

A group of seven diverse children of various ethnicities are smiling and lying on a green lawn. The children are arranged in a cluster, with some in the foreground and others slightly behind. The background is a soft-focus green, suggesting an outdoor setting with trees.

# QFCC Community Perceptions Survey 2019

## Research Report

**Prepared for:** Queensland Family and Child Commission  
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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 |
|---|-----------------------|-------|-----|--------|
| <b>Gender</b>   |                       |       |     |        |
|   | Male                  | 1,250 | 50  | 50     |
|   | Female                | 1,250 | 50  | 50     |
|   | Neither               | 3     | <1% | -      |
| <b>Age group</b>  |                       |       |     |        |
|   | 18-24 years           | 251   | 10  | 45     |
|   | 25-39 years           | 875   | 35  |        |
|   | 40-59 years           | 626   | 25  | 55     |
|   | 60+ years             | 751   | 30  |        |
| <b>Region</b>   |                       |       |     |        |
|   | South East Queensland | 1,252 | 50  | 50     |
|   | Northern              | 476   | 19  |        |
|   | Central               | 300   | 12  | 50     |
|   | Southern              | 475   | 19  |        |
| <b>Aboriginal and Torres Strait Islander</b>  |                       |       |     |        |
|   | Identify              | 233   | 9   | 7.5    |
|   | Do not identify       | 2,270 | 91  | 92.5   |
| <b>Caring responsibilities for a child aged 0-17 years</b><br><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.amsrs.com.au](http://www.amsrs.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

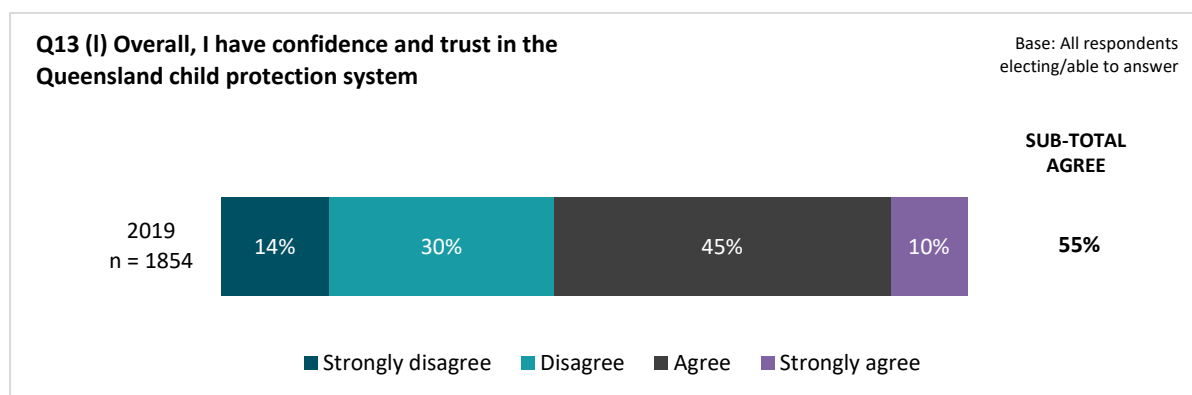
## 3.1 Overall confidence and trust in Queensland child protection system

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)

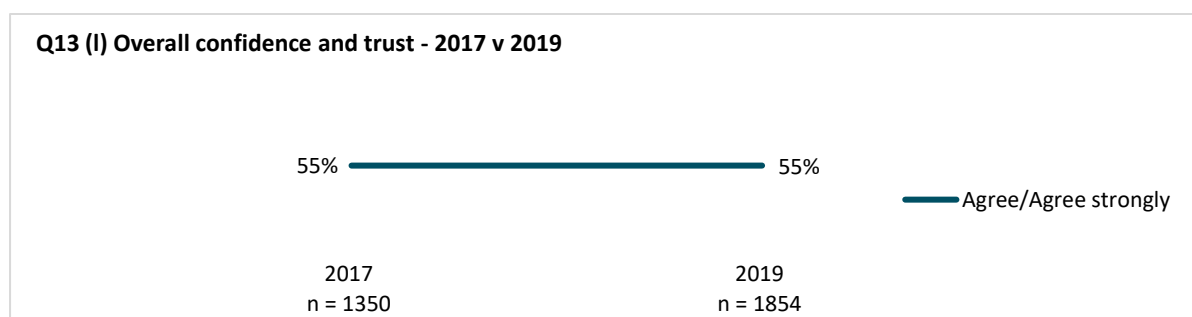


In 2019, 207 respondents answered ‘no opinion’, 435 answered ‘don’t know’ and 7 declined to answer the question. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer n=1,854).

### 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)<br>Column %            | Total<br>2019<br>n = 1854 | GENDER          |                   |                   | AGE (years)      |                  |                  |      | RESPONSIBLE FOR<br>CHILD 0-17 YRS |                | ABORIGINAL<br>AND/OR TORRES<br>STRAIT ISLANDER |                |
|-------------------------------|---------------------------|-----------------|-------------------|-------------------|------------------|------------------|------------------|------|-----------------------------------|----------------|--|----------------|
|                               |                           | Male<br>n = 923 | Female<br>n = 928 | Neither<br>n = 3^ | 18-24<br>n = 185 | 25-39<br>n = 657 | 40-59<br>n = 470 | 60+  | Yes<br>n = 640                    | No<br>n = 1210 | No<br>n = 1657                                 | Yes<br>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             |
| <b>SUB-TOTAL<br/>DISAGREE</b> | 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              |
| <b>SUB-TOTAL<br/>AGREE</b>    | 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)<br>Column %            | Total<br>2019<br>n = 1854 | REGION              |                    |                          |                     | EXPERIENCE WITH SYSTEM |                 |                  |                             |                                  |                              |
|-------------------------------|---------------------------|---------------------|--------------------|--------------------------|---------------------|------------------------|-----------------|------------------|-----------------------------|----------------------------------|------------------------------|
|                               |                           | Northern<br>n = 357 | Central<br>n = 224 | South<br>East<br>n = 921 | Southern<br>n = 352 | Parent<br>n = 125      | Child<br>n = 69 | Carer<br>n = 105 | System<br>worker<br>n = 111 | Other<br>professional<br>n = 205 | None of<br>these<br>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                           |
| <b>SUB-TOTAL<br/>DISAGREE</b> | 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                           |
| <b>SUB-TOTAL<br/>AGREE</b>    | 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 |
|--|-------------------|--------------|--------------|--------------|----------------|
| <b>Chi square (8, n = 1613) = 452.25, p &lt; .000001, Cramer's V = 0.374</b> |                   |              |              |              |                |
| Better count (%)   | 12 (3.6%)         | 28 (8.5%)    | 14(4.3%)     | 204 (62.0%)  | 71 (21.6%)     |
| Adjusted residual  | <b>-5.17</b>      | <b>-6.96</b> | <b>-2.15</b> | <b>6.43</b>  | <b>7.55</b>    |
| Sayed the same count (%)   | 61 (7.9%)         | 218 (28.3%)  | 75 (9.7%)    | 356 (46.2%)  | 60 (7.8%)      |
| Adjusted residual  | <b>-4.80</b>      | <b>-0.49</b> | <b>2.27</b>  | <b>2.89</b>  | <b>-1.16</b>   |
| Worse count (%)  | 161 (31.3%)       | 226 (44.0%)  | 32 (6.2%)    | 80 (15.6%)   | 15 (2.9%)      |
| Adjusted residual  | <b>10.01</b>      | <b>6.16</b>  | <b>-1.06</b> | <b>-8.68</b> | <b>-4.62</b>   |

