

A group of seven diverse children of various ethnicities are smiling and lying on a green lawn. The children are of different ages, from young children to teenagers. The background is a soft-focus green field with trees.

QFCC Community Perceptions Survey 2019

Research Report

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1. Introduction

Background

The Queensland Family and Child Commission promotes the best interests of children and young people and contributes to the evidence base to inform improvements in the child protection system, leading to improved public confidence in the system.

MCR was commissioned by the Queensland Family and Child Commission to undertake research with adult Queenslanders to collect data on the community's confidence in, and perspectives of, the Queensland child protection and family support system.

A similar survey was undertaken and reported on in 2017.

Research objectives

The main objective of this project was to measure confidence and trust in the Queensland child protection system using a representative sample of Queensland adults.

The project also sought to understand community perspectives on a variety of issues related to child protection in Queensland, including:

- Self-assessed level of knowledge of the child protection system
- Perceptions of various elements of the child protection system
- Importance of child protection as an issue
- Awareness of where to report concerns or seek help
- Awareness of Queensland child protection initiatives
- Perceptions about trends in child protection
- Suggested improvements for child protection in Queensland.

2. Method

The method comprised an online self-completion survey and a CATI (computer assisted telephone interview) survey.

Sampling frame

The survey's sampling frame was Queensland, state-wide. Postcodes were used to categorise the residential location of respondents as South East Queensland, Southern Queensland, Central Queensland and Northern Queensland. Details of the boundaries of these regions can be found under Appendix F.

Sample size and characteristics

The total sample size achieved was n = 2,503 Queensland adults (Online = 2,397; CATI = 106). Targets were set to ensure the sample was representative in terms of age, gender and geographic region. However, Queenslanders who identified as Aboriginal and/or Torres Strait Islander were deliberately oversampled such that of the 2,503 Queenslanders surveyed, 233 (9%) identified as Aboriginal and/or Torres Strait Islander. See Table 1.1 below for the demographic characteristics of respondents.

Table 1.1: Demographic characteristics of respondents, n=2503

Demographic characteristic		n	%	Target
Gender	Male	1,250	50	50
	Female	1,250	50	50
	Neither	3	<1%	-
Age group	18-24 years	251	10	45
	25-39 years	875	35	
	40-59 years	626	25	55
	60+ years	751	30	
Region	South East Queensland	1,252	50	50
	Northern	476	19	
	Central	300	12	50
	Southern	475	19	
Aboriginal and Torres Strait Islander				
	Identify	233	9	7.5
	Do not identify	2,270	91	92.5
Caring responsibilities for a child aged 0-17 years				
<i>n=2,498 answered this item</i>				
	Yes	803	32	-
	No	1,695	68	-

- No targets were set for this criterion

Table 1.2 shows the small proportion of the sample who had recent (past five years) personal experience with the child protection and family support system as a parent, child, carer, service provider or other professional.

Table 1.2: Contact with child protection and family support system (current or past five years)

Contact with child protection and family support system (current or past five years)	n	%	Target
<i>n=2,467 answered this item</i>			
As a parent	142	6	-
As a child	85	3	-
As a carer	124	5	-
As a service provider	132	5	-
In any other professional capacity (e.g. doctor, nurse, teacher, etc)	231	9	-
SUB-TOTAL At least one contact with child protection and family support system	404	16	-

- No targets were set for this criterion

Fieldwork statistics and dates

The average time taken to complete the survey in the online mode was 5 minutes, 28 seconds. For those completing via a telephone interview the average completion time was 6 minutes, 53 seconds.

The fieldwork dates for the survey were as follows:

- Online survey: 5 April to 8 May 2019
- CATI survey: 5 April to 8 May 2019.

Appendix D contains the fieldwork report which details response rates associated with each survey method.

Fieldwork partner

MCR's fieldwork partner Q&A Market Research was responsible for collecting, storing and coding the online and telephone survey data.

The online sample was sourced via Dynata (previously known as Research Now SSI) and Q&A Market Research's own panel. Q&A and Dynata have ISO 20252 accreditation and both are members of the Association of Market and Social Research Organisations.

The telephone sample was sourced via Q&A Market Research's panel of people who identify as Aboriginal and/or Torres Strait Islander. All Q&A interviewers are trained to demonstrate patience, politeness and respectfulness, in dealing with respondents of all audience groups.

Data analysis

At the completion of fieldwork, the survey results were analysed using Q Research Software. The analysis took the form of frequency counts for each question and cross analysis of responses to all questions by selected demographic and behavioural factors (cross tabulations). In the data analysis stage, all survey data were subjected to tests of significance for each survey question. Z-tests were applied to all frequency counts versus the average as well as between sub-groups (in the data tables, red and blue indicate a difference, higher or lower than the average with a 95% confidence level). The average calculation is based on the responses of all respondents to a question. It should be noted that where a key result differs significantly from the average (and is referred to in the report's commentary), it is not necessarily the group with the highest or lowest percentage (small cell sizes mean sometimes there is a group with a higher or lower percentage, however this does not differ significantly from the average after taking sampling error into account).

Weighting

The data have not been weighted.

Sampling error

All surveys are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options. Appendix E contains a table that details the level of sampling error associated with various cell sizes for this survey (at the 95% confidence level).

Questionnaire

A copy of the questionnaire can be found at Appendix A. While questions were presented to all respondents, responses were not mandatory.

Most questions comprised a pre-defined codeframe for respondents to select from or to indicate their agreement with a range of statements. There were three opportunities for respondents to answer in their own words (an open-ended question), two of these questions were subsequently coded into key themes for analysis, the third has been reviewed and common verbatim themes included in this report.

Comparison of 2019 and 2017 data

A number of changes were made to the questionnaire between 2017 and 2019 (including changes to the response scale such as including a 'not sure' / 'don't know' option at some measures). This report compares the 2019 and 2017 results for two measures:

- Agreement with the statement: "Overall, I have confidence and trust in the Queensland child protection system"
 - In 2017 there was a single combined code 'no opinion/don't know'
 - In 2019 there were two separate codes 'no opinion' and 'don't know'
 - In this report, respondents answering 'no opinion/don't know' in 2017 or 'no opinion' or 'don't know' in 2019 have been removed from the base to allow for comparison of survey results
- Rating of the system overall: "Over the past five years, would you say that the child protection system overall is better, worse, or has stayed the same?"
 - In 2017 there was no 'not sure' option
 - In 2019 a 'not sure' option was added to the scale
 - In this report, respondents answering 'not sure' in 2019 have been removed from the base to allow for comparison of data with the 2017 results.



Disclaimer

MCR is a member of AMSRO and abides by the AMSRS Code of Professional Behaviour. The Code of Professional Behaviour can be downloaded at www.gmsrs.com.au. Under the Code of Professional Behaviour – information about Client's businesses, their commissioned market research data and findings remain confidential to the clients unless both clients and researchers agree the details of any publications.

As is our normal practice, we emphasise that any market size estimates or marketing recommendations in this report can be influenced by a number of unforeseen events or by management decisions. Therefore no warranty can be given that the information included will be predictive of a desired outcome.

3. Findings

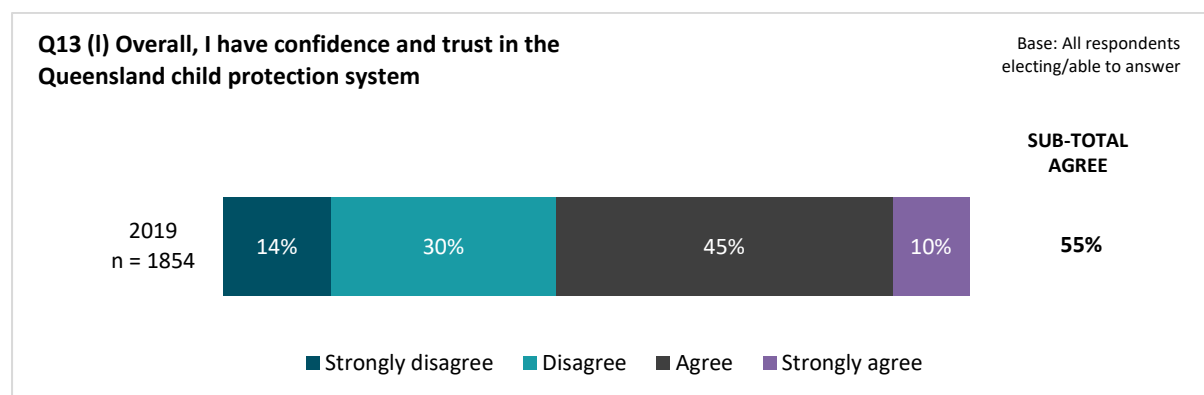
3.1 Overall confidence and trust in Queensland child protection system

Q13(I). How much do you agree or disagree with the following statements about the current child protection system in Queensland? Overall, I have confidence and trust in the Queensland child protection system.

3.1.1 2019 result

In the 2019 survey, 55% of respondents agreed (agree/strongly agree) with the statement ‘Overall, I have confidence and trust in the Queensland child protection system’ (45% agree; 10% strongly agree). A total of 45% disagreed (30% disagree; 14% strongly disagree).

Figure 3.1.1: Overall confidence and trust in the Queensland child protection system (2019)

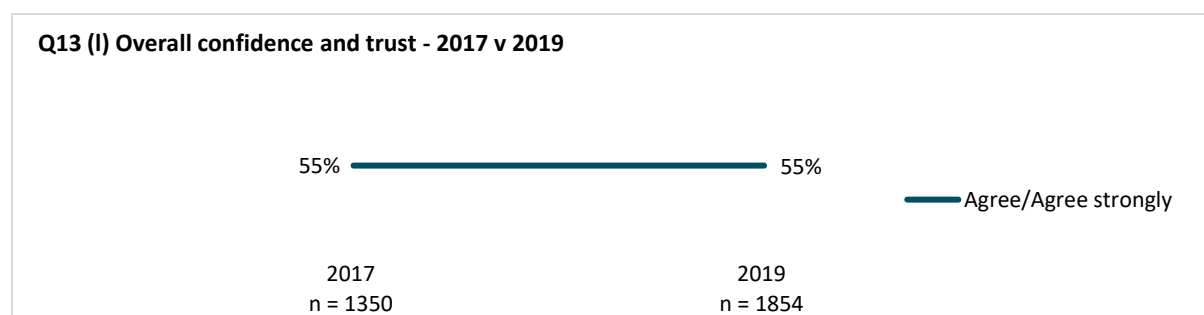


In 2019, 207 respondents answered ‘no opinion’, 435 answered ‘don’t know’ and 7 declined to answer the question. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer n=1,854).

3.1.2 Comparison to 2017 survey data

Confidence and trust in the Queensland child protection system in 2019 (55% agree/strongly agree) was consistent with that recorded in the 2017 survey (55% agree/strongly agree).

Figure 3.1.2: Overall confidence and trust in the Queensland child protection system 2017-2019 trend



Respondents who elected not to answer or were unable to provide an agreement rating were removed from the base of this question to allow for comparison between 2017 and 2019 results:

- In 2017, n=294 answered ‘no opinion/don’t know’ (no opinion and don’t know were combined as a single code in 2017), 59 declined to answer the question. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer in 2017 was n=1,350)
- In 2019, 207 respondents answered ‘no opinion’, 435 answered ‘don’t know’ and 7 declined to answer the question. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer in 2019 was n=1,854)

3.1.3 Sub-group differences (2019)

The following sub-groups were more likely than average (55%) to agree/strongly agree that overall they have confidence and trust in the Queensland child protection system (see Tables 3.1.1 and 3.1.2):

- Males (63%)
- Queenslanders aged under 40 years (18-24 year olds 76%, 25-39 year olds 66%)
- Those responsible for a child aged between 0 and 17 years (61%)
- Those who do not identify as Aboriginal and/or Torres Strait Islander (56%).

Those who had had recent contact with the child protection system as a child (26%) were more likely than average (10%) to strongly agree they have confidence and trust in the system.

Results were statistically consistent when comparing regional sub-groups.

Table 3.1.1: Overall confidence and trust in the Queensland child protection system by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status

Q13(l) Column %	Total 2019 n = 1854	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 923	Female n = 928	Neither n = 3^	18-24 n = 185	25-39 n = 657	40-59 n = 470	60+ n = 542	Yes n = 640	No n = 1210	No n = 1657	Yes n = 197
% of respondents												
Strongly disagree	14	11 ↓	18 ↑		6 ↓	10 ↓	20 ↑	18 ↑	12	16	14 ↓	20 ↑
Disagree	30	26 ↓	34 ↑	33	18 ↓	24 ↓	33	40 ↑	26 ↓	32 ↑	30	34
SUB-TOTAL DISAGREE	45	37 ↓	53 ↑	33	24 ↓	34 ↓	53 ↑	58 ↑	39 ↓	48 ↑	44 ↓	54 ↑
Agree	45	52 ↑	38 ↓	67	56 ↑	54 ↑	40 ↓	34 ↓	50 ↑	43 ↓	46 ↑	38 ↓
Strongly agree	10	11	9		21 ↑	12	7 ↓	7 ↓	12	10	11	9
SUB-TOTAL AGREE	55	63 ↑	47 ↓	67	76 ↑	66 ↑	47 ↓	42 ↓	61 ↑	52 ↓	56 ↑	46 ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing/able to answer

^ Caution small cell size

Table 3.1.2: Overall confidence and trust in the Queensland child protection system by region and experience with system

Q13(l) Column %	Total 2019 n = 1854	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 357	Central n = 224	South East n = 921	Southern n = 352	Parent n = 125	Child n = 69	Carer n = 105	System worker n = 111	Other professional n = 205	None of these n = 1471
% of respondents											
Strongly disagree	14	15	13	14	16	22	12	24	19	15	13 ↓
Disagree	30	31	26	31	31	25	22	23	26	22	31
SUB-TOTAL DISAGREE	45	46	39	44	47	46	33	47	45	37	44
Agree	45	45	49	45	44	37	41	36	37	49	46
Strongly agree	10	9	12	11	9	17	26 ↑	17	18	14	10
SUB-TOTAL AGREE	55	54	61	56	53	54	67	53	55	63	56

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing/able to answer

3.1.4 Chi-square tests (2019)

Table 3.1.3 shows that perceived system change was related to confidence in the child protection system. Respondents who thought the child protection system had become better or worse over the last five years were more likely to agree (better) or disagree (worse) that they had confidence in the child protection system, and were less likely to have no opinion than those who thought the system had stayed the same.

