



Survey of community members — 2019

Summary of key findings



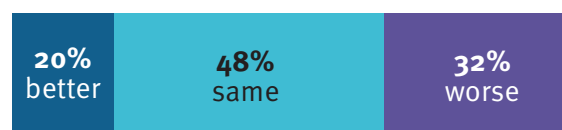
Purpose

We surveyed **2503** community members to see how much confidence and trust there is in the Queensland child protection system.

A similar survey was conducted in 2017.

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

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



Key findings

More respondents agreed than disagreed they had confidence and trust in the Queensland child protection system (excluding respondents who didn't know [435] or had no opinion [207]).

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



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

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

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



Comparison with 2017 survey

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

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



There has been an increase in the proportion of respondents saying the **system is better** than five years ago:



and a corresponding decrease in those saying the **system is worse**:



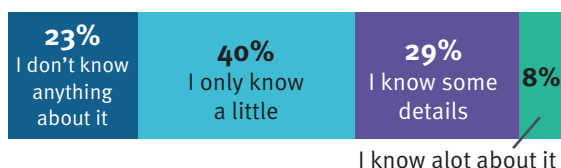


Community awareness

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

Almost two-thirds of respondents have little or no knowledge of the system.

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



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

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



Government provides information on the performance of its child protection services



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



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



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



63%

Police



43%

Other government agencies with child/human services responsibility

Only 15% of respondents were aware of the community referral pathway Family and Child Connect.



Method

We surveyed 2503 people between 5 April and 8 May 2019. The survey was available online or it could be completed over the phone. We asked 14 questions with a mixture of fixed-choice and free text responses.



95.8%
online



4.2%
by phone



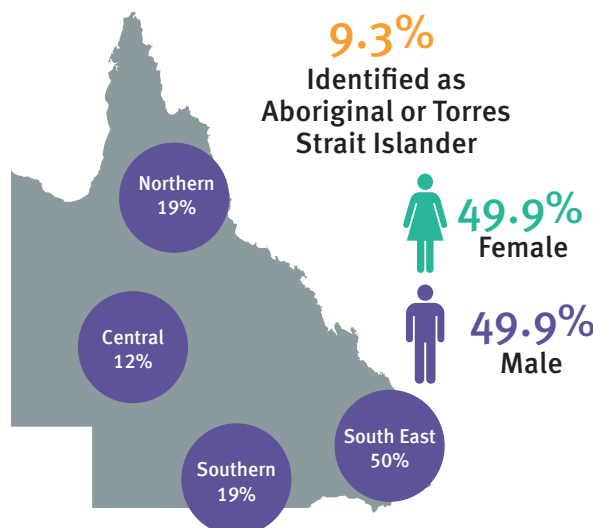
Sample

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

2503

People completed the survey

45% Under 40 years of age
55% Over 40 years of age



About the survey

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

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