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 |
|---|-------------------|--------------|--------------|--------------|----------------|
| <b>Chi square (4, n = 2060) = 46.11, p &lt; .000001, Cramer's V = 0.150</b> |                   |              |              |              |                |
| Low or no knowledge count (%)   | 132 (11.0%)       | 320 (26.7%)  | 159 (13.3%)  | 496 (41.3%)  | 93 (7.8%)      |
| Adjusted residual   | <b>-1.93</b>      | <b>-0.31</b> | <b>3.50</b>  | <b>0.43</b>  | <b>-1.73</b>   |
| Some or a lot of knowledge count (%)  | 136 (15.8%)       | 239 (27.8%)  | 48 (5.6%)    | 339 (39.4%)  | 98 (11.4%)     |
| Adjusted residual   | <b>2.28</b>       | <b>0.37</b>  | <b>-4.13</b> | <b>-0.51</b> | <b>2.05</b>    |

## 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:

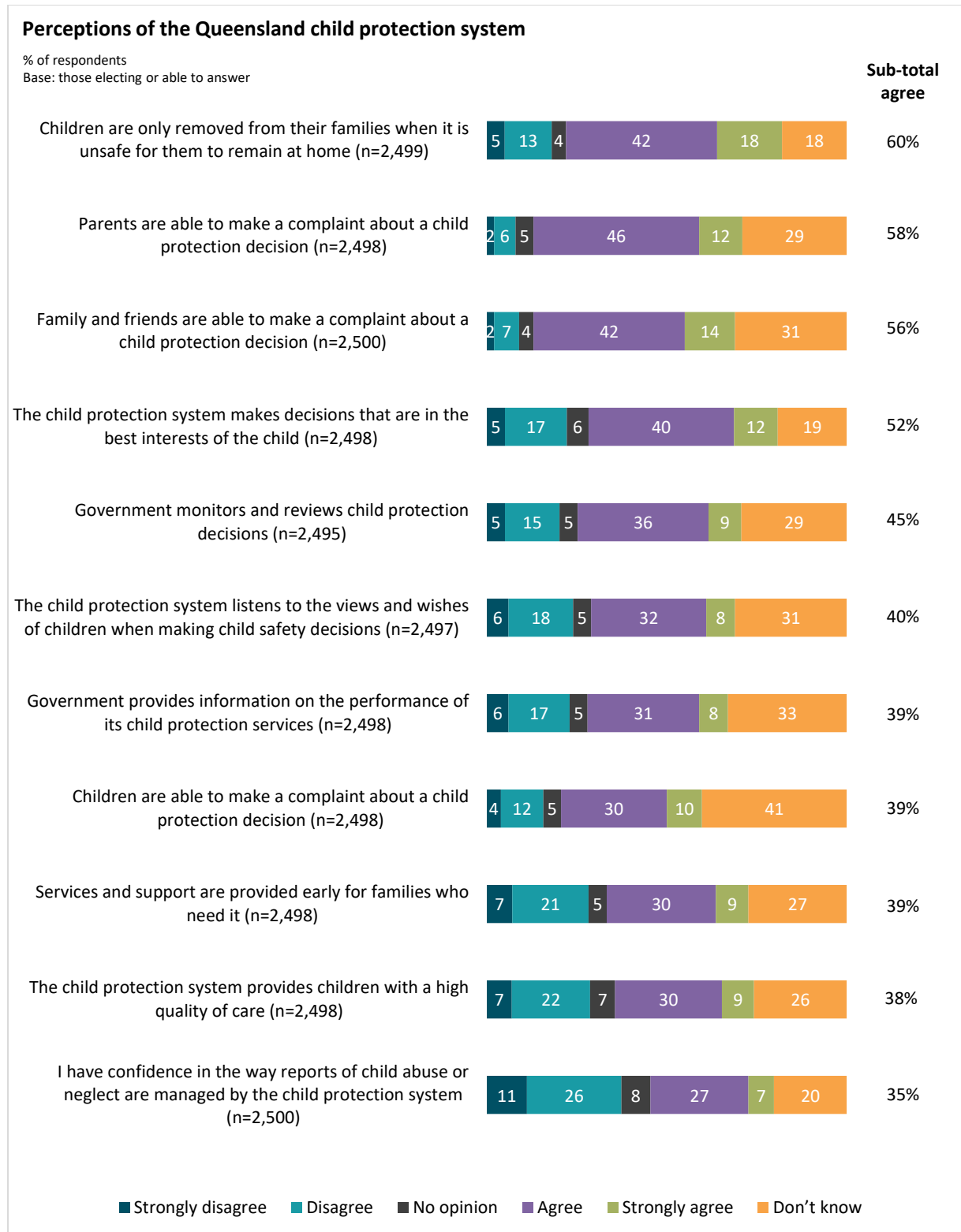
- Government monitors and reviews child protection decisions (45% strongly agree/agree)
- The child protection system listens to the views and wishes of children when making decisions (40%)
- Government provides information on the performance of its child protection services (39%)
- Children are able 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   |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
| <b>I have confidence in the way reports of child abuse or neglect are managed by the child protection system</b> |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|  | Total 2019<br>n = 2500 | Male<br>n = 1248 | Female<br>n = 1249 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 874 | 40-59<br>n = 626 | 60+<br>n = 749 | Yes<br>n = 803                 | No<br>n = 1692 | No<br>n = 2267                           | Yes<br>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             |
| <b>SUB-TOTAL DISAGREE</b>  | 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             |
| <b>SUB-TOTAL AGREE</b>   | 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 ↓           |
| <b>Services and support are provided early for families who need it</b>  |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|  | Total 2019<br>n = 2498 | Male<br>n = 1248 | Female<br>n = 1247 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 874 | 40-59<br>n = 625 | 60+<br>n = 748 | Yes<br>n = 803                 | No<br>n = 1690 | No<br>n = 2265                           | Yes<br>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             |
| <b>SUB-TOTAL DISAGREE</b>  | 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              |
| <b>SUB-TOTAL AGREE</b>   | 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 ↓           |
| <b>Children are only removed from their families when it is unsafe for them to remain at home</b>                |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|  | Total 2019<br>n = 2499 | Male<br>n = 1249 | Female<br>n = 1247 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 874 | 40-59<br>n = 625 | 60+<br>n = 749 | Yes<br>n = 803                 | No<br>n = 1691 | No<br>n = 2266                           | Yes<br>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 ↑           |
| <b>SUB-TOTAL DISAGREE</b>  | 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             |
| <b>SUB-TOTAL AGREE</b>   | 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  |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
| <b>The child protection system makes decisions that are in the best interests of the child</b>                    |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|   | Total 2019<br>n = 2498 | Male<br>n = 1249 | Female<br>n = 1246 | Neither<br>n = 3^ | 18-24<br>n = 250 | 25-39<br>n = 874 | 40-59<br>n = 626 | 60+<br>n = 748 | Yes<br>n = 802                 | No<br>n = 1691 | No<br>n = 2265                           | Yes<br>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 ↑           |
| <b>SUB-TOTAL DISAGREE</b>   | 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             |
| <b>SUB-TOTAL AGREE</b>  | 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 ↓           |
| <b>The child protection system listens to the views and wishes of children when making child safety decisions</b> |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|   | Total 2019<br>n = 2497 | Male<br>n = 1247 | Female<br>n = 1247 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 871 | 40-59<br>n = 625 | 60+<br>n = 750 | Yes<br>n = 801                 | No<br>n = 1691 | No<br>n = 2264                           | Yes<br>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             |
| <b>SUB-TOTAL DISAGREE</b>   | 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             |
| <b>SUB-TOTAL AGREE</b>  | 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 ↓           |
| <b>Parents are able to make a complaint about a child protection decision</b>                                     |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|   | Total 2019<br>n = 2498 | Male<br>n = 1249 | Female<br>n = 1246 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 872 | 40-59<br>n = 626 | 60+<br>n = 749 | Yes<br>n = 802                 | No<br>n = 1691 | No<br>n = 2265                           | Yes<br>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             |
| <b>SUB-TOTAL DISAGREE</b>   | 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             |
| <b>SUB-TOTAL AGREE</b>  | 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   |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
| <b>Children are able to make a complaint about a child protection decision</b>           |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|  | Total 2019<br>n = 2498 | Male<br>n = 1249 | Female<br>n = 1246 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 874 | 40-59<br>n = 625 | 60+<br>n = 748 | Yes<br>n = 801                 | No<br>n = 1692 | No<br>n = 2265                           | Yes<br>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             |
| <b>SUB-TOTAL DISAGREE</b>  | 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             |
| <b>SUB-TOTAL AGREE</b>   | 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 ↓           |
| <b>Family and friends are able to make a complaint about a child protection decision</b> |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|  | Total 2019<br>n = 2500 | Male<br>n = 1249 | Female<br>n = 1248 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 874 | 40-59<br>n = 625 | 60+<br>n = 750 | Yes<br>n = 803                 | No<br>n = 1692 | No<br>n = 2267                           | Yes<br>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 ↑           |
| <b>SUB-TOTAL DISAGREE</b>  | 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             |
| <b>SUB-TOTAL AGREE</b>   | 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 ↓           |
| <b>Government monitors and reviews child protection decisions</b>                        |                        |                  |                    |                   |                  |                  |                  |                |                                |                |  |                |
|  | Total 2019<br>n = 2495 | Male<br>n = 1246 | Female<br>n = 1246 | Neither<br>n = 3^ | 18-24<br>n = 250 | 25-39<br>n = 872 | 40-59<br>n = 625 | 60+<br>n = 748 | Yes<br>n = 801                 | No<br>n = 1689 | No<br>n = 2262                           | Yes<br>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 ↑           |
| <b>SUB-TOTAL DISAGREE</b>  | 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              |
| <b>SUB-TOTAL AGREE</b>   | 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<br>n = 2498 | Male<br>n = 1248 | Female<br>n = 1247 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 874 | 40-59<br>n = 625 | 60+<br>n = 748 | Yes<br>n = 803                 | No<br>n = 1690 | No<br>n = 2265                           | Yes<br>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 ↑           |
| <b>SUB-TOTAL DISAGREE</b>   | 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              |
| <b>SUB-TOTAL AGREE</b>  | 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<br>n = 2498 | Male<br>n = 1246 | Female<br>n = 1249 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 873 | 40-59<br>n = 625 | 60+<br>n = 749 | Yes<br>n = 802                 | No<br>n = 1691 | No<br>n = 2265                           | Yes<br>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 ↑           |
| <b>SUB-TOTAL DISAGREE</b>   | 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              |
| <b>SUB-TOTAL AGREE</b>  | 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<br>Column %  | Total<br>2019             | REGION              |                    |                           |                     |                   | EXPERIENCE WITH SYSTEM |                  |                             |                                  |                              |  |
|--|---------------------------|---------------------|--------------------|---------------------------|---------------------|-------------------|------------------------|------------------|-----------------------------|----------------------------------|------------------------------|--|
|  |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
| % of respondents   |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
| <b>I have confidence in the way reports of child abuse or neglect are managed by the child protection system</b> |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