Table 3.1.3: Analysis of relationship between perceived change in the child protection system and confidence

Perceived change	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
Chi square (8, n = 1613) = 452.25, p < .000001, Cramer's V = 0.374					
Better count (%)	12 (3.6%)	28 (8.5%)	14 (4.3%)	204 (62.0%)	71 (21.6%)
Adjusted residual	-5.17	-6.96	-2.15	6.43	7.55
Sayed the same count (%)	61 (7.9%)	218 (28.3%)	75 (9.7%)	356 (46.2%)	60 (7.8%)
Adjusted residual	-4.80	-0.49	2.27	2.89	-1.16
Worse count (%)	161 (31.3%)	226 (44.0%)	32 (6.2%)	80 (15.6%)	15 (2.9%)
Adjusted residual	10.01	6.16	-1.06	-8.68	-4.62

To examine the extent to which knowledge of the Queensland child protection system has contributed to respondents having confidence and trust in the system, the relationship between overall confidence and trust scores and self-reported knowledge of the Queensland child protection system was analysed (see Table 3.1.4).

For ease of interpretation, system knowledge responses were grouped into two categories: low or no knowledge (those who reported 'I don't know anything about it' and 'I only know a little about it', n=1200) and some or a lot of a knowledge (those who responded 'I know some details about it' and 'I know a lot about it', n=860).

Respondents with more knowledge of the child protection system were more likely to express strong opinions (strongly agree or strongly disagree) about their confidence and trust in the child protection system. Those with low or no knowledge of the child protection system were more likely to have no opinion.

Table 3.1.4: Analysis of relationship between knowledge of the Queensland child protection system and confidence

Knowledge of child protection system	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
Chi square (4, n = 2060) = 46.11, p < .000001, Cramer's V = 0.150					
Low or no knowledge count (%)	132 (11.0%)	320 (26.7%)	159 (13.3%)	496 (41.3%)	93 (7.8%)
Adjusted residual	-1.93	-0.31	3.50	0.43	-1.73
Some or a lot of knowledge count (%)	136 (15.8%)	239 (27.8%)	48 (5.6%)	339 (39.4%)	98 (11.4%)
Adjusted residual	2.28	0.37	-4.13	-0.51	2.05

3.2 Perceptions of the Queensland child protection system

Q13. How much do you agree or disagree with the following statements about the current child protection system in Queensland?

3.2.1 2019 result

Highest agreement in 2019 was found for the following statements about the child protection system:

- Children are only removed from their families when it is unsafe for them to remain at home (60% strongly agree/agree)
- Parents are able to make a complaint about a child protection decision (58%)
- Family and friends are able to make a complaint about a child protection decision (56%)
- Decisions are made in the best interests of the child (52%).

Less than one half of respondents agreed with the remaining statements:

- Government monitors and reviews child protection decisions (45% strongly agree/agree)
- The child protection system listens to the views and wishes of children when making decisions (40%)
- Government provides information on the performance of its child protection services (39%)
- Children are able to make a complaint about a child protection decision (39%)
- Services and support is provided for families who need it (39%)
- Services and support are provided early for families who need it (39%)
- The child protection system provides children with a high quality of care (38%)
- I have confidence in the way reports of child abuse or neglect are managed by the child protection system (35%).

More frequent responses of 'don't know' were found for the following statements:

- Children are able to make a complaint about a child protection decision (41%)
- Government provides information on the performance of its child protection services (33%)
- The child protection system listens to the views and wishes of children when making decisions (31%)
- Family and friends are able to make a complaint about a child protection decision (31%).

The reader is referred to Figure 3.2.1 on the following page.

Figure 3.2.1: Agreement with perception statements (2019)



Respondents who declined to answer the question have been removed from the base when reporting results. The base is therefore different for each of the above statements. The smallest base was n=2,495 (when 8 respondents declined to answer) in regards to the statement 'Government monitors and reviews child protection decisions'. The reader is referred to Table 3.2.1 for a description of the base for each statement.

3.2.2 Sub-group differences (2019)

On almost all factors, males were more likely than females to express agreement with statements about the child protection system.

Agreement, across a range of factors, was highest among younger Queenslanders (18-24 years, 25-39 years) and lowest among Queenslanders aged 40 years or older, particularly those aged 60 years or older.

Those who had had recent contact with the system were more likely than average to agree with statements about in the child protection system in regards to:

- How reports of child abuse or neglect are managed (parent 46%, child 58%, carer 49%, system worker 45%, 'other' professional 48% - versus average 35%)
- Services and support being provided for families who need it (parent 56%, child 65%, carer 54%, 'other' professional 54% - versus average 39%)
- Children only being removed from their families when it is unsafe for them to remain at home (70% 'other' professional - versus 60% average)
- The child protection system listening to the views and wishes of children when making decisions (parent 52%, child 64%, carer 54%, system worker 51%, 'other' professional 54% - versus average 40%)
- Parents being able to make a complaint about a child protection decision (parent 70%, system worker 73%, 'other' professional 74% - versus average 58%)
- Children being able to make a complaint about a child protection decision (parent 57%, child 62%, carer 54%, system worker 54%, 'other' professional 54% - versus average 39%)
- Family and friends being able to make a complaint about a child protection decision (carer 72%, system worker 67%, 'other' professional 67% - versus average 56%)
- The government monitoring and reviewing child protection decisions (child 59%, 'other' professional 55% - versus average 45%)
- The child protection system providing children with a high quality of care (child 58%, system worker 48%, 'other' professional 47% - versus average 38%).

Queenslanders who identify as Aboriginal and/or Torres Strait Islander or those who were not responsible for the care of a child were generally more likely than average to be unable to rate their agreement with the statements.

Views of Queenslanders did not differ significantly by region.

Readers should refer to Tables 3.2.1 and 3.2.2 on the following pages.

Table 3.2.1: Agreement with perception statements by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status

Q13 Column %	Total 2019	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
% of respondents												
I have confidence in the way reports of child abuse or neglect are managed by the child protection system												
	Total 2019 n = 2500	Male n = 1248	Female n = 1249	Neither n = 3^	18-24 n = 251	25-39 n = 874	40-59 n = 626	60+ n = 749	Yes n = 803	No n = 1692	No n = 2267	Yes n = 233
Strongly disagree	11	8 ↓	14 ↑		4 ↓	8 ↓	15 ↑	13	11	11	10 ↓	18 ↑
Disagree	26	23 ↓	30 ↑		18 ↓	21 ↓	28	35 ↑	25	27	26	30
SUB-TOTAL DISAGREE	37	31 ↓	43 ↑		22 ↓	29 ↓	42 ↑	48 ↑	35	38	36 ↓	48 ↑
Agree	27	31 ↑	24 ↓	67	37 ↑	34 ↑	23 ↓	20 ↓	31 ↑	26 ↓	28	26
Strongly agree	7	8	6		13 ↑	9	6	5 ↓	9	7	7	10
SUB-TOTAL AGREE	35	39 ↑	30 ↓	67	50 ↑	43 ↑	29 ↓	25 ↓	40 ↑	32 ↓	35	36
No opinion	8	8	7	33	10	8	7	8	7	8	8	6
Don't know	20	21	19		18	20	21	19	18	21	21 ↑	10 ↓
Services and support are provided early for families who need it												
	Total 2019 n = 2498	Male n = 1248	Female n = 1247	Neither n = 3^	18-24 n = 251	25-39 n = 874	40-59 n = 625	60+ n = 748	Yes n = 803	No n = 1690	No n = 2265	Yes n = 233
Strongly disagree	7	6 ↓	9 ↑		2 ↓	7	8	8	7	7	7 ↓	13 ↑
Disagree	21	17 ↓	25 ↑		14 ↓	16 ↓	23	28 ↑	19	22	21	26
SUB-TOTAL DISAGREE	29	23 ↓	34 ↑		16 ↓	24 ↓	31	36 ↑	26	29	27 ↓	39 ↑
Agree	30	33 ↑	27 ↓	33	39 ↑	35 ↑	27	24 ↓	34 ↑	28 ↓	30	31
Strongly agree	9	11 ↑	7 ↓		17 ↑	10	9	6 ↓	12 ↑	8 ↓	9	9
SUB-TOTAL AGREE	39	44 ↑	34 ↓	33	55 ↑	45 ↑	36	30 ↓	46 ↑	36 ↓	39	41
No opinion	5	5	5		6	5	4	4	3 ↓	6 ↑	5	3
Don't know	27	28	27	67	22	26	28	29	24 ↓	29 ↑	29 ↑	17 ↓
Children are only removed from their families when it is unsafe for them to remain at home												
	Total 2019 n = 2499	Male n = 1249	Female n = 1247	Neither n = 3^	18-24 n = 251	25-39 n = 874	40-59 n = 625	60+ n = 749	Yes n = 803	No n = 1691	No n = 2266	Yes n = 233
Strongly disagree	5	4	6		4	5	5	4	5	4	4 ↓	9 ↑
Disagree	13	11 ↓	16 ↑		9	11	14	16 ↑	13	13	12 ↓	21 ↑
SUB-TOTAL DISAGREE	18	15 ↓	21 ↑		14	16	20	21	19	18	17 ↓	30 ↑
Agree	42	43	41	67	41	44	41	41	44	41	42	42
Strongly agree	18	19	17	33	25 ↑	19	18	14 ↓	19	17	18	19
SUB-TOTAL AGREE	60	61	58	100	65	63	59	55 ↓	64 ↑	58 ↓	60	61
No opinion	4	4	3		5	4	3	4	2 ↓	4 ↑	4	2
Don't know	18	20	17		16	18	18	20	15 ↓	20 ↑	20 ↑	6 ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

Table 3.2.1: Agreement with perception statements by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status (continued)

Q13 Column %	Total 2019	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
% of respondents												
The child protection system makes decisions that are in the best interests of the child												
	Total 2019 n = 2498	Male n = 1249	Female n = 1246	Neither n = 3^	18-24 n = 250	25-39 n = 874	40-59 n = 626	60+ n = 748	Yes n = 802	No n = 1691	No n = 2265	Yes n = 233
Strongly disagree	5	5	6		4	5	8 ↑	4	5	5	5 ↓	11 ↑
Disagree	17	15 ↓	20 ↑		14	13 ↓	19	22 ↑	16	18	17 ↓	24 ↑
SUB-TOTAL DISAGREE	23	19 ↓	26 ↑		17	18 ↓	27 ↑	27 ↑	22	23	22 ↓	35 ↑
Agree	40	42 ↑	37 ↓	67	40	42	39	37	41	39	40	38
Strongly agree	12	13	11		19 ↑	14 ↑	9	9 ↓	15 ↑	11 ↓	12	12
SUB-TOTAL AGREE	52	55 ↑	48 ↓	67	58	57 ↑	48	46 ↓	56 ↑	49 ↓	52	50
No opinion	6	6	6		7	6	5	6	6	6	6	5
Don't know	19	19	20	33	17	19	20	21	17 ↓	21 ↑	20 ↑	10 ↓
The child protection system listens to the views and wishes of children when making child safety decisions												
	Total 2019 n = 2497	Male n = 1247	Female n = 1247	Neither n = 3^	18-24 n = 251	25-39 n = 871	40-59 n = 625	60+ n = 750	Yes n = 801	No n = 1691	No n = 2264	Yes n = 233
Strongly disagree	6	5	7		6	6	7	5	6	6	5 ↓	11 ↑
Disagree	18	16	19		15	14 ↓	20	21 ↑	17	18	17	23
SUB-TOTAL DISAGREE	23	20 ↓	26 ↑		21	19 ↓	26	26	23	23	22 ↓	34 ↑
Agree	32	35 ↑	29 ↓	67	31	37 ↑	29	29	34	31	31	36
Strongly agree	8	9	7		14 ↑	9	8	5 ↓	10	7	8	10
SUB-TOTAL AGREE	40	44 ↑	36 ↓	67	45	45 ↑	36	35 ↓	44 ↑	38 ↓	39	46
No opinion	5	6	5		7	5	5	6	4	6	6	3
Don't know	31	30	33	33	27	30	33	33	29	33	33 ↑	17 ↓
Parents are able to make a complaint about a child protection decision												
	Total 2019 n = 2498	Male n = 1249	Female n = 1246	Neither n = 3^	18-24 n = 251	25-39 n = 872	40-59 n = 626	60+ n = 749	Yes n = 802	No n = 1691	No n = 2265	Yes n = 233
Strongly disagree	2	2	2		2	3	2	1	2	2	2 ↓	5 ↑
Disagree	6	5	7		8	6	5	7	7	6	6	10
SUB-TOTAL DISAGREE	8	7	9		10	8	7	8	9	8	8 ↓	15 ↑
Agree	46	47	44	67	45	46	46	45	47	45	45 ↓	56 ↑
Strongly agree	12	13	11		16	12	13	10	13	11	12	12
SUB-TOTAL AGREE	58	60	55 ↓	67	61	58	59	55	60	56	57 ↓	68 ↑
No opinion	5	5	4		7	6	4	3 ↓	5	5	5	4
Don't know	29	27	31	33	22 ↓	27	29	34 ↑	26 ↓	31 ↑	31 ↑	13 ↓

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

Table 3.2.1: Agreement with perception statements by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status (continued)

