

A group of seven diverse children of various ethnicities are smiling and lying on a grassy field. The children are arranged in a cluster, with some in the foreground and others slightly behind. They are all looking towards the camera with happy expressions. The background is a soft-focus green, suggesting an outdoor setting with trees.

QFCC Community Perceptions Survey 2020

FINAL Research Report

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1. Introduction

Background

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

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

A similar survey was undertaken and reported on in 2017 and 2019.

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 in 2020 was n = 2,530 Queensland adults (Online = 2,411; CATI = 119). 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 2,530 Queenslanders surveyed, 195 (8%) 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=2530

Demographic characteristics 2020		n	%	Target
Gender				
	Male	1,225	48	50
	Female	1,298	51	50
	Neither	7	<1%	-
Age group				
	18-24 years	265	10	45
	25-39 years	875	35	
	40-59 years	654	26	55
	60+ years	736	29	
Region				
	South East Queensland	1,281	51	50
	Northern	475	19	
	Central	299	12	50
	Southern	475	19	
Aboriginal and Torres Strait Islander				
	Identify	195	8	7.5
	Do not identify	2,335	92	92.5
Caring responsibilities for a child aged 0-17 years <i>n=2,525 answered this item</i>				
	Yes	791	31	-
	No	1,734	69	-

- 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) 2020	n	%	Target
<i>n=2,472 answered this item</i>			
As a parent	190	8	-
As a child	119	5	-
As a carer	172	7	-
As a service provider	194	8	-
In any other professional capacity (e.g. doctor, nurse, teacher, etc)	303	12	-
SUB-TOTAL At least one contact with child protection and family support system	488	20	-

- No targets were set for this criterion

Fieldwork statistics and dates

The average time taken to complete the survey in the online mode was 4 minutes, 59 seconds. For those completing via a telephone interview the average completion time was 8 minutes, 1 second.

The fieldwork dates for the survey were as follows:

- Online survey: 20 March to 3 April 2020
- CATI survey: 31 March to 3 April 2020.

Appendix D contains the fieldwork report and associated response rates for 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 all 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 2020 and 2019 data

The only change made to the questionnaire between 2019 and 2020 was the inclusion of two new codes at Q9: 'Which of the following initiatives are you familiar with?'. The new codes in 2020 were 'the Raising Children Network' and 'Parentline'.



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. 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

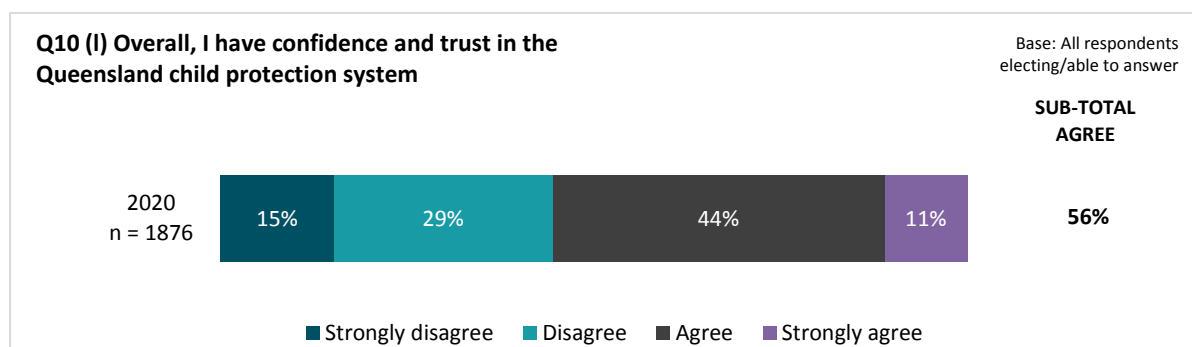
3.1 Overall confidence and trust in Queensland child protection system

Q10(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 2020 result

In the 2020 survey, 56% of respondents agreed (agree/strongly agree) with the statement ‘Overall, I have confidence and trust in the Queensland child protection system’ (44% agree; 11% strongly agree). A total of 44% disagreed (29% disagree; 15% strongly disagree).

Figure 3.1.1: Overall confidence and trust in the Queensland child protection system (2020)

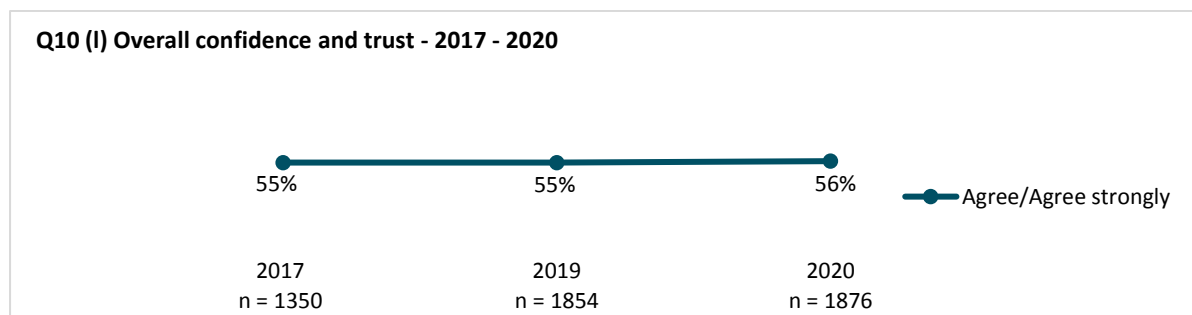


In 2020, 238 respondents answered ‘no opinion’, 407 answered ‘don’t know’ and 9 declined to answer the question. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer n=1,876).

3.1.2 Comparison to previous survey data

Confidence and trust in the Queensland child protection system in 2020 (56% agree/strongly agree) was consistent with that recorded in previous surveys (55% in 2019, 55% in 2017).

Figure 3.1.2: Overall confidence and trust in the Queensland child protection system 2017-2020 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 subsequent 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)
- In 2020, 238 respondents answered ‘no opinion’, 407 answered ‘don’t know’ and 9 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=1,876)

3.1.3 Sub-group differences (2020)

The following sub-groups were more likely than average (56%) 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 (60%)
- Queenslanders aged under 40 years (18-24 year olds 77%, 25-39 year olds 70%)
- Those responsible for a child aged between 0 and 17 years (62%)
- Those living in the South East region (59%)
- Those who had had recent contact with the child protection system as a child (71%).

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

Q10(I) Column %	Total 2020 n = 1876	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 935	Female n = 939	Neither n = 2^	18-24 n = 202	25-39 n = 651	40-59 n = 482	60+ n = 541	Yes n = 605	No n = 1267	No n = 1706	Yes n = 170
% of respondents												
Strongly disagree	15	13 ↓	17 ↑	50	5 ↓	9 ↓	18	24 ↑	14	16	15	15
Disagree	29	27	31		18 ↓	21 ↓	29	42 ↑	24 ↓	32 ↑	29	28
SUB-TOTAL DISAGREE	44	40 ↓	48 ↑	50	23 ↓	30 ↓	48	66 ↑	38 ↓	47 ↑	44	43
Agree	44	47	42	50	56 ↑	55 ↑	42	29 ↓	50 ↑	42 ↓	45	39
Strongly agree	11	13 ↑	10 ↓		20 ↑	15 ↑	10	5 ↓	13	11	11 ↓	18 ↑
SUB-TOTAL AGREE	56	60 ↑	52 ↓	50	77 ↑	70 ↑	52	34 ↓	62 ↑	53 ↓	56	57

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

Q10(I) Column %	Total 2020 n = 1876	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 347	Central n = 228	South East n = 965	Southern n = 336	Parent n = 169	Child n = 101	Carer n = 152	System worker n = 169	Other professional n = 274	None of these n = 1403
% of respondents											
Strongly disagree	15	18	14	13	18	18	7	13	15	10	15
Disagree	29	33	29	27	31	21	22	28	22	28	29
SUB-TOTAL DISAGREE	44	50	43	41 ↓	49	38	29 ↓	40	37	38	44
Agree	44	39	49	46	42	38	43	36	36	45	46
Strongly agree	11	11	8	13 ↑	9	24 ↑	29 ↑	24 ↑	27 ↑	17 ↑	10 ↓
SUB-TOTAL AGREE	56	50	57	59 ↑	51	62	71 ↑	60	63	62	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 (2020)

Table 3.1.3 shows that perceived change in the child protection system (see Table 3.3.1) was related to confidence in the child protection system. Respondents who thought the child protection system had become better over the last five years were more likely to agree that they had confidence in the child protection system, while those who thought the system had become worse were more likely to disagree that they had confidence in the system.

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

Perceived change (2020)	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
Chi square (8, n = 1673) = 514.234, p < .000001, Cramer's V = 0.392					
Better count (%)	9 (2.3%)	38 (9.7%)	22 (5.6%)	235 (59.8%)	89 (22.6%)
Adjusted residual	-6.66	-6.94	-1.76	7.33	7.13
Stayed the same count (%)	55 (7.5%)	219 (30.0%)	75 (10.3%)	314 (43.0%)	67 (9.2%)
Adjusted residual	-5.49	0.88	2.03	2.56	-1.35
Worse count (%)	196 (35.6%)	216 (39.3%)	39 (7.1%)	74 (13.5%)	25 (4.5%)
Adjusted residual	11.95	4.85	-0.85	-9.14	-4.47

To examine the extent to which knowledge of the Queensland child protection system (see Table 3.5.1) 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=1183) 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=929).

Respondents with more knowledge of the child protection system were more likely to strongly disagree that they have 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 (2020)	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
Chi square (4, n = 2112) = 48.252, p < .000001, Cramer's V = 0.151					
Low or no knowledge count (%)	119 (10.1%)	290 (24.5%)	167 (14.1%)	493 (41.7%)	114 (9.6%)
Adjusted residual	-3.14	-0.91	2.92	1.30	-0.59
Some or a lot of knowledge count (%)	164 (17.7%)	256 (27.6%)	71 (7.6%)	337 (36.3%)	101 (10.9%)
Adjusted residual	3.54	1.02	-3.29	-1.47	0.66

3.2 Perceptions of the Queensland child protection system

Q10. How much do you agree or disagree with the following statements about the current child protection system in Queensland?

3.2.1 2020 result

Highest agreement in 2020 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% agree/strongly agree)
- Parents are able to make a complaint about a child protection decision (59%)
- Family and friends are able to make a complaint about a child protection decision (58%)
- Decisions are made in the best interests of the child (51%).

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

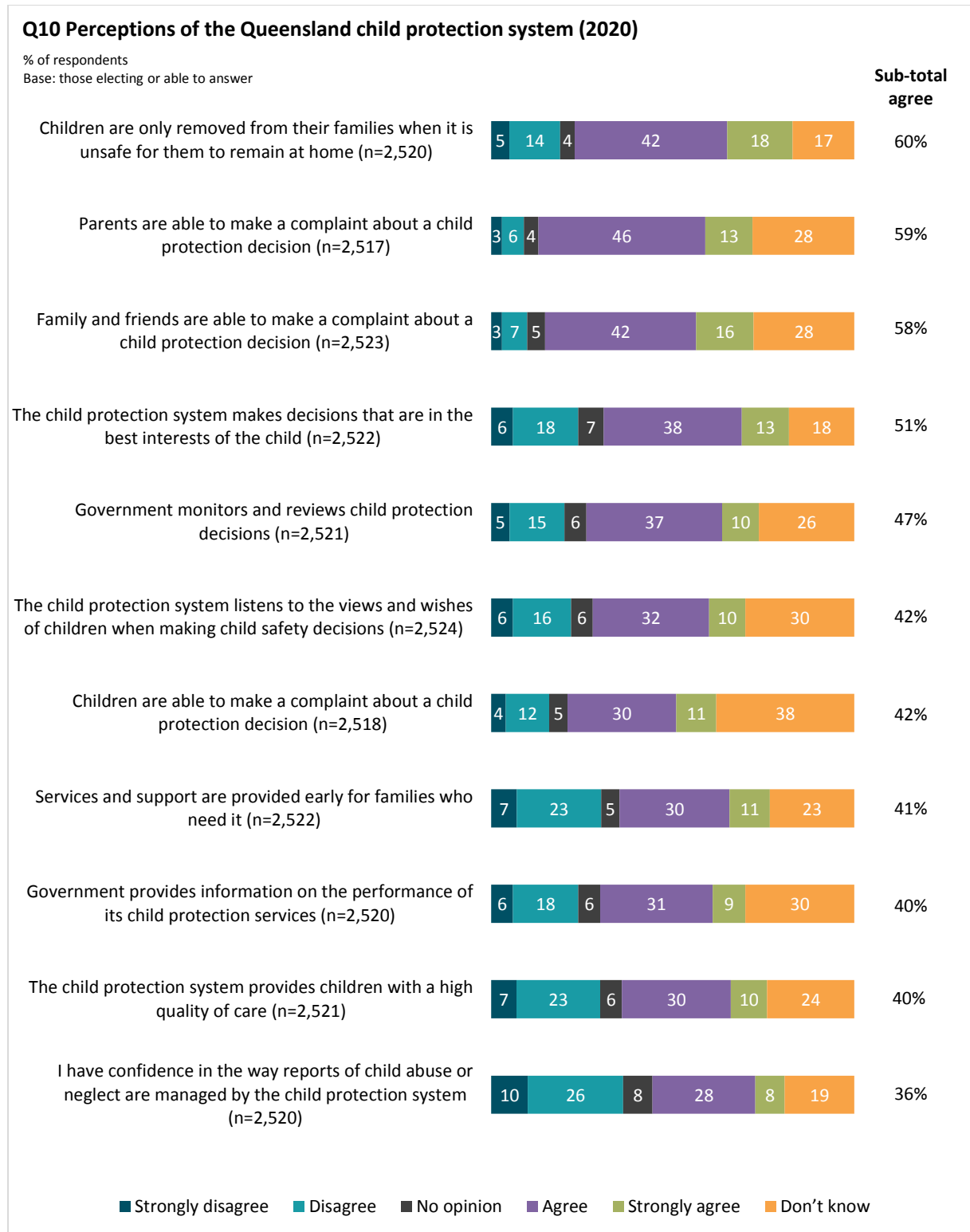
- Government monitors and reviews child protection decisions (47% strongly agree/agree)
- The child protection system listens to the views and wishes of children when making decisions (42%)
- Children are able to make a complaint about a child protection decision (42%)
- Services and support are provided early for families who need it (41%)
- Government provides information on the performance of its child protection services (40%)
- The child protection system provides children with a high quality of care (40%)
- I have confidence in the way reports of child abuse or neglect are managed by the child protection system (36%).

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 (38%)
- Government provides information on the performance of its child protection services (30%)
- The child protection system listens to the views and wishes of children when making decisions (30%)
- Parents are able to make a complaint about a child protection decision (28%)
- Family and friends are able to make a complaint about a child protection decision (28%).

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

Figure 3.2.1: Agreement with perception statements (2020)



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=2,517 (when 13 respondents declined to answer) for the statement 'Parents are able to make a complaint about a child protection decision'. The reader is referred to Table 3.2.1 for a description of the base for each statement.

3.2.2 Comparison to 2019 survey data

Agreement with all statements about the child protection system in 2020 was consistent with responses in 2019.