|  | Total<br>2019<br>n = 2500 | Northern<br>n = 474 | Central<br>n = 300 | South<br>East<br>n = 1252 | Southern<br>n = 474 | Parent<br>n = 142 | Child<br>n = 85        | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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                           |  |
| <b>SUB-TOTAL<br/>DISAGREE</b>  | 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 ↓                          |  |
| <b>SUB-TOTAL<br/>AGREE</b>   | 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 ↑                         |  |
| <b>Services and support are provided early for families who need it</b>  |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
|  | Total<br>2019<br>n = 2498 | Northern<br>n = 474 | Central<br>n = 299 | South<br>East<br>n = 1252 | Southern<br>n = 473 | Parent<br>n = 142 | Child<br>n = 85        | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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                           |  |
| <b>SUB-TOTAL<br/>DISAGREE</b>  | 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 ↓                          |  |
| <b>SUB-TOTAL<br/>AGREE</b>   | 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 ↑                         |  |
| <b>Children are only removed from their families when it is unsafe for them to remain at home</b>                |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
|  | Total<br>2019<br>n = 2499 | Northern<br>n = 475 | Central<br>n = 300 | South<br>East<br>n = 1251 | Southern<br>n = 473 | Parent<br>n = 142 | Child<br>n = 85        | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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 ↓                         |  |
| <b>SUB-TOTAL<br/>DISAGREE</b>  | 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                           |  |
| <b>SUB-TOTAL<br/>AGREE</b>   | 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<br>Column %   | Total<br>2019             | REGION              |                    |                           |                     | EXPERIENCE WITH SYSTEM |                 |                  |                             |                                  |                              |
|---|---------------------------|---------------------|--------------------|---------------------------|---------------------|------------------------|-----------------|------------------|-----------------------------|----------------------------------|------------------------------|
|   |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
| % of respondents  |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
| <b>The child protection system makes decisions that are in the best interests of the child</b>                    |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
|   | Total<br>2019<br>n = 2498 | Northern<br>n = 475 | Central<br>n = 300 | South<br>East<br>n = 1250 | Southern<br>n = 473 | Parent<br>n = 142      | Child<br>n = 84 | Carer<br>n = 123 | System<br>worker<br>n = 131 | Other<br>professional<br>n = 231 | None of<br>these<br>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 ↓                         |
| <b>SUB-TOTAL<br/>DISAGREE</b>   | 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                           |
| <b>SUB-TOTAL<br/>AGREE</b>  | 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 ↑                         |
| <b>The child protection system listens to the views and wishes of children when making child safety decisions</b> |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
|   | Total<br>2019<br>n = 2497 | Northern<br>n = 475 | Central<br>n = 300 | South<br>East<br>n = 1250 | Southern<br>n = 472 | Parent<br>n = 142      | Child<br>n = 85 | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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                           |
| <b>SUB-TOTAL<br/>DISAGREE</b>   | 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 ↓                          |
| <b>SUB-TOTAL<br/>AGREE</b>  | 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 ↑                         |
| <b>Parents are able to make a complaint about a child protection decision</b>                                     |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
|   | Total<br>2019<br>n = 2498 | Northern<br>n = 475 | Central<br>n = 298 | South<br>East<br>n = 1251 | Southern<br>n = 474 | Parent<br>n = 142      | Child<br>n = 85 | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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                            |
| <b>SUB-TOTAL<br/>DISAGREE</b>   | 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 ↓                         |
| <b>SUB-TOTAL<br/>AGREE</b>  | 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<br>Column %  | Total<br>2019             | REGION              |                    |                           |                     |                   | EXPERIENCE WITH SYSTEM |                  |                             |                                  |                              |  |
|--|---------------------------|---------------------|--------------------|---------------------------|---------------------|-------------------|------------------------|------------------|-----------------------------|----------------------------------|------------------------------|--|
|  |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
| % of respondents   |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
| <b>Children are able to make a complaint about a child protection decision</b>           |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
|  | Total<br>2019<br>n = 2498 | Northern<br>n = 474 | Central<br>n = 300 | South<br>East<br>n = 1250 | Southern<br>n = 474 | Parent<br>n = 141 | Child<br>n = 85        | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 230 | None of<br>these<br>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                           |  |
| <b>SUB-TOTAL<br/>DISAGREE</b>  | 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 ↓                          |  |
| <b>SUB-TOTAL<br/>AGREE</b>   | 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 ↑                         |  |
| <b>Family and friends are able to make a complaint about a child protection decision</b> |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
|  | Total<br>2019<br>n = 2500 | Northern<br>n = 475 | Central<br>n = 300 | South<br>East<br>n = 1252 | Southern<br>n = 473 | Parent<br>n = 142 | Child<br>n = 85        | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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 ↓                          |  |
| <b>SUB-TOTAL<br/>DISAGREE</b>  | 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 ↓                         |  |
| <b>SUB-TOTAL<br/>AGREE</b>   | 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 ↑                         |  |
| <b>Government monitors and reviews child protection decisions</b>                        |                           |                     |                    |                           |                     |                   |                        |                  |                             |                                  |                              |  |
|  | Total<br>2019<br>n = 2495 | Northern<br>n = 474 | Central<br>n = 299 | South<br>East<br>n = 1249 | Southern<br>n = 473 | Parent<br>n = 141 | Child<br>n = 85        | Carer<br>n = 123 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 230 | None of<br>these<br>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                           |  |
| <b>SUB-TOTAL<br/>DISAGREE</b>  | 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 ↓                          |  |
| <b>SUB-TOTAL<br/>AGREE</b>   | 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<br>Column %   | Total<br>2019             | REGION              |                    |                           |                     | EXPERIENCE WITH SYSTEM |                 |                  |                             |                                  |                              |
|---|---------------------------|---------------------|--------------------|---------------------------|---------------------|------------------------|-----------------|------------------|-----------------------------|----------------------------------|------------------------------|
|   |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
| % of respondents  |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
| Government provides information on the performance of its child protection services |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
|   | Total<br>2019<br>n = 2498 | Northern<br>n = 475 | Central<br>n = 300 | South<br>East<br>n = 1249 | Southern<br>n = 474 | Parent<br>n = 142      | Child<br>n = 85 | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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 ↓                         |
| <b>SUB-TOTAL<br/>DISAGREE</b>   | 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                            |
| <b>SUB-TOTAL<br/>AGREE</b>  | 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<br>2019<br>n = 2498 | Northern<br>n = 475 | Central<br>n = 300 | South<br>East<br>n = 1250 | Southern<br>n = 473 | Parent<br>n = 142      | Child<br>n = 85 | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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                           |
| <b>SUB-TOTAL<br/>DISAGREE</b>   | 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                            |
| <b>SUB-TOTAL<br/>AGREE</b>  | 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

