



Know Your Rights.

Launch Phase Impact Report

February – May 2026

Prepared by AbSec · June 2026



AbSec



Acknowledgement of Country

AbSec acknowledges the Traditional Custodians of Country throughout New South Wales and their continuing connections to land, waters, and communities. Our head office is located on the land of the Gadigal People of the Eora Nation, in Redfern, and AbSec operates statewide.

We acknowledge and pay our respects to the Traditional Owners of all lands and waters across New South Wales, honouring Elders past, present, and future. We recognise and respect their enduring connection to Country, their ongoing care for community, and the preservation and practice of their culture for generations uncounted.

We acknowledge the Elders, leaders and advocates within our sector and pay our respects to them as knowledge holders within this space and every space. AbSec also acknowledges the Stolen Generations who never came home and the ongoing impact of government policy and practice on Aboriginal and Torres Strait Islander children, young people and families.

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AbSec

NSW Child, Family & Community
Peak Aboriginal Corporation

AbSec is the peak organisation advocating for the rights, safety, and wellbeing of Aboriginal and Torres Strait Islander children, young people, families, and communities in New South Wales (NSW).

As an Aboriginal-led organisation, we champion self-determination and work towards a child and family system that is culturally safe, community-driven, and responsive to the needs of Aboriginal and Torres Strait Islander peoples.

AbSec leads policy reform, strengthens the capacity of Aboriginal Community-Controlled Organisations (ACCOs), and ensures that Aboriginal and Torres Strait Islander children and young people remain connected to family, community, and culture. We are a key member of the NSW Coalition of Aboriginal Peak Organisations (NSW CAPO) and the primary organisation responsible for Target 12 under Closing the Gap.

Through advocacy, research, and sector leadership, AbSec works to address the disproportionate representation of Aboriginal and Torres Strait Islander children in out-of-home care (OOHC) and promote holistic, community-led approaches to child and family wellbeing. Our commitment is to ensuring that Aboriginal and Torres Strait Islander children and young people grow up strong in culture, identity, and connection.

Our vision is that all Aboriginal and Torres Strait Islander children and young people are looked after in safe, thriving families and communities, raised strong in spirit and identity, with every opportunity for lifelong wellbeing and connection to culture, and surrounded by holistic supports.

In working towards this vision, we are guided by these principles:

- acknowledging and respecting the diversity and knowledge of Aboriginal and Torres Strait Islander communities
- acting with professionalism and integrity in striving for quality, culturally responsive services and supports for Aboriginal and Torres Strait Islander families and communities
- underpinning the rights of Aboriginal and Torres Strait Islander people to develop our own processes and systems for our communities, particularly in meeting the needs of our children, young people, families and carers
- being holistic, integrated and solutions-focused through Aboriginal and Torres Strait Islander control in delivering outcomes for Aboriginal and Torres Strait Islander children, young people, families and communities
- committing to a future that empowers Aboriginal and Torres Strait Islander families and communities, representing our communities, and the agencies there to serve them, with transparency and drive.

Know Your Rights (KYR) launched in February 2026 as a free, community-centred digital resource designed to equip Aboriginal and Torres Strait Islander families and communities in NSW with the knowledge and tools they need to navigate the child protection system. KYR centres the voices and lived experience of Aboriginal parents and families who have been impacted by child protection systems. This builds on the Bring Them Home, Keep Them Home research led by UNSW's Social Policy Research Centre in partnership with Waminda, AbSec, South Coast Aboriginal Medical Services, Illawarra Aboriginal Corporation, UTS Jumbunna Institute for Indigenous Education and Research and the Aboriginal Legal Service (NSW/ACT) Ltd.

This report evaluates the first 90 days of the KYR website, spanning 25 February to 27 May 2026. It draws on qualitative and quantitative data, including Google Analytics, written and verbal feedback, family and community responses, training requests, and phone line call records.