Figure 3.2.2: Agreement with perception statements 2019-2020 trend

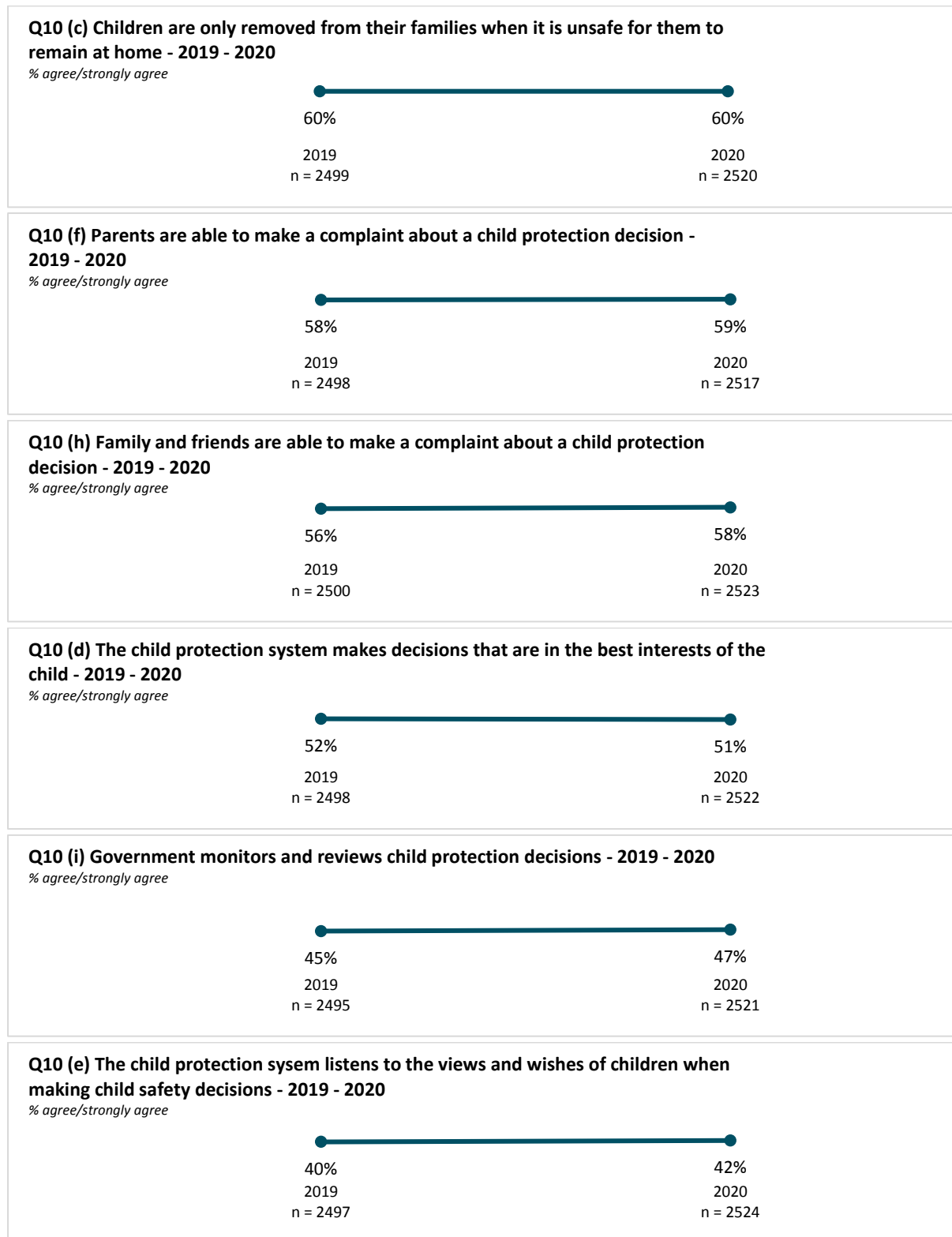
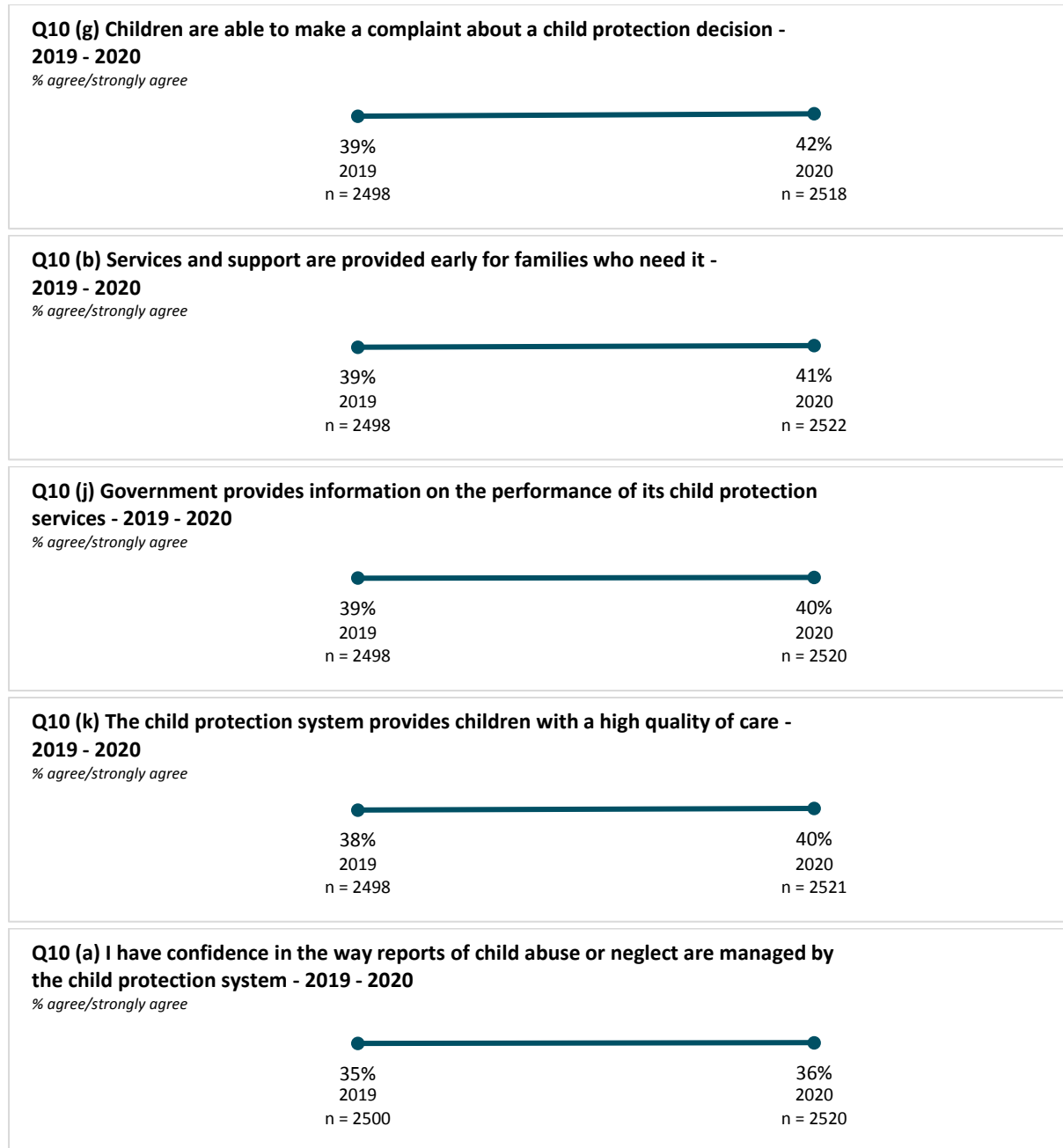


Figure 3.2.2: Agreement with perception statements 2019-2020 trend (continued)



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 in 2020 was n=2,517 (when 13 respondents declined to answer) and n=2,495 in 2019 (when 8 respondents declined to answer). The reader is referred to Table 3.2.1 for a description of the base for each statement.

3.2.3 Sub-group differences (2020)

On most factors in the 2020 survey, 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 the child protection system, including:

- How reports of child abuse or neglect are managed (parent 51%, child 56%, carer 51%, system worker 52%, 'other' professional 50% - versus average 36%)
- Services and support being provided early for families who need it (parent 63%, child 69%, carer 58%, system worker 64%, 'other' professional 56% - versus average 41%)
- Children only being removed from their families when it is unsafe for them to remain at home (system worker 71%, 'other' professional 72% - versus 60% average)
- The child protection system making decisions in the best interests of the child (parent 60%, child 72%, system worker 63%, 'other' professional 68% - versus average 51%)
- The child protection system listening to the views and wishes of children when making decisions (parent 54%, child 64%, carer 60%, system worker 63%, 'other' professional 56% - versus average 42%)
- Parents being able to make a complaint about a child protection decision (parent 70%, child 78%, carer 74%, system worker 77%, 'other' professional 75% - versus average 59%)
- Children being able to make a complaint about a child protection decision (parent 59%, child 68%, carer 65%, system worker 67%, 'other' professional 60% - versus average 42%)
- Family and friends being able to make a complaint about a child protection decision (parent 68%, child 70%, carer 70%, system worker 73%, 'other' professional 71% - versus average 58%)
- The government monitoring and reviewing child protection decisions (parent 59%, child 65%, carer 57%, system worker 63%, 'other' professional 63% - versus average 47%)
- The government providing information on the performance of its child protection services (parent 60%, child 69%, carer 61%, system worker 61%, 'other' professional 56% - versus average 40%)
- The child protection system providing children with a high quality of care (parent 59%, child 71%, carer 63%, system worker 64%, 'other' professional 56% - versus average 40%).

Queenslanders who identify as Aboriginal and/or Torres Strait Islander were more likely than average to agree with a number of statements, while those who do not identify as Aboriginal and/or Torres Strait Islander were more likely than average to be unable to rate their agreement with the statements.

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.

Respondents from the South East region were more likely to strongly agree with the following statements:

- Services and support are provided early for families who need it (13% strongly agree South East – versus average 11%)
- The child protection system makes decisions that are in the best interests of the child (14% strongly agree South East – versus average 13%)
- The child protection system listens to the views and wishes of children when making child safety decisions (11% strongly agree South East – versus average 10%)
- Government monitors and reviews child protection decisions (12% strongly agree South East – versus average 10%)
- Government provides information on the performance of its child protection services (11% strongly agree South East – versus average 9%)
- The child protection system provides children with a high quality of care (12% strongly agree South East – versus average 10%).

Those living in the Northern region were more likely than average to disagree/strongly disagree with the following statements:

- Children are able to make a complaint about a child protection decision (20% - versus average 16%)
- Family and friends are able to make a complaint about a child protection decision (13% - versus average 10%)
- The child protection system provides children with a high quality of care (35% - versus average 30%).

Residents of the Central region (30%) were more likely than average (24%) to disagree/strongly disagree with the statement that the government provides information on the performance of its child protection services. They were however more likely than average (38%) to agree that the system makes decisions that are in the best interests of the child (46%).

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

Q10 Column %	Total 2020	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
% of respondents												
I have confidence in the way reports of child abuse or neglect are managed by the child protection system												
	Total 2020 n = 2520	Male n = 1218	Female n = 1296	Neither n = 6^	18-24 n = 263	25-39 n = 871	40-59 n = 651	60+ n = 735	Yes n = 789	No n = 1726	No n = 2326	Yes n = 194
Strongly disagree	10	9	12	17	5 ↓	7 ↓	10	17 ↑	10	11	10	12
Disagree	26	25	28		14 ↓	19 ↓	29	37 ↑	23 ↓	28 ↑	27	23
SUB-TOTAL DISAGREE	37	34 ↓	39 ↑	17	19 ↓	26 ↓	39	54 ↑	33 ↓	39 ↑	37	35
Agree	28	30 ↑	25 ↓		43 ↑	34 ↑	26	16 ↓	33 ↑	25 ↓	27	33
Strongly agree	8	9	7	17	14 ↑	12 ↑	7	3 ↓	9	8	7 ↓	15 ↑
SUB-TOTAL AGREE	36	39 ↑	32 ↓	17	57 ↑	46 ↑	33	19 ↓	42 ↑	33 ↓	35 ↓	48 ↑
No opinion	8	8	8		6	9	7	9	7	9	8	7
Don't know	19	18	20	67	19	20	21	18	18	20	20 ↑	10 ↓
Services and support are provided early for families who need it												
	Total 2020 n = 2522	Male n = 1219	Female n = 1296	Neither n = 7^	18-24 n = 263	25-39 n = 873	40-59 n = 652	60+ n = 734	Yes n = 786	No n = 1731	No n = 2328	Yes n = 194
Strongly disagree	7	7	7	29	3 ↓	6	7	10 ↑	7	7	7	11
Disagree	23	21 ↓	26 ↑		16 ↓	19 ↓	26	29 ↑	23	24	24	22
SUB-TOTAL DISAGREE	31	27 ↓	34 ↑	29	19 ↓	25 ↓	34	39 ↑	30	31	30	32
Agree	30	32	28		40 ↑	34 ↑	29	22 ↓	33	28	30	31
Strongly agree	11	12	10	29	16 ↑	13 ↑	11	7 ↓	13 ↑	10 ↓	10 ↓	21 ↑
SUB-TOTAL AGREE	41	44 ↑	38 ↓	29	55 ↑	47 ↑	40	29 ↓	46 ↑	38 ↓	40 ↓	52 ↑
No opinion	5	5	6		7	6	5	5	4	6	5	5
Don't know	23	24	23	43	19	22	22	27 ↑	19 ↓	25 ↑	24 ↑	11 ↓
Children are only removed from their families when it is unsafe for them to remain at home												
	Total 2020 n = 2520	Male n = 1219	Female n = 1295	Neither n = 6^	18-24 n = 263	25-39 n = 872	40-59 n = 652	60+ n = 733	Yes n = 790	No n = 1725	No n = 2326	Yes n = 194
Strongly disagree	5	5	6	17	3	5	6	6	6	5	5	8
Disagree	14	13	15		11	12	15	17 ↑	14	14	14	16
SUB-TOTAL DISAGREE	19	18	21	17	14	17	20	24 ↑	21	19	19	25
Agree	42	42	42		46	44	41	39	44	41	42	39
Strongly agree	18	19	17	17	24 ↑	18	18	15	19	18	17	24
SUB-TOTAL AGREE	60	60	60	17	70 ↑	63	58	55 ↓	63	59	60	62
No opinion	4	4	4		6	4	4	3	3	4	4	4
Don't know	17	17	16	67	10 ↓	16	18	18	13 ↓	18 ↑	17 ↑	9 ↓

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)

