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Parent Voice: Hearing from parents about their experiences of the child protection system – the Charter of Rights for parents



Queensland
Family & Child
Commission



Queensland
Government

Contact

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1. Introduction

Background

The purpose of the Queensland Family and Child Commission (QFCC) is to influence change that improves the safety and wellbeing of Queensland's children, young people and their families. QFCC's vision is that every Queensland child and young person is loved, respected and has their rights upheld.

The QFCC seeks to ensure systems are accountable for the impact they have on children, young people and their families; and to raise awareness and advocate for children, young people and their families.

MCR was commissioned by the QFCC to undertake research with Queenslanders who had experienced the child protection system to collect data on how parents are experiencing child protection processes and how the charter of rights for parents is being upheld. 2023 was the first time this research had been undertaken.

Research objectives

The main objective of this project was to measure parent experiences with child protection processes.

Specific measures included the extent to which parents felt they:

- Were recognised and respected in their role as a parent by the child protection system
- Were treated fairly by the child protection system
- Were provided information and decisions that were explained in a language that was understood
- Were provided with the best possible opportunities to have contact with the child to continue forging a positive and healthy relationship
- Received family support services that helped the family
- Had a say in the type of support to ensure it was appropriate for their family (e.g. including timing and location)
- Felt their culture, background, language, and practices were respected, understood, and considered in the decisions made about the family
- Among Aboriginal and/or Torres Strait Islander parents experiencing the system, the felt they were able to maintain and strengthen their connections to language, family, community, Country, culture and spiritual practices and beliefs
- Felt personal information was treated respectfully and sensitively.

They were also asked, as a parent experiencing the system, what worked well and what did not work well and if they were aware of the Charter of Rights for parents.

2. Method

The method comprised an online self-completion survey. Sample was sourced in two ways: via online panels and via an invitation to participate in the survey distributed by the Family Inclusion Network to parents (the open link).

Sampling frame

The survey's sampling frame was Queensland, state-wide. Postcodes were used to categorise the residential location of respondents as Brisbane and Moreton Bay, Far North Queensland, North Queensland, South East, South West, and Sunshine Coast and Central. Details of the boundaries of these regions can be found under Appendix D.

Sample size and characteristics

The total sample size achieved was n=324 Queensland parents/families who had or had had a child or children involved with the child protection system in Queensland (online = 283, open link* = 41). See Table 2.1 following for the demographic characteristics of respondents.

Table 2.1: Demographic characteristics of respondents, n=324

Demographic characteristics 2023	n	%	Target
Relationship with child			
<i>n=317 answered this item ^</i>			
Mother	206	65%	-
Father	75	24%	-
Cultural Parent	6	2%	-
Grandparent	11	3%	-
Other	19	6%	-
Age group			
<i>n=324 answered this item</i>			
18-24 years	10	3%	-
25-34 years	112	35%	-
35-44 years	141	44%	-
45-54 years	46	14%	-
55+ years	15	5%	-
Region			
<i>n=324 answered this item</i>			
Brisbane and Moreton Bay	127	39%	-
Far North Queensland	14	4%	-
North Queensland	33	10%	-
South East	71	22%	-
South West	35	11%	-
Sunshine Coast and Central	44	14%	-
Most recent experience with child protection system			
<i>n=299 answered this item</i>			
Within the last 12 months	107	36%	-
Within the last 1 – 2 years	73	24%	-
Within the last 2 – 5 years	53	18%	-
More than 5 years ago	66	22%	-
Aboriginal and Torres Strait Islander			
<i>n=310 answered this item</i>			
Identify	41	13%	-
Do not identify	269	87%	-

- No targets were set for this criterion

*The open link term refers to the survey link distributed by the Family Inclusion Network to parents

^ Throughout the survey, respondents were able to select the response 'prefer not to say' and were subsequently removed from the base when analysing that question

Fieldwork statistics and dates

The average (median) time taken to complete the survey was 5 minutes among panel respondents and 13 minutes for open link respondents.

The fieldwork dates for the survey were 1 to 21 June 2023.

Appendix B contains the fieldwork report and associated response rates for each method.

Fieldwork partner

MCR's fieldwork partner Ipsos was responsible for collecting, storing and coding the survey data. Ipsos has ISO 20252 accreditation and is a member of the Australian Data and Insights Association.

The online sample was sourced via the following panels: I-say/Ipsos Panel (28%), PureProfile (20%), and Octopus (52%).