Q13 Column %	Total 2019	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
% of respondents												
Children are able to make a complaint about a child protection decision												
	Total 2019 n = 2498	Male n = 1249	Female n = 1246	Neither n = 3^	18-24 n = 251	25-39 n = 874	40-59 n = 625	60+ n = 748	Yes n = 801	No n = 1692	No n = 2265	Yes n = 233
Strongly disagree	4	3	4		4	5	4	2	4	3	3	6
Disagree	12	11	13		11	11	12	13	13	11	11	17
SUB-TOTAL DISAGREE	15	14	17		15	15	15	15	17	14	14 ↓	23 ↑
Agree	30	32 ↑	27 ↓	67	32	32	28	27	32	28	29	36
Strongly agree	10	10	10		20 ↑	10	8	8	10	9	10	12
SUB-TOTAL AGREE	39	42 ↑	36 ↓	67	52 ↑	42	36	34 ↓	43	38	38	47
No opinion	5	5	5		5	5	4	5	4	5	5	5
Don't know	41	40	42	33	28 ↓	38	44	46 ↑	36 ↓	43 ↑	42 ↑	24 ↓
Family and friends are able to make a complaint about a child protection decision												
	Total 2019 n = 2500	Male n = 1249	Female n = 1248	Neither n = 3^	18-24 n = 251	25-39 n = 874	40-59 n = 625	60+ n = 750	Yes n = 803	No n = 1692	No n = 2267	Yes n = 233
Strongly disagree	2	2	2		2	3	3	1	2	2	2	4
Disagree	7	6	8		7	7	8	6	8	6	6 ↓	12 ↑
SUB-TOTAL DISAGREE	9	7 ↓	11 ↑		9	9	11	7	10	8	8 ↓	16 ↑
Agree	42	43	40	67	42	44	39	42	44	41	41 ↓	52 ↑
Strongly agree	14	15	14		20	14	13	15	15	14	15	13
SUB-TOTAL AGREE	56	58	54	67	61	58	51 ↓	57	59	55	55 ↓	65 ↑
No opinion	4	4	4	33	7	4	4	4	3	4	4	4
Don't know	31	31	31		23 ↓	29	34	33	28	32	33 ↑	15 ↓
Government monitors and reviews child protection decisions												
	Total 2019 n = 2495	Male n = 1246	Female n = 1246	Neither n = 3^	18-24 n = 250	25-39 n = 872	40-59 n = 625	60+ n = 748	Yes n = 801	No n = 1689	No n = 2262	Yes n = 233
Strongly disagree	5	4	6		4	5	6	5	5	5	5 ↓	11 ↑
Disagree	15	13 ↓	17 ↑		9 ↓	12 ↓	17	19 ↑	16	15	14 ↓	24 ↑
SUB-TOTAL DISAGREE	20	17 ↓	23 ↑		13 ↓	17 ↓	23	24 ↑	21	20	19 ↓	35 ↑
Agree	36	39 ↑	33 ↓	67	42	41 ↑	31 ↓	32 ↓	37	36	36	36
Strongly agree	9	10	8		16 ↑	9	9	8	12 ↑	8 ↓	9	8
SUB-TOTAL AGREE	45	50 ↑	41 ↓	67	58 ↑	50 ↑	40 ↓	40 ↓	49 ↑	44 ↓	45	44
No opinion	5	5	5		6	5	6	5	4	6	5	5
Don't know	29	28	30	33	24	28	32	31	26 ↓	31 ↑	31 ↑	16 ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

Table 3.2.1: Agreement with perception statements by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status (continued)

Q13 Column %	Total 2019	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
% of respondents												
Government provides information on the performance of its child protection services												
	Total 2019 n = 2498	Male n = 1248	Female n = 1247	Neither n = 3^	18-24 n = 251	25-39 n = 874	40-59 n = 625	60+ n = 748	Yes n = 803	No n = 1690	No n = 2265	Yes n = 233
Strongly disagree	6	5	8		5	7	7	6	7	6	6	9
Disagree	17	15 ↓	19 ↑		13	15	17	21 ↑	18	16	16 ↓	26 ↑
SUB-TOTAL DISAGREE	23	20 ↓	26 ↑		18	21	24	27 ↑	25	23	22 ↓	35 ↑
Agree	31	34 ↑	28 ↓	33	37	34	30	26 ↓	33	30	31	34
Strongly agree	8	9 ↑	6 ↓		14 ↑	8	7	5 ↓	9	7	8	9
SUB-TOTAL AGREE	39	43 ↑	34 ↓	33	51 ↑	42 ↑	38	32 ↓	42	37	38	43
No opinion	5	6	5	67	8	6	4	5	5	5	5	7
Don't know	33	31	34		24 ↓	30	34	36 ↑	28 ↓	35 ↑	34 ↑	15 ↓
The child protection system provides children with a high quality of care												
	Total 2019 n = 2498	Male n = 1246	Female n = 1249	Neither n = 3^	18-24 n = 251	25-39 n = 873	40-59 n = 625	60+ n = 749	Yes n = 802	No n = 1691	No n = 2265	Yes n = 233
Strongly disagree	7	5 ↓	9 ↑		4	8	8	6	8	6	6 ↓	13 ↑
Disagree	22	19 ↓	26 ↑		18	18 ↓	23	28 ↑	21	23	21 ↓	32 ↑
SUB-TOTAL DISAGREE	29	24 ↓	35 ↑		22 ↓	25 ↓	31	34 ↑	29	29	27 ↓	45 ↑
Agree	30	34 ↑	25 ↓	33	33	34 ↑	28	24 ↓	35 ↑	27 ↓	30	28
Strongly agree	9	9	8		16 ↑	9	8	6 ↓	10	8	9	8
SUB-TOTAL AGREE	38	43 ↑	33 ↓	33	49 ↑	44 ↑	35	30 ↓	44 ↑	35 ↓	38	36
No opinion	7	6	7	67	8	6	6	7	4 ↓	8 ↑	7	6
Don't know	26	27	26		21	25	27	28	22 ↓	28 ↑	28 ↑	12 ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

Table 3.2.2: Agreement with perception statements by region and experience with system

Q13 Column %	Total 2019	REGION				EXPERIENCE WITH SYSTEM					
% of respondents											
I have confidence in the way reports of child abuse or neglect are managed by the child protection system											
	Total 2019 n = 2500	Northern n = 474	Central n = 300	South East n = 1252	Southern n = 474	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2061
Strongly disagree	11	12	11	10	12	24 ↑	14	16	16	13	9 ↓
Disagree	26	24	23	29 ↑	26	20	14 ↓	23	24	25	27
SUB-TOTAL DISAGREE	37	36	34	39	37	44	28	39	40	38	36 ↓
Agree	27	28	27	28	27	27	32	30	27	37 ↑	27
Strongly agree	7	7	10	7	6	19 ↑	26 ↑	19 ↑	18 ↑	12 ↑	6 ↓
SUB-TOTAL AGREE	35	35	37	35	32	46 ↑	58 ↑	49 ↑	45 ↑	48 ↑	33 ↓
No opinion	8	8	7	8	9	2 ↓	4	2	5	4	9 ↑
Don't know	20	21	23	19	21	7 ↓	11	10 ↓	10 ↓	10 ↓	22 ↑
Services and support are provided early for families who need it											
	Total 2019 n = 2498	Northern n = 474	Central n = 299	South East n = 1252	Southern n = 473	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2059
Strongly disagree	7	7	9	7	8	14 ↑	6	14 ↑	14 ↑	12 ↑	6 ↓
Disagree	21	21	22	21	23	15	15	16	21	19	22
SUB-TOTAL DISAGREE	29	28	31	27	30	29	21	30	35	31	27 ↓
Agree	30	32	30	30	29	35	41	35	31	38 ↑	29
Strongly agree	9	8	8	10	8	21 ↑	24 ↑	19 ↑	17 ↑	16 ↑	8 ↓
SUB-TOTAL AGREE	39	40	38	40	36	56 ↑	65 ↑	54 ↑	48	54 ↑	37 ↓
No opinion	5	5	4	5	6	4	4	3	6	3	5
Don't know	27	27	27	28	28	12 ↓	11 ↓	13 ↓	11 ↓	13 ↓	31 ↑
Children are only removed from their families when it is unsafe for them to remain at home											
	Total 2019 n = 2499	Northern n = 475	Central n = 300	South East n = 1251	Southern n = 473	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2060
Strongly disagree	5	4	5	4	5	15 ↑	11 ↑	10 ↑	13 ↑	7	4 ↓
Disagree	13	16	13	12	13	16	12	19	19	14	12 ↓
SUB-TOTAL DISAGREE	18	20	18	17	19	32 ↑	22	29 ↑	32 ↑	21	16 ↓
Agree	42	41	40	43	41	38	31	36	31 ↓	47	43
Strongly agree	18	17	16	18	19	22	32 ↑	24	25	23	17
SUB-TOTAL AGREE	60	58	56	61	60	60	62	60	56	70 ↑	60
No opinion	4	3	4	4	4	1	1	1	5	1	4
Don't know	18	19	22	18	17	7 ↓	14	10 ↓	8 ↓	7 ↓	21 ↑

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing/able to answer

Table 3.2.2: Agreement with perception statements by region and experience with system (continued)

Q13 Column %	Total 2019	REGION				EXPERIENCE WITH SYSTEM					
% of respondents											
The child protection system makes decisions that are in the best interests of the child											
	Total 2019 n = 2498	Northern n = 475	Central n = 300	South East n = 1250	Southern n = 473	Parent n = 142	Child n = 84	Carer n = 123	System worker n = 131	Other professional n = 231	None of these n = 2060
Strongly disagree	5	5	6	5	6	16 ↑	8	12 ↑	11 ↑	9	4 ↓
Disagree	17	20	15	16	19	20	19	22	24	19	16 ↓
SUB-TOTAL DISAGREE	23	25	21	22	25	36 ↑	27	34 ↑	35 ↑	28	20 ↓
Agree	40	40	34	41	38	32	35	33	30	42	40
Strongly agree	12	12	13	12	12	18	20	16	20 ↑	17	12
SUB-TOTAL AGREE	52	52	48	53	50	49	55	50	50	59	52
No opinion	6	5	8	6	7	6	5	4	7	6	6
Don't know	19	19	23	19	18	9 ↓	13	12	8 ↓	7 ↓	22 ↑
The child protection system listens to the views and wishes of children when making child safety decisions											
	Total 2019 n = 2497	Northern n = 475	Central n = 300	South East n = 1250	Southern n = 472	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2058
Strongly disagree	6	7	5	5	6	15 ↑	9	13 ↑	13 ↑	9	5 ↓
Disagree	18	18	18	17	18	18	11	15	18	19	17
SUB-TOTAL DISAGREE	23	25	23	22	25	32 ↑	20	28	31	27	22 ↓
Agree	32	31	29	32	34	34	38	34	29	40 ↑	31
Strongly agree	8	8	7	9	6	18 ↑	26 ↑	20 ↑	22 ↑	14 ↑	7 ↓
SUB-TOTAL AGREE	40	39	36	41	39	52 ↑	64 ↑	54 ↑	51 ↑	54 ↑	38 ↓
No opinion	5	5	5	6	6	4	4	2	8	3	6
Don't know	31	31	36	31	30	11 ↓	13 ↓	15 ↓	11 ↓	16 ↓	35 ↑
Parents are able to make a complaint about a child protection decision											
	Total 2019 n = 2498	Northern n = 475	Central n = 298	South East n = 1251	Southern n = 474	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2059
Strongly disagree	2	2	2	2	2	7 ↑	5	5	7 ↑	1	2 ↓
Disagree	6	5	8	6	6	4	8	8	5	7	6
SUB-TOTAL DISAGREE	8	8	10	8	8	11	13	13	12	9	8
Agree	46	48	45	45	44	51	40	46	51	57 ↑	44 ↓
Strongly agree	12	11	12	12	13	19 ↑	29 ↑	21 ↑	22 ↑	16	11 ↓
SUB-TOTAL AGREE	58	59	57	57	57	70 ↑	69	67	73 ↑	74 ↑	55 ↓
No opinion	5	4	4	6	4	8	5	10 ↑	5	5	4
Don't know	29	29	29	29	31	11 ↓	13 ↓	10 ↓	10 ↓	13 ↓	32 ↑

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing/able to answer

Table 3.2.2: Agreement with perception statements by region and experience with system (continued)

Q13 Column %	Total 2019	REGION				EXPERIENCE WITH SYSTEM					
% of respondents											
Children are able to make a complaint about a child protection decision											
	Total 2019 n = 2498	Northern n = 474	Central n = 300	South East n = 1250	Southern n = 474	Parent n = 141	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 230	None of these n = 2061
Strongly disagree	4	3	3	4	3	7	7	6	8 ↑	4	3 ↓
Disagree	12	11	12	11	13	13	11	16	18	15	11
SUB-TOTAL DISAGREE	15	15	15	15	16	20	18	23	27 ↑	19	14 ↓
Agree	30	30	27	30	29	40 ↑	39	35	34	41 ↑	28 ↓
Strongly agree	10	9	9	11	9	18 ↑	24 ↑	19 ↑	20 ↑	13	9 ↓
SUB-TOTAL AGREE	39	39	36	41	38	57 ↑	62 ↑	54 ↑	54 ↑	54 ↑	37 ↓
No opinion	5	5	5	4	4	4	4	4	5	2	5
Don't know	41	41	43	40	42	18 ↓	16 ↓	19 ↓	14 ↓	25 ↓	44 ↑
Family and friends are able to make a complaint about a child protection decision											
	Total 2019 n = 2500	Northern n = 475	Central n = 300	South East n = 1252	Southern n = 473	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2061
Strongly disagree	2	2	2	2	2	7 ↑	6 ↑	6 ↑	8 ↑	1	2 ↓
Disagree	7	7	7	7	7	13 ↑	8	6	12 ↑	12 ↑	6 ↓
SUB-TOTAL DISAGREE	9	9	9	9	9	20 ↑	14	12	20 ↑	13	8 ↓
Agree	42	40	43	41	44	40	36	48	44	45	41
Strongly agree	14	17	11	15	13	24 ↑	31 ↑	24 ↑	23 ↑	22 ↑	13 ↓
SUB-TOTAL AGREE	56	57	54	56	56	64	67	72 ↑	67 ↑	67 ↑	54 ↓
No opinion	4	4	4	4	4	4	2	2	5	3	4
Don't know	31	30	34	31	30	13 ↓	16 ↓	14 ↓	9 ↓	17 ↓	34 ↑
Government monitors and reviews child protection decisions											
	Total 2019 n = 2495	Northern n = 474	Central n = 299	South East n = 1249	Southern n = 473	Parent n = 141	Child n = 85	Carer n = 123	System worker n = 132	Other professional n = 230	None of these n = 2057
Strongly disagree	5	6	6	5	6	15 ↑	6	11 ↑	12 ↑	7	4 ↓
Disagree	15	14	14	16	15	22	15	20	14	15	14
SUB-TOTAL DISAGREE	20	20	20	20	21	37 ↑	21	31 ↑	27	22	19 ↓
Agree	36	36	35	36	35	28	34	34	30	38	36
Strongly agree	9	10	7	10	8	17 ↑	25 ↑	16 ↑	20 ↑	17 ↑	8 ↓
SUB-TOTAL AGREE	45	46	42	46	43	45	59 ↑	50	51	55 ↑	44
No opinion	5	5	6	5	5	5	5	4	8	5	5
Don't know	29	29	32	28	30	13 ↓	15 ↓	15 ↓	15 ↓	18 ↓	32 ↑

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing/able to answer

Table 3.2.2: Agreement with perception statements by region and experience with system (continued)

