



# QFCC Community Perceptions Survey 2021

## Summary of key findings



### About

This summary presents findings from the QFCC's 2021 Community Perceptions survey. The survey has previously been conducted in 2017, 2019 and 2020.

In 2021, the survey focussed on the community's knowledge and perceptions about:

- Their confidence and trust in the child protection system
- Who they would report concerns about child safety to
- How well the needs of children and young people are met
- Children's rights and how well they are upheld
- The biggest issues affecting the safety, wellbeing and rights of children in Queensland.



### Sample

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

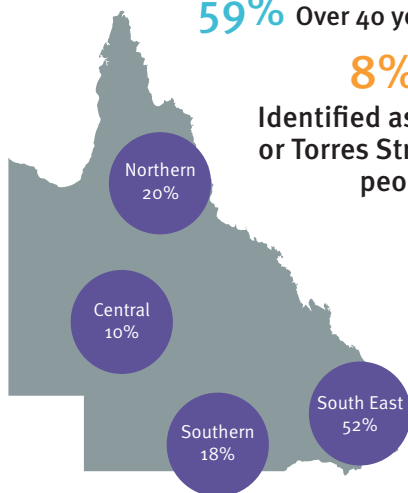
**2520** people completed the survey

**41%** Under 40 years of age

**59%** Over 40 years of age

**8%**

Identified as Aboriginal or Torres Strait Islander peoples



**52%**  
Female

**47%**  
Male



### Method

We surveyed 2520 people between 13 May and 16 June 2021. The survey was available online or it could be completed over the phone. We asked 13 questions with a mixture of fixed-choice and free text responses.

**95%**  
online

**5%**  
by phone



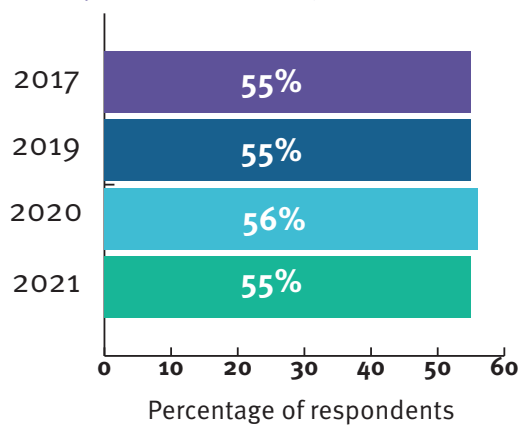
### Key findings

#### Confidence and trust in the child protection system

In 2021, more respondents agreed than disagreed they had confidence and trust in the Queensland child protection system (excluding respondents who didn't know [287] or had no opinion [202]).

As shown in the figure below, this result is holding steady with previous years.

*Percentage of respondents who agreed that 'overall, I have confidence and trust in the Queensland Child protection system' between 2017 and 2021*



## Reporting child safety concerns

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:



64%

Police



51%

Other government agencies with child/human services responsibility

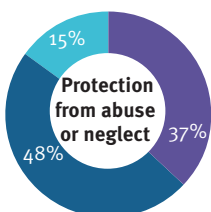
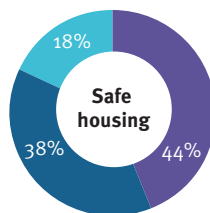
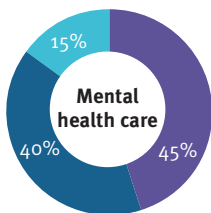
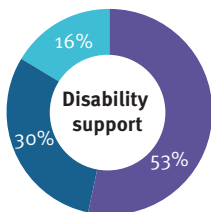
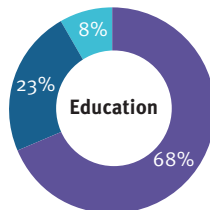
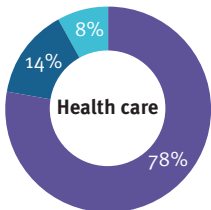
## Needs of children and young people

Respondents were asked to what extent they agreed or disagreed that a range of children's needs were being met. Respondents were most likely to agree that health care (78%) and education (68%) needs were being met.

Less than half of those surveyed felt that children's needs were being met in relation to mental health care, safe housing and protection from abuse and neglect.

Northern region residents were more likely than average to disagree that the needs of children were being met in relation to safe communities (49%, 36% average) and safe housing (45%, 38% average).

*Percentage of respondents who agreed that children's needs were being met*



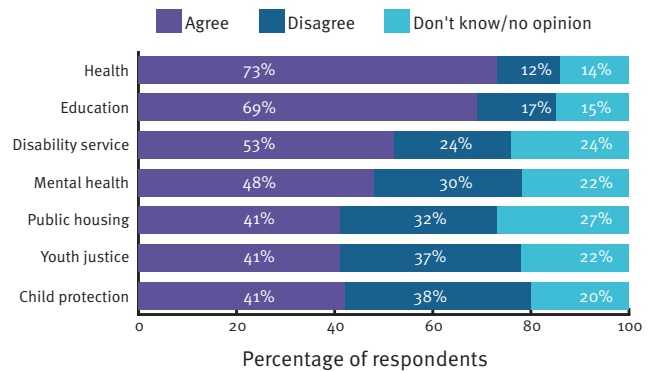
■ Agree  
■ Disagree  
■ Don't know/no opinion

## Children's rights

When informed about the four guiding principles of the United Nations *Convention on the Rights of the Child* (UNCRC), around **8** out of **10** people reported knowing at least 'a little' about children's rights.

When asked whether they felt children's rights are upheld by a range of systems, a similar trend was observed to the needs of children—respondents were most likely to agree that health and education systems uphold children's rights.

*Percentage of respondents who agreed that children's rights were being upheld by each system*



## The biggest issues affecting the safety, wellbeing and rights of children in Queensland

Respondents nominated in their own words what they considered to be the biggest issues affecting the safety, the wellbeing and rights of children in Queensland. The following themes emerged:

- Personal finances/poverty/wealth inequality
- Homelessness/lack of housing
- Family/parental issues
- Lack of educational opportunities
- Drug/alcohol abuse
- Lack of motivation/direction/discipline
- Domestic and family violence
- Justice/court system
- Criminal behaviour of the child
- Lack of government funding/resourcing services
- Mental health
- Health/lack of healthcare
- Bullying/peer pressure
- Neglect - poor quality of life/basic needs not met
- Lack of physical/emotion care at home/in care

### 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.