In its first three months, the KYR website reached 4,800 active users and 5,000 new visitors, generating more than 48,000 tracked engagement events. The average session engagement time was one minute and 33 seconds, with video content performing exceptionally well. There were 3,400 video starts, and 5,400 video progress events. The resources section, system navigation pages, and child removal content were the most accessed. This suggests that families and workers are seeking practical, actionable guidance.



Community and family feedback has been profound, with parents and family members describing KYR as information they desperately needed — and wish had existed sooner. The response from the sector has been overwhelmingly positive, with training requests received from domestic and family violence services, legal services, health services, peak bodies, and ACCOs. **Frontline practitioners and advocates report that KYR has materially changed how they work with families and in courtrooms.**

This report identifies areas for continued investment, including expanded reach through print and social media, training for ACCOs and sector organisations, the development of a Know Your Rights resource for Aboriginal and Torres Strait Islander children and young people, and sustained funding to embed KYR across the state.

Key Results at a Glance

4,800	5,000	48,000+	1m 33s
Active Users <i>Feb–May 2026</i>	New Users <i>first-time visitors</i>	Total Events <i>tracked interactions</i>	Avg. Engagement <i>per active user</i>

Background and Context

1.1 The Case for Know Your Rights

Aboriginal and Torres Strait Islander children continue to be removed from their families at rates that far exceed any other population group in Australia. In NSW, the child protection system has long been characterised by complexity, opacity, and inequity in the information available to families, particularly Aboriginal and Torres Strait Islander families. When a family comes into contact with Department of Communities and Justice (DCJ), the distance between what the system is required to do and what families know about their rights is often vast.

Know Your Rights was conceived by Waminda — the South Coast Women’s Health and Wellbeing Aboriginal Corporation — which identified firsthand that Aboriginal families were not advised about their rights, or that those rights were not respected. Since 2022, the KYR project builds on the Bring Them Home, Keep Them Home research conducted by UNSW’s Social Policy Research Centre, in partnership with Waminda, AbSec, South Coast Medical Services Aboriginal Corporation, Illawarra Aboriginal Corporation, the University of Technology Sydney, and the Aboriginal Legal Service.

“As a mother who had her children stolen I feel this work is beautiful and I’m so happy this has come from such good Aboriginal-led research. I wish it was around when I lost my children as I had no idea how things worked back then and no one bothered to inform me of my rights — I believed I had none.”

— Community Member

1.2 What KYR Provides

The KYR website provides Aboriginal families with plain-language explanations of the child protection process from first contact through to restoration and long-term care. It covers what DCJ is required to do, what families are entitled to ask for and access, and the rights that exist in legislation, policy, and practice frameworks. It has flowcharts of the children’s court and child protection processes, practical tools for families to document their experiences and build evidence, examples of actions taken by other parents, and the voices of Aboriginal parents speaking directly to families going through the same experiences.

The resource is free, publicly accessible, and designed to be used primarily by Aboriginal and Torres Strait Islander families in NSW. It also benefits frontline workers, advocates, and community members. It is not a substitute for legal advice and so the website actively reinforces and encourages families to access free, independent legal assistance from services such as the Aboriginal Legal Service (NSW/ACT) and the NSW Legal Aid Commission. Rather, the KYR website aims to reduce the information asymmetry that has historically disadvantaged Aboriginal families in their dealings with the child protection system.

1.3 Evaluation Purpose and Scope

This evaluation covers the launch phase of KYR from 25 February 2026 to 27 May 2026. Its purpose is to assess reach and accessibility, understand how the resource is being used and by whom, document early impact for families and the workforce, identify barriers and enablers, and make recommendations for the next phase of development and dissemination.

The evaluation uses a mixed-methods approach. The approach draws on website analytics, a tracking workbook of training requests and feedback, phone line call records, social media responses, qualitative feedback from Communities of Practice meetings, and an organisational interview.



Reach and Accessibility

2.1 Overall Website Performance

In its first ninety days, the KYR website attracted 4,800 active users and 5,000 new users. This is a strong result for a newly launched community resource without major paid advertising. More than 48,000 events were tracked across the launch period, reflecting active and purposeful use of the site rather than passive browsing.

