cent) or administration (20 per cent).

## 8. Stability of the workforce

The survey results suggest a relatively stable workforce overall. Around 89 per cent ( $n = 327$ ) of IFS respondents said they planned to be working in the same organisation in a year's time, while 97 per cent ( $n = 357$ ) planned to be working in the same sector in a year's time. Eighteen per cent ( $n = 66$ ) of respondents had been actively looking for work outside the organisation but within the sector, and 8 per cent ( $n = 29$ ) had been actively looking for work outside the sector.

Figure A4: Length of time in the community services sector, by percentage of respondents, IFS

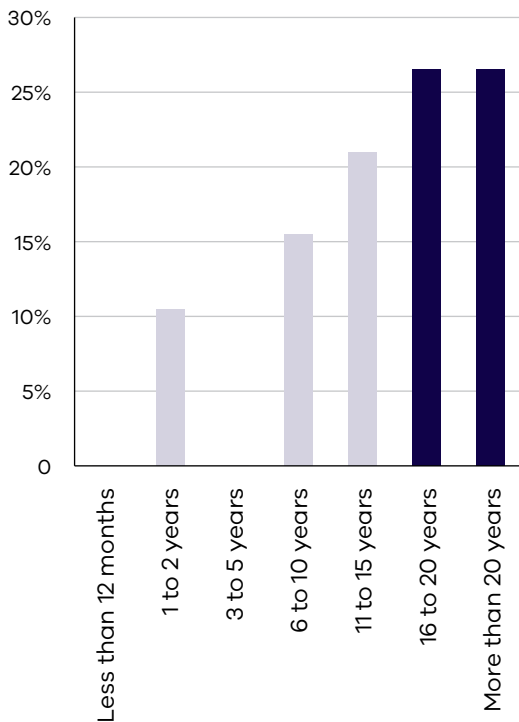




Figure A5: Length of time working for their current employer, by percentage of respondents, IFS

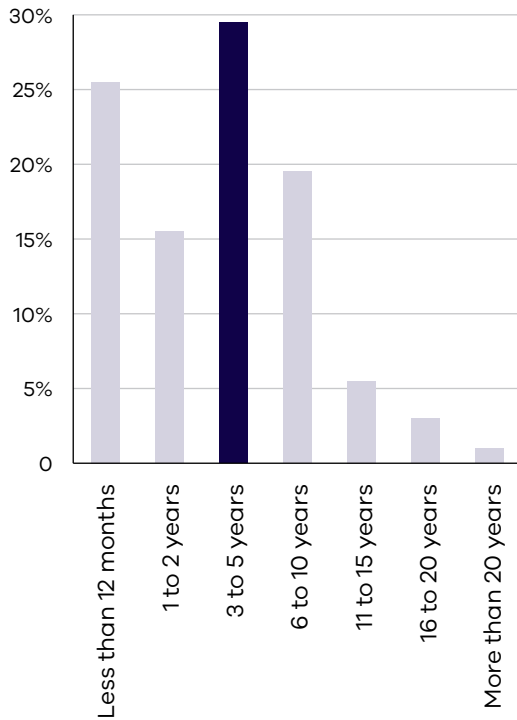
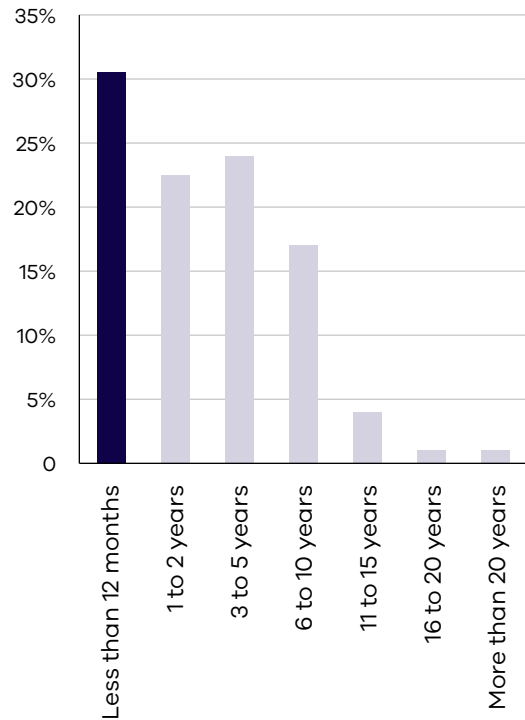