Q13 Column %	Total 2019	REGION				EXPERIENCE WITH SYSTEM					
% of respondents											
Government provides information on the performance of its child protection services											
	Total 2019 n = 2498	Northern n = 475	Central n = 300	South East n = 1249	Southern n = 474	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2059
Strongly disagree	6	8	6	6	7	17 ↑	9	12 ↑	15 ↑	10	5 ↓
Disagree	17	16	17	17	17	17	19	19	18	19	16 ↓
SUB-TOTAL DISAGREE	23	24	22	23	24	34 ↑	28	31	33 ↑	29	21 ↓
Agree	31	31	30	32	30	35	34	30	31	37	30
Strongly agree	8	6	6	9 ↑	6	11	18 ↑	15 ↑	14 ↑	12	7
SUB-TOTAL AGREE	39	37	36	41	36	46	52	44	45	49 ↑	38
No opinion	5	6	5	5	6	6	5	6	7	6	5
Don't know	33	32	36	31	35	15 ↓	15 ↓	19 ↓	15 ↓	17 ↓	36 ↑
The child protection system provides children with a high quality of care											
	Total 2019 n = 2498	Northern n = 475	Central n = 300	South East n = 1250	Southern n = 473	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2060
Strongly disagree	7	8	7	6	7	15 ↑	8	14 ↑	14 ↑	10	5 ↓
Disagree	22	22	21	22	23	24	18	22	21	27	22
SUB-TOTAL DISAGREE	29	31	28	28	30	39 ↑	26	35	35	37 ↑	27 ↓
Agree	30	30	29	29	30	35	36	31	35	37 ↑	29
Strongly agree	9	8	9	9	7	13	21 ↑	17 ↑	14	10	8
SUB-TOTAL AGREE	38	38	38	38	37	48	58 ↑	48	48 ↑	47 ↑	37 ↓
No opinion	7	5	5	8	7	5	5	5	5	5	7
Don't know	26	27	29	26	26	8 ↓	12 ↓	11 ↓	12 ↓	11 ↓	29 ↑

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing/able to answer

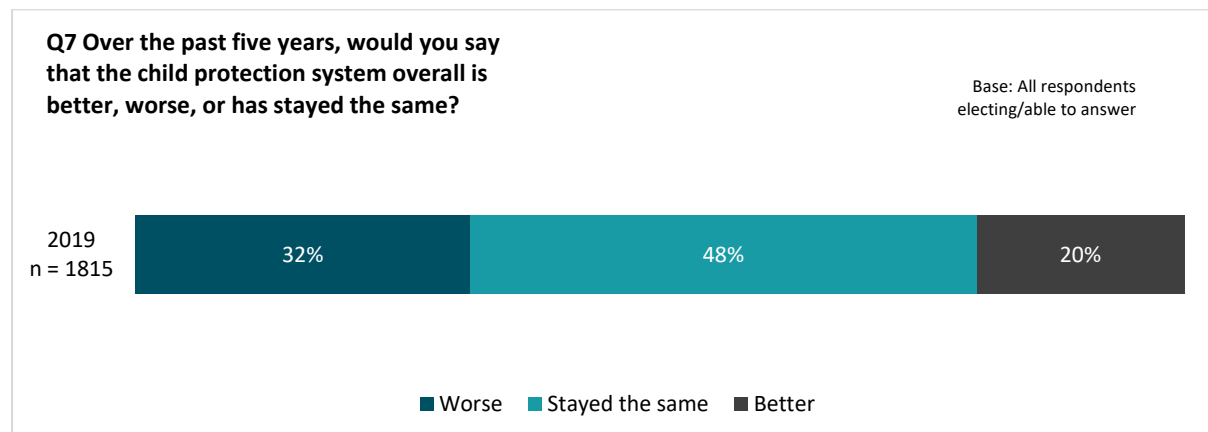
3.3 Perceived performance of child protection system in past five years

Q7. Over the past five years, would you say that the child protection system overall is better, worse, or has stayed the same?

3.3.1 2019 result

48% of respondents in the 2019 survey felt that over the past five years, the Queensland child protection system overall had stayed the same. 32% believed that the system had gotten worse, while 20% perceived that over the past five years, the system had gotten better.

Figure 3.3.1: Perceptions of system performance (2019)

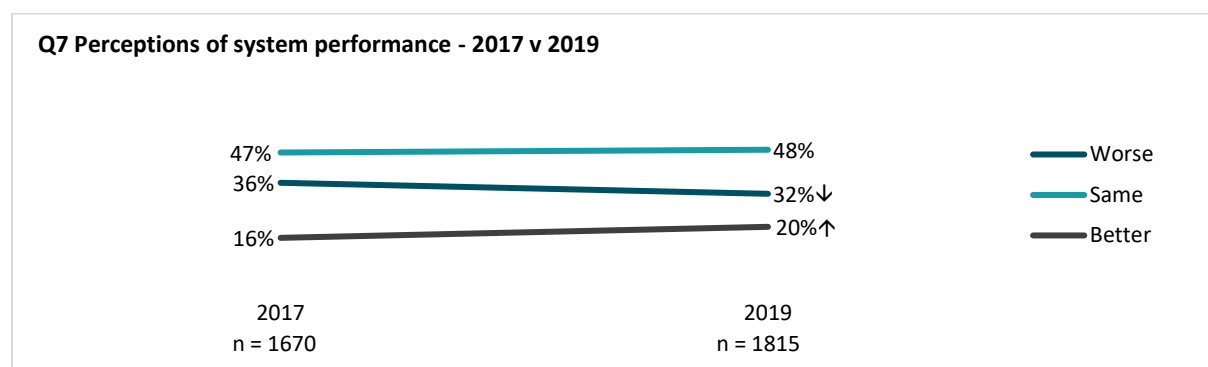


In 2019, 681 respondents answered 'not sure' (this option was not available in the 2017 survey) and 7 declined to answer the question. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer n=1,815).

3.3.2 Comparison to 2017 survey data

The proportion of respondents who felt that the Queensland child protection system had gotten better over the past five years increased from 16% in 2017 to 20% in 2019. As a corollary, the proportion in the 2019 survey who considered the system had worsened over the past five years (32%) was lower than that reported in 2017 (36%).

Figure 3.3.2: Perceptions of system performance 2017-2019 trend



Respondents who elected not to answer or were unable to provide an agreement rating were removed from the base of this question to allow for comparison between 2017 and 2019 result:

- In 2017, 33 declined to answer the question. The base for reporting 2017 results is therefore 1,670
- In 2019, 681 respondents answered 'not sure' (this option was not available in the 2017 survey) and 7 declined to answer the question. The base for reporting results in 2019 is therefore 1,815

↑ ↓ indicates the 2019 result is a significant increase or decrease from the 2017 result

3.3.3 Sub-group differences (2019)

Tables 3.3.1, 3.3.2 and 3.3.3 show that the population sub-groups more likely than average (20%) to feel that the child protection system overall had improved over the past five years were as follows:

- Those aged between 18 and 24 years (30%)
- Those responsible for a child aged 0-17 years (24%)
- Those living in the South East region (22%)
- Those who had had recent contact with the system as a child (33%)
- 'Other' professionals who had had recent contact with the system (e.g. teachers, nurses, doctors) (29%)
- Those who considered they have some or a lot of knowledge about the child protection system (25%).

Females (37%), those aged 40 years or older (40-59 years 38%, 60+ years 41%) and those not responsible for the care of a child (35%) were more likely than average (32%) to consider that system performance had worsened over the past five years.

Table 3.3.1: Perceptions of system performance by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status

Q7 Column %	Total 2019 n = 1815	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 909	Female n = 905	Neither n = 1^	18-24 n = 159	25-39 n = 614	40-59 n = 472	60+ n = 570	Yes n = 603	No n = 1209	No n = 1632	Yes n = 183
% of respondents												
Worse	32	27 ↓	37 ↑		18 ↓	23 ↓	38 ↑	41 ↑	26 ↓	35 ↑	32	31
Stayed the same	48	52 ↑	45 ↓		52	56 ↑	44	43 ↓	51	47	48	49
Better	20	22	18	100	30 ↑	22	18	16 ↓	24 ↑	18 ↓	20	20

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level.

Base: All respondents electing/able to answer

^ Caution small cell size

Table 3.3.2: Perceptions of system performance by region and experience with system

Q7 Column %	Total 2019 n = 1815	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 331	Central n = 197	South East n = 933	Southern n = 354	Parent n = 126	Child n = 76	Carer n = 109	System worker n = 120	Other professional n = 210	None of these n = 1429
% of respondents											
Worse	32	33	28	31	35	37	24	37	33	23 ↓	32
Stayed the same	48	50	53	47	49	37 ↓	43	37 ↓	43	48	50 ↑
Better	20	18	19	22 ↑	16	26	33 ↑	27	25	29 ↑	18 ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level.

Base: All respondents electing/able to answer

Table 3.3.3: Perceptions of system performance by level of knowledge about child protection system

Q7 Column %	Total 2019 n = 1815	Q6 Level of knowledge about child protection system	
		SUB-TOTAL LOW OR NO KNOWLEDGE n = 998	SUB-TOTAL SOME OR A LOT OF KNOWLEDGE n = 816
% of respondents			
Worse	32	32	32
Stayed the same	48	52 ↑	44 ↓
Better	20	16 ↓	25 ↑

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: All respondents electing/able to answer

3.3.4 Correlation analysis (2019)

An investigation was conducted to assess the relationships between scores on items measuring perceptions of factors the Queensland Child Protection Commission of Inquiry report argued were related to confidence and the overall confidence in the child protection system item. Relationships were measured by calculating Pearson's r correlation coefficients.

Pearson's r values range between -1 and 1, with values close to -1 and 1 indicating strong negative (-1) or positive (1) relationships respectively, and coefficients close to zero indicating weak relationships.

Table 3.3.4 shows that all of the correlation coefficients were positive, indicating agreement with items was associated with agreement that the respondent had overall confidence in the child protection system. All relationships were statistically significant at $p < .000001$.

From the correlation analysis, perceptions with the strongest relationships with overall confidence in the child protection system in 2019 were:

- Having confidence in the way reports of child abuse or neglect are managed
- Agreeing the system provides children with a high quality of care
- Agreeing the system makes decisions that are in the best interests of the child
- Agreeing the system listens to the views and wishes of children when making decision
- Agreeing that services and support are provided for those who need it.

Table 3.3.4: Correlations between perceptions of items and overall confidence in the child protection system

Correlation	n	Pearson's r
I have confidence in the way reports of child abuse or neglect are managed by the child protection system	1,871	0.78
The child protection system provides children with a high quality of care	1,753	0.74
The child protection system makes decisions that are in the best interests of the child	1,874	0.68
The child protection system listens to the views and wishes of children when making child safety decisions	1,615	0.64
Services and support are provided early for families who need it	1,699	0.64
Government monitors and reviews child protection decisions	1,654	0.63
Government provides information on the performance of its child protection services	1,583	0.62
Children are only removed from their families when it is unsafe for them to remain at home	1,870	0.51
Children are able to make a complaint about a child protection decision	1,390	0.42
Parents are able to make a complaint about a child protection decision	1,636	0.34
Family and friends are able to make a complaint about a child protection decision	1,603	0.30

3.3.5 Predicting confidence in the child protection system (2019)

Once it was understood which factors were related to confidence in the child protection system, a logistic regression analysis was conducted. Regression uses the relationships between variables to predict scores on your variable of interest (in this case, overall confidence).

The analysis was designed to assess how well the 11 perceptions items (see Table 3.3.4) as a group predicted overall confidence scores, which were grouped into 'confident' (agree and strongly agree, n =462) and 'not confident' (disagree and strongly disagree, n=320). No opinion/don't know responses were not included in the analysis.

Table 3.3.5 shows that the logistic regression model has an adjusted R-square of 0.598, with a model p value of $p < 0.00001$ indicating the model was statistically significant. This indicates that scores on this group of variables distinguish between respondents who were confident in the child protection system and those who were not. Our model correctly classified 90.1% of cases as confident or not confident.

Table 3.3.5: Logistic regression predicting confidence in the child protection system

	B / Coef	S.E.	df	p-Value	Odds ratio	95% CI for Odds Ratio	
						Lower	Upper
	AIC = 425.1; Adjusted R-Squared: .598; Model p-value: .00000						
I have confidence in the way reports of child abuse or neglect are managed by the child protection system	0.854	0.136	1	0	2.349024	2.050328	2.691234
The child protection system provides children with a high quality of care	0.612	0.132	1	0	1.844116	1.616074	2.104336
Government provides information on the performance of its child protection services	0.576	0.135	1	0	1.778909	1.554261	2.036026
The child protection system makes decisions that are in the best interests of the child	0.388	0.144	1	0.007	1.47403	1.276344	1.702334
Children are only removed from their families when it is unsafe for them to remain at home	0.258	0.131	1	0.05	1.294339	1.135417	1.475505
Parents are able to make a complaint about a child protection decision	-0.292	0.18	1	0.105	0.746769	0.623754	0.894044
Family and friends are able to make a complaint about a child protection decision	0.181	0.179	1	0.31	1.198415	1.002002	1.433329
Government monitors and reviews child protection decisions	0.149	0.15	1	0.32	1.160673	0.999	1.34851
Services and support are provided early for families who need it	0.112	0.127	1	0.376	1.118513	0.985112	1.269979
Children are able to make a complaint about a child protection decision	-0.087	0.139	1	0.533	0.916677	0.797718	1.053376
The child protection system listens to the views and wishes of children when making child safety decisions	0.062	0.139	1	0.655	1.063962	0.92589	1.222625
Constant	-8.65	0.857		< 0.00001	0.000		

AIC - Akaike's information criterion

In addition to looking at whether the group of variables can predict confidence, a logistic regression analysis shows which individual variables are the strongest predictors, and which variables are important after accounting for all other variables. The five predictors in Table 3.3.5 (with p values of 0.05 or less) were statistically significant contributors to predicting confidence, namely:

- I have confidence in the way reports of child abuse or neglect are managed by the child protection system
- The child protection system provides children with a high quality of care
- Government provides information on the performance of its child protection services
- The child protection system makes decisions that are in the best interests of the child
- Children are only removed from their families when it is unsafe for them to remain at home.

Odds Ratios describe how these variables predict confidence, as they reflect the expected increase in confidence with each unit increase in agreement with the predictor variables. For example, each unit increase (e.g. moving from a score of 3 to score of 4) in agreement with the statement 'I have confidence in the way reports of child abuse or neglect are managed' was associated with a 2.4 times increase in the odds of confidence (agreement with having overall confidence and trust in the Queensland child protection system).

The results of the logistic regression analysis suggest that if scores on the significant predictors were to increase, confidence and trust in the Queensland child protection system should also increase. These results therefore suggest that public education about the child protection and family support system would assist in positively influencing community perceptions of the system.