Metric	Result	Notes
Active users	4,800	Unique users who engaged during the period
New users	5,000	First-time visitors to the site
Total events	48,000+	All tracked interactions across all event types
Avg. engagement time	1 min 33 sec	Per active user; strong for a new advocacy resource
30-day active users	631	Consistent baseline of returning engagement
7-day active users	111	Week-on-week activity
Same-day active users	8	Daily floor of engagement at end of period

2.2 How People Are Finding KYR

Direct traffic was the strongest source of sessions, generating 4,800 direct sessions. This shows that launch communications, partner promotion, and word-of-mouth referrals within the sector and community were highly effective in driving people directly to the site. Direct traffic is particularly significant in an Aboriginal community services context, where trusted networks and informal referral pathways carry substantial weight that paid advertising cannot replicate.

Email marketing was the second strongest traffic source, with referral activity from campaign emails generating more than 1,100 sessions. This reflects the strength of the AbSec’s subscriber network and the responsiveness of the sector to the KYR launch communications.

Organic Google search delivered 590 sessions, indicating that KYR achieved meaningful discoverability in its early weeks without significant search engine optimisation investment. Social media referrals from Facebook (87 sessions from m.facebook.com and a further 38 from lm.facebook.com) and LinkedIn (70 sessions) contributed to campaign awareness, as did Indigenous media platform IndigenousX (53 sessions).

Traffic Sources

- **Direct / none:** 4,800 sessions
- **Email campaign referral:** 1,100+ sessions
- **Google organic search:** 590 sessions
- **Microsoft Teams shares:** 271 sessions
- **Facebook:** 125+ sessions combined
- **LinkedIn:** 70 sessions
- **IndigenousX:** 53 sessions

New vs Returning Users

The analytics show a strong spike of new users in the days following launch, followed by a steady number of returning visitors throughout March, April, and May. This pattern suggests the site has established genuine ongoing utility rather than functioning as a one-time campaign page. Returning visitors indicates that families, workers, and advocates are returning to the resource as live situations develop, although future data collection will solidify this claim.

2.3 Geographic Distribution

Sydney generated the largest audience with 2,300 active users, reflecting both the concentration of the sector and AbSec’s network strength in metropolitan NSW. Users in other jurisdictions, such as Melbourne (486 users), Canberra (384 users) and Brisbane (182 users), reflect the national need for a KYR resource.

The presence of Singapore (297 users), Ashburn (123), and Phoenix (101) in the top cities likely reflects VPN usage and offshore proxies rather than genuine international interest and should be excluded from substantive analysis. The geographic footprint across Sydney, regional NSW, and interstate capitals confirms that KYR is meeting a need that extends beyond its NSW home.

2.4 Who Is Using KYR

The gender breakdown shows that 75 percent of active users identify as female and 25 percent as male. This is consistent with the demographics of the sector workforce and the reality that mothers, grandmothers, and aunts are disproportionately the family members that navigate child protection processes. The 25 to 34 age group was the largest user cohort, followed by 45 to 54 and 35 to 44 year olds, with meaningful representation across the 18 to 24 and 55 to 64 ranges.

Qualitative evidence from the tracking workbook and phone line records makes clear that the audience includes Aboriginal families in active contact with DCJ, frontline workers across domestic and family violence, legal, health, and community services, ACCO staff and leadership, allied advocates, peak body staff, and researchers and consultants.

2.5 Most Accessed Content

The homepage received 6,400 views and 3,700 active users, making it the highest-traffic page. This was followed by the resources section (1,100 views), the system navigation page 'Where am I in the system?' (983 views), the About KYR page (537 views), and the navigation page 'My child could be removed' (390 views). The Contact Us page (371 views) and the Court Process Flowchart (299 views) also performed strongly.