Figure A6: Length of time in their current role, by percentage of respondents, IFS



## 9. Supervision

Table A3: Formal supervision, IFS

|         | Weekly             | Fortnightly          | Monthly              | I don't receive formal supervision | Total                |
|---------|--------------------|----------------------|----------------------|------------------------------------|----------------------|
| Q2: IFS | <b>2.97%</b><br>11 | <b>59.46%</b><br>220 | <b>34.59%</b><br>128 | <b>2.97%</b><br>11                 | <b>67.89%</b><br>370 |

Table A4: Clinical supervision or reflective practice, IFS

|         | Weekly             | Fortnightly         | Monthly              | I don't receive clinical supervision or reflective practice | Total                |
|---------|--------------------|---------------------|----------------------|---|----------------------|
| Q2: IFS | <b>6.25%</b><br>23 | <b>24.73%</b><br>91 | <b>39.13%</b><br>144 | <b>29.89%</b><br>110  | <b>67.90%</b><br>368 |

## 10. Worker confidence and motivation

Around 92 per cent of IFS respondents reported medium to high levels of job satisfaction.

## Changing Futures

The Changing Futures workforce is only small, hence the small number of respondents.

### 1. Response rates

The survey received eight responses from practitioners in Changing Futures.

### 2. Demographic information

Of the eight responses from Changing Futures practitioners:

- All responses were from women ( $n = 8$ ).
- Most were born in Australia or New Zealand ( $n = 7$ ).
- No respondents identified as Aboriginal or Torres Strait Islander.

### 3. Roles of respondents

Of the small number of Changing Futures respondents, two were case workers / direct care workers; two were from case management / case planning; three were coordinators / team leaders; and one was a senior manager. Three respondents had staff reporting directly to them.

### 4. Workplace skills and qualifications

#### 4.1 Minimum level of education/qualification required

The main minimum qualification among Changing Futures respondents were a VET diploma or advanced diploma ( $n = 3$ ).

#### 4.2 Highest level of education/qualification

The majority of Changing Futures respondents ( $n = 6$ ) said they hold a VET or university associate or bachelor's degree or above as their highest qualification. Two respondents hold a VET certificate III or IV, or a VET diploma or advanced diploma.

#### 4.3 Training in the Common Risk Assessment Framework

Three-quarters of Changing Futures respondents ( $n = 6$ ) reported being trained in the CRAF.

#### 4.4 Feeling equipped

Most respondents ( $n = 5$ ) from Changing Futures felt their qualifications fully equipped them for their role.

### 5. Award rates and membership of professional bodies

#### 5.1 Award rates

Most Changing Futures respondents ( $n = 6$ ) receive the Social, Community, Home Care and Disability Services Industry Award.

#### 5.2 Membership of professional bodies

Three Changing Futures respondents reported being a member of the Australian Association of Social Workers.

### 6. Hours worked

The majority of Changing Futures respondents ( $n = 6$ ) said they worked 31–40 hours per week.

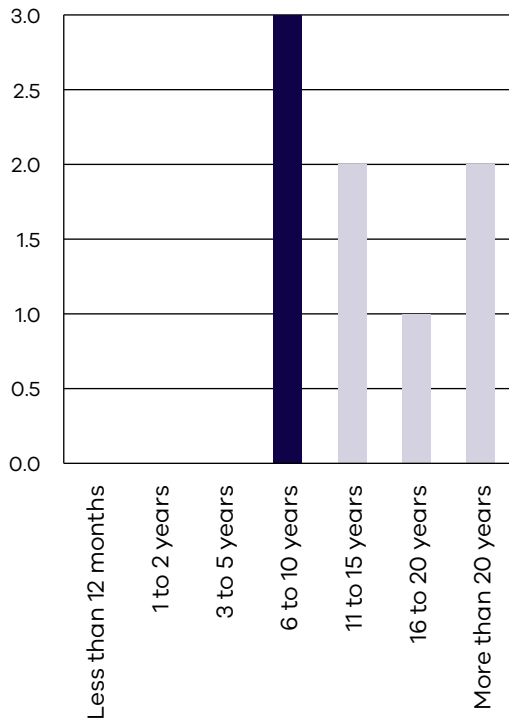
### 7. Employment histories of the workforce

Most Changing Futures respondents ( $n = 5$ ) had always worked in the community services sector.