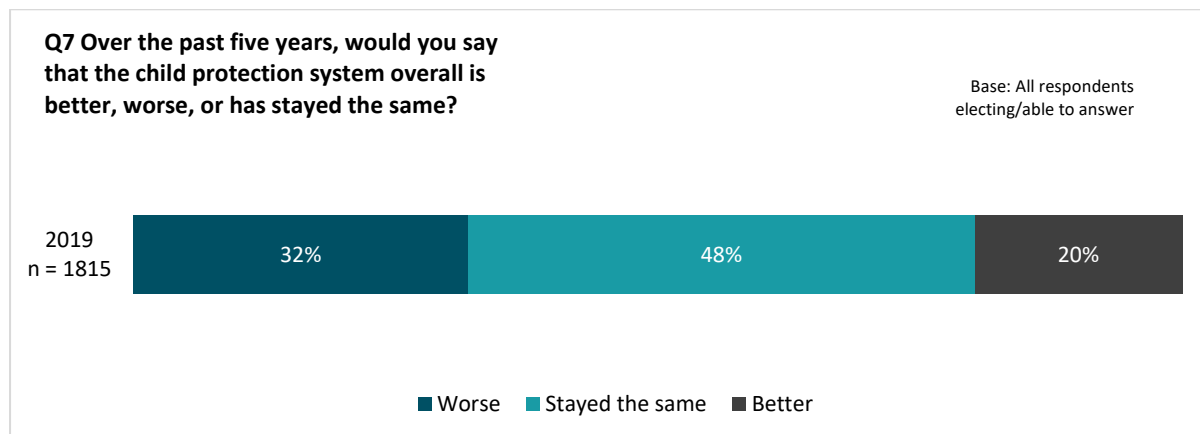
### 3.3 Perceived performance of child protection system in past five years

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)

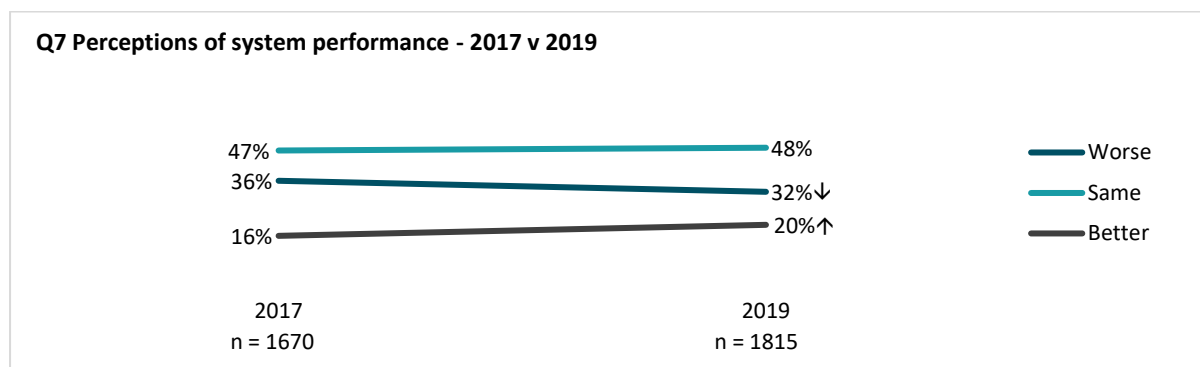


In 2019, 681 respondents answered 'not sure' (this option was not available in the 2017 survey) and 7 declined to answer the question. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer n=1,815).

#### 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<br>n = 1815 | GENDER          |                   |                   | AGE (years)      |                  |                  |                | RESPONSIBLE FOR CHILD 0-17 YRS |                | ABORIGINAL AND/OR TORRES STRAIT ISLANDER |                |
|------------------|------------------------|-----------------|-------------------|-------------------|------------------|------------------|------------------|----------------|--------------------------------|----------------|--|----------------|
|                  |                        | Male<br>n = 909 | Female<br>n = 905 | Neither<br>n = 1^ | 18-24<br>n = 159 | 25-39<br>n = 614 | 40-59<br>n = 472 | 60+<br>n = 570 | Yes<br>n = 603                 | No<br>n = 1209 | No<br>n = 1632                           | Yes<br>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<br>n = 1815 | REGION              |                    |                       |                     | EXPERIENCE WITH SYSTEM |                 |                  |                          |                               |                           |
|------------------|------------------------|---------------------|--------------------|-----------------------|---------------------|------------------------|-----------------|------------------|--------------------------|-------------------------------|---------------------------|
|                  |                        | Northern<br>n = 331 | Central<br>n = 197 | South East<br>n = 933 | Southern<br>n = 354 | Parent<br>n = 126      | Child<br>n = 76 | Carer<br>n = 109 | System worker<br>n = 120 | Other professional<br>n = 210 | None of these<br>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<br>n = 1815 | Q6 Level of knowledge about child protection system |   |
|------------------|------------------------|---|---|
|                  |                        | SUB-TOTAL LOW OR NO KNOWLEDGE<br>n = 998            | SUB-TOTAL SOME OR A LOT OF KNOWLEDGE<br>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 <i>r</i> |
|--|-------|--------------------|
| 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    |
| <i>AIC = 425.1; Adjusted R-Squared: .598; Model p-value: .00000</i>  |          |       |    |           |            |                       |          |
| 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*