The strong performance of system navigation and child removal pages confirms that users are seeking urgent, practical guidance on active situations. **The high uptake of the Court Process Flowchart reflects unmet demand for accessible, plain-language explanations of legal processes that families can understand without a lawyer present.**

Engagement Quality

3.1 Video Content

Video content had some of the strongest engagement of the launch phase. The site recorded 3,400 video starts and 5,400 video progress events. This means that users who pressed play continue to watch beyond the initial engagement point. Video engagement was the fourth and sixth largest event category overall, behind page views, user engagement events, and session starts.

This finding is consistent with feedback from the KYR Communities of Practice and from frontline advocates, who noted that the short videos on the site were particularly useful for families, as these make complex systems information more accessible. One advocate noted that the videos were “helpful with wanting them to look more into the website,” and another observed that the videos made it easier for workers to sit with a parent at court and walk through the content together.

“The little videos have been helpful with wanting them to look more into the website... At court the parents are sitting there for a long time, it’s a good time to sit down with them to show them the website and documents, I wonder if there’s an opportunity to put up QR codes and posters at the courts.”

— Advocate, Peer Parent Program

3.2 Scroll and Reading Depth

The 2,700 scroll events recorded during the launch phase indicate that users were consuming detailed content rather than arriving at pages and leaving. Combined with an average engagement time of one minute and 33 seconds, this confirms that KYR is functioning as a practical information resource rather than a campaign landing page. Users are reading, watching, and using the content.

3.3 Engagement Patterns Over Time

User engagement time data across the 42-day window ending 27 May shows a sharp spike in the first days following launch, with engagement times exceeding four minutes in the initial period. This reflects the intensity of interest at launch, with workers, advocates, and community members exploring the full resource. Engagement time settled to a lower but sustained level through March and April, with a secondary peak in mid-April consistent with new training delivery and sector sharing activity.

The pattern of new versus returning users confirms that while the launch spike was driven by new visitors, a steady returning audience established itself through the period. They visit to access specific information as situations develop for families.



Community and Family Impact

4.1 How Families Are Using KYR

The most powerful evidence of KYR's initial impact comes from community members and families who use the resource in real life situations. A parent who shared the resource with a support group of parents, grandmothers, and carers described using it to prepare her children's school before DCJ arrived, organising a support person, requesting written communication, and insisting on copies of notes. She described feeling more confident about the scope and boundaries of DCJ interaction with the family and what she could organise and insist upon herself.

"I used it by copying sections into my notes app on my phone. It made me feel more confident about the scope and boundaries of DCJ, and what I could organise and insist upon myself."

— Parent, community feedback

An Aboriginal family support worker described using the resource with a mother whose children had been taken, assuming care herself to keep the children close to family and culture, and using the videos to help the mother understand her rights. A grandmother who called the AbSec phone line — initially stating 'there isn't any information on your website for my family' — was walked through relevant pages on KYR covering Section 90 applications, restoration, building a support team, and legal advice. By the end of the call, the grandmother said she felt better and knew what she needed to do next.

4.2 What is Most Useful for Families – Families Inclusion Strategies in the Hunter

Families Inclusion Strategies in the Hunter (FISH) has emerged as one of the most active early adopters of KYR, with workers documenting in detail how the resource has changed their practice. The following information was gathered via a written interview and during the KYR Communities of Practice meetings established since launching the website. FISH's experience demonstrates the model's potential when KYR is used by a trusted advocate working alongside families.

Advocates have explained that what families find most useful about KYR is information related to “things like safety assessments, investigations, restoration, FGCs, DRCs, and all the different processes and meetings are explained really clearly and in a way parents can actually understand.” They say that KYR is reducing the fear and confusion families experience when navigating the system, through doing what is not systematically done, communicating what a process is and what should be happening next.

Feedback has stated that what separates KYR from other resources is including the voices and experiences of other Aboriginal families, with an advocate stating “it’s powerful for families to understand they are not alone in this oppression. It helps families understand that even if the system is not always working the way it should, they still deserve to know their rights, understand the process, and get support to try and make those things happen.”