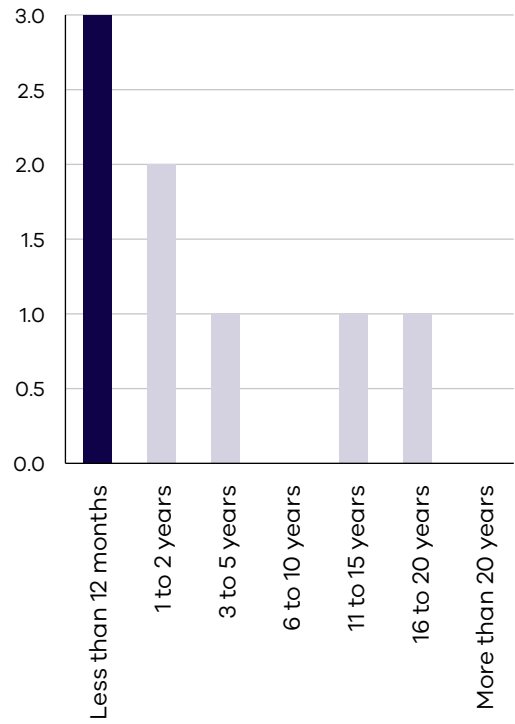
### 8. Stability of the workforce

All of the Changing Futures respondents said they planned to be working in the same organisation and same sector in a year's time. One respondent had been actively looking for work outside the sector.

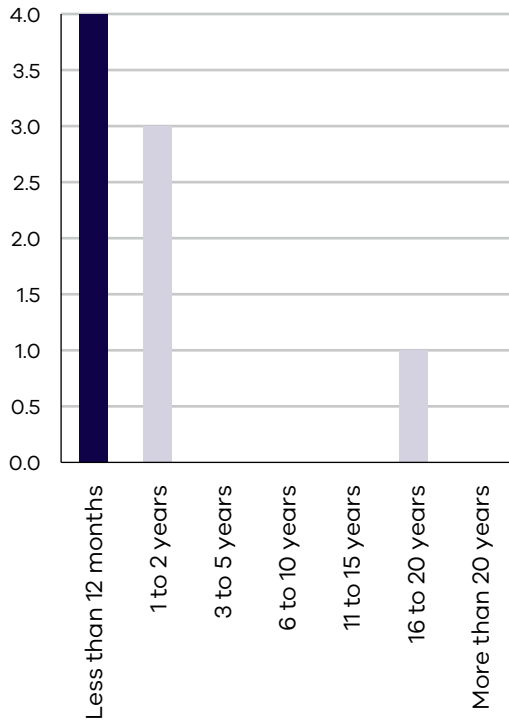
**Figure A7: Length of time in the community services sector, by number of respondents, Changing Futures**



**Figure A8: Length of time working for their current employer, by number of respondents, Changing Futures**



**Figure A9: Length of time in their current role, by number of respondents, Changing Futures**



## 9. Supervision

Table A5: Formal supervision, Changing Futures

|                      | Weekly | Fortnightly | Monthly | I don't receive formal supervision | Total |
|----------------------|--------|-------------|---------|------------------------------------|-------|
| Q2: Changing Futures | 1      | 5           | 1       | 0                                  | 7     |

Table A6: Clinical supervision or reflective practice, Changing Futures

|                      | Weekly | Fortnightly | Monthly | I don't receive clinical supervision or reflective practice | Total |
|----------------------|--------|-------------|---------|---|-------|
| Q2: Changing Futures | 1      | 2           | 4       | 0   | 7     |

## 10. Worker confidence and motivation

All Changing Futures respondents reported medium to high levels of job satisfaction.

## Early Parenting Centres

### 1. Response rates

The survey received 44 responses from practitioners in Early Parenting Centres (EPCs).

### 2. Demographic information

Of the 44 responses from EPCs:

- All responses were from women ( $n = 44$ ).
- Almost all were born in Australia or New Zealand ( $n = 41$ ).
- No respondents identified as Aboriginal or Torres Strait Islander.