An open link to the online survey was also distributed by the Family Inclusion Network to parents.

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 (in the tables in this report, red and blue indicate a difference at the 95% confidence level of that group compared to others in that category, e.g. males compared to females). The average calculation is based on the responses of all respondents to a question (the total). It should be noted that where a key result of one group differs significantly from another group (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 may be a group with a higher or lower percentage, however this does not differ significantly from the average after taking sampling error into account). Blank cells in tables indicate 0%.

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 C 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 and respondents could elect not to answer (by selection 'prefer not to say').

Most questions comprised a pre-defined codeframe for respondents to select from or to indicate their agreement with statements. There were several opportunities for respondents to answer in their own words (open-ended questions) and responses were subsequently coded into key themes for analysis.



Disclaimer

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

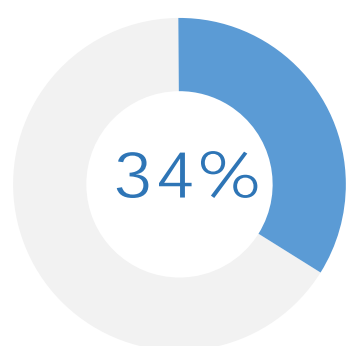
As is our normal practice, we emphasise that any market size estimates or marketing recommendations in this report can be influenced by a number of unforeseen events or by management decisions. Therefore, no warranty can be given that the information included will be predictive of a desired outcome.

▶ **SNAPSHOT:**

Parent Voice: Hearing from parents about their experiences of the child protection system – the Charter of Rights for parents

A total of 324 Queensland parents/families who had interacted with the child protection system participated in a survey with the aim of understanding their experiences with the system.

▶ **A THIRD OF PARENTS/FAMILIES WERE AWARE OF THE CHARTER OF RIGHTS FOR PARENTS**



▶ **PERSPECTIVES ON WHAT WORKED WELL IN THE SYSTEM**

(Top mentions)

- Empathy / understanding / respect **12%**
- Support network/options **11%**
- Children are priority / well protected **10%**
- Communication **9%**
- Staff attitude **8%**
- Information flow **8%**
- Everything / system works well/well managed **8%**

▶ **PERSPECTIVES ON WHAT DID NOT WORK WELL IN THE SYSTEM**

(Top mentions)

- Lack of empathy / understanding / respect **15%**
- Everything / entire system negative **11%**
- Unfair assumptions / bias / lack of investigation / false accusations/ judgmental **11%**
- Communication **10%**
- Staff attitude **10%**
- Children not prioritised/ failed by system **7%**

There were conflicting views on what worked well and what did not work well in the system, with empathy / understanding / respect nominated as both the top positive and top negative aspect of interacting with the system.

Information and decisions were explained to you in a language you understood



65%
agree

Your personal information was treated respectfully and sensitively



55%
agree

You were provided with the best possible opportunities to have contact with your child to continue forging a positive and healthy relationship



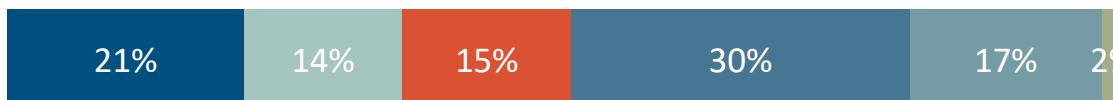
53%
agree

Your culture, background, language, and practices were respected, understood, and considered in the decisions made about your family



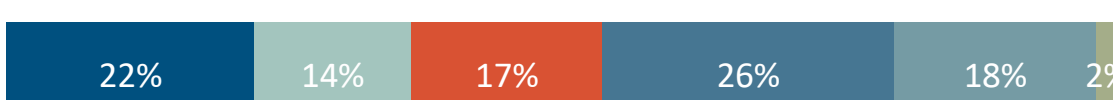
53%
agree

You were treated fairly by the child protection system



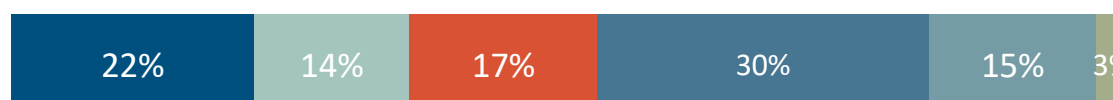
47%
agree

You received family support services that helped your family



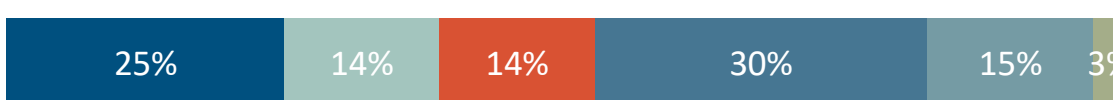
45%
agree

You had a say in the type of support to ensure it was appropriate for your family