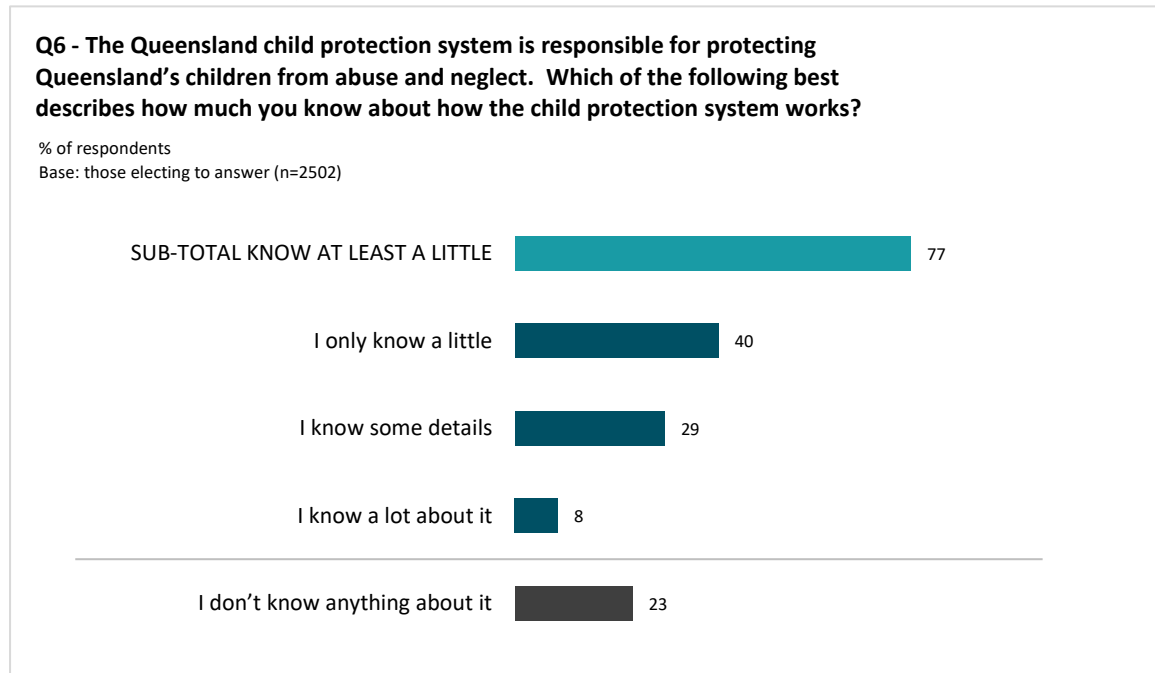
## 3.5 Knowledge of Queensland's child protection system

### 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<br>Column %  | Total<br>2019<br>n = 2502 | GENDER           |                    |                   | AGE (years)      |                  |                  |                | RESPONSIBLE FOR<br>CHILD 0-17 YRS |                | ABORIGINAL<br>AND/OR TORRES<br>STRAIT ISLANDER |                |
|---|---------------------------|------------------|--------------------|-------------------|------------------|------------------|------------------|----------------|-----------------------------------|----------------|--|----------------|
|   |                           | Male<br>n = 1250 | Female<br>n = 1249 | Neither<br>n = 3^ | 18-24<br>n = 251 | 25-39<br>n = 875 | 40-59<br>n = 625 | 60+<br>n = 751 | Yes<br>n = 803                    | No<br>n = 1694 | No<br>n = 2269                                 | Yes<br>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 ↓           |
| <b>SUB-TOTAL<br/>LOW OR NO<br/>KNOWLEDGE</b>            | 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 ↑           |
| <b>SUB-TOTAL<br/>SOME OR A<br/>LOT OF<br/>KNOWLEDGE</b> | 38                        | 36               | 39                 | 67                | 42               | 40               | 41               | 30 ↓           | 46 ↑                              | 34 ↓           | 36 ↓   | 51 ↑           |
| <b>SUB-TOTAL -<br/>KNOW AT<br/>LEAST A<br/>LITTLE</b>   | 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<br>Column %                              | Total<br>2019<br>n = 2502 | REGION              |                    |                           |                     | EXPERIENCE WITH SYSTEM |                 |                  |                             |                                  |                              |
|---|---------------------------|---------------------|--------------------|---------------------------|---------------------|------------------------|-----------------|------------------|-----------------------------|----------------------------------|------------------------------|
|   |                           | Northern<br>n = 476 | Central<br>n = 300 | South<br>East<br>n = 1251 | Southern<br>n = 475 | Parent<br>n = 142      | Child<br>n = 85 | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>n = 2062 |
| <i>% of respondents</i>                     |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
| 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 ↑                         |
| <b>SUB-TOTAL LOW OR NO KNOWLEDGE</b>        | 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 ↓                          |
| <b>SUB-TOTAL SOME OR A LOT OF KNOWLEDGE</b> | 38                        | 41                  | 37                 | 36                        | 38                  | 60 ↑                   | 60 ↑            | 65 ↑             | 70 ↑                        | 74 ↑                             | 31 ↓                         |
| <b>SUB-TOTAL - KNOW AT LEAST A LITTLE</b>   | 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

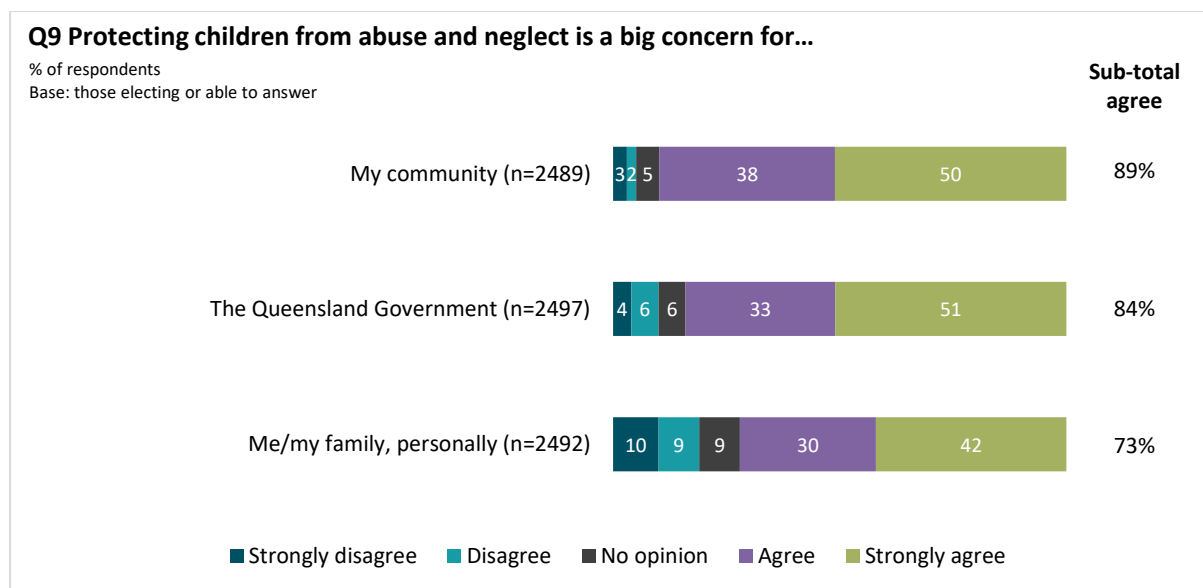
## 3.6 Level of concern about protecting children