### 3. Roles of respondents

The largest proportion of respondents ( $n = 16$ ) from EPCs was from case worker / direct care roles. Others included:

- eight as senior managers
- seven as coordinators / team leaders
- three in case management / case planning
- three clinical supervision
- two as practice leaders.

There were 21 respondents who had staff reporting directly to them.

### 4. Workplace skills and qualifications

#### 4.1 Minimum level of education/qualification required

The main two minimum qualifications among respondents from EPCs were a VET diploma or advanced diploma ( $n = 14$ ) and graduate certificate or graduate diploma ( $n = 13$ ).

#### 4.2 Highest level of education/qualification

More than half of respondents from EPCs ( $n = 29$ ) said they hold a VET or university associate or bachelor's degree or above as their highest level of qualification. Ten respondents hold a VET diploma or advanced diploma.

#### 4.3 Training in the Common Risk Assessment Framework

The majority of EPC respondents ( $n = 29$ ) reported not being trained in the CRAF.

#### 4.4 Feeling equipped

Most respondents ( $n = 30$ ) from EPCs felt their qualifications fully equipped them for their role.

### 5. Award rates and membership of professional bodies

#### 5.1 Award rates

Most EPC respondents ( $n = 31$ ) were covered under the *Nurses and Midwives (Victoria Public Sector) (Single Interest Employers) Enterprise Agreement 2016–2020*.

#### 5.2 Membership of professional bodies

Most respondents from EPCs ( $n = 27$ ) reported being a member of a professional nursing body, including the Australian Nursing and Midwifery Foundation, the Australian Health Practitioner Regulation Agency, the Australian College of Nursing, the Royal College of Nursing, and the Royal College of Midwives.

## 6. Hours worked

Many EPC respondents ( $n = 16$ ) said they worked 31–40 hours per week. Nineteen respondents worked less than 30 hours per week and seven respondents worked more than 40 hours per week.

## 7. Employment histories of the workforce

Most EPC respondents ( $n = 29$ ) had not always worked in the community services sector. Of those who had worked in other sectors, many had come from nursing ( $n = 15$ ) or education ( $n = 8$ ).

## 8. Stability of the workforce

EPCs show a low attrition rate, with many ( $n = 17$ ) having worked in the community sector for more than 20 years. Around 33 EPC respondents said they planned to be working in the same organisation in a year's time. All EPC respondents planned to be working in the same sector in a year's time. A small number ( $n = 4$ ) of respondents had been actively look for work outside the organisation but within the sector, and one respondent had been actively looking for work outside the sector.

Figure A10: Length of time in the community services sector, by number of respondents, EPCs

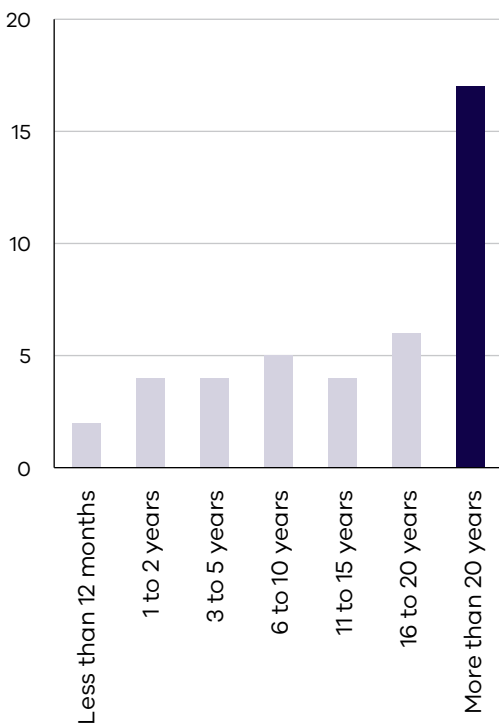


Figure A11: Length of time working for their current employer, by number of respondents, EPCs

