

# **EVALUATION OF THE NSW INTERAGENCY GUIDELINES FOR CHILD PROTECTION INTERVENTION 2006**

**Volume 2: Methods and evidence sources**

**Report to NSW Government Child Protection  
Senior Officers Group (CPSOG)**

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# Introduction

This Volume (2) is a supplement to The Final Report of the Evaluation of the *NSW Interagency Guidelines for Child Protection Intervention 2006*.

The evaluation of the *NSW Interagency Guidelines for Child Protection Intervention 2006 (Guidelines)* comprised several components, namely: surveys of staff who required detailed or general knowledge of the *Guidelines*; survey of DoCS funded NGOS; regional analysis of survey data; key informant interviews with Senior Officers from Human Service Sector organisations and with peak DoCS-funded non-government organisations. The evaluation also undertook a desktop review and six case studies.

This report volume details the:

- data collection methodology, and
- findings from each of the evaluation components. These findings are the sources of evidence upon which Volume 1 is based.

# 1 Methods

The evaluation of the *NSW Interagency Guidelines for Child Protection Intervention 2006 (Guidelines)* used a mixed-methods approach. The qualitative and quantitative components were tailored to address the aims of the evaluation and to collect information about the focus areas. Data was collected from staff across 13 human service and justice agencies and the NGO sector, which all have a role in providing services to children and families in New South Wales.

A summary of the evaluation methods is given in Table 1.1.

**Table 1.1 Summary of evaluation methods**

Method	Study group	Sample	Evaluation focus area
Online survey	Staff from 12 human service and justice agencies who needed general knowledge of the Guidelines	1,434 respondents Response rate = 49%	Effective development, communication and take-up
Online survey	Staff from 12 human service and justice agencies who needed detailed knowledge of the Guidelines	1,863 respondents Response rate = 62%	Effective development, communication and take-up Enhanced collaboration and cooperation
Hard-copy survey	DoCS funded non-government organisations	528 respondents Response rate=54%	Effective development, communication and take-up
Semi-structured interviews	Senior officers of 12 human service and justice agencies	16 interviews (22 participants)	Effective development, communication and take-up at the policy level
Semi-structured interviews	Key informants from 9 Peak NGOs	11 interviews	Effective development, communication and take-up at the policy level
Desk-top review of human service agency policies and procedures	Ten human service and justice agencies with operational staff: DoCS, DET, DADHC; Police; Health; DCS; Housing NSW; DSR; DJJ; ODPP	94 documents	Effective take-up at policy level
Case studies, in two metropolitan locations (4 cases) and one rural location (2 cases)	Operational staff from seven government agencies – DoCS, DET, DADHC, Health, Police, DCS; 8 NGOs service providers; 1 independent health provider.	39 interviews	Effective take-up at operational level and enhanced collaboration and cooperation

## 1.1 Staff surveys

Three groups of staff members were surveyed as part of the evaluation. These were: operational staff who need detailed knowledge of the *Guidelines*; other staff who need general knowledge of the *Guidelines* and staff members from DoCS-funded non-government organisations.

The staff surveys were intended to inform the key evaluation focus areas of effective development, effective communication and effective implementation/ take up of the *Guidelines*.

All three staff groups answered a core set of 51 questions. Staff who needed detailed knowledge answered an additional 23 questions which covered the impact of the *Guidelines* on their practice.

Developing and implementing the survey involved five major stages.

- **Identifying relevant staff categories and NGOs:** Agencies decided which staff categories and positions required either general or detailed knowledge of the *Guidelines*. DoCS providing details of DoCS-funded non-government organisations.
- **Respondent sampling:** Representative samples of staff in categories required to have either general or detailed knowledge of the *Guidelines* were selected. A sample of DoCS-funded organisations was selected.
- **Survey development:** Survey items for staff required to have either detailed or general knowledge of the *Guidelines* were developed. Surveys for DoCS-funded organisations replicated the survey for staff requiring general knowledge
- **Survey distribution and collection:** Pre-survey notification, email invitations and reminders were sent to survey invitees. Responses were collected, data entered and database management was undertaken.
- **Analysis and reporting:** Statistical and thematic analysis was conducted; reports were structured by evaluation focus areas.

### 1.1.1 Identifying relevant staff categories

All 14 agencies represented on the Child Protection Senior Officers Group were asked to identify categories of staff within their agency required to have either general or detailed knowledge of the *Guidelines*. The necessary knowledge level reflected their expected level of involvement in child protection matters.

Twelve agencies provided a list of relevant staff positions/ categories required to have either general or detailed knowledge. Two agencies, the Department of Aboriginal Affairs and Department of Premier and Cabinet, did not participate in the survey because they advised that no staff members were required to have either general or detailed knowledge of the *Guidelines*.

After the survey was completed Housing NSW requested that the specific staff groups be moved from the detailed to general knowledge category because they were unlikely to deal with child protection matters as part of their role and that groups such as clerical staff be removed from the general knowledge survey.

### 1.1.2 Respondent sampling

Each participating agency compiled a list of all staff currently holding positions within relevant staff categories. Staff lists were received between October 2007 and February 2008.

ARTD devised a sampling strategy to ensure a representative sample of staff from the complete agencies lists was drawn. The sampling strategy was based on the number of staff in each category across New South Wales.

- If the total number of staff in a category was less than or equal to 100, all staff in that category were surveyed
- If the total number of staff in a category was more than 100, staff were randomly selected

Sample size calculations were used to ensure that enough staff were included in the sample for ARTD to be 95% confident that the survey responses of randomly selected staff were similar to the knowledge and attitudes of all staff within that category across the state. In some cases, agencies conducted the random sampling from their complete staff lists on advice from ARTD; in other cases ARTD conducted the random sampling.

Clustered sampling was undertaken for staff from NSW Health and the NSW Police Force. Random samples were drawn from relevant staff categories across two or more regions considered to be representative of all regions across the state.

Once the samples were drawn, the participating agencies and ARTD undertook thorough checks of the lists to ensure they were current and contained all relevant information (including functioning email addresses).

### 1.1.3 Survey development

During December 2007, ARTD worked with the Evaluation Working Group and the Child Protection Senior Officers Group to draft the staff surveys. In January 2008, the draft surveys were piloted by seven DoCS staff members, and nine staff members from other agencies represented by the Child Protection Senior Officers Group. The surveys were amended on the basis of pilot testing, and were approved by the Evaluation Working Group and the DoCS Deputy Director General Service System Development on 5 February 2008.

Two surveys were developed – one for staff who needed general knowledge of the *Guidelines*, including staff from DoCS-funded non-government organisations, and one for staff who needed detailed knowledge of the *Guidelines*.

The general knowledge survey consisted of 51 items covering: awareness of the *Guidelines*; knowledge of key messages; ease of use; and impact on own practice. The survey used 48 self-coding questions, and three items short-answer questions (Appendix 1.1).

The detailed knowledge survey contained the same 51 items included in the general knowledge survey, plus an additional 23 items. The survey addressed: awareness of the *Guidelines*; knowledge of key messages; ease of use; ways the *Guidelines* are being used; effectiveness of agency collaboration; perceptions of impact on child welfare; application to Aboriginal cases; gaps in information; and impact on own practice. The survey used 74 self-coding questions, and six short answer questions (Appendix 1.2).



For both surveys, respondents were required to provide indications of either: frequency of use, their level of agreement with statements, their own knowledge levels; or answers to knowledge questions that were marked as 'correct' or 'incorrect'.

Although most respondents were surveyed online, paper-based and email were made available on paper or via email to ensure that those without Internet access could respond to the survey.

#### **1.1.4 Survey distribution and collection**

Surveys were distributed to 6,235 staff across the participating agencies beginning on 18 January 2008.

Electronic administration of the survey to staff needing general and detailed knowledge of the *Guidelines* was conducted between 18 February and 21 April 2008. Survey administration was delayed for three agencies that required additional time to compile staff lists. Survey administration to NSW Health was also delayed due to difficulties with obtaining ethics approval for the survey.

All staff were sent an email, which offered three options for returning the survey. Staff could either: follow a hyperlink contained in the email and complete the survey online; download the survey attached to the email, and return their response by email; or print the survey and post their response to ARTD using a reply-paid service. A small number of staff experienced technical problems that prevented them from accessing the survey on their first attempt. All these issues were addressed and overcome.

Three reminder emails were sent to staff who had not submitted a response. Two reminder emails were sent within the initial survey administration period (28 February 2008 and 5 March 2008). The reminder email included the hyperlink needed for online completion of the survey. To improve survey response rates, the survey administration period was extended, and a third reminder was sent to non-respondents on 14 March 2008. During this time, some agencies such as DoCS, encouraged staff to respond to the survey via several agency-wide electronic messages. The survey closed on 18 April 2008.

The survey for DoCS funded non-government organisations was approved for distribution by DoCS on 5 February 2008. The survey was distributed by mail, with return via reply paid envelope or facsimile. Three reminder letters were sent to organisations that did not return the survey by the due date or on subsequent reminders.

#### ***Response rates***

Responses were received from 3,297 NSW agency staff, and 528 staff from DoCS-funded non-government organisations. The majority of responses were received within two or three weeks of the survey being emailed. Use of pre-survey notification letters, involvement of agency "champions", development of a list of frequently asked questions and a series of three personalised reminders to non-respondents also contributed to response rate improvements.

The overall response rate for NSW government agencies was 56%. Response rates were higher (62%) for detailed survey respondents than for general survey respondents (49%). The response rate for DoCS-funded non-government organisations was similar (54%) to the overall response rate for NSW government

agencies. These response rates, together with the overall sample size means that ARTD can be confident in the accuracy and precision of the survey results.

The following tables show the total number of people within each staff category, the number of people sampled<sup>1</sup>, the number of surveys returned and finally, the response rate (see Table 1.2 and Table 1.4).

**Table 1.2 Detailed knowledge survey: Sample size and response rates<sup>2</sup>**

<b>Agency</b>	<b>Population</b>	<b>Sample size</b>	<b>No. returned</b>	<b>Response rate*</b>
Attorney General's Department (Attorney General's)	39	39	8	32%
Department of Ageing, Disability and Home Care (DADHC)	970	238	175	74%
Department of Corrective Services (DCS)	7	7	7	100%
Department of Education and Training (DET)	144	142	109	77%
Department of Juvenile Justice (DJJ)	457	316	200	94%
Department of Community Services (DoCS)	2316	758	517	68%
Department of Sports and Recreation (DSR)	4	4	4	100%
New South Wales Health (NSW Health)	1211	649	299	46%
Office of Director of Public Prosecutions (ODPP)	28	28	22	100%
New South Wales Police (Police Force)	445	444	232	52%
<b>Total</b>	<b>6,485</b>	<b>3,020</b>	<b>1,863</b>	<b>62%</b>

*\*Surveys that were undeliverable are excluded from the response rate*

*\*\*Note that Housing NSW sampling changed after the survey was completed n=59 However, because population data not known response rates have not been re-calculated*

1 The final numbers that appears in the table will be greater or smaller for different agencies with the same population because some agencies required representative samples for their agency as a whole, and others for particular staff categories. The later approach requires a larger sample size. Further, a small number of the sample were unable to be contacted, thus reducing the sample size.

2 Staff from the Ministry for Police were not included in the detailed sample

**Table 1.3 General knowledge survey: Sample size and response rates<sup>3</sup>**

Agency	Population	Sample size	No. returned	Response rate*
Department of Ageing, Disability and Home Care (DADHC)	67	57	39	68%
Department of Corrective Services (DCS)	149	149	98	64%
Department of Education and Training (DET)	2,320	375	257	69%
Department of Juvenile Justice (DJJ)	738	427	146	34%
Department of Community Services (DoCS)	341	214	151	71%
Department of Sports and Recreation (DSR)	32	32	27	84%
Ministry for Police	4	4	3	75%
NSW Health (Health)	4,057	870	286	33%
Office of Director of Public Prosecutions (ODPP)	301	127	80	63%
NSW Police (Police Force)	7,441	395	154	39%
<b>Total</b>	<b>16,314</b>	<b>2,908</b>	<b>1,434</b>	<b>49%</b>

*\*Surveys that were undeliverable are excluded from the response rate. \*\*Note that Housing NSW sampling changed after the survey was completed and because population data not known new response rates could not be calculated*

**Table 1.4 DoCS-funded non-government organisation survey: Sample size and response rates**

NGO	Population	Sample size	No. returned	Response rate*
Aboriginal Child, Youth and Family (ACYF) Strategy	24	24	7	29%
Alcohol and Other Drugs Program (AODP)	12	12	2	16%
Brighter Futures Early Intervention Program (BFEIP)	25	25	11	44%
Better Futures Program (BFP)	17	17	8	47%
Community Services Grants Program 1 (CSGP1) <sup>4</sup>	147	106	51	48%
Community Services Grants Program 2 (CSGP2) <sup>5</sup>	441	200	102	51%
Children's Services Program (CSP)	1,067	300	206	68%
Families New South Wales (FNSW)	135	100	48	48%
Out of Home Care (OOHC)	51	51	24	47%
Other Whole of Government Programs (OWGP)	3	3	0	0%
Supported Accommodation Assistance Program (SAAP)	214	140	66	47%
Supported Accommodation Assistance Program Peaks (SAAP-Peaks)	4	4	3	75%
<b>Total</b>	<b>2,140</b>	<b>982</b>	<b>528</b>	<b>54%</b>

*\*Surveys that were undeliverable are excluded from the response rate*

<sup>3</sup> Staff from the Attorney General's Department were not included in the general sample

<sup>4</sup> CSGP1 agencies are expected to have a greater child protection role since they focus on adolescent support, child protection, sexual assault, family support and general counseling.

<sup>5</sup> CSGP2 agencies are expected to have a lesser role in child protection since they focus on community youth projects, general counseling, general projects, local government, multicultural projects, neighborhood centers, coordination and resource projects.

### **Respondent demographics**

Most respondents to the detailed and general surveys provided information about their background, including whether they were of Aboriginal or Torres Strait Islander heritage, or whether their backgrounds were culturally and linguistically diverse. This information was not collected for staff from DoCS-funded non-government organisations.

Overall, six percent of survey respondents were Aboriginal and/ or Torres Strait Islanders and 13% were from culturally and linguistically diverse (CALD) backgrounds (see Table 1.5, Table 1.6 and Table 1.7).

**Table 1.5 Demographic summary of all agency respondents**

<b>Agency</b>	<b>ATSI background</b>			<b>CALD background</b>		
	<b>Yes</b>	<b>Total</b>	<b>%</b>	<b>Yes</b>	<b>Total</b>	<b>%</b>
DADHC	4	212	2%	28	212	13%
DCS	1	104	1%	10	104	10%
DET	4	359	1%	30	361	8%
DJJ	42	343	12%	48	344	14%
DoCS	41	660	6%	101	663	15%
DSR	1	31	3%	2	31	6%
Housing NSW	33	374	9%	72	377	19%
Ministry Police Force	0	3	0%	0	3	0%
NSW Health	37	583	6%	85	580	15%
ODPP	2	101	2%	12	102	12%
NSW Police	24	385	6%	28	385	7%
Attorney Generals	0	6	0%	0	8	0%
<b>Total</b>	<b>189</b>	<b>3161</b>	<b>6%</b>	<b>416</b>	<b>3170</b>	<b>13%</b>

**Table 1.6 Demographic summary of detailed knowledge survey respondents**

<b>Agency</b>	<b>ATSI</b>			<b>CALD</b>		
	<b>Yes</b>	<b>Total</b>	<b>%</b>	<b>Yes</b>	<b>Total</b>	<b>%</b>
DADHC	4	172	2%	22	174	13%
DCS	0	7	0%	2	7	29%
DET	2	103	2%	12	104	12%
DJJ	25	200	13%	30	200	15%
DoCS	33	512	6%	70	516	14%
DSR	0	4	0%	1	4	25%
Housing NSW	12	57	21%	5	57	9%
NSW Health	5	297	2%	40	294	14%
ODPP	2	22	9%	5	22	23%
NSW Police	20	231	9%	16	231	23%
Attorney Generals	0	6	0%	0	8	0%
<b>Total</b>	<b>103</b>	<b>1611</b>	<b>6%</b>	<b>203</b>	<b>1617</b>	<b>13%</b>

**Table 1.7 Demographic summary of general knowledge survey respondents**

Agency	ATSI			CALD		
	Yes	Total	%	Yes	Total	%
DADHC	0	39	0%	6	38	16%
DCS	1	97	1%	8	97	8%
DET	2	256	1%	18	257	7%
DJJ	17	143	12%	18	144	13%
DoCS	8	147	5%	31	147	20%
DSR	1	27	4%	1	27	4%
Housing NSW	21	317	7%	67	320	22%
Ministry Police	0	3	0%	0	3	0%
NSW Health	32	286	11%	45	286	16%
ODPP	0	79	0%	7	80	9%
NSW Police	4	154	3%	12	154	8%
<b>Total</b>	<b>86</b>	<b>1548</b>	<b>6%</b>	<b>213</b>	<b>1553</b>	<b>14%</b>

### 1.1.5 Survey analysis and reporting

Survey data was entered into Microsoft Access databases in two ways. Data was directly captured when respondents completed an electronic survey, and was manually entered for those respondents who returned a hard-copy survey by facsimile or post.

Data management was conducted using Microsoft Access. The main data management tasking was re-classification of respondents from the Housing NSW. During the process of reclassification, some Housing NSW participants (n=100) were excluded. The final Housing NSW sample included 59 detailed knowledge respondents and 321 general knowledge respondents.

Analysis of survey results was conducted using Microsoft Access and Stata v10. Frequency analysis was used to summarise individual items and key survey concepts. Pearson correlation coefficients were calculated to assess the relationship between level of knowledge and frequency of reference to the *Guidelines*.

Many survey items required participants to respond using a five point Likert scale that included; 'disagree', 'tend to disagree', 'tend to agree' 'agree' and 'don't know/ does not apply'. Responses of 'don't know/ does not apply' were generally excluded from analysis, as were respondents whose response was missing. For these reasons, the sample sizes change from item to item.

Some survey items were positively worded and some negatively worded to ensure respondents remained engaged.

Two composite scores were created from the survey items for both general and detailed knowledge respondents. An 'ease of use' score was calculated based on responses to four items. Positive responses (either 'agree' or 'tend to agree' with a positive statement, or 'disagree' or 'tend to disagree' with a negative statement) were attributed a value of one. Negative responses (either 'disagree' or 'tend to disagree' with a positive statement, or 'agree' or 'tend to agree' with a negative statement) were attributed a value of zero. The 'ease of use' was created by summing the scores for the four items.

A 'knowledge score' was calculated based on responses to ten items. These items were marked as 'correct' or 'incorrect'. Correct answers were attributed a value of one and incorrect answers were attributed a value of zero. The 'knowledge score' was calculated by summing the scores for the ten items.

## 1.2 Semi-structured interviews

Semi-structured interviews were conducted with two groups of informants, namely; senior officers from 13 human service and justice agencies and key informants for 12 peak non-government organisations.

The interviews were intended to inform the key evaluation focus areas of effective development, effective communication and effective implementation/ take up of the *Guidelines* at the policy level.

### 1.2.1 Senior officers of human service and justice agencies

Senior staff were nominated for participation in interviews by their agency representatives on the Child Protection Senior Officers Group. Participants were given the option of face-to-face or telephone interviews. These were conducted with 22 senior officers in 16 separate interviews across 12 Human Service sector agencies. For some agencies more than one person was nominated and participated (see Table 1.8).

The Department of Premier and Cabinet and Ministry for Police declined to participate due to the limited relevance of interview questions to their agency responsibilities.

**Table 1.8 Number of senior officers who participated in semi-structured interviews, by agency**

Agency	Participants	Interviews
Attorney General's Department	1	1
Department of Aboriginal Affairs	1	1
Department of Community Services	4	4
Department of Ageing, Disability and Home Care	2	1
Department of Sport and Recreation	1	1
Department of Corrective Services	1	1
Department of Education and Training	2	1
Housing NSW	2	1
Department of Juvenile Justice	2	1
NSW Police	2	2
NSW Health	2	1
Office of the Director of Public Prosecution	2	1
<b>Total</b>	<b>22</b>	<b>16</b>

Where more than one person was nominated from a functional unit of an agency a, face-to-face group interview was generally conducted. Telephone interviews were conducted when only one officer participated or when individual officers were from different sections of an organisation (for example DoCS Regional Directors).

A semi-structured interview guide consisting of six broad questions was developed for the interviews (See Appendix 1.3). Each interview took approximately 30 to 45 minutes to complete.

### 1.2.2 Peak non-government organisations

Telephone interviews were conducted with 11 key informants from nine peak non-government organisations. Organisations were identified by the Child Protection Senior Officers Group. Two organisations identified more than one person as a suitable interview candidate. These candidates were interviewed together. Two further organisations (New South Wales Local Government and Shires Association and Youth Action and Policy Association) declined to participate due to the limited

relevance of the questions to their organisation. The contact person for Aboriginal Child, Family and Community Care was unable to be contacted.

An interview schedule, consisting of six questions, was developed for the interviews (See Appendix 1.3). The interviews took approximately 30 to 45 minutes to complete.

The number of key informants who participated is shown in Table 1.9.

**Table 1.9 Number of key informants who participated in semi-structured interviews, by NGO**

<b>NGO organisation</b>	<b>Participants</b>
Association of Children's Welfare Agencies	2
Association of Independent Schools of NSW	1
Catholic Education Commission	2
NSW Council of Social Services	1
NSW Family Services Incorporated	1
Community Child Care Cooperative	1
CREATE Foundation	1
Mobile Children's Services Association	1
Sydney Day Nursery	1
<b>Total</b>	<b>11</b>

### **1.3 Desk top review of human service agency policies and procedures**

ARTD conducted a systematic review of NSW government human service sector agencies' policies and procedures related to child protection. The ten agencies included in the review were those included on the Child Protection Senior Officer's Group, with the exception of the Department of Aboriginal Affairs and the Ministry for Police. DoCS-funded non-government organisations were not included in the desk top review. In total, 94 documents were reviewed.

#### **1.3.1 Inclusion criteria**

Documents were included in the review according to the following criteria:

All policies, procedures and guidelines that cover the child protection practice/s of operational staff working with the Department of Community Services and other agencies when risk of harm reports are made, and during subsequent child protection interventions.

The review included policies and procedures that might be expected to address one or more practice commitments<sup>6</sup>:

1. Feedback from DoCS to reporters in response to a risk of harm report
2. Involvement of partner agencies and NGOs in case planning meetings so that an interagency response can be coordinated
3. Clarification about the point at which DoCS appoints a case manager
4. Communication with partner agencies where DoCS intends to close a case
5. Supporting partner agencies after case closure
6. DoCS making greater use of referrals and best endeavours requests, when it is unable to provide a casework response

<sup>6</sup> ARTD email to Child Protection Senior Officers Group members, 14 May 2008, provided parameters for the desk top review of agency documents

7. Support that DoCS may be able to offer to partner agencies willing to coordinate support services to a child or family where there are risk of harm concerns but where DoCS is not directly involved due to competing priorities
8. Involving children and young people in case meetings

These practice commitments were incorporated into the 2006 edition of the *Guidelines* to reflect achievable and sustainable practice commitments.

ARTD identified whether one or more of the revised practice commitment/s was referenced in the documents and the most recent publication date of the documents. If the document had no obvious publication date, we inferred a date from references within the document to a time frame e.g. *child protection update 2007* or to legislation, policy or events which could be dated. Seven documents could not be dated.

Documents provided by the Attorney General's Department were restricted to instruments used by the Children's Court Clinic to assess vulnerable young people and were not included in the review.

A total of 94 documents were reviewed and are listed in Appendix 1.4. A summary of documents that did not cover any of the revised commitments from the 2006 Guidelines is given in Appendix 1.5. Note that these documents may sometimes make reference to child protection policies and procedures which would cover practice commitments. Appendix 1.6 summarises documents that contained at least one revised commitment, but which were written/ updated prior to September 2006.

## **1.4 Case studies**

Six case studies were undertaken to explore how agencies and other organisations work together on child protection matters in practice, and the extent that the *Interagency Guidelines* assist this process. The case studies were not intended as an audit of cases or work practices; rather they focussed on the processes surrounding risk of harm reports and case management. They were chosen on the basis that they allowed exploration of issues raised in the survey findings.

The case studies explored the following key evaluation focus areas:

- How effective the communication is between staff from different agencies when dealing with cases
- The extent to which the *Guidelines* are useful in guiding practice
- Staff awareness of roles and responsibilities
- The impact of the *Guidelines* on efforts to collaborate with other agencies, specifically with regards to information exchange
- The extent to which new practice commitments outlined in the 2006 edition of the *Guidelines* are being implemented by agencies
- Issues identified in the staff survey about the take-up of the *Guidelines*

### **1.4.1 Case selection criteria**

Six cases that involved interagency collaboration in a child protection matter were selected for review – two from metropolitan areas and one rural area<sup>7</sup>. Due to privacy concerns, the Evaluation Working Group selected cases based on agreed criteria for inclusion of cases:

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<sup>7</sup> Locations not given to protect the privacy of participants.



- The case studies were to comprise a mixture of cases that were, from DoCS perspective, good examples of interagency practice and those for which interagency collaboration could have been improved.
- Four cases were selected from metropolitan areas and two from regional centres.

#### **1.4.2 Case study participants**

DoCS caseworkers in the chosen case study areas were asked to nominate and provide phone numbers of the staff and their agencies that had been involved in the case. ARTD supplemented this list using a snowball method; all nominated interviewees were asked to name other agencies and staff involved in the case. ARTD subsequently contacted other key participants for interviews.

Thirty-nine interviews were with conducted for the six case studies (five participants were interviewed twice about separate cases), three other partners declined to be interviewed and four others were unable to be re-contacted to schedule an interview.

Interviewees were generally people providing support services to the child and/or family and were drawn from the following organisations:

- Department of Community Services
- Department of Education and Training
- Department of Ageing, Disability and Home Care service providers
- NSW Health
- Housing NSW
- NSW Police Force
- Department of Corrective Services
- NGOs – out-of-home care providers, day care centres, high needs service providers, housing service providers and family support services, Aboriginal Medical Health Service
- Private allied health practitioners

Other Human Services organisations not directly represented in the case studies included:

- Department of Juvenile Justice
- Department of Sport and Recreation

Organisations involved primarily in legal processes surrounding the cases that were not involved in the case studies include:

- Attorney General's Department
- Department of Aboriginal Affairs
- Office of the Director of Public Prosecutions
- Ministry of Police.

#### **1.4.3 Consent**

ARTD obtained formal consent from all agency and NGO workers identified during the recruitment phase for the case studies. A one-page fact sheet, which provides information about the evaluation, was sent to all participants prior to finalising consent and organising interview times.

Consent was not sought from the selected children/ young people and their families since their names were not disclosed to ARTD. If any information provided could lead to identification, it was de-identified in the final report.

The evaluation has been endorsed by NSW Human Services and Justice CEOs Forum. NSW government agencies participating in the evaluation have liaised with their relevant areas/regions about the evaluation, so that those participating in the case studies have been prepared. NSW government agencies were also provided with contact names within their Departments so that participants could call to confirm support for the evaluation. The agency's specified contact name was included in the Fact Sheet. However, people working for NGOs were unlikely to have any forewarning about the evaluation. As such, a DoCS contact was provided to these participants should they want further information.

Participants were informed that there were no consequences if they refused to consent to being involved in the evaluation, that they could withdraw any time during the process, and that there would be no consequences if they decided to do so.

#### **1.4.4 Privacy of client information**

ARTD respects the privacy of the children and their families and did not have access to case files or know the names or addresses of clients and families or any other identifiable information. ARTD asked participants not to use real names or addresses when discussing how they have worked on a case. If the interviewee started revealing details about a case, the interviewer did not record this information, stopped the conversation and asked the person to re-focus on the processes of working with partner agencies.

#### **1.4.5 Confidentiality**

All interviewees' identities are protected. Their views are strictly confidential and no persons or locations are identified in this report or in discussions about findings. ARTD informed participants of this during the preliminary discussions about the evaluation and it was outlined in the fact sheet provided to all interviewees/participants.

#### **1.4.6 Case study implementation**

All agency or organisation staff identified by DoCS as being involved in the case were contacted to explain the evaluation, invite their participation, send written information and call back and arrange an interview time.

Participation involved a semi-structured interview with ARTD researchers lasting half to one hour (See Appendix 1.7 for interview guide). The majority of interviews were conducted face-to-face, while some were conducted by telephone.

#### **1.4.7 Limitations**

The case study results are not generalisable or necessarily representative, being chosen using a purposive sampling approach. The cases were selected by DoCS, in consultation with other relevant agencies, to illustrate examples where interagency processes have been successful and examples where problems have occurred. Other factors that limit the generalisability of the case study results are that:

- recollections of respondents may vary where cases have gone on over a long time period
- in some cases, respondents have conflicting views or recollections of what took place
- the analysis of the case studies is based solely on the information provided by respondents. The views of respondents were not checked or confirmed by any analysis of files, due to privacy concerns.

## Chapter 1 Appendices

### Appendix 1.1 Survey for staff who need general knowledge of the Guidelines

Awareness	Response codes
1. Which of the following best describes your familiarity with the <i>Guidelines</i> ? a) Not aware of them b) Aware, but never seen or read them c) Seen, but never read them d) Looked at them, but they are not relevant to me e) Read sections relevant to my job f) Read sections relevant to my job and use them to seek guidance on specific child protection issues	Multiple choice a-f, <i>tick one option only</i>
2. Do you have access at work to the <i>Interagency Guidelines for Child Protection Intervention</i> ?	<i>Tick ALL options that apply</i> 1= In hard copy 2= From the Internet/ Intranet 3= CD Rom 4= No access 5= Don't know
3. How often does your job deal with child protection matters?	<i>Tick one option only</i> 1= Never
4. How often does your job require you to work with other agencies on a child protection matter after it has been reported to the DoCS Helpline?	2= Less than once a month 3= 1-3 times a month
5. How often do you refer to, or use information you located in the <i>Guidelines</i> ?	4= 4-6 times a month 5= 7-9 more times a month 6= Daily
How likely are you to use the <i>Guidelines</i> in the following situations?	Response codes
6. When I need guidance on the indicators of abuse and neglect of children or young people	1= Unlikely 2= Somewhat unlikely
7. When I need guidance on when to make a report to DoCS	3= Somewhat likely 4= Likely
8. When I need guidance on exchanging information with other agencies	5= Does not apply – I am already aware of this issue
9. When I need to clarify the roles of other agencies	6= Does not apply – I do not deal with this issue
10. When I need guidance on my role and responsibilities when making a report to DOCS.	
11. Are there any other situations in which you may use the <i>Guidelines</i> ?	<b>Comment box</b>
Please rate your knowledge of:	Response codes
12. the indicators of child abuse and neglect	1= Poor 2= Fair
13. the circumstances when a child or young person should be reported to DoCS	3= Good 4= Excellent
14. when you must or can share information with other agencies regarding child protection	5= Don't know

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15. the roles and responsibilities of NSW government agencies involved in child protection

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16. the DoCS child protection intake, investigation and assessment process.

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17. the processes required for 'best endeavour' requests

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**Knowledge of core messages**

**For the following questions, please *circle the most correct answer***

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	<b>Response codes</b>	<b>Answer</b>
18. Who is responsible within your agency for making a risk of harm report about a child or young person believed to be at risk of abuse or neglect?	a) The Agency b) Individual staff members c) Both the agency and individual staff members d) No one	b
19. Which of the following provide independent oversight and support on child protection matters.	a) Attorney General's Department b) NSW Ombudsman c) Department of Juvenile Justice d) NSW Commission for Children and Young People e) BOTH the Attorney General's Department AND NSW Ombudsman f) BOTH the NSW Ombudsman AND NSW Commission for Children and Young People	f
20. Which of the following are steps in the model for resolving interagency differences	a) Clarify legislative, policy or procedural requirements b) Raise concerns with other parties c) Engage a mediator if initial attempts to resolve differences are unsuccessful d) Act on agreement with other party e) All of the above are steps in resolving differences	e

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**Knowledge of core messages (cont)**

The following questions are either true or false; please write '**T**' for True or '**F**' for False in the answer column for each question.

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21. DoCS maintains statutory responsibility for child protection	True/False	t
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22. The role of the DoCS Helpline is to refer all telephone calls to the Community Services Centres (CSCs)	f
23. You can provide information to NSW Police for law enforcement purposes about a child at risk without the consent of the child, their parent or carer	t
24. Once a report is made, the mandatory reporter must not have any further involvement with the person they report	f
25. DoCS Community Service Centres will provide feedback to mandatory reporters, who request it, who have an ongoing role with the child and where feedback will enable that work to continue.	t
26. When there are established local working arrangements, DoCS officers and officers from other agencies can verbally exchange information relating to the safety, welfare and wellbeing of a child or young person or a class of children and young people	t
27. DoCS has the power to direct agencies to provide information about the safety, welfare and wellbeing of a child or young person, at any stage in a child protection intervention	t

Ease of use	Response codes
28. The Guidelines are concise	1= Disagree
29. I find it difficult to locate information in the Guidelines when I need it	2= Tend to Disagree
30. The Guidelines provide practical advice on interagency cooperation in child protection	3= Tend to Agree
31. The Guidelines conflict with my own agencies policies and procedures	4= Agree
	5= Don't know
Gaps in information	
32. The Guidelines cover all the important topics for interagency collaboration in child protection	
33. There are important topics relating to interagency collaboration in child protection missing from the <i>Guidelines</i>	

34. What information is missing from the <i>Guidelines</i> ?	<b>Comment box</b>
<b>Impact on own practice</b>	1= Disagree 2= Tend to Disagree 3= Tend to Agree 4= Agree 5= Don't know
35. If I cannot respond to a child protection issue using my own agency policies and procedures I will seek an answer in the <i>Guidelines</i>	
36. I would not apply something from the <i>Guidelines</i> unless I had received written approval from my supervisor(s)	
37. My supervisor(s) supports me using the <i>Guidelines</i>	
38. My own agency policies and procedures cover all child protection issues I deal with	
39. Those staff who report to me use the <i>Guidelines</i>	
40. The <i>Guidelines</i> conflict with how my agency operates	
<b>Impact on own practice (continued)</b> Please rate the likely influence of the following on your <i>future</i> use of the <i>Guidelines</i> :	<b>Response codes</b>
41. A letter from my agency head supporting use of the <i>Guidelines</i>	1= Discourage use 2= Tend to discourage use 3 = No effect 4= Tend to encourage use 5= Encourage use 6= Don't know
42. An agency memo circulated to all relevant staff on the appropriate use of the <i>Guidelines</i>	
43. Discussion of the <i>Guidelines</i> at staff meetings	
44. Attending a special briefing on the <i>Guidelines</i>	
45. Incorporation of the <i>Guidelines</i> into training, policies and procedures	
46. Discussion of the <i>Guidelines</i> at Interagency meetings	
47. Reminder emails about the existence of the <i>Guidelines</i> and how to access them	
48. Reminder emails on tips for child protection derived from the <i>Guidelines</i>	
49. Articles on the <i>Guidelines</i> in agency publications	
50. Placement of the <i>Guidelines</i> on my agency's web site	
51. Please provide any other comments related to your use of, or the effectiveness of the <i>Guidelines</i>	<b>Comment box</b>

**Appendix 1.2 Survey for staff who need detailed knowledge of the *Guidelines***

<b>Awareness</b>	<b>Response codes</b>
1. Which of the following <i>best</i> describes your familiarity with the <i>Guidelines</i> ? a) Not aware of them b) Aware, but never seen or read them c) Seen, but never read them d) Looked at them, but they are not relevant to me e) Read sections relevant to my job f) Read sections relevant to my job and use them to seek guidance on specific child protection issues	Multiple choice a-f, <i>tick one option only</i>
2. Do you have access at work to the <i>Interagency Guidelines for Child Protection Intervention</i> ?	<i>Tick ALL options that apply</i> 1= In hard copy 2= From the Internet/ Intranet 3= CD Rom 4= No access 5= Don't know
3. How often does your job deal with child protection matters?	<i>tick one option only</i> 1= Never
4. How often does your job require you to work with other agencies on a child protection matter after it has been reported to the DoCS Helpline?	2= Less than once a month 3= 1-3 times a month
5. How often do you refer to, or use information you located in the <i>Guidelines</i> ?	4= 4-6 times a month 5= 7-9 more times a month 6= Daily
<b>How likely are you to use the <i>Guidelines</i> in the following situations?</b>	<b>Response codes</b>
6. When I need guidance on the indicators of abuse and neglect of children or young people	1= Unlikely 2= Somewhat unlikely
7. When I need guidance on when to make a report to DoCS	3= Somewhat likely 4= Likely
8. When I need guidance on exchanging information with other agencies	5= Does not apply – I am already aware of this issue
9. When I need to clarify the roles of other agencies	6= Does not apply – I do not deal with this issue
10. When I need guidance on my role and responsibilities when making a report to DOCS	
11. Are there any other situations in which you may use the <i>Guidelines</i> ?	<b>Comment box</b>
<b>Please rate your knowledge of:</b>	<b>Response codes</b>
12. the indicators of child abuse and neglect	1= Poor 2= Fair
13. the circumstances when a child or young person should be reported to DoCS	3= Good 4= Excellent
14. when you must or can share information with other agencies regarding child protection	5= Don't know
15. the roles and responsibilities of other NSW government agencies involved in child protection	

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16. the DoCS child protection intake, investigation and assessment process.

---

17. the processes required for 'best endeavour' requests

---

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### Knowledge of core messages

For the following questions, please *circle the most correct answer*

---

	Response codes	Answer
18. Who is responsible within your agency for making a risk of harm report about a child or young person believed to be at risk of abuse or neglect?	a) The Agency b) Individual staff members c) Both the agency and individual staff members d) No one	b
19. Which of the following provide independent oversight and support on child protection matters.	a) Attorney General's Department b) NSW Ombudsman c) Department of Juvenile Justice d) NSW Commission for Children and Young People e) BOTH the Attorney General's Department AND NSW Ombudsman f) BOTH the NSW Ombudsman AND NSW Commission for Children and Young People	f
20. Which of the following are steps in the model for resolving interagency differences	a) Clarify legislative, policy or procedural requirements b) Raise concerns with other parties c) Engage a mediator if initial attempts to resolve differences are unsuccessful d) Act on agreement with other party e) All of the above are steps in resolving differences	e

---

### Knowledge of core messages (cont)

The following questions are either true or false; please write 'T' for True or 'F' for False in the answer column for each question.

---

21. DoCS maintains statutory responsibility for child protection

---

True/False

t

---

22. The role of the DoCS Helpline is to refer all telephone calls to the Community Services Centres (CSCs)

---

f

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23. You can provide information to NSW Police for law enforcement purposes about a child at risk without the consent of the child, their parent or carer	t
24. Once a report is made, the mandatory reporter must not have any further involvement with the person they report	f
25. DoCS Community Service Centres will provide feedback to mandatory reporters, who request it, who have an ongoing role with the child and where feedback will enable that work to continue.	t
26. When there are established local working arrangements, DoCS officers and officers from other agencies can verbally exchange information relating to the safety, welfare and wellbeing of a child or young person or a class of children and young people	t
27. DoCS has the power to direct agencies to provide information about the safety, welfare and wellbeing of a child or young person, at any stage in a child protection intervention	t

<b>Ease of use</b>	<b>Response codes</b>
28. The <i>Guidelines</i> are concise	1= Disagree
29. I find it difficult to locate information in the <i>Guidelines</i> when I need it	2= Tend to Disagree
30. The <i>Guidelines</i> provide practical advice on interagency cooperation in child protection	3= Tend to Agree
31. The <i>Guidelines</i> conflict with my own agencies policies and procedures	4= Agree
	5= Don't know
<b>Ways the <i>Guidelines</i> are being used.</b> Using the <i>Guidelines</i> has:	<b>Response codes</b>
32. reduced the amount of autonomy I have in my job	1= Disagree
33. given me more satisfaction with my work	2= Tend to Disagree
34. allowed me less flexibility when dealing with matters of child protection	3= Tend to Agree
35. helped me understand the child protection intervention process	4= Agree
	5= Does not apply

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36. helped me make better decisions about when to make a child protection report

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37. helped me understand other agency's roles

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38. helped me to resolve differences in approaches to child protection matters with interagency partners

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39. Assisted me to recognise child sexual assault

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**Effectiveness of agency collaboration.** For the following questions please indicate the extent to which you agree or disagree.

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40. The *Guidelines* make it easier for me to work with other agencies on child protection issues

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41. The *Guidelines* assist me to understand how to exchange information with other agencies about families that move location

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42. The *Guidelines* help me to collaborate with other agencies in protecting children

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43. The *Guidelines* make it more difficult to work with other agencies on child protection issues

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44. Have the *Guidelines* had any other effects on your work?

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**Comment box**

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45. Which of the following practices have you used to work with other agencies on child protection issues (tick all that apply)

- a. personal communication
  - b. interagency forums
  - c. joint training
  - d. case meetings
  - e. mandatory reporting
  - f. exchange specific information
  - g. protocols
  - h. none of the above
  - i. Other .....
- 

**Perceptions of impact on child protection practice.** Using the *Guidelines* has:

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- 1= Disagree
  - 2= Tend to Disagree
  - 3= Tend to Agree
  - 4= Agree
  - 5= Don't know
- 

46. improved child protection outcomes overall

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47. improved the quality of services to children and young people

---

48. delayed making important decisions about a child or young person

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**Application to Aboriginal children and young people**

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- 1= Disagree
  - 2= Tend to Disagree
  - 3= Tend to Agree
  - 4= Agree
  - 5= Don't know
- 

49. The *Guidelines* are just as useful in matters involving Aboriginal people as non-Aboriginal people

---

50. For matters relating to Aboriginal children and young people, the provisions in the *Guidelines* for feedback to mandatory reporters can be applied effectively

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51. the provisions in the *Guidelines* for addressing child sexual assault can be applied effectively to Aboriginal children and young people

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52. More detail in the <i>Guidelines</i> on engaging with Aboriginal people is required	
53. A separate set of <i>Guidelines</i> are required for engaging with Aboriginal people and responding to child protection reports in relation to child abuse and neglect	
54. Please provide comments about the effectiveness of the <i>Guidelines</i> when working with Aboriginal people	<b>Comment box</b>
<b>Gaps in information</b>	
55. The <i>Guidelines</i> cover all the important topics for interagency collaboration in child protection	1= Disagree 2= Tend to Disagree 3= Tend to Agree 4= Agree 5= Don't know
56. There are important topics relating to interagency collaboration in child protection missing from the <i>Guidelines</i>	1= Disagree 2= Tend to Disagree 3= Tend to Agree 4= Agree 5= Don't know
57. What information is missing from the <i>Guidelines</i> ?	<b>Comment box</b>
<b>Impact on own practice</b>	
58. If I cannot respond to a child protection issue using my own agency policies and procedures I will seek an answer in the <i>Guidelines</i>	1= Disagree 2= Tend to Disagree 3= Tend to Agree 4= Agree 5= Don't know
59. I would not apply something from the <i>Guidelines</i> unless I had received written approval from my supervisor(s)	1= Disagree 2= Tend to Disagree 3= Tend to Agree 4= Agree 5= Don't know
60. My supervisor(s) support me using the <i>Guidelines</i>	
61. My own agency policies and procedures cover all child protection issues I deal with	
62. Those staff who report to me use the <i>Guidelines</i>	
63. The <i>Guidelines</i> conflict with how my agency operates	
<b>Impact on own practice (continued)</b> Please rate the likely influence of the following on your <i>future</i> use of the <i>Guidelines</i> :	<b>Response codes</b>
64. A letter from my agency head supporting use of the <i>Guidelines</i>	1= Discourage use 2= Tend to discourage use 3= No effect 4= Tend to encourage use 5= Encourage use 6= Don't know
65. An agency memo circulated to all relevant staff on the appropriate use of the <i>Guidelines</i>	
66. Discussion of the <i>Guidelines</i> at staff meetings	
67. Attending a special briefing on the <i>Guidelines</i>	
68. Incorporation of the <i>Guidelines</i> into training, policies and procedures	
69. Discussion of the <i>Guidelines</i> at Interagency meetings	
70. Reminder emails about the existence of the <i>Guidelines</i> and how to access them	
71. Reminder emails on tips for child protection derived from the <i>Guidelines</i>	
72. Articles on the <i>Guidelines</i> in agency publications	
73. Placement of the <i>Guidelines</i> on my agency's web site	
74. Please provide any other comments related to your use of, and the effectiveness of the <i>Guidelines</i>	<b>Comment box</b>

## Appendix 1.3 Senior officer and peak NGO informant interview guide

ARTD has been engaged by the NSW Department of Community Services to undertake an evaluation of the NSW interagency guidelines for child protection intervention.

As part of the evaluation, we are conducting interviews with senior staff from agencies represented on the Child Protection Senior Officers Group and NGO service providers to explore the uptake of the guidelines into policies, procedures and initiatives- and their effect on interagency efforts.

The evaluation will not identify individual respondents, only organisations. Thank you for agreeing to participate.

### Questions

1. How effective were the consultation processes and communication with DoCS during the development and distribution of the guidelines? [**Prompt:** any ongoing communication or training about the guidelines? If so, when?]
2. Are your agency's commitments, as described in the guidelines, achievable and sustainable?
3. To what extent have the guidelines been integrated into your organisation's policies, procedures and initiatives - have there been any barriers to integration?
  - a. Can you give an example of a key policy or procedure that has been revised since implementation of the 2006 Guidelines?
4. In your opinion, how have the guidelines affected interagency collaboration and cooperation in child protection matters?
  - a. Are the guidelines actually followed by all agencies?
5. Are there any shortcomings in the current guidelines that might impair interagency cooperation?
6. Are there any other issues relating to the guidelines that you would like to raise?