The evidence journals and flowcharts within the resources page have been identified as one of the most important tools, which is consistent with website analytics data. The journals have multiple purposes. One advocate observes that “the diaries have been a grounding tool for helping parents make sense of what’s happening, track communication, and start rebuilding some confidence in their own understanding of events.” FISH is also using the resource within the prevention space, noting that “‘The my child could be removed’ section has honestly become one of the biggest safety tools for parents. Families are constantly going back to it before visits from caseworkers, before assessments or investigations, and after meetings to help make sense of what happened and what they should be documenting. Things like writing down what caseworkers are saying and doing, understanding the process, and preparing for meetings have been incredibly helpful.”

4.3 The Phone Line

The AbSec phone line, promoted as part of the KYR launch, received calls from families seeking guidance during active child protection matters. Call records in the tracking workbook document families navigating Working With Children Check requirements for kinship carers, workers calling on behalf of families who need to understand their options before contacting DCJ, and grandmothers seeking restoration for their grandchildren.

The phone line is functioning as a complementary access point for families who need human support to make best use of the resource in ways relevant to their specific needs and circumstances. This is consistent with feedback that the website works best when someone can sit alongside a family and navigate it with them.

4.4 TikTok and Digital Community Responses

KYR content shared on TikTok reached parents and family members who had not previously accessed the resource through other channels. Responses documented in the tracking workbook include parents in active situations in Queensland expressing desperation and seeking help, family members expressing that KYR would have made a difference in their own past experiences, and community members asking how they can help promote awareness of the KYR resources. These responses confirm that the resource is reaching well beyond the professional sector to the Aboriginal and Torres Strait Islander families it was designed with and for.

“They took my kids 3 months ago and are doing everything possible to keep them from me. I feel so defeated, like my life is over.”

— TikTok user, active situation

The TikTok responses also highlight the urgency of expanding KYR’s reach into digital-first channels used by younger Aboriginal parents, and the importance of having responsive follow-up pathways for families who make contact through social media.



Training and Sector Engagement

5.1 Training Requests

In the first three months following launch, AbSec received training requests from a diverse range of organisations. These span domestic and family violence services, legal services, health services, ACCOs, and youth organisations.

Confirmed and scheduled training included in-person delivery at the Justice Support Centre (Staying Home Leaving Violence) in April which covers caseworkers across Sydney LGA services and multiple Bankstown, Strathfield, and Liverpool-based programs. NSW Health’s Education and Training Institute identified a need for training for health staff working in the Aboriginal Maternal and Infant Health Service (AMIHS) and Building Strong Foundations programs around navigating child protection and health policy intersections. A 30-minute online webinar is scheduled for June 2026. WAGEC (Women’s and Girls Emergency Centre) requested mandatory training for all WAGEC staff. The ACCO, Narang Bir-rong, reached out directly for staff training. NSW Legal Aid Commission established contact through a regional Aboriginal Field Officer who attended the AbSec Dubbo community forum. Youth Action (Lauren Stracey, CEO) also expressed interest in a sector briefing, potentially in partnership with Playgroup NSW.

Metric	Result	Notes
Justice Support Centre (SHLV)	April 2026	In-person, multiple DFV teams
NSW Health AMIHS / BSF	June 2026 (scheduled)	Online webinar, 30 minutes
WAGEC	May 2026	Executive team
WAGEC	May 2026	Staff training
Narang Bir-rong ACCO	Pending	Staff training
Legal Aid NSW	Pending	Aboriginal Field Officer Program
Youth Action / Playgroup NSW	Expression of interest	Sector briefing
One Mob Connection	In discussion	Aboriginal Community Controlled Mechanism
Social Futures	May 2026	In person, briefing and Q&A

5.2 Training Feedback

Feedback collected from training participants in the launch phase was consistently strong. Workers described gaining practical knowledge of the child protection system, clearer understanding of how to support clients at each stage, and increased confidence to have rights-based conversations with families.

“Learning about the website and resources was absolutely valuable and so helpful.”