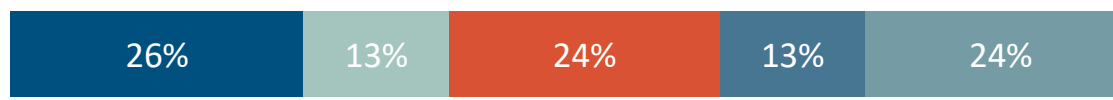
45%
agree

You felt recognised and respected in your role as a parent, by the child protection system



45%
agree

As an Aboriginal and/or Torres Strait Islander parent experiencing the system, you were able to maintain and strengthen your connections to language, family, community, Country, culture and spiritual practices and beliefs.



37%
agree

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

Base: All respondents who elected or were able to answer
* Base: All respondents identifying as Aboriginal and/or Torres Strait Islander who elected or were able to answer

3. Findings

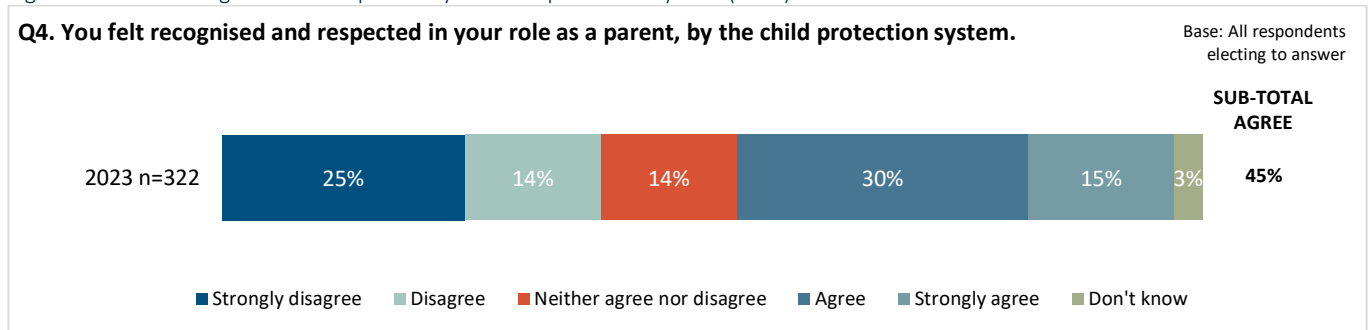
3.1 Felt recognised and respected by the child protection system

Q4. You felt recognised and respected in your role as a parent, by the child protection system.

3.1.1 2023 result

45% of respondents agreed with the statement ‘You felt recognised and respected in your role as a parent, by the child protection system’ (30% agreed, 15% strongly agreed). A total of 38% disagreed (14% disagreed, 25% strongly disagreed) and 14% neither agreed nor disagreed.

Figure 3.1.1: Felt recognised and respected by the child protection system (2023)



Base: those who elected to answer; excludes 2 respondents who declined to answer

3.1.2 Sub-group differences

The following sub-groups were significantly more likely than their counterparts to agree they felt recognised and respected in their role as a parent, by the child protection system (see Tables 3.1.1 and 3.1.2):

- Fathers (58%, compared to mothers 43% or non-mother/father carers 33%)
- Queenslanders who do not identify as Aboriginal and/or Torres Strait Islander (48%, those who do identify as such 34%)
- Those who have had contact with the system within the last 1-2 years (62%, compared to those who had contact within the last 12 months 38%)
- Respondents in the Brisbane and Moreton Bay region (60%, average 45%).

Respondents aged 45 years or older (58%), those living in the regions of North Queensland (52%) or South West Queensland (51%), or those who had had contact with the system within the last 12 months (52%) were more likely than other sub-groups (average 38%) to disagree/strongly disagree that they felt recognised and respected in their role as a parent, by the child protection system.