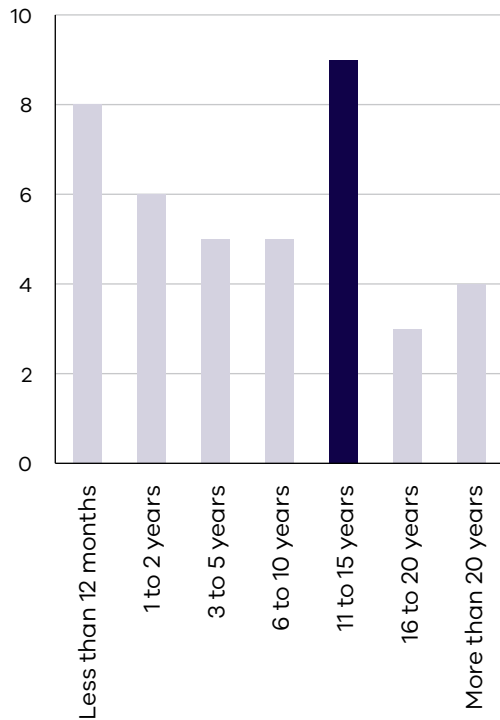
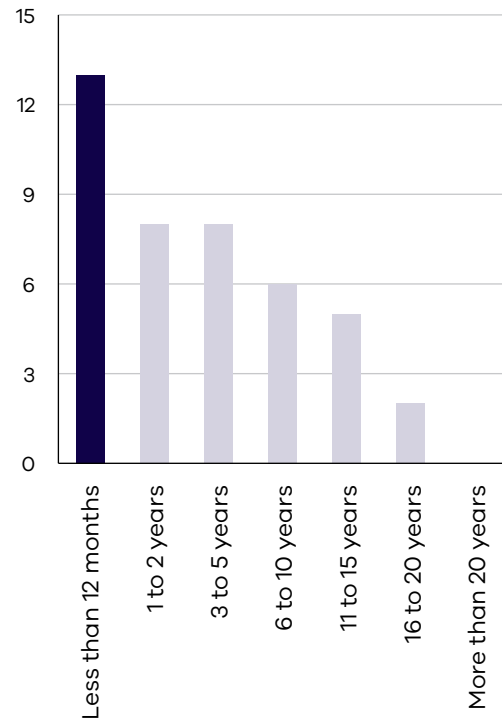


Figure A12: Length of time in their current role, by number of respondents, EPCs



## 9. Supervision

Table A7: Formal supervision, EPCs

|          | Weekly | Fortnightly | Monthly | I don't receive formal supervision | Total |
|----------|--------|-------------|---------|------------------------------------|-------|
| Q2: EPCs | 3      | 5           | 16      | 10                                 | 34    |

Table A8: Clinical supervision or reflective practice, EPCs

|          | Weekly | Fortnightly | Monthly | I don't receive clinical supervision or reflective practice | Total |
|----------|--------|-------------|---------|---|-------|
| Q2: EPCs | 2      | 5           | 22      | 4   | 33    |

## 10. Worker confidence and motivation

Almost all EPC respondents reported medium to high levels of job satisfaction.

Of respondents from EPCs, 10 felt not very confident working with children and families experiencing homelessness, nine felt not very confident working with young people with drug and alcohol issues and 18 respondents felt not very confident working with people who perpetrate family violence.

## Parenting and Skills Development Services

Because of the small number of responses received from the Parenting and Skills Development Services (PASDS) workforce, these results are not representative and cannot be scaled to the broader PASDS population.

### 1. Response rates

The survey received 20 responses from practitioners working in PASDS.

### 2. Demographic information

Of the 20 responses from PASDS:

- Almost all responses were from women ( $n = 18$ ).
- Eighteen were born in Australia or New Zealand.
- No respondents identified as Aboriginal or Torres Strait Islander.

### 3. Roles of respondents

A large proportion of respondents from PASDS were from case worker / direct care roles ( $n = 11$ ). The next largest proportion ( $n = 5$ ) were from coordinator / team leader roles. Four respondents had staff reporting directly to them.

### 4. Workplace skills and qualifications

#### 4.1 Minimum level of education/qualification required

The main two minimum qualifications among PASDS respondents were a VET diploma or advanced diploma ( $n = 7$ ) and a VET or university associate or bachelor's degree ( $n = 6$ ).