3.4 Suggested improvements to the child protection system

Q8. Do you have any suggestions for how the child protection system could be improved?

3.4.1 2019 result

A review of the open-ended responses to the question, 'Do you have any suggestions for how the child protection system could be improved?' was undertaken to uncover key themes.

Key themes are:

- More funding, staffing and resources, e.g.:
 - *employ more staff to deal with the problem more efficiently*
 - *more case workers are needed as the case load is too high*
 - *more funding for frontline workers*
- Act on complaints/investigate/act sooner, e.g.:
 - *act on reports more quickly and effectively*
 - *faster intervention*
 - *do more thorough investigations*
 - *investigate all complaints*
- Child-first approach/ensure child is safe/protect the child, e.g.:
 - *look after the interests of the child, make sure they are safe*
 - *make sure the children come first*
 - *protect the children, not the adults*
- Better follow-up on cases/monitoring of cases, e.g.:
 - *more monitoring with constant inspections*
 - *regular checks on at-risk children*
 - *keep a closer eye on foster children to see if they are being abused*
- Increase awareness/education about system, e.g.:
 - *advertise more often to make people aware*
 - *an educational approach, try to be more preventative*
 - *provide more information about the system to the public*
- Stricter laws/sentences, e.g.:
 - *keep people who harm children in jail*
 - *make the laws stronger, make the courts more responsible, no second chance*
 - *make the punishment for offenders much more severe*

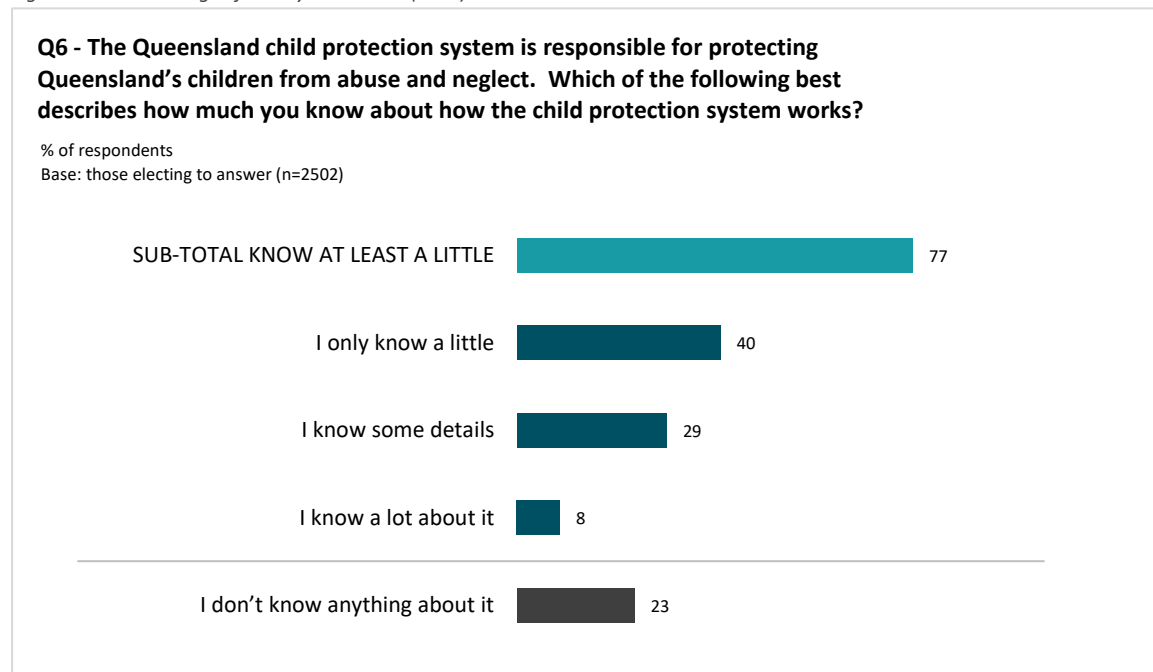
3.5 Knowledge of Queensland's child protection system

3.5.1 2019 result

In the 2019 survey, three-quarters of survey respondents (77%) reported knowing at least 'a little' about how the child protection system works in Queensland. The remainder (23%) indicated that they didn't know anything about the system.

Most commonly, survey respondents felt they only knew 'a little' about how the child protection system works (40%). The proportion who felt they knew 'a lot' about how the system works was 8%, while 29% reported they only knew 'some details' about it.

Figure 3.5.1: Knowledge of how system works (2019)



1 respondent declined to answer this question

3.5.2 Sub-group differences (2019)

Tables 3.5.1 and 3.5.2 show that females (80%), those responsible for caring for a child (83%) or those who had had recent contact with the child protection system (as a parent 89%, child 92%, carer 94%, system worker 95% or 'other' professional 95%) were more likely than average (77%) to consider they know at least 'a little' about how the child protection system works. Those who identify as Aboriginal and/or Torres Strait Islander (17%) were more likely than average (8%) to consider they 'know a lot' about the how the system works. See Table 3.5.1 below and 3.5.2 overleaf.

Table 3.5.1: Knowledge of how system works by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status

Q6 Column %	Total 2019 n = 2502	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 1250	Female n = 1249	Neither n = 3^	18-24 n = 251	25-39 n = 875	40-59 n = 625	60+ n = 751	Yes n = 803	No n = 1694	No n = 2269	Yes n = 233
% of respondents												
I don't know anything about it	23	25 ↑	20 ↓		24	23	22	23	17 ↓	26 ↑	23	18
I only know a little about it	40	39	40	33	34	37	37	47 ↑	37	41	41 ↑	30 ↓
SUB-TOTAL LOW OR NO KNOWLEDGE	62	64	61	33	58	60	59	70 ↑	54 ↓	66 ↑	64 ↑	49 ↓
I know some details about it	29	29	30	67	29	31	32	25 ↓	35 ↑	26 ↓	29	34
I know a lot about it	8	7 ↓	10 ↑		13 ↑	9	9	5 ↓	11 ↑	7 ↓	8 ↓	17 ↑
SUB-TOTAL SOME OR A LOT OF KNOWLEDGE	38	36	39	67	42	40	41	30 ↓	46 ↑	34 ↓	36 ↓	51 ↑
SUB-TOTAL - KNOW AT LEAST A LITTLE	77	75 ↓	80 ↑	100	76	77	78	77	83 ↑	74 ↓	77	82

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

1 respondent did not answer this question

^ Caution small cell size

Table 3.5.2: Knowledge of how system works by region and experience with system

Q6 Column %	Total 2019 n = 2502	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 476	Central n = 300	South East n = 1251	Southern n = 475	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2062
% of respondents											
I don't know anything about it	23	21	22	23	25	11 ↓	8 ↓	6 ↓	5 ↓	5 ↓	26 ↑
I only know a little about it	40	38	41	41	37	30 ↓	32	29 ↓	26 ↓	21 ↓	42 ↑
SUB-TOTAL LOW OR NO KNOWLEDGE	62	59	63	64	62	40 ↓	40 ↓	35 ↓	30 ↓	26 ↓	69 ↑
I know some details about it	29	31	27	29	29	34	29	38	42 ↑	47 ↑	26 ↓
I know a lot about it	8	10	10	7	9	26 ↑	31 ↑	27 ↑	28 ↑	27 ↑	5 ↓
SUB-TOTAL SOME OR A LOT OF KNOWLEDGE	38	41	37	36	38	60 ↑	60 ↑	65 ↑	70 ↑	74 ↑	31 ↓
SUB-TOTAL - KNOW AT LEAST A LITTLE	77	79	78	77	75	89 ↑	92 ↑	94 ↑	95 ↑	95 ↑	74 ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

1 respondent did not answer this question

^ Caution small cell size

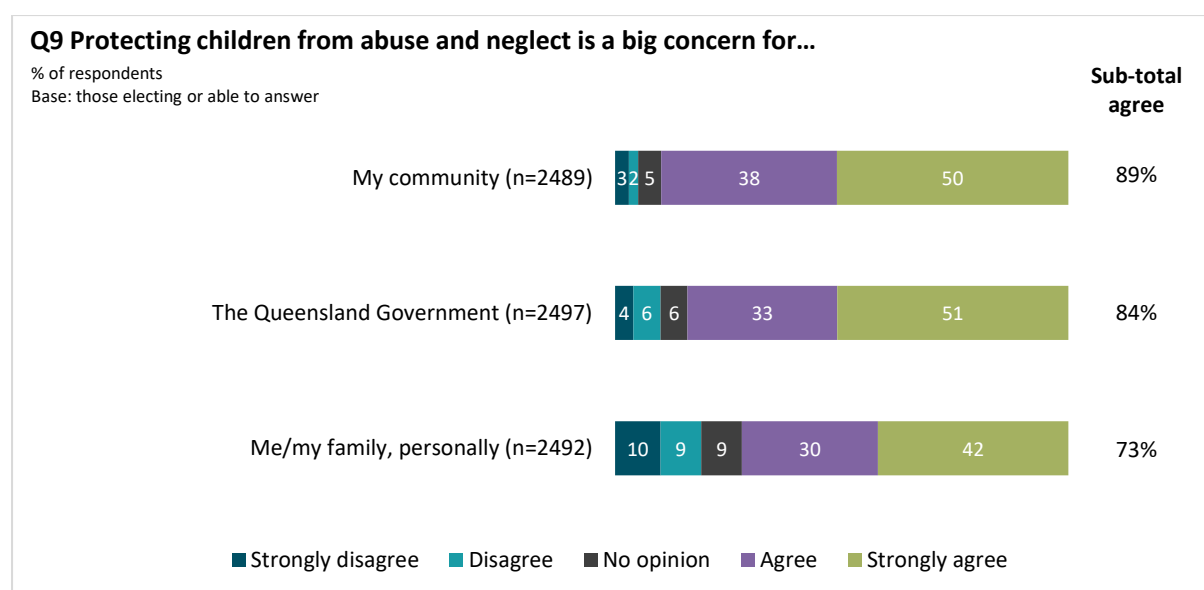
3.6 Level of concern about protecting children

Q9. How much do you agree or disagree about the following statements? Protecting children from abuse and neglect is a big concern for...

3.6.1 2019 result

Most survey respondents in 2019 agreed (agree/strongly agree) that protecting children from abuse and neglect is a big concern for their community (89%), for the Queensland Government (84%) and to a lesser extent for themselves personally and their families (73%).

Figure 3.6.1: Concern about protecting children (2019)



14 respondents did not answer this question in relation to 'my community'

6 respondents did not answer this question in relation to 'Queensland Government'

11 respondents did not answer this question in relation to 'me/my family personally'

3.6.2 Sub-group differences (2019)

Those who identify as Aboriginal and/or Torres Strait Islander were more likely than average to agree that protecting children from abuse and neglect is a big concern:

- for their community (61% strongly agree, 50% average)
- for them/their families personally (61% strongly agree, 42% average).

Those in recent contact with the child protection system as an 'other' professional (60%) were more likely than average (50%) to strongly agree that protecting children is a big concern for their community. Similarly, 'other' professionals (55%) or those who work in the child protection system (57%) were more likely than average (42%) to strongly agree that the issue is a big concern to them personally.

Those who had had contact with the child protection system as a parent in the past five years (18%) were more likely than average (10%) to disagree that the issue is a big concern for the Queensland Government.

The reader is referred to Tables 3.6.1 and 3.6.2 over the following pages.

Table 3.6.1: Concern about protecting children by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status

Q9 Column %	Total 2019	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
% of respondents												
Protecting children from abuse and neglect is a big concern for: my community												
	Total 2019 n = 2489	Male n = 1242	Female n = 1244	Neither n = 3^	18-24 n = 251	25-39 n = 872	40-59 n = 623	60+ n = 743	Yes n = 800	No n = 1684	No n = 2256	Yes n = 233
Strongly disagree	3	4	3		4	3	4	3	4	3	3	4
Disagree	2	3	2		3	2	2	3	2	3	2	1
SUB-TOTAL DISAGREE	6	6	5		7	5	6	7	5	6	6	5
No opinion	5	5	6		6	5	5	6	4	6	5	5
Agree	38	40	36	67	41	39	35	40	37	39	39 ↑	29 ↓
Strongly agree	50	48	53	33	45	52	54	48	54	49	49 ↓	61 ↑
SUB-TOTAL AGREE	89	88	89	100	86	90	89	87	91	88	89	90
Protecting children from abuse and neglect is a big concern for: me/my family, personally												
	Total 2019 n = 2492	Male n = 1247	Female n = 1242	Neither n = 3^	18-24 n = 251	25-39 n = 874	40-59 n = 625	60+ n = 742	Yes n = 802	No n = 1685	No n = 2259	Yes n = 233
Strongly disagree	10	9	10		8	7 ↓	13 ↑	11	9	10	10	7
Disagree	9	9	9		6	6 ↓	9	12 ↑	5 ↓	10 ↑	9	5
SUB-TOTAL DISAGREE	18	18	19		14	13 ↓	22 ↑	23 ↑	14 ↓	20 ↑	19 ↑	12 ↓
No opinion	9	9	9		10	8	8	11	4 ↓	12 ↑	9	8
Agree	30	31	30	67	33	28	28	34 ↑	26 ↓	33 ↑	31 ↑	20 ↓
Strongly agree	42	42	42	33	44	50 ↑	42	32 ↓	56 ↑	36 ↓	40 ↓	61 ↑
SUB-TOTAL AGREE	73	73	72	100	77	78 ↑	70	66 ↓	81 ↑	68 ↓	72 ↓	81 ↑
Protecting children from abuse and neglect is a big concern for: the Queensland Government												
	Total 2019 n = 2497	Male n = 1246	Female n = 1248	Neither n = 3^	18-24 n = 251	25-39 n = 874	40-59 n = 623	60+ n = 749	Yes n = 803	No n = 1689	No n = 2264	Yes n = 233
Strongly disagree	4	4	4		5	4	5	3	5	4	4	5
Disagree	6	6	5	33	6	7	4	5	7	5	6	7
SUB-TOTAL DISAGREE	10	11	10	33	11	11	10	8	11	10	10	12
No opinion	6	6	7		9	6	6	5	5	7	6	7
Agree	33	35	31	33	34	36	33	29	36	32	33	28
Strongly agree	51	48	53	33	45	46 ↓	52	57 ↑	48	52	51	53
SUB-TOTAL AGREE	84	84	84	67	80	82	84	87	84	84	84	81

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

14 respondents did not answer this question in relation to 'my community'