## Appendix 1.4 Summary of documents included in the desk top review

Agency	Document title	Date current version
<i>DADHC</i>	Maximising health and well-being for children and young people living in out-of-home placements	1/11/2005
<i>DADHC</i>	Responding to risk of harm to children and young people	1/03/2007
<i>DADHC</i>	Stronger together - progress report	1/01/2007
<i>DADHC</i>	Children's standards in action: a resource for service providers working with children and young people with a disability	1/01/2004
<i>DADHC</i>	Living in the community – putting children first	1/07/2002
<i>DADHC</i>	Memorandum of Understanding between DoCS and DADHC on children and young persons with a disability	1/11/2003
<i>DADHC</i>	Prioritisation and allocation Policy	1/08/2002
<i>DADHC</i>	Supporting young people with a disability and their families	1/07/2004
<i>DADHC</i>	Child protection policy and reporting procedures for DADHC and DADHC funded services	1/01/2000
<i>DCS</i>	Community Offender Services Manual (probation and Parole) – Special issues/Special needs	1/01/2007
<i>DCS</i>	Operations Procedures Manual (Custody-Based) - 8.32 Reporting Risk of Harm to DoCS	1/05/2007
<i>DET</i>	Manual of Procedures and Practices for School Counsellors - School counsellors working in child protection	1/01/2000
<i>DET</i>	Child Protection Update 07 (PowerPoint Slideshow)	1/01/2007
<i>DET</i>	Confirmation of reports to DoCS Helpline, Jan 2006 (DN/06/00027)	1/01/2006
<i>DET</i>	NSW interagency guidelines for child protection intervention 2006, October 2006 (DGS 06/1926)	1/10/2006
<i>DET</i>	Protecting and Supporting Children and Young People: Revised Procedures, 1/12/2000	1/12/2006
<i>DET</i>	Allegations against Employees in the Area of Child Protection	1/01/2006
<i>DET</i>	Code of Conduct Policy	1/06/2004
<i>DET</i>	Legal Issues Bulletin - Number 13 – 24 November 2000 – Interviews of student and staff by Police and officers from the Department of Community Services in Schools and TAFE NSW Institutes	1/11/2000
<i>DET</i>	Legal Issues Bulletin - Number 14 – 30 November 2000 – Recent Changes in Child Protection Law	1/11/2000
<i>DET</i>	Legal Issues Bulletin - Number 23 – 25 November 2002 – Protected confidences files concerning victims of sexual assault in relation to school and TAFE counsellor – updated	1/11/2002
<i>DET</i>	Legal Issues Bulletin - Number 32 – 25 May 2004 – Changes to the law in relation to sexual offences and related	1/05/2004
<i>DET</i>	Interagency Guidelines for Child Protection Intervention 2006 – online	1/09/2006
<i>DET</i>	Responding to Allegations against Employees in the Area of Child Protection	04/2004
<i>DET</i>	Dealing with family law related issues in schools and TAFE NSW – Guidelines for school and institute staff Family Law guidelines -	02/2007
<i>DET</i>	Interagency Guidelines for Child Protection Intervention 2006 – face-to-face training for principals and school	09/2006

<i>DET</i>	Risk of Harm Reports to DoCS Helpline: Memorandum to: Principals	
<i>DET</i>	Home School Liaison Program Guidelines	
<i>DJJ</i>	Youth Justice Conference guidelines for client protection	01/2007
<i>DJJ</i>	Intensive supervision program	
<i>DJJ</i>	Forensic program psychological services procedures manual	12/2003
<i>DJJ</i>	Visit by family or significant other	03/2000
<i>DJJ</i>	Policy and procedures for the resolution of client complaints	03/2006
<i>DJJ</i>	Case Management Policy	07/2007
<i>DJJ</i>	Case management in Juvenile Justice	01/2001
<i>DJJ</i>	Casework standards and procedures	01/2001
<i>DJJ</i>	Detainee induction	Date of Publishing not given and not discernable
<i>DJJ</i>	Sex offender program policy and Procedures	03/2000
<i>DJJ</i>	Client protection policy	07/2007
<i>DJJ</i>	Violent offender program policy and procedures manual	
<i>DoCS</i>	Placement reviews for children and young people in OOHC - Business Help Topic	07/2007
<i>DoCS</i>	Parents participation and rights - Business Help Topic	06/2007
<i>DoCS</i>	Feedback to reporters - Business Help Topic	06/2007
<i>DoCS</i>	Case meetings - Business Help Topic	10/2004
<i>DoCS</i>	Case allocation - Business Help Topic	06/2007
<i>DoCS</i>	Case Planning - Business Help Topic	10/2007
<i>DoCS</i>	Children and young person's participation and rights - Business Help Topic	10/2007
<i>DoCS</i>	Briefing information session: NSW interagency guidelines for child protection Intervention. Presentation, facilitator's guide and Handouts.	09/2006
<i>DoCS</i>	Policy on child neglect	07/2006
<i>DoCS</i>	Case Management Policy	01/2007
<i>DoCS</i>	Policy on responding to risk of harm reports about children or young people who reside or have regular contact with persons on the NSW Child Protection	05/2006
<i>DoCS</i>	Inside Out	10/2006
<i>DoCS</i>	Information and Referral - Business Help Topic	02/2008
<i>DoCS</i>	Methadone protocol	09/2006
<i>DoCS</i>	Sibling Safety policy	12/2005
<i>DoCS</i>	Neglect Business Help topic	07/2006
<i>DoCS</i>	Parental drug testing policy	07/2006
<i>Housing NSW</i>	Housing NSW Code of Conduct and Ethics-June 2008	06/2008
<i>Housing NSW</i>	letter sent by Office of Community Housing to their community housing	05/2007
<i>Housing NSW</i>	Policy: Child Protection - EST0123A	04/2008
<i>Housing NSW</i>	Procedures: Child Protection - EST0123	04/2008
<i>DSR</i>	Child protection in sport and recreation: guidelines for achieving child protection for peak bodies and associations	05/2003
<i>DSR</i>	Child protection in sport and recreation: guidelines for achieving child protection for sport and recreation clubs	02/2008
<i>DSR</i>	Child protection intervention and policy procedures (website)	01/2001

<b>DSR</b>	Child protection policy and procedures	12/2006
<b>DSR</b>	Care for Kids	01/2001
<b>DSR</b>	Creating a safer environment (website)	02/2008
<b>DSR</b>	Child Protection Guidelines for Parents/ Guardians and Children	05/2008
<b>NSW Health</b>	Prenatal reports	03/2007
<b>NSW Health</b>	Protecting children and young people -DoCS risk of harm report form	12/2006
<b>NSW Health</b>	Child and Adolescent Mental Health Policy	01/2005
<b>NSW Health</b>	Response Protocol for NSW Public Health Units (Chlamydia, Gonorrhoea, Syphilis)	09/2004
<b>NSW Health</b>	Neonatal Abstinence Syndrome Guidelines	02/2005
<b>NSW Health</b>	Domestic Violence - Identifying and responding	10/2006
<b>NSW Health</b>	Child protection issues for mental health services - risk of harm assessment	01/2006
<b>NSW Health</b>	Protecting children and young people	01/2005
<b>NSW Health</b>	Information sharing - NSW Health and DoCS - Opioid treatment - responsibility -children under 16	11/2006
<b>NSW Health</b>	NSW Health Frontline procedures for the protection of children and young people	12/2000
<b>NSW Health</b>	Child protection service plan 2004-2007	03/2004
<b>NSW Health</b>	Child protection roles and responsibilities - Interagency	11/2006
<b>NSW Police Force<sup>8</sup></b>	Identifying Children at risk of Harm	02/2007
<b>NSW Police Force</b>	Policy and Standard Operating Procedures. Investigation and management of sexual assault victims aged 16 to 18	08/2003
<b>NSW Police Force</b>	NSW Police Guidelines Interviews with Child Victims and Witnesses	10/2003
<b>NSW Police Force</b>	Child protection: Crimes against children and young people, Policy	01/2007
<b>ODPP</b>	Child Sexual Assault Manual section one - prosecution policy (Note this whole manual is currently being re-drafted)	02/2000
<b>ODPP</b>	Research Flyer 44. Sexual assault checklist (adult and vulnerable persons)	10/2007
<b>ODPP</b>	Vulnerable persons electronically recorded statements	08/2007
<b>ODPP</b>	Child Sexual Assault Manual - appendices	01/1996
<b>ODPP</b>	Child Sexual Assault Manual section four - legal issues	12/2002
<b>ODPP</b>	Child Sexual Assault Manual section two - the victim	02/2002
<b>ODPP</b>	Corporate plan 2005-08	01/2005
<b>ODPP</b>	Best practice referral flow chart	10/2002
<b>ODPP</b>	Best practice for sexual assault	08/2006
<b>ODPP</b>	CSA Manual section three - procedures	02/2002

<sup>8</sup> NSW Police Force's Child Protection and Sex Crimes Squad are currently developing "Child Protection – Standard Operating Procedures". The document will be finalised after the recommendations of the Wood Commission are known.

**Appendix 1.5 Summary of documents reviewed that did not cover any of the revised commitments from the 2006 guidelines.**

<i>Agency</i>	<i>Document title</i>	<i>Date current version</i>
<i>DoCS</i>	Parents participation and rights	1/06/2007
<i>DoCS</i>	Sibling Safety policy	1/12/2005
<i>DoCS</i>	Methadone protocol	1/09/2006
<i>DoCS</i>	Neglect Business Help topic	1/07/2006
<i>DoCS</i>	Policy on responding to risk of harm reports about children or young people who reside or have regular contact with persons on the NSW Child Protection Register	1/05/2006
<i>DADHC</i>	Supporting young people with a disability and their families	1/07/2004
<i>DADHC</i>	Prioritisation and allocation	1/08/2002
<i>DADHC</i>	Maximising health and well-being for children and young people living in out-of-home placements	1/11/2005
<i>DADHC</i>	Living in the community putting children first	1/07/2002
<i>DADHC</i>	Children's standards in action: a resource for service providers working with children and young people with a disability	1/01/2004
<i>DADHC</i>	Stronger together - progress report	1/01/2007
<i>DCS</i>	COMMUNITY OFFENDER SERVICES MANUAL (Probation and Parole) - SPECIAL ISSUES/SPECIAL NEEDS	1/01/2007
<i>DCS</i>	Operations Procedures Manual (Custody-Based) - 8.32 Reporting Risk of Harm to the Department of Community Services	1/05/2007
<i>DET</i>	Confirmation of reports to DoCS Helpline, Jan 2006 (DN/06/00027)	1/01/2006
<i>DET</i>	Allegations against Employees in the Area of Child Protection	1/01/2006
<i>DET</i>	Responding to Allegations against Employees in the Area of Child Protection	1/04/2004
<i>DET</i>	Code of Conduct Policy	1/06/2004
<i>DET</i>	Legal Issues Bulletin - Number 13 – 24 November 2000 – Interviews of student and staff by Police and officers from the Department of Community Services in Schools and TAFE NSW Institutes	1/11/2000
<i>DET</i>	Legal Issues Bulletin - Number 23 – 25 November 2002 – Protected confidences in relation to school and TAFE counsellor files concerning victims of sexual assault – updated	1/11/2002
<i>DET</i>	Legal Issues Bulletin - Number 32 – 25 May 2004 – Changes to the law in relation to sexual offences and related issues	1/05/2004
<i>DET</i>	Dealing with family law related issues in schools and TAFE NSW – Guidelines for school and institute staff Family Law guidelines -	1/02/2007
<i>DET</i>	Risk of Harm Reports to DoCS Helpline: Memorandum to: Principals (DN/08/00109)	
<i>DJJ</i>	Client protection policy	1/07/2007



<b>DJJ</b>	Policy and procedures for the resolution of client complaints	1/03/2006
<b>DJJ</b>	Case management in Juvenile Justice Centres	1/01/2001
<b>DJJ</b>	Casework standards and procedures	1/01/2001
<b>DJJ</b>	Detainee induction	
<b>DJJ</b>	Visit by family or significant other	1/03/2000
<b>DJJ</b>	Sex offender program policy and procedures	1/03/2000
<b>DJJ</b>	Forensic program psychological services procedures manual	1/12/2003
<b>DJJ</b>	Violent offender program policy and procedures manual	
<b>DJJ</b>	Intensive supervision program	
<b>DJJ</b>	YJC guidelines for client protection	1/01/2007
<b>Housing NSW</b>	Housing NSW NSW Code of Conduct and Ethics-June 2008	1/06/2008
<b>NSW Health</b>	Protecting children and young people - DoCS risk of harm report form	1/12/2006
<b>NSW Health</b>	Child protection roles and responsibilities - Interagency	1/11/2006
<b>NSW Health</b>	Domestic Violence - Identifying and responding	1/10/2006
<b>NSW Health</b>	Prenatal reports	1/03/2007
<b>NSW Health</b>	Child protection service plan 2004-2007	1/03/2004
<b>NSW Health</b>	Child protection issues for mental health services - risk of harm assessment checklist	1/01/2006
<b>NSW Health</b>	Information sharing - NSW Health and DoCS - Opioid treatment - responsibility - children under 16	1/11/2006
<b>NSW Health</b>	Response Protocol for NSW Public Health Units (Chlamydia, Gonorrhoea, Syphilis)	1/09/2004
<b>NSW Health</b>	Child and Adolescent Mental Health Policy	1/01/2005
<b>NSW Police</b>	Identifying Children at risk of Harm	1/02/2007
<b>NSW Police</b>	NSW Police Guidelines Interviews with Child Victims and Witnesses	1/10/2003
<b>NSW Police</b>	Policy and standard operating procedures. Investigation and management of sexual assault victims aged 16 to 18 years	1/08/2003
<b>ODPP</b>	Best practice for sexual assault prosecutions	1/08/2006
<b>ODPP</b>	Best practice referral flow chart	1/10/2002
<b>ODPP</b>	Corporate plan 2005-08	1/01/2005
<b>ODPP</b>	Child Sexual Assault Manual section two - the victim	1/02/2002
<b>ODPP</b>	Child Sexual Assault Manual section four - legal issues	1/12/2002
<b>ODPP</b>	Child Sexual Assault Manual - appendices	1/01/1996
<b>ODPP</b>	Vulnerable persons electronically recorded statements	1/08/2007
<b>ODPP</b>	Research Flyer 44. Sexual assault checklist: adult and vulnerable people	1/10/2007

**Appendix 1.6 Summary of documents reviewed that covered at least one revised commitment, but were written or updated prior to September 2006.**

<i>Agency</i>	<i>Document title</i>	<i>Date current version published</i>
<i>DADHC</i>	Child protection policy and reporting procedures for DADHC and DADHC funded services	1/01/2000
<i>DADHC</i>	Memorandum of Understanding between DoCS and DADHC on children and young persons with a disability	1/11/2003
<i>DET</i>	Manual of Procedures and Practices for School Counsellors - School counsellors working in child protection	1/01/2000
<i>DET</i>	Legal Issues Bulletin - Number 14 – 30 November 2000 – Recent Changes in Child Protection Law	1/11/2000
<i>DET</i>	Home School Liaison Program Guidelines	
<i>DoCS</i>	Case meetings	1/10/2004
<i>DoCS</i>	Parental drug testing policy	1/07/2006
<i>DoCS</i>	Policy on child neglect	1/07/2006
<i>DSR</i>	Care for Kids	1/01/2001
<i>DSR</i>	Child protection in sport and recreation: guidelines for achieving child protection for sport and recreation clubs	1/05/2004
<i>DSR</i>	Child protection in sport and recreation: guidelines for achieving child protection for peak bodies and associations	1/05/2003
<i>NSW Health</i>	Protecting children and young people	1/01/2005
<i>NSW Health</i>	NSW Health Frontline procedures for the protection of children and young people	1/12/2000
<i>NSW Health</i>	Neonatal Abstinence Syndrome Guidelines	1/02/2005
<i>ODPP</i>	Child Sexual Assault Manual section one - prosecution policy (Note this whole manual is currently being redrafted)	1/02/2000
<i>ODPP</i>	Child Sexual Assault Manual section three - procedures	1/02/2002

## Appendix 1.7 Case study interview guide

Thank you for agreeing to participate in the evaluation. Can I confirm that you have received the fact sheet about the evaluation?

As you know, because the families will remain anonymous to us the evaluators, the way we plan to discuss the case with agency partners is by referring to each family only as Family 1 (for instance). Can you confirm that you know which family I am referring to when I refer to Family.....?

1. Can you tell me about your role in the case? Under what general circumstances did you become involved?
2. What other agencies were also involved in the case? What were their roles?  
*[Make a note if the person nominates an agency that was not mentioned by the DoCS informant and ask for contact details at the completion of the interview].*
3. How would you describe the relationships between the staff from the partner agencies? Prompts: good, fair, poor. Did the quality of the relationships change at all over time? If so, what were the reasons?
4. What was the nature of collaboration between the agencies around the case? What ways did you work with other agencies on the case? Prompts:
  - Did you request feedback or was feedback requested about the risk of harm report? Was feedback provided as requested?
  - Was there a need to exchange information about the case, specifically about families who moved to other areas? If yes, what kind of information was exchanged and how easy was it to do? Were there any privacy concerns? What guided how these were dealt with? Were there any other barriers to exchanging information?
  - *[if child was determined as being in need of care and protection]* Were case planning meetings held between different agency partners? If yes: Who attended these? Did the child or young person attend? Did you inform partners or were you informed about who the allocated DoCS case manager was? How useful were the case planning meetings in addressing the risk factors and families support needs? Was your viewpoint taken into account in the case plan? Did partner agencies generally agree on the directions discussed? If the child/young person did not attend a case planning meeting, would you have expected them to attend or that one would be held? What were the reasons the meetings did not happen or person did not attend?
  - Were partner agencies consulted or advised about closing a case? And has there been any further support from DoCS for partner agencies in the few weeks after the case was closed? If not, explore reasons
  - Was a best endeavour request made for the case? What did this entail and how effective was the process?
5. Was your experience of interagency collaboration in this case typical of usual practice and have you found that interagency collaboration has improved since the release of the *2006 Guidelines* in September 2006?
6. What worked well in this case, and what were the factors that made it work?
7. Are there any aspects of the way other agencies dealt with the risk of harm report or managed the case that you did not fully understand? What would have been useful for you to know more about?

8. Were there any instances where you felt that working with agency partners limited your ability to act in the interests of the child? Please describe.
9. Were there any differences in opinion amongst staff from the partner agencies about how the risk report should be dealt with or the case managed? How were these resolved? Did you refer to the *Guidelines* to help resolve the issue?
10. How familiar are you with the *NSW Interagency Guidelines for Child Protection Intervention 2006*?
11. Would you say that this case was dealt with according to the *Guidelines* for coordinating cases and sharing information between partner agencies? Discuss reasons for response.
12. Did you refer directly to the *Guidelines* at any stage in the process? If yes, what information did you seek and why? Prompts: to clarify roles and responsibilities of agencies; to help plan case planning meetings; to understand the risk assessment process.
13. How useful was the information? Was there any information that you sought which was not there?
14. What are the main policies and procedures that guide your practice when working with other agencies on child protection matters? If person mentions agency or organisational specific policies or procedures: how congruent are these with the *Guidelines*? What are the points of difference and did this have any impact on your ability to work with agency partners in this case?
15. Do the *Guidelines* impact in any way on your ability to deal with child protection matters? Can you describe the impact for this case? Explore reasons. Prompts: reduced your autonomy? Allowed you less flexibility? Delayed decision making?
16. In general, how useful are the *Guidelines* for guiding interagency practice when dealing with child protection matters? In other cases: what might you refer to the *Guidelines* to find? Have the *Guidelines* made any contribution to improving working relationships between agencies?
17. Were there any barriers to implementing any aspects of the *Guidelines* in this case? Please describe and discuss reasons why? Have you encountered any other barriers on other occasions?
18. Are there any other issues we have not discussed?

**Thank you very much for your time and insights.**

## Appendix 1.8 Case study participant FACT SHEET

### FACT SHEET - CASE STUDY PHASE

July – August 2008

This Fact Sheet has been prepared to provide participants with information about the case study phase of the evaluation of the *Guidelines*.

#### Background

ARTD Consultants are evaluating the effectiveness and take up of the *NSW Interagency Guidelines for Child Protection Intervention 2006*. The evaluation was commissioned by the Child Protection Senior Officers Group in response to a recommendation from the NSW Ombudsman's *2004 Report of Reviewable Deaths*.

A working group of the NSW Child Protection Senior Officers' Group is overseeing the project, which involves the participation of all NSW government agencies with a child protection role, key peak agencies and DoCS funded services. This evaluation has been endorsed by the NSW Human Services and Justice Chief Executive Officers Forum, as an important cross-sector study to improve child protection practice in NSW.

The evaluation will identify the extent to which agencies in NSW that have a child protection role have incorporated *the Guidelines* into their operations. The first part of the evaluation was an online survey of almost 6,000 agency officers and 900 people working in DoCS funded NGOs [March to April 2008].

#### Case Study Phase

As a follow up to the survey, DoCS have identified a small number of cases, which will form the basis for the case study phase of the evaluation. The aim is to learn from a real-life experience and get the perspectives of all the professionals involved in the collaborative effort. It is not an audit of cases or work practices. The case study phase of the evaluation will cover two cases in each of three locations – St George, Auburn and Armidale. The interviewer will explore the issues such as the following with you:

- how effective the communication is between professionals when dealing with cases
- the extent to which the *Guidelines* are useful in guiding practice
- staff awareness of roles and responsibilities
- the impact the *Guidelines* have on efforts to collaborate with other agencies, specifically the exchange of information and joint case planning
- the extent to which new practice commitments are being implemented by agencies
- issues identified in the staff survey about the take-up of the *Guidelines*.

**Privacy of client information:** ARTD respects the privacy of the children and their families and will not have access to case files or know identifying details about cases, such as family names. Please do not use real names, or provide any identifying case details when discussing how you worked with agency partners on a case. We reiterate: this process is about how **interagency practice** worked in the issues that arose for this family, not about the case itself.

**Confidentiality:** All interviewees' identities will be protected. Your views are strictly confidential and no persons or locations will be identified in the report or in discussions about findings.

**Consent:** Participation in the evaluation is completely voluntary and there will be no consequences if you decline to be involved. You may withdraw at any time during the process without any consequences.

The information we obtain will be incorporated into the final evaluation results, which will be provided to the Directors General of all the NSW Government agencies with a child protection role, the Human Services and Justice CEOs Forum, the NSW Ombudsman, and the Commission of Inquiry into Child Protection Services in NSW.

Your participation in this evaluation is greatly valued.

**Enquiries:** If you would like to find out more about the evaluation, clarify privacy or confidentiality issues or make a complaint about the evaluation please contact:

## 2 Survey results: Staff required to have detailed knowledge of the *Guidelines*

This chapter describes the nature of the responses of NSW government agency staff members identified as needing detailed knowledge of the *NSW Interagency Guidelines for Child Protection Intervention 2006*. A total of 1,632 staff members in this group completed a survey,

### 2.1 Involvement in child protection matters

The staff groups completing this survey were chosen because it is expected that their positions might deal with child protection matters as part of their normal role.

We asked two questions to determine how often they are required to deal with child protection matters and with other child protection agencies when a matter is reported. The results for all agencies are summarised in Table 2.1. Agency-specific results for these survey items are given in at the end of this chapter (See Appendix 2.1 and Appendix 2.2).

Most of these staff deal with child protection issues as part of their role, however, the amount of involvement varies by agency, as does how often their job requires them to work with other agencies on a child protection matter once it has been reported. Overall, 44% of agency staff dealt with child protection issues on a daily basis and most (79%) have some contact with workers from other agencies after reporting a child protection matter to the DoCS Helpline.

As expected, daily contact with child protection issues was highest for staff at the Department of Community Services (86%) and amongst the small number of specialist staff from Department of Sports and Recreation, Attorney General's Department and the Department of Corrective Services who responded to the survey. Just over a quarter of staff at Department of Disability, Ageing and Home Care (26%) reported that they 'never' dealt with child protection issues.

After child protection matters have been reported to the DoCS Helpline, 43% of staff members are in contact with other staff more than four times in a month. Just under a third of staff (27%) are in daily contact with other agencies, with two agencies reporting the highest levels of contact with other agencies over child protection matters (Department of Community Services, 59% and the Department of Corrective Services, 43%).

**Table 2.1 Detailed knowledge respondents' involvement in child protection work**

Child protection situation	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily	Total
How often does your job deal with child protection matters? (n=1629)	9%	17%	12%	6%	6%	50%	100%
How often do you work with other agencies after a child protection matter is reported to DoCS Helpline? (n=1630)	18%	21%	13%	8%	10%	30%	100%

## 2.2 Awareness of the *Guidelines*

An important step in getting the *Guidelines* used is that human service agency respondents are aware of them. The NSW Government undertook an education program in 2006 promoting the revised *Guidelines* through newsletters, targeted emails, staff meetings and conferences, agency meetings and incorporating them into long-term training, policies and procedures.

These efforts appear to have been largely successful amongst staff needing detailed knowledge. Overall, the majority of respondents across all agencies were aware of the *Guidelines* (Table 2.2). Only 5% of all respondents were unaware of the *Guidelines*, with staff from agencies including NSW Health and the NSW Police Force being more likely to be unaware of the *Guidelines*. A substantial minority of respondents from four agencies (DJJ, NSW Health and NSW Police Force) indicated that they were aware of the *Guidelines* but had not seen them.

Of the staff who had seen the *Guidelines*, only 1% found them irrelevant to their practice. Approximately 75% of agency staff had either read the relevant sections of the *Guidelines* or had read relevant sections and were using these sections of the *Guidelines* in their practice.

**Table 2.2 Detailed knowledge respondents' awareness of the *Guidelines***

Agency	Not aware n=59	Aware but not seen n=180	Seen but not read n=117	Looked, not relevant n=25	Read relevant sections n=573	Read sections and use n=677	Total n=1631
DADHC (n=175)	1%	9%	5%	3%	38%	44%	100%
DCS (n=7)	0%	0%	0%	0%	29%	71%	100%
DET (n=109)	0%	0%	5%	0%	39%	56%	100%
DJJ (n=200)	4%	18%	5%	1%	38%	34%	100%
DoCS (n=517)	1%	4%	10%	2%	37%	46%	100%
DSR (n=4)	0%	0%	0%	25%	25%	50%	100%
Housing NSW (n=59)	5%	15%	3%	2%	34%	41%	100%
Health (n=298)	8%	16%	6%	1%	25%	44%	100%
ODPP (n=22)	0%	5%	0%	5%	50%	40%	100%
Police Force (n=232)	8%	21%	9%	1%	38%	23%	100%
Attorney Generals (n=8)	25%	0%	13%	13%	25%	25%	101%
<b>Detailed staff</b>	<b>4%</b>	<b>11%</b>	<b>7%</b>	<b>2%</b>	<b>35%</b>	<b>41%</b>	<b>100%</b>
<i>General staff</i>	8%	22%	7%	5%	32%	27%	100%
<i>Program staff</i>	4%	8%	5%	3%	38%	42%	100%
<i>All staff</i>	5%	15%	7%	3%	34%	36%	100%



## 2.3 Knowledge of the *Guidelines*

Overall, this group are confident that they understand the *Guidelines* and the confidence is well placed – respondents are fairly well informed about key facts, with lesser understanding about 'best endeavours' and DoCS intake investigation and assessment processes.

### 2.3.1 Self-reported knowledge about key aspects of professional practice

Respondents were asked to rate their knowledge of six specific facets of professional practice behaviours concerning the protection of children and young people. The responses for all agencies are given in Table 2.3. For agency-specific results, please refer to Appendix 2.3 to Appendix 2.8 at the end of this chapter.

Overall, respondents generally rated their knowledge of child protection indicators highly, particularly knowing the circumstances when a child or young person should be reported to DoCS, indicators of child abuse and neglect and circumstances around sharing information with other agencies. For these aspects of professional practice, 80% or more staff reported having good or excellent knowledge.

Respondents were most unsure about the processes required for 'best endeavour' requests (51% rated their knowledge as either poor or fair); DoCS processes for intake investigation and assessment processes (42%); and roles and responsibilities of agencies involved in child protection (33%).

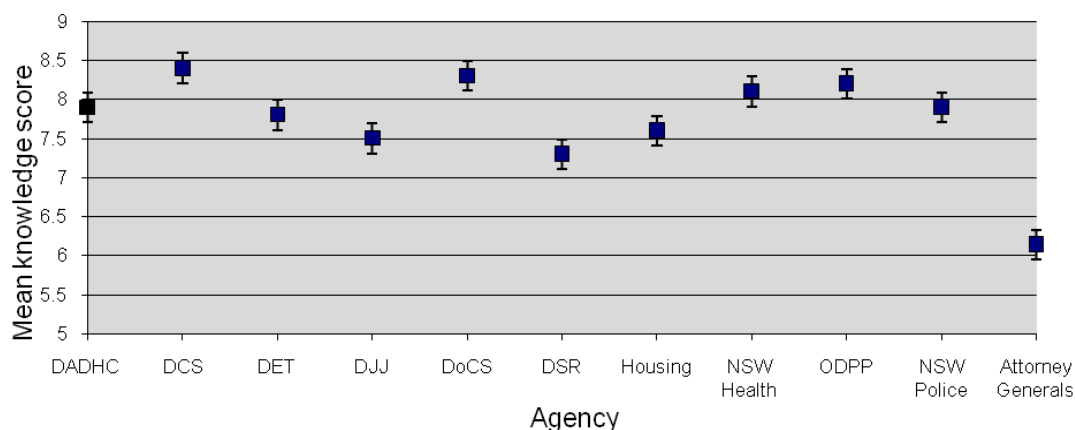
**Table 2.3 Detailed knowledge respondents' self-reported knowledge of key aspects of professional practice**

Indicator	Poor	Fair	Good	Excellent
Processes required for 'best endeavour' requests (n=1512)	24%	25%	31%	20%
DoCS child protection intake investigation and assessment process (n=1610)	11%	27%	29%	33%
Roles/ responsibilities of NSW Government agencies involved in child protection (n=1620)	5%	25%	49%	21%
Circumstances when you can/ must share information with other agencies regarding child protection (n=1624)	3%	14%	50%	33%
Circumstances when child/young person should be reported to DoCS (n=1627)	1%	4%	34%	61%
Indicators of child abuse/neglect (n=1626)	1%	7%	42%	50%

### 2.3.2 Actual knowledge of key messages

Agency respondents were tested on their knowledge of ten key aspects of the *Guidelines*. The responses to the ten knowledge questions are given in Appendix 2.9 to Appendix 2.18 at the end of this chapter. Figure 2.1 shows the mean knowledge score for each agency.

Overall, agency staff had a good understanding of the key messages of the *Guidelines*, with the overall mean score being well above 50% (mean = 8.0). Mean knowledge scores were equal to or higher than average for the Department of Community Services (mean = 8.3), NSW Health (mean = 8.1) and the Office of the Director of Public Prosecution (mean = 8.2). Agencies whose staff knowledge of the key messages of the *Guidelines* was lower than average included the Attorney General's Department (mean = 6.1), Housing NSW (mean = 7.6) and the Department of Juvenile Justice (mean = 7.5), however these mean scores were still well above 50%.



**Figure 2.1 Detailed knowledge respondents' mean knowledge scores and associated 95% confidence intervals**

There were some differences between respondents' self-reported knowledge and their actual knowledge. While the majority of staff reported that their knowledge of the indicators of child abuse and neglect and the situations in which a risk of harm report should be made were 'good' or better (Table 2.3), only 47% of detailed knowledge respondents knew that individuals within agencies were responsible for making a risk of harm report.

Detailed knowledge respondents were less knowledgeable about the processes that occur after a risk of harm report is made. For example, only 68% of respondents knew that the role of the DoCS Helpline is *not* to refer all calls to Community Service Centres. Respondents were very knowledgeable that mandatory reports can maintain involvement with the person they have reported (97% correct).

Detailed knowledge respondents were quite knowledgeable of DoCS' role in child protection, but knew less about the ways other agencies were involved. Most respondents knew that DoCS maintains statutory responsibility for child protection (92% correct), but fewer (68%) respondents were aware that independent oversight and support for child protection. Respondents were generally knowledgeable that they could be directed by DoCS to provide information during a child protection intervention (76%), and that they could provide information for law enforcement purposes without the consent of the child, their parents or caregivers (91%).

## 2.4 Access to the *Guidelines*

Staff members who deal with child protection matters should be able to access a reference copy of the *Guidelines*, given its direct relevance to their role. In general, agency staff members indicated that are easily able to access the *Guidelines* at work (Table 2.4). However, a considerable number of respondents indicated they 'did not know' whether they had access to the *Guidelines* (n = 163), most probably because they did not deal with child protection matters and/ or had no recourse to needing them as a reference.

Most agency staff had at least one way to access the *Guidelines* (mean = 1.2 modes of access). The most common mode of access was via the Internet or staff Intranet (72%), or by hard copy (50%). Less than one per cent of staff had no access to the *Guidelines*.

**Table 2.4 Detailed knowledge respondents' capacity to access the *Guidelines*\***

Agency	In hard copy	Internet/ Intranet	CD-ROM	No access
DADHC (n=175)	53%	81%	5%	0%
DCS (n=7)	71%	86%	0%	0%
DET (n=161)	73%	72%	2%	0%
DJJ (n=205)	29%	73%	0%	2%
DoCS (n=741)	62%	80%	1%	0%
DSR (n=8)	100%	75%	25%	0%
Housing NSW (n=59)	32%	75%	0%	0%
Health (n=340)	53%	60%	1%	1%
ODPP (n=31)	64%	73%	5%	0%
Police Force (n=220)	31%	63%	0%	1%
Attorney Generals (n=6)	13%	63%	0%	0%
<b>Detailed staff</b>	<b>50%</b>	<b>72%</b>	<b>1%</b>	<b>0.5%</b>
<i>General staff</i>	32%	67%	1%	2%
<i>Program staff</i>	90%	78%	5%	5%
<i>All staff</i>	48%	71%	2%	2%

\*Participants could select more than one access method.

## 2.5 Use of the *Guidelines*

The survey also investigated how and in what situations staff members needing detailed knowledge use the *Guidelines* and their perceptions about utility and ease of use.

Detailed knowledge respondents were asked to indicate how often they refer to information in the *Guidelines* (Table 2.5), the likelihood that they would use the *Guidelines* under certain situations (Table 2.6), ways the *Guidelines* are being used (Table 2.7), perceptions about ease of use (Figure 2.2) and the usefulness of strategies to encourage use (Table 2.8). Agency-specific results for these survey items are given in Appendix 2.19 to Appendix 2.42 at the end of this chapter.

### 2.5.1 How the *Guidelines* are used

The majority of agency staff members refer to the *Guidelines* irregularly, although, those who deal frequently with the *Guidelines* refer to the *Guidelines* more often<sup>9</sup>. Respondents from the Department of Community Service (11%) and the Police (10%) were most likely to refer to the *Guidelines* on a daily basis, as could be expected given their roles (Table 2.5).

Almost one third of respondents indicated they never refer to the *Guidelines*. A substantial minority of staff from four agencies – Health (41%); Police (41%) and DJJ (38%) said they never refer to the *Guidelines*. The data gives some clues to explain these findings. On one hand, a substantial minority (average of 40%) of respondents believe they already know the information in the *Guidelines* and others might be involved in child protection matters relatively infrequently.

<sup>9</sup> As frequency of dealing with child protection matters increase so does frequency of referring to the *Guidelines* – correlation coefficient 0.475,  $p < 0.001$ .

**Table 2.5 Detailed knowledge respondents' frequency of reference to the *Guidelines***

Child protection situation	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
How often do you refer to/use information from the <i>Guidelines</i> ? (n=1629)	33%	34%	14%	6%	6%	7%

Respondents are more likely to use the *Guidelines* in certain situations, especially to clarify other agencies' roles or get guidance about exchanging information (Table 2.6).

These responses are confirmed by qualitative feedback, where respondents were asked under which other circumstances they would use the *Guidelines*. The most common circumstances mentioned were to verify a claim or misconception, for planning interagency case meetings and for clarification of issues that they or their colleagues were facing. The respondents also felt that the *Guidelines* would be most helpful to clarify the roles of other agencies in case management, reporting issues and in relation to the requirements for mandatory reporting. Situations in which respondents might use the *Guidelines* as part of interagency work mentioned included coordinated casework such as joint home visits, 'JIRT meetings' and referrals as well as meetings about cross-agency programs, for example, a pilot program to address anti-social behaviour.

Respondents also mentioned specific situations, mostly relating to their own agency's work, in which they might refer to the *Guidelines* to clarify specific information. Several respondents mentioned issues of 'best endeavour referrals' and others mentioned legal procedures involving prosecution of crimes (criminal proceedings) on children or legal protection such as AVOs and how to deal with abuse and neglect issues suspected during home visits.

**Table 2.6 Likelihood of detailed knowledge respondents using the *Guidelines* in certain situations**

Situation	Likely/ Somewhat likely	Unlikely/ somewhat unlikely	NA – already aware	NA – don't deal with this issue	Total
For clarification of other agencies' roles (n=1630)	60%	17%	21%	2%	100%
For guidance on exchanging information with other agencies (n=1631)	48%	16%	33%	3%	100%
For guidance on indicators of abuse and neglect (n=1629)	26%	17%	53%	4%	100%
For guidance on my roles/responsibilities when reporting to DoCS (n=1631)	23%	17%	55%	5%	100%
For guidance on when to report to DoCS (n=1631)	20%	17%	56%	7%	100%

### 2.5.2 Utility of the *Guidelines*

Staff generally had positive attitudes about the utility of the *Guidelines* for their work, although, there is a minority of staff who feel the *Guidelines* have adversely affected their ability to do their job (Table 2.7).

Most respondents agreed that the *Guidelines* have helped them to understand: other agencies' roles (89%) and child protections processes (85%); make better decisions about when to make child protection reports (77%); and resolve differences in approaches to child protection with interagency partners (78%).

Nevertheless, there were some differences between attitudes of all respondents and those from the Department of Health and NSW Police force, where fewer respondents agreed that the *Guidelines* have allowed them to make better decisions about when to make a child protection report (Health, 71%; Police, 65%) and helped resolve differences in approaches to child protection matters (Health, 66%; Police, 68%; DJJ, 62%).

Respondents described why the *Guidelines* are useful for them. Many said they provide clearer instructions regarding their (and others') roles and responsibilities regarding child protection issues. Many found the formalised procedures regarding actions to take in response to suspicions and reports useful, in that these have assisted decision-making and helped them ensure that other agencies are aware of their responsibilities and reporting requirements in relation to children at risk.

Another common claim is that the *Guidelines* aided staff in establishing good working relationships with other agencies, enabling better cooperation in case management and information sharing. Many such answers tie the improved working relationships to clearer and more formalised roles and responsibilities as mentioned above. The majority of such answers came from employees of DoCS, with fewer employees of other agencies mentioning such issues.

The *Guidelines* are also considered useful as a reference for all issues related to child protection. Other issues mentioned repeatedly included the usefulness of the *Guidelines* in planning and carrying out training and education on child protection issues, assisting in managing and providing advice to newer and less senior staff and aiding in formulating agency specific policies and procedures.

Most staff also rejected the propositions that the *Guidelines* are adversely impacting on their ability to deal with child protection matters. Nevertheless, around one in five respondents in Housing NSW, the Police and DJJ feel that the *Guidelines* have either reduced their job autonomy or allowed them less flexibility when dealing with child protection matters.<sup>10</sup>

Respondents (n=52) also raised issues about conflicts between the requirements of the *Guidelines* and the practical ability of core agencies to ensure timely handling of all cases, providing feedback and fulfilling other responsibilities. As a result, these respondents argued that the *Guidelines* are not being followed consistently by frontline staff. The explanation lies not in a lack of knowledge, rather that understaffing and large case loads are barriers to implementing the *Guidelines*. Other respondents argued that the *Guidelines* are too cumbersome and that they require too much administrative work that can take up the employees' time, which could be spent on supporting clients. Many such answers came from DoCS employees, while Health, Housing NSW and DJJ were also well represented.

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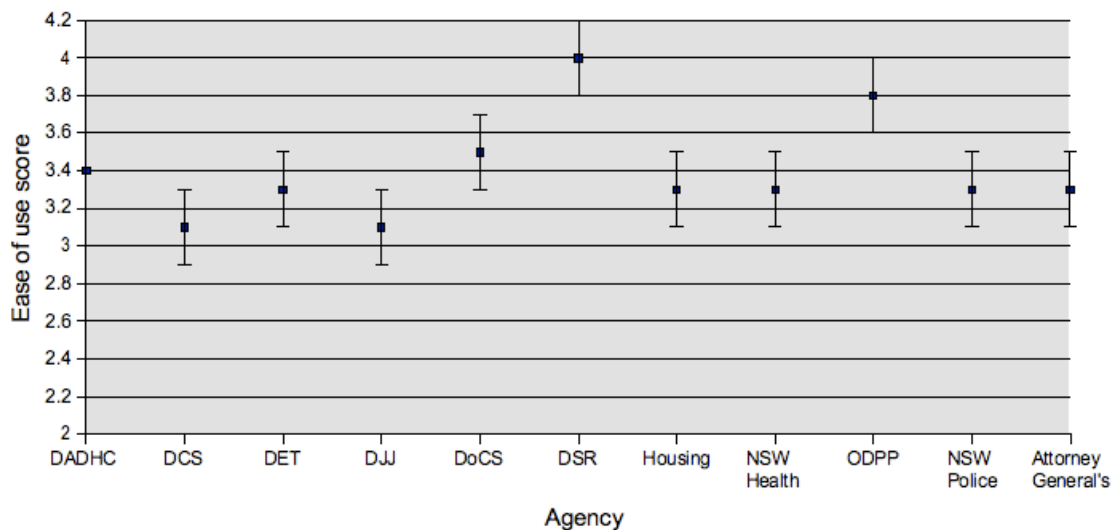
<sup>10</sup>Agreed reduced autonomy – Housing NSW (22%); NSW Police (20%). Agreed, allowed less flexibility – Department of Juvenile Justice (30%), NSW Police (30%), Department of Education (23%).

**Table 2.7 Detailed knowledge respondents' perceptions of the utility of the *Guidelines* to their work**

Using the Guidelines has ...	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
<b>Positive statements</b>						
Given me more satisfaction with my work (n=966)	20%	23%	43%	45%	12%	57%
Helped me understand child protection processes (n=1221)	8%	8%	16%	48%	36%	84%
Helped me make better decisions about when to make child protection report (n=1100)	13%	12%	25%	39%	36%	75%
Helped me understand other agency roles (n=1317)	4%	7%	11%	48%	41%	89%
Helped me resolve differences in approach to child protection with interagency partners (n=1139)	8%	14%	22%	45%	33%	78%
Assisted me to recognise child sexual assault (n=1027)	26%	18%	44%	31%	25%	56%
<b>Negative statement</b>						
Reduced my job autonomy (n=1119)	59%	30%	89%	9%	2%	11%
Allowed me less flexibility when dealing with child protection matters (n=1176)	43%	38%	81%	15%	4%	19%

### 2.5.3 Perceptions about ease of use of *Guidelines*

In general, most agency staff find the *Guidelines* easy to use (mean rating = 3.4) (Figure 2.2). Mean ease of use scores were quite similar across agencies, with a few exceptions amongst the small number of specialist staff from Sport and Recreation, the Office of the Director of Public Prosecutions as well as amongst DoCS respondents (mean = 3.5) who rated the ease of the *Guidelines* higher than average, probably because they are most familiar with the *Guidelines* due to higher rates of use.



**Figure 2.2 Detailed knowledge respondents' mean ease of use scores and associated 95% confidence intervals**

#### 2.5.4 Strategies for encouraging use

When the *Guidelines* were revised a range of strategies were put in place to encourage their use. We asked respondents which of these activities they thought would be effective for the future (Table 2.8).

The activities most likely to encourage agency staff to use the *Guidelines* were incorporation of the *Guidelines* into training, policies and procedures (93%), discussion of the *Guidelines* at staff meetings (89%) and discussion of the *Guidelines* at interagency meetings (88%). Indeed, in the qualitative feedback, 92 respondents either directly mentioned the need for more training of staff or how useful the training they had attended had been to help them understand the *Guidelines* and to promote their use. Respondents highlighted the importance of joint interagency training to promote the use of the *Guidelines* and encourage good practice in child protection matters.

Less effective ways to encourage use included a supportive letter from the agency head (29% no effect), articles on the *Guidelines* in agency publications (22%) and reminder emails about the *Guidelines* and how to access them (21%).

Qualitative feedback confirms these findings with respondents describing the important role for the *Guidelines* in inducting and training staff. A large number of respondents (n = 151) mentioned that they would use the *Guidelines* for the purpose of training new staff. Most respondents who cited using the *Guidelines* for training purposes were from the Department of Community Services and Department of Health. Staff also indicated a desire to understand the *Guidelines* better so they could direct other staff to find necessary answers more easily.

In addition to training new staff, respondents who had been employed in their current positions for more than five years identified their desire to use the *Guidelines* to ensure the accuracy of data in their training material and presentations.

**Table 2.8 Detailed knowledge respondents' views on what activities would encourage or discourage their use of the Guidelines**

	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
A letter from my agency head supporting the use of the <i>Guidelines</i> (n=1391)	1%	1%	2%	30%	33%	35%	68%
An agency memo circulated to all relevant staff on the appropriate use of the <i>Guidelines</i> (n=1464)	1%	1%	2%	19%	40%	39%	79%
Discussion of the <i>Guidelines</i> at staff meetings (n=1491)	1%	1%	2%	9%	41%	48%	89%
Attending a special briefing on the <i>Guidelines</i> (n=1469)	1%	1%	2%	11%	39%	48%	87%
Incorporation of the <i>Guidelines</i> into training, policies and procedures (n=1506)	1%	1%	2%	5%	38%	55%	93%
Discussion of the <i>Guidelines</i> at interagency meetings (n=1434)	1%	1%	2%	10%	42%	46%	88%
Reminder emails about the existence of the <i>Guidelines</i> and how to access them (n=1473)	1%	2%	3%	23%	37%	37%	74%
Reminder emails on tips for child protection derived from the <i>Guidelines</i> (n=1470)	1%	2%	3%	18%	38%	41%	79%
Articles on the <i>Guidelines</i> in agency publications (n=1443)	1%	2%	3%	23%	40%	34%	74%
Placement of the <i>Guidelines</i> on my agency's website (n=1486)	1%	1%	2%	14%	36%	48%	84%

## 2.6 Perceptions about the effectiveness of the *Guidelines* in promoting interagency collaboration

A key reason for the development of the *Guidelines* is to improve agency collaboration on child protection matters. Consequently, respondents were asked whether the *Guidelines* had been successful in this area.

Respondents' perceptions about the impact of the *Guidelines* on interagency collaboration are summarised in Table 2.9. For an agency-specific summary of agreement with perceived gaps in the *Guidelines* coverage, please refer to Appendix 2.43 to Appendix 2.46 at the end of this chapter.

### 2.6.1 Making collaboration easier

Staff generally found that the *Guidelines* had made it easier to work with other agencies (82%), allowed them to better understand how to exchange information between agencies (85%) and to how to properly collaborate with other agencies (88%). A similarly high proportion of agency staff (88%) disagreed that the



introduction of the *Guidelines* has made it more difficult to work with other agencies.

Nevertheless, there were some differences between respondents from different agencies views on the extent *Guidelines* have influenced collaboration on child protection matters. Respondents from Health (76%), Police (72%) and DJJ (67%) were slightly less likely to agree with that the *Guidelines* make it easier to work with other agencies. Fewer Police (75%) and Department of Juvenile Justice (75%) agreed that the *Guidelines* would assist them to understand how to exchange information with other agencies about families that move location. Thirty-three percent of respondents from the Department of Juvenile Justice agreed that the *Guidelines* make it more difficult to work with other agencies, around double that of all respondents.

**Table 2.9 Detailed knowledge respondents' perceptions of the effectiveness of the *Guidelines* to promote interagency collaboration**

The <i>Guidelines</i> ...	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
<b>Positive statements</b>						
Make it easier to work with other agencies on child protection issues (n=1247)	6%	12%	18%	51%	31%	82%
Assist me to understand how to exchange information about families that move location with other agencies (n=1154)	5%	11%	16%	52%	32%	84%
Help me to collaborate with other agencies (n=1253)	5%	8%	13%	52%	35%	87%
<b>Negative statement</b>						
Make it more difficult for me to work with other agencies (n=1245)	44%	46%	90%	7%	3%	10%

Respondents were also asked to indicate ways they work with other agencies on child protection issues. The practices used by agency staff are given in Table 2.10. The most common ways respondents work with others is through personal communication, case meetings, mandatory reporting and to exchange specific information.