#### 4.2 Highest level of education/qualification

Respondents from PASDS predominantly said they hold a graduate certificate or graduate diploma as their highest qualification ( $n = 9$ ). There were four respondents who hold a VET or university associate or bachelor's degree and four who hold a VET diploma or advanced diploma.

#### 4.3 Training in the Common Risk Assessment Framework

The majority of PASDS respondents ( $n = 14$ ) reported not being trained in the CRAF.

#### 4.4 Feeling equipped

Most respondents ( $n = 11$ ) from PASDS felt their qualifications fully equipped them for their role.

### 5. Award rates and membership of professional bodies

#### 5.1 Award rates

PASDS workers are covered by a number of awards and agreements. The largest proportion are covered under the Nurses and Midwives Enterprise Agreement.

#### 5.2 Membership of professional bodies

The few PASDS respondents ( $n = 2$ ) who reported being a member of a professional body belong to a nursing professional body.

### 6. Hours worked

The majority of PASDS respondents ( $n = 11$ ) said they worked 31–40 hours per week. Around 36 per cent worked less than 30 hours per week.

### 7. Employment histories of the workforce

There are 11 PASDS respondents who had always worked in the community services sector.



## 8. Stability of the workforce

A large proportion of PASDS respondents ( $n = 17$ ) said they planned to be working in the same organisation in a year's time. All PASDS respondents intended to be working in the same sector in a year's time. Three respondents had been actively looking for work outside the organisation but within the sector, and one respondent had been actively looking for work outside the sector.

Figure A13: Length of time working in the community services sector, by number of respondents, PASDS

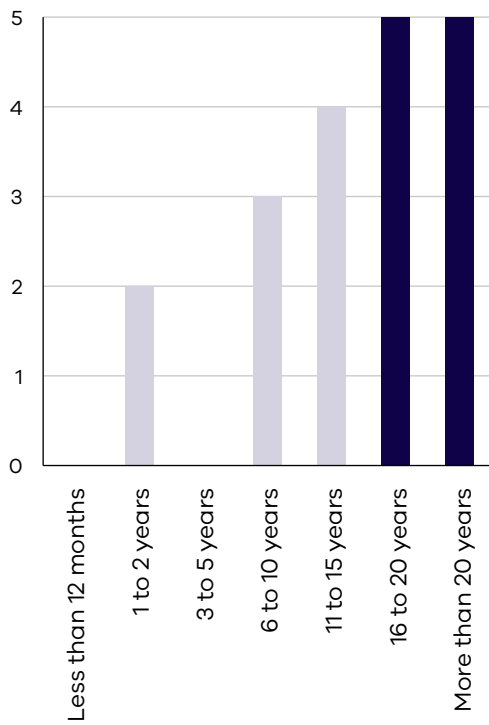


Figure A14: Length of time working for their current employer, by number of respondents, PASDS

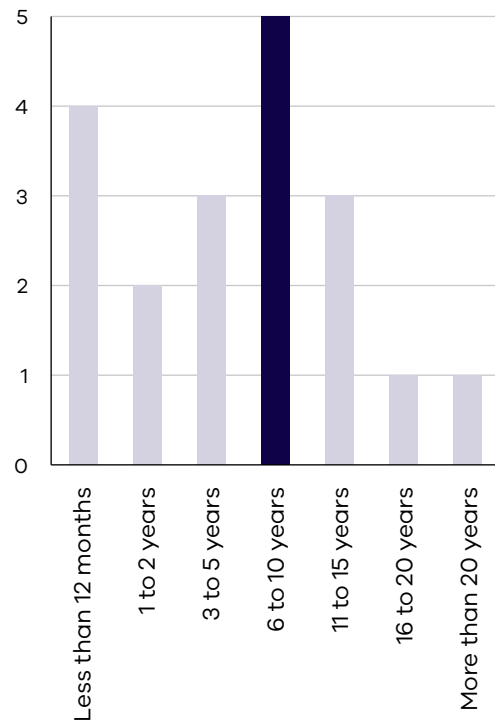
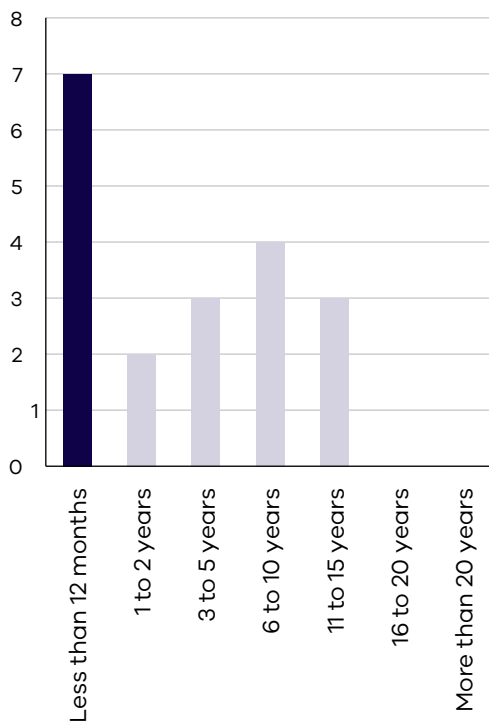