Q10 Column %	Total 2020	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
% of respondents												
The child protection system makes decisions that are in the best interests of the child												
	Total 2020 n = 2522	Male n = 1220	Female n = 1296	Neither n = 6 [^]	18-24 n = 263	25-39 n = 871	40-59 n = 654	60+ n = 734	Yes n = 789	No n = 1728	No n = 2328	Yes n = 194
Strongly disagree	6	6	7	17	3	5	7	8 ↑	7	6	6 ↓	11 ↑
Disagree	18	15 ↓	21 ↑		10 ↓	12 ↓	20	26 ↑	16	19	18	20
SUB-TOTAL DISAGREE	24	21 ↓	27 ↑	17	13 ↓	17 ↓	27	34 ↑	23	25	24	30
Agree	38	40	37	33	46 ↑	43 ↑	37	31 ↓	42	37	38	38
Strongly agree	13	13	12		21 ↑	14	13	8 ↓	14	12	12	17
SUB-TOTAL AGREE	51	54	49	33	67 ↑	57 ↑	50	39 ↓	55 ↑	49 ↓	51	55
No opinion	7	8	6		6	8	5	8	6	7	7	5
Don't know	18	18	18	50	14	18	18	19	15	19	18 ↑	10 ↓
The child protection system listens to the views and wishes of children when making child safety decisions												
	Total 2020 n = 2524	Male n = 1221	Female n = 1297	Neither n = 6 [^]	18-24 n = 264	25-39 n = 872	40-59 n = 654	60+ n = 734	Yes n = 790	No n = 1729	No n = 2331	Yes n = 193
Strongly disagree	6	6	6	17	4	6	7	7	7	6	6	9
Disagree	16	14 ↓	18 ↑		13	14	17	20 ↑	16	16	16	17
SUB-TOTAL DISAGREE	22	20	24	17	17	20	23	26 ↑	23	22	22	26
Agree	32	35	30	17	38	34	31	29	34	32	32	36
Strongly agree	10	10	9	17	17 ↑	11	10	5 ↓	12	9	9 ↓	16 ↑
SUB-TOTAL AGREE	42	45 ↑	39 ↓	33	55 ↑	45	41	34 ↓	46	40	41 ↓	52 ↑
No opinion	6	6	5		6	6	5	6	4	6	6	7
Don't know	30	28	31	50	22 ↓	28	31	34	26	31	31 ↑	15 ↓
Parents are able to make a complaint about a child protection decision												
	Total 2020 n = 2517	Male n = 1217	Female n = 1294	Neither n = 6 [^]	18-24 n = 263	25-39 n = 873	40-59 n = 650	60+ n = 731	Yes n = 791	No n = 1721	No n = 2324	Yes n = 193
Strongly disagree	3	3	3	17	4	3	3	2	3	2	2 ↓	6 ↑
Disagree	6	6	6		7	6	7	6	8	6	6	9
SUB-TOTAL DISAGREE	9	9	9	17	11	8	9	9	11	8	8 ↓	15 ↑
Agree	46	45	46		49	44	47	45	46	46	45	47
Strongly agree	13	15 ↑	11 ↓	17	14	15	12	11	15	12	12 ↓	21 ↑
SUB-TOTAL AGREE	59	60	57	17	63	60	58	56	60	58	58	67
No opinion	4	5	4	17	4	5	5	3	4	4	4	5
Don't know	28	26	30	50	22	26	28	33 ↑	24 ↓	30 ↑	29 ↑	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)

Q10 Column %	Total 2020	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS	ABORIGINAL AND/OR TORRES STRAIT ISLANDER		
% of respondents												
Children are able to make a complaint about a child protection decision												
	Total 2020 n = 2518	Male n = 1218	Female n = 1294	Neither n = 6 [^]	18-24 n = 264	25-39 n = 869	40-59 n = 652	60+ n = 733	Yes n = 788	No n = 1725	No n = 2324	Yes n = 194
Strongly disagree	4	4	4		5	4	4	4	4	4	4	6
Disagree	12	11	13	17	13	11	12	12	12	12	12	10
SUB-TOTAL DISAGREE	16	15	17	17	17	15	16	16	16	15	16	16
Agree	30	32	29	17	39 ↑	32	30	26 ↓	32	30	29 ↓	44 ↑
Strongly agree	11	12	10		17 ↑	13	11	8 ↓	13	10	10 ↓	19 ↑
SUB-TOTAL AGREE	42	44	40	17	56 ↑	45	40	34 ↓	45	40	40 ↓	63 ↑
No opinion	5	5	5		5	6	5	4	5	5	5	5
Don't know	38	37	39	67	22 ↓	35	39	46 ↑	33 ↓	40 ↑	40 ↑	16 ↓
Family and friends are able to make a complaint about a child protection decision												
	Total 2020 n = 2523	Male n = 1222	Female n = 1295	Neither n = 6 [^]	18-24 n = 264	25-39 n = 871	40-59 n = 654	60+ n = 734	Yes n = 789	No n = 1729	No n = 2329	Yes n = 194
Strongly disagree	3	3	3	33	3	3	2	3	3	2	2 ↓	6 ↑
Disagree	7	7	8		8	8	7	6	8	7	7	9
SUB-TOTAL DISAGREE	10	9	11	33	11	10	10	9	12	9	10	15
Agree	42	43	42		45	41	43	41	44	41	42	43
Strongly agree	16	17	15		21	18	15	12 ↓	16	15	15 ↓	23 ↑
SUB-TOTAL AGREE	58	60	57		66 ↑	59	59	54 ↓	61	57	57	66
No opinion	5	5	4		6	5	4	4	4	5	5	5
Don't know	28	26	29	67	17 ↓	26	28	33 ↑	24 ↓	29 ↑	29 ↑	14 ↓
Government monitors and reviews child protection decisions												
	Total 2020 n = 2521	Male n = 1220	Female n = 1295	Neither n = 6 [^]	18-24 n = 264	25-39 n = 872	40-59 n = 652	60+ n = 733	Yes n = 791	No n = 1725	No n = 2327	Yes n = 194
Strongly disagree	5	5	5	17	3	4 ↓	6	7 ↑	6	5	5	8
Disagree	15	12 ↓	18 ↑	17	13	12 ↓	14	21 ↑	14	16	15	19
SUB-TOTAL DISAGREE	20	18 ↓	23 ↑	33	16	16 ↓	21	28 ↑	19	21	20	26
Agree	37	40 ↑	34 ↓		41	41 ↑	37	32 ↓	39	36	37	36
Strongly agree	10	10	9		15 ↑	11	9	7 ↓	11	9	9 ↓	18 ↑
SUB-TOTAL AGREE	47	51 ↑	43 ↓		55 ↑	52 ↑	46	38 ↓	49	46	46	54
No opinion	6	7	6		8	7	5	6	6	6	7	5
Don't know	26	25	28	67	20	25	28	28	25	27	27 ↑	15 ↓

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)

Q10 Column %	Total 2020	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 2020 n = 2520	Male n = 1220	Female n = 1294	Neither n = 6 [^]	18-24 n = 264	25-39 n = 869	40-59 n = 653	60+ n = 734	Yes n = 790	No n = 1725	No n = 2326	Yes n = 194
Strongly disagree	6	6	5	17	3	5	5	8 ↑	6	6	5	8
Disagree	18	16	20		14	17	19	20	19	18	18	18
SUB-TOTAL DISAGREE	24	22	25	17	16 ↓	21	24	28 ↑	25	23	24	25
Agree	31	32	30		41 ↑	31	31	28	32	31	31	35
Strongly agree	9	10	8	17	14 ↑	12 ↑	9	5 ↓	11	8	9 ↓	17 ↑
SUB-TOTAL AGREE	40	43	38	17	55 ↑	42	41	32 ↓	43	39	39 ↓	52 ↑
No opinion	6	6	6		6	7	6	5	5	6	6	7
Don't know	30	29	31	67	23 ↓	29	29	34 ↑	27	31	31 ↑	16 ↓
The child protection system provides children with a high quality of care												
	Total 2020 n = 2521	Male n = 1222	Female n = 1293	Neither n = 6 [^]	18-24 n = 264	25-39 n = 873	40-59 n = 651	60+ n = 733	Yes n = 789	No n = 1727	No n = 2327	Yes n = 194
Strongly disagree	7	7	8	17	3 ↓	5 ↓	8	10 ↑	8	7	7 ↓	12 ↑
Disagree	23	21	24	33	13 ↓	18 ↓	21	32 ↑	20	24	23	23
SUB-TOTAL DISAGREE	30	28	32	50	17 ↓	23 ↓	29	43 ↑	28	31	30	35
Agree	30	32 ↑	28		41 ↑	34 ↑	30	21 ↓	33	29	29	34
Strongly agree	10	11	9		18 ↑	13 ↑	8	5 ↓	12	9	9 ↓	15 ↑
SUB-TOTAL AGREE	40	43 ↑	37 ↓		59 ↑	46 ↑	38	26 ↓	44 ↑	38 ↓	39 ↓	49 ↑
No opinion	6	6	6		5	7	6	5	5	7	6	5
Don't know	24	24	25	50	19	23	26	26	23	25	26 ↑	11 ↓

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

Q10 Column %	Total 2020	REGION				EXPERIENCE WITH SYSTEM					
% of respondents											
I have confidence in the way reports of child abuse or neglect are managed by the child protection system											
	Total 2020 n = 2520	Northern n = 473	Central n = 297	South East n = 1278	Southern n = 472	Parent n = 189	Child n = 116	Carer n = 170	System worker n = 192	Other professional n = 302	None of these n = 1978
Strongly disagree	10	12	10	10	11	17 ↑	8	13	15	10	10
Disagree	26	25	28	26	29	21	28	25	27	28	26
SUB-TOTAL DISAGREE	37	37	38	35	40	38	35	38	42	38	36 ↓
Agree	28	28	29	28	25	31	34	28	30	34 ↑	27
Strongly agree	8	8	6	9	7	20 ↑	22 ↑	23 ↑	22 ↑	17 ↑	6 ↓
SUB-TOTAL AGREE	36	36	36	37	31	51 ↑	56 ↑	51 ↑	52 ↑	50 ↑	33 ↓
No opinion	8	8	8	8	10	7	4	4	3 ↓	5	9 ↑
Don't know	19	18	18	20	19	4 ↓	4 ↓	8 ↓	4 ↓	7 ↓	22 ↑
Services and support are provided early for families who need it											
	Total 2020 n = 2522	Northern n = 473	Central n = 299	South East n = 1277	Southern n = 473	Parent n = 190	Child n = 118	Carer n = 172	System worker n = 194	Other professional n = 301	None of these n = 1979
Strongly disagree	7	7	9	6	8	10	5	10	8	8	7
Disagree	23	25	24	22	25	19	15	23	22	27	22
SUB-TOTAL DISAGREE	31	32	33	28 ↓	34	29	20	34	30	35	29 ↓
Agree	30	30	34	30	27	36	38	33	38 ↑	37 ↑	28
Strongly agree	11	10	8	13 ↑	8	26 ↑	31 ↑	26 ↑	26 ↑	19 ↑	9 ↓
SUB-TOTAL AGREE	41	40	42	43	35 ↓	63 ↑	69 ↑	58 ↑	64 ↑	56 ↑	38 ↓
No opinion	5	7	5	5	7	3	5	3	2	3	6
Don't know	23	21	20	24	24	5 ↓	6 ↓	5 ↓	4 ↓	7 ↓	27 ↑
Children are only removed from their families when it is unsafe for them to remain at home											
	Total 2020 n = 2520	Northern n = 471	Central n = 298	South East n = 1277	Southern n = 474	Parent n = 188	Child n = 118	Carer n = 171	System worker n = 192	Other professional n = 303	None of these n = 1977
Strongly disagree	5	7	7	5	5	11 ↑	8	9	10 ↑	7	4 ↓
Disagree	14	15	12	13	16	16	16	20	15	14	13 ↓
SUB-TOTAL DISAGREE	19	22	19	18	21	28 ↑	25	29 ↑	24	21	17 ↓
Agree	42	43	47	41	42	37	34	34	41	46	43
Strongly agree	18	17	15	20	16	27 ↑	27 ↑	27 ↑	30 ↑	26 ↑	16 ↓
SUB-TOTAL AGREE	60	60	62	60	58	64	61	61	71 ↑	72 ↑	59
No opinion	4	4	4	4	5	6	6	3	3	3	4
Don't know	17	14	15	18	16	3 ↓	8	7 ↓	2 ↓	4 ↓	19 ↑

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)

Q10 Column %	Total 2020	REGION				EXPERIENCE WITH SYSTEM					
% of respondents											
The child protection system makes decisions that are in the best interests of the child											
	Total 2020 n = 2522	Northern n = 473	Central n = 297	South East n = 1279	Southern n = 473	Parent n = 189	Child n = 119	Carer n = 170	System worker n = 193	Other professional n = 302	None of these n = 1979
Strongly disagree	6	7	7	5	8	12 ↑	9	11 ↑	11 ↑	5	5 ↓
Disagree	18	19	17	17	20	19	11	23	20	18	17
SUB-TOTAL DISAGREE	24	27	24	22 ↓	28	31	20	34 ↑	31	24	23 ↓
Agree	38	40	46 ↑	38	34	39	43	34	38	48 ↑	38
Strongly agree	13	11	10	14 ↑	11	21 ↑	29 ↑	22 ↑	24 ↑	19 ↑	11 ↓
SUB-TOTAL AGREE	51	51	56	52	45 ↓	60 ↑	72 ↑	56	63 ↑	68 ↑	49 ↓
No opinion	7	7	4	7	8	6	3	3	2 ↓	4	7
Don't know	18	15	15	18	19	4 ↓	4 ↓	7 ↓	4 ↓	5 ↓	21 ↑
The child protection system listens to the views and wishes of children when making child safety decisions											
	Total 2020 n = 2524	Northern n = 472	Central n = 298	South East n = 1281	Southern n = 473	Parent n = 189	Child n = 118	Carer n = 171	System worker n = 193	Other professional n = 303	None of these n = 1980
Strongly disagree	6	9 ↑	5	6	5	13 ↑	11	11	11 ↑	8	5 ↓
Disagree	16	17	19	15	16	17	12	15	14	21	15 ↓
SUB-TOTAL DISAGREE	22	26	25	21	21	30 ↑	23	26	25	29 ↑	20 ↓
Agree	32	33	35	31	32	31	35	34	38	38	31
Strongly agree	10	8	7	11 ↑	9	23 ↑	29 ↑	26 ↑	25 ↑	18 ↑	8 ↓
SUB-TOTAL AGREE	42	41	42	43	41	54 ↑	64 ↑	60 ↑	63 ↑	56 ↑	39 ↓
No opinion	6	6	7	5	7	6	5	6	4	4	6
Don't know	30	26	26	31	31	10 ↓	8 ↓	8 ↓	8 ↓	12 ↓	34 ↑
Parents are able to make a complaint about a child protection decision											
	Total 2020 n = 2517	Northern n = 472	Central n = 298	South East n = 1275	Southern n = 472	Parent n = 190	Child n = 119	Carer n = 172	System worker n = 194	Other professional n = 303	None of these n = 1972
Strongly disagree	3	3	4	2	3	6 ↑	4	3	6 ↑	4	2
Disagree	6	8	5	5 ↓	8	13 ↑	10	9	8	9	5 ↓
SUB-TOTAL DISAGREE	9	12 ↑	8	7 ↓	11	18 ↑	14	12	14 ↑	13	8 ↓
Agree	46	43	49	46	44	45	47	49	51	56 ↑	44 ↓
Strongly agree	13	14	11	13	12	25 ↑	31 ↑	24 ↑	26 ↑	19 ↑	11 ↓
SUB-TOTAL AGREE	59	57	60	59	57	70 ↑	78 ↑	74 ↑	77 ↑	75 ↑	55 ↓
No opinion	4	5	4	4	6	4	1	4	2	3	5
Don't know	28	25	28	29	27	7 ↓	7 ↓	10 ↓	7 ↓	10 ↓	33 ↑