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

| Q9<br>Column %  | Total<br>2019             | REGION              |                    |                           |                     | EXPERIENCE WITH SYSTEM |                 |                  |                             |                                  |                              |
|---|---------------------------|---------------------|--------------------|---------------------------|---------------------|------------------------|-----------------|------------------|-----------------------------|----------------------------------|------------------------------|
|   |                           | Northern            | Central            | South<br>East             | Southern            | Parent                 | Child           | Carer            | System<br>worker            | Other<br>professional            | None of<br>these             |
| % of respondents  |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
| <b>Protecting children from abuse and neglect is a big concern for: my community</b>              |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
|   | Total<br>2019<br>n = 2489 | Northern<br>n = 475 | Central<br>n = 299 | South<br>East<br>n = 1246 | Southern<br>n = 469 | Parent<br>n = 140      | Child<br>n = 85 | Carer<br>n = 123 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 230 | None of<br>these<br>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                            |
| <b>SUB-TOTAL<br/>DISAGREE</b>   | 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 ↓                         |
| <b>SUB-TOTAL<br/>AGREE</b>  | 89                        | 91                  | 89                 | 88                        | 88                  | 87                     | 91              | 89               | 90                          | 92                               | 89                           |
| <b>Protecting children from abuse and neglect is a big concern for: me/my family, personally</b>  |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
|   | Total<br>2019<br>n = 2492 | Northern<br>n = 473 | Central<br>n = 299 | South<br>East<br>n = 1247 | Southern<br>n = 473 | Parent<br>n = 141      | Child<br>n = 85 | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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                            |
| <b>SUB-TOTAL<br/>DISAGREE</b>   | 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 ↓                         |
| <b>SUB-TOTAL<br/>AGREE</b>  | 73                        | 74                  | 74                 | 72                        | 70                  | 84 ↑                   | 85              | 82               | 83 ↑                        | 79                               | 71 ↓                         |
| <b>Protecting children from abuse and neglect is a big concern for: the Queensland Government</b> |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
|   | Total<br>2019<br>n = 2497 | Northern<br>n = 476 | Central<br>n = 299 | South<br>East<br>n = 1249 | Southern<br>n = 473 | Parent<br>n = 142      | Child<br>n = 85 | Carer<br>n = 124 | System<br>worker<br>n = 132 | Other<br>professional<br>n = 231 | None of<br>these<br>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                            |
| <b>SUB-TOTAL<br/>DISAGREE</b>   | 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                           |
| <b>SUB-TOTAL<br/>AGREE</b>  | 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?

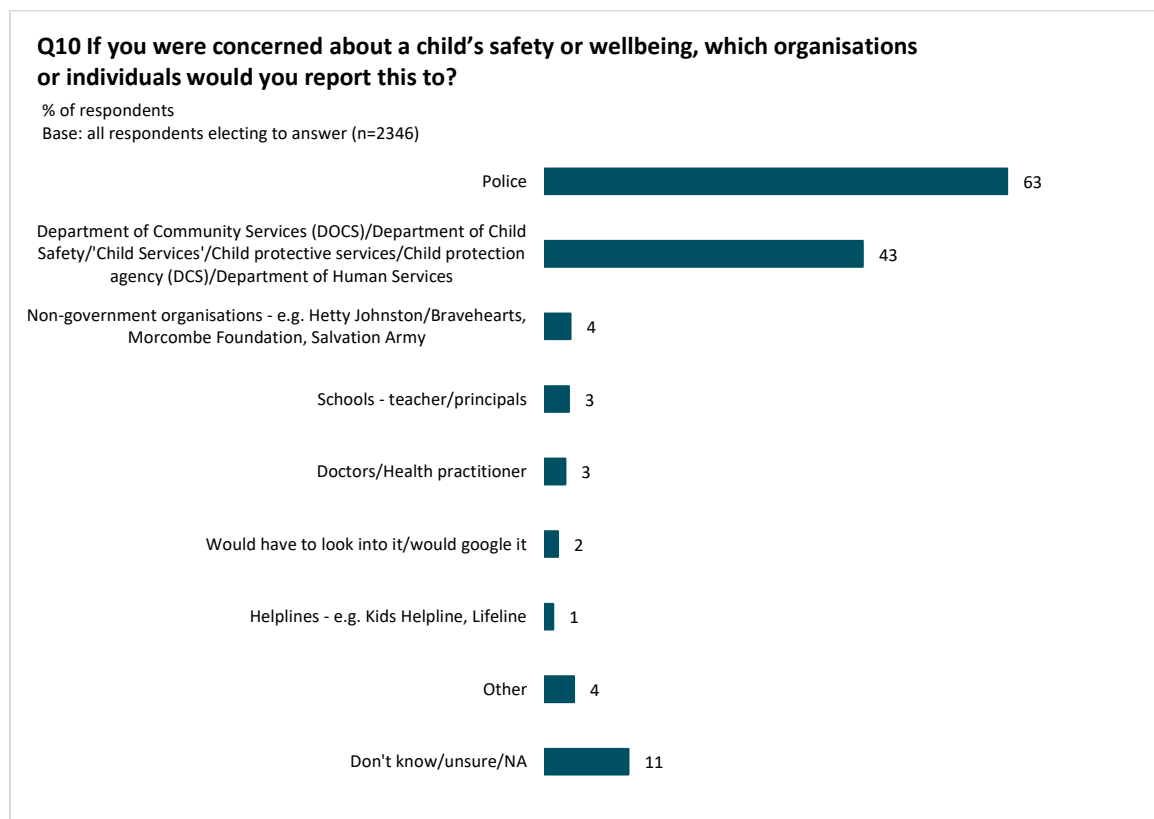
Q10. If you were concerned about a child's safety or wellbeing, which organisations or individuals would you report this to?

### 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<br>n = 2346 | GENDER           |                    |                   | AGE (years)      |                  |                  |                | RESPONSIBLE FOR CHILD 0-17 YRS |                | ABORIGINAL AND/OR TORRES STRAIT ISLANDER |                |
|---|------------------------|------------------|--------------------|-------------------|------------------|------------------|------------------|----------------|--------------------------------|----------------|--|----------------|
|   |                        | Male<br>n = 1175 | Female<br>n = 1168 | Neither<br>n = 3^ | 18-24<br>n = 216 | 25-39<br>n = 815 | 40-59<br>n = 597 | 60+<br>n = 718 | Yes<br>n = 765                 | No<br>n = 1578 | No<br>n = 2118                           | Yes<br>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<br>Column %                             | Total<br>2019<br>n = 2346 | REGION              |                    |                           |                     | EXPERIENCE WITH SYSTEM |                 |                  |                             |                                  |                              |
|---|---------------------------|---------------------|--------------------|---------------------------|---------------------|------------------------|-----------------|------------------|-----------------------------|----------------------------------|------------------------------|
|   |                           | Northern<br>n = 438 | Central<br>n = 283 | South<br>East<br>n = 1184 | Southern<br>n = 441 | Parent<br>n = 130      | Child<br>n = 77 | Carer<br>n = 113 | System<br>worker<br>n = 118 | Other<br>professional<br>n = 219 | None of<br>these<br>n = 1933 |
| <i>% of respondents</i>                     |                           |                     |                    |                           |                     |                        |                 |                  |                             |                                  |                              |
| 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