Figure A15: Length of time in their current role, by number of respondents, PASDS



## 9. Supervision

Table A9: Formal supervision, PASDS

|           | Weekly | Fortnightly | Monthly | I don't receive formal supervision | Total |
|-----------|--------|-------------|---------|------------------------------------|-------|
| Q2: PASDS | 0      | 5           | 12      | 2                                  | 19    |

Table A10: Clinical supervision or reflective practice, PASDS

|           | Weekly | Fortnightly | Monthly | I don't receive clinical supervision or reflective practice | Total |
|-----------|--------|-------------|---------|---|-------|
| Q2: PASDS | 1      | 2           | 11      | 5   | 19    |

## 10. Worker confidence and motivation

All PASDS respondents reported medium to high levels of job satisfaction.

# Cradle to Kinder

## 1. Response rates

The survey received 22 responses from practitioners working in Cradle to Kinder (C2K), including Aboriginal C2K.

## 2. Demographic information

Of the 22 responses from C2K:

- All responses were from women ( $n = 22$ ).
- Almost all were born in Australia or New Zealand ( $n = 20$ ).
- Two identified as Aboriginal and/or Torres Strait Islander.

## 3. Roles of respondents

The largest proportion of respondents from C2K was from case worker / direct care roles ( $n = 8$ ). Other included:

- seven as coordinators / team leaders
- five in case management / case planning
- one senior manager.

There were eight respondents who had staff reporting directly to them.

## 4. Workplace skills and qualifications

### 4.1 Minimum level of education/qualification required

The main minimum qualification among C2K respondents was a VET diploma or advanced diploma ( $n = 13$ ).

### 4.2 Highest level of education/qualification

The majority of respondents from C2K services ( $n = 14$ ) said they hold a VET or university associate or bachelor's degree or higher. There were seven respondents who hold a VET diploma or advanced diploma or lower.

### 4.3 Training in the Common Risk Assessment Framework

The majority of C2K respondents ( $n = 15$ ) reported being trained in the CRAF.

### 4.4 Feeling equipped

Most respondents ( $n = 13$ ) from C2K felt their qualifications equipped them to some degree for their role.

## 5. Award rates and membership of professional bodies

### 5.1 Award rates

The majority of C2K respondents ( $n = 17$ ) receive the Social, Community, Home Care and Disability Services Industry Award.

### 5.2 Membership of professional bodies

The two C2K respondents who reported being a member of a professional body belong to a nursing professional body.

## 6. Hours worked

The majority of C2K respondents ( $n = 15$ ) said they worked 31–40 hours per week. Three respondents worked less than 30 hours per week.

## 7. Employment histories of the workforce

There were 10 C2K respondents who had always worked in the community services sector.

## 8. Stability of the workforce

Seventeen of the 22 respondents said they intended to be working in the same organisation in a year's time, while all C2K respondents planned to be working in the same sector in a year's time. A few respondents ( $n = 3$ ) had been actively look for work outside the organisation but within the sector, and one respondent had been actively looking for work outside the sector.