— Training participant

“Feel more confident with navigating conversations about child protection systems in a way that empowers families to have autonomy. Increased clarity in my role as a case manager in bridging gaps and increased autonomy for families to use the system as a tool as opposed to feeling forced or coerced.”

— Training participant

Participants identified the linkable court process flowcharts, the staged breakdown of the DCJ process, and the practical framing of rights as the most valuable learning. Workers described immediate intentions to share the resource with families, reference it in casework, and use it to build client knowledge proactively at the start of service engagement rather than waiting for a crisis point. Participant feedback also highlighted the opportunity for Aboriginal trainers to continue to deliver information on KYR across the state.

5.3 Sector and Peak Body Response

The broader sector response to the KYR launch was immediate and affirming. Peak bodies, ACCOs, legal services, DFV services, and international organisations responded across LinkedIn, email, and direct message channels. For example, the South Australian Aboriginal Community Controlled Organisation Network (SAACCON) noted the need for resourcing and described KYR as shifting the conversation from removal to reunification. The Safe and Together Institute in the United States reached out and described the resource as vital and are advocating for similar resources in other jurisdictions. TACSI (South Australia) and the UNSW Ethical Finance Lab connected with AbSec through Homes NSW referrals, with colleagues from South Australia describing immediate applicability.

“This is such an important resource that we are so excited about. We finally feel seen and heard in what services need in supporting people.”

— Advocate, Peer Parent Program

5.4 KYR as an Advocacy Resource for Organisations

Organisations across the sector identify that the resource equips workers with greater advocacy know-how for their families. One worker explained that they had not known a lot of the information within KYR and that other available resources were often unclear, omitted information, and too often increased confusion. This worker said “This resource has really helped me better understand the system, the processes, and what is actually meant to be happening so I can give parents clearer and more accurate information back when they are told things by workers or systems.”

In practical terms, workers are able to point families to the website and walk them through, often utilising the search bar when in phone conversations with them at court: “They are not only giving parents information in the moment, but also showing parents how to search for and access the information themselves later. That has been really powerful because it is helping parents become less reliant on other people and more confident finding information themselves.”

The evidence journals have also been an important tool for workers to use with families. One worker notes “It has become a grounding and healing tool that helps parents slow down, process what is happening, and make sense of events that often feel chaotic and traumatic... Our parents have never had space to really reflect on what has happened to them in the system, and the diaries are helping create that space while also supporting advocacy and documentation at the same time.”



Enablers and Barriers

6.1 What Is Supporting Access and Impact

Feedback across all data sources converges on a consistent set of enablers. Video content has been the single most cited accessibility feature, reducing barriers to sharing complex information during crisis moments. The search function, text-to-speech capability, and the plain-language framing of rights and processes are also identified as features that make the site easy to use in real time.

Trusted intermediaries — advocates, ACCO workers, DFV caseworkers, and legal service staff — have been central to KYR’s reach. The training program is building a cohort of workers who share the resource and sit alongside families to use it. This human layer is essential for reaching families who are in crisis or who are excluded from formal information channels. This is exemplified in an advocacy organisation displaying the KYR QR code at their local Children’s Court.

“Parents waiting outside courtrooms are often extremely anxious and confused about what is happening. Being able to sit there and read through the court flow charts, understand some of the language, and get a clearer picture of the process while they are waiting has actually had quite a big impact. Even small things like understanding what stage they are at or what certain court terms mean can help reduce some of the panic and fear families are carrying in those moments.”

— Advocate, Peer Parent Program

The grounding of the KYR resource in community voice and lived experience is consistently identified as what distinguishes KYR from other information resources. Feedback consistently points to the resources not feeling like government information, yet families know it is legally sound¹. Rather, the guidance and other resources feels like it comes from people who understand what families are going through.

1. AbSec also ensured that the KYR resources and guidance was fully legally fact checked.

6.2 Barriers and Gaps

The most significant barrier identified in the launch phase is the volume of content on the site for families who are in acute crisis. Several advocates noted that there is a lot of information and that having someone to navigate it alongside family members makes a significant difference. This points to the need for more short-form entry points, QR code materials, and structured guided pathways for families at specific stages. This points to the opportunity for in-person support from advocates who use KYR information to support families.