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)

Q10 Column %	Total 2020	REGION				EXPERIENCE WITH SYSTEM					
% of respondents											
Children are able to make a complaint about a child protection decision											
	Total 2020 n = 2518	Northern n = 474	Central n = 297	South East n = 1276	Southern n = 471	Parent n = 188	Child n = 117	Carer n = 170	System worker n = 193	Other professional n = 301	None of these n = 1978
Strongly disagree	4	5	4	4	3	7 ↑	5	8 ↑	7 ↑	5	3 ↓
Disagree	12	15 ↑	12	10 ↓	12	16	15	11	13	14	11 ↓
SUB-TOTAL DISAGREE	16	20 ↑	16	14 ↓	15	23 ↑	20	19	20	19	14 ↓
Agree	30	28	34	30	31	39 ↑	39	43 ↑	46 ↑	42 ↑	29 ↓
Strongly agree	11	12	9	12	10	20 ↑	29 ↑	22 ↑	21 ↑	18 ↑	9 ↓
SUB-TOTAL AGREE	42	40	43	42	41	59 ↑	68 ↑	65 ↑	67 ↑	60 ↑	38 ↓
No opinion	5	5	3	4	7	6	3	5	4	4	5
Don't know	38	35	37	39	37	12 ↓	9 ↓	11 ↓	8 ↓	17 ↓	43 ↑
Family and friends are able to make a complaint about a child protection decision											
	Total 2020 n = 2523	Northern n = 474	Central n = 298	South East n = 1278	Southern n = 473	Parent n = 190	Child n = 119	Carer n = 172	System worker n = 193	Other professional n = 303	None of these n = 1980
Strongly disagree	3	4	4	2	2	7 ↑	6	6 ↑	7 ↑	4	2 ↓
Disagree	7	9	8	6 ↓	8	12 ↑	13 ↑	12	12 ↑	13 ↑	6 ↓
SUB-TOTAL DISAGREE	10	13 ↑	12	8 ↓	10	19 ↑	19 ↑	17 ↑	20 ↑	17 ↑	8 ↓
Agree	42	42	46	41	43	39	40	41	43	45	42
Strongly agree	16	16	12	17	13	29 ↑	29 ↑	29 ↑	30 ↑	26 ↑	14 ↓
SUB-TOTAL AGREE	58	59	58	58	56	68 ↑	70 ↑	70 ↑	73 ↑	71 ↑	55 ↓
No opinion	5	5	4	4	6	4	3	5	2	3	5
Don't know	28	23 ↓	26	30 ↑	28	9 ↓	8 ↓	7 ↓	6 ↓	9 ↓	32 ↑
Government monitors and reviews child protection decisions											
	Total 2020 n = 2521	Northern n = 473	Central n = 297	South East n = 1277	Southern n = 474	Parent n = 189	Child n = 118	Carer n = 171	System worker n = 194	Other professional n = 303	None of these n = 1977
Strongly disagree	5	7	5	4	6	13 ↑	8	9 ↑	9 ↑	7	4 ↓
Disagree	15	16	16	15	14	14	13	17	16	15	15
SUB-TOTAL DISAGREE	20	24	22	19	20	27	21	26	26	22	19 ↓
Agree	37	38	40	36	37	36	33	33	41	45 ↑	36
Strongly agree	10	8	7	12 ↑	7	23 ↑	32 ↑	24 ↑	22 ↑	18 ↑	8 ↓
SUB-TOTAL AGREE	47	46	46	48	45	59 ↑	65 ↑	57 ↑	63 ↑	63 ↑	44 ↓
No opinion	6	7	7	5	9	7	7	5	5	5	7
Don't know	26	23	25	28	27	6 ↓	7 ↓	11 ↓	6 ↓	11 ↓	30 ↑

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)

Q10 Column %	Total 2020	REGION				EXPERIENCE WITH SYSTEM					
% of respondents											
Government provides information on the performance of its child protection services											
	Total 2020 n = 2520	Northern n = 474	Central n = 297	South East n = 1275	Southern n = 474	Parent n = 190	Child n = 119	Carer n = 171	System worker n = 194	Other professional n = 303	None of these n = 1976
Strongly disagree	6	6	7	5	6	7	4	7	8	7	5
Disagree	18	19	23	16	19	21	15	18	22	22	17 ↓
SUB-TOTAL DISAGREE	24	25	30 ↑	21 ↓	25	27	19	25	29	29	22 ↓
Agree	31	29	31	32	32	31	35	33	35	38 ↑	30
Strongly agree	9	8	6	11 ↑	8	29 ↑	34 ↑	28 ↑	26 ↑	18 ↑	7 ↓
SUB-TOTAL AGREE	40	37	37	43	40	60 ↑	69 ↑	61 ↑	61 ↑	56 ↑	37 ↓
No opinion	6	8 ↑	4	6	5	5	3	6	2 ↓	4	6
Don't know	30	29	30	30	30	8 ↓	8 ↓	8 ↓	8 ↓	11 ↓	35 ↑
The child protection system provides children with a high quality of care											
	Total 2020 n = 2521	Northern n = 472	Central n = 298	South East n = 1278	Southern n = 473	Parent n = 189	Child n = 118	Carer n = 171	System worker n = 193	Other professional n = 303	None of these n = 1977
Strongly disagree	7	9	8	7	7	13 ↑	10	11	12 ↑	8	6 ↓
Disagree	23	26	22	21	24	16	12 ↓	17	16	24	22
SUB-TOTAL DISAGREE	30	35 ↑	31	28 ↓	31	30	22	28	28	32	29 ↓
Agree	30	28	32	30	29	35	42 ↑	36	39 ↑	37 ↑	28 ↓
Strongly agree	10	9	8	12 ↑	7 ↓	24 ↑	30 ↑	27 ↑	24 ↑	19 ↑	8 ↓
SUB-TOTAL AGREE	40	37	40	42 ↑	36	59 ↑	71 ↑	63 ↑	64 ↑	56 ↑	36 ↓
No opinion	6	7	7	5 ↓	8	6	4	4	4	5	6
Don't know	24	21	22	26	26	5 ↓	3 ↓	5 ↓	4 ↓	7 ↓	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

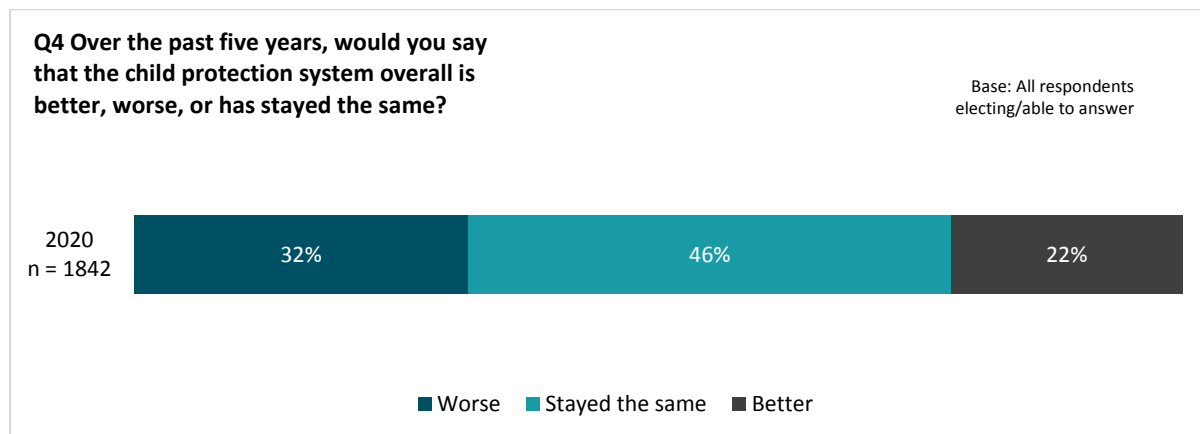
3.3 Perceived performance of child protection system in past five years

Q4. 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 2020 result

46% of respondents in the 2020 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 22% perceived that over the past five years, the system had gotten better.

Figure 3.3.1: Perceptions of system performance (2020)

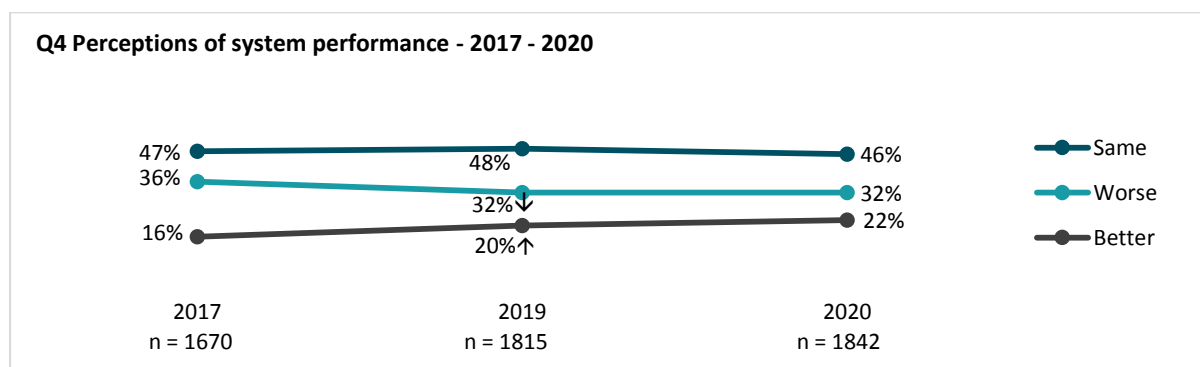


In 2020, 684 respondents answered 'not sure' and 4 declined to answer the question. These respondents have been removed from the base when reporting results (the base is therefore those who elected or were able to answer n=1,842).

3.3.2 Comparison to previous survey data

22% of respondents felt that the Queensland child protection system had gotten better over the past five years (consistent with the 2019 result of 20%). 32% considered the system had worsened over the past five years (32% in 2019).

Figure 3.3.2: Perceptions of system performance 2017-2020 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 subsequent results:

- 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
- In 2020, 684 respondents answered 'not sure' (this option was not available in the 2017 survey) and 4 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=1,842)

↑ ↓ indicates the result is a significant increase or decrease from the prior year result

3.3.3 Sub-group differences (2020)

Tables 3.3.1, 3.3.2 and 3.3.3 show that the population sub-groups more likely than average (22%) to feel that the child protection system overall had improved over the past five years were as follows:

- Males (26%)
- Those aged under 40 years (18 and 24 years 40%, 25-39 years 28%)
- Those who identify as Aboriginal or Torres Strait Islander (31%)
- Those who had had recent contact with the system (as a child) (42%)
- Those who had had recent contact with the system (as a carer) (39%)
- Those who had had recent contact with the system (as a parent) (35%)
- Those who had had recent contact with the system (as a system worker) (35%)
- 'Other' professionals who had had recent contact with the system (e.g. teachers, nurses, doctors) (33%)
- Those who considered they have some or a lot of knowledge about the child protection system (24%).

Females (37%), those aged 40 years or older (40-59 years 38%, 60+ years 41%) or 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

Q4 Column %	Total 2020 n = 1842	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 882	Female n = 957	Neither n = 3^	18-24 n = 188	25-39 n = 596	40-59 n = 487	60+ n = 571	Yes n = 583	No n = 1256	No n = 1680	Yes n = 162
% of respondents												
Worse	32	29 ↓	34	67	13 ↓	20 ↓	35	48 ↑	26 ↓	35 ↑	33	25
Stayed the same	46	44	47	33	47	52 ↑	46	39 ↓	49	45	46	44
Better	22	26 ↑	18 ↓		40 ↑	28 ↑	19	13 ↓	25	21	21 ↓	31 ↑

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

Q4 Column %	Total 2020 n = 1842	REGION				EXPERIENCE WITH SYSTEM						
		Northern n = 342	Central n = 224	South East n = 932	Southern n = 344	Parent n = 158	Child n = 102	Carer n = 147	System worker n = 170	Other professional n = 258	None of these n = 1377	
% of respondents												
Worse	32	34	32	30	34	30	28	24	26	25 ↓	33	
Stayed the same	46	45	47	45	47	35 ↓	29 ↓	37	39	41	48 ↑	
Better	22	21	21	24	19	35 ↑	42 ↑	39 ↑	35 ↑	33 ↑	19 ↓	

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

Q4 Column %	Total 2020 n = 1842	Q6 Level of knowledge about child protection system	
		SUB-TOTAL LOW OR NO KNOWLEDGE n = 995	SUB-TOTAL SOME OR A LOT OF KNOWLEDGE n = 885
% of respondents			
Worse	32	30 ↓	35 ↑
Stayed the same	46	51 ↑	41 ↓
Better	22	20 ↓	24 ↑

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 (2020)

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 2020 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 decisions
- Agreeing that services and support are provided early for families who need it
- Agreeing that the government monitors and reviews child protection decisions.

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

Correlation (2020)	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	1,931	0.78
The child protection system provides children with a high quality of care	1,814	0.74
The child protection system makes decisions that are in the best interests of the child	1,933	0.69
The child protection system listens to the views and wishes of children when making child safety decisions	1,669	0.61
Services and support are provided early for families who need it	1,816	0.61
Government monitors and reviews child protection decisions	1,750	0.61
Government provides information on the performance of its child protection services	1,656	0.56
Children are only removed from their families when it is unsafe for them to remain at home	1,939	0.50
Children are able to make a complaint about a child protection decision	1,483	0.45
Parents are able to make a complaint about a child protection decision	1,693	0.36
Family and friends are able to make a complaint about a child protection decision	1,704	0.37

3.3.5 Predicting confidence in the child protection system (2020)

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 3.3.5) as a group predicted overall confidence scores, which were grouped into 'confident' (agree and strongly agree, n=522) and 'not confident' (disagree and strongly disagree, n=329). 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 0.647, 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 90.4% of cases as confident or not confident.

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

2020	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	1.204	0.135	1	0	3.333	2.558	4.343
The child protection system provides children with a high quality of care	0.711	0.132	1	0	2.036	1.572	2.637
The child protection system makes decisions that are in the best interests of the child	0.405	0.135	1	0.003	1.499	1.151	1.953
The child protection system listens to the views and wishes of children when making child safety decisions	0.353	0.133	1	0.008	1.423	1.097	1.847
Government provides information on the performance of its child protection services	-0.351	0.147	1	0.017	0.704	0.528	0.939
Services and support are provided early for families who need it	0.298	0.130	1	0.022	1.347	1.044	1.738
Government monitors and reviews child protection decisions	0.298	0.143	1	0.037	1.347	1.018	1.783
Family and friends are able to make a complaint about a child protection decision	0.220	0.164	1	0.179	1.246	0.904	1.718
Children are only removed from their families when it is unsafe for them to remain at home	0.158	0.132	1	0.232	1.171	0.904	1.517
Parents are able to make a complaint about a child protection decision	0.177	0.172	1	0.303	1.194	0.852	1.672
Children are able to make a complaint about a child protection decision	-0.001	0.146	1	0.995	0.999	0.750	1.330
Constant	-10.778	1.009					

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 seven 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
- The child protection system makes decisions that are in the best interests of the child
- The child protection system listens to the views and wishes of children when making child safety decisions
- Government provides information on the performance of its child protection services
- Services and support are provided early for families who need it
- Government monitors and reviews child protection decisions.