Table 3.1.1: Felt recognised and respected by the child protection system improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q4 Column %	Total 2023 n = 322	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 205	Father n = 74	Other n = 43	18 – 34 n = 123	35 – 44 n = 140	45+ years n = 59	Yes n = 41	No n = 267

% of respondents

Strongly disagree	25	26	20	26	20	23	37 ↑	27	24
Disagree	14	15	5 ↓	21	10	14	20	20	13
SUB-TOTAL DISAGREE	38	41	26 ↓	47	30 ↓	37	58 ↑	46	36
Neither agree nor disagree	14	13	14	19	20 ↑	9 ↓	12	15	13
Agree	30	28	42 ↑	23	26	39 ↑	19 ↓	22	33 ↑
Strongly agree	15	16	16	9	23 ↑	11 ↓	8	12	15
SUB-TOTAL AGREE	45	43	58 ↑	33 ↓	49	50	27 ↓	34	48 ↑
Don't know	3	3	3	2	2	4	3	5	3

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

Table 3.1.2: Felt recognised and respected by the child protection system by region and time since contact with system (2023)

Q4 Column %	Total 2023 n = 322	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 126	Far North Queensland n = 14^	North Queensland n = 33	South East n = 70	South West n = 35	Sunshine Coast and Central n = 44	Within last 12 months n = 108	Within last 1 – 2 years n = 73	More than 2 years ago n = 118

% of respondents

Strongly disagree	25	19 ↓	29	30	23	31	32	38 ↑	18	19
Disagree	14	8 ↓	14	21	16	20	16	14	8	17
SUB-TOTAL DISAGREE	38	27 ↓	43	52 ↑	39	51 ↑	48	52 ↑	26 ↓	36
Neither agree nor disagree	14	12	21	12	16	14	14	9	11	17
Agree	30	42 ↑	21	21	29	17 ↓	20	28	42 ↑	28
Strongly agree	15	17	7	12	13	14	16	10 ↓	19	17
SUB-TOTAL AGREE	45	60 ↑	29	33	41	31 ↓	36	38 ↓	62 ↑	45
Don't know	3	2	7	3	4	3	2	1	1	2