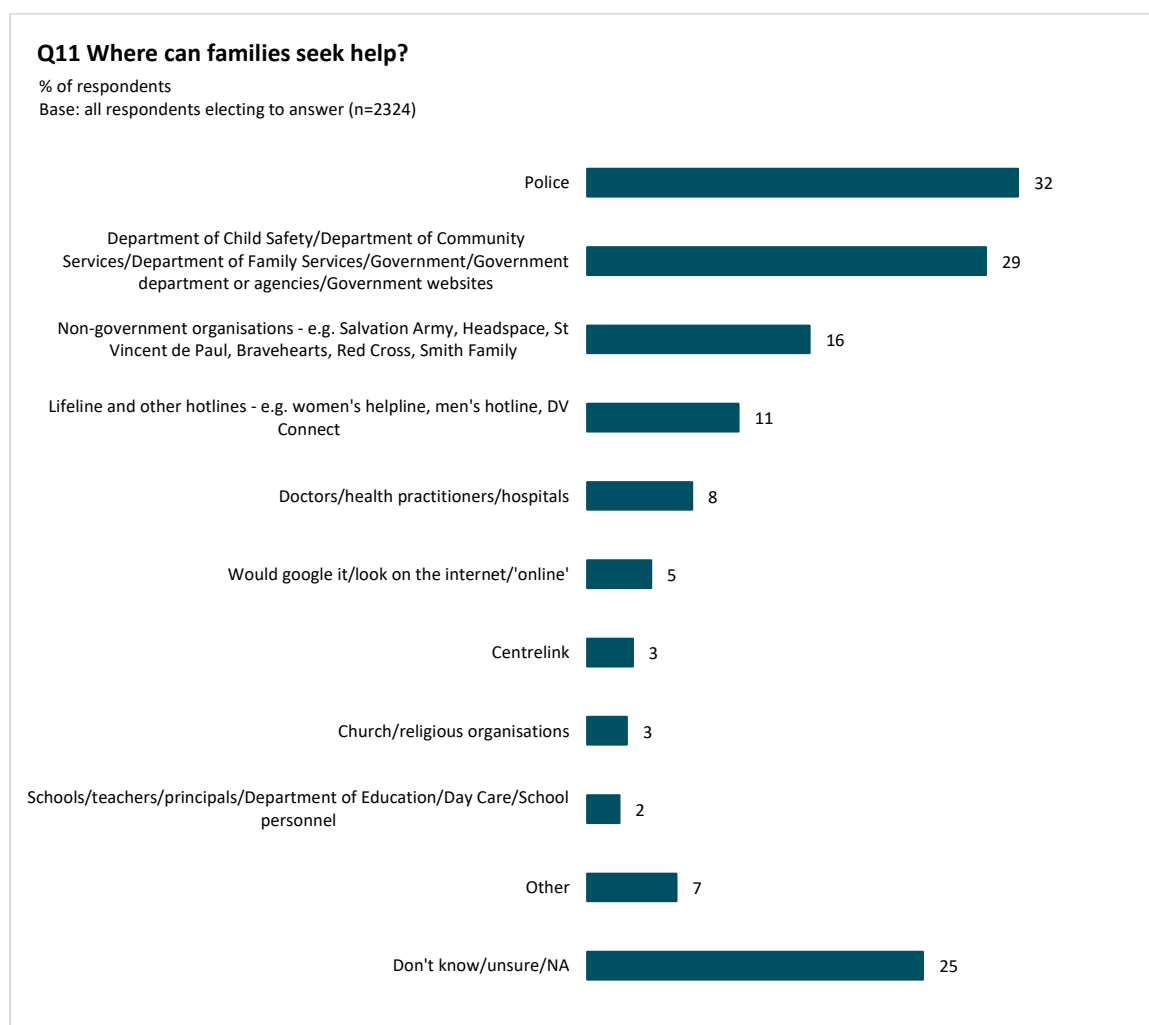
### Q11. Where can families seek help?

#### 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<br>Column %   | Total<br>2019<br>n =<br>2324 | GENDER              |                    |                   | AGE (years)      |                  |                  |                | RESPONSIBLE FOR<br>CHILD 0-17 YRS |                | ABORIGINAL<br>AND/OR TORRES<br>STRAIT ISLANDER |                |
|---|------------------------------|---------------------|--------------------|-------------------|------------------|------------------|------------------|----------------|-----------------------------------|----------------|--|----------------|
|   |                              | Male<br>n =<br>1161 | Female<br>n = 1160 | Neither<br>n = 3^ | 18-24<br>n = 218 | 25-39<br>n = 800 | 40-59<br>n = 595 | 60+<br>n = 711 | Yes<br>n = 754                    | No<br>n = 1567 | No<br>n = 2101                                 | Yes<br>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<br>Column %  | Total<br>2019<br>n =<br>2324 | REGION              |                    |                           |                     | EXPERIENCE WITH SYSTEM |                 |                  |                             |                                  |                              |
|--|------------------------------|---------------------|--------------------|---------------------------|---------------------|------------------------|-----------------|------------------|-----------------------------|----------------------------------|------------------------------|
|  |                              | Northern<br>n = 432 | Central<br>n = 276 | South<br>East<br>n = 1174 | Southern<br>n = 442 | Parent<br>n = 126      | Child<br>n = 75 | Carer<br>n = 113 | System<br>worker<br>n = 114 | Other<br>professional<br>n = 215 | None of<br>these<br>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)

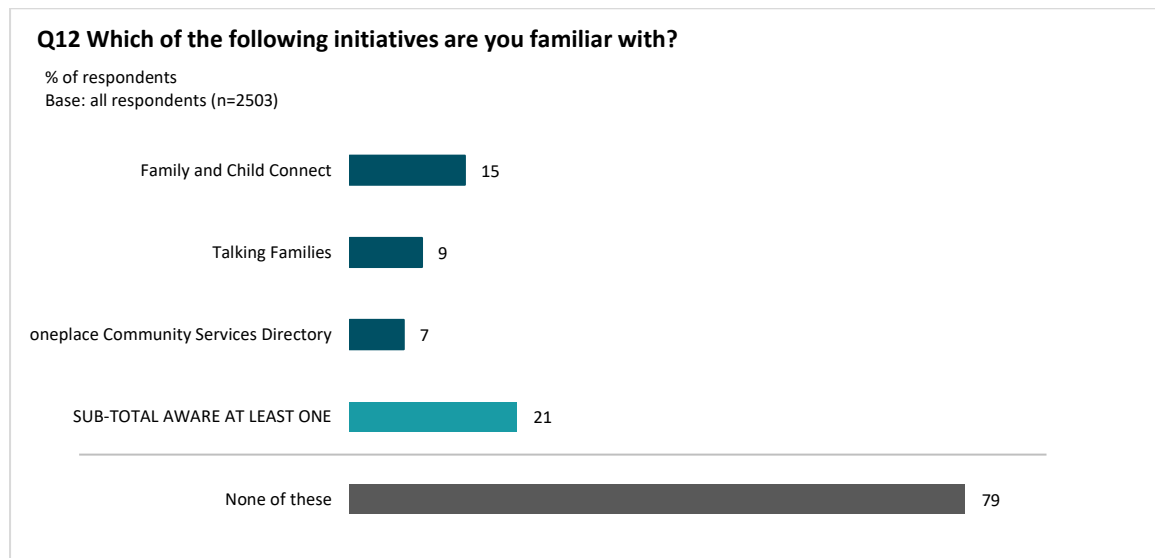
## 3.9 Familiarity with child safety initiatives

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 ↓        |
| <b>SUB-TOTAL AT LEAST ONE</b>         | <b>21</b>           | <b>21</b>     | <b>22</b>       |                | <b>34 ↑</b>   | <b>27 ↑</b>   | <b>19</b>     | <b>14 ↓</b> | <b>30 ↑</b>                    | <b>18 ↓</b> | <b>20 ↓</b>                              | <b>38 ↑</b> |

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 ↑                   |
| <b>SUB-TOTAL AT LEAST ONE</b>         | <b>21</b>           | <b>24</b>        | <b>20</b>       | <b>21</b>           | <b>20</b>        | <b>60 ↑</b>            | <b>62 ↑</b>  | <b>58 ↑</b>   | <b>57 ↑</b>           | <b>51 ↑</b>                | <b>15 ↓</b>            |