Figure A16: Length of time in the community services sector, by number of respondents, C2K

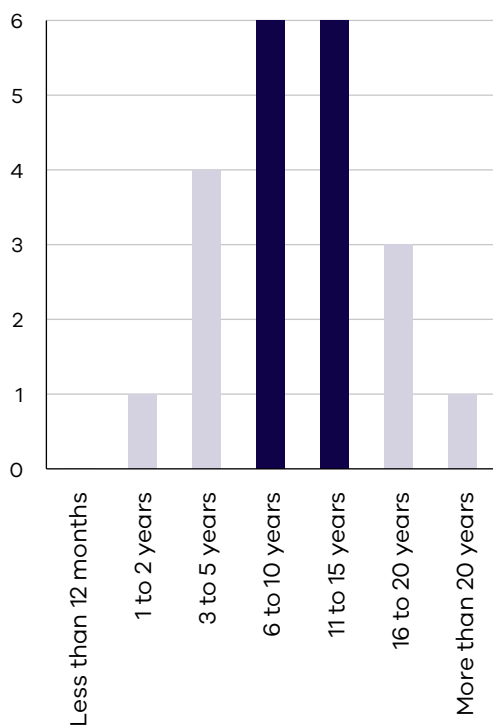


Figure A17: Length of time working for their current employer, by number of respondents, C2K

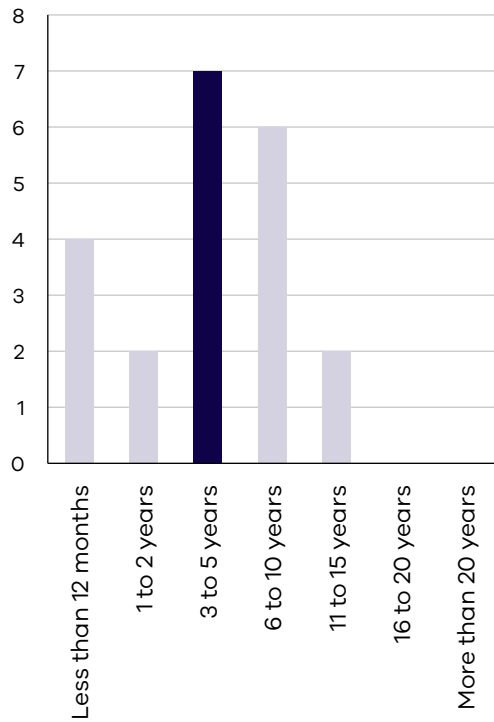
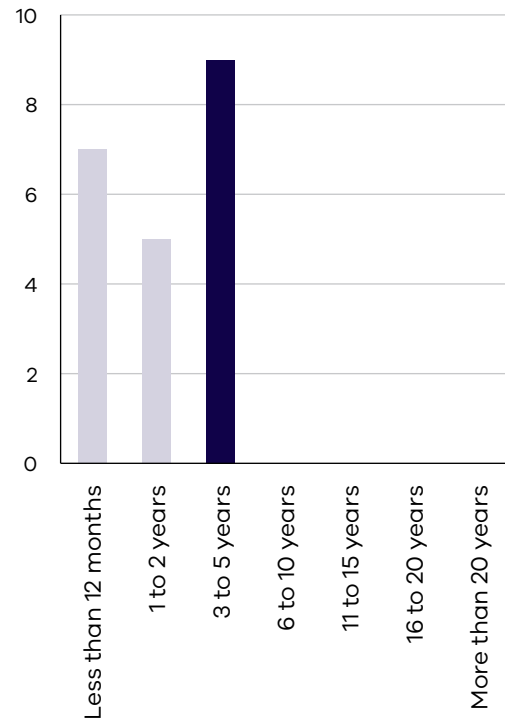


Figure A18: Length of time in their current role, by number of respondents, C2K



## 9. Supervision

Table A11: Formal supervision, C2K

|         | Weekly | Fortnightly | Monthly | I don't receive formal supervision | Total |
|---------|--------|-------------|---------|------------------------------------|-------|
| Q2: C2K | 0      | 10          | 6       | 2                                  | 18    |

Table A12: Clinical supervision or reflective practice, C2K

|         | Weekly | Fortnightly | Monthly | I don't receive clinical supervision or reflective practice | Total |
|---------|--------|-------------|---------|---|-------|
| Q2: C2K | 0      | 3           | 9       | 6   | 18    |

## 10. Worker confidence and motivation

All C2K respondents reported medium to high levels of job satisfaction.