**Table 2.10 Practices used by detailed knowledge respondents to collaborate with other agencies on child protection**

Agency	Pers. comm.	Inter-agency forum	Joint training	Case meets	Mand. reports	Exchge specific info	Protocol	None	Other
DADHC (n=175)	63%	33%	30%	70%	63%	55%	31%	14%	5%
DCS (n=7)	86%	29%	14%	29%	71%	86%	29%	14%	43%
DET (n=109)	84%	50%	28%	68%	72%	69%	39%	2%	2%
DJJ (n=200)	81%	41%	21%	75%	86%	61%	33%	2%	5%
DoCS (n=517)	88%	72%	58%	92%	56%	87%	57%	1%	7%
DSR (n=4)	75%	50%	50%	25%	25%	50%	50%	25%	0%
Housing NSW (n=59)	80%	64%	19%	80%	76%	58%	12%	5%	5%
NSW Health (n=299)	78%	42%	33%	72%	69%	58%	29%	11%	6%
ODPP (n=22)	95%	59%	41%	50%	64%	68%	41%	0%	14%
Police (n=232)	87%	52%	38%	59%	81%	65%	31%	1%	3%
Attorney Generals (n=8)	63%	50%	0%	0%	25%	0%	13%	25%	25%
Total (n=1632)	82%	53%	39%	76%	68%	69%	39%	5%	6%

\*Staff could select more than one collaboration practice

Agency staff highlighted that the *Guidelines* had affected their work positively by providing clearer instructions regarding the roles and responsibilities of their own and other agencies. Staff identified the benefit of having formalised procedures regarding responses to suspicion of child abuse and neglect and subsequent reports to the Department of Community Services. Staff from the Department of Community Services indicated that the *Guidelines* had aided them to make decisions relating to child protection and had helped to ensure that other agencies were aware of their responsibilities and reporting requirements regarding children at risk.

As well as clarifying roles and responsibilities, many staff reported the *Interagency Guidelines* had facilitated improved relationships with other agencies. The benefits of strengthened interagency relationships included better co-operation in case management and information sharing.

### 2.6.2 Gaps in information about collaboration

We also wanted to explore whether the *Guidelines* adequately cover information about interagency collaboration (Table 2.11). For an agency-specific summary of agreement with perceived gaps in *Guidelines* coverage on interagency collaboration, please refer to Appendix 2.47 and Appendix 2.48 at the end of this chapter.

Overall, most respondents (89%) said that the *Guidelines* cover all the important topics for interagency collaboration. Nevertheless, some staff – particularly those from the Department of Juvenile Justice (45%) Housing NSW (39%) –indicated that there are some important topics missing from the *Guidelines*.

**Table 2.11 Detailed knowledge respondents' perceived gaps in the coverage of the *Guidelines* about interagency collaboration**

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
<b>Positive statement</b>						
The <i>Guidelines</i> cover all the important topics for interagency collaboration in child protection (n=1150)	1%	10%	11%	70%	19%	89%
<b>Negative statement</b>						
There are important topics relating to interagency collaboration in child protection missing from the <i>Guidelines</i> (n=940)	16%	56%	72%	22%	6%	28%

When asked what “information is missing”, a common request was made for more practical and clearer information about working with other agencies and actors, particularly General Practitioners, DoCS and Police. Health respondents were particularly interested in knowing more about privacy and information sharing laws when working with police. Respondents from DoCS requested contact information for other departments (especially in emergency situations), better clarity in relation to the definition of “child at risk” and information regarding the responsibilities of other agencies (limits in action; responsibilities in relation to funding arrangements; time frames around action). Several respondents, mainly from DADHC and DET, mentioned the need for information regarding the process a report goes through once it is received by DoCS, as well as better clarity in regards to DoCS’ requirement to provide feedback in relation to a risk report.

A significant number of agency staff argued that information is not missing from the *Guidelines* – rather, then argued that the information and the procedure in the *Guidelines* is not followed by many people, largely because of large caseloads and understaffing.

## **2.7 Perceptions about congruence with agency policy and procedures**

The *Guidelines* are intended to influence practice in child protection matters, in order to improve outcomes for children and service quality (section 1.8). Workers practice is first and foremost guided by their own agency’s policy and procedures.

We asked respondents if the *Guidelines* about the relative influence of their own agency policies and procedures and the *Guidelines* on their practice using six survey items (Table 2.12). For agency-specific results, please refer to Appendix 2.49 to Appendix 2.54 at the end of this chapter.

Overall, the *Guidelines* appear congruent with the operation, policies and procedures of individual agencies. Only 5% of respondents felt that the *Guidelines* conflicted with the way in which their own agency operated, although more respondents from ‘frontline’ agencies including the DoCS (14%) and the Juvenile Justice (10%) agreed this was the case.

The majority of staff indicated that they would use the *Guidelines* when their own agency policies and procedures are insufficient (76% of all staff), however most staff felt that their own agency policies and procedures were comprehensive enough to cover all the child protection issues they faced (79%). The proportion of staff who felt their agency procedures were insufficient to deal with a wide range of child protection issues was highest for the Department of Ageing, Disability and Home Care (33%) and the Housing NSW (28%).

Most respondents reported that their supervisors support their use of the *Guidelines* (95%). Supervisors indicated that 78% of the staff who report to them used the *Guidelines*. Reflective of supervisory support for the *Guidelines*, agency staff indicated that they would be comfortable applying something from the *Interagency Guidelines* without written approval from their supervisor (82%).

**Table 2.12 Detailed knowledge respondents' assessment of the *Guidelines'* congruence with their own agency policies and procedures**

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
If I cannot respond to a child protection issue using my own agency policies and procedures, I seek the answers in the <i>Guidelines</i> (n=1475)	12%	14%	26%	40%	34%	74%
I would not apply something from the <i>Guidelines</i> unless I had received written approval from my supervisor(s) (n=1409)	44%	40%	84%	10%	6%	16%
My supervisor(s) supports me using the <i>Guidelines</i> (n=1342)	3%	3%	6%	32%	62%	94%
My own agency policies and procedures cover all child protection issues I deal with (n=1469)	6%	14%	20%	38%	42%	80%
The <i>Guidelines</i> conflict with how my agency operates(n=1333)	62%	33%	95%	3%	2%	5%
Those staff who report to me use the <i>Guidelines</i> (n=742)*	8%	14%	22%	45%	33%	78%

\* Staff without a supervisory role (n=702) were excluded from the analysis of this question.

## 2.8 Perceptions of impact on outcomes and service quality

Ultimately, the *Guidelines* are intended to contribute to improving practice and the quality of services.

The overall impact of the *Guidelines* on child protection practice was assessed using three questions – two of which were positively worded, one of which was negatively worded. Table 2.13 provides a summary of agency staff responses to the questions of the *Guidelines* impact on child protection practice. Agency-specific responses to these questions are given in Appendix 2.55 to Appendix 2.57 at the end of this chapter.

Although three quarters of respondents agreed that the *Guidelines* have improved outcomes and the quality of services, there were differences in beliefs across the agencies. Fewer NSW Health and DJJ respondents agreed that the *Guidelines* have improved child protection outcomes and the quality of services<sup>11</sup>. On the other hand, DoCS respondents were particularly positive about the impacts of the *Guidelines* on practice and service quality.

The majority of respondents disagreed that the *Guidelines* had caused delays in making important decisions about children and young people. Nevertheless, a significant minority of respondents from four agencies thought that the introduction of the *Guidelines* had caused delays to their decision-making processes for children and young people (Police, 32%; DoCS, 28%; Juvenile Justice, 27%; and Department of Disability, Ageing and Home Care, 26%).

<sup>11</sup>Agree improved child protection outcomes: NSW Health = 67%, DJJ= 60%  
Agree improved the quality of services to children and families: NSW Health = 62%; DJJ=58%.

**Table 2.13 Detailed knowledge respondents' perceptions of the impact of the *Guidelines* on child protection practice**

The Guidelines have ...	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
<b>Positive statements</b>						
Improved child protection outcomes overall (n=1129)	8%	16%	24%	55%	21%	76%
Improved the quality of services to children and young people (n=1142)	8%	17%	25%	53%	22%	75%
<b>Negative statement</b>						
Delayed making important decisions about children/young people (n=1140)	32%	48%	80%	15%	5%	20%

## 2.9 Perceptions about applicability of *Guidelines* to Aboriginal children and young people

The survey included five questions to gather agency staff perceptions about the applicability of the *Guidelines* to Aboriginal children and young people. Agency staff responses are given in Table 2.14. Agency-specific responses are given in Appendix 2.58 to Appendix 2.62 at the end of this chapter.

Most agency staff agreed that the *Guidelines* are equally useful in matters involving Aboriginal and non-Aboriginal people (83%). Likewise, the majority of agency staff felt that the provisions for feedback to mandatory reporters (85%) and for addressing child sexual assault (84%) could be applied equally well to Aboriginal as non-Aboriginal people. Nevertheless, two-thirds of respondents agreed that more detail on engaging with Aboriginal people is required (67%), with one third saying a separate set of *Guidelines* would be required for Aboriginal people and child protection.

These results are confirmed by qualitative feedback, where staff commented that the current *Guidelines* do not provide enough information with regards to working with Aboriginal people and communities. Some respondents, particularly DoCS workers, mentioned that information about how to engage with Aboriginal people and communities was not detailed and practical enough. Some of those who wanted separate *Guidelines* mentioned a need for detailed local protocols. There was a common view across agencies that workers need to consult more with communities and be aware of cultural differences, especially about parenting and living arrangements.

Many agency respondents were opposed to establishing separate *Guidelines* for working with Aboriginal people because they believe in non-differential treatment of Aboriginal children and equality under law. Other respondents made specific mention of the adequacy of the *Guidelines* in both Aboriginal and non-Aboriginal populations.

Of interest are comments from a small number (n=31) respondents who commented on problematic practice in child protection matters for Aboriginal children and young people. Some talked about it being difficult to follow the *Guidelines* when working with Aboriginal families with understaffing and complicated procedures as contributing factors. Other respondents blamed the fear or appearing racist or insensitive (memories of the stolen generations are mentioned) and some mentioned a mistrust of government officials in general for a lack of cooperation between agencies and Aboriginal communities.

**Table 2.14 Detailed knowledge respondents' perceptions about the applicability of the *Guidelines* to Aboriginal children and young people**

The <i>Guidelines</i> ...	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
<b>Positive statements</b>						
Equally useful in matters involving Aboriginal as non-Aboriginal people (n=1072)	5%	12%	17%	54%	29%	83%
Provisions for feedback to mandatory reporters can be applied effectively (n=926)	3%	12%	15%	59%	26%	85%
Provisions for addressing child sexual assault can be applied effectively (n=987)	3%	14%	17%	56%	27%	83%
<b>Negative statements</b>						
More detail on engaging with Aboriginal people is required (n=993)	7%	26%	33%	39%	28%	67%
A separate set of <i>Guidelines</i> is required for Aboriginal people and child protection (n=1062)	27%	38%	66%	20%	15%	35%

## 2.10 Summary

While respondents required to have detailed knowledge of the *Guidelines* work frequently on matters of child protection, they referred infrequently to the *Guidelines*. Nevertheless, those with the greatest involvement referred to the *Guidelines* most frequently. Staff referred to them when needed and saw the *Guidelines* as a valuable resource that had improved child protection outcomes and the quality of services to children and young people.

Almost half (47%) of all respondents dealt with child protection on a daily basis, but 11% never worked on child protection matters. About one-quarter of respondents (27%) reported they worked with other agencies on a daily basis regarding child protection matters.

The majority of respondents (73%) had read relevant sections of the guidelines and/or use them as a reference, less than 1% reported no access to the *Guidelines*. There was a positive correlation ( $r=0.475$ ) between the frequency with which they deal with child protection matters and the frequency with which they refer to the *Guidelines*.

Seventy percent of respondents say they use the Guidelines less than once a month. Often this appears to be due their feelings that they were already aware of the issues it covers, or that their own agency's policies and procedures cover all the issues they deal with. Only 1 in 6 (17%) thought they would be unlikely to refer to the *Guidelines* when needing guidance; such as when they need to clarify agency roles, exchange information, seek guidance on the indicators of abuse and neglect, and reporting to the Docs Helpline. It also appears that the guidelines are particularly valued as a training tool for staff.

In line with these findings, respondents were quite confident of their knowledge of the circumstances for reporting a child to DoCS (92% rated their knowledge as good or excellent), indicators of child abuse or neglect (88% rated their knowledge as good or excellent) and circumstances requiring the exchange of information

(80% rated their knowledge as good or excellent). Respondents were somewhat less confident in their knowledge of the roles and responsibilities of NSW government agencies (66% rated their knowledge as good or excellent). Respondents were less confident of their knowledge about DOCS intake and investigation process (42% rated their knowledge as poor or fair) and the processes for best endeavour requests (51% rated their knowledge as poor or fair).

The objective knowledge of staff was generally quite good (mean score = 6.8), but not as high as that of the NGO sector (mean score = 7.6). Knowledge was higher than average at DADHC, DoCS, NSW Health and NSW Police.

Respondents generally report that the guidelines are easy to use, and cover all the important issues for child protection intervention - but have identified a few areas where more information could be provided, these include; issues of privacy and information exchange, contact information at other agencies (especially in emergencies), a clearer definition of a 'child at risk', the limits of responsibilities for other agencies, DoCS investigation processes and feedback to reporters and more detail on engaging with Aboriginal people (but not separate guidelines).

Three-quarters of all respondents reported that the Guidelines had improved child protection outcomes and the quality of services to children and young people. Specifically, the Guidelines were felt to have been effective in clarifying roles and responsibilities and providing guidance on specific issues, such as a suspicion of a risk of harm. They have had positive impacts in developing relationships between agencies and improved case management and information exchange.

While all agencies reported a very low instance of the guidelines conflicting with the way their agency operates (5% overall), this figure was 10% for respondents from DJJ. Despite widespread disagreement across agencies generally, these respondents were also more likely to report that the guidelines have reduced their autonomy in their position or allowed them less flexibility.

## Chapter 2 Appendices

### Appendix 2.1 Frequency with which detailed knowledge respondents deal with child protection matters

Agency	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
DADHC (n=175)	26%	41%	17%	6%	4%	7%
DCS (n=7)	0%	29%	0%	0%	14%	57%
DET (n=109)	7%	17%	13%	9%	20%	34%
DJJ (n=200)	5%	28%	26%	11%	10%	22%
DoCS (n=516)	3%	4%	4%	1%	2%	86%
DSR (n=4)	25%	0%	0%	0%	0%	75%
Housing NSW (n=59)	15%	29%	24%	14%	5%	13%
NSW Health (n=298)	12%	22%	11%	5%	8%	41%
ODPP (n=22)	9%	5%	18%	5%	14%	50%
Police (n=232)	6%	13%	12%	10%	7%	53%
Attorney Generals (n=7)	14%	0%	0%	14%	0%	71%
Total (n=1629)	9%	17%	12%	6%	6%	50%

### Appendix 2.2 Frequency with which detailed knowledge respondents are required to work with other agencies on child protection matters after they have been reported to the DoCS Helpline

Agency	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
DADHC (n=175)	37%	42%	12%	5%	2%	3%
DCS (n=7)	14%	43%	0%	0%	0%	43%
DET (n=108)	28%	20%	23%	17%	11%	1%
DJJ (n=200)	17%	36%	23%	10%	6%	10%
DoCS (n=517)	8%	7%	8%	6%	13%	59%
DSR (n=4)	25%	0%	50%	25%	0%	0%
Housing NSW (n=59)	25%	37%	20%	10%	3%	5%
NSW Health (n=298)	23%	24%	10%	8%	12%	24%
ODPP (n=22)	14%	9%	18%	14%	18%	27%
Police (n=232)	15%	18%	13%	6%	12%	37%
Attorney Generals (n=8)	50%	0%	0%	13%	0%	38%
Total (n=1630)	18%	21%	13%	8%	10%	30%



### Appendix 2.3 Detailed knowledge respondents' self-reported knowledge of the indicators of child abuse and neglect

Agency	Poor	Fair	Good	Excellent
DADHC (n=175)	1%	10%	62%	28%
DCS (n=7)	0%	29%	14%	57%
DET (n=109)	0%	0%	45%	55%
DJJ (n=197)	1%	8%	63%	28%
DoCS (n=517)	1%	1%	23%	75%
DSR (n=4)	0%	0%	25%	75%
Housing NSW (n=59)	2%	17%	61%	20%
NSW Health (n=297)	1%	9%	40%	50%
ODPP (n=22)	0%	0%	41%	59%
Police (n=231)	1%	13%	46%	40%
Attorney Generals (n=8)	25%	25%	25%	25%
Total (n=1626)	1%	7%	42%	50%

\* Participants who selected 'don't know' (n=5) were excluded from the analysis.

### Appendix 2.4 Detailed knowledge respondents' self-reported knowledge of the circumstances when a child or young person should be reported to DoCS

Agency	Poor	Fair	Good	Excellent
DADHC (n=175)	1%	9%	60%	31%
DCS (n=7)	0%	14%	29%	57%
DET (n=109)	0%	1%	30%	69%
DJJ (n=197)	0%	4%	54%	42%
DoCS (n=517)	0%	1%	17%	82%
DSR (n=4)	0%	0%	50%	50%
Housing NSW (n=59)	0%	14%	63%	24%
NSW Health (n=298)	1%	10%	35%	54%
ODPP (n=22)	0%	0%	46%	55%
Police (n=231)	1%	2%	26%	70%
Attorney Generals (n=8)	38%	13%	25%	25%
Total (n=1627)	8 (1%)	69 (4%)	551 (34%)	999 (61%)

\* Participants who selected 'don't know' (n=4) were excluded from the analysis.

**Appendix 2.5 Detailed knowledge respondents' self-reported knowledge of when you must or can share information with other agencies regarding child protection**

Agency	Poor	Fair	Good	Excellent
DADHC (n=175)	3%	25%	55%	17%
DCS (n=7)	14%	0%	43%	43%
DET (n=108)	1%	17%	51%	32%
DJJ (n=198)	1%	17%	65%	17%
DoCS (n=517)	1%	5%	44%	50%
DSR (n=3)	0%	0%	33%	66%
Housing NSW (n=59)	3%	20%	54%	23%
NSW Health (n=296)	6%	23%	42%	29%
ODPP (n=22)	0%	9%	55%	36%
Police (n=231)	3%	12%	57%	28%
Attorney Generals (n=8)	38%	12%	25%	25%
Total (n=1624)	40 (3%)	233 (14%)	817 (50%)	534 (33%)

\* Participants who selected 'don't know' (n=6) were excluded from the analysis.

**Appendix 2.6 Detailed knowledge respondents' self-reported knowledge of the roles and responsibilities of New South Wales government agencies involved in child protection**

Agency	Poor	Fair	Good	Excellent
DADHC (n=175)	7%	31%	50%	12%
DCS (n=6)	0%	33%	66%	0%
DET (n=109)	2%	26%	57%	16%
DJJ (n=195)	6%	32%	55%	8%
DoCS (n=517)	1%	15%	51%	33%
DSR (n=4)	0%	25%	50%	25%
Housing NSW (n=58)	10%	29%	50%	11%
NSW Health (n=295)	9%	31%	39%	20%
ODPP (n=22)	5%	9%	50%	36%
Police (n=231)	6%	29%	46%	19%
Attorney Generals (n=8)	38%	25%	25%	12%
Total (n=1620)	80 (5%)	407 (25%)	786 (49%)	346 (21%)

\* Participants who selected 'don't know' (n=11) were excluded from the analysis.

**Appendix 2.7 Detailed knowledge respondents' self-reported knowledge of the DoCS child protection intake, investigation and assessment process**

<b>Agency</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
DADHC (n=175)	14%	42%	37%	7%
DCS (n=6)	17%	17%	17%	50%
DET (n=109)	16%	30%	46%	8%
DJJ (n=191)	20%	38%	35%	8%
DoCS (n=517)	1%	5%	18%	76%
DSR (n=3)	33%	0%	33%	33%
Housing NSW (n=58)	12%	38%	41%	9%
NSW Health (n=294)	11%	37%	31%	20%
ODPP (n=22)	0%	41%	36%	23%
Police (n=227)	19%	36%	30%	15%
Attorney Generals (n=8)	25%	25%	38%	12%
<b>Total (n=1610)</b>	<b>172 (11%)</b>	<b>427 (27%)</b>	<b>471 (29%)</b>	<b>540 (33%)</b>

\* Participants who selected 'don't know' (n=20) were excluded from the analysis.

**Appendix 2.8 Detailed knowledge respondents' self-reported knowledge of the processes require for best endeavour requests**

<b>Agency</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
DADHC (n=166)	34%	34%	27%	5%
DCS (n=6)	17%	17%	50%	16%
DET (n=99)	20%	32%	36%	12%
DJJ (n=169)	42%	30%	21%	7%
DoCS (n=510)	4%	14%	41%	41%
DSR (n=2)	50%	0%	50%	0%
Housing NSW (n=55)	24%	27%	42%	7%
NSW Health (n=272)	25%	30%	29%	16%
ODPP (n=22)	36%	23%	32%	9%
Police (n=203)	46%	30%	19%	5%
Attorney Generals (n=8)	63%	12%	25%	0%
<b>Total (n=1512)</b>	<b>357 (23%)</b>	<b>377 (25%)</b>	<b>475 (31%)</b>	<b>303 (21%)</b>

\* Participants who selected 'don't know' (n=118) were excluded from the analysis

**Appendix 2.9 Detailed knowledge respondents' actual knowledge of the person within their agency responsible for making a risk of harm report**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	59%	41%
DCS (n=7)	43%	57%
DET (n=109)	75%	25%
DJJ (n=200)	64%	36%
DoCS (n=517)	53%	47%
DSR (n=4)	50%	50%
Housing NSW (n=59)	63%	37%
NSW Health (n=299)	53%	48%
ODPP (n=22)	36%	64%
Police (n=232)	31%	69%
Attorney Generals (n=8)	75%	25%
<b>Total (n=1632)</b>	<b>872 (53%)</b>	<b>760 (47%)</b>

**Appendix 2.10 Detailed knowledge respondents' actual knowledge about which organisations provide independent oversight and support on child protection matters**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	33%	67%
DCS (n=7)	29%	71%
DET (n=108)	30%	70%
DJJ (n=200)	30%	70%
DoCS (n=516)	25%	75%
DSR (n=4)	50%	50%
Housing NSW (n=59)	34%	66%
NSW Health (n=298)	34%	66%
ODPP (n=22)	46%	54%
Police (n=232)	44%	56%
Attorney Generals (n=8)	38%	62%
<b>Total (n=1629)</b>	<b>516 (32%)</b>	<b>1113 (68%)</b>

**Appendix 2.11 Detailed knowledge respondents' actual knowledge of the steps in the model for resolving interagency differences**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	17%	83%
DCS (n=7)	14%	86%
DET (n=108)	17%	83%
DJJ (n=199)	21%	79%
DoCS (n=515)	12%	88%
DSR (n=4)	0%	100%
Housing NSW (n=59)	14%	86%
NSW Health (n=298)	14%	86%
ODPP (n=22)	18%	82%
Police (n=231)	11%	89%
Attorney Generals (n=8)	0%	100%
<b>Total (n=1625)</b>	<b>231 (14%)</b>	<b>1394 (86%)</b>

**Appendix 2.12 Detailed knowledge respondents' actual knowledge of whether DoCS maintains statutory responsibility for child protection**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	8%	92%
DCS (n=7)	0%	100%
DET (n=109)	3%	97%
DJJ (n=200)	12%	88%
DoCS (n=517)	2%	98%
DSR (n=4)	50%	50%
Housing NSW (n=59)	10%	90%
NSW Health (n=298)	11%	89%
ODPP (n=22)	5%	95%
Police (n=232)	19%	81%
Attorney Generals (n=8)	13%	87%
<b>Total (n=1631)</b>	<b>136 (8%)</b>	<b>1495 (92%)</b>

**Appendix 2.13 Detailed knowledge respondents' actual knowledge about whether the DoCS Helpline refers all telephone calls to the Community Service Centres**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	37%	63%
DCS (n=7)	29%	71%
DET (n=109)	34%	66%
DJJ (n=200)	50%	50%
DoCS (n=517)	22%	78%
DSR (n=4)	0%	100%
Housing NSW (n=59)	53%	47%
NSW Health (n=298)	28%	72%
ODPP (n=22)	32%	68%
Police (n=232)	36%	64%
Attorney Generals (n=8)	25%	75%
<b>Total (n=1631)</b>	<b>526 (32%)</b>	<b>1105 (68%)</b>

**Appendix 2.14 Detailed knowledge respondents' actual knowledge about whether they can provide information to the NSW Police for law enforcement purposes, without consent of child, parent or carer**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	6%	94%
DCS (n=7)	14%	86%
DET (n=109)	13%	87%
DJJ (n=200)	9%	91%
DoCS (n=517)	8%	92%
DSR (n=4)	0%	100%
Housing NSW (n=59)	7%	93%
NSW Health (n=298)	11%	89%
ODPP (n=22)	4%	96%
Police (n=232)	7%	93%
Attorney Generals (n=8)	25%	75%
<b>Total (n=1631)</b>	<b>138 (9%)</b>	<b>1493 (91%)</b>

**Appendix 2.15 Detailed knowledge respondents' actual knowledge about whether a mandatory reporter can have any further involvement with the person they report**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	3%	97%
DCS (n=7)	0%	100%
DET (n=109)	4%	96%
DJJ (n=200)	6%	94%
DoCS (n=517)	1%	99%
DSR (n=4)	25%	75%
Housing NSW (n=59)	0%	100%
NSW Health (n=298)	3%	97%
ODPP (n=22)	5%	95%
Police (n=232)	2%	98%
Attorney Generals (n=8)	13%	87%
<b>Total (n=1631)</b>	<b>42 (3%)</b>	<b>1589 (97%)</b>

**Appendix 2.16 Detailed knowledge respondents' actual knowledge of whether Community Service Centres will provide feedback to mandatory reporters**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	14%	86%
DCS (n=7)	14%	86%
DET (n=109)	9%	91%
DJJ (n=200)	20%	80%
DoCS (n=517)	4%	96%
DSR (n=4)	25%	75%
Housing NSW (n=59)	19%	81%
NSW Health (n=298)	11%	89%
ODPP (n=22)	5%	95%
Police (n=232)	19%	81%
Attorney Generals (n=8)	50%	50%
<b>Total (n=1631)</b>	<b>191 (12%)</b>	<b>1440 (88%)</b>

**Appendix 2.17 Detailed knowledge respondents' actual knowledge about whether established working relationships mean that information about a child or young person can be verbally exchanged**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	24%	76%
DCS (n=7)	14%	86%
DET (n=109)	24%	76%
DJJ (n=200)	24%	76%
DoCS (n=516)	29%	71%
DSR (n=4)	25%	75%
Housing NSW (n=59)	34%	66%
NSW Health (n=298)	21%	79%
ODPP (n=22)	18%	82%
Police (n=232)	16%	84%
Attorney Generals (n=8)	63%	37%
<b>Total (n=1630)</b>	<b>397 (24%)</b>	<b>1233 (76%)</b>

**Appendix 2.18 Detailed knowledge respondents' actual knowledge about whether DoCS has the power to direct agencies to provide information about a child or young person during an intervention**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=175)	6%	94%
DCS (n=7)	0%	100%
DET (n=108)	7%	93%
DJJ (n=200)	19%	81%
DoCS (n=515)	12%	88%
DSR (n=4)	50%	50%
Housing NSW (n=59)	5%	95%
NSW Health (n=298)	9%	91%
ODPP (n=22)	9%	91%
Police (n=232)	24%	76%
Attorney Generals (n=8)	63%	37%
<b>Total (n=1628)</b>	<b>208 (13%)</b>	<b>1420 (87%)</b>



**Appendix 2.19 Frequency with which detailed knowledge respondents refer to, or use information contained in the *Guidelines***

<b>Agency</b>	<b>Never</b>	<b>&lt;1/month</b>	<b>1-3/month</b>	<b>4-6/month</b>	<b>7-9/month</b>	<b>Daily</b>
DADHC (n=175)	36%	47%	10%	3%	2%	3%
DCS (n=7)	14%	57%	14%	0%	14%	0%
DET (n=109)	21%	33%	28%	9%	6%	3%
DJJ (n=199)	38%	38%	10%	4%	6%	4%
DoCS (n=517)	24%	33%	17%	7%	9%	11%
DSR (n=4)	50%	25%	0%	25%	0%	0%
Housing NSW (n=59)	34%	37%	10%	12%	3%	3%
NSW Health (n=297)	41%	30%	11%	4%	7%	7%
ODPP (n=22)	32%	50%	9%	5%	0%	5%
Police (n=232)	41%	29%	11%	5%	5%	10%
Attorney Generals (n=8)	75%	13%	0%	0%	13%	0%
<b>Total (n=1860)</b>	<b>539 (33%)</b>	<b>561 (34%)</b>	<b>220 (14%)</b>	<b>89 (6%)</b>	<b>103 (6%)</b>	<b>117 (7%)</b>

**Appendix 2.20 Frequency with which detailed knowledge respondents would use the *Guidelines* to learn about the indicators of abuse and neglect**

<b>Agency</b>	<b>Unlikely</b>	<b>Somewhat unlikely</b>	<b>Somewhat likely</b>	<b>Likely</b>	<b>NA – already aware</b>	<b>NA – don't deal with this issue</b>
DADHC (n=175)	5%	8%	13%	38%	34%	3%
DCS (n=7)	14%	14%	14%	0%	57%	0%
DET (n=109)	5%	6%	8%	23%	58%	1%
DJJ (n=200)	12%	11%	11%	15%	51%	2%
DoCS (n=515)	15%	5%	6%	6%	65%	2%
DSR (n=4)	0%	25%	0%	0%	75%	0%
Housing NSW (n=59)	5%	9%	20%	32%	29%	5%
NSW Health (n=298)	8%	4%	11%	18%	53%	6%
ODPP (n=22)	0%	9%	5%	0%	73%	14%
Police (n=232)	15%	7%	13%	16%	45%	3%
Attorney Generals (n=8)	0%	0%	0%	0%	38%	63%
<b>Total (n=1629)</b>	<b>176 (11%)</b>	<b>105 (6%)</b>	<b>165 (10%)</b>	<b>264 (16%)</b>	<b>860 (53%)</b>	<b>59 (4%)</b>

**Appendix 2.21 Frequency with which detailed knowledge respondents would use the *Guidelines* for guidance on making a report to DoCS**

Agency	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
DADHC (n=175)	7%	5%	10%	39%	35%	3%
DCS (n=7)	0%	14%	14%	14%	57%	0%
DET (n=109)	6%	8%	2%	17%	66%	1%
DJJ (n=200)	10%	11%	11%	15%	55%	1%
DoCS (n=517)	15%	3%	3%	3%	66%	9%
DSR (n=4)	0%	0%	0%	0%	75%	25%
Housing NSW (n=59)	9%	3%	14%	34%	37%	3%
NSW Health (n=298)	8%	6%	12%	15%	53%	6%
ODPP (n=22)	0%	0%	9%	0%	86%	5%
Police (n=232)	20%	7%	4%	9%	55%	5%
Attorney Generals (n=8)	0%	0%	0%	25%	13%	63%
Total (n=1631)	194 (12%)	91 (6%)	113 (7%)	219 (13%)	921 (56%)	93 (6%)

**Appendix 2.22 Frequency with which detailed knowledge respondents would use the *Guidelines* for guidance on exchanging information with other agencies**

Agency	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
DADHC (n=175)	6%	7%	22%	39%	22%	4%
DCS (n=7)	29%	0%	14%	29%	29%	0%
DET (n=109)	6%	7%	15%	49%	24%	0%
DJJ (n=200)	12%	10%	23%	27%	29%	1%
DoCS (n=517)	6%	7%	21%	25%	41%	1%
DSR (n=4)	25%	0%	0%	25%	25%	25%
Housing NSW (n=59)	7%	7%	17%	39%	25%	5%
NSW Health (n=298)	9%	8%	23%	26%	28%	6%
ODPP (n=22)	5%	5%	5%	9%	73%	5%
Police (n=232)	15%	7%	16%	19%	41%	3%
Attorney Generals (n=8)	13%	0%	0%	38%	38%	13%
Total (n=1631)	141 (9%)	120 (7%)	325 (20%)	453 (28%)	546 (34%)	46 (2%)

**Appendix 2.23 Frequency with which detailed knowledge respondents would use the *Guidelines* to clarify the roles of other agencies**

Agency	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
DADHC (n=175)	6%	6%	21%	48%	15%	4%
DCS (n=7)	14%	14%	14%	43%	14%	0%
DET (n=109)	4%	6%	17%	60%	12%	1%
DJJ (n=200)	13%	9%	23%	31%	24%	1%
DoCS (n=516)	5%	8%	24%	40%	23%	1%
DSR (n=4)	0%	0%	50%	25%	25%	0%
Housing NSW (n=59)	7%	5%	20%	49%	15%	4%
NSW Health (n=298)	9%	10%	21%	33%	20%	6%
ODPP (n=22)	0%	14%	5%	23%	55%	5%
Police (n=232)	15%	10%	16%	28%	27%	4%
Attorney Generals (n=8)	13%	0%	13%	50%	13%	13%
Total (n=1630)	133 (8%)	136 (8%)	341 (21%)	623 (38%)	350 (22%)	47 (3%)

**Appendix 2.24 Frequency with which detailed knowledge respondents would use the *Guidelines* for guidance on their own roles and responsibilities when making a report to DoCS**

Agency	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
DADHC (n=175)	6%	3%	12%	39%	37%	3%
DCS (n=7)	14%	0%	14%	14%	57%	0%
DET (n=109)	6%	8%	4%	20%	62%	0%
DJJ (n=200)	12%	10%	12%	20%	47%	1%
DoCS (n=517)	13%	4%	3%	4%	65%	10%
DSR (n=4)	0%	0%	0%	0%	100%	0%
Housing NSW (n=59)	9%	5%	20%	29%	34%	3%
NSW Health (n=298)	8%	5%	11%	16%	54%	6%
ODPP (n=22)	0%	5%	5%	9%	73%	9%
Police (n=232)	20%	9%	7%	10%	53%	3%
Attorney Generals (n=8)	13%	0%	0%	25%	25%	38%
Total (n=1631)	188 (12%)	92 (6%)	126 (8%)	241 (15%)	893 (55%)	91 (4%)

**Appendix 2.25 Detailed knowledge respondents' agreement that using the *Guidelines* has reduced the amount of autonomy they have in their jobs**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=124)	65%	25%	90%	8%	2%	10%
DCS (n=7)	100%	0%	100%	0%	0%	0%
DET (n=85)	65%	28%	93%	5%	2%	7%
DJJ (n=139)	53%	29%	82%	15%	3%	18%
DoCS (n=394)	62%	30%	92%	7%	1%	8%
DSR (n=2)	100%	0%	100%	0%	0%	0%
Housing NSW (n=36)	47%	31%	78%	22%	0%	22%
NSW Health (n=184)	63%	30%	93%	5%	2%	7%
ODPP (n=16)	75%	25%	100%	0%	0%	0%
Police (n=130)	38%	42%	80%	17%	3%	20%
Attorney Generals (n=2)	100%	0%	100%	0%	0%	0%
Total (n=1119)	659 (59%)	335 (30%)	89%	101 (9%)	24 (2%)	11%

**Appendix 2.26 Detailed knowledge respondents' agreement that using the *Guidelines* has given them more satisfaction with their work**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=102)	21%	21%	42%	47%	11%	58%
DCS (n=6)	50%	33%	83%	17%	0%	17%
DET (n=61)	20%	15%	35%	51%	14%	65%
DJJ (n=124)	27%	18%	45%	47%	8%	55%
DoCS (n=338)	13%	21%	34%	49%	17%	66%
DSR (n=2)	50%	0%	50%	50%	0%	50%
Housing NSW (n=38)	16%	11%	27%	66%	7%	73%
NSW Health (n=152)	26%	28%	54%	38%	8%	46%
ODPP (n=9)	0%	22%	22%	67%	11%	78%
Police (n=131)	24%	38%	62%	30%	8%	38%
Attorney Generals (n=3)	67%	0%	67%	0%	33%	33%
Total (n=966)	193 (20%)	222 (23%)	43%	434 (45%)	117 (12%)	57%

**Appendix 2.27 Detailed knowledge respondents' agreement that using the *Guidelines* has allowed them less flexibility when dealing with child protection matters**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=132)	46%	33%	79%	12%	9%	21%
DCS (n=7)	43%	43%	86%	14%	0%	14%
DET (n=92)	45%	30%	75%	19%	6%	25%
DJJ (n=144)	35%	35%	70%	22%	8%	30%
DoCS (n=398)	50%	38%	88%	10%	2%	12%
DSR (n=2)	50%	50%	100%	0%	0%	0%
Housing NSW (n=44)	34%	48%	82%	18%	0%	18%
NSW Health (n=194)	42%	43%	85%	13%	2%	15%
ODPP (n=13)	54%	46%	100%	0%	0%	0%
Police (n=148)	28%	42%	70%	22%	8%	30%
Attorney Generals (n=2)	50%	50%	100%	0%	0%	0%
Total (n=1176)	502 (43%)	449 (38%)	81%	171 (15%)	54 (4%)	19%

**Appendix 2.28 Detailed knowledge respondents' agreement that using the *Guidelines* has helped them to understand the child protection intervention process**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=152)	3%	3%	6%	46%	48%	94%
DCS (n=6)	0%	0%	0%	67%	33%	100%
DET (n=104)	3%	7%	10%	41%	49%	90%
DJJ (n=160)	9%	6%	15%	57%	28%	85%
DoCS (n=363)	12%	10%	22%	40%	38%	78%
DSR (n=4)	0%	0%	0%	75%	25%	100%
Housing NSW (n=47)	0%	6%	6%	60%	34%	94%
NSW Health (n=208)	8%	6%	14%	51%	35%	86%
ODPP (n=18)	0%	6%	6%	50%	44%	96%
Police (n=156)	6%	14%	20%	56%	24%	80%
Attorney Generals (n=3)	0%	0%	0%	67%	33%	100%
Total (n=1221)	91 (8%)	93 (8%)	16%	588 (48%)	449 (36%)	84%

**Appendix 2.29 Detailed knowledge respondents' agreement that using the *Guidelines* has allowed them to make better decisions about when to make a child protection report**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=141)	3%	6%	9%	39%	52%	91%
DCS (n=6)	0%	0%	0%	50%	50%	100%
DET (n=99)	9%	5%	14%	41%	45%	86%
DJJ (n=160)	12%	11%	23%	44%	33%	77%
DoCS (n=277)	20%	16%	36%	27%	37%	64%
DSR (n=4)	0%	0%	0%	50%	50%	100%
Housing NSW (n=48)	4%	2%	8%	52%	40%	92%
NSW Health (n=196)	15%	14%	29%	41%	30%	71%
ODPP (n=16)	0%	13%	13%	63%	24%	87%
Police (n=151)	16%	19%	35%	42%	23%	65%
Attorney Generals (n=3)	0%	0%	0%	67%	33%	100%
Total (n=1100)	143 (13%)	133 (12%)	25%	428 (39%)	396 (36%)	75%

**Appendix 2.30 Detailed knowledge respondents' agreement that using the *Guidelines* has helped them to understand the role of other agencies**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=148)	2%	6%	8%	50%	42%	92%
DCS (n=6)	0%	0%	0%	67%	33%	100%
DET (n=102)	3%	10%	13%	44%	43%	87%
DJJ (n=160)	9%	14%	23%	53%	24%	77%
DoCS (n=469)	3%	3%	6%	41%	53%	94%
DSR (n=3)	0%	0%	0%	33%	67%	100%
Housing NSW (n=47)	0%	13%	13%	55%	32%	87%
NSW Health (n=203)	4%	7%	11%	49%	40%	89%
ODPP (n=19)	0%	11%	11%	53%	36%	89%
Police (n=155)	4%	11%	15%	56%	29%	85%
Attorney Generals (n=5)	0%	20%	20%	60%	20%	80%
Total (n=1317)	47 (4%)	94 (7%)	11%	626 (48%)	550 (41%)	89%

**Appendix 2.31 Detailed knowledge respondents' agreement that the *Guidelines* have helped them to resolve differences with interagency partners**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=118)	7%	14%	21%	46%	33%	79%
DCS (n=7)	14%	28%	42%	58%	0%	59%
DET (n=81)	9%	12%	21%	42%	37%	79%
DJJ (n=137)	16%	22%	38%	43%	19%	62%
DoCS (n=435)	4%	7%	11%	46%	43%	89%
DSR (n=2)	0%	0%	0%	0%	100%	100%
Housing NSW (n=41)	2%	17%	19%	63%	18%	81%
NSW Health (n=167)	15%	19%	34%	38%	28%	66%
ODPP (n=14)	0%	7%	7%	57%	36%	93%
Police (n=133)	10%	22%	32%	46%	22%	68%
Attorney Generals (n=4)	0%	0%	0%	75%	25%	100%
Total (n=1139)	93 (8%)	157 (14%)	22%	513 (45%)	376 (33%)	78%

**Appendix 2.32 Detailed knowledge respondents' agreement that the *Guidelines* have helped them to recognise child sexual assault**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=134)	7%	14%	21%	34%	45%	79%
DCS (n=4)	25%	25%	50%	50%	0%	50%
DET (n=94)	17%	21%	38%	30%	32%	62%
DJJ (n=136)	26%	21%	47%	32%	21%	53%
DoCS (n=297)	39%	15%	54%	20%	26%	46%
DSR (n=4)	0%	25%	25%	25%	50%	75%
Housing NSW (n=42)	10%	14%	24%	57%	19%	76%
NSW Health (n=158)	29%	16%	45%	38%	17%	55%
ODPP (n=12)	8%	25%	33%	25%	42%	67%
Police (n=144)	29%	24%	53%	33%	14%	47%
Attorney Generals (n=2)	0%	50%	50%	50%	0%	50%
Total (n=1027)	269 (26%)	184 (18%)	44%	318 (31%)	256 (25%)	56%

**Appendix 2.33 Likelihood that detailed knowledge respondents would use the *Guidelines* if they received a letter from their agency head supporting the use of the Guidelines**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=157)	1%	1%	2%	18%	32%	48%	60%
DCS (n=7)	0%	0%	0%	43%	14%	43%	57%
DET (n=101)	0%	0%	0%	25%	30%	45%	75%
DJJ (n=174)	1%	0%	1%	22%	36%	41%	77%
DoCS (n=451)	1%	1%	2%	34%	29%	35%	64%
DSR (n=3)	0%	0%	0%	33%	33%	33%	66%
Housing NSW (n=49)	0%	0%	0%	25%	39%	36%	75%
NSW Health (n=256)	0%	1%	1%	36%	34%	29%	63%
ODPP (n=18)	0%	6%	6%	28%	33%	33%	66%
Police (n=168)	1%	1%	2%	39%	42%	17%	59%
Attorney Generals (n=7)	0%	0%	0%	43%	14%	43%	57%
Total (n=1391)	1%	1%	2%	31%	33%	34%	67%

**Appendix 2.34 Likelihood that detailed knowledge respondents would use the *Guidelines* if they received an agency memo on the appropriate use of them**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=160)	1%	1%	2%	8%	38%	52%	90%
DCS (n=7)	0%	0%	0%	43%	14%	43%	57%
DET (n=105)	0%	0%	0%	14%	41%	45%	56%
DJJ (n=181)	1%	0%	1%	13%	42%	44%	86%
DoCS (n=477)	1%	1%	2%	21%	38%	39%	77%
DSR (n=3)	0%	0%	0%	0%	67%	33%	100%
Housing NSW (n=52)	0%	0%	0%	15%	35%	50%	85%
NSW Health (n=268)	1%	1%	2%	25%	41%	32%	73%
ODPP (n=20)	0%	5%	5%	10%	40%	45%	85%
Police (n=184)	1%	1%	2%	30%	50%	18%	68%
Attorney Generals (n=7)	0%	0%	0%	29%	14%	57%	71%
Total (n=1464)	1%	1%	2%	20%	40%	38%	78%



**Appendix 2.35 Likelihood that detailed knowledge respondents would use the *Guidelines* if they were discussed at staff meetings**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=165)	1%	0%	1%	4%	35%	60%	95%
DCS (n=6)	0%	0%	0%	17%	33%	50%	83%
DET (n=105)	1%	0%	1%	4%	41%	54%	95%
DJJ (n=182)	0%	1%	1%	8%	43%	48%	91%
DoCS (n=498)	0%	0%	0%	6%	37%	57%	94%
DSR (n=3)	0%	0%	0%	0%	33%	67%	100%
Housing NSW (n=52)	0%	0%	0%	8%	31%	61%	92%
NSW Health (n=265)	0%	0%	0%	16%	46%	38%	84%
ODPP (n=22)	0%	5%	5%	14%	41%	40%	81%
Police (n=186)	1%	1%	2%	20%	56%	22%	78%
Attorney Generals (n=7)	14%	0%	14%	29%	29%	28%	57%
Total (n=1491)	1%	1%	2%	9%	41%	48%	89%

**Appendix 2.36 Likelihood that detailed knowledge respondents would use the *Guidelines* if they attended a special briefing on them**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=164)	1%	1%	2%	5%	36%	57%	93%
DCS (n=6)	0%	0%	0%	33%	33%	33%	66%
DET (n=105)	1%	1%	2%	4%	41%	53%	94%
DJJ (n=175)	1%	1%	2%	5%	40%	53%	93%
DoCS (n=490)	0%	1%	1%	10%	38%	51%	89%
DSR (n=3)	0%	0%	0%	67%	33%	0%	33%
Housing NSW (n=51)	0%	0%	0%	8%	29%	63%	92%
NSW Health (n=267)	1%	2%	3%	17%	42%	38%	80%
ODPP (n=21)	0%	0%	0%	24%	38%	38%	76%
Police (n=180)	1%	2%	3%	25%	41%	31%	72%
Attorney Generals (n=7)	0%	0%	0%	14%	57%	29%	86%
Total (n=1469)	1%	1%	2%	12%	39%	47%	86%

**Appendix 2.37 Likelihood that detailed knowledge respondents would use the *Guidelines* if they were incorporated into training, policies and procedures**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=165)	1%	0%	1%	2%	32%	65%	97%
DCS (n=7)	0%	0%	0%	0%	29%	71%	71%
DET (n=105)	1%	0%	1%	2%	39%	58%	97%
DJJ (n=187)	0%	1%	1%	3%	36%	60%	96%
DoCS (n=494)	0%	1%	1%	5%	34%	60%	94%
DSR (n=4)	0%	0%	0%	0%	25%	75%	100%
Housing NSW (n=53)	0%	0%	0%	8%	26%	66%	96%
NSW Health (n=274)	1%	0%	1%	6%	45%	48%	93%
ODPP (n=21)	0%	0%	0%	14%	38%	48%	86%
Police (n=189)	1%	2%	3%	12%	48%	37%	85%
Attorney Generals (n=7)	0%	0%	0%	14%	43%	43%	86%
Total (n=1506)	1%	1%	2%	5%	38%	55%	93%