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<br><input type="checkbox"/> Female<br><input type="checkbox"/> Neither   |
| Q4.  | Do you identify as Aboriginal and/or Torres Strait Islander?   | <input type="checkbox"/> Yes, Aboriginal<br><input type="checkbox"/> Yes, Torres Strait Islander<br><input type="checkbox"/> Yes, Aboriginal and Torres Strait Islander<br><input type="checkbox"/> No                       |
| Q5.  | Are you currently responsible for the care of a child aged 0-17 years?   | <input type="checkbox"/> Yes<br><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<br><input type="checkbox"/> I only know a little about it<br><input type="checkbox"/> I know some details about it<br><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<br><input type="checkbox"/> Stayed the same<br><input type="checkbox"/> Better<br><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?<br><br>Protecting children from abuse and neglect is a big concern for:<br>a) me/my family, personally<br>b) my community<br>c) the Queensland government    | <input type="checkbox"/> Strongly disagree<br><input type="checkbox"/> Disagree<br><input type="checkbox"/> Agree<br><input type="checkbox"/> Strongly agree<br><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<br><input type="checkbox"/> Talking Families<br><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"> <li>a) I have confidence in the way reports of child abuse or neglect are managed by the child protection system</li> <li>b) Services and support are provided early for families who need it</li> <li>c) Children are only removed from their families when it is unsafe for them to remain at home</li> <li>d) The child protection system makes decisions that are in the best interests of the child</li> <li>e) The child protection system listens to the views and wishes of children when making child safety decisions</li> <li>f) Parents are able to make a complaint about a child protection decision</li> <li>g) Children are able to make a complaint about a child protection decision</li> <li>h) Family and friends are able to make a complaint about a child protection decision</li> <li>i) Government monitors and reviews child protection decisions</li> <li>j) Government provides information on the performance of its child protection services</li> <li>k) The child protection system provides children with a high quality of care</li> <li>l) Overall, I have confidence and trust in the Queensland child protection system</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Strongly disagree</li> <li><input type="checkbox"/> Disagree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Strongly agree</li> <li><input type="checkbox"/> No opinion</li> <li><input type="checkbox"/> Don't know</li> </ul> |
| 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"> <li>a) A parent</li> <li>b) A child</li> <li>c) A carer</li> <li>d) A child protection and family support system worker or service provider</li> <li>e) In any other professional capacity (e.g. a doctor, nurse, teacher, etc.)</li> </ul>   | <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul>  |

## Appendix B – Sample Composition

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

| AGE           | Survey year      |                  |
|---------------|------------------|------------------|
|               | 2017<br>n = 1703 | 2019<br>n = 2503 |
| Column %<br>n |                  |                  |
| 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      |                  |
|--|------------------|------------------|
|  | 2017<br>n = 1694 | 2019<br>n = 2503 |
| Column %<br>n  |                  |                  |
| 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      |                  |
|-------------------------------|------------------|------------------|
|                               | 2017<br>n = 1696 | 2019<br>n = 2498 |
| Column %<br>n                 |                  |                  |
| Yes                           | 31%              | 32%              |
| n =                           | 530              | 803              |
| No                            | 69%              | 68%              |
| n =                           | 1166             | 1695             |

| REGION                | Survey year      |                  |
|-----------------------|------------------|------------------|
|                       | 2017<br>n = 1703 | 2019<br>n = 2503 |
| Column %<br>n         |                  |                  |
| 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    |                  |
|---|----------------|------------------|
|   | 2017<br>n = 0^ | 2019<br>n = 2467 |
| Column %<br>n   |                |                  |
| 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

| <b>Q10. If you were concerned about a child’s safety or wellbeing, which organisations or individuals would you report this to?</b> |
|---|
| 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.

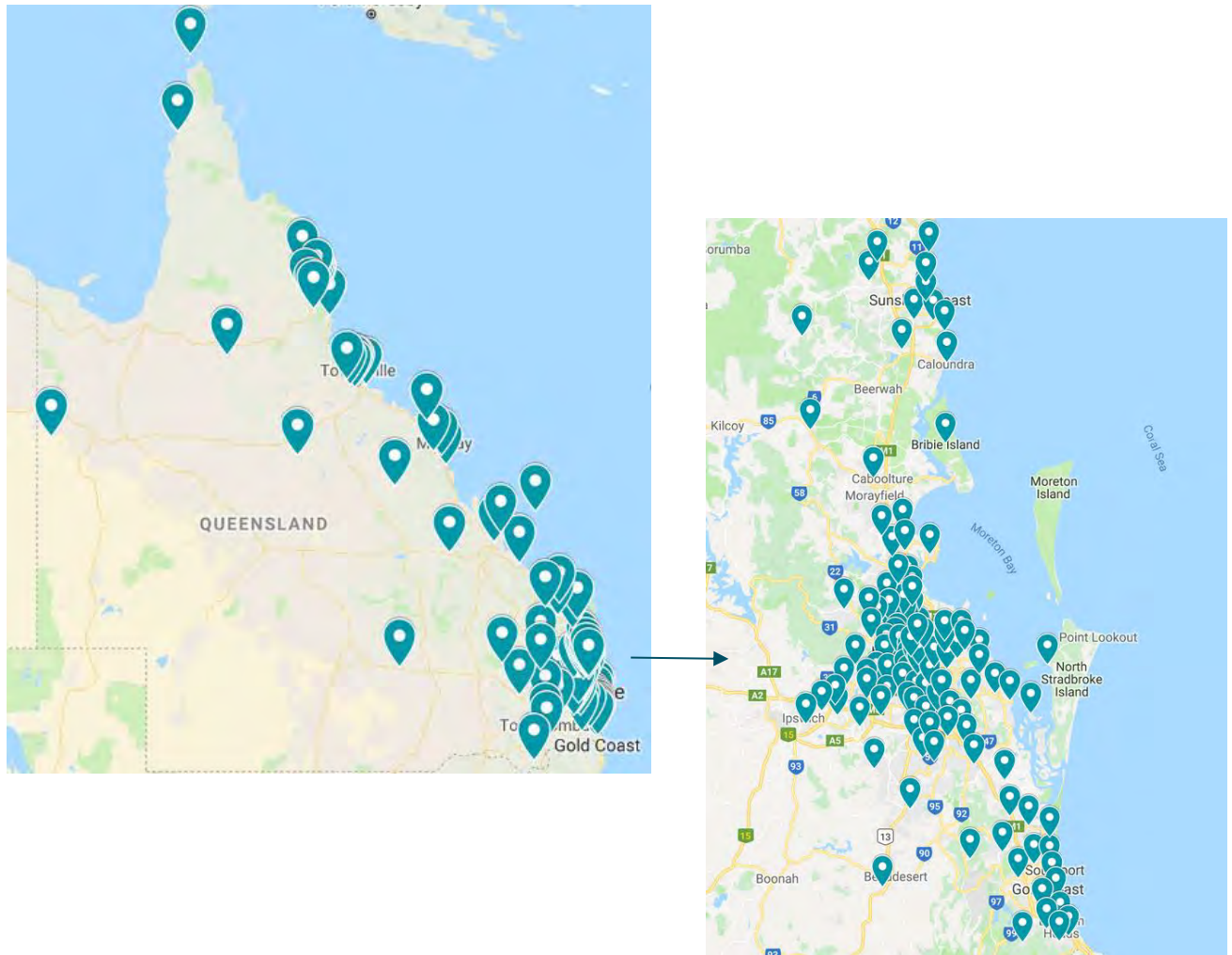
Sample sources: Q&A Market Research's panel of people who identify as Aboriginal and/or Torres Strait Islander. There were 106 completed surveys and 18 refusals.

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