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 3.3 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 may continue to 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 2020 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.

2020 key themes reflect those found in 2019, and 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*
 - *more training for staff/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/take all complaints seriously*
- 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/screen foster carers*
- 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*
- Increase awareness/education about system, e.g.:
 - *advertise more often to make people aware*
 - *an educational approach for parents, 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/increase penalties*

3.5 Knowledge of Queensland’s child protection system

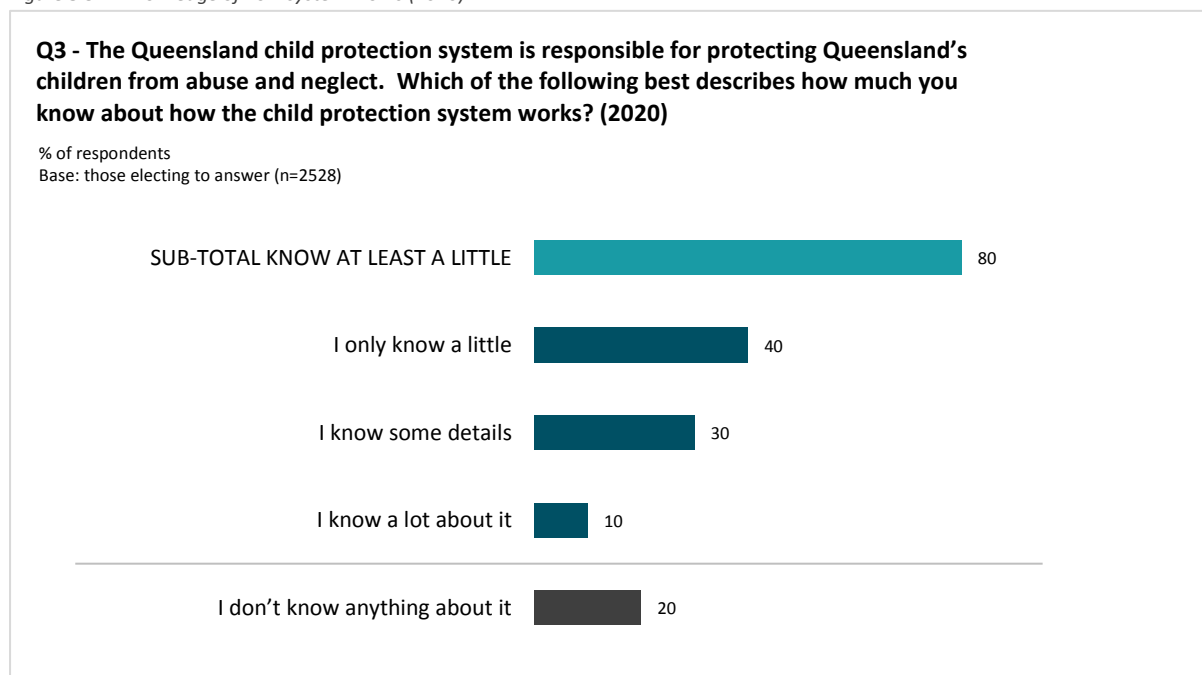
Q3. The Queensland child protection system is responsible for protecting Queensland’s children from abuse and neglect. Which of the following best describes how much you know about how the child protection system works?

3.5.1 2020 result

In the 2020 survey, eight in ten survey respondents (80%) reported knowing at least ‘a little’ about how the child protection system works in Queensland. The remainder (20%) 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 10%, while 30% reported they only knew ‘some details’ about it.

Figure 3.5.1: Knowledge of how system works (2020)

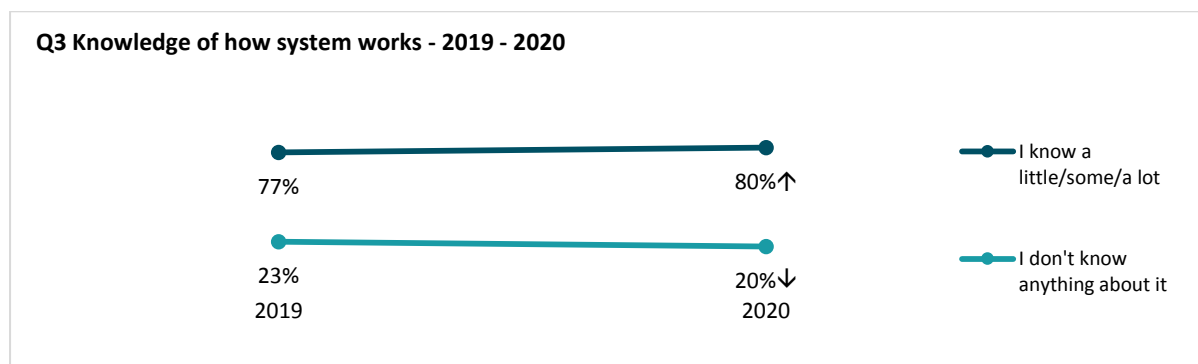


2 respondents declined to answer this question

3.5.2 Comparison to 2019 data

Since 2019 (77%) there has been an increase in the proportion of respondents who felt they know either a little, some or a lot about the child protection system (80% in 2020).

Figure 3.5.2: Knowledge of how system works 2019-2020 trend



↑ ↓ indicates the result is a significant increase or decrease from the prior year result

3.5.3 Sub-group differences (2020)

Tables 3.5.1 and 3.5.2 show that females (42%), those aged between 40 and 59 years (45%), those responsible for caring for a child (47%), those who identify as Aboriginal and/or Torres Strait Islander (53%), those living in the Northern region (46%) or those who had had recent contact with the child protection system (as a parent 62%, child 54%, carer 63%, system worker 66% or 'other' professional 68%) were more likely than average (40%) to consider they have 'some' or 'a lot' of knowledge about how the child protection 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

Q3 Column %	Total 2020 n = 2528	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 1225	Female n = 1296	Neither n = 7^	18-24 n = 265	25-39 n = 875	40-59 n = 652	60+ n = 736	Yes n = 791	No n = 1732	No n = 2333	Yes n = 195
% of respondents												
I don't know anything about it	20	22 ↑	18 ↓	14	23	20	18	20	15 ↓	22 ↑	20 ↑	12 ↓
I only know a little about it	40	40	40	43	35	41	37 ↓	45 ↑	38	42	41	35
SUB-TOTAL LOW OR NO KNOWLEDGE	60	63 ↑	58 ↓	57	58	61	55 ↓	65 ↑	53 ↓	64 ↑	61 ↑	47 ↓
I know some details about it	30	28	32	14	33	28	33	29	33 ↑	29 ↓	29	37
I know a lot about it	10	9	10	29	9	11	12 ↑	6 ↓	14 ↑	8 ↓	9 ↓	16 ↑
SUB-TOTAL SOME OR A LOT OF KNOWLEDGE	40	37 ↓	42 ↑	43	42	39	45 ↑	35 ↓	47 ↑	36 ↓	39 ↓	53 ↑
SUB-TOTAL - KNOW AT LEAST A LITTLE	80	78 ↓	82 ↑	86	77	80	82	80	85 ↑	78 ↓	80 ↓	88 ↑

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

2 respondents did not answer this question

^ Caution small cell size

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

Q3 Column %	Total 2020 n = 2528	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 475	Central n = 298	South East n = 1280	Southern n = 475	Parent n = 190	Child n = 119	Carer n = 172	System worker n = 194	Other professional n = 303	None of these n = 1982
<i>% of respondents</i>											
I don't know anything about it	20	19	19	20	21	9 ↓	10 ↓	10 ↓	10 ↓	7 ↓	23 ↑
I only know a little about it	40	35 ↓	36	43 ↑	41	29 ↓	36	27 ↓	24 ↓	25 ↓	44 ↑
SUB-TOTAL LOW OR NO KNOWLEDGE	60	54 ↓	55	63 ↑	62	38 ↓	46 ↓	37 ↓	34 ↓	32 ↓	67 ↑
I know some details about it	30	32	35	29	29	38 ↑	32	31	39 ↑	40 ↑	28 ↓
I know a lot about it	10	14 ↑	10	8 ↓	9	23 ↑	22 ↑	32 ↑	27 ↑	28 ↑	5 ↓
SUB-TOTAL SOME OR A LOT OF KNOWLEDGE	40	46 ↑	45	37 ↓	38	62 ↑	54 ↑	63 ↑	66 ↑	68 ↑	33 ↓
SUB-TOTAL - KNOW AT LEAST A LITTLE	80	81	81	80	79	91 ↑	90 ↑	90 ↑	90 ↑	93 ↑	77 ↓

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower than the average at at least the 95% confidence level
 2 respondents did not answer this question

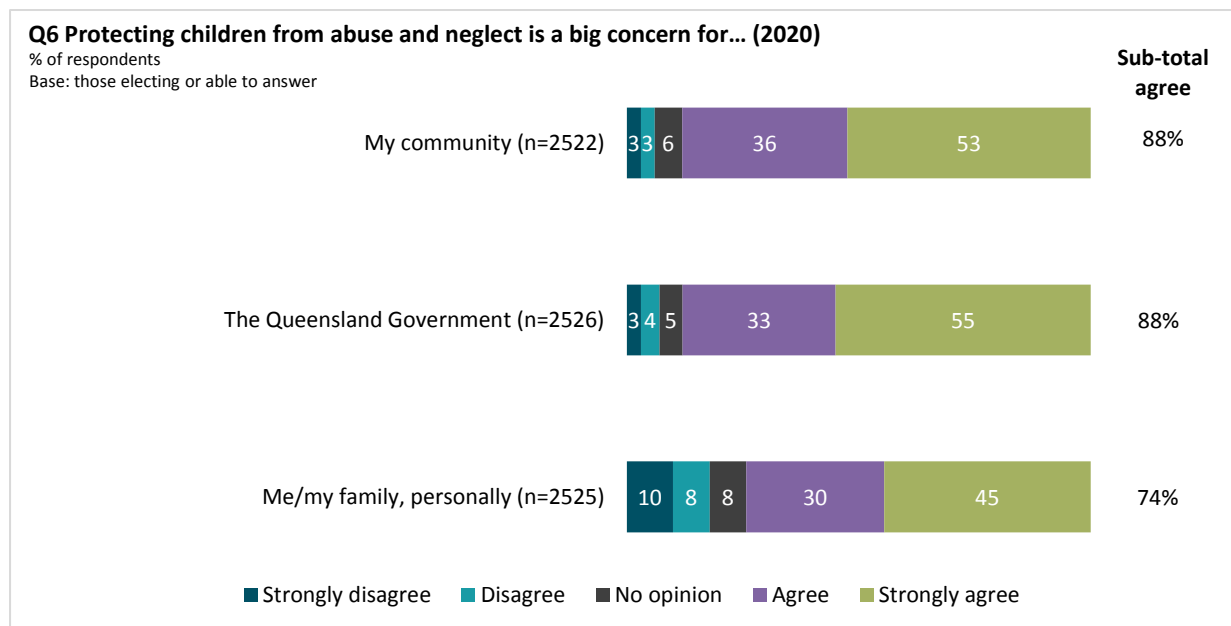
3.6 Level of concern about protecting children

Q6. 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 2020 result

Most survey respondents in 2020 agreed (agree/strongly agree) that protecting children from abuse and neglect is a big concern for their community (88%), for the Queensland Government (88%) and to a lesser extent for themselves personally and their families (74%).

Figure 3.6.1: Concern about protecting children (2020)

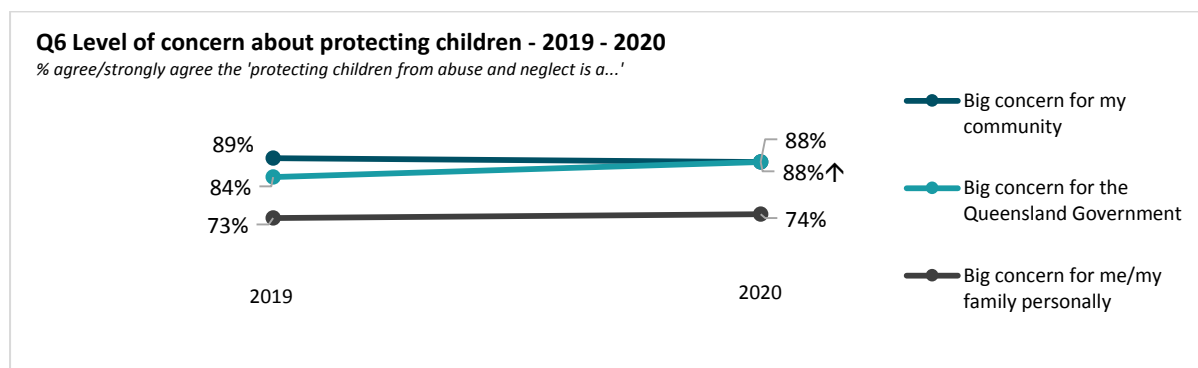


8 respondents did not answer this question in relation to 'my community'
 4 respondents did not answer this question in relation to 'Queensland Government'
 5 respondents did not answer this question in relation to 'me/my family personally'

3.6.2 Comparison to 2019 data

The proportion of respondents who rated the issue of child protection as a big concern for Queensland Government has increased from 84% in 2019 to 88% in 2020. Results for other factors are consistent with the 2019 survey results.

Figure 3.6.2: Level of concern about protecting children 2019-2020 trend



↑ ↓ indicates the result is a significant increase or decrease from the prior year result

3.6.3 Sub-group differences (2020)

Respondents aged between 25 and 39 years (78%) were more likely than average (74%) to agree/strongly agree that protecting children from abuse and neglect is a big concern for themselves and their family personally while those aged 60 years or older (91%) were more likely to agree/strongly agree that the issue is a big concern for the Queensland Government. 18 to 24 year olds (11%) were more likely than average (6%) to disagree/strongly disagree that the issue is a big concern for their community.

Those responsible for a child (81%) were more likely than average (74%) to agree/strongly agree that protecting children is a big concern for them and their family personally.

Those who identify as Aboriginal and/or Torres Strait Islander were more likely than average to agree/strongly agree that protecting children from abuse and neglect is a big concern for them/their families personally (87% versus 74% average).

Residents of the Northern region (79%) or those who had had recent contact with the child protection system (as a parent 85%, child 88%, carer 85% or 'other' professional 85%) were more likely than average (74%) to agree/strongly agree that the issue is a big concern to them personally.