**Appendix 2.38 Likelihood that detailed knowledge respondents would use the *Guidelines* if they were discussed at Interagency meetings**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=163)	1%	1%	2%	7%	37%	54%	91%
DCS (n=6)	0%	0%	0%	0%	67%	33%	100%
DET (n=101)	2%	0%	2%	6%	38%	54%	92%
DJJ (n=170)	0%	1%	1%	11%	45%	43%	88%
DoCS (n=484)	0%	0%	0%	7%	38%	55%	93%
DSR (n=3)	0%	0%	0%	0%	33%	67%	100%
Housing NSW (n=51)	0%	2%	2%	12%	41%	45%	86%
NSW Health (n=248)	0%	1%	1%	15%	45%	39%	84%
ODPP (n=20)	0%	0%	0%	20%	35%	45%	80%
Police (n=182)	1%	1%	2%	18%	53%	27%	80%
Attorney Generals (n=6)	0%	0%	0%	33%	33%	33%	66%
Total (n=1434)	1%	1%	2%	10%	42%	46%	88%

**Appendix 2.39: Likelihood that detailed knowledge respondents would use the *Guidelines* if they were sent reminder emails about the existence of the *Guidelines* and how to access them**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=158)	1%	3%	4%	12%	41%	43%	84%
DCS (n=6)	0%	0%	0%	67%	0%	33%	33%
DET (n=104)	1%	3%	4%	20%	35%	41%	76%
DJJ (n=179)	2%	2%	4%	18%	36%	42%	78%
DoCS (n=488)	1%	1%	2%	22%	37%	39%	76%
DSR (n=4)	0%	0%	0%	0%	50%	50%	100%
Housing NSW (n=52)	2%	2%	4%	21%	35%	40%	75%
NSW Health (n=270)	1%	3%	4%	30%	36%	30%	66%
ODPP (n=21)	0%	0%	0%	29%	29%	42%	71%
Police (n=184)	1%	2%	3%	28%	47%	22%	69%
Attorney Generals (n=7)	14%	0%	14%	43%	14%	29%	43%
Total (n=1473)	1%	2%	3%	23%	38%	36%	74%

**Appendix 2.40 Likelihood that detailed knowledge respondents would use the *Guidelines* if they were sent reminder emails on tips for child protection derived from the *Guidelines***

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=161)	1%	3%	4%	8%	40%	48%	88%
DCS (n=6)	0%	0%	0%	50%	17%	33%	50%
DET (n=102)	1%	4%	5%	13%	28%	54%	82%
DJJ (n=178)	1%	1%	2%	14%	38%	46%	84%
DoCS (n=481)	2%	2%	4%	22%	35%	39%	74%
DSR (n=4)	0%	0%	0%	25%	25%	50%	75%
Housing NSW (n=51)	0%	2%	2%	10%	41%	47%	88%
NSW Health (n=271)	1%	3%	4%	23%	40%	33%	73%
ODPP (n=21)	0%	0%	0%	19%	33%	48%	81%
Police (n=188)	1%	2%	3%	21%	48%	28%	76%
Attorney Generals (n=7)	0%	0%	0%	29%	48%	23%	71%
Total (n=1470)	1%	2%	3%	18%	38%	41%	79%

**Appendix 2.41 Likelihood that detailed knowledge respondents would use the *Guidelines* if articles on the *Guidelines* were placed in agency publications**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=157)	0%	1%	1%	17%	43%	39%	82%
DCS (n=6)	0%	0%	0%	33%	33%	33%	66%
DET (n=100)	1%	1%	2%	20%	32%	46%	78%
DJJ (n=175)	1%	2%	3%	23%	38%	36%	74%
DoCS (n=479)	1%	1%	2%	21%	40%	37%	77%
DSR (n=4)	0%	0%	0%	0%	50%	50%	100%
Housing NSW (n=52)	2%	4%	6%	12%	37%	45%	82%
NSW Health (n=263)	2%	2%	4%	30%	38%	28%	66%
ODPP (n=20)	0%	0%	0%	35%	20%	45%	65%
Police (n=180)	0%	3%	3%	24%	49%	24%	73%
Attorney Generals (n=7)	0%	0%	0%	29%	29%	42%	71%
Total (n=1443)	1%	2%	3%	23%	39%	35%	74%

**Appendix 2.42 Likelihood that detailed knowledge respondents would use the *Guidelines* if they were placed on the agency's website**

Agency	Discourage	Tend to discourage	Overall discourage	No effect	Tend to encourage	Encourage	Overall encourage
DADHC (n=162)	1%	1%	2%	8%	30%	60%	90%
DCS (n=7)	0%	0%	0%	14%	43%	43%	86%
DET (n=102)	2%	0%	2%	13%	29%	56%	85%
DJJ (n=182)	0%	1%	1%	14%	36%	49%	85%
DoCS (n=490)	0%	0%	0%	13%	33%	54%	87%
DSR (n=4)	0%	0%	0%	25%	25%	50%	75%
Housing NSW (n=52)	0%	0%	0%	10%	35%	55%	90%
NSW Health (n=270)	1%	1%	2%	16%	40%	42%	82%
ODPP (n=21)	0%	0%	0%	29%	29%	42%	71%
Police (n=189)	1%	1%	1%	19%	45%	35%	80%
Attorney Generals (n=7)	0%	0%	0%	57%	14%	29%	43%
Total (n=1486)	1%	1%	2%	14%	36%	48%	84%

**Appendix 2.43 Detailed knowledge respondents' level of agreement that the *Guidelines* make it easier to work with other agencies on child protection issues**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=137)	4%	11%	15%	48%	37%	85%
DCS (n=7)	0%	29%	29%	57%	14%	71%
DET (n=99)	4%	12%	16%	53%	31%	84%
DJJ (n=147)	16%	17%	33%	48%	19%	67%
DoCS (n=454)	3%	6%	9%	50%	41%	91%
DSR (n=2)	0%	0%	0%	50%	50%	100%
Housing NSW (n=45)	2%	16%	18%	73%	9%	82%
NSW Health (n=184)	9%	15%	24%	50%	26%	76%
ODPP (n=17)	6%	12%	18%	35%	47%	82%
Police (n=152)	7%	21%	28%	51%	21%	72%
Attorney Generals (n=3)	0%	0%	0%	67%	33%	100%
Total (n=1247)	6%	12%	18%	51%	31%	82%

**Appendix 2.44 Detailed knowledge respondents' level of agreement that the *Guidelines* assist them to understand how to exchange information with other agencies about families that move location**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=126)	4%	11%	15%	53%	32%	85%
DCS (n=4)	25%	0%	25%	75%	0%	75%
DET (n=91)	6%	11%	17%	55%	28%	83%
DJJ (n=133)	11%	14%	25%	53%	22%	75%
DoCS (n=418)	4%	5%	9%	47%	44%	93%
DSR (n=1)	0%	0%	0%	0%	100%	100%
Housing NSW (n=46)	0%	9%	9%	71%	20%	91%
NSW Health (n=178)	7%	14%	21%	53%	26%	79%
ODPP (n=17)	0%	12%	12%	53%	35%	88%
Police (n=139)	4%	21%	25%	52%	23%	75%
Attorney Generals (n=1)	0%	0%	0%	100%	0%	100%
Total (n=1154)	5%	11%	16%	52%	32%	84%

**Appendix 2.45 Detailed knowledge respondents' agreement that the *Guidelines* help them to collaborate with other agencies to protect children**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=134)	3%	8%	11%	48%	41%	89%
DCS (n=7)	14%	0%	14%	71%	15%	86%
DET (n=100)	5%	13%	18%	51%	31%	72%
DJJ (n=141)	9%	16%	25%	50%	25%	75%
DoCS (n=458)	3%	4%	7%	46%	47%	93%
DSR (n=3)	0%	33%	33%	34%	33%	67%
Housing NSW (n=47)	2%	0%	2%	78%	20%	98%
NSW Health (n=192)	6%	11%	17%	55%	28%	83%
ODPP (n=19)	0%	5%	5%	53%	42%	95%
Police (n=151)	6%	11%	17%	58%	25%	83%
Attorney Generals (n=1)	0%	0%	0%	100%	0%	100%
Total (n=1253)	4%	8%	12%	53%	35%	88%

**Appendix 2.46 Detailed knowledge respondents' agreement that the *Guidelines* make it more difficult to work with other agencies on child protection**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=136)	45%	46%	91%	7%	2%	9%
DCS (n=7)	43%	43%	86%	14%	0%	14%
DET (n=96)	51%	42%	93%	4%	3%	7%
DJJ (n=143)	40%	46%	86%	12%	2%	14%
DoCS (n=455)	54%	38%	92%	5%	3%	8%
DSR (n=2)	100%	0%	100%	0%	0%	0%
Housing NSW (n=46)	26%	54%	80%	15%	5%	20%
NSW Health (n=191)	39%	52%	91%	6%	3%	9%
ODPP (n=20)	45%	50%	95%	0%	5%	5%
Police (n=147)	25%	59%	84%	12%	4%	16%
Attorney Generals (n=2)	50%	0%	50%	50%	0%	50%
Total (n=1245)	42%	46%	88%	8%	4%	12%

**Appendix 2.47 Detailed knowledge respondents' agreement that the *Guidelines* cover all the important topics for interagency collaboration on child protection**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=126)	1%	10%	11%	71%	18%	89%
DCS (n=7)	0%	14%	14%	86%	0%	86%
DET (n=90)	4%	4%	8%	73%	19%	92%
DJJ (n=122)	2%	18%	20%	64%	16%	80%
DoCS (n=423)	1%	7%	8%	69%	23%	92%
DSR (n=4)	0%	0%	0%	25%	75%	100%
Housing NSW (n=41)	0%	12%	12%	78%	10%	88%
NSW Health (n=185)	1%	13%	14%	67%	19%	86%
ODPP (n=17)	0%	0%	0%	82%	18%	100%
Police (n=194)	1%	11%	12%	73%	15%	88%
Attorney Generals (n=4)	0%	0%	0%	75%	25%	100%
Total (n=1150)	1%	10%	11%	70%	19%	89%

**Appendix 2.48 Detailed knowledge respondents' agreement that there are important topics relating to interagency collaboration in child protection missing from the *Guidelines***

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=95)	17%	57%	64%	22%	4%	26%
DCS (n=6)	0%	67%	67%	17%	16%	23%
DET (n=74)	25%	55%	80%	10%	10%	20%
DJJ (n=100)	8%	47%	55%	37%	8%	45%
DoCS (n=346)	19%	58%	77%	17%	6%	23%
DSR (n=3)	33%	33%	66%	0%	33%	33%
Housing NSW (n=31)	13%	42%	55%	39%	6%	45%
NSW Health (n=159)	13%	60%	73%	20%	7%	27%
ODPP (n=12)	7%	75%	82%	9%	9%	18%
Police (n=112)	14%	50%	64%	28%	8%	36%
Attorney Generals (n=2)	50%	0%	50%	50%	0%	50%
Total (n=940)	16%	56%	72%	22%	6%	28%

**Appendix 2.49 Detailed knowledge respondents' agreement that they will seek an answer in the *Guidelines* when they cannot respond to a child protection issue using their own agency's policies and procedures**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=165)	2%	6%	8%	44%	48%	92%
DCS (n=7)	14%	14%	28%	43%	29%	72%
DET (n=106)	9%	10%	19%	39%	42%	81%
DJJ (n=185)	12%	9%	21%	41%	38%	79%
DoCS (n=470)	20%	21%	41%	32%	27%	59%
DSR (n=4)	25%	25%	50%	25%	25%	50%
Housing NSW (n=56)	4%	9%	13%	41%	46%	87%
NSW Health (n=259)	6%	10%	16%	48%	36%	84%
ODPP (n=22)	5%	5%	10%	45%	45%	90%
Police (n=195)	14%	19%	33%	41%	26%	67%
Attorney Generals (n=6)	17%	0%	17%	50%	33%	83%
Total (n=1475)	12%	14%	26%	40%	34%	74%

**Appendix 2.50 Detailed knowledge respondents' agreement that they would not apply something from the *Guidelines* unless they had written approval from their supervisor(s)**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=154)	38%	44%	82%	10%	8%	18%
DCS (n=7)	57%	43%	100%	0%	0%	0%
DET (n=102)	45%	46%	91%	5%	4%	9%
DJJ (n=181)	33%	39%	72%	14%	14%	28%
DoCS (n=461)	48%	39%	87%	9%	4%	13%
DSR (n=3)	33%	33%	66%	33%	0%	100%
Housing NSW (n=50)	46%	30%	76%	18%	6%	24%
NSW Health (n=246)	50%	39%	89%	7%	4%	11%
ODPP (n=21)	57%	24%	81%	14%	5%	19%
Police (n=178)	38%	44%	82%	11%	7%	18%
Attorney Generals (n=6)	50%	17%	67%	17%	16%	23%
Total (n=1409)	44%	40%	84%	10%	6%	18%



**Appendix 2.51 Detailed knowledge respondents' agreement that their supervisor(s) support their use of the *Guidelines***

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=154)	1%	3%	4%	30%	66%	96%
DCS (n=7)	0%	14%	14%	14%	72%	86%
DET (n=97)	3%	1%	4%	21%	75%	96%
DJJ (n=170)	5%	5%	10%	36%	54%	90%
DoCS (n=464)	2%	3%	5%	31%	64%	95%
DSR (n=3)	0%	0%	0%	33%	67%	100%
Housing NSW (n=53)	6%	8%	14%	30%	56%	86%
NSW Health (n=225)	2%	1%	3%	31%	66%	97%
ODPP (n=19)	0%	0%	0%	32%	68%	100%
Police (n=147)	2%	3%	5%	45%	45%	90%
Attorney Generals (n=3)	33%	0%	33%	33%	33%	66%
Total (n=1342)	3%	3%	6%	32%	62%	94%

**Appendix 2.52 Detailed knowledge respondents' agreement that their own agency policies and procedures cover all the child protection issues they deal with**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=153)	8%	25%	33%	41%	26%	67%
DCS (n=7)	14%	14%	28%	29%	43%	72%
DET (n=106)	4%	5%	9%	43%	48%	91%
DJJ (n=186)	9%	15%	24%	43%	33%	76%
DoCS (n=486)	8%	9%	17%	29%	54%	83%
DSR (n=4)	0%	0%	0%	25%	75%	100%
Housing NSW (n=50)	8%	20%	28%	50%	22%	72%
NSW Health (n=255)	7%	17%	24%	42%	34%	76%
ODPP (n=22)	0%	14%	14%	32%	54%	86%
Police (n=194)	5%	16%	21%	45%	34%	79%
Attorney Generals (n=6)	50%	17%	67%	0%	33%	33%
Total (n=1469)	6%	14%	20%	38%	42%	80%

**Appendix 2.53 Detailed knowledge respondents' agreement that the staff who report to them use the *Guidelines***

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=64)	6%	8%	14%	55%	31%	86%
DCS (n=4)	0%	25%	25%	50%	25%	75%
DET (n=89)	6%	7%	13%	46%	41%	87%
DJJ (n=108)	17%	17%	34%	39%	27%	66%
DoCS (n=256)	4%	15%	19%	47%	34%	81%
DSR (n=1)	0%	0%	0%	0%	100%	100%
Housing NSW (n=23)	4%	22%	26%	48%	26%	74%
NSW Health (n=105)	8%	14%	22%	40%	38%	78%
ODPP (n=4)	0%	50%	50%	0%	50%	50%
Police (n=86)	14%	14%	28%	47%	25%	72%
Attorney Generals (n=2)	50%	0%	50%	0%	50%	50%
Total (n=742)	8%	14%	22%	45%	33%	78%

\*Participants without a supervisory role (n=814) were excluded from the analysis

**Appendix 2.54 Detailed knowledge respondents' agreement that the *Guidelines* conflict with how their own agency operates**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=152)	63%	33%	96%	3%	1%	4%
DCS (n=7)	86%	0%	86%	14%	0%	14%
DET (n=99)	73%	24%	97%	1%	2%	3%
DJJ (n=160)	54%	36%	90%	6%	4%	10%
DoCS (n=465)	70%	26%	96%	3%	1%	4%
DSR (n=4)	75%	25%	100%	0%	0%	0%
Housing NSW (n=42)	48%	48%	96%	4%	0%	4%
NSW Health (n=225)	63%	35%	98%	1%	1%	2%
ODPP (n=20)	85%	10%	95%	5%	0%	5%
Police (n=155)	38%	56%	94%	5%	1%	6%
Attorney Generals (n=4)	75%	25%	100%	0%	0%	0%
Total (n=1333)	62%	33%	95%	3%	2%	5%

**Appendix 2.55 Detailed knowledge respondents' agreement that the *Guidelines* have improved child protection outcomes overall**

<b>Agency</b>	<b>Disagree</b>	<b>Tend to disagree</b>	<b>Overall disagree</b>	<b>Tend to agree</b>	<b>Agree</b>	<b>Overall agree</b>
DADHC (n=112)	6%	21%	26%	49%	25%	74%
DCS (n=7)	14%	43%	57%	29%	14%	43%
DET (n=78)	9%	14%	23%	58%	19%	77%
DJJ (n=147)	16%	24%	40%	44%	16%	60%
DoCS (n=422)	4%	10%	14%	60%	26%	86%
DSR (n=2)	0%	0%	0%	50%	50%	100%
Housing NSW (n=41)	5%	22%	27%	63%	10%	73%
NSW Health (n=163)	13%	20%	33%	56%	11%	67%
ODPP (n=11)	9%	9%	18%	73%	9%	82%
Police (n=142)	9%	16%	25%	57%	18%	75%
Attorney Generals (n=4)	50%	0%	50%	25%	25%	50%
Total (n=1129)	8%	16%	24%	55%	21%	76%

**Appendix 2.56 Detailed knowledge respondents' agreement that the *Guidelines* have improved the quality of services to children and young people**

<b>Agency</b>	<b>Disagree</b>	<b>Tend to disagree</b>	<b>Overall disagree</b>	<b>Tend to agree</b>	<b>Agree</b>	<b>Overall agree</b>
DADHC (n=116)	7%	19%	26%	53%	21%	74%
DCS (n=7)	14%	43%	57%	29%	14%	43%
DET (n=79)	10%	17%	27%	48%	25%	73%
DJJ (n=149)	19%	23%	42%	41%	17%	58%
DoCS (n=428)	4%	11%	15%	58%	27%	85%
DSR (n=2)	0%	0%	0%	50%	50%	100%
Housing NSW (n=37)	5%	24%	29%	51%	20%	77%
NSW Health (n=163)	14%	24%	28%	50%	12%	62%
ODPP (n=14)	0%	29%	29%	64%	7%	71%
Police (n=143)	7%	18%	25%	57%	18%	75%
Attorney Generals (n=4)	50%	0%	50%	25%	25%	50%
Total (n=1142)	8%	17%	25%	53%	22%	75%

**Appendix 2.57 Detailed knowledge respondents' agreement that the *Guidelines* have delayed making important decision about a child or young person**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=117)	29%	45%	74%	21%	5%	26%
DCS (n=7)	29%	43%	72%	28%	0%	28%
DET (n=81)	48%	44%	92%	5%	3%	8%
DJJ (n=145)	21%	42%	63%	25%	12%	27%
DoCS (n=421)	37%	52%	89%	10%	1%	11%
DSR (n=2)	100%	0%	100%	0%	0%	0%
Housing NSW (n=40)	23%	55%	78%	15%	7%	22%
NSW Health (n=169)	36%	47%	83%	12%	5%	17%
ODPP (n=12)	50%	42%	92%	8%	0%	8%
Police (n=142)	18%	50%	68%	20%	12%	32%
Attorney Generals (n=4)	25%	50%	75%	25%	0%	25%
Total (n=1140)	32%	48%	80%	15%	5%	20%

**Appendix 2.58 Detailed knowledge respondents' agreement that the *Guidelines* are just as useful in matters involving Aboriginal people as non-Aboriginal people**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=113)	4%	12%	16%	52%	32%	84%
DCS (n=7)	0%	29%	29%	57%	14%	71%
DET (n=75)	8%	9%	17%	52%	31%	83%
DJJ (n=141)	9%	20%	29%	48%	23%	71%
DoCS (n=389)	3%	9%	12%	52%	36%	88%
DSR (n=3)	0%	0%	0%	33%	67%	100%
Housing NSW (n=39)	3%	10%	13%	56%	31%	87%
NSW Health (n=154)	3%	15%	18%	62%	20%	82%
ODPP (n=15)	0%	33%	33%	53%	14%	67%
Police (n=134)	6%	9%	15%	56%	29%	85%
Attorney Generals (n=2)	0%	0%	0%	50%	50%	100%
Total (n=1072)	5%	12%	17%	53%	30%	83%

**Appendix 2.59 Detailed knowledge respondents' agreement that for matters relating to Aboriginal children and young people, the provisions in the *Guidelines* for feedback to mandatory reporters can be applied effectively**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=93)	0%	10%	10%	61%	29%	90%
DCS (n=7)	14%	14%	28%	57%	15%	72%
DET (n=65)	8%	14%	22%	55%	23%	78%
DJJ (n=116)	7%	23%	30%	48%	22%	70%
DoCS (n=354)	2%	9%	11%	58%	31%	89%
Housing NSW (n=34)	3%	12%	15%	62%	23%	85%
NSW Health (n=126)	3%	14%	17%	63%	20%	83%
ODPP (n=12)	8%	17%	25%	67%	8%	75%
Police (n=117)	3%	9%	12%	64%	24%	88%
Attorney Generals (n=2)	0%	0%	0%	100%	0%	100%
Total (n=926)	3%	12%	15%	59%	26%	85%

\*All responses from Department of Sport and Recreation Staff (DSR) were missing for this question

**Appendix 2.60 Detailed knowledge respondents' agreement that the provisions in the *Guidelines* for addressing child sexual assault can be applied effectively to Aboriginal children and young people**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=99)	0%	6%	6%	57%	37%	94%
DCS (n=6)	0%	0%	0%	83%	17%	100%
DET (n=79)	8%	11%	19%	52%	29%	81%
DJJ (n=123)	5%	22%	27%	46%	27%	73%
DoCS (n=351)	2%	14%	16%	54%	30%	84%
DSR (n=3)	0%	0%	0%	33%	67%	100%
Housing NSW (n=37)	3%	11%	14%	59%	27%	86%
NSW Health (n=147)	2%	16%	18%	62%	20%	82%
ODPP (n=14)	7%	21%	28%	57%	15%	72%
Police (n=125)	3%	9%	12%	62%	26%	88%
Attorney Generals (n=3)	33%	33%	66%	0%	33%	33%
Total (n=987)	3%	14%	17%	55%	28%	83%

**Appendix 2.61 Detailed knowledge respondents' agreement that more detail on engaging with Aboriginal people is required in the *Guidelines***

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=101)	4%	23%	27%	42%	31%	73%
DCS (n=5)	0%	0%	0%	40%	60%	100%
DET (n=74)	7%	30%	37%	40%	23%	63%
DJJ (n=126)	6%	21%	27%	44%	29%	73%
DoCS (n=361)	6%	28%	34%	36%	30%	66%
DSR (n=2)	0%	0%	0%	100%	0%	100%
Housing NSW (n=32)	0%	31%	31%	38%	31%	69%
NSW Health (n=154)	3%	23%	26%	46%	28%	74%
ODPP (n=17)	0%	18%	18%	41%	41%	82%
Police (n=119)	19%	34%	53%	31%	16%	47%
Attorney Generals (n=2)	50%	0%	50%	0%	50%	50%
Total (n=993)	7%	26%	33%	39%	28%	67%

**Appendix 2.62 Detailed knowledge respondents' agreement that a separate set of *Guidelines* is required for engaging with Aboriginal people**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=107)	29%	32%	61%	24%	15%	39%
DCS (n=5)	0%	20%	20%	60%	20%	80%
DET (n=82)	28%	40%	68%	17%	15%	32%
DJJ (n=133)	20%	32%	52%	28%	20%	48%
DoCS (n=383)	28%	37%	65%	19%	16%	35%
DSR (n=1)	0%	100%	100%	0%	0%	0%
Housing NSW (n=36)	31%	33%	64%	17%	19%	36%
NSW Health (n=170)	22%	48%	70%	18%	12%	30%
ODPP (n=16)	13%	31%	44%	25%	31%	56%
Police (n=127)	35%	37%	72%	19%	9%	28%
Attorney Generals (n=2)	50%	0%	50%	0%	50%	50%
Total (n=1062)	27%	38%	65%	20%	15%	35%

### **3 Survey results: Staff required to have general knowledge of the *Guidelines***

This chapter describes the nature of the responses of New South Wales government agency staff members identified as needing general knowledge of the *Interagency Guidelines for Child Protection Intervention 2006*.

There appears to be difference in the kinds of staff nominated as needing general knowledge across agencies, with agencies nominating a mix of management and front-line staff as reflects the role of each agency and their intersection with child protection. These differences mean comparisons across agencies should be made cautiously.

A total of 1,562 staff members in this group completed a survey.

#### **3.1 Involvement in child protection matters**

Staff who completed the survey were identified as workers for whom child protection may not form a central part of their job description, but who nevertheless needed to be generally familiar with the *Interagency Guidelines for Child Protection*.

General knowledge respondents were asked two questions about their frequency of involvement in child protection work, and their frequency of collaborating with other agencies in matters of child protection. The results of these questions are summarised in Table 3.1. Agency-specific results for general knowledge respondents are presented in Appendix 3.1 and Appendix 3.2 at the end of this chapter.

The majority of general knowledge respondents are irregularly involved in child protection work, although the frequency of involvement varies by agency. Overall, 29% of general knowledge respondents are never involved in child protection work, and 25% of all general knowledge respondents worked with child protection matters less than once per month.

General knowledge respondents from Department of Community Services (47%) were the most likely to report that they never worked with child protection matters. Of all the agencies included in the survey, general knowledge respondents from the Department of Juvenile Justice (49%) and the Department of Sports and Recreation (33%) had the most daily contact with child protection work.

If involved in child protection matters, general knowledge respondents tend to cease their involvement after making a report to the DoCS Helpline and do not regularly collaborate with other agencies after the report has been made. The majority (51%) of all general knowledge respondents reported never collaborating with other agencies after making a report to the DoCS Helpline. General knowledge respondents from the Department of Juvenile Justice (10%) and New South Wales Police (10%) were the most likely to collaborate with other agencies on a daily basis after lodging a report with the DoCS Helpline.

**Table 3.1 General knowledge respondents' involvement in child protection work**

Child protection situation	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
How often does your job deal with child protection matters? (n=1558)	25%	29%	19%	6%	5%	16%
How often do you work with other agencies after a child protection matter is reported to DoCS Helpline (n=1556)?	47%	30%	11%	3%	4%	5%

### 3.2 Awareness of the *Guidelines*

In 2006, the New South Wales government undertook an education campaign to promote the existence of the *Interagency Guidelines for Child Protection*. The current survey asked general knowledge respondents to indicate their awareness of the *Guidelines* (Table 3.2).

The education campaign run by the New South Wales Government appears to have been successful in promoting awareness of the *Guidelines* amongst general knowledge respondents. On average, only 8% of respondents were unaware of the *Guidelines*, with a further 22% aware of the existence of the *Guidelines*, but not having seen them. Respondents from Police (43%), Office of the Director of Public Prosecution (41%) and the Housing NSW (28%) were the least likely to have read and or used the *Guidelines*. Staff from these departments were also more likely to be aware of the *Guidelines*, but not have seen them.

Of the general knowledge respondents, only 5% reported that they had looked at the guidelines but had considered them irrelevant to their practice – a proportion that was consistently low across all agencies.<sup>12</sup> More than half of general knowledge respondents from all agencies had either read relevant sections of the *Guidelines* (32%) or had read the *Guidelines* and incorporated these principles into their practice (27%).

<sup>12</sup>The proportion of staff who considered the *Guidelines* irrelevant to their practice was particularly high for the Ministry for Police (67%), however only three general knowledge respondents from this agency answered the awareness question.



**Table 3.2 General knowledge respondents' awareness of the *Guidelines***

Agency	Not aware	Aware but not seen	Seen but not read	Looked, not relevant	Read relevant sections	Read sections and use	Total
DADHC (n=39)	3%	15%	5%	3%	39%	35%	100%
DCS (n=98)	2%	13%	2%	3%	38%	42%	100%
DET (n=257)	1%	8%	5%	1%	33%	52%	100%
DJJ (n=144)	8%	19%	4%	3%	40%	26%	100%
DoCS (n=150)	6%	14%	6%	15%	38%	21%	100%
DSR (n=27)	4%	15%	0%	4%	48%	29%	100%
Housing NSW (n=321)	11%	27%	10%	3%	27%	22%	100%
MFP (n=3)	0%	33%	0%	67%	0%	0%	100%
NSW Health (n=285)	7%	22%	8%	2%	32%	29%	100%
ODPP (n=80)	15%	30%	10%	4%	36%	5%	100%
NSW Police (n=154)	17%	36%	11%	2%	25%	9%	100%
<b>General staff</b>	<b>8%</b>	<b>22%</b>	<b>7%</b>	<b>5%</b>	<b>32%</b>	<b>27%</b>	<b>100%</b>
<i>Detailed staff</i>	4%	11%	7%	2%	35%	41%	100%
<i>Program staff</i>	4%	8%	5%	3%	38%	42%	100%
<i>All staff</i>	5%	15%	7%	3%	34%	36%	100%

### 3.3 Knowledge of the *Guidelines*

Agency staff members identified as needing general knowledge of the *Interagency Guidelines* were asked to report their knowledge of six key aspects of professional practice relating to the *Guidelines* (Table 3.3). Agency-specific results for self-reported knowledge are given in Appendix 3.3 to Appendix 3.8 at the end of this chapter. Agency staff were also tested on ten key aspects of the *Guidelines* (Figure 3.1)

#### 3.3.1 Self-reported knowledge about key aspects of professional practice

Overall, general knowledge respondents had a clear understanding of the indicators of child abuse and neglect, and when children and young people should be reported to DoCS. Self-reported knowledge levels for child abuse and neglect indicators and the circumstances for reporting were consistently high across all agencies. More than 70% of all general knowledge respondents rated their knowledge of the indicators of child abuse and neglect as 'good' or 'excellent', and more than 80% of general knowledge respondents indicated their knowledge of the circumstances under which children and young people should be reported to DoCS as 'good' or 'excellent'.

General knowledge respondents were less confident about their knowledge of the appropriateness of or need for information sharing, interagency collaboration and DoCS processes for child protection intake investigation and assessment. Knowledge of the appropriate circumstances under which information can be shared was given as 'fair' or 'poor' for 39% of all general knowledge respondents. More than half of the general knowledge respondents rated their knowledge of agency roles and responsibilities as 'fair' or 'poor', and almost 70% of respondents felt their knowledge of child protection intake investigation and assessment process was either 'fair' or 'poor'. Knowledge regarding 'best endeavour' requests was low

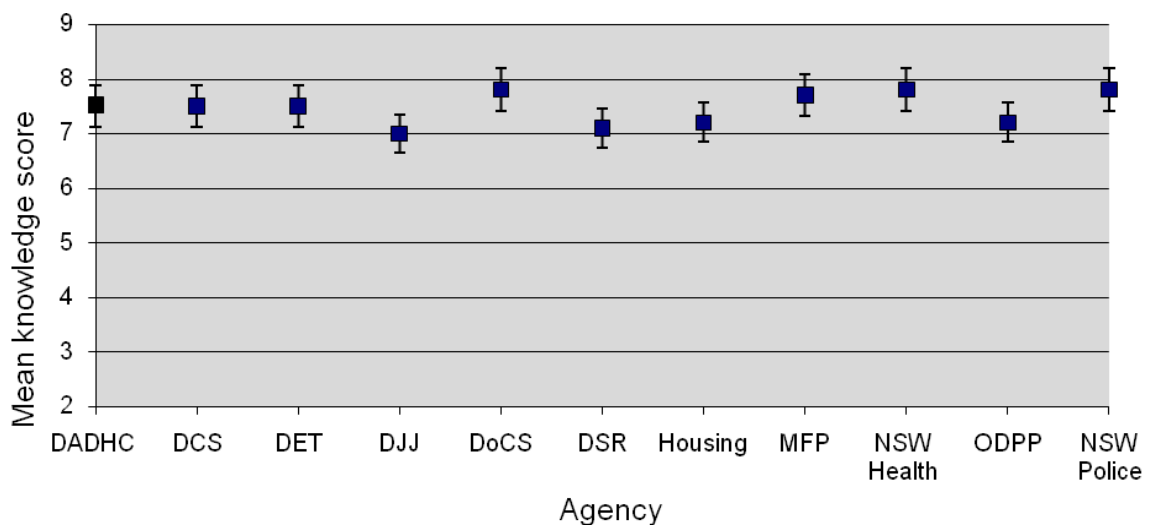
for all general respondents, with almost 80% giving their knowledge as 'fair' or 'poor'. These levels of self-reported knowledge were consistent across all agencies and are reflected by the respondents' likelihood of using the *Guidelines* (see section 5.5).

**Table 3.3 General knowledge respondents' self-reported knowledge of key aspects of professional practice**

Indicator	Poor	Fair	Good	Excellent
Indicators of child abuse/neglect (n=1524)	4%	22%	49%	25%
Circumstances when child/young person should be reported to DoCS (n=1526)	3%	14%	52%	31%
Circumstances when you can/ must share information with other agencies regarding child protection (n=1492)	8%	31%	47%	14%
Roles/responsibilities of NSW Government agencies involved in child protection (n=1500)	11%	40%	40%	9%
DoCS child protection intake investigation and assessment process (n=1473)	30%	39%	23%	8%
Processes required for 'best endeavour' requests (n=1358)	41%	36%	19%	4%

### 3.3.2 Actual knowledge of key messages

Overall, general knowledge respondents had a good understanding of the *Guidelines'* key messages, with an agency-wide mean knowledge score of 7.5 (Figure 3.1). All agencies scored well above 50%. Knowledge scores varied by agency, with the highest mean scores reported for the Department of Community Services (mean = 7.8), NSW Health (mean = 7.8) and NSW Police (mean = 7.8). Lower than average scores were reported by general knowledge respondents in the Department of Juvenile Justice (mean = 7.0), Department of Sports and Recreation (mean = 7.1) and Housing NSW (mean = 7.2).



**Figure 3.1: General knowledge respondents' mean knowledge scores and associated 95% confidence intervals, by Agency**

There were some discrepancies between respondents' self-reported and actual knowledge of the key messages of the Guidelines (Appendix 3.9 to Appendix 3.18).

Although most of the respondents reported that their knowledge of the indicators of child abuse and neglect was 'good' or 'excellent', and that their knowledge of when to make a risk of harm report was 'good' or 'excellent', only 40% of respondents knew who in their agency was responsible for making risk of harm reports. Knowledge that responsibility to report rests with individuals was higher for general knowledge respondents from the NSW Police (76% correct).

Approximately half of general knowledge respondents reported that their knowledge of the roles and responsibilities of NSW government agencies in child protection was 'poor' or 'fair'. Respondents' actual knowledge reflected the self-reported assessment of their knowledge, with only 59% of respondents correctly naming the organisations that provide independent oversight for child protection. General knowledge respondents were confident (89%) in their knowledge that DoCS maintains statutory responsibility for child protection.

The self-reported data under-estimated general knowledge respondents' actual knowledge about exchanging information for child protection. While, slightly more than 60% of general knowledge respondents reported their knowledge of when you can or must share information was 'good' or 'excellent', 68% of respondents knew that verbal information exchange was permissible when local working relationships were established. Further, 89% of general knowledge respondents knew that DoCS has the power to direct agencies to provide information during a child protection intervention. More than 90% of respondents knew that they could provide information to NSW Police for law enforcement purposes, without the consent of the child, parent or caregiver.

### **3.4 Access to the *Guidelines***

Staff required to have general knowledge of the *Interagency Guidelines* are easily able to access the *Guidelines* at work, by a variety of access modes (Table 3.4). Staff were most commonly able to access the *Guidelines* using the internet or staff intranet (67%). Hard copies of the *Guidelines* were also readily available to one third of general knowledge respondents (32%). Less than 2% of all staff had no access to the *Interagency Guidelines*.

**Table 3.4 General knowledge respondents' capacity to access the *Guidelines* at work\***

Agency	In hard copy	Internet/ Intranet	CD-ROM	No access
DADHC (n=39)	49%	72%	0%	0%
DCS (n=98)	45%	69%	0%	4%
DET (n=257)	56%	76%	2%	1%
DJJ (n=146)	16%	71%	1%	3%
DoCS (n=151)	38%	77%	2%	1%
DSR (n=27)	37%	67%	0%	7%
Housing NSW (n=321)	12%	68%	0%	3%
Ministry Police (n=3)	67%	100%	0%	0%
NSW Health (n=286)	45%	56%	1%	3%
ODPP (n=80)	31%	49%	0%	0%
Police Force (n=154)	5%	64%	0%	1%
<b>General staff</b>	<b>32%</b>	<b>67%</b>	<b>1%</b>	<b>2%</b>
<i>Detailed staff</i>	50%	72%	1%	0.5%
<i>Program staff</i>	90%	78%	5%	5%
<i>All staff</i>	48%	71%	2%	2%

\*Participants could select more than one access method.

### 3.5 Use of the *Guidelines*

The survey was also designed to assess how staff required to have general knowledge of the *Guidelines* actually used the *Guidelines*, in what situations, their ease of use and views on strategies by which staff may be encouraged to use the *Guidelines* in the future.

Specifically, respondents were asked to indicate how often they refer to information in the *Guidelines* (Table 3.5) the likelihood that they would use the *Interagency Guidelines* under certain situations (Table 3.6), perceptions about ease of use (Figure 3.2) and the usefulness of strategies to encourage use (Table 3.7). Agency-specific results for these survey items are given in Appendix 3.19 to Appendix 3.34 at the end of this chapter.

#### 3.5.1 How the *Guidelines* are used

Agency staff required to have general knowledge of the *Interagency Guidelines* tend to refer to the *Guidelines* very irregularly. One half (52%) of all respondents indicated that they never refer to the *Guidelines*, 45% used them once a month or more, while only three percent used them on a daily basis.

**Table 3.5 General knowledge respondents' frequency of reference to the *Guidelines***

Child protection situation	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
How often do you refer to/use information from the <i>Guidelines</i> ? (n=1557)	52%	33%	9%	3%	1%	3%

When presented with various scenarios where respondents would need guidance on a child protection matter the most common response for staff required to have general knowledge (as for those required to have detailed knowledge of the *Guidelines*) was that they were 'likely' or 'somewhat likely' to refer to the *Guidelines*. The other common response was that they were already aware of the issue and would not need guidance.

Table 3.6 shows the responses to each scenario and how likely staff would be to refer to the *Guidelines*. Staff were most commonly 'likely' or 'somewhat likely' to refer to the *Guidelines* to; clarify roles of other agencies (59%) or for guidance on exchanging information with other agencies (52%). About one third of respondents were 'likely' or 'somewhat likely' to refer to the *Guidelines* for guidance on indicators of child abuse and neglect (41%), on roles and responsibilities when reporting to DoCS (39%) or for guidance on when to report to DoCS (37%).

Importantly, approximately only one-fifth or less of respondents said they would be 'unlikely' or 'somewhat unlikely' to refer to the *Guidelines*. Agencies that were most *unlikely* to refer to the guidelines in specific situations were; NSW Police, Department of Juvenile Justice, Department of Sport and Recreation, and Office of the Director of Public Prosecution (see Appendix 3.20 to Appendix 3.24).

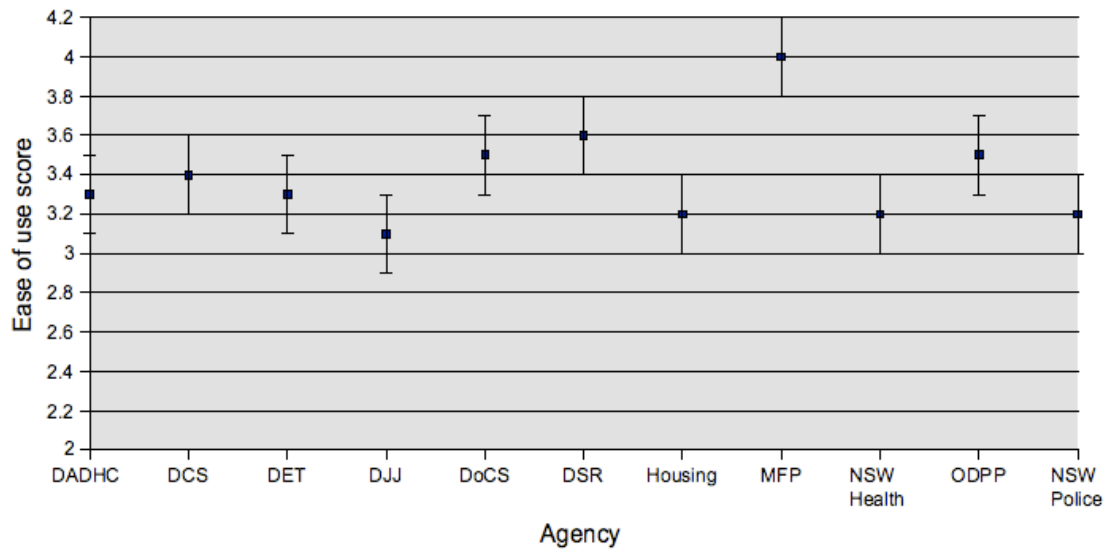
When asked about other uses for the *Guidelines*, respondents commented that the *Guidelines* were useful for education and training purposes of their staff and education of their agency's clients.

**Table 3.6 General knowledge respondents' likelihood of using the *Guidelines* in certain situations**

Situation	Unlikely/ somewhat unlikely	Likely/ somewhat likely	NA – already aware	NA – don't deal with this issue
For guidance on indicators of abuse and neglect (n=1559)	18%	41%	29%	12%
For guidance on when to report to DoCS (n=1558)	19%	37%	32%	12%
For guidance on exchanging information with other agencies (n=1559)	21%	52%	16%	11%
For clarification of other agencies' roles (n=1559)	22%	59%	9%	10%
For guidance on my roles/ responsibilities when reporting to DoCS (n=1559)	18%	39%	31%	12%

### 3.5.2 Perceptions of ease of use

In general, most general knowledge respondents found the *Interagency Guidelines* easy to use (mean = 3.3) and perceived ease of use was relatively similar across all agencies. With the exception of the Ministry of Police, whose sample size was very small, Department of Sport and Recreation (mean = 3.6) staff perceived the *Guidelines* to be easiest to use. Department of Juvenile Justice (mean = 3.1) and New South Wales Police (mean = 3.1) indicated the most difficulty in using the *Interagency Guidelines*.



**Figure 3.2: General knowledge respondents' mean ease of use scores and associated 95% confidence intervals, by agency**

### 3.5.3 Strategies for encouraging use

Although many general knowledge respondents are already aware of the *Interagency Guidelines* and use them in their professional practice, it was important to investigate how use of the *Guidelines* could be increased in the future (Table 3.7).

Of all the proposed strategies for increasing use, general knowledge respondents most agreed that incorporating the *Guidelines* into training, policies and procedures would encourage them to use the *Guidelines* (92%). Other popular strategies to increase use included discussion of the *Guidelines* at staff meetings (82%), attending a special briefing on the *Guidelines'* use (88%), and placement of the *Guidelines* on the agency's website (81%). Overall, general knowledge respondents indicated that strategies including a supportive letter from their agency head (25%) and inclusion of articles on the *Guidelines* in agency publications (24%) would have no effect on their future use of the *Interagency Guidelines*.

**Table 3.7 General knowledge respondents' likelihood of being encouraged to use the *Guidelines***

	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
A letter from my agency head supporting the use of the <i>Guidelines</i> (n=1344)	1%	2%	3%	25%	35%	37%	72%
An agency memo circulated to all relevant staff on the appropriate use of the <i>Guidelines</i> (n=1384)	1%	1%	2%	18%	39%	41%	80%
Discussion of the <i>Guidelines</i> at staff meetings (n=1395)	3%	5%	8%	10%	37%	45%	82%
Attending a special briefing on the <i>Guidelines</i> (n=1172)	1%	1%	2%	10%	40%	48%	88%
Incorporation of the <i>Guidelines</i> into training, policies and procedures (n=1189)	1%	1%	2%	6%	40%	52%	92%
Discussion of the <i>Guidelines</i> at interagency meetings (n=1329)	1%	2%	3%	17%	37%	43%	80%
Reminder emails about the existence of the <i>Guidelines</i> and how to access them (n=1391)	2%	4%	6%	22%	36%	36%	72%
Reminder emails on tips for child protection derived from the <i>Guidelines</i> (n=1399)	3%	6%	9%	14%	36%	41%	77%
Articles on the <i>Guidelines</i> in agency publications (n=1378)	1%	2%	3%	24%	38%	35%	73%
Placement of the <i>Guidelines</i> on my agency's website (n=1396)	1%	1%	2%	17%	35%	46%	81%

### 3.6 Perceptions of gaps in information about interagency collaboration

Respondents were asked whether the *Guidelines* have captured all the information necessary for interagency collaboration in child protection (Table 3.8). Agency-specific responses about perceived gaps in the coverage of the *Guidelines* are given in Appendix 3.35 and Appendix 3.36.

The majority (80%) of general knowledge respondents agreed that all the important topics for interagency collaboration are covered by the *Interagency Guidelines*. Agreement was lower for general knowledge respondents from Housing NSW (40%).

Despite this only 40% of general knowledge respondents agreed with a negatively-worded version of this statement – that there are important topics relating to interagency collaboration missing from the *Interagency Guidelines*. Agreement that important topics are missing from the *Guidelines* was particularly high for staff from the New South Wales Police (64%), Department of Juvenile Justice (50%) and Housing NSW (67%).

**Table 3.8 General knowledge respondents' agreement about perceived gaps in the coverage of the *Guidelines***

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
<b>Positive statement</b>						
The <i>Guidelines</i> cover all the important topics for interagency collaboration in child protection (n=937)	7%	13%	20%	61%	19%	80%
<b>Negative statement</b>						
There are important topics relating to interagency collaboration in child protection missing from the <i>Guidelines</i> (n=791)	17%	43%	60%	31%	9%	40%

General knowledge respondents were asked to specify what, if any information was missing from the *Interagency Guidelines*. Of the staff who chose to respond to this question, most identified missing issues that were directly associated with their agency's practice.

Other general knowledge respondents identified practical issues that prevent them from implementing the *Interagency Guidelines*, such as lack of clarity in the way the *Guidelines* are written or staffing issues within their own agency, rather than information missing from them.

### **3.7 Perceptions about congruence with agency policy and procedures**

One of the foremost aims of the *Interagency Guidelines* is to improve child protection practice by strengthening collaboration between agencies. Understanding the degree to which the *Guidelines* aligned with the practices of individual agencies was therefore important.

Respondents were asked about the relative influence of their own agency policies and procedures on their practice, compared to the influence of the *Guidelines* (Table 3.9). For agency-specific results, please refer to Appendix 3.37 to Appendix 3.42 at the end of this chapter.

For the most part, the *Guidelines* are congruent with the operation, policies and procedures of the agencies surveyed. Only 14% of general knowledge respondents agreed that the *Guidelines* conflicted with the manner in which their agency operates. The proportion of respondents who felt conflict between the *Guidelines* and their agency policies was higher for staff from agencies with higher direct contact with child protection.

