PULSE SURVEY

NOVEMBER 2017

CHILDREN, YOUTH AND FAMILIES

The results are in!
We asked your opinion on what it's like to work in CYF. Here's what you told us.

ABOUT YOU | Who participated:

101 people across CYF.
78 were from CYPS and 27 were from CYF .
29% were at HP3 level. **71%** permanent full-time.
27% in their current role for less than 6 months.
22% in their current role for 2 to 4 years.

KEY THEMES

What we do well:

- Support each other
- Collaborate in our teams
- Regular supervision

Things we can improve:

- More consistent and transparent decision making
- Better communication across teams, floors and work areas
- More 'down time' for completing training and understanding processes
- Access to specific training opportunities

'It's important that Team Leaders include staff in decisions.....even if it is just information sharing.'

OUR WORK

The number of people who **agreed** or **strongly agreed** that:

70% We work effectively together to achieve a better response for children and young people

58% We share a common practice framework across all levels

86% We understand the changes introduced through *A Step Up for Our Kids*

67% We are able to recommend changes to improve the way we do things

84% We understand and apply trauma informed principles in our work

93% Our colleagues are committed to doing quality work

100% We know what is expected of us at work

97% We feel confident in performing our role

Strongly agree · Agree · Strongly disagree · Disagree

'I believe most people in the organisation try to work for the best interest of the child '

COLLABORATION

93% – Collaborate well **within own teams**
63% – Collaboration with **partner agencies** could be improved
61% – Agree collaboration with **partners** could be improved by **changing our processes.**

Time pressures and **our process** are the main factors hampering better collaboration.

54% There is a high level of trust within our professional networks

53% We collaborate well with other external services to support clients even if it means changing what we do

How we can improve collaboration:

- Better interaction between teams
- Joint training and practice opportunities
- Improve information sharing
- Top-down role modelling
- Invest in relationships
- Respect each other

TOOLS AND TRAINING

88% Have the tools and equipment they need

86% Have someone at work who encourages their development

84% Get the support they need to do their job

82% Have received recognition for good work in the last three months

81% Are supported to participate in training

69% Are kept up to date on matters about CYF and their role

57% Find the 'Messenger' newsletter a valuable

70% Feel information is shared widely so people can get it when needed

32% Participated in induction training. 39% found it very useful

34% Would like to develop skills in managing teams

IF I COULD CHANGE ONE THING...

'I wouldn't change anything.'

Your top 5 responses:

1. Our work practices: reduce paper work
2. More open communication between teams
3. Flexible working hours
4. More training opportunities, especially trauma-informed practice and youth justice matters
5. More management support

HELP WITH YOUR JOB

More people are using the Knowledge Portal, but many of us still rely on colleagues for help with our job:

31% use the Knowledge Portal → **14%** use it daily, **39%** weekly, **42%** monthly
32% rely on colleagues
27% rely on team leaders

'Specialised training opportunities.'

Contact: CBRStepsUp@act.gov.au