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

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

Q6 Column %	Total 2020	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
% of respondents												
Protecting children from abuse and neglect is a big concern for: my community												
	Total 2020 n = 2522	Male n = 1217	Female n = 1298	Neither n = 7^	18-24 n = 264	25-39 n = 874	40-59 n = 654	60+ n = 730	Yes n = 790	No n = 1727	No n = 2329	Yes n = 193
Strongly disagree	3	3	3		5	3	3	3	3	3	3	4
Disagree	3	3	2		6 ↑	2	3	2	2	3	3	2
SUB-TOTAL DISAGREE	6	6	6		11 ↑	5	7	4	5	6	6	6
No opinion	6	6	6	14	5	5	6	7	4	7	6	3
Agree	36	36	35	57	38	38	36	32	37	35	36	30
Strongly agree	53	52	53	29	47	52	52	57	53	52	52	62
SUB-TOTAL AGREE	88	88	89	86	85	90	88	88	91	87	88	92
Protecting children from abuse and neglect is a big concern for: me/my family, personally												
	Total 2020 n = 2525	Male n = 1220	Female n = 1298	Neither n = 7^	18-24 n = 265	25-39 n = 875	40-59 n = 654	60+ n = 731	Yes n = 791	No n = 1729	No n = 2330	Yes n = 195
Strongly disagree	10	8	11	14	12	8	10	10	8	10	10	5
Disagree	8	7	9		5	7	9	10	7	9	9 ↑	3 ↓
SUB-TOTAL DISAGREE	18	15 ↓	20 ↑	14	17	15 ↓	19	20	14 ↓	19 ↑	18 ↑	8 ↓
No opinion	8	8	8	29	6	7	7	11 ↑	5 ↓	10 ↑	8	5
Agree	30	30	29	29	29	27	32	31	29	30	30	25
Strongly agree	45	46	43	29	47	51 ↑	42	38 ↓	52 ↑	41 ↓	43 ↓	62 ↑
SUB-TOTAL AGREE	74	76	72	57	77	78 ↑	74	69 ↓	81 ↑	71 ↓	73 ↓	87 ↑
Protecting children from abuse and neglect is a big concern for: the Queensland Government												
	Total 2020 n = 2526	Male n = 1221	Female n = 1298	Neither n = 7^	18-24 n = 264	25-39 n = 874	40-59 n = 654	60+ n = 734	Yes n = 790	No n = 1731	No n = 2332	Yes n = 194
Strongly disagree	3	4	3		3	4	4	3	4	3	3	4
Disagree	4	4	4		5	4	5	2 ↓	5 ↑	3 ↓	4	4
SUB-TOTAL DISAGREE	7	7	7		8	8	9	5 ↓	9	6	7	8
No opinion	5	5	5	14	5	6	5	4	4	6	5	4
Agree	33	33	32	29	39	36 ↑	31	27 ↓	35	32	33	32
Strongly agree	55	54	56	57	48	50 ↓	55	64 ↑	53	56	55	55
SUB-TOTAL AGREE	88	87	88	86	87	86	86	91 ↑	87	88	88	88

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

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

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

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

^ Caution small cell size

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

Q6 Column %	Total 2020	REGION				EXPERIENCE WITH SYSTEM					
		Northern	Central	South East	Southern	Parent	Child	Carer	System worker	Other professional	None of these
% of respondents											
Protecting children from abuse and neglect is a big concern for: my community											
	Total 2020 n = 2522	Northern n = 473	Central n = 299	South East n = 1276	Southern n = 474	Parent n = 190	Child n = 118	Carer n = 171	System worker n = 193	Other professional n = 302	None of these n = 1980
Strongly disagree	3	5	3	3	3	5	6	2	5	4	3
Disagree	3	1	4	3	3	4	3	7 ↑	5	2	2
SUB-TOTAL DISAGREE	6	6	7	5	6	9	8	9	10	6	5
No opinion	6	4	4	6	8	5	3	5	3	2	6
Agree	36	32	33	37	37	36	37	33	32	38	36
Strongly agree	53	57	56	52	49	50	51	53	55	53	52
SUB-TOTAL AGREE	88	89	89	89	86	86	88	86	88	91	88
Protecting children from abuse and neglect is a big concern for: me/my family, personally											
	Total 2020 n = 2525	Northern n = 475	Central n = 299	South East n = 1277	Southern n = 474	Parent n = 190	Child n = 119	Carer n = 172	System worker n = 194	Other professional n = 303	None of these n = 1980
Strongly disagree	10	8	8	10	9	7	8	8	10	7	10
Disagree	8	6	6	9	10	5	2 ↓	3	6	4 ↓	9 ↑
SUB-TOTAL DISAGREE	18	14	14	19	19	12	10	11 ↓	16	12 ↓	19 ↑
No opinion	8	7	7	8	10	3 ↓	2 ↓	4	3 ↓	4 ↓	9 ↑
Agree	30	26	30	30	31	29	27	26	25	30	30
Strongly agree	45	53 ↑	49	42 ↓	40 ↓	55 ↑	61 ↑	59 ↑	56 ↑	55 ↑	42 ↓
SUB-TOTAL AGREE	74	79 ↑	79	73	70	85 ↑	88 ↑	85 ↑	81	85 ↑	72 ↓
Protecting children from abuse and neglect is a big concern for: the Queensland Government											
	Total 2020 n = 2526	Northern n = 473	Central n = 299	South East n = 1279	Southern n = 475	Parent n = 190	Child n = 118	Carer n = 171	System worker n = 193	Other professional n = 302	None of these n = 1983
Strongly disagree	3	5	4	3	3	6	7	4	5	5	3
Disagree	4	4	5	4	3	7	7	6	7	5	3
SUB-TOTAL DISAGREE	7	9	9	6	7	13	14	11	11	11	6 ↓
No opinion	5	5	5	4	8	4	3	5	3	2	6
Agree	33	30	35	33	33	33	28	35	29	36	33
Strongly agree	55	55	51	57	53	51	56	50	56	52	55
SUB-TOTAL AGREE	88	86	86	89	86	83	84	85	85	87	88

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

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

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

5 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?

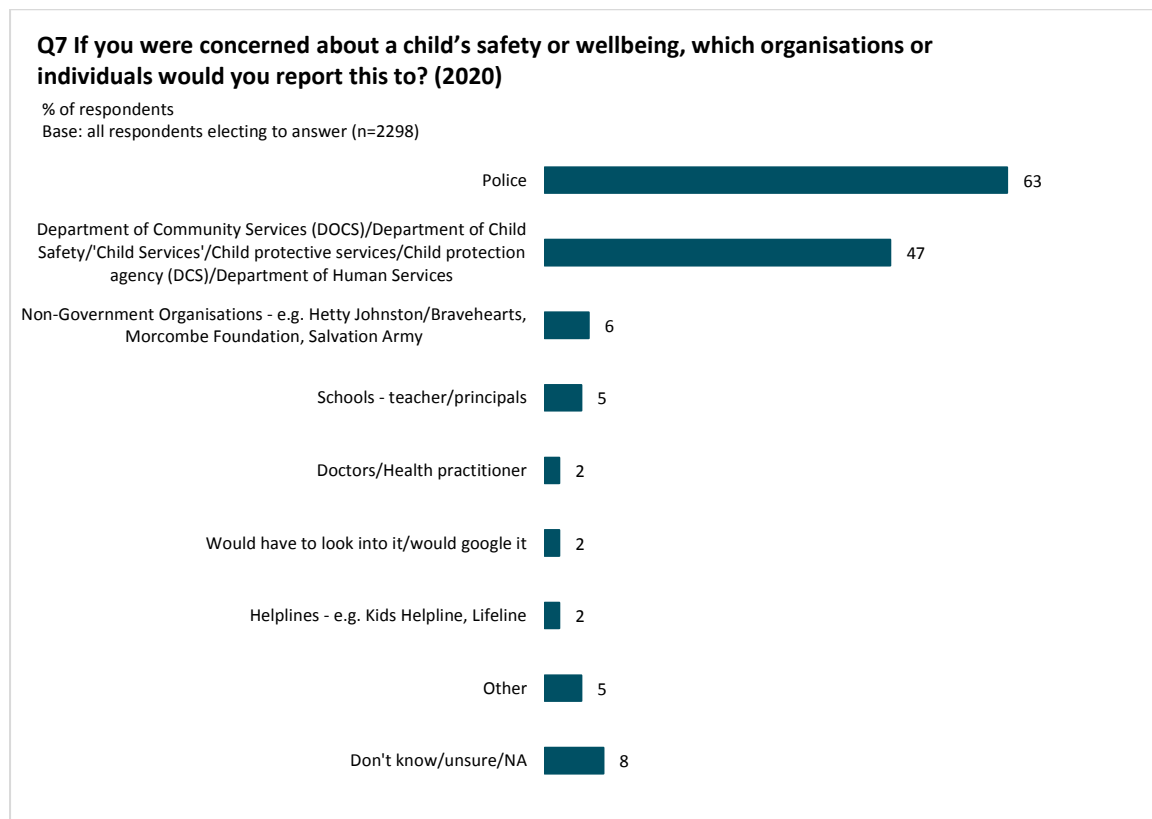
Q7. If you were concerned about a child's safety or wellbeing, which organisations or individuals would you report this to?

3.7.1 2020 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 2020 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) (47%). All other mentions were made by 6% or fewer respondents (see Figure 3.7.1 below).

Figure 3.7.1: Reporting concerns (2020)

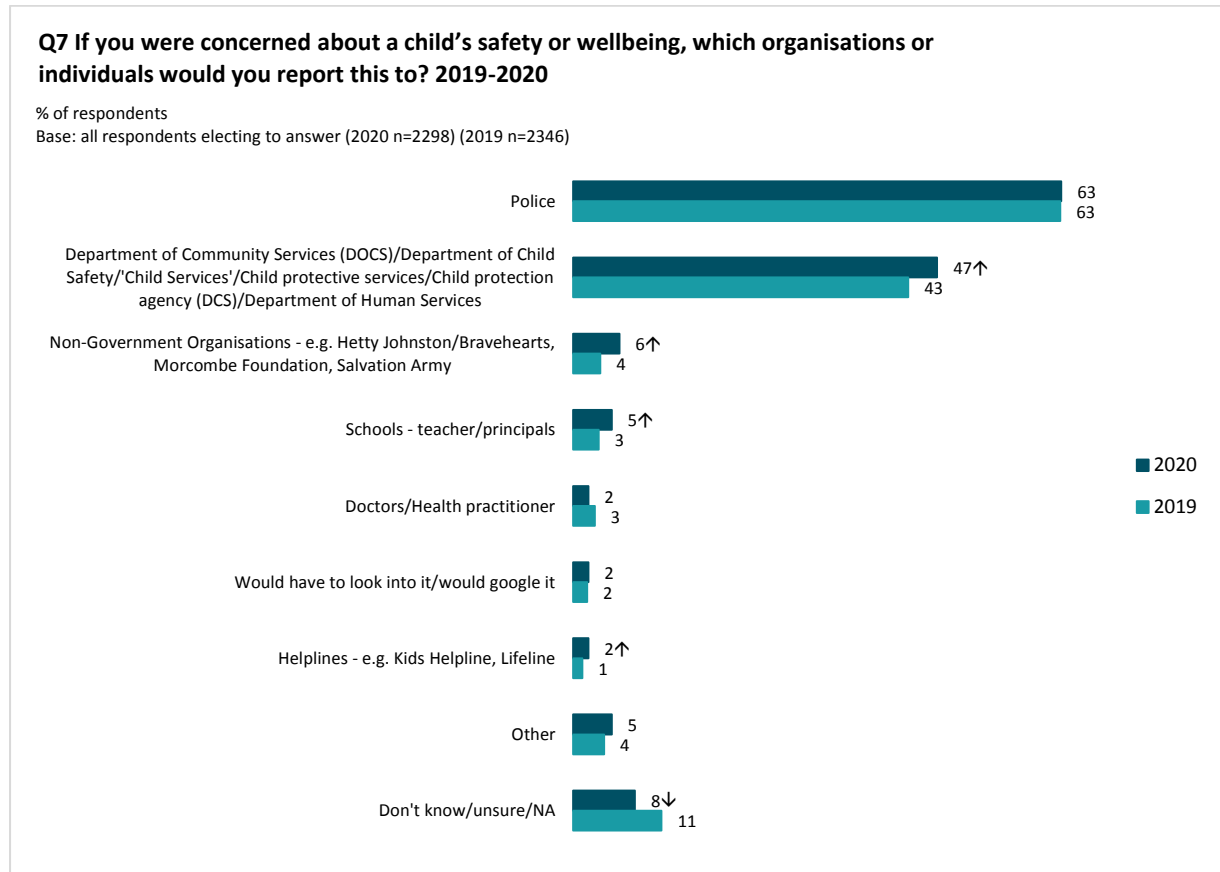


232 respondents elected not to answer this question

3.7.2 Comparison to 2019 survey data

Since 2019 there has been an increase in the proportion of respondents who would report a concern to a relevant government agency (e.g. Department of Child Safety) (43% in 2019, 47% in 2020), a Non-Government Organisation (4% in 2019, 6% in 2020), a school (3% in 2019, 5% in 2020) or a helpline (1% in 2019, 2% in 2020).

Figure 3.7.2: Reporting concerns 2019-2020 trend



232 (2020) and 157 (2019) respondents elected not to answer this question

↑ ↓ indicates the result is a significant increase or decrease from the prior year result

3.7.3 Sub-group differences (2020)

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 (72%)
- Those who do not have responsibility for a child (64%)
- 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 (47%) to report a concern to a relevant government department were:

- Females (53%)
- Those living in the Southern region (52%)
- Those who had had recent contact with the system as some 'other' professional (57%).

Those who identify as Aboriginal and/or Torres Strait Islander were more likely than average to report concerns to a Non-Government Organisation (16% versus average – 6%) or a doctor or health practitioner (6% versus average – 2%).