Accessibility for children and young people has been raised as a significant gap. The resource is designed for adult family members. Advocates and community members have identified that children and young people in care, particularly those in Intensive Therapeutic Care and National Disability Insurance Scheme settings, have their own rights that are not being met and that they need information too. A KYR for children and young people has been identified as a primary priority for the next phase. AbSec is pleased that the Bring Them Home, Keep Them Home research is moving into a new phase of research about KYR for children and young people, with AbSec sitting within the governance structure overseeing that research. However, current and near future AbSec resourcing will not permit AbSec to develop and deliver similar resources for Aboriginal children and young people.

Geographic reach into rural and remote NSW remains underdeveloped. While the training visit to Dubbo demonstrated demand, the digital-first model reaches communities with reliable internet access most effectively. Print materials and in-community training are essential to reach families in communities where digital access is limited. Additionally, some community members have limited digital literacy. These community members also require printed materials and access to in-community training.

For social media channels like TikTok, there is currently no structured follow-up pathway for families who respond in crisis. Resourcing a response capacity for social media-generated inquiries would strengthen the reach and safety of the resource in those channels.

Discussion

7.1 System Change and the Power of Information

The evidence from the first three months of KYR points to something beyond reach and usage statistics. Multiple commentators — from frontline advocates to international peers in the child welfare reform space — have described the resource as doing something that systems are rarely designed to do: redistributing power through information. The opacity of the child protection system is not accidental. For families who have historically been kept outside the system's logic, KYR offers a counter-map. This framing aligns KYR with the self-determination agenda at the centre of AbSec policy work. The resource is not only about informing families — it is about building the collective capacity of Aboriginal families and communities to hold the system to account, from the ground up.

“This system relies on parents not knowing. Not knowing their rights. Not knowing the process. Not knowing how to challenge what’s written about them. Not knowing how to safely make complaints that don’t result in time with their children being taken. All forms of strategic silencing designed to keep them out of the way. Once parents know, they start asking different questions. And when enough parents start asking questions, the system will be forced to answer.”

— Advocate, Peer Parent Program

An advocacy organisation has explained how combining information with stories of lived experience is a crucial component of KYR: “Parents are not just reading information written on a website they are reading real people’s experiences, feelings, and stories, and they can see themselves in that. That connection makes a huge difference because it helps parents actually process and understand the information in a much deeper way.”

This information sharing has been useful for workers as well as families, so that equally informed conversations can occur “Having the legislation, definitions, flow charts, practical tools, and lived experience perspectives all in one place has made it much easier for workers and families to build knowledge together and have more informed conversations about what should be happening and what support families actually need.”



7.2 Emerging Evidence of Impact

While the three-month timeframe is too short to assess structural outcomes such as rates of restoration or changes in DCJ practice, there is compelling early evidence of individual-level impact. Families are using the resource to take proactive steps — briefing schools, requesting written communications, organising support people, seeking legal advice earlier, and preparing evidence. Advocates are using it to challenge practice in meetings and courtrooms. Workers are reporting changes in their own confidence and approach.

The healing dimension identified by FISH through the journalling tools is particularly significant. KYR's design includes tools that ask families to document their experiences — and in doing so, to be witnessed in ways that the formal system rarely allows. This is consistent with a trauma-informed and culturally responsive approach to supporting families through system contact.

KYR is changing the ways in which parents strategically approach DCJ intervention through increased knowledge about rights, roles and responsibilities. One mother spent time reading through the topic pages on KYR, and during investigation “understood the importance of staying focused, taking notes, documenting what was being said and done, and understanding the role of the workers involved. The whole dynamic of the investigation changed. The parent felt more confident and grounded...” This created a fairer playing field between the system and parent.

