The Department of Health and Human Services has undertaken a survey of the family services workforce to inform strategic planning and resourcing of the child and family services sector.

The survey provides important data about the family services workforce to assist the sector and the department to understand existing strengths and capabilities and to identify skill gaps and areas for development.

The survey will inform the development of a 10-year industry plan for all government and non-government agencies with responsibility for preventing or responding to family violence.

The department commissioned the Centre for Excellence in Child and Family Welfare to undertake this survey. The centre is the peak body for organisations working with children and families experiencing vulnerability in Victoria.

To view the full report visit [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au) and search ‘Family Services Workforce Survey’.

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### Survey respondents

- **618** respondents aged 20–75

### Gender

- **90.9%** female
- **8.1%** male
- **1%** other

### Age groups

- **11.2%** aged 20–29
- **26.4%** aged 30–39
- **29.6%** aged 40–49
- **21.7%** aged 50–59
- **10.6%** aged 60–69
- **0.5%** aged 70–79

### 3.6% identified as Aboriginal or Torres Strait Islander

### Hours worked per week

- **66.1%** 31–40 hours
- **17.6%** 21–30 hours
- **11.6%** 40+ hours

### Top three program/service areas

- **66.0%** Integrated Family Services (IFS)
- **18.8%** Child FIRST
- **7.1%** Early Parenting Centre

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**Summary**

The survey shows respondents felt most confident in:

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

Respondents felt least confident in:

- giving evidence in the Children’s or Family Court
- working with people who perpetrate family violence.
### Job satisfaction

**Motivation to stay in sector**

- **Most important** = making a difference to children and families
- **Least important** = money is good

“A valuable field that presents many challenges, the importance of which is not always acknowledged.”

—Survey Respondent Feedback

### Education/training

#### Top four highest qualification levels

- 18.3% Master’s degree
- 23.9% Graduate certificate/diploma
- 29.6% VET or uni associate or bachelor’s degree
- 19.3% VET diploma/advanced diploma

#### Top four fields of study

- 243 Social work
- 97 Community welfare services
- 56 Psychology
- 24 Nursing

#### Top three sectors worked in

- 32.1% Health*
- 26.4% Government**
- 25.4% Education

* Nursing, Mental health, Allied health, Drug and alcohol
** Local, state and Commonwealth government

#### Time in the sector

<table>
<thead>
<tr>
<th>Duration</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 12 months</td>
<td>23.1%</td>
</tr>
<tr>
<td>1 to 2 years</td>
<td></td>
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<tr>
<td>3 to 5 years</td>
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<td>6 to 10 years</td>
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<td>11 to 15 years</td>
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<tr>
<td>16 to 20 years</td>
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<tr>
<td>More than 20 years</td>
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</tbody>
</table>

#### Time in current role

<table>
<thead>
<tr>
<th>Duration</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 12 months</td>
<td>32.7%</td>
</tr>
<tr>
<td>1 year to 2 years</td>
<td></td>
</tr>
<tr>
<td>3 years to 5 years</td>
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<td>6 to 10 years</td>
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<td>16 to 20 years</td>
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<tr>
<td>More than 20 years</td>
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</tr>
</tbody>
</table>

97.2% plan to stay in the community services sector

90.4% plan to stay in their organisation