



# Survey of community members – 2020

## Summary of key findings



### Purpose

We surveyed **2530** community members to see how much confidence and trust there is in the Queensland child protection system.

A similar survey was conducted in 2017 and 2019.



### Key findings

More respondents agreed than disagreed they had confidence and trust in the Queensland child protection system (excluding respondents who didn't know [407] or had no opinion [238]).

*Overall, I have confidence and trust in the Queensland Child protection system*



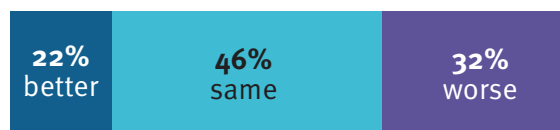
Factors with the strongest relationships with overall confidence in the child protection system were:

- Having confidence in the way reports of child abuse or neglect are managed
- Agreeing that the child protection system provides children with a high quality of care
- Agreeing that decisions are made in the best interests of the child
- Agreeing that the system listens to the views and wishes of children when making child safety decisions.

Public education about how the Queensland child protection system works could positively influence community perceptions of the system.

When community members were asked whether the child protection system had changed over the last five years, the most common response was that the system has stayed the same.

*Has the child protection system got better, worse or the stayed the same over the last five years?*



### Comparison with previous surveys

Results from this survey were compared with the surveys conducted in 2017 and 2019 to monitor trends in community perspectives.

Overall confidence in the child protection system is **holding steady**, with more than half of respondents agreeing they have confidence:



After a significant increase in the proportion of respondents saying the **system is better** than five years ago in 2019, there has been a slight, but not significant, increase in 2020:



The proportion of those saying the **system is worse** is holding steady after a significant decrease in 2019:

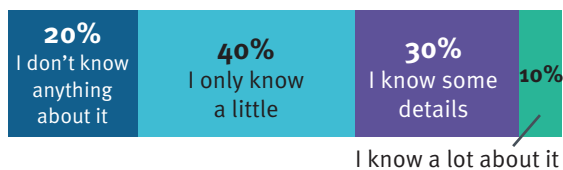


## Community awareness

There is room to improve awareness of the child protection system.

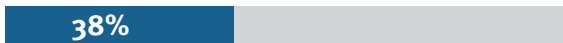
Six in ten respondents have little or no knowledge of the system.

Which of the following best describes how much you know about how the child protection system works?

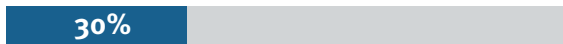


Knowledge of how the system operates could also be improved. Survey items with the highest proportion of "Don't know" responses were:

Children are able to make a complaint about a child protection decision



Government provides information on the performance of its child protection services



The child protection system listens to the views and wishes of children when making decisions



Parents are able to make a complaint about a child protection decision



Family and friends are able to make a complaint about a child protection decision



Respondents were asked to indicate who they would report a concern about a child's safety and wellbeing to. Multiple responses were permitted. The most common were:



Police



Other government agencies with child/human services responsibility

17% of respondents were aware of the community referral pathway Family and Child Connect.

## Method

We surveyed 2530 people between 20 March and 3 April 2020. The survey was available online or it could be completed over the phone. We asked 14 questions with a mixture of fixed-choice and free text responses.



## Sample

We aimed to get a representative sample of Queensland adults to complete our survey.

2530

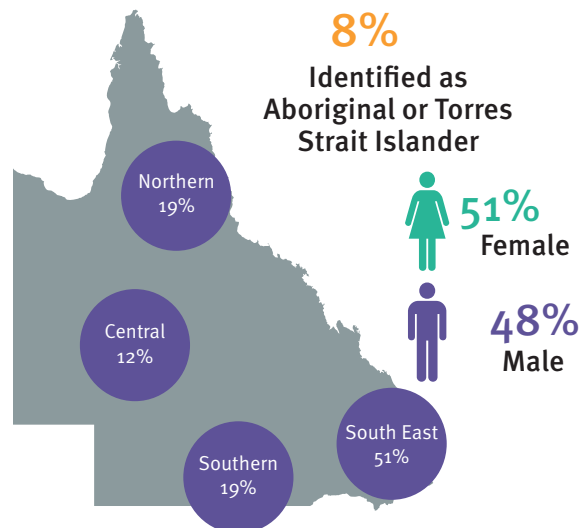
People completed the survey

45% Under 40 years of age

55% Over 40 years of age

8%

Identified as Aboriginal or Torres Strait Islander



## About the survey

The Queensland Family and Child Commission (QFCC) collects data from a variety of sources to inform our programs of work.

The QFCC intends to conduct a community survey annually to measure community confidence in the system over time and gather evidence to contribute to our evaluation, oversight and community education activities.