6 respondents did not answer this question in relation to 'Queensland Government'

11 respondents did not answer this question in relation to 'me/my family personally'

^ Caution small cell size

Table 3.6.2: Concern about protecting children by region and experience with system

Q9 Column %	Total 2019	REGION				EXPERIENCE WITH SYSTEM					
		Northern	Central	South East	Southern	Parent	Child	Carer	System worker	Other professional	None of these

% of respondents

Protecting children from abuse and neglect is a big concern for: my community											
	Total 2019 n = 2489	Northern n = 475	Central n = 299	South East n = 1246	Southern n = 469	Parent n = 140	Child n = 85	Carer n = 123	System worker n = 132	Other professional n = 230	None of these n = 2054
Strongly disagree	3	4	4	4	3	6	6	5	5	5	3
Disagree	2	1	3	3	2	4	1	2	4	2	2
SUB-TOTAL DISAGREE	6	5	7	6	5	10	7	7	8	7	5
No opinion	5	4	5	6	7	3	2	5	2	1 ↓	6 ↑
Agree	38	32 ↓	38	39	42	30	42	31	31	33	40 ↑
Strongly agree	50	59 ↑	50	49	46	57	48	58	59	60 ↑	49 ↓
SUB-TOTAL AGREE	89	91	89	88	88	87	91	89	90	92	89

Protecting children from abuse and neglect is a big concern for: me/my family, personally											
	Total 2019 n = 2492	Northern n = 473	Central n = 299	South East n = 1247	Southern n = 473	Parent n = 141	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2056
Strongly disagree	10	8	11	9	11	9	6	8	8	9	10
Disagree	9	8	7	9	9	3	5	4	5	7	9
SUB-TOTAL DISAGREE	18	16	17	19	20	12	11	12	13	16	19
No opinion	9	10	8	9	10	4	5	6	4	5	10 ↑
Agree	30	29	32	31	29	23	29	28	27	24	31
Strongly agree	42	46	42	41	41	61 ↑	55	54	57 ↑	55 ↑	40 ↓
SUB-TOTAL AGREE	73	74	74	72	70	84 ↑	85	82	83 ↑	79	71 ↓

Protecting children from abuse and neglect is a big concern for: the Queensland Government											
	Total 2019 n = 2497	Northern n = 476	Central n = 299	South East n = 1249	Southern n = 473	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2058
Strongly disagree	4	5	4	4	4	9	6	5	7	7	4
Disagree	6	7	7	5	6	9	8	7	5	9	5
SUB-TOTAL DISAGREE	10	11	11	10	9	18 ↑	14	12	11	16	9 ↓
No opinion	6	6	7	6	7	7	6	9	7	3	6
Agree	33	32	34	33	34	28	34	29	29	27	34
Strongly agree	51	51	48	52	50	46	46	50	53	54	51
SUB-TOTAL AGREE	84	83	82	85	84	75	80	79	82	81	85

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

14 respondents did not answer this question in relation to 'my community'

6 respondents did not answer this question in relation to 'Queensland Government'

11 respondents did not answer this question in relation to 'me/my family personally'

3.7 Which organisations or individuals would a concern about child safety be reported to?

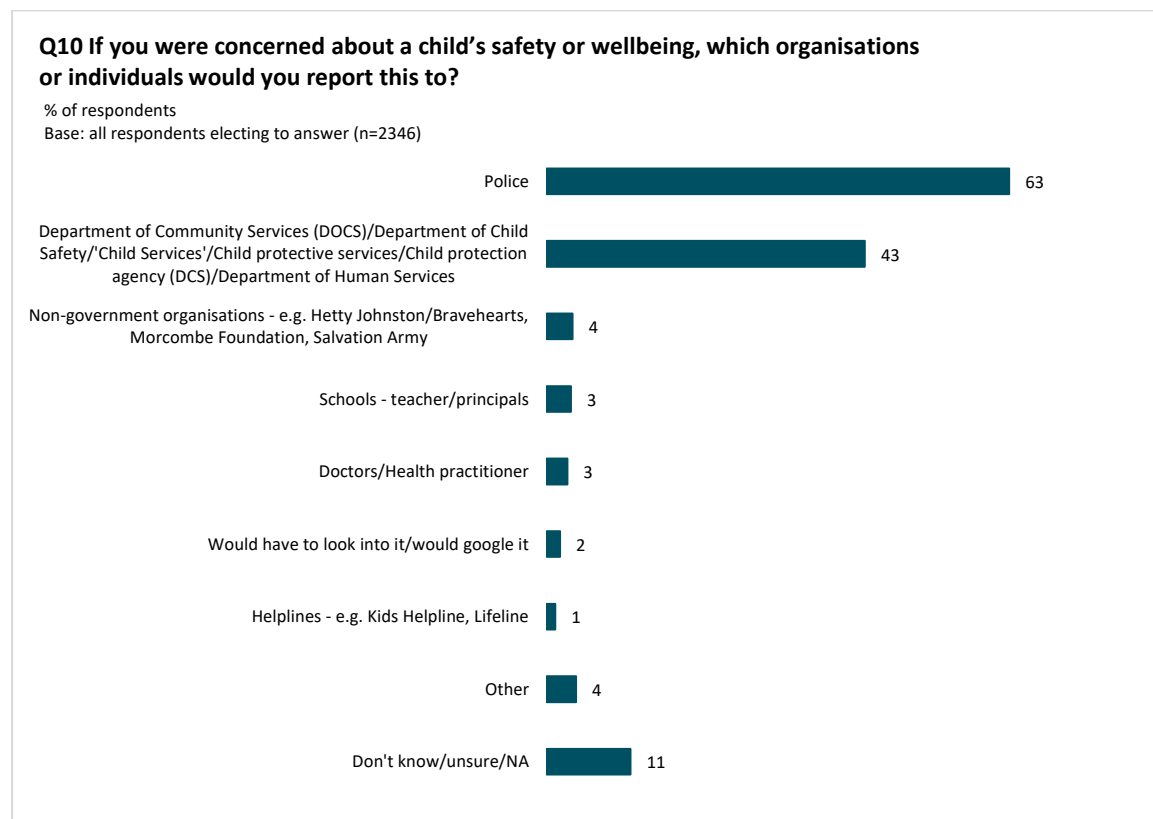
Q10. If you were concerned about a child's safety or wellbeing, which organisations or individuals would you report this to?

3.7.1 2019 results

Respondents were asked which organisations or individuals they would report a child safety concern to (respondents were able to answer in their own words and post-enumeration responses were coded into key themes).

In 2019 (the first time this question was asked) respondents were most likely to indicate they would report a concern about a child's safety or wellbeing to the police (63%), followed by a relevant government agency (e.g. Department of Child Safety) (43%). All other mentions were made by 4% or fewer respondents (see Figure 3.7.1 below).

Figure 3.7.1: Reporting concerns (2019)



157 respondents elected not to answer this question

3.7.2 Sub-group differences (2019)

Responses to the question about which organisations or individuals respondents would report a child safety concern to were analysed by key sub-groups (see Tables 3.7.1 and 3.7.2).

Sub-groups more likely than average (63%) to indicate they would report concerns to police were:

- Males (66%)
- Those aged 60 years or older (70%)
- Those who do not identify as Aboriginal and/or Torres Strait Islander (64%)
- Those who have not had recent contact with the child protection system (65%).

Population segments that were more likely than average (43%) to report a concern to a relevant government department were:

- Females (50%)
- Those aged between 25 and 39 years of age (47%)
- Those responsible for the care of a child (48%)
- Those who identify as Aboriginal and/or Torres Strait Islander (60%)
- Those who had had recent contact with the system either as a worker (61%) or some 'other' professional (63%).

Table 3.7.1: Reporting concerns by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status

Q10 Column %	Total 2019 n = 2346	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 1175	Female n = 1168	Neither n = 3^	18-24 n = 216	25-39 n = 815	40-59 n = 597	60+ n = 718	Yes n = 765	No n = 1578	No n = 2118	Yes n = 228
% of respondents												
Police	63	66 ↑	60 ↓	100	51 ↓	60	62	70 ↑	60	64	64 ↑	54 ↓
Government departments (e.g. Child Safety)	43	37 ↓	50 ↑	33	43	47 ↑	43	40	48 ↑	41 ↓	41 ↓	60 ↑
Non-Government Organisations	4	3	4		7 ↑	3	3	3	3	4	3	6
Schools-teacher/ principals	3	2 ↓	5 ↑		6	4	3	2 ↓	6 ↑	2 ↓	3	6
Doctors/Health practitioner	3	2	3		1	3	3	4	3	3	3	5
Would have to look into it/ would google it	2	1	2		1	2	2	2	2	2	2	2
Helplines - e.g. Kids Helpline, Lifeline	1	1	1		4 ↑	1	1	1	1	1	1	
Other	4	4	4		6	5	3	3	4	4	4	6
Don't know/ unsure/NA	11	12	11		15	11	12	11	9 ↓	13 ↑	12	8

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: those electing to answer (157 did not answer)

^ Caution small cell size

Table 3.7.2: Reporting concerns by region and experience with system

Q10 Column %	Total 2019 n = 2346	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 438	Central n = 283	South East n = 1184	Southern n = 441	Parent n = 130	Child n = 77	Carer n = 113	System worker n = 118	Other professional n = 219	None of these n = 1933
% of respondents											
Police	63	63	65	63	61	42 ↓	39 ↓	47 ↓	38 ↓	57	65 ↑
Government departments (e.g. Child Safety)	43	48	37	42	46	45	44	49	61 ↑	63 ↑	40 ↓
Non- Government Organisations	4	3	4	4	4	2	5	4	3	5	3
Schools-teacher/ principals	3	4	3	3	3	7	3	8 ↑	2	8 ↑	3 ↓
Doctors/Health practitioner	3	5	2	3	1	3	3	3	4	6 ↑	2
Would have to look into it/ would google it	2	2	1	2	2			2	1	2	2
Helplines - e.g. Kids Helpline, Lifeline	1	1	1	1	1	1	1	1	1	0	1
Other	4	3	4	5 ↑	2	6	6	7	7	5	4
Don't know/ unsure/NA	11	11	12	11	13	22 ↑	26 ↑	19 ↑	14	10	12

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level
Base: those electing to answer (157 did not answer)

3.8 Seeking help

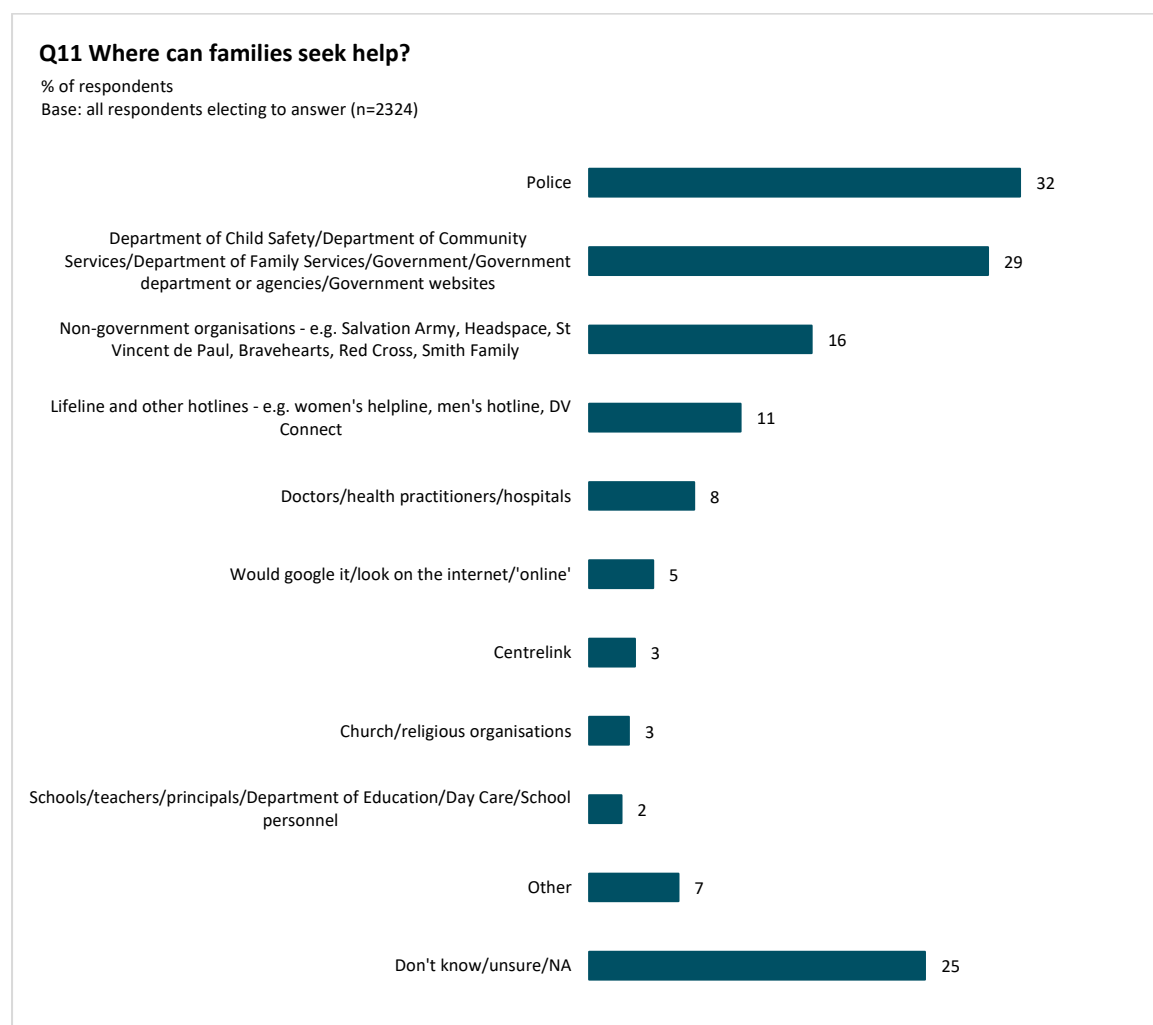
Q11. Where can families seek help?

3.8.1 2019 results

Respondents were given the opportunity to answer the question 'Where can families seek help?' in their own words (free text response). Post-enumeration, responses were coded into key themes as displayed in Figure 3.8.1 below.

Respondents were most likely to nominate the police (32%) or a government agency (e.g. Department of Child Safety) (29%) as a place where families can seek help. Non-government organisations (16%) or helplines (11%) were the next most frequently nominated sources of help.