The majority of staff indicated that they would use the *Guidelines* when their own agency policies and procedures are insufficient (81% of all staff); however most staff felt that their own agency policies and procedures were comprehensive enough to cover all the child protection issues they faced (82%). The proportion of staff who felt their agency procedures were insufficient to deal with a wide range of child protection issues was highest for the Department of Corrective Services (33%) and the Office of the Director of Public Prosecution (26%).

Most respondents reported that their supervisors support their use of the *Guidelines* (91%), and 68% of those general knowledge respondents in supervisory positions indicated that their staff use the *Guidelines*. Reflective of supervisory support for the *Guidelines*, agency staff indicated that they would be comfortable applying something from the *Interagency Guidelines* without written approval from their supervisor (65%).



**Table 3.9 Impact of the *Guidelines* on general knowledge respondents' practice**

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
If I cannot respond to a child protection issue using my own agency policies and procedures, I seek the answers in the <i>Guidelines</i> (n=1282)	9%	10%	19%	43%	38%	81%
I would not apply something from the <i>Guidelines</i> unless I had received written approval from my supervisor(s) (n=1228)	34%	31%	65%	22%	13%	35%
My supervisor(s) supports me using the <i>Guidelines</i> (n=1151)	5%	4%	9%	39%	52%	91%
My own agency policies and procedures cover all child protection issues I deal with (n=1232)	6%	12%	18*	42%	40%	82%
Those staff who report to me use the <i>Guidelines</i> * (n=688)	13%	19%	32%	41%	27%	68%
The <i>Guidelines</i> conflict with how my agency operates (n=	52%	34%	86%	10%	4%	14%

\*Staff not in a supervisory position (n=619) were excluded from the analysis

### 3.8 Summary and conclusions

The results for general knowledge staff show that although they are generally aware of the *Guidelines* and easily able to access them they are less likely to be involved in child protection matters and much less likely to have read them. About half of the staff from Police and ODPP had never seen the *Guidelines*.

There was considerable variability in the frequency with which detailed knowledge respondents dealt with child protection matters. Although one-quarter of respondents never deal with child protection matters, 16% of general knowledge respondents do so on a daily basis. Respondents from the NSW Police and Department of Juvenile Justice dealt with child protection more regularly than other general knowledge respondents.

Frequency of collaboration with other agencies for child protection was low amongst general knowledge respondents – 47% of respondents never worked with other agencies. Five per cent of respondents, mostly from the Department of Juvenile Justice and NSW Police) did so daily.

Self reported knowledge and tested knowledge is generally high around questions of indicators of child abuse and neglect and when to report children at risk. However, the DoCS investigation and assessment processes, 'best endeavour' requests and roles and responsibilities of agencies which are least well understood. Staff were moderately confident about circumstances where agencies can share information.

The *Guidelines* are seen as a valuable resource and would be consulted when guidance is required by 80% of respondents, especially regarding other agencies' roles or on exchanging information. They are also seen as a valuable training resource. Incorporation into training is also seen as the best method for encouraging future use of the *Guidelines*, although staff from DJJ, Police, ODPP and DSR are less likely to use the *Guidelines*.

Most people felt the *Guidelines* were comprehensive, albeit in need of further customisation to be specifically relevant to the reader, such as the role of nurses.

Very few respondents (14%) felt the Guidelines conflict with their agency policies and procedures.

## Chapter 3 Appendices

### Appendix 3.1 Frequency with which general knowledge respondents deal with child protection matters

Agency	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
DADHC (n=39)	41%	26%	23%	5%	3%	2%
DCS (n=97)	8%	35%	38%	6%	2%	11%
DET (n=257)	9%	35%	24%	9%	6%	17%
DJJ (n=145)	16%	20%	6%	3%	6%	49%
DoCS (n=150)	47%	21%	8%	3%	3%	18%
DSR (n=27)	15%	22%	19%	4%	7%	33%
Housing NSW (n=320)	39%	34%	15%	3%	3%	6%
MFP (n=3)	0%	0%	33%	33%	33%	0%
NSW Health (n=286)	27%	34%	20%	6%	4%	9%
ODPP (n=80)	35%	19%	15%	8%	11%	12%
NSW Police (n=154)	7%	14%	27%	15%	14%	23%
Total (n=1558)	25%	29%	19%	6%	5%	16%

### Appendix 3.2 Frequency with which general knowledge respondents are required to work with other agencies on child protection matters

Agency	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
DADHC (n=39)	59%	26%	15%	0%	0%	0%
DCS (n=98)	35%	47%	14%	3%	0%	1%
DET (n=257)	38%	41%	11%	2%	5%	3%
DJJ (n=144)	50%	18%	12%	4%	6%	10%
DoCS (n=150)	65%	21%	5%	2%	3%	4%
DSR (n=27)	74%	26%	0%	0%	0%	0%
Housing NSW (n=320)	54%	31%	9%	2%	2%	3%
MFP (n=3)	100%	0%	0%	0%	0%	0%
NSW Health (n=284)	51%	25%	12%	3%	4%	5%
ODPP (n=80)	41%	23%	10%	10%	9%	7%
NSW Police (n=154)	27%	31%	18%	6%	8%	10%
Total (n=1556)	47%	30%	11%	3%	4%	5%

**Appendix 3.3 General knowledge respondents' self-reported knowledge of the indicators of child abuse and neglect**

<b>Agency</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
DADHC (n=39)	15%	18%	46%	21%
DCS (n=98)	3%	24%	58%	15%
DET (n=257)	0%	4%	49%	47%
DJJ (n=144)	4%	17%	61%	18%
DoCS (n=145)	5%	17%	45%	33%
DSR (n=27)	4%	19%	48%	29%
Housing NSW (n=302)	7%	37%	45%	11%
MFP (n=3)	0%	100%	0%	0%
NSW Health (n=281)	4%	22%	48%	26%
ODPP (n=75)	7%	43%	36%	14%
NSW Police (n=153)	0%	25%	60%	15%
Total (n=1524)	4%	22%	50%	24%

**Appendix 3.4: General knowledge respondents' self-reported knowledge of the circumstances when a child or young person should be reported to DoCS**

<b>Agency</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
DADHC (n=39)	13%	10%	51%	26%
DCS (n=98)	3%	8%	68%	21%
DET (n=257)	0%	2%	44%	54%
DJJ (n=142)	4%	16%	56%	24%
DoCS (n=146)	3%	12%	45%	40%
DSR (n=27)	4%	7%	59%	30%
Housing NSW (n=303)	6%	24%	57%	13%
MFP (n=3)	0%	67%	33%	0%
NSW Health (n=282)	3%	17%	50%	30%
ODPP (n=75)	8%	39%	41%	12%
NSW Police (n=154)	0%	5%	52%	43%
Total (n=1526)	3%	14%	52%	31%

**Appendix 3.5: General knowledge respondents' self-reported knowledge of when you must or can share information with other agencies regarding child protection**

<b>Agency</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
DADHC (n=39)	15%	33%	36%	16%
DCS (n=98)	4%	24%	58%	14%
DET (n=257)	2%	25%	56%	17%
DJJ (n=138)	7%	28%	54%	11%
DoCS (n=134)	9%	27%	37%	27%
DSR (n=27)	26%	41%	30%	3%
Housing NSW (n=296)	11%	35%	44%	9%
MFP (n=3)	0%	100%	0%	0%
NSW Health (n=275)	8%	31%	44%	17%
ODPP (n=73)	19%	34%	34%	13%
NSW Police (n=152)	5%	36%	47%	12%
Total (n=1492)	8%	31%	47%	14%

**Appendix 3.6: General knowledge respondents' self-reported knowledge of the roles and responsibilities of NSW government agencies involved in child protection**

<b>Agency</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
DADHC (n=39)	8%	31%	49%	12%
DCS (n=98)	10%	36%	45%	9%
DET (n=256)	7%	43%	42%	8%
DJJ (n=139)	11%	43%	35%	11%
DoCS (n=140)	6%	26%	51%	17%
DSR (n=27)	26%	44%	19%	11%
Housing NSW (n=297)	15%	42%	37%	6%
MFP (n=3)	0%	33%	67%	0%
NSW Health (n=278)	13%	38%	38%	11%
ODPP (n=74)	14%	41%	39%	6%
NSW Police (n=149)	12%	45%	36%	7%
Total (n=1500)	11%	40%	40%	9%

**Appendix 3.7: General knowledge respondents' self-reported knowledge of the DoCS child protection intake, investigation and assessment processes**

<b>Agency</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
DADHC (n=39)	21%	39%	31%	9%
DCS (n=97)	34%	39%	22%	5%
DET (n=254)	20%	41%	30%	9%
DJJ (n=134)	41%	37%	16%	6%
DoCS (n=142)	14%	26%	37%	23%
DSR (n=27)	48%	37%	11%	4%
Housing NSW (n=288)	34%	43%	20%	3%
MFP (n=2)	100%	0%	0%	0%
NSW Health (n=277)	27%	42%	21%	10%
ODPP (n=68)	52%	29%	15%	4%
NSW Police (n=145)	33%	43%	18%	6%
Total (n=1473)	30%	39%	23%	8%

**Appendix 3.8: General knowledge respondents' self-reported knowledge of the processes required for best endeavour requests**

<b>Agency</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
DADHC (n=36)	42%	25%	22%	11%
DCS (n=90)	47%	32%	19%	2%
DET (n=225)	36%	45%	16%	3%
DJJ (n=128)	49%	32%	16%	3%
DoCS (n=128)	33%	32%	25%	10%
DSR (n=23)	57%	39%	4%	0%
Housing NSW (n=275)	36%	36%	27%	2%
MFP (n=2)	100%	0%	0%	0%
NSW Health (n=259)	36%	38%	20%	6%
ODPP (n=54)	80%	13%	4%	3%
NSW Police (n=138)	43%	38%	17%	2%
Total (n=1358)	41%	36%	19%	4%

**Appendix 3.9: General knowledge respondents' actual knowledge about who in their agency is responsible for making risk of harm reports**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	72%	28%
DCS (n=98)	61%	39%
DET (n=257)	67%	33%
DJJ (n=146)	74%	26%
DoCS (n=151)	60%	40%
DSR (n=27)	78%	22%
Housing NSW (n=321)	63%	37%
MFP (n=3)	100%	0%
NSW Health (n=286)	51%	49%
ODPP (n=80)	86%	14%
NSW Police (n=154)	24%	76%
<b>Total (n=1562)</b>	<b>936 (60%)</b>	<b>626 (40%)</b>

**Appendix 3.10: General knowledge respondents' actual knowledge about which agencies provide independent oversight and support on child protection matters**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	36%	64%
DCS (n=96)	40%	60%
DET (n=257)	39%	61%
DJJ (n=145)	40%	60%
DoCS (n=149)	35%	65%
DSR (n=27)	41%	59%
Housing NSW (n=321)	41%	59%
MFP (n=3)	67%	33%
NSW Health (n=285)	39%	61%
ODPP (n=80)	39%	61%
NSW Police (n=154)	57%	43%
<b>Total (n=1556)</b>	<b>639 (41%)</b>	<b>917 (59%)</b>

**Appendix 3.11: General knowledge respondents' actual knowledge about the steps in the model for resolving interagency differences**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	21%	79%
DCS (n=97)	11%	89%
DET (n=257)	18%	82%
DJJ (n=145)	16%	84%
DoCS (n=149)	14%	86%
DSR (n=27)	15%	85%
Housing NSW (n=321)	18%	82%
MFP (n=3)	0%	100%
NSW Health (n=286)	9%	91%
ODPP (n=79)	19%	81%
NSW Police (n=154)	21%	79%
<b>Total (n=1557)</b>	<b>244 (16%)</b>	<b>1313 (84%)</b>

**Appendix 3.12: General knowledge respondents' actual knowledge about whether DoCS maintains statutory responsibility for child protection**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	0%	100%
DCS (n=98)	5%	95%
DET (n=257)	11%	89%
DJJ (n=145)	17%	83%
DoCS (n=149)	2%	98%
DSR (n=27)	37%	63%
Housing NSW (n=321)	12%	88%
MFP (n=3)	0%	100%
NSW Health (n=286)	8%	92%
ODPP (n=79)	4%	96%
NSW Police (n=154)	24%	76%
<b>Total (n=1558)</b>	<b>171 (11%)</b>	<b>1387 (89%)</b>



**Appendix 3.13: General knowledge respondents' actual knowledge about whether the role of the DoCS Helpline is to refer all telephone calls to the Community Service Centres (CSCs)**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	44%	56%
DCS (n=98)	47%	53%
DET (n=256)	40%	60%
DJJ (n=145)	49%	51%
DoCS (n=149)	26%	74%
DSR (n=27)	15%	85%
Housing NSW (n=321)	48%	52%
MFP (n=3)	0%	100%
NSW Health (n=285)	41%	59%
ODPP (n=79)	34%	66%
NSW Police (n=154)	35%	65%
Total (n=1556)	630 (41%)	926 (59%)

**Appendix 3.14: General knowledge respondents' actual knowledge about whether they can provide information to NSW Police for law enforcement without the consent of a child, parent or carer**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	3%	97%
DCS (n=98)	5%	95%
DET (n=257)	11%	89%
DJJ (n=145)	13%	87%
DoCS (n=149)	7%	93%
DSR (n=27)	7%	93%
Housing NSW (n=320)	9%	91%
MFP (n=3)	0%	100%
NSW Health (n=286)	12%	88%
ODPP (n=79)	1%	99%
NSW Police (n=154)	67%	93%
Total (n=1557)	138 (9%)	1419 (91%)

**Appendix 3.15: General knowledge respondents' actual knowledge about whether a mandatory reporter can have further involvement with the person they report**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	8%	92%
DCS (n=98)	8%	92%
DET (n=257)	13%	87%
DJJ (n=145)	21%	79%
DoCS (n=149)	5%	95%
DSR (n=27)	15%	85%
Housing NSW (n=321)	15%	85%
MFP (n=3)	0%	100%
NSW Health (n=285)	13%	87%
ODPP (n=79)	14%	86%
NSW Police (n=154)	4%	96%
Total (n=1557)	186 (12%)	1371 (88%)

**Appendix 3.16: General knowledge respondents' actual knowledge about whether CSCs will provide feedback to mandatory reporters who request it**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=38)	18%	82%
DCS (n=98)	24%	76%
DET (n=257)	13%	87%
DJJ (n=145)	28%	72%
DoCS (n=149)	10%	90%
DSR (n=27)	22%	78%
Housing NSW (n=321)	26%	74%
MFP (n=3)	33%	67%
NSW Health (n=286)	12%	88%
ODPP (n=79)	24%	76%
NSW Police (n=154)	20%	80%
Total (n=1557)	293 (19%)	1264 (81%)

**Appendix 3.17: General knowledge respondents' actual knowledge about whether information can be verbally exchanged when there are established local working relationships**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	36%	64%
DCS (n=98)	36%	64%
DET (n=257)	25%	75%
DJJ (n=145)	33%	67%
DoCS (n=148)	41%	59%
DSR (n=27)	48%	52%
Housing NSW (n=321)	41%	59%
MFP (n=3)	33%	67%
NSW Health (n=286)	26%	74%
ODPP (n=79)	37%	63%
NSW Police (n=154)	16%	84%
Total (n=1557)	497 (32%)	1060 (68%)

**Appendix 3.18: General knowledge respondents' actual knowledge about whether DoCS has the power to direct agencies to provide information during a child protection intervention**

<b>Agency</b>	<b>Incorrect</b>	<b>Correct</b>
DADHC (n=39)	13%	87%
DCS (n=98)	8%	92%
DET (n=257)	10%	90%
DJJ (n=145)	7%	93%
DoCS (n=148)	15%	85%
DSR (n=27)	15%	85%
Housing NSW (n=321)	12%	88%
MFP (n=3)	0%	100%
NSW Health (n=286)	7%	93%
ODPP (n=79)	24%	76%
NSW Police (n=154)	14%	86%
Total (n=1557)	174 (11%)	1383 (89%)

**Appendix 3.19: Frequency with which general knowledge respondents refer to information located in the *Guidelines***

Agency	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
DADHC (n=39)	51%	33%	16%	0%	0%	0%
DCS (n=98)	40%	47%	8%	2%	0%	3%
DET (n=257)	33%	46%	14%	3%	2%	2%
DJJ (n=144)	53%	25%	7%	5%	1%	9%
DoCS (n=150)	54%	32%	10%	1%	2%	1%
DSR (n=27)	37%	59%	4%	0%	0%	0%
Housing NSW (n=320)	57%	32%	7%	2%	2%	1%
MFP (n=3)	67%	33%	0%	0%	0%	0%
NSW Health (n=285)	57%	32%	6%	2%	1%	2%
ODPP (n=80)	76%	20%	1%	1%	0%	2%
NSW Police (n=154)	55%	23%	9%	5%	3%	5%
Total (n=1557)	52%	33%	9%	3%	1%	2%

**Appendix 3.20: Likelihood that general knowledge respondents will refer to the *Guidelines* to seek guidance on the indicators of abuse and neglect of children or young people**

Agency	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – do not deal with this issue
DADHC (n=39)	8%	5%	10%	26%	31%	20%
DCS (n=98)	9%	11%	11%	22%	39%	8%
DET (n=257)	5%	5%	10%	30%	49%	1%
DJJ (n=145)	13%	11%	16%	25%	27%	8%
DoCS (n=150)	12%	5%	5%	11%	26%	41%
DSR (n=27)	7%	15%	22%	26%	26%	4%
Housing NSW (n=321)	11%	9%	22%	32%	12%	15%
MFP (n=3)	0%	0%	33%	0%	0%	67%
NSW Health (n=285)	6%	6%	15%	33%	34%	6%
ODPP (n=80)	20%	1%	5%	9%	15%	50%
NSW Police (n=154)	14%	16%	23%	21%	25%	1%
Total (n=1559)	10%	8%	15%	26%	29%	12%

**Appendix 3.21: Likelihood that general knowledge respondents will refer to the *Guidelines* to learn about when to make a report to DoCS**

<b>Agency</b>	<b>Unlikely</b>	<b>Somewhat unlikely</b>	<b>Somewhat likely</b>	<b>Likely</b>	<b>NA – already aware</b>	<b>NA – do not deal with this issue</b>
DADHC (n=39)	8%	8%	5%	23%	36%	20%
DCS (n=98)	13%	6%	13%	22%	40%	6%
DET (n=257)	9%	3%	11%	28%	48%	1%
DJJ (n=144)	19%	7%	15%	24%	25%	10%
DoCS (n=150)	11%	5%	5%	8%	31%	40%
DSR (n=27)	11%	11%	19%	19%	37%	3%
Housing NSW (n=321)	12%	6%	15%	36%	17%	14%
MFP (n=3)	0%	0%	0%	0%	0%	100%
NSW Health (n=285)	7%	7%	13%	32%	37%	4%
ODPP (n=80)	20%	1%	3%	10%	6%	60%
NSW Police (n=154)	22%	14%	12%	11%	40%	1%
Total (n=1558)	13%	6%	12%	25%	32%	12%

**Appendix 3.22: Likelihood that general knowledge respondents will refer to the *Guidelines* to learn about exchanging information with other agencies**

<b>Agency</b>	<b>Unlikely</b>	<b>Somewhat unlikely</b>	<b>Somewhat likely</b>	<b>Likely</b>	<b>NA – already aware</b>	<b>NA – do not deal with this issue</b>
DADHC (n=39)	10%	3%	15%	49%	10%	13%
DCS (n=98)	12%	5%	17%	37%	24%	5%
DET (n=257)	7%	7%	24%	44%	15%	3%
DJJ (n=145)	20%	10%	13%	30%	17%	10%
DoCS (n=150)	10%	4%	12%	17%	18%	39%
DSR (n=27)	19%	19%	15%	41%	0%	6%
Housing NSW (n=321)	12%	9%	17%	40%	10%	12%
MFP (n=3)	0%	33%	33%	0%	0%	33%
NSW Health (n=285)	7%	8%	18%	41%	20%	6%
ODPP (n=80)	21%	6%	20%	10%	9%	34%
NSW Police (n=154)	17%	18%	23%	22%	19%	1%
Total (n=1559)	12%	9%	18%	34%	16%	11%

**Appendix 3.23: Likelihood that general knowledge respondents will refer to the *Guidelines* to seek clarification on the roles of other agencies**

<b>Agency</b>	<b>Unlikely</b>	<b>Somewhat unlikely</b>	<b>Somewhat likely</b>	<b>Likely</b>	<b>NA – already aware</b>	<b>NA – do not deal with this issue</b>
DADHC (n=39)	10%	3%	23%	54%	3%	7%
DCS (n=98)	15%	6%	16%	45%	10%	8%
DET (n=257)	7%	11%	22%	48%	11%	1%
DJJ (n=145)	16%	12%	19%	35%	7%	11%
DoCS (n=150)	10%	4%	19%	28%	9%	30%
DSR (n=27)	15%	19%	15%	44%	0%	7%
Housing NSW (n=321)	12%	9%	21%	40%	7%	11%
MFP (n=3)	0%	0%	67%	33%	0%	0%
NSW Health (n=285)	9%	11%	20%	43%	13%	4%
ODPP (n=80)	23%	8%	19%	14%	6%	30%
NSW Police (n=154)	18%	18%	26%	25%	12%	1%
Total (n=1559)	12%	10%	21%	38%	9%	10%

**Appendix 3.24: Likelihood that general knowledge respondents will refer to the *Guidelines* to seek guidance on making a report to DoCS**

<b>Agency</b>	<b>Unlikely</b>	<b>Somewhat unlikely</b>	<b>Somewhat likely</b>	<b>Likely</b>	<b>NA – already aware</b>	<b>NA – do not deal with this issue</b>
DADHC (n=39)	10%	8%	5%	26%	33%	18%
DCS (n=98)	14%	2%	16%	28%	35%	5%
DET (n=257)	7%	4%	12%	30%	46%	1%
DJJ (n=145)	18%	7%	12%	30%	23%	10%
DoCS (n=150)	13%	5%	7%	7%	31%	37%
DSR (n=27)	19%	7%	19%	26%	26%	3%
Housing NSW (n=321)	12%	6%	15%	36%	18%	13%
MFP (n=3)	0%	0%	0%	0%	0%	100%
NSW Health (n=285)	6%	5%	14%	34%	37%	4%
ODPP (n=80)	20%	1%	5%	8%	6%	60%
NSW Police (n=154)	21%	14%	16%	12%	36%	1%
Total (n=1559)	12%	6%	13%	26%	31%	12%

**Appendix 3.25: Likelihood that general knowledge respondents would use the *Guidelines* if they received a letter from their agency head supporting their use of the *Guidelines***

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=36)	0%	0%	0%	17%	39%	44%	83%
DCS (n=91)	0%	1%	1%	13%	41%	45%	86%
DET (n=243)	1%	1%	2%	26%	35%	37%	72%
DJJ (n=113)	1%	3%	4%	14%	37%	45%	82%
DoCS (n=113)	1%	0%	1%	27%	28%	44%	72%
DSR (n=25)	0%	0%	0%	16%	52%	32%	84%
Housing NSW	2%	4%	6%	35%	23%	36%	59%
MFP (n=2)	0%	0%	0%	100%	0%	0%	0%
NSW Health (n=256)	1%	1%	2%	21%	36%	41%	77%
ODPP (n=64)	0%	0%	0%	14%	50%	36%	86%
NSW Police (n=103)	1%	2%	3%	34%	49%	14%	63%
Total (n=1344)	1%	2%	3%	25%	35%	37%	72%

**Appendix 3.26: Likelihood that general knowledge respondents would use the *Guidelines* if they received an agency memo on the appropriate use of the *Guidelines***

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=36)	0%	0%	0%	8%	44%	48%	92%
DCS (n=94)	0%	0%	0%	11%	37%	52%	89%
DET (n=239)	1%	1%	2%	18%	42%	38%	80%
DJJ (n=118)	0%	2%	2%	14%	36%	48%	84%
DoCS (n=119)	1%	0%	1%	19%	32%	48%	80%
DSR (n=27)	0%	0%	0%	11%	52%	37%	89%
Housing NSW	2%	3%	5%	31%	27%	37%	64%
MFP (n=2)	0%	0%	0%	100%	0%	0%	0%
NSW Health (n=267)	1%	1%	2%	11%	41%	46%	87%
ODPP (n=67)	0%	0%	0%	10%	48%	42%	90%
NSW Police (n=116)	0%	2%	2%	20%	58%	20%	78%
Total (n=1384)	1%	1%	2%	18%	39%	41%	80%

**Appendix 3.27: Likelihood that general knowledge respondents would use the *Guidelines* if they were discussed at staff meetings**

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=37)	0%	0%	0%	0%	41%	59%	100%
DCS (n=94)	0%	1%	1%	10%	33%	56%	89%
DET (n=249)	1%	0%	1%	7%	48%	44%	92%
DJJ (n=119)	2%	0%	2%	6%	44%	48%	92%
DoCS (n=119)	1%	0%	1%	13%	33%	53%	86%
DSR (n=27)	0%	0%	0%	15%	52%	33%	85%
Housing NSW	12%	23%	35%	10%	9%	46%	55%
MFP (n=2)	0%	0%	0%	100%	0%	0%	0%
NSW Health (n=264)	1%	1%	2%	8%	45%	45%	90%
ODPP (n=64)	0%	0%	0%	19%	47%	34%	81%
NSW Police (n=120)	0%	2%	2%	19%	58%	21%	79%
Total (n=1395)	3%	5%	8%	10%	37%	45%	82%

**Appendix 3.28: General knowledge respondents' likelihood of using the *Guidelines* if they attended a special briefing on them**

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=37)	0%	5%	5%	3%	41%	51%	92%
DCS (n=93)	0%	1%	1%	12%	32%	55%	87%
DET (n=249)	1%	0%	1%	12%	43%	44%	87%
DJJ (n=119)	1%	2%	3%	10%	33%	54%	87%
DoCS (n=119)	1%	0%	1%	13%	27%	59%	86%
DSR (n=27)	0%	0%	0%	11%	56%	33%	89%
Housing NSW (n=74)	0%	0%	0%	4%	37%	59%	96%
MFP (n=2)	0%	0%	0%	100%	0%	0%	0%
NSW Health (n=270)	0%	2%	2%	6%	41%	51%	92%
ODPP (n=64)	0%	2%	2%	12%	52%	34%	86%
NSW Police (n=117)	0%	4%	4%	19%	53%	24%	77%
Total (n=1172)	1%	1%	2%	10%	40%	48%	88%



**Appendix 3.29: Likelihood that general knowledge respondents would use the *Guidelines* if they were incorporated into training, policies and procedures**

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=37)	0%	0%	0%	0%	27%	73%	100%
DCS (n=97)	1%	0%	1%	4%	32%	63%	95%
DET (n=248)	0%	1%	1%	6%	42%	51%	93%
DJJ (n=124)	0%	1%	1%	6%	36%	57%	93%
DoCS (n=118)	1%	0%	1%	9%	27%	63%	90%
DSR (n=27)	0%	0%	0%	4%	52%	44%	96%
Housing NSW (n=75)	0%	0%	0%	1%	29%	70%	99%
MFP (n=2)	0%	0%	0%	100%	0%	0%	0%
NSW Health (n=269)	0%	2%	2%	4%	37%	57%	94%
ODPP (n=67)	2%	0%	2%	8%	55%	35%	95%
NSW Police (n=125)	0%	2%	2%	10%	61%	27%	88%
Total (n=1189)	1%	1%	2%	6%	40%	52%	92%

**Appendix 3.30: Likelihood that general knowledge respondents would use the *Guidelines* if they were discussed at interagency meetings**

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=35)	0%	0%	0%	3%	43%	54%	97%
DCS (n=90)	1%	0%	1%	9%	46%	44%	90%
DET (n=229)	1%	0%	1%	17%	45%	37%	82%
DJJ (n=112)	0%	0%	0%	13%	33%	54%	87%
DoCS (n=118)	0%	0%	0%	11%	29%	60%	89%
DSR (n=25)	0%	0%	0%	16%	48%	36%	84%
Housing NSW	4%	5%	9%	28%	18%	45%	63%
MFP (n=2)	0%	0%	0%	50%	50%	0%	50%
NSW Health (n=253)	0%	1%	1%	11%	43%	45%	88%
ODPP (n=55)	0%	0%	0%	24%	51%	25%	76%
NSW Police (n=113)	1%	2%	3%	17%	58%	22%	80%
Total (n=1329)	1%	2%	3%	17%	37%	43%	80%

**Appendix 3.31: Likelihood that general knowledge respondents would use the *Guidelines* if they were sent reminder emails about their existence and how to access them**

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=36)	0%	6%	6%	17%	44%	33%	77%
DCS (n=90)	1%	4%	5%	20%	37%	38%	75%
DET (n=245)	0%	2%	2%	25%	39%	34%	73%
DJJ (n=118)	1%	0%	1%	12%	31%	56%	87%
DoCS (n=120)	0%	2%	2%	23%	38%	37%	75%
DSR (n=27)	0%	4%	4%	33%	33%	30%	63%
Housing NSW	4%	7%	11%	29%	19%	41%	60%
MFP (n=2)	0%	0%	0%	100%	0%	0%	0%
NSW Health (n=264)	1%	3%	4%	15%	42%	39%	81%
ODPP (n=63)	2%	3%	5%	21%	48%	26%	74%
NSW Police (n=124)	2%	3%	5%	21%	52%	22%	74%
Total (n=1391)	2%	4%	6%	22%	36%	36%	72%

**Appendix 3.32: Likelihood that general knowledge respondents would use the *Guidelines* if they were sent reminder emails on tips for child protection derived from the *Guidelines***

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=37)	0%	5%	5%	3%	43%	49%	92%
DCS (n=92)	1%	1%	2%	16%	41%	41%	82%
DET (n=245)	1%	2%	3%	12%	43%	42%	85%
DJJ (n=122)	2%	1%	3%	12%	31%	54%	85%
DoCS (n=119)	0%	2%	2%	22%	35%	41%	76%
DSR (n=27)	0%	0%	0%	7%	70%	23%	93%
Housing NSW	8%	21%	29%	12%	14%	45%	59%
MFP (n=2)	0%	0%	0%	100%	0%	0%	0%
NSW Health (n=263)	1%	4%	5%	13%	40%	42%	82%
ODPP (n=64)	2%	2%	4%	28%	39%	29%	68%
NSW Police (n=126)	2%	2%	4%	18%	56%	22%	78%
Total (n=1399)	1%	3%	4%	15%	41%	40%	81%

**Appendix 3.33: Likelihood that general knowledge respondents would use the *Guidelines* if articles were placed in agency publications**

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=36)	0%	0%	0%	19%	50%	31%	81%
DCS (n=92)	0%	2%	2%	14%	46%	38%	84%
DET (n=240)	1%	2%	3%	26%	44%	27%	71%
DJJ (n=117)	1%	2%	3%	21%	29%	47%	76%
DoCS (n=118)	0%	0%	0%	25%	34%	41%	75%
DSR (n=27)	0%	0%	0%	22%	63%	15%	78%
Housing NSW	2%	4%	6%	28%	23%	43%	66%
MFP (n=2)	0%	0%	0%	50%	50%	0%	50%
NSW Health (n=261)	1%	2%	3%	20%	39%	38%	77%
ODPP (n=64)	0%	0%	0%	30%	44%	26%	70%
NSW Police (n=122)	0%	3%	3%	25%	54%	18%	72%
Total (n=1378)	1%	2%	3%	24%	38%	35%	73%

**Appendix 3.34: Likelihood that general knowledge respondents would use the *Guidelines* if they were placed on the agency's website**

Agency	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
DADHC (n=36)	0%	0%	0%	6%	42%	52%	94%
DCS (n=92)	0%	1%	1%	6%	38%	55%	93%
DET (n=246)	1%	1%	2%	13%	45%	40%	85%
DJJ (n=121)	0%	0%	0%	12%	31%	57%	88%
DoCS (n=117)	0%	0%	0%	20%	33%	47%	80%
DSR (n=27)	0%	0%	0%	15%	37%	48%	85%
Housing NSW	1%	4%	5%	29%	17%	49%	66%
MFP (n=2)	0%	0%	0%	100%	0%	0%	0%
NSW Health (n=264)	1%	1%	2%	11%	36%	51%	87%
ODPP (n=66)	0%	0%	0%	20%	46%	34%	80%
NSW Police (n=124)	0%	1%	1%	21%	53%	25%	78%
Total (n=1396)	1%	1%	2%	17%	35%	46%	81%

**Appendix 3.35: General knowledge respondents' agreement that the *Guidelines* cover all the important topics for interagency collaboration**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=29)	0%	10%	10%	59%	31%	90%
DCS (n=76)	0%	9%	9%	62%	29%	91%
DET (n=196)	3%	12%	15%	74%	11%	85%
DJJ (n=91)	3%	12%	15%	69%	16%	85%
DoCS (n=87)	2%	9%	11%	52%	37%	89%
DSR (n=17)	0%	6%	6%	88%	6%	94%
Housing NSW (n=171)	31%	30%	61%	29%	10%	39%
MFP (n=2)	0%	0%	0%	100%	0%	100%
NSW Health (n=164)	1%	8%	9%	71%	20%	91%
ODPP (n=31)	3%	3%	6%	68%	26%	94%
NSW Police (n=73)	0%	7%	7%	77%	16%	93%
Total (n=937)	7%	13%	20%	61%	19%	80%

**Appendix 3.36: General knowledge respondents' agreement that there are important topics in child protection missing from the *Guidelines***

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=25)	16%	56%	72%	24%	4%	28%
DCS (n=64)	22%	53%	75%	17%	8%	25%
DET (n=158)	18%	61%	79%	17%	4%	21%
DJJ (n=69)	9%	41%	50%	41%	9%	50%
DoCS (n=73)	33%	44%	77%	12%	11%	23%
DSR (n=16)	13%	69%	82%	13%	5%	18%
Housing NSW (n=160)	14%	19%	33%	51%	16%	67%
MFP (n=2)	50%	50%	100%	0%	0%	0%
NSW Health (n=129)	19%	43%	62%	30%	8%	38%
ODPP (n=28)	21%	68%	89%	7%	4%	11%
NSW Police (n=67)	8%	28%	36%	60%	4%	64%
Total (n=791)	17%	43%	60%	31%	9%	40%

**Appendix 3.37: General knowledge respondents' agreement that if they cannot respond to a child protection issues using their own agency policies and procedures, they will seek an answer in the *Guidelines***

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=37)	3%	5%	8%	49%	43%	92%
DCS (n=92)	4%	14%	18%	37%	45%	82%
DET (n=243)	14%	12%	26%	36%	38%	74%
DJJ (n=126)	6%	8%	14%	41%	45%	86%
DoCS (n=107)	18%	9%	27%	36%	37%	73%
DSR (n=26)	8%	19%	27%	39%	34%	73%
Housing NSW (n=218)	4%	6%	10%	51%	39%	90%
MFP (n=3)	33%	33%	66%	33%	0%	33%
NSW Health (n=251)	7%	6%	13%	43%	44%	87%
ODPP (n=55)	13%	13%	26%	51%	23%	74%
NSW Police (n=124)	16%	15%	31%	52%	17%	69%
Total (n=1282)	9%	10%	19%	43%	38%	81%

**Appendix 3.38: General knowledge respondents' agreement that they would not apply something from the *Guidelines* unless they had written approval from their supervisor(s)**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=33)	46%	39%	85%	9%	6%	15%
DCS (n=92)	49%	26%	75%	15%	10%	25%
DET (n=236)	40%	40%	80%	12%	8%	20%
DJJ (n=116)	16%	30%	46%	31%	23%	64%
DoCS (n=105)	46%	32%	78%	13%	9%	22%
DSR (n=25)	32%	24%	56%	36%	8%	44%
Housing NSW (n=214)	10%	16%	26%	46%	28%	74%
MFP (n=2)	50%	50%	100%	0%	0%	0%
NSW Health (n=234)	47%	33%	80%	10%	10%	20%
ODPP (n=56)	29%	34%	63%	21%	16%	37%
NSW Police (n=115)	30%	40%	70%	24%	6%	30%
Total (n=1228)	34%	31%	65%	22%	13%	35%

**Appendix 3.39: General knowledge respondents' agreement that their supervisor(s) support their use of the *Guidelines***

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=33)	3%	3%	6%	49%	45%	94%
DCS (n=87)	1%	3%	4%	35%	61%	96%
DET (n=229)	6%	5%	11%	37%	52%	89%
DJJ (n=112)	3%	2%	5%	46%	49%	95%
DoCS (n=96)	5%	2%	7%	26%	67%	93%
DSR (n=23)	0%	0%	0%	39%	61%	100%
Housing NSW (n=207)	4%	8%	12%	49%	39%	88%
MFP (n=1)	0%	0%	0%	100%	0%	100%
NSW Health (n=221)	5%	5%	10%	26%	64%	90%
ODPP (n=40)	8%	3%	11%	48%	41%	89%
NSW Police (n=102)	6%	4%	10%	51%	39%	90%
Total (n=1151)	5%	4%	9%	39%	52%	91%

**Appendix 3.40: General knowledge respondents' agreement that their own agency policies and procedures cover all the child protection issues they deal with**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=33)	12%	12%	24%	49%	27%	76%
DCS (n=91)	10%	23%	33%	31%	36%	67%
DET (n=249)	3%	7%	10%	35%	55%	90%
DJJ (n=124)	2%	9%	11%	44%	45%	89%
DoCS (n=108)	6%	7%	13%	29%	58%	87%
DSR (n=26)	0%	0%	0%	54%	46%	100%
Housing NSW (n=186)	7%	18%	25%	53%	22%	75%
MFP (n=2)	50%	0%	50%	50%	0%	50%
NSW Health (n=230)	10%	14%	24%	42%	34%	76%
ODPP (n=58)	14%	12%	26%	36%	38%	74%
NSW Police (n=125)	6%	9%	15%	50%	35%	85%
Total (n=1232)	6%	12%	18%	42%	40%	82%

**Appendix 3.41: General knowledge respondents' agreement that those staff who report to them use the *Guidelines***

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=10)	10%	0%	10%	30%	60%	90%
DCS (n=74)	3%	28%	31%	28%	41%	69%
DET (n=194)	24%	25%	49%	28%	23%	51%
DJJ (n=55)	7%	15%	22%	55%	23%	78%
DoCS (n=25)	8%	12%	20%	36%	44%	80%
DSR (n=15)	27%	27%	54%	27%	19%	46%
Housing NSW (n=168)	5%	10%	15%	61%	24%	85%
MFP (n=3)	0%	0%	0%	0%	0%	0%
NSW Health (n=86)	11%	15%	26%	40%	34%	74%
ODPP (n=15)	33%	20%	53%	40%	7%	47%
NSW Police (n=46)	15%	24%	39%	44%	17%	61%
Total (n=688)	13%	19%	32%	41%	27%	68%

**Appendix 3.42: General knowledge respondents' agreement that the *Guidelines* conflict with how their agency operates**

Agency	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
DADHC (n=32)	75%	22%	97%	3%	0%	3%
DCS (n=84)	60%	37%	97%	3%	0%	3%
DET (n=221)	58%	40%	98%	1%	1%	2%
DJJ (n=95)	44%	44%	88%	8%	4%	12%
DoCS (n=108)	81%	16%	97%	3%	0%	3%
DSR (n=23)	52%	44%	96%	4%	0%	4%
Housing NSW (n=177)	17%	22%	39%	43%	18%	61%
MFP (n=3)	67%	0%	67%	0%	33%	33%
NSW Health (n=207)	60%	36%	96%	3%	1%	4%
ODPP (n=39)	64%	33%	97%	3%	0%	3%
NSW Police (n=90)	39%	49%	88%	10%	2%	12%
Total (n=1079)	52%	34%	86%	10%	4%	14%

## 4 Survey results: DoCS-funded organisations

This chapter describes the nature of the responses of staff of NGOs funded by the Department of Community Services (DoCS) to the ARTD survey, which measured the extent of take-up of the *Interagency Guidelines for Child Protection Intervention 2006*.

### 4.1 Involvement in child protection matters

Three survey items were used to determine the frequency with which NGOs respondents were required to deal with child protection matters, child protection agencies and the *Guidelines*. The results of all NGOs are summarised in Table 4.1. NGOs-specific results for these survey items are given in Appendix 4.1 to Appendix 4.3 at the end of this chapter.

Most respondents reported that their job required at least some contact with child protection matters. At least once a month, 47% of all NGOs respondents dealt with child protection matters. On average, only 11% of respondents had no dealings at all with matters of child protection (Table 4.1). This was generally consistent across all NGOs (see Appendix 4.1).

When faced with child protection issues, most respondents from across the NGOs tend to work independently rather than collaborating with other agencies (Table 4.1). The majority of respondents (73%) only occasionally worked with other agencies after a matter has been reported to DoCS (less than once a month or never). Just 28% of respondents indicated that they never work with other agencies on child protection matters. Respondents from the Brighter Futures Early Intervention Program had the most interagency collaboration, with 46% of respondents citing daily contact with other NGOs over child protection matters.

**Table 4.1** NGO respondents' frequency of child protection work and reference to the Guidelines

Child protection situation	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
How often does your job deal with child protection matters?	56 (11%)	251 (47%)	67 (13%)	26 (5%)	20 (4%)	107 (20%)
How often do you work with other agencies after matter reported to DoCS Helpline?	149 (28%)	237 (45%)	52 (10%)	20 (4%)	26 (5%)	44 (8%)
How often do you refer to/ use information from the Guidelines?	137 (26%)	302 (57%)	58 (11%)	8 (1%)	15 (3%)	11 (2%)

### 4.2 Awareness of the Guidelines

NGO respondents answered five survey items that examined their awareness of the *Interagency Guidelines* (Table 4.2).

Across all NGOs, awareness of the *Guidelines* was high – only 4% of all respondents were not aware of the *Guidelines*. A further 8% were aware of the *Guidelines*, but had not seen them. In the qualitative feedback, 21 respondents either directly noted a lack of availability of the guidelines or lack of notification of their existence or mentioned they have not read or do not have a copy of the guidelines.

The majority of respondents (80%) had read the *Guidelines* and found these at least somewhat relevant to their practice. Only 5% of respondents had seen the *Guidelines* but had not read them, and only 3% of respondents who had read the *Guidelines* found them irrelevant to their practice.



These patterns of awareness were similar across the NGOs. Respondents from the Community Services Grants Program 2, Aboriginal Child, Youth and Family Strategy, Out Of Home Care and Better Futures Program were more likely to be unaware of the *Guidelines*, or to have seen the *Guidelines* but not have read them, or looked at them and found them not relevant.

**Table 4.2: NGO respondents' awareness of the *Guidelines***

Program	Not aware	Aware but not seen	Seen but not read	Looked, not relevant	Read relevant sections	Read sections and use
ACYF (n=7)	0%	14%	0%	28%	28%	42%
AODP (n=2)	0%	0%	0%	0%	0%	100%
BFEIP (n=11)	0%	0%	0%	0%	64%	36%
BFP (n=8)	13%	0%	13%	0%	37%	37%
CSGP1 (n=51)	0%	6%	4%	0%	33%	57%
CSGP2 (n=102)	9%	13%	6%	7%	35%	30%
CSP (n=206)	3%	7%	5%	1%	42%	42%
FNSW (n=48)	0%	2%	6%	2%	42%	48%
OOHC (n=24)	8%	16%	8%	4%	30%	34%
SAAP (n=66)	3%	6%	4%	3%	38%	46%
SAAP-Peaks (n=3)	0%	0%	0%	0%	33%	66%
<b>Program staff</b>	<b>4%</b>	<b>8%</b>	<b>5%</b>	<b>3%</b>	<b>38%</b>	<b>42%</b>
<i>Detailed staff</i>	4%	11%	7%	2%	35%	41%
<i>General staff</i>	8%	22%	7%	5%	32%	27%
<i>All staff</i>	5%	15%	7%	3%	34%	36%

### 4.3 Knowledge of the *Guidelines*

In general, NGO respondents reported that they had good or excellent knowledge of the indicators of child abuse and neglect and the circumstances under which children and young people should be reported to DoCS. NGO respondents were less certain about sharing information between agencies, the roles and responsibilities of NSW Government agencies, and the processes undertaken by DoCS after a report is made. Almost two thirds of respondents indicated that their knowledge of best endeavours requests was 'poor' or 'fair'.

#### 4.3.1 Self-reported knowledge about key aspects of professional practice

NGO respondents were asked to rate their knowledge of six specific facets of professional practice behaviours concerning the protection of children and young people. These ratings provide a measure of respondent's self-confidence in their knowledge. The responses for all NGOs are given in Table 4.3. For NGO-specific results, please refer to Appendix 4.4 to Appendix 4.9 at the end of this chapter.

The majority of NGO respondents rated their knowledge of the indicators of child abuse and neglect as 'good' (50%), or 'excellent' (30%). This knowledge was consistently high across NGOs. Similarly, most NGO respondents considered that their knowledge of the circumstances in which a child or young person should be reported to DoCS was 'good' (46%) or 'excellent' (46%).

Most NGO respondents felt their knowledge of when to report a child or young

person to DoCS was 'good' (46%), or 'excellent' (46%), although, respondents from the Community Services Program 2 (18%), Aboriginal Child, Youth and Family Strategy (14%) and Better Futures Program (13%) had lower than average knowledge of how to respond to these circumstances (Table 5.3). Out Of Home Care (71%) and Families NSW (65%) programs had particularly high percentages of staff who reported that their knowledge of when to report a child or young person to DoCS is 'excellent'.

Respondents' self-reported knowledge about when information can or must be shared between agencies was good (53%). Approximately 21% of respondents rated their knowledge as 'poor' or 'fair'. The Better Futures Program (38%) and Community Services Grant Program 2 (26%) programs had higher than average proportions of respondents who felt their knowledge was 'fair', and lower than average proportions of respondents whose knowledge was either 'good' or 'excellent'.

Overall, NGOs respondents were less clear about the roles and responsibilities of the NSW Government agencies involved in child protection than they were about other child protection indicators (table 5.3). Twenty-eight percent of respondents indicated that their knowledge of Government agencies was 'fair', and 12% rated their knowledge as 'poor'. In particular, respondents from the Better Futures Program (38%) and Community Services Grant Program 2 (37%) were more likely to rate their knowledge of the roles and responsibilities of Government agencies as 'fair'. NGOs that reported higher than average knowledge of agency roles and responsibilities were SAAP-Peaks (one of the three respondents) and Community Services Grants Program 1 (32%). SAAP respondents' opinions on knowledge were polarised – with 30% grading their knowledge as 'fair', while 27% had a higher than average knowledge. It is unclear why.

NGOs also reported being less knowledgeable about the DoCS child protection intake, investigation and assessment processes. Overall, 38% of respondents indicated their knowledge was 'fair', and only 13% felt that their knowledge of DoCS processes was 'excellent'. On average, 12% of NGOs respondents rated their knowledge as 'poor'. Responses for poor knowledge were higher for respondents from the Community Services Grant Program 2 (19%) and Brighter Futures Early Intervention (18%) programs.

Overall, respondents indicated a low level of knowledge about the processes required for 'best endeavour' requests. On average, 28% of respondents indicated their knowledge of these processes was 'poor', and 37% indicated their knowledge was 'fair'. Higher than average levels of 'poor' knowledge were reported by respondents from the Better Futures Program (38%), Families NSW (36%) and Community Services Grants Program 2 (35%). Of the six survey items dealing with knowledge, the 'best endeavour' item had the highest number of respondents who selected 'don't know' (n=54).