The resource has increased confidence and empowerment, as families now know there is somewhere to go with trusted information. Within another family working towards restoration, a mum is “constantly going back to the website to make sure she understands what is happening and what she needs to do,” which has helped her in staying focused. This mother’s worker stated that “instead of feeling completely overwhelmed and powerless, she feels like she has somewhere reliable to go to help guide her decisions and understand the process.” Workers have communicated that other available digital resources “often contain scary, incorrect, or overwhelming information.” They report that KYR is offering a resource that “relates to their situation in a clearer and more supportive way.” The impact of this is parents feeling calmer during crisis moments which has multiple flow on benefits.

A specific time point where the KYR resource is assisting families is where interim orders are in place and restoration assessments are happening. The legislation around Active Efforts is particularly important. However, they continue to be ill- defined in what they look like in practice. One worker said “Being able to bring the legislation and information directly into meetings has helped shift conversations with caseworkers. It has created opportunities to break down the difference between what workers believe Active Efforts are and how those efforts are actually experienced by parents. It has also helped parents explain more clearly what support they genuinely need instead of just being told what services they should attend.”

7.3 The National Conversation

The response to KYR from interstate and international contacts suggests that it has touched a nerve well beyond NSW. SAACCON, TACSI, the Safe and Together Institute, and advocates in Queensland and other states have all reached out. The mapping and un-mapping of a complex, harmful system from the inside – from the perspective of those it most affects – is recognised as something that should exist everywhere but rarely does. AbSec and the KYR partnership are well placed to support other jurisdictions in developing their own models.

Recommendations

Based on the evidence from the first three months of Know Your Rights, the following recommendations are made for the next phase of the resource.

Recommendation 1: Sustain and expand the training program

The training program has demonstrated strong demand and demonstrable impact on workforce practice. AbSec should sustain the current training offer and build the capacity to respond to the volume of requests being received. This includes from health services, ACCOs, and DFV organisations. A training package that can be delivered by partner organisations and ACCMs with AbSec support would extend reach without requiring AbSec staff to deliver all sessions directly.

Recommendation 2: Develop print and in-community materials

AbSec should continue to make available printed KYR materials — including flyers, posters, and QR code cards for courts and community spaces. The evidence from FISH’s courtroom practice demonstrates that physical materials in the right place at the right moment can make a decisive difference for a family in crisis.

Recommendation 3: Invest in social media reach and response

TikTok and Facebook are reaching Aboriginal and Torres Strait Islander parents and family members who are not accessing the resource through professional networks. Funding a social media content strategy and a responsive follow-up pathway for families who make contact through these channels could significantly extend impact in communities most affected by the child protection system. AbSec will develop a business case for this and identify potential funding sources to assist.



Recommendation 4: Develop Know Your Rights for Children and Young People

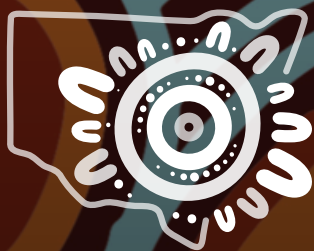
The need for a KYR resource specifically designed for children and young people in care has been clearly identified by advocates, workers, and community members in the launch phase. A dedicated development process, potentially led by a young Aboriginal person in a trainee or project officer role, should begin in the next phase. As noted earlier, this is not a recommendation that AbSec can action without additional resourcing.

Recommendation 5: Information sharing across multiple systems

Engagement across intersecting systems, such as education and health must be an ongoing focus, due to their large involvement in reporting and supporting families that interact with the child protection system. FISH's experience of using KYR in court waiting areas with parents points to a clear opportunity. AbSec should work with legal services, ACCOs, and court support programs to place KYR QR code materials in key places where Aboriginal families wait: courtrooms, ACCO offices, health centres, and DCJ waiting rooms.

Recommendation 6: Deepen evaluation through longitudinal data collection

The three-month review has established a strong foundation of reach and engagement data. The next phase should add longitudinal tracking of family outcomes, structured feedback from training participants over time, and qualitative case studies from ACCOs and advocates using KYR as a practice tool. This will build the evidence base needed to sustain funding and advocate for KYR's expansion.



AbSec

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