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

Q7 Column %	Total 2020 n = 2298	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 1092	Female n = 1202	Neither n = 4^	18-24 n = 224	25-39 n = 774	40-59 n = 602	60+ n = 698	Yes n = 726	No n = 1567	No n = 2120	Yes n = 178
% of respondents												
Police	63	66 ↑	60 ↓	50	48 ↓	59 ↓	62	72 ↑	59 ↓	64 ↑	64 ↑	52 ↓
Government departments (e.g. Child Safety)	47	40 ↓	53 ↑	25	47	46	48	46	50	45	46	53
Non-Government Organisations	6	5	7		5	6	7	6	8 ↑	5 ↓	5 ↓	16 ↑
Schools-teacher/principals	5	3 ↓	6 ↑		4	5	7 ↑	2 ↓	8 ↑	3 ↓	4	8
Doctors/Health practitioner	2	2	3		1	3	3	2	4 ↑	2 ↓	2 ↓	6 ↑
Would have to look into it/ would google it	2	2	2		0	3 ↑	2	1	1	2	2	2
Helplines - e.g. Kids Helpline, Lifeline	2	2	2		5 ↑	2	1	2	2	2	2	3
Other	5	5	4	25	8	6	5	3 ↓	6	5	4 ↓	9 ↑
Don't know/ unsure/NA	8	8	7		8	8	7	7	6	8	8	7

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 (232 did not answer)

^ Caution small cell size

Table 3.7.2: Reporting concerns by region and experience with system

Q7 Column %	Total 2020 n = 2298	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 420	Central n = 280	South East n = 1174	Southern n = 424	Parent n = 163	Child n = 96	Carer n = 151	System worker n = 167	Other professional n = 270	None of these n = 1809
<i>% of respondents</i>											
Police	63	66	63	62	63	36 ↓	39 ↓	45 ↓	44 ↓	49 ↓	65 ↑
Government departments (e.g. Child Safety)	47	48	46	45	52 ↑	45	44	50	53	57 ↑	44 ↓
Non-Government Organisations	6	6	8	5	7	9	8	9	11 ↑	10 ↑	5 ↓
Schools-teacher/principals	5	5	7	3 ↓	7	7	2	11 ↑	10 ↑	9 ↑	3 ↓
Doctors/Health practitioner	2	4 ↑	3	1 ↓	4 ↑	4	2	5	4	5 ↑	2 ↓
Would have to look into it/ would google it	2	2	0	2	2	1				0	2 ↑
Helplines - e.g. Kids Helpline, Lifeline	2	2	1	3	2	2	3	3	2	2	2
Other	5	5	5	5	3	13 ↑	19 ↑	14 ↑	14 ↑	9 ↑	4 ↓
Don't know/ unsure/NA	8	5	5	9 ↑	8	10	8	7	5	5	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 (232 did not answer)

3.8 Seeking help

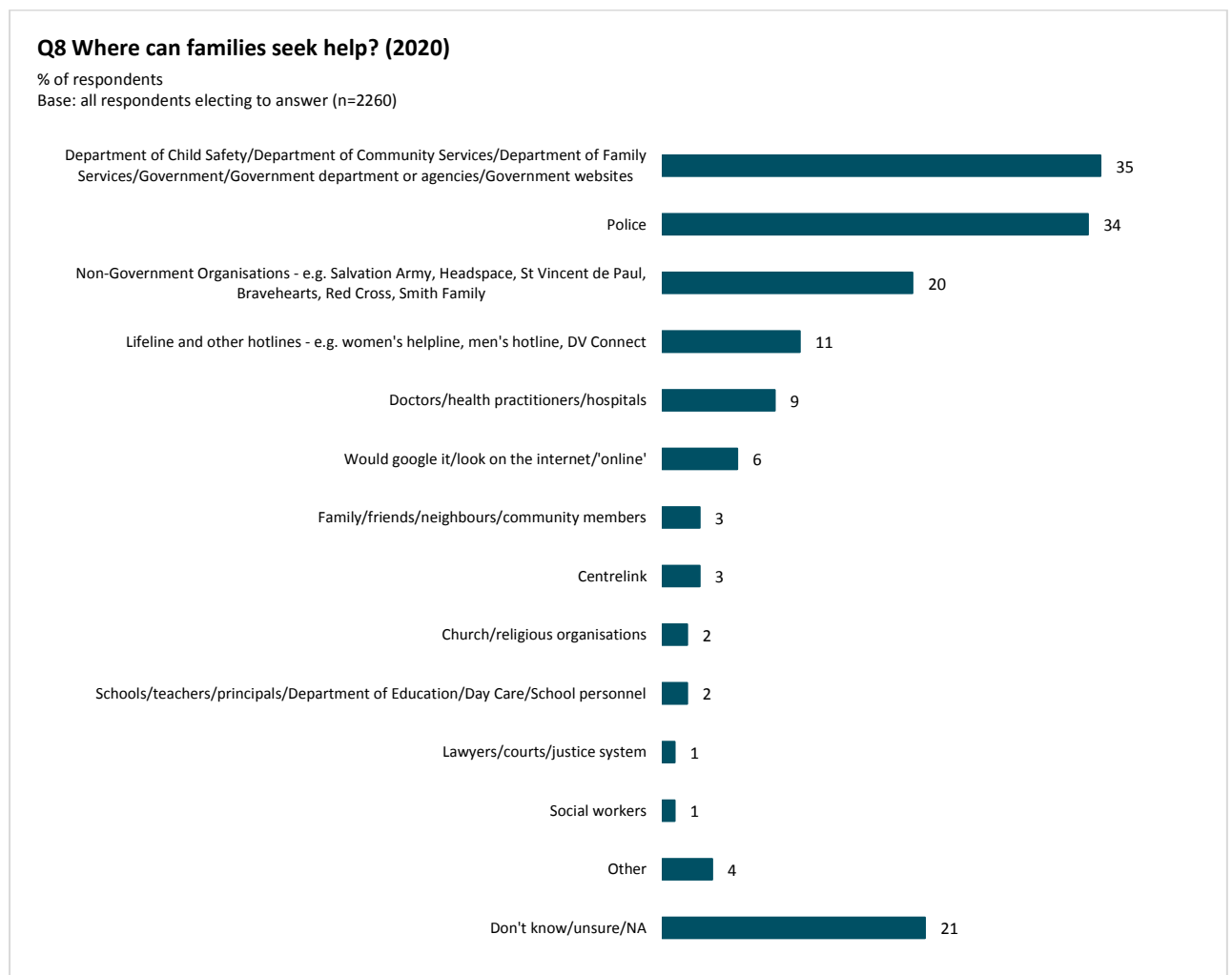
Q8. Where can families seek help?

3.8.1 2020 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 a government agency (e.g. Department of Child Safety) (35%) or the police (34%) as a place where families can seek help. Non-Government Organisations (20%) or helplines (11%) were the next most frequently nominated sources of help.

Figure 3.8.1: Help seeking (2020)

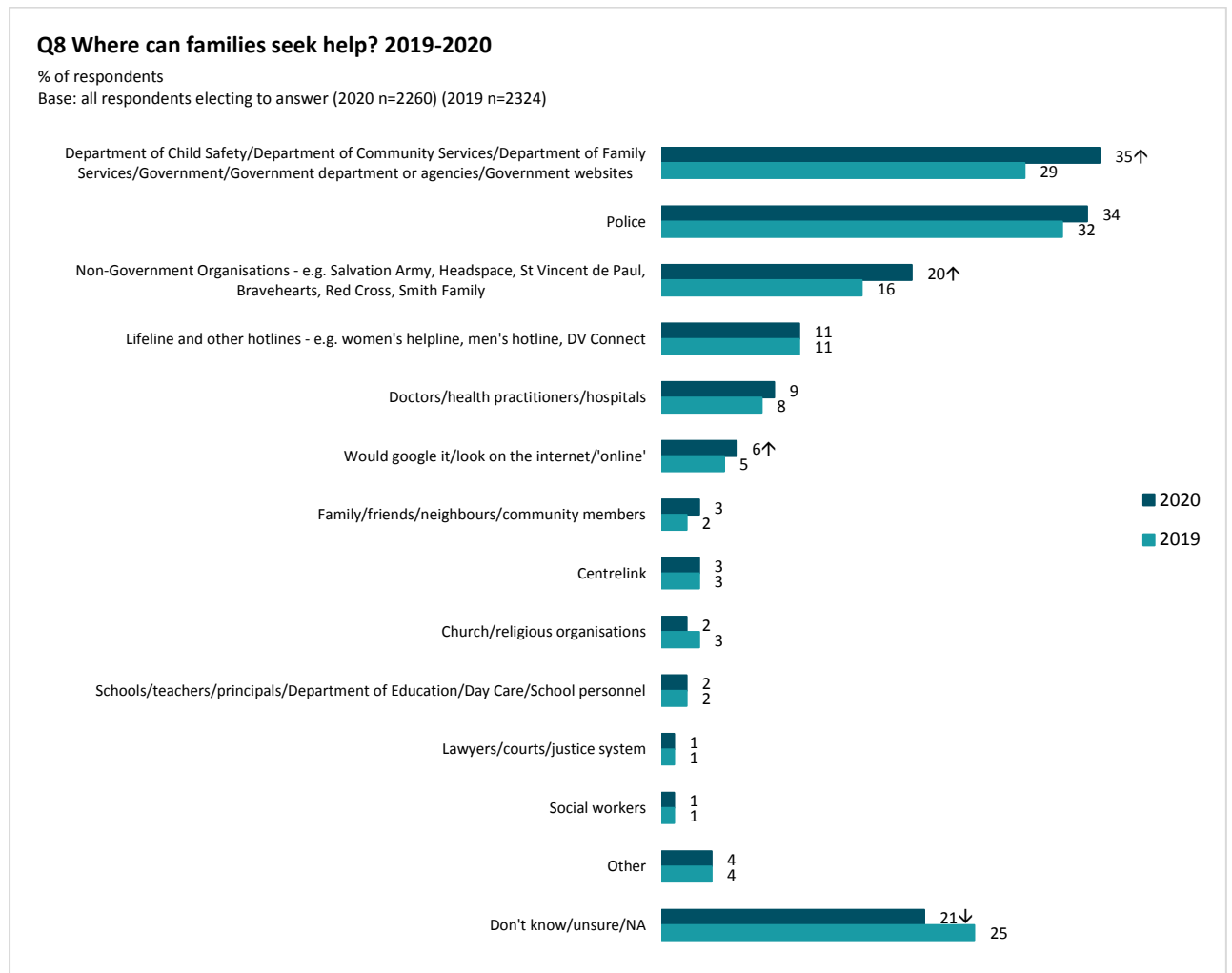


270 respondents elected not to answer this question

3.8.2 Comparison to 2019 survey data

Compared with 2019 results, increases were noted in 2020 regarding mentions of government agencies (29% in 2019, 35% in 2020), Non-Government Organisations (16% in 2019, 20% in 2020) or Google (5% in 2019, 6% in 2020).

Figure 3.8.2: Help seeking 2019-2020 trend



270 (2020) and 179 (2019) respondents elected not to answer this question

↑ ↓ indicates the result is a significant increase or decrease from the prior year result

3.8.3 Sub-group differences (2020)

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).

Females were more likely than males to nominate Non-Government Organisations (22% females, 17% males) or doctors or health practitioners (13% females, 5% males).

Respondents aged under 40 years (18-24 11%, 25-39 years 9%) were more likely than average (6%) to say they would Google where to seek help.

Those who identify as Aboriginal and/or Torres Strait Islander were more likely than average to nominate a Non-Government Organisation (30% versus 20% average).

Respondents living in the Central region were more likely than average to mention a Non-Government Organisation (31% versus 20% average) or doctors or other health practitioners (15% versus 9% average) as a potential source of help. Those from the Southern region (16%) were more likely than average (11%) to nominate Lifeline and other hotlines.

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

Q8 Column %	Total 2020 n = 2260	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 1082	Female n = 1174	Neither n = 4^	18-24 n = 222	25-39 n = 758	40-59 n = 595	60+ n = 685	Yes n = 715	No n = 1540	No n = 2081	Yes n = 179
% of respondents												
Government department	35	35	34		25 ↓	31	37	39 ↑	34	35	35	26
Police	34	36	33	25	31	34	36	34	34	34	34	32
Non-Government Organisations	20	17 ↓	22 ↑		13 ↓	21	23	18	23	18	19 ↓	30 ↑
Lifeline and other hotlines	11	11	12		12	11	10	12	12	11	11	12
Doctors/health practitioners/ hospitals	9	5 ↓	13 ↑		10	8	11	8	11	9	9	12
Would google it/look on the internet/'online'	6	7	6		11 ↑	9 ↑	3 ↓	4 ↓	8	6	6	6
Family/friends/ neighbours/ community members	3	2	3		3	2	2	4	3	3	3	5
Centrelink	3	2	3		0	3	4	2	3	2	3	1
Schools/teachers/ principals/ Department of Education/day care/ school personnel	2	2	3		2	3	3	2	3	2	2	3
Church/religious organisations	2	3	2		0	2	2	4 ↑	2	2	2	3
Lawyers/courts/ justice system	1	1	1			1	1	1	1	1	1	2
Social workers	1	0	1	25	1	1	1	1	1	1	1	1
Other	4	4	4		8 ↑	4	4	3	4	4	4 ↓	8 ↑
Don't know/ unsure/NA	21	20	22	50	23	19	19	24	18	22	22	14

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 (270 did not answer)

^ Caution small cell size

Table 3.8.2: Help seeking by region and experience with system

Q8 Column %	Total 2020 n = 2260	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 405	Central n = 274	South East n = 1166	Southern n = 415	Parent n = 166	Child n = 99	Carer n = 155	System worker n = 171	Other professional n = 270	None of these n = 1768
% of respondents											
Government department	35	36	31	35	34	31	26	30	32	41	34
Police	34	38	39	34	28 ↓	25 ↓	29	25	32	36	34
Non-Government Organisations	20	21	31 ↑	16 ↓	22	19	16	22	25	30 ↑	18 ↓
Lifeline and other hotlines	11	12	7	10	16 ↑	12	15	12	11	11	11
Doctors/health practitioners/hospitals	9	9	15 ↑	7 ↓	12	8	11	15	13	16 ↑	8 ↓
Would google it/look on the internet/'online'	6	4	9	6	7	8	6	5	7	5	6
Family/friends/neighbours/community members	3	2	3	3	4	5	3	5	8 ↑	5	2
Centrelink	3	3	2	3	3	5	3	3	2	5	2
Schools/teachers/principals/Department of Education/day care/school personnel	2	2	4	2	4	4	1	5	6 ↑	5 ↑	2 ↓
Church/religious organisations	2	2	2	2	5 ↑	1	1	2	3	4	2
Lawyers/courts/justice system	1	2	1	1	1	1		1	1	3 ↑	1
Social workers	1	2	1	1	0	2			2	2	1
Other	4	5	2	5	4	10 ↑	13 ↑	12 ↑	13 ↑	8 ↑	3 ↓
Don't know/unsure/NA	21	17	16	23	25	14	15	17	12 ↓	10 ↓	24 ↑

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 (270 did not answer)

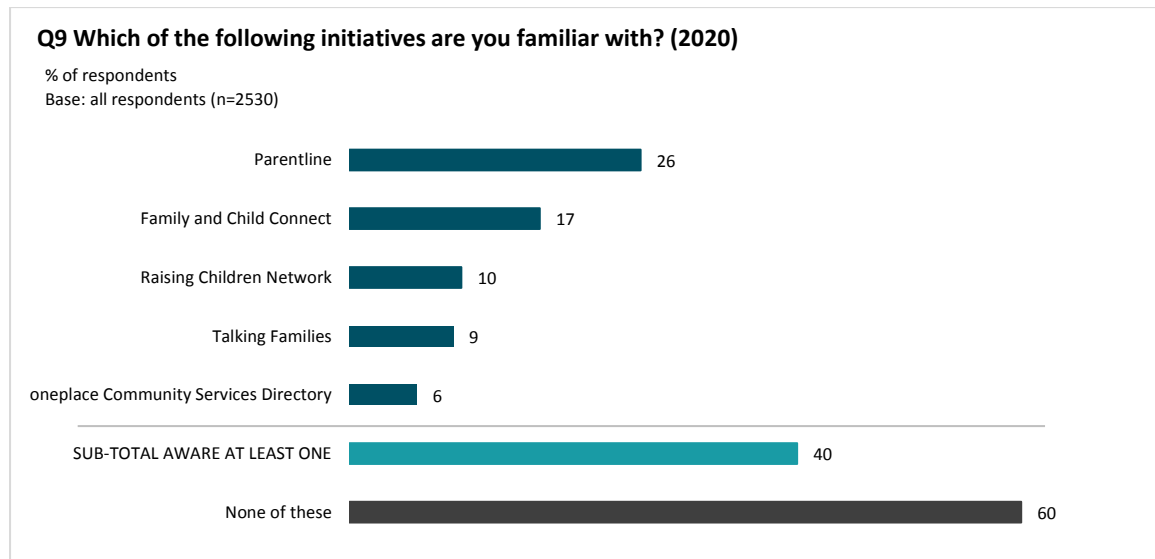
3.9 Familiarity with child safety initiatives

Q9. Which of the following initiatives are you familiar with?

3.9.1 2020 results

In 2020, respondents were prompted with five initiatives and asked which they were familiar with. 26% were familiar with 'Parentline', 17% with the 'Family and Child Connect' initiative, 10% with the 'Raising Children Network', 9% with 'Talking Families' and 6% with 'oneplace Community Services Directory'. 40% of respondents were aware of at least one initiative, while 60% were not familiar with any initiatives.