**Table 4.3: NGO respondents' self-reported knowledge of key aspects of professional practice**

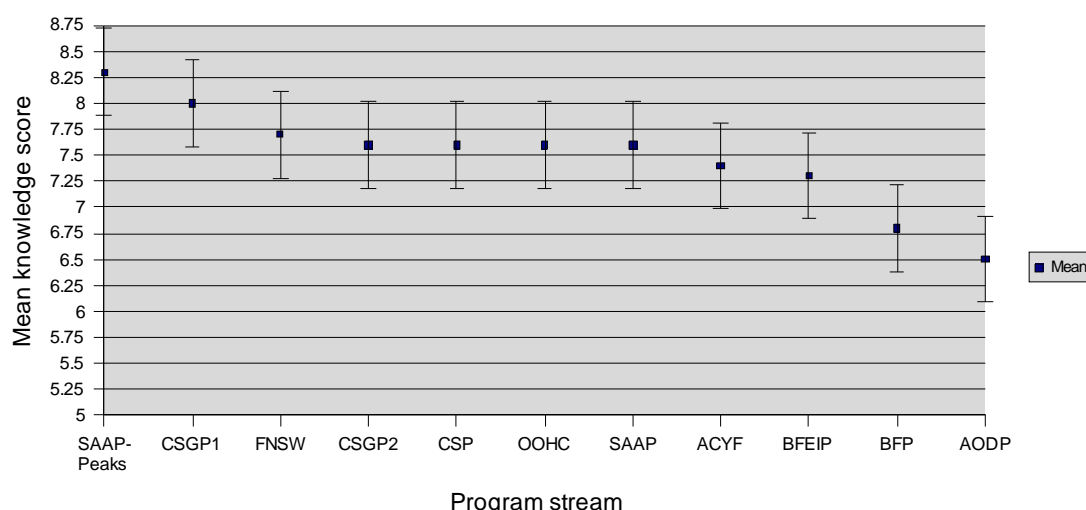
Indicator	Poor	Fair	Good	Excellent
Indicators of child abuse/ neglect (n=519)	2%	8%	50%	30%
Circumstances when child/ young person should be reported to DoCS (n=519)	1%	7%	46%	46%
Circumstances when you can/ must share information with other agencies regarding child protection (n=517)	3%	18%	53%	26%
Roles/ responsibilities of NSW Government agencies involved in child protection (n=518)	3%	28%	50%	19%
DoCS child protection intake investigation and assessment process (n=517)	12%	38%	37%	13%
Processes required for 'best endeavour' requests (n=474)	28%	37%	25%	10%

### 4.3.2 Actual knowledge of key messages

NGOs respondents were tested on their knowledge of ten key aspects of the *Guidelines*. Figure 4.1 shows the mean knowledge score for each NGO.

In general, respondents had a good understanding of the key messages of the *Guidelines*, with the overall mean score well above 50% (mean = 7.6). Mean knowledge scores were significantly higher than average for respondents from the SAAP-Peaks (mean = 8.3), and Community Services Grants Program 1 (mean = 8.0) NGOs. Respondents from the Alcohol and Other Drugs Program (mean = 6.5), Brighter Futures Early Intervention Program (mean = 7.3) and Better Futures Program (mean = 6.8) had knowledge scores lower than average.

There was no significant association between NGO respondents' level of knowledge and the frequency with which they referred to the *Guidelines* ( $r = 0.027$ ,  $P = 0.379$ ).



**Figure 4.1: Mean knowledge scores and associated 95% confidence intervals, by NGOs**

Respondents' self-reported knowledge level for each of the ten key messages was similar to their actual knowledge (Appendix 4.10 to Appendix 4.19). Although eighty percent of NGO respondents rated their knowledge of the indicators of child

abuse and neglect as 'good' or 'excellent', only 35% of the respondents knew who within their organisation was responsible for making a risk of harm report.

Almost 70% of NGO respondents rated their knowledge of NSW government agencies' roles and responsibilities in child protection as 'good' or 'excellent'. The majority (95%) of respondents actually knew that DoCS maintains statutory responsibility for child protection matters, and that DoCS has the power to direct agencies to provide information during a child protection intervention (89%). The majority (88%) of respondents also knew that they were able to provide information to NSW Police for law enforcement purposes. Despite this, only 58% of NGO respondents knew which organisations provided independent oversight and support for child protection.

Half the NGO respondents reported that their knowledge of the DoCS child protection, intake and investigation process was 'poor' or 'fair'. Only 56% of NGO respondents actually knew the role of the DoCS Helpline. More than 84% of the respondents knew that DoCS provides feedback to mandatory reporter who request it, although this knowledge was considerably lower for some programs, including Families New South Wales (36%).

#### 4.4 Access to the *Guidelines*

The results show that, in general, respondents were able to access the *Guidelines* at work Table 4.4. Most respondents had at least one way to access the *Guidelines*.

The most common methods of access were hard copy (49%), or via the Internet or staff Intranet (41%). Only 3% of all respondents had no access to the *Guidelines*. Respondents commented that with changes in staff copies go missing and that they have inadequate access to the Internet, making downloading of copies difficult. One respondent suggested that hard copies be distributed to child care centres and a few other NGOs said that they only had out-of-date copies. A similarly low level (4%) of respondents did not know whether or not they had access.

**Table 4.4: NGO respondents' capacity to access the *Guidelines* at work**

Program	In hard copy*	Internet/ Intranet*	CD-ROM*	No access*
ACYF	86%	100%	14%	14%
AODP	100%	100%	0%	0%
BFEIP	82%	91%	9%	0%
BFP	94%	90%	6%	2%
CSGP1	89%	80%	4%	7%
CSGP2	83%	79%	6%	5%
CSP	92%	83%	4%	0%
FNSW	88%	75%	0%	0%
OOHC	90%	83%	8%	8%
SAAP	100%	100%	0%	0%
SAAP-Peaks	91%	70%	4%	5%
<b>Program staff</b>	<b>90%</b>	<b>78%</b>	<b>5%</b>	<b>5%</b>
<i>General staff</i>	32%	67%	1%	2%
<i>Detailed staff</i>	50%	72%	1%	1%
<i>All staff</i>	48%	71%	2%	2%

\*Participants could select more than one access method.

## 4.5 Use of the *Guidelines*

NGO respondents were asked to indicate the likelihood that they would use the *Guidelines* under certain situations (Table 4.5), perceptions about ease of use (Figure 4.2) and the usefulness of strategies to encourage use (Table 4.6).

### 4.5.1 How the *Guidelines* are used

NGO respondents refer infrequently to the *Guidelines*, but are likely to refer to them when in need of guidance or clarification.

Overall, 26% of respondents never use the *Guidelines*, and 57% refer to the *Guidelines* less than once a month (Table 4.5). Respondents from Aboriginal Child Youth and Family Strategy (29%), Brighter Futures Early Intervention Program (27%), Better Futures Program (24%) and Families NSW (25%) use the *Guidelines* between one and three times a month, which was more often than other NGOs.

**Table 4.5: Frequency with which NGO respondents refer to, or use, information contained in the *Guidelines***

NGO	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
ACYF (n=7)	14%	43%	29%	0%	0%	14%
AODP (n=2)	0%	50%	0%	0%	50%	0%
BFEIP (n=11)	9%	37%	27%	9%	9%	9%
BFP (n=8)	38%	38%	24%	0%	0%	0%
CSGP1 (n=51)	20%	56%	12%	2%	6%	4%
CSGP2 (n=102)	36%	53%	8%	1%	1%	1%
CSP (n=206)	28%	65%	4.5%	1%	0.5%	1%
FNSW (n=48)	13%	54%	25%	2%	4%	2%
OOHC (n=24)	17%	67%	8%	8%	0%	0%
SAAP (n=66)	21%	45%	21%	0%	8%	5%
SAAP-Peaks (n=3)	33%	33%	0%	0%	33%	0%
Total (n=528)	26%	57%	11%	1%	3%	2%

Respondents were also asked to indicate the likelihood that they would use the *Guidelines* under certain situations. The results of all NGOs are summarised in Table 4.5. NGO-specific results for these survey items are given in Appendix 4.20 to Appendix 4.24.

Overall, 55% of NGO respondents cited that they would be likely or somewhat likely to refer to the *Guidelines* to learn about indicators of child abuse and neglect. A considerable percentage of respondents (28%) felt that they were sufficiently aware of the indicators, and would therefore not need to refer to the *Guidelines*. Familiarity with child abuse and neglect indicators was particularly high for respondents from the Better Futures Program (52%), and Families NSW (67%) programs. Less than 2% of respondents felt that the nature of their job meant they did not need to know about indicators of child abuse and neglect.

The majority (51%) of respondents felt it was likely or somewhat likely they would refer to the *Guidelines* to learn about when to make reports to DoCS. The percentage of staff who would refer to the *Guidelines* under these circumstances was higher Children's Services Program (50%) respondents, and both of the two respondents from the Alcohol and Other Drugs Program indicated they would refer to the *Guidelines* under these circumstances. Twenty-eight percent of respondents felt they were sufficiently aware of when to report to DoCS that they did not need

to refer to the *Guidelines*. This percentage was higher than average for program staff from Families NSW (50%), Supported Accommodation Program (44%) and Children’s Services Grants Program 1 (43%).

In situations where information regarding child protection matters needs to be exchanged with other agencies, 62% of NGO respondents indicated it was likely or somewhat likely they would refer to the *Guidelines* for assistance. Respondents from Better Futures Program (63%), Aboriginal Child, Youth and Family Strategy (58%) and Children’s Services Program (56%) were more likely to seek clarification from the *Guidelines* for how to exchange information, than other NGO respondents.

It was likely or somewhat likely that NGO respondents would refer to the *Guidelines* in 67% of situations where the role of another child protection agency needs to be clarified. This was especially true for respondents from the SAAP-Peaks (67%), Better Futures Program (63%), Children’s Services Program (58%) and Aboriginal Child, Youth and Family Strategy (58%) NGOs. On average, 16% of respondents felt they were already sufficiently aware of the role of other agencies. Respondents from Community Services Grant Program 1 (31%) and SAAP (26%) indicated they were already aware of the role other agencies play in child protection matters.

Almost as many NGO respondents thought it likely that they would refer to the *Guidelines* to learn about their own reporting responsibilities to DoCS (35%), as felt confident that they already knew their reporting responsibilities (32%). A greater than average percentage of respondents from the Children’s Services Program (49%) were likely to refer to the *Guidelines* for assistance. A higher than average number of respondents from the Families NSW (52%), Better Futures Program (50%) and SAAP (42%) programs were already aware of their DoCS reporting roles and responsibilities.

**Table 4.6: NGO respondents' likelihood of using the *Guidelines***

Situation	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
For guidance on indicators of abuse and neglect	49 (9%)	30 (6%)	80 (15%)	211 (40%)	146 (28%)	12 (2%)
For guidance on when to report to DoCS	62 (12%)	31 (6%)	69 (13%)	199 (38%)	153 (28%)	14 (3%)
For guidance on exchanging information with other agencies	52 (10%)	40 (8%)	109 (21%)	217 (41%)	93 (17%)	17 (3%)
For clarification of other agencies' roles	44 (8%)	39 (7%)	105 (20%)	247 (47%)	81 (16%)	11 (2%)
For guidance on my roles/ responsibilities when reporting to DoCS	56 (11%)	27 (5%)	76 (14%)	186 (35%)	169 (32%)	13 (3%)

Other situations where respondents said they may use the *Guidelines* are when: orientating new staff or volunteers (n=7); reviewing and developing new policy and procedures (n=5); working with specific age groups or ethnic groups (n=1); doing clinical supervision around 'grey' areas (n=2); clarifying rights and responsibilities (n=1); seeking guidance after making a report (n=1); when child protection allegations have been made against a staff member (n=1).

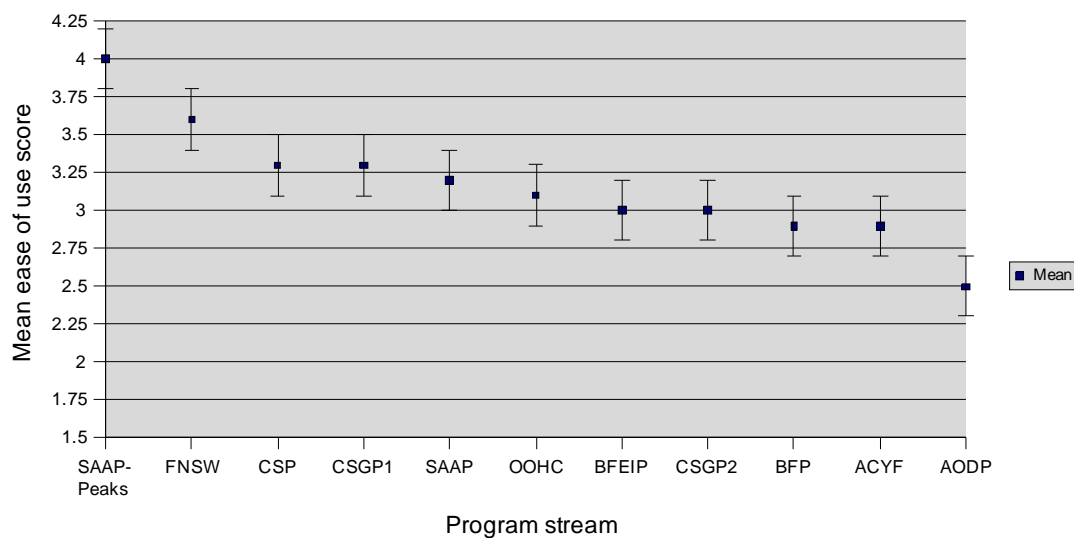
Although the survey did not directly ask about the impact of training on use or understanding of the *Guidelines*, some respondents commented on staff education on the existence and use of the *Guidelines*. Some complained about lack of presentations introducing the new *Guidelines*, and a few claimed that such presentations were not helpful for understanding practical use of the guidelines. One respondent commented that the training around the *Guidelines* for her area was poorly organised and presented.

#### 4.5.2 Perceptions about ease of use

Overall, NGO respondents found the *Guidelines* easy to use, with an average ease of use score of 3.2 out of 4 (Figure 4.2). Some NGOs, namely SAAP-Peaks (mean score = 4.0), Families NSW (mean score = 3.6), Communities NSW (mean score = 3.3) and Children's Services Program (mean score = 3.3) rated the *Guidelines'* ease of use more highly than average.

NGOs who believed that the *Guidelines* were difficult to use (i.e. lower mean ease of use scores) included Better Futures Program (mean score = 2.9), Aboriginal Child, Youth and Family Strategy (mean score = 2.9), and Alcohol and Other Drugs Program (mean score = 2.5).

Complaints regarding editorial matters mainly focused on how long and 'cumbersome' the *Guidelines* are and/or a lack of clarity and organisation to help find information when necessary. Four respondents requested more clarity in the *Guidelines* and one of them suggested an additional condensed version.



**Figure 4.2: Mean ease of use scores and associated 95% confidence intervals, by NGO**

#### 4.5.3 Strategies for encouraging use

The respondents were provided a list of ten scenarios and asked to indicate whether these scenarios would encourage or discourage their future use of the *Guidelines* (Table 4.7). Program-specific responses are detailed in Appendices 15–24 at the end of this chapter.

Overall, responses to future use scenarios were very positive. Scenarios that would most encourage NGO respondents to use the *Guidelines* in the future included discussion of the *Guidelines* at staff meetings, incorporation of the *Guidelines* into agency training, policies and procedures, and attending a special briefing on the *Guidelines*. Some scenarios, especially placement of the *Guidelines* on the agency website, a letter from the agency head indicating support for the *Guidelines*, and emails reminding respondents about the *Guidelines* and how to access them, were more likely to have 'no effect' on the program respondents' future use of the *Guidelines*. On average, less than or equal to 4% of respondents felt that any of the scenarios offered would tend to or actually *discourage* their future use of the *Guidelines*.

**Table 4.7: NGO respondents' views on what activities would encourage their use of the Guidelines**

	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
A letter from my agency head supporting the use of the <i>Guidelines</i> (n=465)	0.5%	0.5%	1%	28%	29%	42%	71%
An agency memo circulated to all relevant staff on the appropriate use of the <i>Guidelines</i> (n=497)	0.5%	1%	1.5%	16%	36%	47%	83%
Discussion of the <i>Guidelines</i> at staff meetings (n=505)	0.5%	0.5%	1%	5%	33%	61%	94%
Attending a special briefing on the <i>Guidelines</i> (n=499)	0.5%	0.5%	1%	9%	29%	61%	90%
Incorporation of the <i>Guidelines</i> into training, policies and procedures (n=501)	0.0%	0.5%	0.5%	6%	30%	64%	94%
Discussion of the <i>Guidelines</i> at interagency meetings (n=488)	0.5%	0.5%	1%	12%	34%	53%	87%
Reminder emails about the existence of the <i>Guidelines</i> and how to access them (n=491)	1.0%	1.0%	2%	22%	29%	47%	76%
Reminder emails on tips for child protection derived from the <i>Guidelines</i> (n=495)	1.0%	1.0%	2%	14%	33%	51%	84%
Articles on the <i>Guidelines</i> in agency publications (n=481)	0.5%	1.0%	1.5%	18%	36%	45%	81%
Placement of the <i>Guidelines</i> on my agency's website (n=436)	2.0%	2.0%	4%	30%	28%	38%	60%

## 4.6 Gaps in information about collaboration

The survey examined respondents' perceptions about the comprehensiveness of the *Guidelines*. NGO respondents' agreement with perceived gaps in the coverage of the *Guidelines* are summarised in Table 4.8. For a program-specific summary of agreement with perceived gaps in the *Guidelines* coverage, please refer to Appendix 4.35 and Appendix 4.36.

Most NGO respondents were positive about the comprehensiveness of the *Guidelines*. Only 9% of respondents disagreed that the *Guidelines* cover all the important topics for interagency collaboration in child protection. Respondents with positive views variously described the *Guidelines* as being simple; concise; easy to understand; an effective or valuable resource; a good tool; and ordered logically.

However, a minority (20%) of respondents agreed that important topics relating to interagency collaboration are missing from the *Guidelines*. When asked to nominate what is missing from the *Guidelines*, respondents commonly mentioned information relating to interagency collaboration, particularly with DoCS. For example, several respondents requested more detailed information on practice obligations of other agencies in relation to theirs and about strategies for action in relation to interagency collaboration and relationship building. Some respondents wanted more information about what to do when they feel that DoCS' handling of a report is insufficient and/ or slow or DoCS fails to respond to requests. One respondent wanted to know what they can expect at a minimum from DoCS about how reports are assessed and another three respondents mentioned the need for



comprehensive contact details for contacts at other agencies.

One respondent requested information about the *Privacy Act* and agencies' privacy policies and another wanted to know about 'S248 requests'. Another, asked for information regarding policy changes in 2008 (update) and others requested information about expected practice in specific situations: a child being picked up in a car by a drunk parent; dealing with young people with sexualised behaviour or other severe behaviour problems; and case conferencing and child protection plans. Other information requests were: matters that involve Ombudsman investigations; dealing with interstate agencies; information about which police and court staff are entitled to participate in interagency collaboration and the role of the Commission for Children and Young People.

These discrepancies may be explained by looking at the open-ended responses of those who agreed with both the positive and the negative statements in Table 4.8.

**Table 4.8: NGO respondents' agreement with perceived gaps in the coverage of the *Guidelines***

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
<i>Positive statement</i>						
The <i>Guidelines</i> cover all the important topics for interagency collaboration in child protection	3%	6%	9%	52%	39%	91%
<i>Negative statement</i>						
There are important topics relating to interagency collaboration in child protection missing from the <i>Guidelines</i>	24%	47%	71%	20%	9%	29%

#### 4.7 Perceptions about congruence with agency policy and procedures

The survey asked NGO respondents about the relative influence of their own agency policies and procedures and the *Guidelines* on their practice using six survey items (Table 4.9). For agency-specific results, please refer to Appendix 4.37 through Appendix 4.42 at the end of this chapter.

The majority (88%) of NGO respondents agreed that they would seek information from the *Guidelines* in the instance that their own agency policies and procedures did not provide the necessary information. This pattern was consistent across most NGOs. However, 74% said the *Guidelines* conflict with how their organisation operates, and 97% disagreed that the staff who report to them use the *Guidelines*.

A few respondents commented that changes in the *Guidelines* have been incorporated into their service delivery policies and others that they use the *Guidelines* routinely in training staff members about child protection matters.

Most respondents (83%) felt they would apply principles from the *Guidelines* without requiring written approval from their supervisor. Respondents from the Aboriginal Child, Youth and Family Strategy (29%) were the most likely to seek written permission from their supervisor before acting on the answers detailed in the *Guidelines*.

In general, supervisors are supportive of their staff using the *Guidelines*. Only 4% of NGO respondents indicated that their supervisor/s would not support their use of the *Guidelines*. Supervisor support was lowest for respondents from the Better Futures Program, where 25% of respondents felt their supervisor would not support them. Support was highest for respondents from the Aboriginal Child, Youth and

Family Strategy; Alcohol and Other Drugs Program; Out Of Home Care and SAAP-Peaks programs (100% supervisor support).

Despite using the *Guidelines*, many NGO respondents indicated that their own agency's guidelines on child protection issues were sufficient to support their professional practice (81%). Respondents who felt their own agency guidelines were insufficient tended to be from the Aboriginal Child, Youth and Family Strategy (28%), Better Futures Program (28%) and Brighter Futures Early Intervention Program (28%) NGOs.

Of concern is that 74% of respondents agreed that the *Guidelines* conflict with the manner in which their agency operates. Another concern is that many respondents in supervisory positions indicated that the staff who report to them did not use the *Guidelines* (97%).

**Table 4.9: Impact of the Guidelines on NGO respondents' practice**

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
If I cannot respond to a child protection issue using my own agency policies and procedures, I seek the answers in the <i>Guidelines</i> (n=481)	6%	6%	12%	34%	54%	88%
I would not apply something from the <i>Guidelines</i> unless I had received written approval from my supervisor(s) (n=470)	50%	33%	83%	10%	7%	17%
My supervisor(s) supports me using the <i>Guidelines</i> (n=456)	2%	2%	4%	19%	77%	96%
My own agency policies and procedures cover all child protection issues I deal with (n=497)	6%	12%	18%	38%	43%	81%
The <i>Guidelines</i> conflict with how my agency operates (n=430)	10%	16%	26%	34%	40%	74%
Those staff who report to me use the <i>Guidelines</i> (n=478)	71%	26%	97%	1%	2%	3%

Many respondents used the various opportunities to comment to provide feedback on their perceptions about the implementation of the *Guidelines* in practice, particularly the risk of harm reporting processes and the effectiveness of interagency collaboration.

A common theme was that although the *Guidelines* are useful, the child protection system is under strain and that DoCS staff do not always meet their obligations under the *Guidelines* or work effectively with other agencies. Respondents commented that DoCS staff members at the CSC level sometimes fail to respond to child protection reports in a timely way either because staff lack understanding of their responsibilities or for other reasons. Several respondents mentioned systemic issues relating to DoCS handling of child protection reports. Many respondents described conflicting views and procedures around cooperating with DoCS and other agencies around child protection matters.

## 4.8 Summary and Conclusions

Respondents from DoCS funded non-government organisations were generally well aware of the *Guidelines*, had read them and had access to them in either hard copy or on the Internet/ Intranet. While most organisations didn't use them often, when they needed guidance, the *Guidelines* were a generally comprehensive and likely source of information.

In general, respondents had a good understanding of the key messages of the

*Guidelines*. However, DoCS funded organisations were less certain about Government agencies roles and responsibilities and the processes undertaken by DoCS after a report is made. This uncertainty was reflected in negative comments about inconsistent implementation of the *Guidelines* by DoCS and the practical difficulties of interagency collaboration. Most organisations reported that their job required at least some contact with child protection issues, one fifth on a daily basis, but this varied widely across the NGOs. Collaboration with other agencies was however very infrequent, with only 17% stating that they work with other agencies one or more times a month (excluding calls to the DoCS Helpline). Again these responses varied significantly by NGO. Although many respondents reported knowing that the new *Guidelines* existed, most referred to the *Guidelines* infrequently. This may be because a high proportion of respondents undertake child protection work irregularly, and because respondents have a relatively high knowledge of the *Guidelines* key messages. The data show that respondents with lower knowledge were more likely to refer to the *Guidelines*. Furthermore, the majority of respondents (up to two thirds) said they were likely or somewhat likely to refer to the guidelines in situations where they required guidance or clarification on a child protection matter: such as when their organisations policies and procedures did not provide the necessary information.

Comments and responses suggest that overall DoCS funded organisations felt the guidelines covered all the important topics for child protection intervention. While most felt the *Guidelines* were easy to use, responses and comments suggested that for some, finding the information they required was difficult. These findings suggest that enhancements to improve the electronic searchability (e.g. to 'google' the document) would be of assistance, as would the provision of a quick reference card in hard copy at the front of the *Guidelines*.

NGO respondents were positive about their future use of the *Guidelines*. Discussion of the *Guidelines* at staff meetings, incorporation of the *Guidelines* into agency training, policy and procedures and attending special *Guidelines* briefings were seen as the most effective measures to encourage the use of the *Guidelines* in the future.

There are two main issues for DoCS funded organisations that could be the subject of future research: potential conflicts of the *Guidelines* with DoCS funded organisations' policies and procedures, and the use of the *Guidelines* by front line staff. The survey suggested that most respondents (81%) felt their own organisations policies and procedures covered all the child protection issues they dealt with, and also that the *Guidelines* conflict with their own agency's operations (74%). The reasons for this conflict are not apparent.

## Chapter 4 Appendices

### Appendix 4.1: Frequency with which NGO respondents deal with child protection matters

NGO	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
ACYF (n=7)	0%	42%	14%	24%	14%	0%
AODP (n=2)	0%	50%	0%	50%	0%	0%
BFEIP (n=11)	0%	9%	27%	9%	9%	46%
BFP (n=8)	0%	50%	37%	0%	13%	0%
CSGP1 (n=51)	2%	18%	24%	6%	8%	42%
CSGP2 (n=102)	15%	59%	8%	2%	2%	14%
CSP (n=205)	16%	65%	7%	1.5%	1%	10%
FNSW (n=48)	2%	35%	8%	14%	6%	35%
OOHC(n=24)	8%	33%	13%	0%	4%	42%
SAAP-Peaks (n=3)	33%	0%	0%	0%	0%	66%
SAAP (n=66)	5%	22%	26%	12%	9%	26%
Total (n=527)	11%	47%	13%	5%	4%	20%

### Appendix 4.2: Frequency with which NGO respondents work with other agencies on child protection matters after they have been reported to the DoCS Helpline

NGO	Never	<1/month	1-3/month	4-6/month	7-9/month	Daily
ACYF (n=7)	0%	58%	28%	14%	0%	0%
AODP (n=2)	0%	50%	0%	50%	0%	0%
BFEIP (n=11)	0%	27%	18%	0%	9%	46%
BFP (n=8)	25%	63%	12%	0%	0%	0%
CSGP1 (n=51)	6%	25%	27%	4%	14%	24%
CSGP2 (n=102)	43%	43%	9%	1%	2%	2%
CSP (n=206)	39%	54%	3.5%	1.5%	1.5%	0.5%
FNSW (n=48)	10%	41%	8%	6%	10%	25%
OOHC (n=24)	29%	29%	8%	8%	4%	22%
SAAP (n=66)	9%	41%	17%	11%	11%	11%
SAAP-Peaks (n=3)	33%	33%	33%	0%	0%	0%
Total (n=528)	28%	45%	10%	4%	5%	8%

**Appendix 4.3: Frequency with which NGO respondents refer to, or use, information contained in the *Guidelines***

<b>NGO</b>	<b>Never</b>	<b>&lt;1/month</b>	<b>1-3/month</b>	<b>4-6/month</b>	<b>7-9/month</b>	<b>Daily</b>
ACYF (n=7)	14%	43%	29%	0%	0%	14%
AODP (n=2)	0%	50%	0%	0%	50%	0%
BFEIP (n=11)	9%	37%	27%	9%	9%	9%
BFP (n=8)	38%	38%	24%	0%	0%	0%
CSGP1 (n=51)	20%	56%	12%	2%	6%	4%
CSGP2 (n=102)	36%	53%	8%	1%	1%	1%
CSP (n=206)	28%	65%	4.5%	1%	0.5%	1%
FNSW (n=48)	13%	54%	25%	2%	4%	2%
OOHC (n=24)	17%	67%	8%	8%	0%	0%
SAAP (n=66)	21%	45%	21%	0%	8%	5%
SAAP-Peaks (n=3)	33%	33%	0%	0%	33%	0%
Total (n=528)	26%	57%	11%	1%	3%	2%

**Appendix 4.4: NGO respondents self-reported knowledge of the indicators of child abuse and neglect**

<b>NGO</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
ACYF (n=7)	0%	14%	42%	42%
AODP (n=2)	0%	0%	50%	50%
BFEIP (n=11)	0%	18%	36%	45%
BFP (n=8)	0%	0%	63%	37%
CSGP1 (n=50)	0%	4%	48%	48%
CSGP2 (n=98)	4%	21%	49%	26%
CSP (n=203)	1%	4%	60%	34%
FNSW (n=48)	0%	2%	44%	54%
OOHC (n=24)	4%	4%	33%	58%
SAAP (n=65)	0%	8%	42%	50%
SAAP-Peaks (n=3)	0%	0%	33%	67%
Total (n=519)	2%	8%	51%	40%

\* Participants who selected 'don't know' (n=9) were excluded from the analysis.

**Appendix 4.5: NGO respondents' self-reported knowledge of the circumstances when a child or young person should be reported to DoCS**

NGO	Poor	Fair	Good	Excellent
ACYF (n=7)	0%	14%	42%	42%
AODP (n=2)	0%	0%	50%	50%
BFEIP (n=11)	0%	0%	55%	45%
BFP (n=8)	0%	13%	37%	50%
CSGP1 (n=50)	0%	4%	36%	60%
CSGP2 (n=97)	1%	18%	51%	30%
CSP (n=203)	1%	4%	55%	40%
FNSW (n=48)	0%	8%	27%	65%
OOHC (n=24)	0%	8%	21%	71%
SAAP (n=66)	0%	3%	42%	55%
SAAP-Peaks (n=3)	0%	0%	33%	67%
Total (n=519)	1%	7%	46%	46%

\* Participants who selected 'don't know' (n=9) were excluded from the analysis.

**Appendix 4.6: NGO respondents' self-reported knowledge of when you must or can share information with other agencies regarding child protection**

NGO	Poor	Fair	Good	Excellent
ACYF (n=7)	0%	0%	71%	29%
AODP (n=2)	0%	0%	100%	0%
BFEIP (n=11)	0%	9%	73%	18%
BFP (n=8)	0%	38%	17%	13%
CSGP1 (n=50)	0%	8%	58%	34%
CSGP2 (n=97)	4%	26%	51%	19%
CSP (n=202)	3%	22%	54%	20%
FNSW (n=48)	4%	17%	44%	35%
OOHC (n=24)	4%	12%	42%	42%
SAAP (n=65)	3%	7%	52%	38%
SAAP-Peaks (n=3)	0%	0%	33%	67%
Total (n=517)	3%	22%	55%	20%

\* Participants who selected 'don't know' (n=11) were excluded from the analysis.

**Appendix 4.7: NGO respondents' self-reported knowledge of the roles and responsibilities of New South Wales government agencies involved in child protection**

<b>NGO</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
ACYF (n=7)	0%	28%	58%	14%
AODP(n=2)	0%	0%	100%	0%
BFEIP (n=11)	0%	18%	64%	18%
BFP(n=8)	1%	38%	50%	0%
CSGP1 (n=50)	0%	10%	58%	32%
CSGP2 (n=97)	5%	37%	48%	9%
CSP (n=202)	4%	28%	52%	16%
FNSW (n=48)	2%	25%	56%	17%
OOHC (n=2)	0%	29%	54%	17%
SAAP (n=66)	3%	30%	30%	27%
SAAP-Peaks (n=3)	0%	0%	67%	33%
Total (n=518)	3%	28%	50%	19%

\* Participants who selected 'don't know' (n=10) were excluded from the analysis.

**Appendix 4.8: NGO respondents' self-reported knowledge of the DoCS child protection intake, investigation and assessment process**

<b>NGO</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
ACYF (n=7)	0%	57%	43%	0%
AODP (n=2)	50%	0%	0%	50%
BFEIP (n=11)	18%	18%	36%	28%
BFP (n=8)	25%	63%	12%	0%
CSGP1 (n=50)	2%	28%	50%	20%
CSGP2 (n=97)	19%	38%	38%	5%
CSP (n=203)	12%	41%	36%	11%
FNSW (n=48)	13%	31%	35%	21%
OOHC (n=23)	0%	39%	39%	22%
SAAP (n=65)	14%	38%	31%	17%
SAAP-Peaks (n=3)	0%	0%	33%	67%
Total (n=517)	12%	38%	37%	13%

\* Participants who selected 'don't know' (n=11) were excluded from the analysis.

**Appendix 4.9: NGO respondents' self-reported knowledge of the processes required for best endeavour requests**

NGO	Poor	Fair	Good	Excellent
ACYF (n=6)	17%	66%	0%	17%
AODP (n=1)	0%	100%	0%	0%
BFEIP (n=9)	11%	44%	34%	11%
BFP (n=8)	38%	50%	12%	0%
CSGP1 (n=45)	16%	29%	35%	20%
CSGP2 (n=84)	35%	36%	23%	7%
CSP (n=188)	28%	39%	26%	7%
FNSW (n=44)	36%	25%	28%	11%
OOHC (n=23)	26%	39%	26%	9%
SAAP (n=63)	25%	38%	24%	13%
SAAP-Peaks (n=3)	0%	33%	33%	33%
Total (n=474)	28%	37%	25%	10%

\* Participants who selected 'don't know' (n=54) were excluded from the analysis.

**Appendix 4.10: NGO respondents' actual knowledge about who in their agency is responsible for making risk of harm reports**

Program	Incorrect	Correct
ACYF (n=7)	43%	57%
AODP (n=2)	50%	50%
BFEIP (n=11)	73%	27%
BFP (n=51)	69%	31%
CGSP1 (n=102)	65%	35%
CGSP2 (n=66)	62%	38%
CSP (n=24)	75%	25%
FNSW (n=8)	63%	37%
OOHC (n=48)	65%	35%
SAAP-Peaks (n=3)	67%	33%
SAAP (n=206)	65%	35%
Total (n=528)	344 (65%)	184 (35%)



**Appendix 4.11: NGO respondents' actual knowledge about which agencies provide independent oversight and support on child protection matters**

<b>Program</b>	<b>Incorrect</b>	<b>Correct</b>
ACYF (n=7)	57%	43%
AODP (n=2)	0%	100%
BFEIP (n=11)	36%	64%
BFP (n=51)	28%	72%
CGSP1 (n=102)	47%	53%
CGSP2 (n=66)	46%	54%
CSP (n=24)	29%	71%
FNSW (n=8)	63%	37%
OOHC (n=48)	33%	67%
SAAP-Peaks (n=3)	33%	67%
SAAP (n=206)	45%	55%
<b>Total (n=528)</b>	<b>222 (42%)</b>	<b>306 (58%)</b>

**Appendix 4.12: NGO respondents' actual knowledge about the steps in the model for resolving interagency differences**

<b>Program</b>	<b>Incorrect</b>	<b>Correct</b>
ACYF (n=7)	29%	71%
AODP (n=2)	50%	50%
BFEIP (n=11)	27%	73%
BFP (n=51)	10%	90%
CGSP1 (n=102)	16%	84%
CGSP2 (n=66)	17%	83%
CSP (n=23)	13%	87%
FNSW (n=8)	0%	100%
OOHC (n=48)	6%	94%
SAAP-Peaks (n=3)	0%	100%
SAAP (n=206)	16%	84%
<b>Total (n=527)</b>	<b>76 (14%)</b>	<b>451 (86%)</b>

**Appendix 4.13: NGO respondents' actual knowledge about whether DoCS maintains statutory responsibility for child protection**

<b>Program</b>	<b>Incorrect</b>	<b>Correct</b>
ACYF (n=7)	0%	100%
AODP (n=2)	0%	100%
BFEIP (n=11)	0%	100%
BFP (n=51)	4%	96%
CGSP1 (n=102)	4%	96%
CGSP2 (n=66)	0%	100%
CSP (n=23)	4%	96%
FNSW (n=8)	13%	87%
OOHC (n=48)	6%	94%
SAAP-Peaks (n=3)	0%	100%
SAAP (n=206)	8%	92%
<b>Total (n=527)</b>	<b>27 (5%)</b>	<b>500 (95%)</b>

**Appendix 4.14: NGO respondents' actual knowledge about whether the role of the DoCS Helpline is to refer all telephone calls to the Community Service Centres (CSCs)**

<b>Program</b>	<b>Incorrect</b>	<b>Correct</b>
ACYF (n=7)	43%	57%
AODP (n=2)	50%	50%
BFEIP (n=11)	36%	64%
BFP (n=51)	45%	55%
CGSP1 (n=102)	37%	63%
CGSP2 (n=66)	47%	53%
CSP (n=24)	42%	58%
FNSW (n=8)	50%	50%
OOHC (n=48)	50%	50%
SAAP-Peaks (n=3)	33%	67%
SAAP (n=205)	44%	56%
<b>Total (n=527)</b>	<b>229 (44%)</b>	<b>298 (56%)</b>

**Appendix 4.15: NGO respondents' actual knowledge about whether they can provide information to NSW Police for law enforcement purposes without the consent of a child, parent or caregiver**

<b>Program</b>	<b>Incorrect</b>	<b>Correct</b>
ACYF (n=7)	57%	43%
AODP (n=2)	50%	50%
BFEIP (n=11)	0%	100%
BFP (n=51)	8%	92%
CGSP1 (n=102)	10%	90%
CGSP2 (n=66)	8%	92%
CSP (n=24)	4%	96%
FNSW (n=8)	13%	87%
OOHC (n=48)	13%	87%
SAAP-Peaks (n=3)	0%	100%
SAAP (n=205)	16%	84%
Total (n=527)	64 (12%)	461 (88%)

**Appendix 4.16: NGO respondents' actual knowledge about whether a mandatory reporter can continue to be involved with the person they report**

<b>Program</b>	<b>Incorrect</b>	<b>Correct</b>
ACYF (n=7)	0%	100%
AODP (n=2)	0%	100%
BFEIP (n=11)	0%	100%
BFP (n=51)	0%	100%
CGSP1 (n=102)	6%	94%
CGSP2 (n=66)	3%	97%
CSP (n=24)	4%	96%
FNSW (n=8)	0%	100%
OOHC (n=48)	0%	100%
SAAP-Peaks (n=3)	0%	100%
SAAP (n=205)	5%	95%
Total (n=527)	20 (4%)	507 (96%)

**Appendix 4.17: NGO respondents' actual knowledge about whether DoCS Community Service Centres will provide feedback to mandatory reporters who request it**

<b>Program</b>	<b>Incorrect</b>	<b>Correct</b>
ACYF (n=7)	14%	86%
AODP (n=2)	50%	50%
BFEIP (n=11)	18%	82%
BFP (n=51)	12%	88%
CGSP1 (n=102)	20%	80%
CGSP2 (n=66)	20%	80%
CSP (n=24)	13%	87%
FNSW (n=8)	63%	37%
OOHC (n=48)	13%	87%
SAAP-Peaks (n=3)	0%	100%
SAAP (n=205)	12%	88%
<b>Total (n=527)</b>	<b>82 (16%)</b>	<b>445 (84%)</b>

**Appendix 4.18: NGO respondents' actual knowledge about whether information can be exchanged verbally when there are established working relationships**

<b>Program</b>	<b>Incorrect</b>	<b>Correct</b>
ACYF (n=7)	14%	86%
AODP (n=2)	50%	50%
BFEIP (n=11)	64%	36%
BFP (n=51)	18%	82%
CGSP1 (n=102)	21%	79%
CGSP2 (n=66)	23%	77%
CSP (n=24)	29%	71%
FNSW (n=8)	38%	62%
OOHC (n=48)	21%	79%
SAAP-Peaks (n=3)	0%	100%
SAAP (n=205)	22%	78%
<b>Total (n=527)</b>	<b>119 (23%)</b>	<b>406 (77%)</b>

**Appendix 4.19: NGO respondents' actual knowledge about whether DoCS has the power to direct agencies to provide information about a child or young person during a child protection intervention**

Program	Incorrect	Correct
ACYF (n=7)	0%	100%
AODP (n=2)	50%	50%
BFEIP (n=11)	9%	91%
BFP (n=51)	10%	90%
CGSP1 (n=102)	14%	86%
CGSP2 (n=66)	9%	91%
CSP (n=24)	29%	71%
FNSW (n=8)	13%	87%
OOHC (n=48)	17%	83%
SAAP-Peaks (n=3)	33%	67%
SAAP (n=205)	7%	93%
Total (n=527)	59 (11%)	468 (89%)

**Appendix 4.20: Frequency with which NGO respondents would use the *Guidelines* to learn about the indicators of abuse and neglect of children or young people**

NGO	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
ACYF(n=7)	14%	14%	14%	42%	14%	0%
AODP (n=2)	0%	0%	100%	0%	0%	0%
BFEIP (n=11)	9%	27%	18%	18%	27%	0%
BFP (n=8)	25%	0%	0%	50%	25%	0%
CSGP1 (n=51)	12%	8%	12%	18%	49%	2%
CSGP2 (n=102)	12%	3%	20%	40%	17%	8%
CSP (n=206)	6%	5%	14%	57%	17%	1%
FNSW (n=48)	8%	4%	10%	25%	52%	0%
OOHC (n=24)	21%	13%	25%	17%	25%	0%
SAAP (n=66)	9%	3%	14%	29%	44%	2%
SAAP-Peaks (n=3)	0%	0%	0%	33%	67%	0%
Total (n=528)	9%	6%	15%	40%	28%	2%

**Appendix 4.21: Frequency with which NGO respondents would use the *Guidelines* for making a report to DoCS**

NGO	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
ACYF (n=7)	28%	14%	0%	14%	42%	0%
AODP (n=2)	0%	0%	0%	100%	0%	0%
BFEIP (n=11)	18%	27%	9%	27%	18%	0%
BFP (n=8)	25%	0%	13%	38%	25%	0%
CSGP1 (n=51)	14%	8%	6%	27%	43%	2%
CSGP2 (n=102)	15%	3%	20%	38%	16%	9%
CSP (n=206)	8%	4%	15%	50%	22%	1%
FNSW (n=48)	10%	4%	8%	25%	50%	2%
OOHC (n=24)	21%	13%	8%	25%	33%	0%
SAAP (n=66)	11%	11%	11%	23%	44%	2%
SAAP-Peaks (n=3)	0%	0%	0%	33%	67%	0%
Total (n=528)	12%	6%	13%	38%	28%	3%

**Appendix 4.22: Frequency with which NGO respondents would use the *Guidelines* for guidance on exchanging information with other agencies**

NGO	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
ACYF (n=7)	14%	28%	0%	58%	0%	0%
AODP (n=2)	0%	0%	0%	50%	50%	0%
BFEIP (n=11)	9%	18%	27%	27%	18%	0%
BFP (n=8)	13%	0%	0%	63%	25%	0%
CSGP1 (n=51)	12%	10%	16%	20%	40%	4%
CSGP2 (n=102)	15%	6%	20%	38%	12%	9%
CSP (n=206)	5%	6%	24%	56%	8%	1%
FNSW (n=48)	10%	10%	23%	27%	27%	2%
OOHC (n=23)	25%	4%	33%	25%	13%	0%
SAAP (n=66)	9%	9%	14%	30%	35%	3%
SAAP-Peaks (n=3)	33%	0%	0%	33%	33%	0%
Total (n=527)	10%	8%	21%	41%	17%	3%

**Appendix 4.23: Frequency with which NGO respondents would use the *Guidelines* for guidance on clarifying the roles of other agencies**

NGO	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
ACYF (n=7)	14%	0%	28%	58%	0%	0%
AODP (n=2)	0%	0%	0%	50%	50%	0%
BFEIP (n=11)	9%	9%	36%	27%	18%	0%
BFP (n=8)	13%	0%	0%	63%	25%	0%
CSGP1 (n=51)	10%	4%	14%	37%	31%	4%
CSGP2 (n=102)	14%	6%	17%	45%	14%	4%
CSP (n=206)	3%	7%	24%	58%	7%	1%
FNSW (n=48)	10%	8%	25%	31%	23%	2%
OOHC (n=23)	13%	22%	17%	30%	17%	0%
SAAP (n=66)	11%	8%	14%	39%	26%	3%
SAAP-Peaks (n=3)	0%	33%	0%	67%	0%	0%
Total (n=528)	8%	7%	20%	47%	16%	2%

**Appendix 4.24: Frequency with which NGO respondents would use the *Guidelines* for guidance on their own roles and responsibilities when making a report to DoCS**

NGO	Unlikely	Somewhat unlikely	Somewhat likely	Likely	NA – already aware	NA – don't deal with this issue
ACYF (n=7)	14%	0%	14%	42%	28%	0%
AODP (n=2)	0%	0%	0%	50%	50%	0%
BFEIP (n=11)	9%	18%	45%	9%	18%	0%
BFP (n=8)	13%	0%	0%	38%	50%	0%
CSGP1 (n=51)	16%	12%	6%	24%	41%	2%
CSGP2 (n=102)	15%	2%	17%	33%	26%	7%
CSP (n=206)	5%	4%	17%	49%	24%	1%
FNSW (n=48)	13%	2%	13%	21%	52%	0%
OOHC (n=23)	17%	17%	9%	22%	35%	0%
SAAP (n=66)	15%	3%	11%	24%	42%	5%
SAAP-Peaks (n=3)	0%	35%	0%	33%	33%	0%
Total (n=527)	11%	5%	14%	35%	32%	3%

**Appendix 4.25: NGO respondents' likelihood of using the *Guidelines* if they received a letter from their agency head supporting use of the *Guidelines***

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=6)	0%	0%	0%	17%	33%	50%	83%
AODP (n=2)	0%	0%	0%	50%	0%	50%	50%
BFEIP (n=11)	0%	0%	0%	27%	27%	46%	73%
CSGP1 (n=48)	2%	0%	2%	29%	29%	40%	69%
CSGP2 (n=89)	0%	0%	0%	29%	33%	38%	71%
SAAP (n=59)	0%	0%	0%	22%	29%	49%	78%
OOHC (n=22)	0%	0%	0%	23%	36%	41%	77%
BFP (n=6)	0%	0%	0%	17%	17%	66%	83%
FNSW (n=43)	0%	0%	0%	40%	19%	41%	60%
SAAP-Peaks (n=3)	0%	0%	0%	33%	33%	33%	66%
CSP (n=176)	1%	1%	2%	28%	29%	41%	70%
Total (n=465)	1%	1%	2%	28%	29%	41%	60%

**Appendix 4.26: NGO respondents' likelihood of using the *Guidelines* if an agency memo was circulated to all relevant staff on the appropriate use of the *Guidelines***