Figure 3.8.1: Help seeking (2019)



179 respondents elected not to answer this question

'Other' mentions included legal advice/law courts, family and friends, counsellors/therapists/psychologists, women's shelters and churches

3.8.2 Sub-group differences (2019)

Responses to the question about where families can seek help were analysed by key sub-groups (see Tables 3.8.1 and 3.8.2).

Males (34%) were more likely than females (29%) to suggest families could seek help from police. Conversely, females were more likely than males to nominate Non-Government Organisations (21% females, 12% males) or doctors or health practitioners (11% females, 5% males).

Those who identify as Aboriginal and/or Torres Strait Islander were more likely than average to nominate a non-government organisation (25% versus 16% average), doctors or health practitioners (12% versus 8% average) or school/education providers (5% versus 2% average).

Respondents living in the Southern region (15%) were more likely than average (11%) to mention Lifeline or similar helplines as a potential source of help.

Respondents who were not responsible for the care of a child (27%) or those who had not had recent contact with the system (27%) were more likely than average (25%) to be unable to nominate a place for families to seek help.

Table 3.8.1: Help seeking by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status

Q11 Column %	Total 2019 n = 2324	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 1161	Female n = 1160	Neither n = 3^	18-24 n = 218	25-39 n = 800	40-59 n = 595	60+ n = 711	Yes n = 754	No n = 1567	No n = 2101	Yes n = 223
% of respondents												
Police	32	34 ↑	29 ↓	33	30	33	29	32	31	32	32	26
Government department	29	28	31		29	28	30	30	27	30	29	27
Non-government organisations	16	12 ↓	21 ↑		13	17	18	15	19 ↑	15 ↓	15 ↓	25 ↑
Lifeline and other hotlines	11	10	12		13	10	13	10	12	11	11	12
Doctors/health practitioners/ hospitals	8	5 ↓	11 ↑		8	8	9	6	9	7	7 ↓	12 ↑
Would google it/look on the internet/'online'	5	5	5	33	3	7 ↑	5	2 ↓	8 ↑	3 ↓	5	4
Centrelink	3	2 ↓	4 ↑		4	3	4	3	4	3	3	3
Church/religious organisations	3	3	3		0	2 ↓	4	4	2	3	3	4
Schools/teachers/ principals/ Department of Education/Day Care/School personnel	2	1 ↓	4 ↑		3	2	3	1	4 ↑	2 ↓	2 ↓	5 ↑
Other	7	6	7		8	7	8	5	7	6	6 ↓	14 ↑
Don't know/unsure/NA	25	25	24	33	24	22	26	27	20 ↓	27 ↑	25	20

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level

Base: those electing to answer (179 did not answer)

^ Caution small cell size

Table 3.8.2: Help seeking by region and experience with system

Q11 Column %	Total 2019 n = 2324	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 432	Central n = 276	South East n = 1174	Southern n = 442	Parent n = 126	Child n = 75	Carer n = 113	System worker n = 114	Other professional n = 215	None of these n = 1920
% of respondents											
Police	32	35	36	29 ↓	33	22	20	30	16 ↓	34	32
Government department	29	28	25	32	27	29	33	30	39	37	28 ↓
Non-government organisations	16	17	18	16	16	21	16	21	21	22	15 ↓
Lifeline and other hotlines	11	11	9	10	15 ↑	5	13	12	12	14	11
Doctors/health practitioners/ hospitals	8	9	9	7	7	6	7	8	10	17 ↑	7 ↓
Would google it/look on the internet/'online'	5	5	6	6	1 ↓	3	5	6	4	9 ↑	4
Centrelink	3	3	5	3	4	3	4	2	4	5	3
Church/religious organisations	3	2	2	3	4	6	3	4	5	5	3
Schools/teachers/ principals/ Department of Education/Day Care/School personnel	2	2	2	2	2	3	8 ↑	4	2	7 ↑	2 ↓
Other	7	8	7	6	7	19 ↑	19 ↑	14 ↑	16 ↑	10	5 ↓
Don't know/unsure/NA	25	22	26	25	26	19	15	18	17	12 ↓	27 ↑

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level
Base: those electing to answer (179 did not answer)

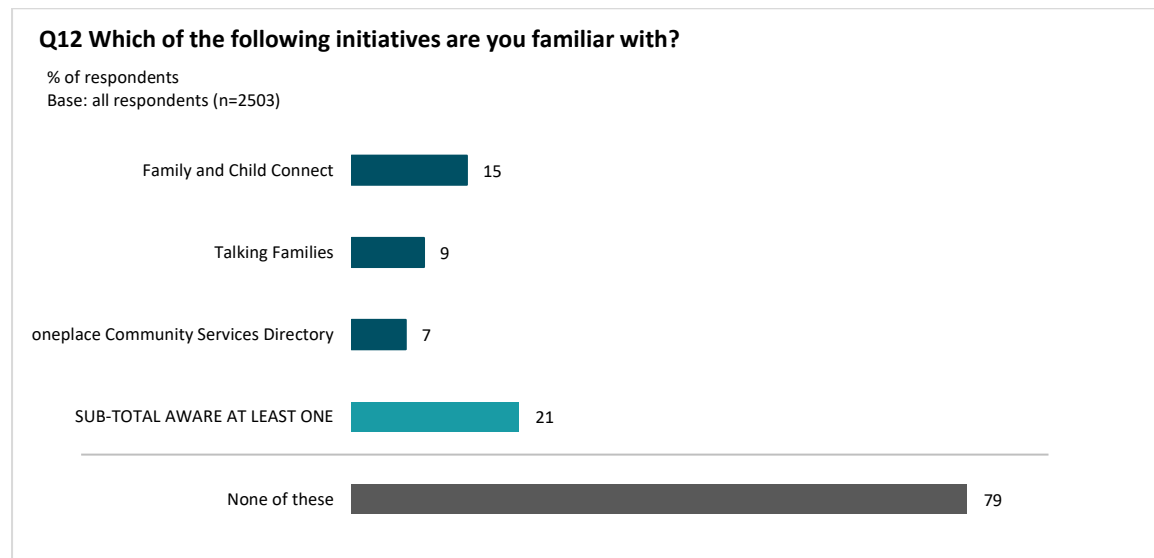
3.9 Familiarity with child safety initiatives

Q12. Which of the following initiatives are you familiar with?

3.9.1 2019 results

In 2019 (the first time this question was asked), respondents were prompted with three initiatives and asked which they were familiar with. 15% were familiar with the 'Family and Child Connect' initiative, 9% with 'Talking Families' and 7% with 'oneplace Community Services Directory'. 21% of respondents were aware of at least one initiative, while 79% were not familiar with any initiatives.

Figure 3.9.1: Familiarity with initiatives (2019)



3.9.2 Sub-group differences (2019)

Familiarity with initiatives was analysed by key sub-groups (see Tables 3.9.1 and 3.9.2).

Sub-groups more likely than average (21%) to be familiar with at least one initiative were those aged under 40 years (18-24 years 34%, 25-39 years 27%), those responsible for the care of a child (30%), those who identify as Aboriginal and/or Torres Strait Islander (38%) or those who had had recent contact with the system (as a parent 60%, child 62%, carer 58%, system worker 57%, other professional 51%).

Results were statistically consistent when comparing regions.

Table 3.9.1: Familiarity with initiatives by gender, age, responsibility for children and Aboriginal and/or Torres Strait Islander status

Q12 Column %	Total 2019 n = 2503	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 1250	Female n = 1250	Neither n = 3^	18-24 n = 251	25-39 n = 875	40-59 n = 626	60+ n = 751	Yes n = 803	No n = 1695	No n = 2270	Yes n = 233
% of respondents												
Family and Child Connect	15	14	16		21 ↑	19 ↑	14	9 ↓	21 ↑	12 ↓	13 ↓	30 ↑
Talking Families	9	9	10		19 ↑	12 ↑	8	3 ↓	14 ↑	7 ↓	8 ↓	17 ↑
oneplace Community Services Directory	7	8	6		6	7	7	7	7	7	7	10
None of these	79	79	78	100	66 ↓	73 ↓	81	86 ↑	70 ↓	82 ↑	80 ↑	62 ↓
SUB-TOTAL AT LEAST ONE	21	21	22		34 ↑	27 ↑	19	14 ↓	30 ↑	18 ↓	20 ↓	38 ↑

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at least the 95% confidence level

Base: All respondents

[^] Caution small cell size

Table 3.9.2: Familiarity with initiatives by region and experience with system

Q12 Column %	Total 2019 n = 2503	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 476	Central n = 300	South East n = 1252	Southern n = 475	Parent n = 142	Child n = 85	Carer n = 124	System worker n = 132	Other professional n = 231	None of these n = 2063
% of respondents											
Family and Child Connect	15	18	13	14	13	43 ↑	47 ↑	43 ↑	42 ↑	35 ↑	10 ↓
Talking Families	9	10	9	10	8	28 ↑	34 ↑	31 ↑	28 ↑	24 ↑	6 ↓
oneplace Community Services Directory	7	5	8	7	8	15 ↑	14 ↑	17 ↑	20 ↑	16 ↑	5 ↓
None of these	79	76	80	79	80	40 ↓	38 ↓	42 ↓	43 ↓	49 ↓	85 ↑
SUB-TOTAL AT LEAST ONE	21	24	20	21	20	60 ↑	62 ↑	58 ↑	57 ↑	51 ↑	15 ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at least the 95% confidence level

Base: All respondents

4. Appendices

Appendix A - Survey Items

Thanks for agreeing to participate in our survey. We're interested in finding out what the Queensland community thinks about the child protection system. By 'child protection system' we are referring to the system protecting Queensland's children from abuse and neglect. The term 'children' refers to anyone aged up to 18 years. If you are not comfortable answering any of the questions, feel free to skip them.

No.	Item	Response scale
Q1.	What is your residential postcode?	Free text
Q2.	In what year were you born?	Free text
Q3.	What gender do you identify as?	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Neither
Q4.	Do you identify as Aboriginal and/or Torres Strait Islander?	<input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/> Yes, Aboriginal and Torres Strait Islander <input type="checkbox"/> No
Q5.	Are you currently responsible for the care of a child aged 0-17 years?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Q6.	The Queensland child protection system is responsible for protecting Queensland's children from abuse and neglect. Which of the following <u>best</u> describes how much you know about how the child protection system works?	<input type="checkbox"/> I don't know anything about it <input type="checkbox"/> I only know a little about it <input type="checkbox"/> I know some details about it <input type="checkbox"/> I know a lot about it
Q7.	Over the past five years, would you say that the child protection system overall is better, worse, or has stayed the same?	<input type="checkbox"/> Worse <input type="checkbox"/> Stayed the same <input type="checkbox"/> Better <input type="checkbox"/> Not sure
Q8.	Do you have any suggestions for how the child protection system could be improved?	Free text
Q9.	How much do you agree or disagree about the following statements? Protecting children from abuse and neglect is a big concern for: a) me/my family, personally b) my community c) the Queensland government	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree <input type="checkbox"/> No opinion
Q10.	If you were concerned about a child's safety or wellbeing, which organisations or individuals would you report this to?	Free text
Q11.	Where can families seek help?	Free text
Q12.	Which of the following initiatives are you familiar with? (<i>Tick all that apply</i>)	<input type="checkbox"/> Family and Child Connect <input type="checkbox"/> Talking Families <input type="checkbox"/> oneplace community services directory

No.	Item	Response scale
Q13.	<p>RANDOMISE PRESENTATION OF CODES a-k. Always leave code l as the last code.</p> <p>How much do you agree or disagree with the following statements about the current child protection system in Queensland?</p> <ul style="list-style-type: none"> a) I have confidence in the way reports of child abuse or neglect are managed by the child protection system b) Services and support are provided early for families who need it c) Children are only removed from their families when it is unsafe for them to remain at home d) The child protection system makes decisions that are in the best interests of the child e) The child protection system listens to the views and wishes of children when making child safety decisions f) Parents are able to make a complaint about a child protection decision g) Children are able to make a complaint about a child protection decision h) Family and friends are able to make a complaint about a child protection decision i) Government monitors and reviews child protection decisions j) Government provides information on the performance of its child protection services k) The child protection system provides children with a high quality of care l) Overall, I have confidence and trust in the Queensland child protection system 	<ul style="list-style-type: none"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree <input type="checkbox"/> No opinion <input type="checkbox"/> Don't know
Q14	<p>Are you currently, or have you in the past five years, been in contact with the child protection and family support system as:</p> <ul style="list-style-type: none"> a) A parent b) A child c) A carer d) A child protection and family support system worker or service provider e) In any other professional capacity (e.g. a doctor, nurse, teacher, etc.) 	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No

Appendix B – Sample Composition

GENDER		Survey year	
Column %		2017	2019
n		n = 1703	n = 2503
Male		47%	50%
	n =	800	1250
Female		53%	50%
	n =	898	1250
Neither		<1%	<1%
	n =	5	3

AGE		Survey year	
Column %		2017	2019
n		n = 1703	n = 2503
18-24 years		8%	10%
	n =	130	251
25-39 years		28%	35%
	n =	485	875
40-59 years		34%	25%
	n =	585	626
60+ years		30%	30%
	n =	503	751

IDENTIFY AS Aboriginal and/or Torres Strait Islander		Survey year	
Column %		2017	2019
n		n = 1694	n = 2503
Yes, Aboriginal		7%	8%
	n =	116	197
Yes, Torres Strait Islander		1%	1%
	n =	21	13
Yes, Aboriginal and Torres Strait Islander		1%	1%
	n =	16	23
SUB-TOTAL Aboriginal and/or Torres Strait Islander		9%	9%
	n =	153	233
No		91%	91%
	n =	1541	2270

RESPONSIBLE FOR CARE OF CHILD		Survey year	
Column %		2017	2019
n		n = 1696	n = 2498
Yes		31%	32%
	n =	530	803
No		69%	68%
	n =	1166	1695

REGION		Survey year	
Column %		2017	2019
n		n = 1703	n = 2503
South East Queensland		54%	50%
	n =	922	1252
Northern		18%	19%
	n =	312	476
Southern		19%	19%
	n =	322	475
Central		9%	12%
	n =	147	300

CONTACT WITH SYSTEM PAST FIVE YEARS		Survey year	
Column %		2017	2019
n		n = 0^	n = 2467
A parent		8%	6%
	n =	135	142
A child		2%	3%
	n =	37	85
A carer		4%	5%
	n =	72	124
A child protection and family support system worker or service provider		4%	5%
	n =	71	132
In any other professional capacity (e.g. a doctor, nurse, teacher, etc.) (not included in 2017)			9%
	n =		231
SUB-TOTAL AT LEAST ONE CONTACT			16%
	n =		404
None of these			84%
	n =		2063