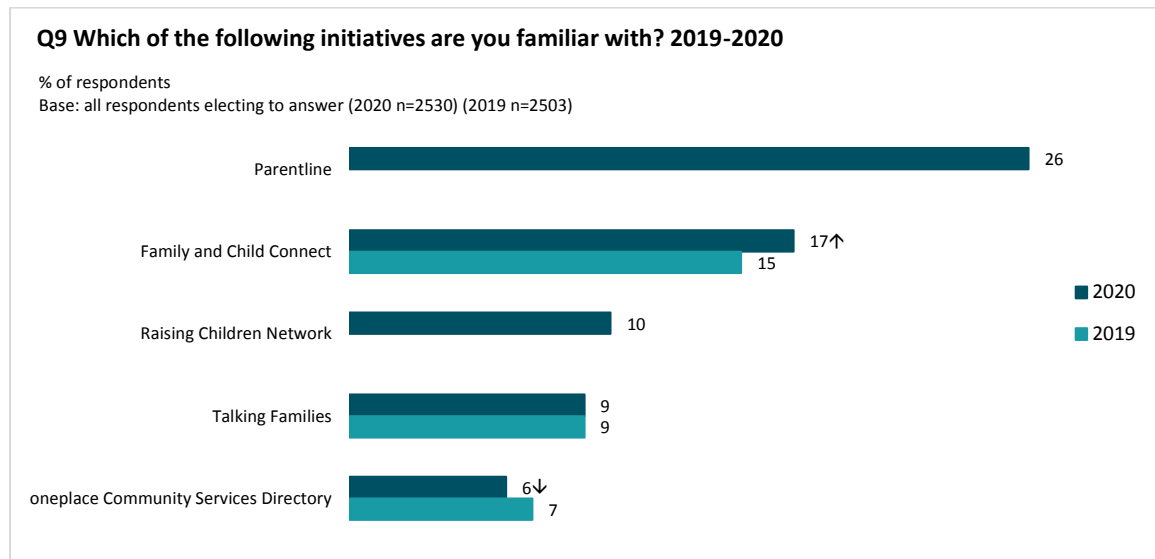
Figure 3.9.1: Familiarity with initiatives (2020)



3.9.2 Comparison to 2019 survey data

The proportion of respondents who were familiar with 'Family and Child Connect' has increased from 15% in 2019 to 17% in 2020.

Figure 3.9.2: Familiarity with initiatives 2019-2020 trend



↑ ↓ indicates the result is a significant increase or decrease from the prior year result

'Parentline' and the 'Raising Children Network' were not included as response options in the 2019 survey

3.9.3 Sub-group differences (2020)

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

Sub-groups more likely than average (40%) to be familiar with at least one initiative were:

- Females (43%)
- Those aged under 40 years (18-24 years 51%, 25-39 years 48%)
- Those responsible for the care of a child (59%)
- Those who identify as Aboriginal and/or Torres Strait Islander (70%)
- Those living in the Central region (48%)
- Those who had had recent contact with the system (as a parent 78%, child 75%, carer 77%, system worker 73%, other professional 71%).

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

Q9 Column %	Total 2020 n = 2530	GENDER			AGE (years)				RESPONSIBLE FOR CHILD 0-17 YRS		ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Male n = 1225	Female n = 1298	Neither n = 7^	18-24 n = 265	25-39 n = 875	40-59 n = 654	60+ n = 736	Yes n = 791	No n = 1734	No n = 2335	Yes n = 195
% of respondents												
Parentline	26	24 ↓	29 ↑	14	28	29	34 ↑	17 ↓	39 ↑	21 ↓	25 ↓	43 ↑
Family and Child Connect	17	16	19	29	26 ↑	22 ↑	17	9 ↓	26 ↑	13 ↓	15 ↓	41 ↑
the Raising Children Network	10	8 ↓	13 ↑		13	18 ↑	8 ↓	2 ↓	22 ↑	5 ↓	10 ↓	19 ↑
Talking Families	9	9	8	14	18 ↑	12 ↑	7	2 ↓	13 ↑	7 ↓	8 ↓	17 ↑
oneplace Community Services Directory	6	7 ↑	5		8	7	5	4	7 ↑	5 ↓	5 ↓	11 ↑
None of these	60	64 ↑	57 ↓	57	49 ↓	52 ↓	57	77 ↑	41 ↓	69 ↑	63 ↑	30 ↓
SUB-TOTAL AT LEAST ONE	40	36 ↓	43 ↑	43	51 ↑	48 ↑	43	23 ↓	59 ↑	31 ↓	37 ↓	70 ↑

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

^ Caution small cell size

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

Q9 Column %	Total 2020 n = 2530	REGION				EXPERIENCE WITH SYSTEM					
		Northern n = 475	Central n = 299	South East n = 1281	Southern n = 475	Parent n = 190	Child n = 119	Carer n = 172	System worker n = 194	Other professional n = 303	None of these n = 1984
<i>% of respondents</i>											
Parentline	26	30	34 ↑	23 ↓	28	44 ↑	36 ↑	39 ↑	40 ↑	42 ↑	22 ↓
Family and Child Connect	17	20	18	18	13 ↓	45 ↑	50 ↑	46 ↑	47 ↑	42 ↑	12 ↓
the Raising Children Network	10	10	11	11	8	22 ↑	28 ↑	27 ↑	22 ↑	18 ↑	8 ↓
Talking Families	9	10	7	10 ↑	5 ↓	26 ↑	30 ↑	26 ↑	26 ↑	23 ↑	6 ↓
oneplace Community Services Directory	6	4	7	6	4	14 ↑	15 ↑	15 ↑	17 ↑	13 ↑	4 ↓
None of these	60	58	52 ↓	62 ↑	62	22 ↓	25 ↓	23 ↓	27 ↓	29 ↓	68 ↑
SUB-TOTAL AT LEAST ONE	40	42	48 ↑	38 ↓	38	78 ↑	75 ↑	77 ↑	73 ↑	71 ↑	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

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.	The Queensland child protection system is responsible for protecting Queensland's children from abuse and neglect. Which of the following <u>best</u> describes how much you know about how the child protection system works?	<input type="checkbox"/> I don't know anything about it <input type="checkbox"/> I only know a little about it <input type="checkbox"/> I know some details about it <input type="checkbox"/> I know a lot about it
Q4.	Over the past five years, would you say that the child protection system overall is better, worse, or has stayed the same?	<input type="checkbox"/> Worse <input type="checkbox"/> Stayed the same <input type="checkbox"/> Better <input type="checkbox"/> Not sure
Q5.	Do you have any suggestions for how the child protection system could be improved?	Free text
Q6.	How much do you agree or disagree about the following statements? Protecting children from abuse and neglect is a big concern for: a) me/my family, personally b) my community c) the Queensland government	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree <input type="checkbox"/> No opinion
Q7.	If you were concerned about a child's safety or wellbeing, which organisations or individuals would you report this to?	Free text
Q8.	Where can families seek help?	Free text
Q9.	Which of the following initiatives are you familiar with? (<i>Tick all that apply</i>)	<input type="checkbox"/> Family and Child Connect <input type="checkbox"/> Talking Families <input type="checkbox"/> oneplace community services directory <input type="checkbox"/> the Raising Children Network <input type="checkbox"/> Parentline

No.	Item	Response scale
Q10.	<p>How much do you agree or disagree with the following statements about the current child protection system in Queensland?</p> <ul style="list-style-type: none"> a) I have confidence in the way reports of child abuse or neglect are managed by the child protection system b) Services and support are provided early for families who need it c) Children are only removed from their families when it is unsafe for them to remain at home d) The child protection system makes decisions that are in the best interests of the child e) The child protection system listens to the views and wishes of children when making child safety decisions f) Parents are able to make a complaint about a child protection decision g) Children are able to make a complaint about a child protection decision h) Family and friends are able to make a complaint about a child protection decision i) Government monitors and reviews child protection decisions j) Government provides information on the performance of its child protection services k) The child protection system provides children with a high quality of care l) Overall, I have confidence and trust in the Queensland child protection system 	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree <input type="checkbox"/> No opinion <input type="checkbox"/> Don't know
Q11.	What gender do you identify as?	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Neither
Q12.	Do you identify as Aboriginal and/or Torres Strait Islander?	<input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/> Yes, Aboriginal and Torres Strait Islander <input type="checkbox"/> No
Q13.	Are you currently responsible for the care of a child aged 0-17 years?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Q14	<p>Are you currently, or have you in the past five years, been in contact with the child protection and family support system as:</p> <ul style="list-style-type: none"> a) A parent b) A child c) A carer d) A child protection and family support system worker or service provider? e) In any other professional capacity (e.g. a doctor, nurse, teacher, etc.) 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Appendix B – Sample Composition

GENDER	Survey year		
	2017 n = 1703	2019 n = 2503	2020 n = 2530
Column % n			
Male	47%	50%	48%
n =	800	1250	1225
Female	53%	50%	51%
n =	898	1250	1298
Neither	<1%	<1%	<1%
n =	5	3	7

AGE	Survey year		
	2017 n = 1703	2019 n = 2503	2020 n = 2530
Column % n			
18-24 years	8%	10%	10%
n =	130	251	265
25-39 years	28%	35%	35%
n =	485	875	875
40-59 years	34%	25%	26%
n =	585	626	654
60+ years	30%	30%	29%
n =	503	751	736

IDENTIFY AS Aboriginal and/or Torres Strait Islander	Survey year		
	2017 n = 1694	2019 n = 2503	2020 n = 2530
Column % n			
Yes, Aboriginal	7%	8%	5%
n =	116	197	138
Yes, Torres Strait Islander	1%	1%	1%
n =	21	13	28
Yes, Aboriginal and Torres Strait Islander	1%	1%	1%
n =	16	23	29
SUB-TOTAL Aboriginal and/or Torres Strait Islander	9%	9%	8%
n =	153	233	195
No	91%	91%	92%
n =	1541	2270	2335

RESPONSIBLE FOR CARE OF CHILD	Survey year		
	2017 n = 1696	2019 n = 2498	2020 n = 2525
Column % n			
Yes	31%	32%	31%
n =	530	803	791
No	69%	68%	69%
n =	1166	1695	1734

REGION	Survey year		
	2017 n = 1703	2019 n = 2503	2020 n = 2530
Column % n			
South East Queensland	54%	50%	51%
n =	922	1252	1281
Northern	18%	19%	19%
n =	312	476	475
Southern	19%	19%	19%
n =	322	475	475
Central	9%	12%	12%
n =	147	300	299

CONTACT WITH SYSTEM PAST FIVE YEARS	Survey year		
	2017 n = 0 [^]	2019 n = 2467	2020 n = 2472
Column % n			
A parent	8%	6%	8%
n =	135	142	190
A child	2%	3%	5%
n =	37	85	119
A carer	4%	5%	7%
n =	72	124	172
A child protection and family support system worker or service provider	4%	5%	8%
n =	71	132	194
In any other professional capacity (e.g. a doctor, nurse, teacher, etc.) (not included in 2017)		9%	12%
n =		231	303
SUB-TOTAL AT LEAST ONE CONTACT		16%	20%
n =		404	488
None of these		84%	80%
n =		2063	1984

Appendix C – ‘Other’ responses (2020)

Q7. If you were concerned about a child’s safety or wellbeing, which organisations or individuals would you report this to?
An advocate
Confront the person
I work with children so I'd ask my boss
Support workers
Community opinion
Parents (if applicable)
A carer
A family member
Abused Children’s Trust
I would speak with my mother about it
Any other mandatory reporting organisation
Anyone else who will listen
Anyone who will listen
I would go to someone I know personally who I can trust to go check on the kids and the parents too
Catalyst
Child’s parents
Deal with it myself
Parent
Everyone
Family
Family
Family first
Friends and family
Grandparents
Contact the parent
I would get some advice from friends
I would discuss it privately among trusted peers. Ensure it is not a case of misunderstanding
I would report it to the Family Court or possibly a tribunal or magistrate court
I would seek out the right department/people to direct my concerns to
I would speak to their parents
I would try the parents first
I'd speak to my own people first, then go from there
Immediate family
In Safe Hands
Lawyer
My mum
My own
My parents
Officer of the court, juvenile justice
Other family members
Other members of the child's family
Parent, grandparent, social worker
Parents
Parents
Parents and families
Parents
Parents/grandparents
People you can trust, for us that is Aboriginal Elders, people who can help but know what we live like
Relatives of that child
Royal Commission
I'd probably approach it with an escalation-style framework. First, I'd try to talk with the specific individuals (if it seems safe to do so)

Q7. If you were concerned about a child's safety or wellbeing, which organisations or individuals would you report this to? (continued)

Social worker
Social worker
The best lawyer I could get
The company I work for
The insurance company
The military
If I was a witness I'd file a criminal complaint against the abuser
Their parent
To others in the family
Your mum and dad

Q8 Where can families seek help?

Any linked family services
Any mandatory reporters
Any other help provider
Anywhere
Anywhere
Anywhere
Anywhere
Associated services
At home
Call someone that you trust or you know is responsible enough to handle the situation
Depends
Depends on the type of abuse
Depends on their situation
Each other
Everywhere
Everywhere
Everywhere
Everywhere
Families seek to other help other
Find support workers near them
Follow adverts on television for phone numbers to report abuse to
Food barns
Hopefully everywhere without being judged
I could go to elders
I think that depends on what the issues are
Information booklets/pamphlets
Many agencies
Many places
Many places
Organisations dedicated to these types of issues
Organisations that are dedicated to this
Organisations that are set up to aid families in need
Other help services
Other services (I can't think of any names)
Someone with history in that field
The clinic
There are many resources available
There are many support agencies
Trusted organisations
Various institutions

Appendix D – Fieldwork report

Online survey

Sub-contractor: Q&A Market Research.

Dates of Fieldwork: 20 March to 3 April 2020.

Average survey length: 4 minutes, 59 seconds.

Sample sources: Two panels were used, Dynata and Q&A Market Research.

Number of invitations issued: Q&A 939, Dynata 22,400* (*extrapolated invite estimate based on Q&A panel). 97 surveys were completed via Q&A Market Research's panel (15 Q&A panellists commenced the survey but did not complete it, 54 commenced but were terminated from the survey as they did not meet screening criteria). 2,314 surveys were completed via the Dynata panel (159 Dynata panellists commenced the survey but did not complete it, 327 commenced but were terminated from the survey as they did not meet screening criteria).

In the total online sample of completed surveys, 127 surveys were collected with Queenslanders who identify as Aboriginal and/or Torres Strait Islander and 2,284 with those who do not identify as Aboriginal and/or Torres Strait Islander (2,411 surveys in total).

The overall response rate for the total online sample was 10%.

CATI Survey

Sub-contractor: Q&A Market Research.

Dates of Fieldwork: 31 March to 3 April 2020.

Average survey length: 8 minutes, 1 second.

Sample sources: Q&A Market Research's panel of people who identify as Aboriginal and/or Torres Strait Islander. There were 119 completed surveys and 10 refusals.

In the telephone sample of completed surveys, 68 surveys were collected with Queenslanders who identify as Aboriginal and/or Torres Strait Islander and 51 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 92%.

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