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=7)	0%	0%	0%	0%	86%	14%	100%
AODP (n=2)	0%	0%	0%	50%	0%	50%	50%
BFEIP (n=11)	0%	0%	0%	18%	46%	36%	82%
CSGP1 (n=50)	0%	0%	0%	8%	48%	44%	92%
CSGP2 (n=94)	0%	2%	2%	18%	36%	44%	80%
SAAP (n=62)	0%	3%	3%	21%	29%	47%	76%
OOHC (n=23)	0%	4%	4%	22%	35%	39%	74%
BFP (n=6)	0%	0%	0%	33%	17%	50%	67%
FNSW (n=46)	2%	0%	2%	9%	41%	48%	89%
SAAP-Peaks (n=3)	0%	0%	0%	0%	0%	100%	100%
CSP (n=193)	1%	1%	2%	16%	34%	48%	82%
Total (n=497)	1%	1%	2%	16%	36%	46%	82%



**Appendix 4.27: NGO respondents' likelihood of using the *Guidelines* if they were discussed at staff meetings**

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=7)	0%	0%	0%	0%	57%	43%	100%
AODP (n=2)	0%	0%	0%	50%	0%	50%	50%
BFEIP (n=11)	9%	0%	9%	9%	27%	55%	82%
CSGP1 (n=49)	0%	0%	0%	4%	35%	61%	96%
CSGP2 (n=93)	0%	0%	0%	5%	40%	55%	95%
SAAP (n=64)	0%	0%	0%	6%	33%	61%	94%
OOHC (n=23)	0%	0%	0%	4%	30%	66%	96%
BFP (n=6)	0%	0%	0%	0%	33%	67%	100%
FNSW (n=47)	0%	2%	2%	2%	30%	66%	96%
SAAP-Peaks (n=3)	0%	0%	0%	0%	0%	100%	100%
CSP (n=200)	0%	1%	1%	4%	32%	63%	95%
Total (n=505)	0.5%	0.5%	1%	5%	34%	60%	94%

**Appendix 4.28: NGO respondents' likelihood of using the *Guidelines* if they attended a special briefing on the *Guidelines***

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=7)	0%	0%	0%	0%	29%	71%	100%
AODP (n=2)	0%	0%	0%	0%	0%	100%	100%
BFEIP (n=11)	0%	0%	0%	18%	55%	27%	82%
CSGP1 (n=50)	0%	0%	0%	14%	28%	58%	86%
CSGP2 (n=91)	0%	1%	1%	9%	36%	54%	90%
SAAP (n=66)	0%	0%	0%	11%	33%	56%	89%
OOHC (n=23)	0%	0%	0%	9%	44%	47%	91%
BFP (n=6)	0%	0%	0%	0%	17%	83%	100%
FNSW (n=46)	0%	2%	2%	4%	28%	66%	94%
SAAP-Peaks (n=3)	0%	0%	0%	0%	33%	67%	100%
CSP (n=194)	1%	1%	2%	8%	23%	67%	90%
Total (n=499)	1%	1%	2%	9%	30%	59%	89%

**Appendix 4.29: NGO respondents' likelihood of using the *Guidelines* if they were incorporated into training, policies and procedures**

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=7)	0%	0%	0%	0%	14%	86%	100%
AODP (n=2)	0%	0%	0%	0%	50%	50%	100%
BFEIP (n=11)	0%	0%	0%	18%	36%	46%	82%
CSGP1 (n=50)	0%	0%	0%	8%	26%	66%	92%
CSGP2 (n=91)	0%	0%	0%	6%	40%	54%	94%
SAAP (n=64)	0%	0%	0%	5%	27%	68%	95%
OOHC (n=23)	0%	0%	0%	0%	48%	52%	100%
BFP (n=6)	0%	0%	0%	0%	17%	83%	100%
FNSW (n=48)	0%	0%	0%	6%	35%	59%	94%
SAAP-Peaks (n=3)	0%	0%	0%	0%	33%	67%	100%
CSP (n=196)	0%	1%	1%	6%	25%	68%	93%
Total (n=501)	0%	1%	1%	6%	30%	63%	93%

**Appendix 4.30: NGO respondents' likelihood of using the *Guidelines* if they were discussed at interagency meetings**

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=6)	0%	0%	0%	17%	50%	33%	83%
AODP (n=2)	0%	0%	0%	0%	50%	50%	100%
BFEIP (n=11)	0%	0%	0%	27%	36%	37%	73%
CSGP1 (n=49)	0%	0%	0%	14%	29%	57%	86%
CSGP2 (n=92)	0%	0%	0%	7%	52%	41%	93%
SAAP (n=63)	0%	0%	0%	19%	35%	46%	81%
OOHC (n=24)	0%	0%	0%	13%	50%	37%	87%
BFP (n=6)	0%	0%	0%	17%	0%	83%	83%
FNSW (n=43)	0%	0%	0%	14%	26%	60%	86%
SAAP-Peaks (n=3)	0%	0%	0%	0%	0%	100%	100%
CSP (n=189)	0%	1%	1%	10%	27%	62%	89%
Total (n=488)	0%	1%	1%	12%	34%	53%	87%

**Appendix 4.31: NGO respondents' likelihood of using the *Guidelines* if they were sent reminder emails about the existence of the *Guidelines* and how to access them**

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=6)	0%	0%	0%	33%	17%	50%	67%
AODP (n=2)	0%	0%	0%	0%	50%	50%	100%
BFEIP (n=11)	0%	0%	0%	36%	27%	37%	64%
CSGP1 (n=50)	0%	0%	0%	22%	34%	44%	78%
CSGP2 (n=92)	0%	1%	1%	22%	37%	40%	77%
SAAP (n=64)	0%	2%	2%	22%	23%	53%	76%
OOHC (n=23)	0%	0%	0%	22%	48%	30%	78%
BFP (n=6)	0%	0%	0%	17%	0%	83%	83%
FNSW (n=45)	2%	2%	4%	24%	29%	43%	72%
SAAP-Peaks (n=3)	0%	0%	0%	0%	33%	67%	100%
CSP (n=189)	2%	1%	3%	20%	25%	52%	77%
Total (n=491)	1%	1%	2%	22%	29%	47%	76%

**Appendix 4.32: NGO respondents' likelihood of using the *Guidelines* if they were sent reminder emails on tips for child protection derived from the *Guidelines***

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=7)	0%	0%	0%	0%	71%	29%	100%
AODP (n=2)	0%	0%	0%	0%	50%	50%	100%
BFEIP (n=11)	0%	0%	0%	18%	36%	46%	82%
CSGP1 (n=48)	0%	0%	0%	19%	35%	46%	81%
CSGP2 (n=94)	0%	1%	1%	13%	44%	42%	86%
SAAP (n=65)	0%	2%	2%	14%	32%	52%	84%
OOHC (n=22)	0%	0%	0%	18%	50%	32%	82%
BFP (n=7)	0%	0%	0%	14%	14%	72%	86%
FNSW (n=44)	2%	2%	4%	9%	30%	57%	87%
SAAP-Peaks (n=3)	0%	0%	0%	0%	0%	100%	100%
CSP (n=192)	2%	1%	3%	14%	26%	57%	83%
Total (n=495)	1%	1%	2%	14%	33%	51%	84%

**Appendix 4.33: NGO respondents' likelihood of using the *Guidelines* if articles on the *Guidelines* were placed in agency publications**

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=6)	0%	0%	0%	17%	50%	33%	83%
AODP (n=2)	0%	0%	0%	0%	50%	50%	100%
BFEIP (n=11)	0%	0%	0%	36%	36%	28%	64%
CSGP1 (n=47)	0%	0%	0%	28%	34%	38%	72%
CSGP2 (n=91)	0%	2%	2%	18%	42%	38%	80%
SAAP (n=61)	0%	0%	0%	20%	38%	42%	80%
OOHC (n=24)	0%	0%	0%	21%	54%	25%	79%
BFP (n=7)	0%	0%	0%	14%	29%	57%	86%
FNSW (n=44)	0%	0%	0%	16%	36%	48%	84%
SAAP-Peaks (n=3)	0%	0%	0%	33%	0%	67%	67%
CSP (n=185)	1%	1%	2%	12%	32%	54%	86%
Total (n=481)	1%	1%	2%	17%	36%	45%	81%

**Appendix 4.34: NGO respondents' likelihood of using the *Guidelines* in the future if they were placed on the agency's website**

Program	Discourage use	Tend to discourage use	Overall discourage	No effect	Tend to encourage use	Encourage use	Overall encourage
ACYF (n=6)	0%	0%	0%	33%	33%	33%	66%
AODP (n=2)	0%	0%	0%	0%	50%	50%	100%
BFEIP (n=11)	0%	0%	0%	46%	18%	36%	54%
CSGP1 (n=43)	0%	2%	2%	30%	33%	35%	68%
CSGP2 (n=78)	3%	6%	9%	33%	23%	35%	58%
SAAP (n=57)	0%	0%	0%	30%	30%	40%	70%
OOHC (n=23)	0%	0%	0%	22%	48%	30%	78%
BFP (n=6)	0%	0%	0%	17%	0%	83%	83%
FNSW (n=42)	0%	2%	2%	21%	24%	53%	77%
SAAP-Peaks (n=3)	0%	0%	0%	0%	67%	33%	100%
CSP (n=165)	4%	1%	5%	32%	29%	34%	63%
Total (n=436)	2%	2%	4%	30%	28%	38%	66%

**Appendix 4.35: NGO respondents' agreement that the *Guidelines* cover all the important topics for interagency collaboration in child protection**

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
ACYF (n=5)	0%	0%	0%	60%	40%	100%
AODP (n=1)	0%	0%	0%	100%	0%	100%
BFEIP (n=10)	0%	10%	10%	50%	40%	90%
BFP (n=7)	0%	14%	14%	57%	29%	86%
CSGP1 (n=45)	4%	7%	11%	60%	29%	89%
CSGP2 (n=72)	3%	4%	7%	56%	37%	93%
CSP (n=174)	1%	7%	8%	48%	44%	92%
FNSW (n=43)	2%	7%	9%	49%	42%	91%
OOHC (n=17)	0%	6%	6%	59%	35%	94%
SAAP (n=54)	2%	7%	9%	52%	39%	91%
SAAP-Peaks (n=3)	0%	0%	0%	67%	33%	100%
Total (n=431)	3%	6%	9%	52%	39%	91%

**Appendix 4.36: NGO respondents' agreement that there are important topics relating to interagency collaboration in child protection missing from the *Guidelines***

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
ACYF (n=4)	50%	25%	75%	0%	25%	25%
AODP (n=1)	0%	0%	0%	100%	0%	100%
BFEIP (n=8)	12%	38%	50%	12%	38%	50%
BFP (n=3)	0%	33%	33%	67%	0%	67%
CSP (n=132)	28%	50%	78%	14%	8%	22%
CSGP1 (n=37)	16%	65%	81%	14%	5%	19%
CSGP2 (n=53)	25%	42%	67%	21%	12%	33%
FNSW (n=28)	25%	50%	75%	18%	7%	35%
OOHC (n=13)	15%	23%	38%	54%	8%	62%
SAAP (n=39)	21%	38%	59%	31%	10%	41%
SAAP-Peaks (n=3)	33%	67%	100%	0%	0%	0%
Total (n=321)	24%	47%	71%	20%	9%	29%

**Appendix 4.37: NGO respondents' agreement that they would use the *Guidelines* if they could not respond to a child protection issue using their own agency policies and procedures**

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
ACYF (n=6)	0%	0%	0%	67%	33%	100%
AODP (n=2)	50%	0%	50%	0%	50%	50%
BFEIP (n=11)	10%	36%	46%	27%	27%	54%
CSGP1 (n=46)	4%	20%	24%	30%	46%	76%
CSGP2 (n=83)	6%	5%	11%	46%	43%	89%
SAAP (n=61)	10%	8%	18%	31%	51%	82%
OOHC (n=21)	14%	5%	19%	33%	48%	81%
BFP (n=7)	14%	14%	28%	14%	57%	71%
FNSW (n=46)	2%	7%	9%	28%	63%	91%
SAAP-Peaks (n=3)	0%	33%	33%	33%	33%	66%
CSP (n=195)	4%	2%	6%	32%	63%	95%
Total (n=481)	6%	6%	12%	34%	54%	88%

**Appendix 4.38: NGO respondents' agreement that they would use the *Guidelines* without written approval from a supervisor(s)**

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
ACYF (n=7)	43%	28%	71%	29%	0%	29%
AODP (n=1)	100%	0%	100%	0%	0%	0%
BFEIP (n=11)	45%	55%	100%	0%	0%	0%
CSGP1 (n=44)	60%	30%	90%	5%	5%	10%
CSGP2 (n=88)	55%	22%	77%	13%	10%	23%
SAAP (n=57)	47%	33%	80%	13%	7%	20%
OOHC (n=20)	30%	50%	80%	10%	10%	20%
BFP (n=7)	43%	57%	100%	0%	0%	0%
FNSW (n=43)	58%	33%	91%	7%	2%	9%
SAAP-Peaks (n=3)	33%	67%	100%	0%	0%	0%
CSP (n=189)	48%	35%	83%	10%	7%	17%
Total (n=470)	50%	33%	83%	10%	7%	17%

**Appendix 4.39: NGO respondents' agreement that their supervisor(s) support them using the *Guidelines***

	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
ACYF (n=6)	0%	0%	0%	0%	100%	100%
AODP (n=2)	0%	0%	0%	0%	100%	100%
BFEIP (n=10)	0%	10%	10%	10%	80%	90%
CSGP1 (n=45)	0%	2%	2%	20%	78%	98%
CSGP2 (n=80)	3%	0%	3%	23%	74%	97%
SAAP (n=59)	2%	3%	5%	20%	75%	95%
OOHC (n=21)	0%	0%	0%	24%	76%	100%
BFP (n=4)	0%	25%	25%	0%	75%	75%
FNSW (n=42)	2%	2%	4%	10%	86%	96%
SAAP-Peaks (n=3)	0%	0%	0%	33%	67%	100%
CSP (n=184)	3%	2%	5%	20%	76%	95%
Total (n=456)	2%	2%	4%	19%	77%	96%

**Appendix 4.40: NGO respondents' agreement that their own agency policies and procedures cover all relevant child protection issues**

Question 38	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
ACYF (n=7)	14%	14%	28%	58%	14%	72%
AODP (n=2)	0%	0%	0%	50%	50%	100%
BFEIP (n=11)	0%	27%	27%	45%	27%	72%
CSGP1 (n=51)	4%	16%	20%	33%	47%	80%
CSGP2 (n=89)	15%	9%	24%	33%	44%	77%
SAAP (n=63)	3%	16%	19%	33%	48%	81%
OOHC (n=23)	0%	9%	9%	35%	57%	92%
BFP (n=7)	14%	14%	28%	0%	72%	72%
FNSW (n=44)	7%	16%	23%	36%	41%	77%
SAAP-Peaks (n=3)	0%	0%	0%	67%	33%	100%
CSP (n=197)	4%	9%	13%	47%	42%	89%
Total (n=497)	6%	12%	18%	38%	43%	81%

**Appendix 4.41: NGO respondents' agreement that the *Guidelines* conflict with their own organisation's policies**

Question 39	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree
ACYF (n=6)	0%	17%	17%	17%	67%	83%
AODP (n=1)	0%	0%	0%	0%	100%	100%
BFEIP (n=8)	13%	13%	26%	25%	50%	75%
CSGP1 (n=45)	7%	11%	18%	38%	44%	82%
CSGP2 (n=67)	9%	16%	25%	37%	37%	74%
SAAP (n=51)	16%	10%	26%	29%	45%	74%
OOHC (n=20)	15%	20%	35%	35%	30%	65%
BFP (n=6)	33%	0%	33%	17%	50%	67%
FNSW (n=43)	7%	16%	23%	40%	37%	77%
SAAP-Peaks (n=3)	0%	0%	0%	67%	33%	100%
CSP (n=180)	10%	20%	30%	32%	38%	70%
Total (n=430)	10%	16%	26%	33%	40%	73%

**Appendix 4.42: NGO respondents' agreement that the staff who report to them use the *Guidelines***

Question 40	Disagree	Tend to disagree	Overall disagree	Tend to agree	Agree	Overall agree	Not applicable*
ACYF (n=7)	43%	43%	86%	0%	0%	0%	14%
AODP (n=2)	100%	0%	100%	0%	0%	0%	0%
BFEIP (n=11)	63%	27%	90%	0%	9%	9%	0%
CSGP1 (n=48)	69%	25%	94%	0%	2%	2%	4%
CSGP2 (n=83)	72%	22%	94%	4%	1%	5%	2%
SAAP (n=60)	72%	25%	97%	2%	2%	4%	0%
OOHC (n=24)	67%	29%	96%	0%	0%	0%	4%
BFP (n=6)	83%	17%	100%	0%	0%	0%	0%
FNSW (n=44)	88%	11%	99%	0%	0%	0%	0%
SAAP-Peaks (n=3)	33%	67%	100%	0%	0%	0%	0%
CSP (n=190)	65%	31%	96%	2%	1%	3%	2%
Total (n=478)	70%	26%	96%	1%	1%	2%	2%



## 5 Key informant interview results: Senior Officers and Peak NGOs

### 5.1 Summary

The *Guidelines* were reported to be the product of an effective consultation process by virtually all stakeholders and are seen as comprehensive, useful and clear.

The roles and responsibilities for agencies contained in the IAG were generally seen as sustainable and achievable, an improvement on the previous guidelines. While many stakeholders felt that the role of DoCS as set out in the guidelines was appropriate, most felt that DoCS did not have the capacity to achieve all its responsibilities, specifically those related to feedback to reporters and collaboration with partners on case management. The feedback capacity shortfall was most often attributed to a high workload for DoCS officers in attending to key matters in child protection at the expense of interagency partnerships.

The *Guidelines* were seen to be most useful in providing a framework and prioritising the issue of interagency collaboration. However, they were seen to be only marginally important in ensuring actual collaboration. In fact, reference to the *Guidelines* was generally seen as something that only occurred during disputes and on their own, could only ensure collaboration to the degree that legislation demands.

Success in interagency cooperation was seen to be related to positive local level relationships and regular communication between agencies and not a function of the *Guidelines* per se.

'The *Guidelines* are like a rule book that prioritise the issue of cooperation, but whether the players actually follow the rules when there is no referee to enforce them, depends on the relationships between the players'

This echoes comments by The Commonwealth Management Advisory Centre (2004)<sup>13</sup> that the single most important factor in interagency collaboration is not structures or rules, but culture.

In short - the guidelines were seen to be adequate for their purpose, but could only achieve their intended function with the commitment of all partners to follow them.

### 5.2 Consultation and communication

Agencies and NGOs felt that the communication and consultation during the development and initial implementation of the guidelines was excellent.

'At the time this was seen as a great initiative and broadly applauded.'

However it was routinely reported that there was little or no follow-up about the guidelines after their initial implementation. This was reported as being particularly problematic for organisations with a high staff turn-over.

'The process was like a big splash into a bucket – a big gush of information but most of it splashed out and was lost, a better process would involve a constantly dripping tap of information which would eventually fill the bucket.'

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<sup>13</sup> Commonwealth of Australia Management Advisory Committee (2004) *Connecting Government, Whole of Government Responses to Australia's priority challenges*, Canberra

There was also a good deal of appreciation for the DoCS provided training on the guidelines, however a few agencies/ organisations felt that the training could be better described as a briefing session rather than training per se.

### **5.3 Useability of the guidelines**

Most interviews felt the *Guidelines* were comprehensive and well organised. The flow charts were seen as a very valuable enhancement.

Some NGOs and agencies' whose staff only rarely deal with matters of child protection, felt that a shorter version of the *Guidelines* would be appropriate for the majority of staff who may need to use them from time to time. A brief version covering only the roles and responsibilities of agencies, procedures for reporting and requesting feedback and managing disputes may be useful.

Others suggested that making the online version searchable electronically would be of great assistance in assisting casual users to find the information they require.

### **5.4 Roles and responsibilities**

There was a consensus that the new *Guidelines* provided a more sustainable and achievable articulation of roles and responsibilities than previous versions. Some reported that the new *Guidelines* provided more clarity on areas that had previously been vague. While there was a consensus view that the roles and responsibilities as articulated in the IAG are attainable, there was some concern both from within and outside DoCS, that some responsibilities – such as providing feedback, were sustainable due to competing priorities and resource limitations. There was a further view from some agencies such as DET that their roles and responsibilities to report matters to the Ombudsman extend beyond those contained in the guidelines. This was felt to have led to a lack of understanding of their responsibilities by different agencies.

A small number of NGOs felt that while the *Guidelines* refer to engaging families there is no reference to any support that may be available to mandatory reporters who may have to work with families after they have reported a suspicion of child abuse or neglect.

### **5.5 Recommendations**

The *Guidelines* require only minor modifications or a creation of a brief pamphlet version to make them more accessible for staff who deal with child protection matters infrequently.

The *Guidelines* are designed only to supplement agencies policies and procedures. Agency policies should be developed by agencies in consultation with DoCS. Associated procedure documents should be developed by agencies that allow for consultation and adaption to meet the needs of local level staff and their local interagency colleagues. In fact, in the UK (James and Mosely 2006)<sup>14</sup> suggest that policy documents such as the IAG should be left deliberately ambiguous at the higher level so it can be 'worked out' at the implementation level.

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<sup>14</sup> James O and Moseley A (2006) *Coordinating public services from the top down or bottom up? Assessing the implementation of 'joined up government' by street level bureaucrats in homelessness services in England*, EGPA study group on governance of public sector organizations, the coordination of public sector organizations in the era of joined-up government and marketisation, conference of the European Group of Public Administration, 6-9/10/2006, Bocconi University, Milan

Efforts to improve interagency communication and collaboration should be directed at fostering good working relationships between agencies and organisations. These relationships are important for officers at all levels of the agencies/ organisations concerned but are particularly important 'on the ground' at the local level where much of the policy is implemented.

A step in this direction may be achieved by regular (perhaps biennial) local level workshops between partner agencies and funded organisations involved in interagency collaboration in matters of child protection.

More intensive local collaboration can be achieved by encouraging and supporting local networks (including support for the regular attendance of key staff at meetings) with sufficient autonomy to implement the *Guidelines* in a manner that suits their local environment. These networks should be encouraged to develop; an appreciation of the need to collaborate and articulation of the tangible benefits of collaboration; clear goals and intended results for collaboration; a mutual understanding and appreciation of each agencies roles, responsibilities, priorities and limits; agreed language to define and communicate issues; local protocols that provide practical guidance for implementing the *Guidelines* (such as relating to providing feedback and dispute resolution); an identification of risks, allocating of risk responsibilities and agreements on how these may be managed; engaging in joint training exercises; agreement on funding and accountability for various collaboration activities; scheduling regular communications and monitoring of the results of collaboration for clients and communities.

## 6 Desk top review results

### 6.1 Currency of child protection policy and procedures<sup>15</sup>

Overall, 60 percent of the documents provided for the review (whose dates of publication could be assessed) were published or last updated in September 2006 or later (Table 6.1).

Three agencies, Department of Corrective Services (DCS), Housing NSW and the Department of Community Services (DoCS) have revised all or most relevant policies and procedures since the 2006 edition of the Guidelines. The Department of Ageing, Disability and Home Care (DADHC) and Office of Director of Public Prosecutions (ODPP) have updated fewer than one in three documents. ODPP was updating its CSA Prosecution Manual in April 2008, when the documents were being reviewed.

The NSW Police Force, Child Protection and Sexual Assault Squad have drafted a *Child Protection – Standard Operating Procedures* manual, which will be finalised when the recommendations of the Woods Commission are known.<sup>16</sup> Department of Sport and Recreation have scheduled reviews<sup>17</sup> of:

- Child Protection Intervention Policy Procedures (for Sport and Recreation Industry) will be reviewed in late 2008 in conjunction with the website development with the Australian Sports Commission
- The review of Care for Kids is expected to be completed at the end of 2008
- Child Protection in Sport and Recreation: Guidelines for Achieving Child Protection is expected to be reviewed in the six months from August 2008

All other agencies have updated at least half of the policies and procedures related to child protection matters since September 2006.

### 6.2 Reference of practice commitments in reviewed documents

Forty one percent (38/94) of all documents provided for the review referred to one or more of the revised practice commitments for interagency collaboration in child protection matters (Table 6.2).

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<sup>15</sup> The review is based on documents provided to ARTD between January and April 2008.

<sup>16</sup> Email from Manager Strategic Support, Child Protection and Sex Crimes Squad, 1 August 2008

<sup>17</sup> Email from Manager, Child Protection and Employment Screening Unit, 11 August 2008

**Table 6.1: Number of documents provided for the review by agency and publication date**

Agency	Number documents reviewed	Published/updated <u>before</u> Sept 2006	Published/updated <u>Sept 2006 or later</u>	No publication date given
DADHC	9	6 (75%)	2 (25%)	1
DCS*	2	0 (0%)	2 (100%)	0
DET	17	7 (47%)	8 (53%)	2
DJJ	12	4 (50%)	4 (50%)	4
DoCS	17	2 (12%)	15 (88%)	0
DSR	7	3 (43%)	4 (57%)	0
Housing NSW	4	0 (0%)	4 (100%)	0
NSW Health	12	5 (42%)	7 (58%)	0
NSW Police Force	4	2 (50%)	2 (50%)	0
ODPP	10	7 (70%)	3 (30%)	0
<b>Total</b>	<b>94</b>	<b>36 (41%)</b>	<b>51 (59%)</b>	<b>7</b>

**Table 6.2: Reference of revised practice commitments in documents provided for review**

Agency	Number documents reviewed covering at least one practice commitment	Total number of documents reviewed	Percent of documents reviewed covering practice commitments
DADHC	3	9	33%
DCS	0	2	0%
DET	8	17	47%
DJJ	1	12	8%
DoCS	12	17	71%
Housing NSW	3	4	75%
DSR	3	7	50%
NSW Health	3	12	25%
NSW Police Force	1	4	25%
ODPP	2	10	20%
<b>Grand Total</b>	<b>38</b>	<b>94</b>	<b>41%</b>

### 6.3 Coverage of child protection practice commitments across policies and procedures

There was a marked difference in the coverage of the revised child protection practice commitments in policies and procedures across the agencies. Most agencies (90%) covered the commitment, '*Involvement of partner agencies and NGOs in case planning meetings so that an interagency response can be coordinated*', in at least one policy (Table 6.3 and Figure 6.1).

Two other commitments were covered by at least half the agencies, '*Feedback from DoCS to reporters in response to a risk of harm report*' (60%) and '*DoCS making greater use of referrals and best endeavours requests, when it is unable to provide a casework response*' (50%). Only a minority of agencies covered the remaining commitments.

Just two agencies, Department of Community Services and Department of Education and Training made reference to all the revised commitments in the policy and procedures provided. These agencies would be expected to have operational staff most directly involved with children and their families as part of normal business. The NSW Police and Office of Director of Public Prosecutions only referenced the commitment, '*Involvement of partner agencies and NGOs in case planning meetings so that an interagency response can be coordinated*'.

One agency, the Department of Corrective services had not referenced any of the revised practice commitments in the two documents provided for the review. However, DCS advised that, 'several practice commitments are covered in the department's child protection training program and that two custodial and community-based policy manuals contain hyperlinks to the Guidelines. As at September 2008, DCS is reviewing its policies with a view to including relevant practice commitments.'<sup>18</sup>

**Table 6.3: Inclusion of revised practice commitments (NSW Interagency Guidelines for Child Protection Intervention 2006) in policies and procedures related to child protection, across 10 NSW human service and justice agencies with child protection responsibilities**

Revised Practice Comittment	No. agencies that reference comittment in policy/s or procedure/s	Percent of agencies that reference comittment in policy/s or procedures
<i>Involvement of partner agencies and NGOs in case planning meetings so that an interagency response can be coordinated</i>	9	90%
<i>Feedback from DoCS to reporters in response to a risk of harm report</i>	6	60%
<i>DoCS making greater use of referrals and best endeavours requests, when it is unable to provide a casework response</i>	5	50%
<i>Clarification about the point at which DoCS appoints a case manager</i>	3	30%
<i>Communication with partner agencies where DoCS intends to close a case</i>	3	30%
<i>Supporting partner agencies after case closure</i>	3	30%
<i>Involving children and young people in case meetings</i>	3	30%
<i>Support that DoCS may be able to offer to partner agencies willing to coordinate support services to a child or family where there are risk of harm concerns but where DoCS is not directly involved due to competing priorities</i>	2	20%

<sup>18</sup> Email from Director, Child Protection Coordination and Support Unit, DCS, 2 September 2008

**Figure 6.1: Agency coverage of the revised practice commitments (NSW Interagency Guidelines for Child Protection Intervention 2006) in policies and procedures related to child protection**

Commitment	Agency refers to commitment in at least one policy or procedure									
	DADHC	DCS	DET	DJJ	DoCS	Housing NSW	DSR	NSW Health	NSW Police	ODPP
<i>Involvement of agencies in case planning</i>	√		√	√	√	√	√	√	√	√
<i>Feedback from DoCS to reporters</i>	√		√		√	√	√	√		
<i>DoCS using referrals and best endeavour requests</i>	√		√		√	√		√		
<i>Clarification of appt of case manager</i>	√		√		√					
<i>Communication re case closure</i>			√		√	√				
<i>Supporting agencies after case closure</i>	√		√		√					
<i>Children and young people in case meetings</i>			√	√	√					
<i>Supporting agencies when competing priorities</i>			√		√					

#### 6.4 Currency of documents that reference revised child protection practice commitments

Fifty-eight percent of documents (22/38) referring to the practice commitment areas revised in the updated Guidelines, were themselves updated during or after release of the Guidelines, i.e. September 2006 (Table 6.4).

**Table 6.4: Coverage of revised practice commitments in policies and procedures provided for the review**

Agency	Reviewed documents covering at least:		
	one of the revised commitments	one of the revised commitments and updated after Guidelines (n)	one of the revised commitments and updated after Guidelines (%)
<i>DADHC</i>	3	1	33%
<i>DCS</i>	0	0	0%
<i>DET</i>	8	5	63%
<i>DJJ</i>	1	1	100%
<i>DoCS</i>	12	9	79%
<i>Housing NSW</i>	3	3	100%
<i>DSR</i>	3	0	0%
<i>NSW Health</i>	3	0	0%
<i>NSW Police</i>	1	1	100%
<i>ODPP</i>	2	0	0%
<b>Grand Total</b>	<b>36</b>	<b>20</b>	<b>56%</b>

## **7 Case studies**

This section outlines a summary of the findings of the case studies conducted for the evaluation.

### **7.1 Partner agencies involved in the cases**

Eleven agencies and service providers and fourteen individuals were nominated as being involved in cases one and two. These included six government agencies (DoCS, DADHC, Housing NSW, Health, NSW Police and DCS) and four NGO service providers. A private psychologist/ counsellor was also involved in one case.

Ten agencies/ organisations and eighteen individuals were nominated as being involved in case studies three and four. Eleven of these people were from Government departments (DoCS, DET or NSW Health) and seven were professionals or NGOs providing services to the child or family.

Three agencies, DoCS, NSW Health and NSW Police (minor role) were involved with case five and five agencies, NSW Health (four units), DoCS and three NGOs involved in case 6.

### **7.2 Partners initial involvement in each of the cases**

Only five of 39 respondents interviewed had made the original risk of harm report to DoCS for that case. In some of the cases, the risk report was anonymous or made by a frontline worker, such as a nurse or social worker who had no ongoing part in managing the case and were not involved in the case studies.

Service providers were involved with the child and family either because they were working with the child before a risk of harm report was made (e.g. schools) or at DoCS request. DoCS actively involved partner agencies where a worker had made a risk of harm report, if the agency was known to be working with the child/ family, or due to the services they provide (e.g. psychological assessment or therapy). Service providers were contacted by either Early Intervention or Child Protection teams. Other service providers were contacted by partner agencies due to their perceived expertise (such as the school contacting the specialist Out-of-Home Care section of DET).

Service providers became involved at various stages during the child protection process depending on what services the family or child needed. In two instances, the parents were attending health clinics and workers became concerned about the child's safety because of the parents' problems. In one case, health service providers were working with a pregnant teenager with health problems and who lacked family support. The provider became concerned about the ability of the teenager to look after the child once he/ she was born.

DoCS Child Protection staff came into contact with all the families because they were the allocated caseworker or Manager, either because the case moved from the auspices of one team (i.e. Early Intervention) to Child Protection, or because the family moved from one DoCS location to another, or due to a substantiated risk of harm report.

### **7.3 Perceived quality of interagency relations**

The respondents tended to talk about relationships between themselves and DoCS, rather than with other agencies. They perceived DoCS as having the lead role in



investigating child protection reports and coordinating responses in the interest of the child.

The case studies showed that workers from a broad range of agencies involved in the daily supervision of children see interagency relationships in a positive light, albeit with fluctuations in the degree to which they could obtain day-to-day information, such as who had parental responsibility of the child and how to contact them. Relationships between the workers were commonly described as close and reciprocal. For example,

- a mental health service exchanges information with DoCS Client Service Office when child protection issues are raised. Both are comfortable to contact the other party; exchange information when appropriate, e.g. if a patient is admitted, the unit will contact DoCS and let them know where the child is staying
- a Probation and Parole office organising a case plan and risk assessment for an offender due for parole. DoCS was known to be involved with the family of the offender and the two agencies liaised over the likelihood of any child protection issues and the appropriateness of the offender's case plan
- DoCS requests information about counselling services for the child. DoCS has parental responsibility of the child and the information is provided by the support agency.

We only observed a few examples where perceptions about the quality of the relations between two agencies were mismatched. These were between DoCS and disability or mental health service providers. For example, one DADHC staff member described their relationship with DoCS as 'extremely difficult' as they did not feel that they were adequately consulted when the child's disability was being described in court matters, or their opinion acted upon in relation to the disability related needs of a child.

Some counsellors in private practice or working for NGOs were less satisfied with the quality of relationships with DoCS. For example:

- one counsellor had been working with a child referred from the DoCS Early Intervention team. Once the child came into the care of the Minister there was a loss of contact between the counsellor and the child while a placement was found – the actual placement was coordinated by another service sub-contracted to provide accommodation – the counsellor felt like they were an 'add-on' rather than essential to the child's well-being
- another, counsellor at a specific purpose school felt that in order to treat a child's behavioural problems, DoCS should require the family to attend therapy sessions with the child. DoCS did not agree and subsequently the student left the school.

Respondents commonly believed that relations had improved over the last two to four years. Respondents observed that staff trusted each other and that workers now have more collaborative attitudes. Only one support provider thought collaboration had declined because DoCS workers are spending more time at court and in training. A few respondents had seen no change in the extent of collaboration or had been in their field for too short a time to have a view.

One respondent with 12 years experience reasoned that collaboration had improved due to greater understanding of other agencies roles, greater trust in confidentiality matters, and by agencies giving reasons for the information they were seeking or specific reasons as to why their recommendations need attention. In some cases, collaboration was seen to have suffered due to staff turnover or personality clashes

or conversely improved when new staff took up positions. Personality clashes occurred across the government and NGO sector.

One respondent mentioned that the termination of monthly interagency 'families at risk' meetings resulted in less collaboration. While only one person mentioned that the *Guidelines* specifically had impacted upon collaboration – the new *Guidelines* have improved the way information is exchanged and respondents' views of when improvements occurred correspond to the release of the revised *Guidelines*.

Respondents tended to measure the state of relationships in terms of the quality of communication. Communication was reported to be at its best in those instances where partners were aware of other partner's roles, responsibilities and resources or where 'courtesy calls' were made to update partners on progress in a case. In cases where communication was reported as poor, it was evident that partners did not always understand other agencies roles, responsibilities and limitations of their power and resources, nor were they aware of the *Guidelines*.

Some partners (both from the government and NGO sector) reported not having phone calls returned and having to initiate calls for interagency meetings, these meetings appear to have been eventually convened by DoCS in almost every case.

Obstacles to communication tend to occur when DoCS were making important decisions and when final orders are being sought at court. Service providers expressed a degree of anxiety and frustration at not being able to obtain any information on the status of the child at these points in time. Some staff from DoCS were aware of these frustrations and, to some extent, aware that for these providers, who may see the child every day, not having any information on the status of the child causes anxiety.

Communication also suffered when a child changed placement or when the DoCS case manager changed. In these circumstances, service providers reported being unable to obtain information on the daily life and experiences of the child and contact details if a child did not appear at school or an appointment.

Communication was also hampered due to different cultures and expectations of agencies. Relationships with Early Intervention teams, when mentioned, were mostly positive – this was generally due to a match between the philosophies of organisations around the need to look after the child and the family/ mother. However, as stakeholder's concerns escalated, there was a degree of frustration from a minority that their professional opinions regarding children's, and their families', support needs were not being treated seriously or acted upon. Some of these partners (such as government and NGO disability support providers, and non-government psychologists and counsellors) had a long history with the child and family and believed that certain actions were required to manage the child. In some situations, there appeared to be a cultural difference between DoCS' child protection focus on the welfare of the child, and the agency's focus on the family. For example, one support agency felt that in order to look after the child's needs they needed to work with that child's birth mother, however, DoCS would not provide contact details of the mother as the child was in the care of the Minister and the support agency was told to focus on the child only. The support agency did not feel adequately informed as to why they should not work with the mother.

#### **7.4 The nature of interagency collaboration**

Collaboration between agencies generally involved one-on-one phone calls or meetings and the transfer of information related to the case, including medical histories, probation and parole histories and criminal activity histories. There was a

strong sense that agencies actively conferred about how best to protect children and/or address family problems or parental behaviour. Where collaboration worked well it was characterised as a process that brings 'different skills to the table' and allows monitoring of the family and shared objectives to be addressed.

#### **7.4.1 Request/ provision of feedback**

Many participants knew that risk of harm reports had been made for the case, but were not aware who had made the reports. (Mandatory reporter's identities are protected by legislation). Participants commented that, outside the case under study, if feedback is requested, it is usually provided. Only a few respondents mentioned that they had explicitly requested feedback as a mandatory reporter when contacting the Helpline.

The respondents who made risk of harm reports received correspondence that their report had been received.

Examples of risk reports and feedback process are outlined below.

- health service respondents expressed frustration about a perceived lack of response to repeated risk of harm reports to baby [ante-natal: pregnant teenage mother with health problems]. These providers were told that the case was a high priority, but had not been allocated because the mother could not be found. The DoCS respondent's perspective is that the health service providers lacked an understanding of the processes in considering the reports, and that the response had been appropriate.
- NSW Health respondents requested feedback in two instances about a risk of harm report, which was provided.
- In another case, health service providers reported ongoing difficulties getting information from DoCS about the progress of a case which made it difficult for them to maintain a relationship with the family. This person called the caseworker and asked her about ways to get written information and was referred to the casework manager. DoCS agreed to keep the service informed, but had not done so at this stage.
- mental health service providers commented that the right to get feedback about a report is explained when called they call Helpline and included in the child protection form used when notifications are made. On the small number of occasions feedback was requested, it was always provided
- DET staff members observed that different DoCS CSCs provided more or less information on what was happening in a case after a risk of harm report was made – some provide a standard letter, others a checklist of what was occurring which was much more useful.
- From DoCS perspective, there were two cases where an agency involved with the family did not understand a situation where they are obligated to make a risk of harm report. One involved a child care centre who, in DoCS opinion, had believed incredible stories from 'manipulative' parents about the reasons for the presence of bruises on children being brought to day care. The other related to staff from an Aboriginal Medical Service who had not made any reports to DoCS about a family that were known to DoCS and about whom other agencies were making risk of harm reports.

#### 7.4.2 Information exchange

Information exchange was often necessary for partners and forthcoming from agency partners. Information exchange was generally informal, without the need for many section 248s<sup>19</sup>. Most agencies had no major difficulties in exchanging information with their agency partners, although there were some exceptions. Some mentioned the need for repeated calls to obtain information that was agreed to be provided, or that information was not provided in a timely way. For example, one NGO service provider reported they were still uninformed about a child's case plan by DoCS after repeatedly requesting to be informed.

Agencies either obtained permission from the families to exchange information or from DoCS when DoCS had parental responsibility of the child. Agencies also exchanged information with other regions or services units within their own department, for example, a high school receiving information from the child's previous primary school or Housing NSW receiving information about the tenancy history of a client.

The exchange of information was seen to be facilitated by good working relationships between individuals, as well as formal protocols. Agencies and services reported maintaining regular phone and email contact, as well as conducting face-to-face meetings, all of which assisted the exchange of information.

Discussions tended to be one-to-one, between workers from a service agency and DoCS. However, teachers or child care workers were dissatisfied because they sometimes had difficulties obtaining key information on the status of the child's home life to inform their daily management.

Information exchanges between DoCS and DADHC appeared to rely on more formal processes in cases studied that involved DADHC. In one case, DoCS served DADHC with a section 248 to obtain information about the nature and extent of the disability of the child involved in the case. This information was provided to DoCS within 12 hours; however, the DADHC worker involved in the case felt that the information provided was misinterpreted by the DoCS caseworker. The DADHC worker also made a formal request (s248) for information about the mother's tenancy history, which was made available.

Respondents described two instances (in the same case) and one instance in a separate case, where privacy issues inhibited the exchange of information. All these instances involved exchange of information between NSW Health and DoCS about a carer's health status.

- A health service worker requested information from DoCS about a parent and this was refused because the parent did not agree. The DoCS worker agreed this was a reasonable position to take.
- DoCS requested information from a health service about the health status of a parent. The health worker perceived the information as being private and that they were constrained by the Health Records and Information Privacy Act. Subsequent discussions between the DoCS caseworker and the health service worker resulted in the health worker being persuaded that the exchange did not breach any Acts.
- DoCS caseworker requested information about the mental health state of a parent from a hospital unit. The request was refused because the child was in temporary care and the health worker perceived the information as being

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<sup>19</sup> Section 248 of the Children and Young Person's Act 1998 allows information to be exchanged between agencies without the informed consent of an individual where there is a risk of harm to a child

private and irrelevant because the parent did not have contact with the child. In this case, DoCS did not follow up the refusal, partly because another risk of harm report was made by a health worker related to the parent's drug dependency. The health service unit manager indicated that if she or the medical registrar had been consulted they would have provided the information.

#### **7.4.3 Families who move to other areas**

A small number of respondents were involved with cases where families moved locations. When the information they required was from their own department there were no difficulties reported in obtaining information. However, when the information was required from another agency it appeared to be quite difficult to obtain. Aboriginal Medical Health Service workers commented that this was a continuing problem for them. One respondent mentioned a three-month lag in the transfer of files from one office to another. Another commented that when cases move location, or are reassigned to another case worker, a case summary of relevant and current key information should be written by the agency or office transferring the case, rather than the file simply being transferred.

#### **7.4.4 Case planning meetings**

Some interagency case planning meetings were held, but more often meetings were between DoCS (and sometimes the carer) and individual service providers. A DoCS respondent described 'case conferences' as meetings which involve all agencies and are intended to alert the partner agencies as to where DoCS 'is up to' with the case. These meetings tended to occur when DoCS felt that a situation was reaching crisis stage or at the behest of other agency partners. Case plan may be shared with partner agencies at a case conference or via one-to-one personal or telephone meetings.

Most partners were happy with these arrangements. All but a few respondents reported being able to provide their opinions at individual meetings or via telephone and most said these were 'invaluable' in addressing risk factors and family support needs. For many agencies, such as schools and child care, this was seen as appropriate and desirable – there was a general feeling that they did not need to know all the details surrounding the children, did not have the time to participate in many meetings and preferred to keep the children's daily environment free from child protection issues. However, one school raised issues about the honouring of agreements between themselves, DoCS and an agency providing accommodation to the child. The foster carer did not honour a case planning agreement between DoCS and DET that the child would not be taken to school if she was being disruptive.

Those most likely to be dissatisfied with the case planning process were therapy related service providers in the non-government sector or disability or mental health service providers. For example, one DADHC staff member believed that the disability needs of a child were not adequately addressed by DoCS. However, at least some of this discontent surrounded case planning for children who were not in the care of the Minister, but were receiving early intervention support.

Perhaps because interagency case conferences were likely to be held when difficulties arose, the cases revealed a few examples of disagreements between workers and hostile meetings. A common view about these cases was that DoCS had already made a decision. For example:

- one meeting was described as challenging by both DoCS and Health workers, with both sides feeling the other did not listen or understand their viewpoint. Nevertheless, all agencies agreed upon a case plan
- in another case, an NGO felt their professional opinion was not listened to and chose to continue with a separate case plan for the family, which involved a family member that DoCS had identified as being a risk.

Children were never involved in any of the meetings as they were seen to be too young or they declined to participate. In one case, the family was involved in a case planning meeting, but this was seen as a negative experience for the family due to agency differences over how the case should be managed. One mental health service agency said it was normal practice for families to be involved in case planning meetings, depending on their health status.

Two best endeavour requests were made across all six cases. One was made to DET requesting that a child be placed in a specific purpose school, the request has been met. The other was to Housing NSW requesting priority housing status, however in this case, the client had outstanding arrears and was ineligible for public housing under Housing NSW's policies. The client however was able to obtain housing through Women's Housing (a community housing provider funded by Housing NSW) following a referral from the local Housing NSW office.

## **7.5 What worked well and what did not**

Elements that worked well were: relevant agencies engaged to consider the child protection matter and address risk factors; the appropriate exchange of information; and usually, case planning.

Respondents agreed that successful collaboration depends on personal relations, trust and good communication. These relations were seen to emerge when all agencies have realistic and predictable expectations of the services that can be provided by partner agencies. Agency policies and procedures and the *Guidelines* provide a framework for these good relations. Where respondents trusted the other's professional judgement, issues were more easily resolved.

In regional centres especially, good personal relations were seen as the bedrock of positive collaboration. A good understanding of each other's roles and constraints was also given as a reason for positive outcomes. A few respondents acknowledged that policy and procedures provided the framework for working with other agencies.

Other positive factors revolved around the concept of stability – either in appropriate placements for a child, continuity of caseworker, or of other service providers involved in the interagency collaboration (quicker meetings, clarity of roles, history is known, everyone is 'on the same page', and further meetings are easily scheduled).

The case studies revealed many examples where agency partners were satisfied with the quality and amount of collaboration around child protection matters. In cases where dissatisfaction was reported it appeared to centre on a lack of trust in others professional judgements. For example, a psychologist at one NGO recommended that a family be mandated to attend counselling with their child to prevent the case moving from an early intervention to a child protection matter, yet DoCS decline to direct the family to attend and the child is eventually removed from the family. This psychologist felt the decision contributed to the family's problems and that being removed had adversely affected the child's well-being.

Other circumstances where respondents were unsatisfied with the process generally related to being unable to obtain contact details for the child's carer or not receiving timely responses to their queries about the status of a child's living arrangements. This caused problems for providers who needed to discuss issues for the child with the child's legal guardian. These concerns were not seen to impact on the well-being of the child.

Some dissatisfaction appears to relate to a conflict in values and lack of trust. While some organisations and units of DoCS are focused on keeping the family unit together, other sections of DoCS have a primary concern for the child. When these values appear to clash, or when DoCS has not yet decided on whether a matter should stay with Early Intervention or move to Child Protection, the divergence tended to lead to a breakdown in communication.