Appendix C – ‘Other’ responses

Q10. If you were concerned about a child’s safety or wellbeing, which organisations or individuals would you report this to?
Mayor of Hervey Bay
Mayor
Local politicians
I'd ask my local councillor what to do via Facebook
My local politician
My local MP
The Queensland safety officer
State government
I would go onto the Queensland Government website and look up the details
Government website to see if there was any information
Family services
Child section
Social workers
Social workers
oneplace is a website with resources for families
I have a friend who worked for social services and I would ask her advice
The parents
The parents
Possibly the parents
Child’s parent or guardian depending on who is making the child feel unsafe
Parents
Parents
Parents grandparents
Parents of child or family members
Perhaps family members or friends of the child
None, the family itself
I have in the past spoken to the mothers
Their parent/guardian; the police
Firstly existing family
The local priest
Community church groups
Churches
The Vatican
Priest
At a church, would report to the minister
The parent's church, if any
My pastor
Minister
Speak to family and friends
Talk to my parents about it
I would contact my family
Speak to family
Probably my parents
My daughter
Maybe my family first and then discuss who to call next
Family

My wife
Friends
Family and friends only, no government departments
My dad (a social worker) or my friend who works in child services
Community profile services
Would it "really" matter who I reported it to? The same reaction would take place and everybody would sit back until another tragic event happens and another young life is extinguished because of the lack of "pro-active" intervention by children's services. These children are being failed on a massive level by the very department that is responsible for their safety
The appropriate authorities, but nothing will be done as we sit on our hands expecting something to change when we don't punish abusers or give the children the ability to get away from the abusers
I have and nothing got done so it doesn't matter
Police and family services don't care about my friend's son who is still not home and police won't bring him home so I guess the Ombudsman
I don't think they will have a chance to look at it but
No one listens, as I said it's a biased system, including police
Preferably one that would act on the concerns
A relative's work where I know they have the resources for it to happen fast
Principal at my work
Human resources
My employer
My previous employer because they have a big influence on child safety
I have to make documents about what I see and hear then I have to report to my director - I have to go through that avenue then she takes it further
Maybe media
Radio station, TV station
Lawyers
The law
Real estate
Community elder
Some certain unmentionable people
Adult
Help them after the case is done
Safety of the children is more important
Everyone
All of them
I wouldn't be sure. I'd discuss with my family about the best way to proceed. If it was someplace out and about like at a supermarket then I'd report to staff and let them handle it
If it were minor I'd probably keep it to myself
We need to keep our kids safe at all times
I would also advise neighbours, friends and extended family
Any
Authority
Community visitor
I would mind my own business, you never know the full story or the truth
I would deal directly with the person/persons involved, sometimes things are not as they seem
Not child safety as they cause a different type of abuse

Q11 Where can families seek help?

Legal aid can refer to different services

Legal aid

Legal aid

Legal aid

Legal aid

Legal system

Legal system

Legal reps

Family law court

Law courts

Courts

Lawyers

Probably lawyers

Solicitors

Family court

Family and friends

Family

Family

Friends and family

Other family members

Friends and family

Other friends/family

Other family

Family and friends

Friends and family and take it from there

A friend

Friends

Close friends and families

Family

Through other family

Family members

Parents, friends, neighbours

Other family members

Their families and friends

Other family members, colleagues

From other family members

Friends and family, the system destroys lives

Family

Family, friends

Family members

Family therapy providing psychologists. CYMHS Evolve

Family or friends

Support the family not take their children

Through other family, friends

Friends

Friends and family, first up then there's not much else

Their wider family

Friends

Counselling but I don't know what organisations
Counselling services
Private counsellors
Counselling
Counselling
Their community
Councillor, local police station
Child safety, competent family members, community organisations in their area and child's school
Counsellors
Counselling
Counsellors
Councillor services, law firms, protection services
Community help
Community
Community billboards
Crisis care
Evacuation centre
Safe places
Charities, support services, Centrelink, employment agencies, al-anon
Friends, neighbours, police, online, special organisations, doctor
Counsellors, trusted friends/family
We can look after each other when we are in need or sick
Indigenous clinics
There's not enough help out there for Aboriginal and Torres Strait Islander families
Indigenous families would like to talk to indigenous organisations. Mainstream services don't seem to accommodate people with diverse backgrounds very well
Can go to Aboriginal organisations that have their own child protection services
Various organisations
Everywhere
Everywhere
Everywhere
Anywhere they just need to speak up
Anywhere
Anywhere
Anywhere
Lots of places
There are a number of different organisations
Anywhere they feel comfortable
Nowhere in my community
Nowhere
Nowhere
Nowhere helps
Nowhere really because nowhere helps
With themselves. The system is too flawed to offer actual help to the majority only being effective sometimes, in the most extreme cases
Very few places actually listen until it's too late
Nowhere that cares and actually does something. I remember a year or so ago the backlog of cases by some understaffed, under resourced, useless government departments was in the years. They don't care. Start at nine, morning tea at 10, lunch at 12, afternoon tea at 3, go home at 4.28. Achieved nothing because there is no money, no staff, no direction, typical government enterprise
You should say where can females seek help as there is not much out there for males

For women with children, hundreds of resources. For men with children, not sure? Nothing?
City council
The local politician
There's a number of places. Wife was a manager of the Bundaberg district neighbourhood centre
No support offered, us against them
Crime syndicates
Central Queensland Indigenous Development, Relationships Australia, public guardian office, Anglicare, Carinity
Personally I don't know but I'm sure a bit of googling would get you close. I do feel that the government system is very hard to get into which is against what it should be. They should take everyone on the first call not push them towards other avenues. So many unemployed, pay them to help these overworked departments. I assume it is pretty hard for people to go to these departments and once they take the step they should be welcomed and looked after.
God/praying
God
Fire, ambulance
By calling an automated phone service that is run by overseas people that do not the true problem
By being watchful
CCYP
Carers
Sticky nosed old biddies think they know all
The correct department
I am sure there are numbers online that one could call
1800-4-a-child hot line
Not really sure as there doesn't seem to be a clear department to contact or how to contact them. Information is very hard to find or access a group that provides help
If a parent is at their wits end they can normally ring a family member to take the kids for a while. Whoops that's right families have broken down and don't have the support of previous generations. My sons are away, I am here when they need a break and (they) utilise me often
Groups
Visit offices
Do they want help?
You don't, it only works for some
DOCS plus any quick dial numbers listed online
In person
Be a support. Guide and keep safe. Keep away from dangerous events. Keep away from some people and places
Others
Adults
If that fails contact local 'ruffians' with a carton
Between themselves
I don't think families would seek help from government departments for fear of what would happen. Some families would go to the Salvation Army and organisations that advertise their ability to provide ongoing support. I would imagine families at risk have multiple problems - financial, violence, drugs, alcohol, homelessness, etc. Unfortunately, the people who seek help are the ones who have admitted they have a problem and can be helped. It is the families that are unable or unwilling to seek help that pose the greatest risk and are the most challenging cases
CPA
At that place in Upper Mt Gravatt

Appendix D – Fieldwork report

Online survey

Sub-contractor: Q&A Market Research.

Dates of Fieldwork: 5 April to 8 May 2019.

Number of invitations issued: Dynata 24,219, Q&A Market Research 3,534. In the online sample of completed surveys, 141 surveys were collected with Queenslanders who identify as Aboriginal and/or Torres Strait Islander and 2,256 with those who do not identify as Aboriginal and/or Torres Strait Islander (2,397 interviews in total).

Average survey length: 5 minutes, 28 seconds.

The overall response rate for the online survey was 9%.

CATI Survey

Sub-contractor: Q&A Market Research.

Dates of Fieldwork: 5 April to 8 May 2019.

Average survey length: 6 minutes, 53 seconds.

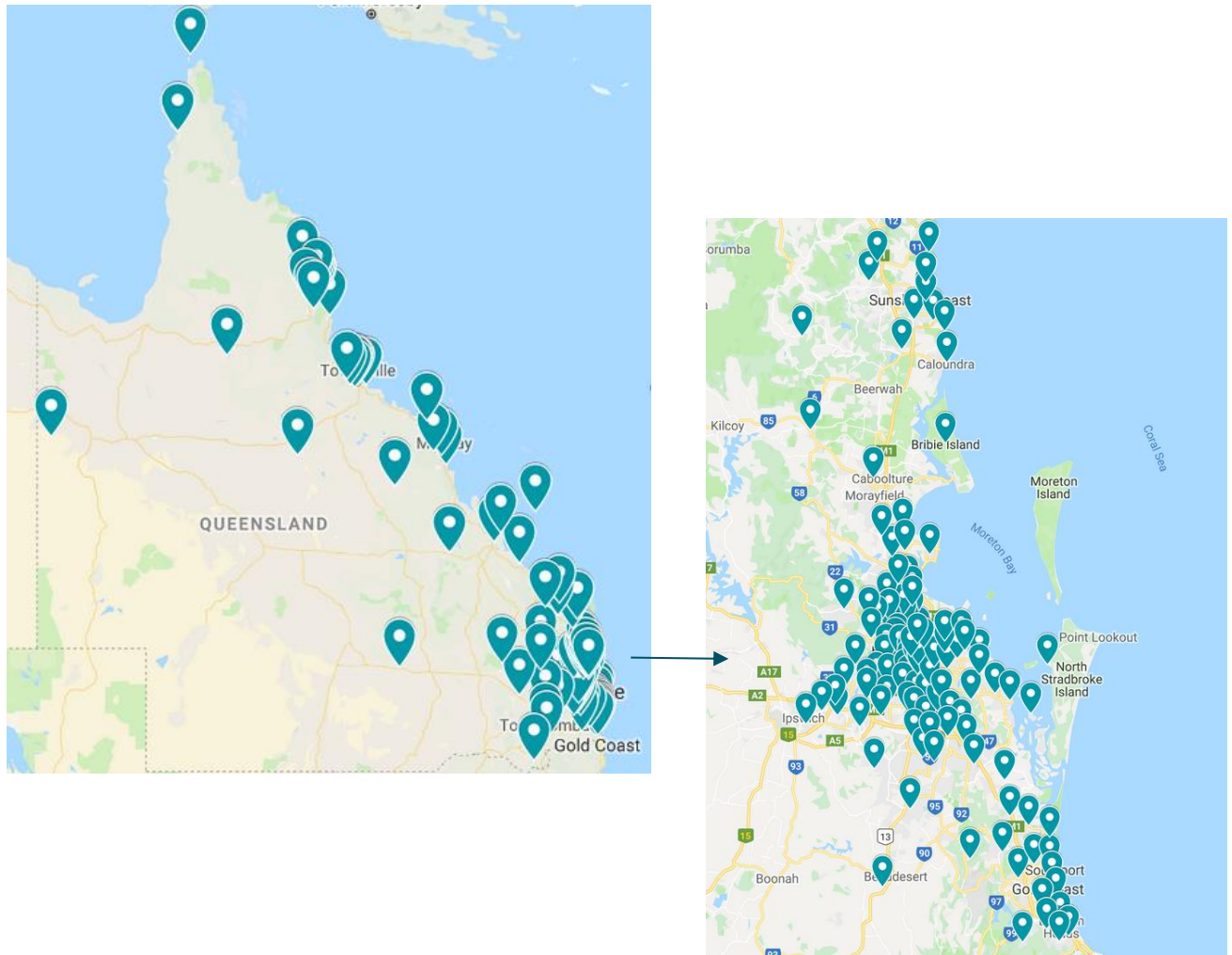
Sample sources: Q&A Market Research's panel of people who identify as Aboriginal and/or Torres Strait Islander. There were 106 completed surveys and 18 refusals.

In the telephone sample of completed surveys, 92 surveys were collected with Queenslanders who identify as Aboriginal and/or Torres Strait Islander and 14 surveys were collected with those who do not identify as Aboriginal and/or Torres Strait Islander.

The overall response rate for the telephone survey was 85%.

Distribution of interviews

The map below shows the location of respondents who took part in the survey. Each flag represents a postcode where at least one interview was completed.



Appendix E – Sampling error chart

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options and post survey weighting and adjustments. Therefore, MCR avoids the words ‘margin of error’ as they are not able to be verified. All that can be calculated are different possible sampling errors with different probabilities of pure, unweighted, random samples with 100% response rates. These are only theoretical because no published surveys come close to this ideal. At the absolute minimum, sampling error based on various cell sizes for this survey could fall within the following ranges (at the 95% confidence level).

Sample size	10/90	20/80	30/70	40/60	50/50
100	±6.0	±8.0	±9.2	±9.8	±10.0
200	±4.2	±5.6	±6.5	±6.9	±7.0
300	±3.5	±4.6	±5.3	±5.7	±5.8
400	±3.0	±4.0	±4.6	±4.9	±5.0
500	±2.7	±3.6	±4.1	±4.4	±4.5
600	±2.4	±3.3	±3.7	±4.0	±4.1
700	±2.3	±3.0	±3.5	±3.7	±3.8
800	±2.1	±2.8	±3.2	±3.5	±3.5
900	±2.0	±2.4	±3.1	±3.3	±3.3
1000	±1.9	±2.5	±2.9	±3.1	±3.2
1100	±1.8	±2.4	±2.7	±2.9	±3.0
1200	±1.7	±2.3	±2.6	±2.8	±2.8
1300	±1.6	±2.2	±2.5	±2.7	±2.7
1400	±1.6	±2.1	±2.4	±2.6	±2.6
1500	±1.5	±2.0	±2.3	±2.5	±2.5
1600	±1.5	±2.0	±2.3	±2.4	±2.5
1700	±1.4	±1.9	±2.2	±2.3	±2.4
1800	±1.4	±1.9	±2.1	±2.3	±2.3
1900	±1.4	±1.8	±2.1	±2.2	±2.3
2000	±1.3	±1.8	±2.0	±2.2	±2.2
2100	±1.3	±1.7	±2.0	±2.1	±2.1
2200	±1.3	±1.7	±1.9	±2.1	±2.1
2300	±1.2	±1.6	±1.9	±2.0	±2.0
2400	±1.2	±1.6	±1.8	±2.0	±2.0
2500	±1.2	±1.6	±1.8	±1.9	±2.0

Appendix F – Regional boundaries

Throughout the tables in this report, the data has been reported on a regional basis, with these four regions being:

1. South East Queensland (North and South)
2. Southern Queensland
3. Central Queensland
4. Northern Queensland