Information exchange generally proceeded informally and very smoothly, with only a small number of section 248 or Best Endeavour requests being made amongst the cases we examined. There were only a few murmurs made of the need for repeated requests for some information between partners. However, at key times in the child protection process, namely the removal of children or the seeking of final orders at Court, an inability to speak to DoCS staff led to a degree of frustration for a small number of professionals providing mental health or disability services to the child and family. The frustrations related to an inability by service providers such as school to obtain contact details or information on the status of the child and their family, required to ensure children attended appointments, or to know who to contact in emergencies. Other situations where a breakdown in information exchange may occur are the moving of a case from one caseworker to another or the child from one carer to another.

Partners tended to discuss any areas of contention with their Managers or with DoCS directly. In most situations, this was sufficient to resolve any concerns. Most of the small numbers of partners who remained dissatisfied with interagency processes were unaware of the *Guidelines*. For these partners, discontent appeared to have no resolution and lead to mistrust and disaffection for DoCS. This ill will may have been compounded by a view from DoCS that an agency did not fully appreciate its role as a mandatory reporter. However, the small number of partners whose concerns related to interagency collaboration and/or the need for interagency case meetings and who did refer to the *Guidelines* tended to have their concerns addressed and meetings convened.

## **7.6 Aspects of cases that partners did not fully understand**

While most respondents had sufficient understanding of cases and other agency's role, some felt inadequately informed about a child's case history. Others felt that their role in the process had not been accepted or supported by DoCS. For example, one counsellor working with an NGO mentioned 'piecing together' a child's background from the child and not receiving adequate information from DoCS on the previous services provided to the child. Two child care centres mentioned not receiving support after making a risk of harm report. The requested support was either about the cultural needs and appropriate ways of interacting with a child, or how to deal with the family who was the subject of the report while the case was being investigated. These child care centres also wanted further advice from DoCS about how they should treat the children at their centre following their removal and out-of-home care placement.

## **7.7 Instances where working with agency partners limited ability of agencies to act in the interests of the child**

There were only a few examples where respondents considered that working with agency partners limited their ability to act in the interests of the child. For example, situations where a support worker or teacher was unable to:

- contact the birth parents of a child in the care of the Minister in an emergency because they did not know their whereabouts
- contact the appropriate carer in an emergency because the child had moved to a out-of-home carer and DoCS had not informed them about the change of address
- to organise transport for the child to school or appointments because the agency had not been informed by DoCS about the living arrangements of the child
- DoCS was unable to get information about a parent's mental health status from a health service because the child was in temporary out-of-home care.

## **7.8 Differences in opinion amongst agencies about how a risk report should be dealt with**

Generally, agencies agreed about situations where it was considered that a child should be removed from their family - 'everyone was on the same page'. Agencies also often agreed about how the risk of harm report should be managed.

Nevertheless, we did observe some differences in opinion about how risk of harm reports should be dealt with; and in organisational values as to how a child should be treated in relation to their birth family. For example:

- a health service perceived that repeated risk of harm reports were not attended to because they related to an unborn child and the mother was difficult to engage. DoCS allocated the case just before the birth. In this case, the support services initially told the mother that she would probably be able to keep the child. DoCS felt that the agencies gave the mother inappropriate advice
- a support agency and DoCS disagreed about the need for orders for a family to attend counselling, and another about supporting a mother after the children had been placed in long term foster care
- a school wanted an interagency meeting, which was resisted by DoCS. The *Guidelines* were explicitly referenced and the meeting held
- a case where domestic violence resulted in a child being placed in out-of-home care and where the support service sought for the mother and grandmother to have contact with the child. DoCS opposed the grandmother having any contact with the child

There were many examples where a partner agency recommended a service that was provided by DoCS. For example, one DET staff member felt a child needed some medical assessment of their learning abilities and DoCS organised for this to be undertaken. However, in one case, where the child had a disability, DADHC felt that they should have been consulted about the disability related needs of the child that were provided to the Court in making a final determination about a child.

Some DoCS workers interpreted these differences of opinion as other services being too adult focused. On the other hand, where agencies are providing services to parents or the family, workers viewed their role as complementing DoCS and being appropriate.



## 7.9 Perceptions about whether the cases are representative

Agencies involved in each case thought that the interagency processes were fairly typical of the way they normally interacted with other agencies over child protection matters.

Three of the cases had some atypical characteristics that meant they were relatively complex or raised issues not normally addressed during a more typical child protection case. The differences were:

- in the number of children and the large number of community members interested in a case
- the large number of placements in another case
- ante-natal case where health service normally only deals with adults and had no experience in dealing with child protection matters.

This view was held by both those who had positive experiences as well as respondents with some frustrations in the cases in question. There was a view that DoCS is now more proactive and consultative.

## 7.10 Familiarity with, and reference to, the *Guidelines*

Of the 39 people interviewed, five were not familiar with the *Guidelines* at all and the others had varying levels of knowledge about the *Guidelines*.

Only three of the 39 interviewees (cases 5 and 6) reported explicitly referring to the *Guidelines* during the case to 'push things along' or 'to insist on case meetings' or 'check on roles and responsibilities'. One DoCS staff member thought they may have referred to the *Guidelines* regarding the disclosure of information to other agencies, and an interviewee from another agency consulted the *Guidelines* concerning Best Endeavour requests and how she should respond to them.

Some respondents mentioned some initial familiarity with the *Guidelines* on commencing their job.

One interviewee from NSW Health recalled attending training, and a DoCS worker had covered the *Guidelines* in University course work. Others mentioned being able to access copies or seek help from social workers or managers who might be expected to have a detailed knowledge. DoCS workers commonly said that they did not have to refer to the *Guidelines* because they are familiar with the contents. A DoCS respondent said, 'mentally, subconsciously, I know them'.

For those who had some familiarity with the *Guidelines* the information was reported to be well written and indexed, to provide a framework for discussion, mandatory reporting responsibilities, the need for interagency meetings and to check that you are doing the right thing. Nobody reported that they had failed to find any information in the *Guidelines*. A number of respondents indicated that the information that they had sought from the *Guidelines* was easy to find. One DoCS respondent said that she felt the *Guidelines* were so clear and concise that 'anyone could read it and understand what you're supposed to do and not to do'.

### **7.11 Was the case dealt with according to the *Guidelines* for coordinating cases and sharing information between partner agencies?**

Despite variable knowledge of the *Guidelines*, all but one respondent agreed that the case had been dealt with according to the *Guidelines*. The exception, raised by a DoCS caseworker was they had not had interagency meetings between service providers as suggested by the *Guidelines* for one case. These meetings had not been held because of the large number of service providers involved in the case met that multi-agency meetings were impractical.

One respondent commented on the difference between the theory and practice of conducting a case according to the *Guidelines*, saying that the 'human element' meant that sometimes parts of the case didn't occur according to the *Guidelines*, although the overall case would be judged to have occurred in a manner consistent with the *Guidelines*.

Staff from some organisations, including DoCS and other support providers, felt that others expectations of their role (for example, continuing to provide information after a case had closed) exceeded their responsibilities under the *Guidelines*.

### **7.12 The main policies and procedures that guide interagency collaboration in child protection intervention**

The *Guidelines* are not intended to replace agency's own policies and procedures.

Most staff did not refer to specific policies and procedures that guide their practice in interagency collaboration. They referred to seeking their manager's opinion or contacting DoCS if they were unsure of a situation.

Some partners tended to refer to principles of 'confidentiality' or their usual practice. Others mentioned that 'it's more important to walk the walk, than talk the talk' meaning that communication and collaboration were more important than knowing the *Guidelines* per se or other policies and procedures. Respondents commonly said they would talk to their managers (a view corroborated by managers) if they were unsure how to proceed on a matter for interagency collaboration in child protection intervention, as is recommended in the *Guidelines*.

Partners from government organisations were more likely than non-government organisations to say their own department's policies and procedures cover all the issues they require and that these are congruent with the *Guidelines*. A hospital unit pointed to Area Health Service child protection policy and procedures and use of a child protection form when an issue arose (based on legislation and the *Guidelines*). Some Health staff felt their agency procedures did not cover the issue of dispute resolution. Schools referred to DET guidelines that they believed were congruent with the *Guidelines*. Some NGOs providing support services reported that their policies and procedures were congruent with the *Guidelines*.

However, for most individuals in small organisations or private practice and for all but one of those who were unsatisfied with their relations with DoCS, knowledge of any policies, procedures or the *Guidelines* appeared to be lacking. For example, they did know they could request information from DoCS or should be included in case conferences. Most admitted to being unfamiliar with the *Guidelines*.

The one service provider dissatisfied with DoCS who referred to the *Guidelines* to request an interagency meeting, was able to ensure this occurred. Another respondent, when asked what would happen with staff who were dissatisfied and unaware of the *Guidelines*, said they would 'moan and groan to themselves' before dismissing the issue as 'DoCS' responsibility.'

Most DoCS staff referred to the *Children and Young Persons Care and Protection Act 1998* and policies regarding client confidentiality. One respondent from DoCS felt that the nature and extent of permissible exchange of information could be more clearly outlined in the *Guidelines* and that her own Department's guidelines were clearer on this issue.

### **7.13 Negative impacts of the Guidelines**

No one reported any difficulties stemming from the *Guidelines*. Some staff from DET felt that case meetings described in the *Guidelines* can be irrelevant to them and they are better able to serve the children by being at school and receiving updates on the status of parental responsibility as these change.

### **7.14 The perceived usefulness of the Guidelines**

DoCS' staff felt the *Guidelines* were more useful for external agencies to build greater communication pathways with DoCS, to understand how and when to make mandatory risk of harm reports and to authorise them to push for outcomes from DoCS.

The *Guidelines* were also seen as something to 'fall back on' – a useful resource. They had given a number of people familiar with them more confidence about 'pushing the envelope' to ensure collaboration occurred as intended, whereas in the past they may have just 'jumped up and down'. Others felt the *Guidelines* encouraged collaboration and delineated roles, but did not address the unrealistic expectations some agencies might have of others.

When asked on what occasions people might refer to the *Guidelines* they mentioned: if they were really frustrated, to check on roles and responsibilities, or if they were concerned about the appropriateness of sharing information.

Nevertheless, respondents said almost unanimously they would refer to their managers if they were unsure of an issue relating to interagency practice and that they have generally been able to resolve any concerns in this manner.

### **7.15 Barriers to implementing aspects of the Guidelines**

No barriers were mentioned by partner agencies, other than by DET who felt that, at times, they may themselves cause barriers to communication by needing to take time to check if they can share information with other agencies who may contact them. Housing NSW mentioned that internal policies and eligibility criteria may prevent them from complying with a Best Endeavour request to provide access to public housing for a high risk family.

### **7.16 Other issues**

One person with 12-years experience in child protection mentioned that there was a wider net of organisations required to be involved in these cases than 12 years ago, and that the needs of children were often more complex. Two respondents also

spoke about the value of conducting interagency conferences or training workshops.

Some agencies reported that DoCS and DADHC would often get involved in a dispute that centred around who was responsible for an issue 'pointing the finger at someone else, rather than everyone accepting some responsibility – leading to an impasse. It was also mentioned that it was difficult to work with children with a disability in these situations as there was unpredictability in how the case would be managed.

## 7.17 Emerging themes

Emerging themes are:

- Information exchange generally proceeded informally and smoothly, was based on trust, open communication and shared goals between agencies and was generally very effective but broke down when:
  - DoCS had not yet decided on whether a matter should stay with Early Intervention or move to Child Protection, the divergence tended to lead to a breakdown in communication, rather than recognition and articulation of the clash or status of decisions by DoCS
  - DoCS was seeking the removal of children or final orders at Court.
- The *Guidelines* are referred to when there was frustration or the policy was unclear about exchange of information or to check on roles and responsibilities. They were not referred to regularly but used as a reference resource or a lobbying tool to motivate other staff to do certain things as per the Guidelines. Most participants would first consult their manager or contact DoCS CSC if they are uncertain about practice, in the first instance
- Despite variable knowledge of the *Guidelines*, all but one respondent agreed that the case had been dealt with according to the *Guidelines*.
- Where participants were well informed about privacy legislation information exchange occurred smoothly. However, in the cases in the study it remain problematical to exchange information between agencies because of administrative barriers
- All respondents said their policies were congruent with the *Guidelines* and no one interviewed reported any difficulties arising from the *Guidelines*.
- The small numbers of partners who remained dissatisfied with interagency processes were unaware of the *Guidelines*. For most individuals in small organisations or private practice and for all but one of those who were unsatisfied with their relations with DoCS, knowledge of any policies, procedures or the *Guidelines* appeared to be lacking.
- Areas of dissatisfaction with interagency processes related to: perceived lack of trust in professional opinions and appropriate decisions being made; timeliness of communication, if DoCS or other agencies did not respond quickly to requests of information then this created tensions between agencies; conflict in values around how a child should be managed in relation to their family, particularly after a child is placed in out-of-home care. NGOs tended to be focused on the family, whereas DoCS is on child welfare
- DoCS has a pivotal role in managing child protection cases and agencies tend to rely on DoCS progressing cases
- Child care centres seeking additional support about how to work with a child after making a risk of harm report (did not seem to understand their mandatory reporting role) or when they have been removed or in out-of-home care.
- Those familiar with the Guidelines thought they were concise, contained what was needed.

- Disputes between DoCS and DADHC about roles and responsibilities appear to be common (about casework / client based decisions).

## 8 Regional analysis of survey data

### 8.1 Introduction and method

This report provides regional analysis of data presented in the *Evaluation of the Interagency Guidelines for Child Protection Intervention 2006, Interim report – survey findings* (12 June 2008) to the NSW Child Protection Senior Officers Group.

The overall background to the evaluation, survey methodology and presentation of overall and agency-specific findings are omitted from this report. Please see the earlier report for these and additional information.

The focus of this report is the regional analysis of survey data, by NSW Regional Management Coordination Groups (RMCG, also known as Premier and Cabinet Regions). Due to the lack of common regional definitions across the 12 NSW Human Services agencies, the original data did not allow for valid regional comparisons.

To compare common areas, concordance tables were developed by DoCS and ARTD based on the NSW RMCG. The RMCGs are defined by Local Government Areas (LGAs) and agencies provided information on the LGAs within their regional boundaries. These concordance tables are a deliverable of the project and are provided as a separate Excel file.

The concordance tables, together with the geographical information provided by survey respondents, allowed us to re-categorise survey respondents into one of eleven RCMG and a Head Office location (see below).

NSW Police Force respondents did not provide any information about their location (to protect the privacy of respondents), and so are not included in the regional analysis. In addition, NSW Health staff were surveyed using a cluster sample, where staff were sampled from NSW Health Hunter/ New England and Sydney South West AHS, which means the views of NSW Health respondents are under-represented in some regions. Due to missing data on location, 27 staff required to have detailed knowledge, and 136 required to have general knowledge of the Guidelines, could not be categorised into a region. The number of respondents included in the regional analysis is shown in Table 8.1.

**Table 8.1: Number of respondents by RMCGs of NSW defined by the NSW Department of Premier and Cabinet**

Region (RMCG)	General knowledge survey	Detailed knowledge survey
1. Central Coast	45	18
2. Coastal Sydney	238	324
3. Hunter	185	131
4. Illawarra	30	11
5. New England/ NW	45	92
6. North Coast	58	106
7. Riverina/ Murray	105	101
8. South East NSW	91	110
9. South West Sydney	155	103
10. Western NSW	105	99
11. Western Sydney	79	244

12. Head Office	132	34
<b>Total</b>	<b>1408</b>	<b>1399</b>

## 8.2 Regional variations in key issues for the Guidelines

This section summarises regional variations in responses to key issues for the survey. It includes the responses of staff required to have general knowledge, and those staff required to have detailed knowledge of the *Interagency Guidelines for Child Protection Intervention 2006*.

The following two sections analyse each region in turn and provides detailed descriptions of results that were substantially different for that region. Results for staff required to have general knowledge, and staff required to have detailed knowledge of the *Guidelines* are presented separately. Appendices A and B present responses to all survey questions, by region.

Overall, responses to questions about the Guidelines themselves, such as their ease of use, varied little by region. Other responses, such as the frequency of dealing with child protection and knowledge of the Guidelines, varied by region and by those required to have general or detailed knowledge of the Guidelines.

### 8.2.1 Involvement in child protection matters

The reported frequency of involvement in child protection matters, and interagency collaboration was highest for staff in the New England RMCG. This was true for both staff required to have detailed knowledge, and those required to have general knowledge of the Guidelines.

The frequency of involvement in child protection matters, and interagency collaboration was also higher for staff required to have detailed knowledge in the Central Coast, Hunter and Head Office and those required to have general knowledge in South East NSW.

### 8.2.2 Access to and awareness of the Guidelines

Access to the Guidelines was consistent across regions, with all staff across all regions required to have detailed knowledge reporting access to the Guidelines. A small minority (5%) of staff in the North Coast and in South West Sydney who are required to have general knowledge reported no access to the Guidelines at work.

Familiarity with the Guidelines varied more than any other issue across the regions. Central Coast, Hunter, Illawarra, New England, North Coast and South East NSW reported higher than average familiarity with the Guidelines.

### 8.2.3 Knowledge of the Guidelines

Staff from Head Office reported higher than average levels of knowledge on key issues covered by the Guidelines. On many issues, a substantially higher proportion of staff from Head Office than from any other region answered that their knowledge was 'excellent'. When this knowledge was measured using true and false questions, Head Office staff actually had the second lowest average knowledge score.

Across the regions, actual knowledge scores varied somewhat for staff required to have detailed knowledge of the Guidelines (Table 2). The average knowledge for respondents from Illawarra (n=11) was almost 1 point higher than that of respondents from the North Coast (n=106). Care should be taken in using these results as representative of Illawarra as the sample size is very small. There was less variation between the regions amongst general knowledge respondents.

Across all regions, those respondents required to have detailed knowledge had small but substantially higher average scores than those required to have general knowledge (effect size = 1.95). The mean score across the regions for detailed knowledge was 7.60 (sd=.27), and for general knowledge 7.07 (sd=0.24) (Table 8.2).

Averages are based on the 2,807 staff who could be re-categorised into a region, but exclude the 163 staff not able to be categorised. As such, the average knowledge scores reported here are not directly comparable with those presented in the original 12 June report.

**Table 8.2: Knowledge scores by region\***

<b>RCMG</b>	<b>Average detailed knowledge score</b>	<b>Average general knowledge score</b>
Illawarra	8.09	6.90
New England/ NW	7.82	6.60
Riverina/ Murray	7.81	6.70
Hunter	7.79	7.35
South West Sydney	7.79	6.86
Coastal Sydney	7.63	7.23
Western Sydney	7.59	7.03
Central Coast	7.56	7.31
Western NSW	7.45	7.05
South East NSW	7.39	6.88
Head Office	7.26	7.25
North Coast	7.16	6.93
<b>Average</b>	<b>7.60</b>	<b>7.07</b>

\*Averages are accurate for regions but are not comparable with results by agency due to the inability to match 136 staff with the RCMG categories.

#### **8.2.4 Use of and impacts of the Guidelines**

There was very little variation by RCMG on reported ease of use of the Guidelines or their impacts on practice, or on interagency collaboration.

Staff from New England reported greater participation in interagency forums and joint training (measured for those required to have detailed knowledge), and the use of protocols. Those from Illawarra reported lower participation in both interagency forums and joint training, yet scored the best in average knowledge. Respondents from Western NSW also reported lower than average participation in joint training. While only a small minority, respondents in Western Sydney were more likely to report they had not been involved in any of the interagency activities surveyed.

There was little variation in the perceived impact of the Guidelines on child protection practice across the regions. Similarly, there was little variation in responses to questions regarding the applicability of the Guidelines to Aboriginal people. However, staff in South Western Sydney required to have detailed knowledge were less likely to report using the Guidelines if they could not respond to a child protection issue with their own agency's policies and procedures.



### **8.2.5 Perceptions about congruence with agency policy and procedures**

Substantial variation in the impact of the Guidelines on child protection practice was reported by staff required to have general knowledge, but not by those required to have detailed knowledge. Respondents from the Riverina/ Murray, South East NSW, South West Sydney and Western NSW were more likely to agree that they would not apply something from the Guidelines without written approval from their supervisor. Respondents from the Hunter and from Illawarra were more likely to report that their supervisor supports them using the Guidelines. Staff from the North Coast were more likely to agree that their own agency's policies and procedures cover all the child protection issues they deal with. Staff from Riverina/ Murray, South West Sydney, and Western NSW were substantially more likely to agree that the Guidelines conflict with how their agency operates. Staff from the Central Coast, Illawarra, North Coast and Western Sydney were more likely to disagree that staff that report to them use the Guidelines.

### **8.2.6 Methods to encourage future use of the Guidelines**

Across the regions, there was very little variation in attitudes to proposed methods to encourage the use of the Guidelines. Staff from the Central Coast required to have detailed knowledge, and staff from Illawarra required to have general knowledge were more likely to hold the attitude that proposals would have no effect on the uptake or use of the Guidelines.

## **8.3 Analysis by Region: Staff required to have general knowledge of the Guidelines**

### **8.3.1 Central Coast**

Staff across agencies in this region differed from State-wide data on the following issues:

- greater familiarity with the Guidelines (82% read relevant sections or use them to seek guidance) vs. 64% average
- higher than average knowledge score.

### **8.3.2 Coastal Sydney**

Staff across agencies in this region differed from State-wide data on the following issues:

- slightly higher proportion who felt their knowledge of when to report to DoCS was 'poor' (6%) vs. 4% average
- higher than average knowledge score.

### **8.3.3 Hunter**

Staff across agencies in this region differed from State-wide data on the following issues:

- greater familiarity with the Guidelines (76% read relevant sections or use them to seek guidance) vs. 64% average
- more likely to use the Guidelines when guidance is needed on when to report to DoCS (34%), their roles and responsibilities when making a report (35%) or when needing to exchange information with other agencies (48%)

- report a higher level of knowledge of the indicators of child abuse and neglect (80% report 'good' or 'excellent knowledge'), and the roles and responsibilities of other NSW government agencies involved in child protection (13% report 'excellent' knowledge)
- higher than average knowledge score.

#### **8.3.4 Illawarra**

Staff across agencies in this region differed from State-wide data on the following issues:

- greater familiarity with the Guidelines (87% read relevant sections or use them to seek guidance) vs. 64% average
- higher proportion of respondents reported knowledge of the indicators of child abuse and neglect (96% report 'good' or 'excellent' knowledge vs. 74% average)
- more likely to use the Guidelines when they need guidance on exchanging information with other agencies (53% vs. 36% average), or when clarifying the roles of other agencies (50% vs. 40%)
- higher reported knowledge of when a child or young person should be reported to DoCS (97% vs. 81% average), and the child protection intake, investigation and assessment process (52% vs. 32% average)
- they are also more likely to disagree that the Guidelines provide practical advice on interagency cooperation in child protection matters (20% vs. 11% average)
- more likely to say that various activities designed to encourage cooperation would have no effect on their use of the Guidelines
- lower than average knowledge score.

#### **8.3.5 New England/ NW**

Staff across agencies in this region differed from State-wide data on the following issues:

- greater familiarity with the Guidelines (82% read relevant sections or use them to seek guidance) vs. 64% average
- more likely to report internet access at work (87% vs. 67% average)
- more likely to deal on a daily basis with child protection matters (31% vs. 16% on average), and interagency collaboration on a child protection matter (11% vs. 4% average)
- lower than average knowledge score.

#### **8.3.6 North Coast**

Staff across agencies in this region differed from State-wide data on the following issues:

- greater familiarity with the Guidelines (81% read relevant sections or use them to seek guidance) vs. 64% average
- higher reported knowledge of the indicators of child abuse and neglect (90% report 'good' or 'excellent' knowledge vs. 74% average)
- lower than average knowledge score
- higher reported knowledge of the circumstances when a child or young person should be reported to DoCS (93% vs. 81% average), and poorer reported knowledge on processes for 'best endeavour' requests (90% reported their knowledge as 'poor' or fair' vs. 76% average)

- more likely to agree that their own agency's policies and procedures cover all the child protection issues they deal with (97% report 'good' or 'excellent' knowledge vs. 82% average)
- they are also more likely to disagree that staff who report to them use the Guidelines (49% disagree vs. 31% average).

### **8.3.7 Riverina/ Murray**

Staff across agencies in this region differed from State-wide data on the following issues:

- are more likely to disagree that the Guidelines cover all the important topics for interagency collaboration in child protection (37% disagree vs. 22% average)
- more likely to say that they would not apply something from the Guidelines unless they had received written approval from their supervisors (53% tend to or agree vs. 35% average)
- more likely to say that the Guidelines conflict with how their agency operates (27% tend to or agree vs. 14 % average)
- lower than average knowledge score.

### **8.3.8 South East NSW**

Staff across agencies in this region differed from State-wide data on the following issues:

- more likely to deal on a daily basis with child protection matters (48% vs. 16% on average)
- lower than average knowledge score.

### **8.3.9 South West Sydney**

Staff across agencies in this region differed from State-wide data on the following issues:

- more likely to say that they would not apply something from the Guidelines unless they had received written approval from their supervisors (58% tend to or agree vs. 35% average)
- are more likely to disagree that the Guidelines cover all the important topics for interagency collaboration in child protection (37% disagree vs. 22% average)
- more likely to agree that the Guidelines conflict with how their agency operates (45% tend to or agree vs. 14%)
- lower than average knowledge score.

### **8.3.10 Western NSW**

Staff across agencies in this region differed from State-wide data on the following issues:

- are more likely to disagree that the Guidelines cover all the important topics for interagency collaboration in child protection (45% disagree vs. 22% average)
- more likely to agree that the Guidelines conflict with how their agency operates (30% tend to or agree vs. 14%)
- close to average knowledge score.

### **8.3.11 Western Sydney**

Staff across agencies in this region responded similarly to all staff required to have general knowledge State-wide.

### **8.3.12 Head Office**

Staff across agencies in this region differed from State-wide data on the following issues:

- more likely to say that they are never required to collaborate on a child protection matter reported to the DoCS Helpline (77% vs. 50% average), and that they do not deal with various issues
- report a higher level knowledge of the roles and responsibilities of other NSW government agencies involved in child protection (20% report 'excellent' knowledge vs. 10 % average), and the child protection intake, investigation and assessment process (50% vs. 32% average)
- they were more likely to disagree that they find it difficult to locate information in the Guidelines (35% disagree vs. 18% average)
- higher than average knowledge score.

## **8.4 Regional analysis: Staff required to have detailed knowledge of the Guidelines**

### **8.4.1 Central Coast**

Staff across agencies in this region differed from State-wide data on the following issues:

- greater familiarity with the Guidelines (94% read relevant sections or use them to seek guidance vs. 80% average), and greater access to hard copies (94% vs. 54% average)
- close to average knowledge score
- more likely to deal on a daily basis with child protection matters (83% vs. 49% on average), interagency collaboration on a child protection matter (56% vs. 30% average), and to refer to or use information they located in the Guidelines (33% vs. 7% average)
- less likely to use the Guidelines for guidance on exchanging information with other agencies, mainly because they report that they are already aware of this issue (61% 'already aware' vs. 32% average)
- higher reported knowledge of the indicators of child abuse and neglect (83% report 'excellent' knowledge vs. 53% average), the circumstances when a child or young person should be reported to DoCS (78% 'excellent' vs. 60% average), and the DoCS child protection intake, investigation and assessment process (83% reported 'good' or 'excellent knowledge vs. 66% average)
- they were less likely to agree that the Guidelines have increased their job satisfaction (35% tend to or agree vs. 60% average), but more likely to agree that they have helped them understand the child protection intake and investigation procedures (100% tend to or agree vs. 86% average)
- they were also less likely to agree that the Guidelines had helped them resolve differences in approach to child protection matters with interagency partners (61% tend to or agree vs. 79% average)
- they were also less likely to agree that for matters relating to Aboriginal children and young people, the provisions in the Guidelines for feedback to mandatory reporting can be applied effectively (64% 'tend to agree' or 'agree' vs. 94% average)
- they were more sceptical about the ability of a number of proposed methods to increase use of the Guidelines – an agency memo circulated to all

relevant staff (39% no effect, vs. 18% average), attending a special briefing on the Guidelines (39% 'no effect', vs. 18% average), reminder emails about the existence of the Guidelines and how to access them (50% 'no effect', vs. 22% average), and placement of the Guidelines on their agency's website (33% 'no effect', vs. 13% average).

#### **8.4.2 Coastal Sydney**

Responses by staff across agencies in this region did not differ significantly from those by all staff across the State on any issue covered in the survey.

#### **8.4.3 Hunter**

Staff across agencies in this region differed from State-wide data on the following issues:

- more likely to deal on a daily basis with child protection matters (70% vs. 49% average)
- higher reported knowledge of the circumstances when a child or young person should be reported to DoCS (79% 'excellent' vs. 60% average), and the DoCS child protection intake, investigation and assessment process (82% reported 'good' or 'excellent' knowledge vs. 66% average)
- higher than average knowledge score.

#### **8.4.4 Illawarra**

Staff across agencies in this region differed from State-wide data on the following issues (note very small number of respondents, n=11):

- greater familiarity with the Guidelines (100% read relevant sections or use them to seek guidance vs. 80% average), and greater access to hard copies (94% vs. 54% average)
- higher reported knowledge of the indicators of child abuse and neglect (73% report 'excellent' knowledge vs. 53% average), the roles and responsibilities of other NSW government agencies involved in child protection (91% report 'good' or 'excellent' knowledge vs. 71% average), and the DoCS child protection intake, investigation and assessment process (82% reported 'good' or 'excellent' knowledge vs. 66% average)
- higher than average knowledge score
- more likely to report that 'staff who report to me' use the Guidelines (100% 'tend to agree' or 'agree' vs. 90% average).

#### **8.4.5 New England/ NW**

Staff across agencies in this region differed from State-wide data on the following issues:

- more likely to deal on a daily basis with child protection matters (78% vs. 49% on average), interagency collaboration on a child protection matter (52% vs. 30% average), and the DoCS child protection intake, investigation and assessment process (82% reported 'good' or 'excellent' knowledge vs. 66% average)
- higher reported knowledge of the processes required for best endeavour requests (83% report 'excellent' knowledge vs. 55% average)
- more likely to have worked with other agencies in interagency forums (76% vs. 54% average) and joint training (60% vs. 39% average), and have developed protocols (61% vs. 40% average)
- higher than average knowledge score.

#### **8.4.6 North Coast**

Staff across agencies in this region differed from State-wide data on the following issues:

- lower reported knowledge of the indicators of the DoCS child protection intake, investigation and assessment process (47% reported 'poor' or 'fair' knowledge vs. 34% average)
- lower than average knowledge score.

#### **8.4.7 Riverina/ Murray**

Responses by staff across agencies in this region did not differ significantly from those by all staff across the State on any issue covered in the survey.

#### **8.4.8 South East NSW**

Staff across agencies in this region differed from State-wide data on the following issues:

- more likely to agree that the Guidelines conflict with their own agency's policies and procedures (7% 'agree' vs. 1% average)
- lower than average knowledge score.

#### **8.4.9 South West Sydney**

Staff across agencies in this region differed from State-wide data on the following issues:

- higher reported knowledge of the processes required for best endeavour requests (76% report 'excellent' knowledge vs. 55% average)
- more likely to disagree that if they cannot respond to a child protection issue using their own agency's policies and procedures they will seek an answer in the Guidelines (40% 'tend to disagree' or 'disagree' vs. 25% average, i.e. less likely to use the Guidelines as a reference)
- higher than average knowledge score.

#### **8.4.10 Western NSW**

Staff across agencies in this region differed from State-wide data on the following issues:

- lower reported knowledge of the DoCS child protection intake, investigation and assessment process (50% reported 'poor' or 'fair' knowledge vs. 34% average), and lower reported knowledge of the processes required for best endeavour requests (67% reported 'poor' or 'fair' knowledge vs. 44% average)
- lower than average knowledge score
- less likely to have participated in joint training (19% have participated vs. 39% average).

#### **8.4.11 Western Sydney**

Staff across agencies in this region differed from State-wide data on the following issues:

- less likely to have engaged in any of the practices used to work with other agencies on child protection issues (10% reported that they had used 'none of the above' vs. 5% average).

#### **8.4.12 Head Office**

Staff across agencies in this region differed from State-wide data on the following issues (note this represents the results of 34 respondents):

- more likely to deal on a daily basis with child protection matters (82% vs. 49% on average), but less likely to refer to or use information they located in the Guidelines (53% 'never or almost never' vs. 32% average) or use the Guidelines when they need to clarify the roles of other agencies (42% 'likely' or 'somewhat likely' vs. 62% average)
- higher reported knowledge of the indicators of child abuse and neglect (91% report 'excellent' knowledge vs. 53% average), the circumstances when a child or young person should be reported to DoCS (88% 'excellent' vs. 60% average), when they must or can share information with other agencies regarding child protection (65% 'excellent' vs. 34% average), the roles and responsibilities of other NSW government agencies involved in child protection (53% report 'excellent' knowledge vs. 22% average), and the DoCS child protection intake, investigation and assessment process (92% reported 'good' or 'excellent' knowledge vs. 66% average)
- they are less likely to agree that the Guidelines have assisted them to recognise child sexual assault (62% 'disagree' vs. 26% average).













































































































Thank you for taking part in this survey.

1. For the questions that relate to your familiarity and knowledge of the guidelines, please take your time to provide the most correct answer.
2. For all other questions, don't think too much about your answer, just select the answer that most closely matches your opinion, your first response is usually the best one.
3. If you need time to think about your responses, you can always save a draft response at the bottom of this page, and return later to complete your feedback.
4. Please provide brief comments when requested.
5. In all questions the NSW Interagency Guidelines for Child Protection Intervention 2006 are referred to as 'the *Guidelines*'.

Please remember that your answers to this survey are completely confidential and no individual will be identified in any way.

## Awareness

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1. \* Which of the following best describes your familiarity with the *Guidelines*?

- Not aware of them
- Aware, but never seen or read them
- Seen, but never read them
- Looked at them, but they are not relevant to me
- Read sections relevant to my job
- Read sections relevant to my job and use them to seek guidance on specific child protection issues

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2. \* Do you have access at work to the *Interagency Guidelines for Child Protection Intervention*?

*Select all that apply*

- In hard copy
- From the Internet/ Intranet
- CD Rom
- No access
- Don't know

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3. \* How often does your job deal with child protection matters?

Never, or almost never	Less than once a month	1-3 times a month	4-6 times a month	7-9 times a month	Daily
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4. \* How often does your job require you to work with other agencies on a child protection matter after it has been reported to the DoCS Helpline?
5. \* How often do you refer to, or use information you located in the *Guidelines*?

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Please indicate how likely you are to use the *Guidelines* in the following situations

- |  | Unlikely | Somewhat unlikely | Somewhat likely | Likely | Does not apply – I am already aware of this issue | Does not apply – I do not deal with this issue |
|--|----------|-------------------|-----------------|--------|---|--|
| 6. * When I need guidance on the indicators of abuse and neglect of children or young people |          |                   |                 |        |   |  |
| 7. * When I need guidance on when to make a report to DoCS                                   |          |                   |                 |        |   |  |
| 8. * When I need guidance on exchanging information with other agencies                      |          |                   |                 |        |   |  |
| 9. * When I need to clarify the roles of other agencies                                      |          |                   |                 |        |   |  |
| 10. * When I need guidance on my role and responsibilities when making a report to DOCS      |          |                   |                 |        |   |  |

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11. Are there any other situations in which you may use the *Guidelines*?

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For the following questions please rate your knowledge of:

- |  | Poor | Fair | Good | Excellent | Don't know |
|--|------|------|------|-----------|------------|
| 12. * The indicators of child abuse and neglect  |      |      |      |           |            |
| 13. * The circumstances when a child or young person should be reported to DoCS                    |      |      |      |           |            |
| 14. * When you must or can share information with other agencies regarding child protection        |      |      |      |           |            |
| 15. * The roles and responsibilities of other NSW government agencies involved in child protection |      |      |      |           |            |
| 16. * The DoCS child protection intake, investigation and assessment process.                      |      |      |      |           |            |
| 17. * The processes required for 'best endeavour' requests   |      |      |      |           |            |

### Knowledge of Core Messages

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18. \* Who is responsible within your agency for making a risk of harm report about a child or young person believed to be at risk of abuse or neglect?

*Please select the most correct answer*

- The Agency
- Individual staff members
- Both the agency and individual staff members
- No one

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19. \* Which of the following provide independent oversight and support on child protection matters?

*Please select the most correct answer*

- Attorney General's Department
- NSW Ombudsman
- Department of Juvenile Justice
- NSW Commission for Children and Young People
- BOTH the Attorney General's Department AND NSW Ombudsman
- BOTH the NSW Ombudsman AND NSW Commission for Children and Young People

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20. \* Which of the following are steps in the model for resolving interagency differences?

*Please select the most correct answer*

- Clarify legislative, policy or procedural requirements
- Raise concerns with other parties
- Engage a mediator if initial attempts to resolve differences are unsuccessful
- Act on agreement with other party
- All of the above are steps in resolving differences

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Please indicate whether you believe the following statements are either true or false

True

False

21. \* DoCS maintains statutory responsibility for child protection

22. \* The role of the DoCS Helpline is to refer all telephone calls to the Community Services Centres (CSCs)

23. \* You can provide information to NSW Police for law enforcement purposes about a child at risk without the consent of the child, their parent or carer

24. \* Once a report is made, the mandatory reporter must not have any further involvement with the person they report

25. \* DoCS Community Service Centres will provide feedback to mandatory reporters, who request it, who have an ongoing role with the child and where feedback will enable that work to continue

26. \* When there are established local working arrangements, DoCS officers and officers from other agencies can verbally exchange information relating to the safety, welfare and wellbeing of a child or young person or a class of children and young people
27. \* DoCS has the power to direct agencies to provide information about the safety, welfare and wellbeing of a child or young person, at any stage in a child protection intervention

### Ease of Use

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Please indicate the extent to which you agree or disagree with the following statements

	Disagree	Tend to Disagree	Tend to Agree	Agree	Don't know
28. * The <i>Guidelines</i> are concise					
29. * I find it difficult to locate information in the <i>Guidelines</i> when I need it					
30. * The <i>Guidelines</i> provide practical advice on interagency cooperation in child protection					
31. * The <i>Guidelines</i> conflict with my own agencies policies and procedures					

### Ways the *Guidelines* Are Being Used

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Please indicate the extent to which you agree or disagree with the following statements

Using the *Guidelines* has:

	Disagree	Tend to Disagree	Tend to Agree	Agree	Don't know/ does not apply
32. * Reduced the amount of autonomy I have in my job					
33. * Given me more satisfaction with my work					
34. * Allowed me less flexibility when dealing with matters of child protection					
35. * Helped me understand the child protection intervention process					
36. * Helped me make better decisions about when to make a child protection report					
37. * Helped me understand other agency's roles					
38. * Helped me to resolve differences in approaches to child protection matters with interagency partners					
39. * Assisted me to recognise child sexual assault					

### Effectiveness of Agency Collaboration

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Please indicate the extent to which you agree or disagree with the following statements

Disagree    Tend to Disagree    Tend to Agree    Agree    Don't know/  
does not apply

40. \* The *Guidelines* make it easier for me to work with other agencies on child protection issues

41. \* The *Guidelines* assist me to understand how to exchange information with other agencies about families that move location

42. \* The *Guidelines* help me to collaborate with other agencies in protecting children

43. \* The *Guidelines* make it more difficult to work with other agencies on child protection issues

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44. Have the *Guidelines* had any other effects on your work?

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45. \* Which of the following practices have you used to work with other agencies on child protection issues?

*Select all that apply*

Personal communication

Interagency forums

Joint training

Case meetings

Mandatory reporting

Exchange specific information

Protocols

None of the above

Other

### Perceptions of Impact on Child Protection Practice

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Please indicate the extent to which you agree or disagree with the following statements

Using the *Guidelines* has:

Disagree    Tend to Disagree    Tend to Agree    Agree    Don't Know

46. \* Improved child protection outcomes overall

47. \* Improved the quality of services to children and young people

48. \* Delayed making important decisions about a child or young person

### Application to Aboriginal Children and Young People

Please indicate the extent to which you agree or disagree with the following statements

	Disagree	Tend to Disagree	Tend to Agree	Agree	Don't Know
49. * The <i>Guidelines</i> are just as useful in matters involving Aboriginal people as non-Aboriginal people					
50. * For matters relating to Aboriginal children and young people, the provisions in the <i>Guidelines</i> for feedback to mandatory reporters can be applied effectively					
51. * The provisions in the <i>Guidelines</i> for addressing child sexual assault can be applied effectively to Aboriginal children and young people					
52. * More detail in the <i>Guidelines</i> on engaging with Aboriginal people is required					
53. * A separate set of <i>Guidelines</i> are required for engaging with Aboriginal people and responding to child protection reports in relation to child abuse and neglect					

54. Please provide comments about the effectiveness of the *Guidelines* when working with Aboriginal people

### Gaps in Information

Please indicate the extent to which you agree or disagree with the following statements

	Disagree	Tend to Disagree	Tend to Agree	Agree	Don't Know
55. * The <i>Guidelines</i> cover all the important topics for interagency collaboration in child protection					
56. * There are important topics relating to interagency collaboration in child protection missing from the <i>Guidelines</i>					

57. What information is missing from the *Guidelines*?

### Impact on Own Practice

Please indicate the extent to which you agree or disagree with the following statements

	Disagree	Tend to Disagree	Tend to Agree	Agree	Don't Know
58. * If I cannot respond to a child protection issue using my own agency policies and procedures I will seek an answer in the <i>Guidelines</i>					
59. * I would not apply something from the <i>Guidelines</i> unless I had received written approval from my supervisor(s)					
60. * My supervisor(s) support me using the <i>Guidelines</i>					
61. * My own agency policies and procedures cover all child protection issues I deal with					
62. * The <i>Guidelines</i> conflict with how my agency operates					

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	Disagree	Tend to Disagree	Tend to Agree	Agree	Don't Know	Does not apply
63. * Those staff who report to me use the <i>Guidelines</i>						

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Please rate the likely influence of the following on your *future* use of the *Guidelines*:

	Discourage use	Tend to discourage use	No effect	Tend to encourage use	Encourage use	Don't know
64. * A letter from my agency head supporting use of the <i>Guidelines</i>						
65. * An agency memo circulated to all relevant staff on the appropriate use of the <i>Guidelines</i>						
66. * Discussion of the <i>Guidelines</i> at staff meetings						
67. * Attending a special briefing on the <i>Guidelines</i>						
68. * Incorporation of the <i>Guidelines</i> into training, policies and procedures						
69. * Discussion of the <i>Guidelines</i> at Interagency meetings						
70. * Reminder emails about the existence of the <i>Guidelines</i> and how to access them						
71. * Reminder emails on tips for child protection derived from the <i>Guideline</i>						
72. * Articles on the <i>Guidelines</i> in agency publications						
73. * Placement of the <i>Guidelines</i> on my agency's web site						

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74. Please provide any other comments related to your use of or the effectiveness of the *Guidelines*

Thank you for taking part in this survey.

1. For the questions that relate to your familiarity and knowledge of the guidelines, please take your time to provide the most correct answer.
2. For all other questions, don't think too much about your answer, just select the answer that most closely matches your opinion, your first response is usually the best one.
3. If you need time to think about your responses, you can always save a draft response at the bottom of this page, and return later to complete your feedback.
4. Please provide brief comments when requested.
5. In all questions the NSW Interagency Guidelines for Child Protection Intervention 2006 are referred to as 'the *Guidelines*'.

Please remember that your answers to this survey are completely confidential and no individual will be identified in any way.

## Awareness

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1. \* Which of the following best describes your familiarity with the *Guidelines*?

- Not aware of them
- Aware, but never seen or read them
- Seen, but never read them
- Looked at them, but they are not relevant to me
- Read sections relevant to my job
- Read sections relevant to my job and use them to seek guidance on specific child protection issues

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2. \* Do you have access at work to the *Interagency Guidelines for Child Protection Intervention*?

*Select all that apply*

- In hard copy
- From the Internet/ Intranet
- CD Rom
- No access
- Don't know

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3. \* How often does your job deal with child protection matters?

Never, or almost never    Less than once a month    1-3 times a month    4-6 times a month    7-9 times a month    Daily

4. \* How often does your job require you to work with other agencies on a child protection matter after it has been reported to the DoCS Helpline?

5. \* How often do you refer to, or use information you located in the *Guidelines*?

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Please indicate how likely you are to use the *Guidelines* in the following situations

	Unlikely	Somewhat unlikely	Somewhat likely	Likely	Does not apply – I am already aware of this issue	Does not apply – I do not deal with this issue
6. * When I need guidance on the indicators of abuse and neglect of children or young people						
7. * When I need guidance on when to make a report to DoCS						
8. * When I need guidance on exchanging information with other agencies						
9. * When I need to clarify the roles of other agencies						
10. * When I need guidance on my role and responsibilities when making a report to DOCS						

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11. Are there any other situations in which you may use the *Guidelines*?

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For the following questions please rate your knowledge of:

	Poor	Fair	Good	Excellent	Don't know
12. * The indicators of child abuse and neglect					
13. * The circumstances when a child or young person should be reported to DoCS					
14. * When you must or can share information with other agencies regarding child protection					
15. * The roles and responsibilities of other NSW government agencies involved in child protection					
16. * The DoCS child protection intake, investigation and assessment process.					
17. * The processes required for 'best endeavour' requests					

**Knowledge of Core Messages**

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18. \* Who is responsible within your agency for making a risk of harm report about a child or young person believed to be at risk of abuse or neglect?

*Please select the most correct answer*

- The Agency
- Individual staff members
- Both the agency and individual staff members
- No one

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19. \* Which of the following provide independent oversight and support on child protection matters?

*Please select the most correct answer*

- Attorney General's Department
- NSW Ombudsman
- Department of Juvenile Justice
- NSW Commission for Children and Young People
- BOTH the Attorney General's Department AND NSW Ombudsman
- BOTH the NSW Ombudsman AND NSW Commission for Children and Young People

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20. \* Which of the following are steps in the model for resolving interagency differences?

*Please select the most correct answer*

- Clarify legislative, policy or procedural requirements
- Raise concerns with other parties
- Engage a mediator if initial attempts to resolve differences are unsuccessful
- Act on agreement with other party
- All of the above are steps in resolving differences

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Please indicate whether you believe the following statements are either true or false

True

False

21. \* DoCS maintains statutory responsibility for child protection

22. \* The role of the DoCS Helpline is to refer all telephone calls to the Community Services Centres (CSCs)

23. \* You can provide information to NSW Police for law enforcement purposes about a child at risk without the consent of the child, their parent or carer

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### Ease of Use

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### Gaps in Information

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33. * There are important topics relating to interagency collaboration in child protection missing from the <i>Guidelines</i>					

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34. What information is missing from the *Guidelines*?

### Impact on Own Practice

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Disagree      Tend to Disagree      Tend to Agree      Agree      Don't Know      Does not apply

40. \* Those staff who report to me use the *Guidelines*

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Please rate the likely influence of the following on your *future* use of the *Guidelines*:

Discourage use      Tend to discourage use      No effect      Tend to encourage use      Encourage use      Don't know

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44. \* Attending a special briefing on the *Guidelines*

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51. Please provide any other comments related to your use of or the effectiveness of the *Guidelines*

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