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

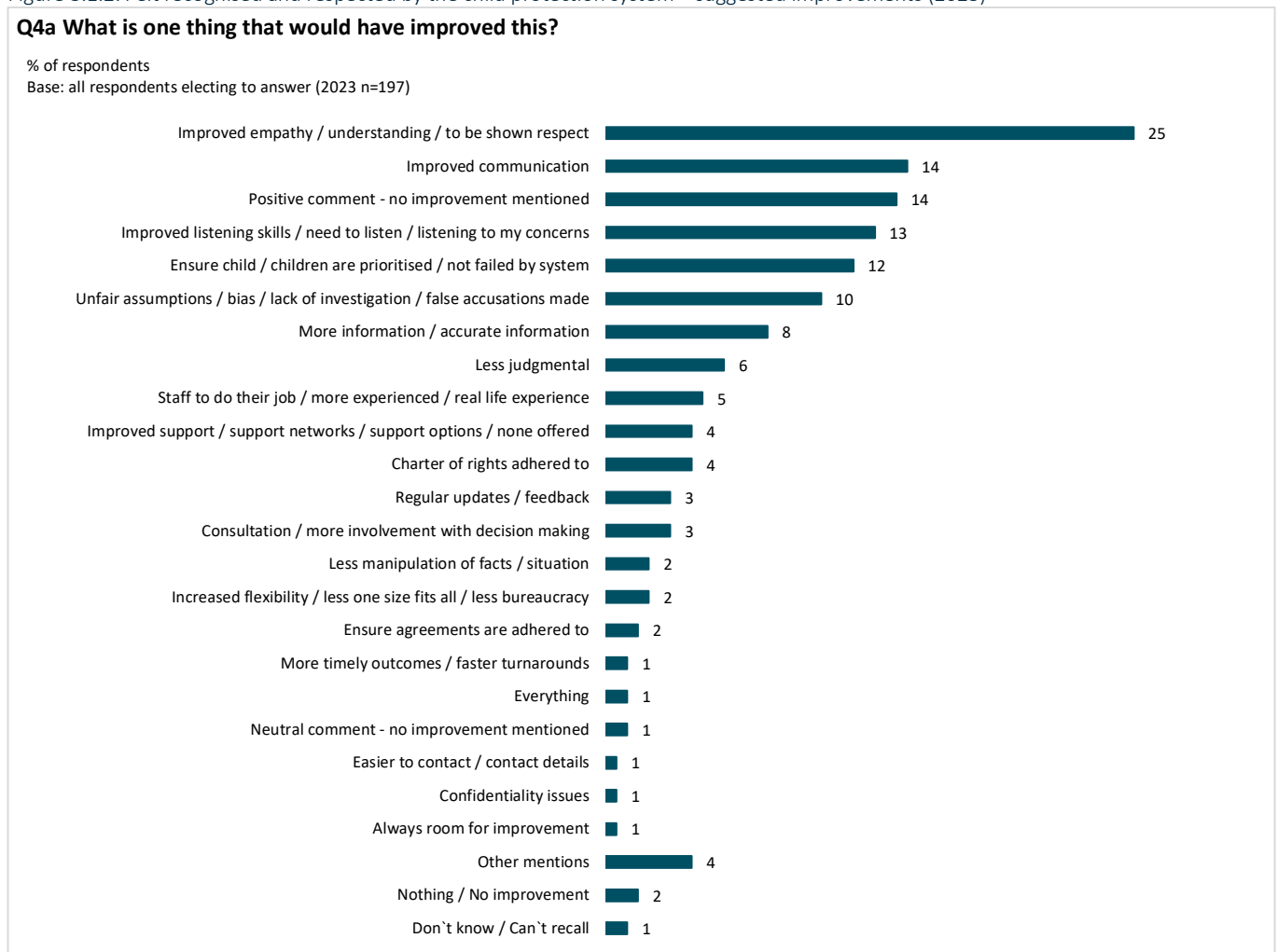
3.1.3 Suggested improvements

Q4a What is one thing that would have improved this?

Respondents were asked to identify what could have improved their experience of feeling recognised and respected by the system. Respondents were able to answer in their own words and post-enumeration responses were coded into key themes.

Among those making comment, the most frequent themes were to improve empathy and understanding (25%), provide better communication (14%), improve listening (13%), ensure children are prioritised (12%) and to not make unfair assumptions (10%). Other suggestions included providing more accurate information (8%), being less judgemental (6%) and ensuring better performance from staff (5%). 14% of respondents provided a positive comment with no improvement mentioned. All other mentions were made by 4% or fewer respondents (see Figure 3.1.2).

Figure 3.1.2: Felt recognised and respected by the child protection system – suggested improvements (2023)



Base: those who elected to answer; excludes 130 respondents who declined to answer

3.1.4 Sub-group differences

Suggested improvements for feeling recognised and respected by the system were analysed by key sub-groups (see Tables 3.1.3 and 3.1.4).

Mothers (14%) were more likely than fathers (3%) to suggest not making unfair assumptions or false accusations. Carers were more likely than mothers or fathers to suggest improvements to the way staff do their job or for more experienced staff (15%, 5% average) or for increased flexibility / less one size fits all / less bureaucracy (6%, 2% average).

Respondents aged 18-34 years were more likely than other age groups to suggest they be provided the opportunity to be more involved with decision making (6%, 3% average). 35-44 year olds were more likely than others to suggest more information or accurate information be provided (12%, 8% average). Those aged 45+ years were more likely than younger respondents to suggest improved listening (21%, 13% average) or less manipulation of the facts / situation (7%, 2% average).

Other differences are detailed in the following table.

Table 3.1.3: Felt recognised and respected by the child protection system – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q4a Column %	Total 2023 n = 197	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 126	Father n = 38	Other n = 33	18 – 34 n = 68	35 – 44 n = 86	45+ years n = 43	Yes n = 26 [^]	No n = 161
<i>% of respondents</i>									
Improved empathy / understanding / to be shown respect	25	25	18	33	18 ↓	28	30	27	23
Improved communication	14	13	13	18	13	16	12	19	12
Positive comment - no improvement mentioned	14	13	18	9	19	13	7	8	16
Improved listening skills / need to listen / listen to my concerns	13	15	11	6	4 ↓	15	21 ↑	15	11 ↓
Ensure child / children are prioritised / not failed by system	12	13	5	15	13	12	9	27	9 ↓
Unfair assumptions / bias / lack of investigation / false accusations made	10	14 ↑	3 ↓	3	10	10	9	4	11
More information / accurate information	8	6	11	12	4	12 ↑	5		9
Less judgmental	6	6	11		6	3	9		7
Staff to do their job / more experienced / real life experience	5	2 ↓	5	15 ↑	7	1 ↓	7	8	4
Improved support / support networks / support options / none offered	4	5		6	4	5	2	8	4
Charter of rights adhered to	4	4	5	3	3	6	2	4	4
Regular updates / feedback	3	4		3	4	3		4	2
Consultation / more involvement with decision making	3	4	3		6 ↑	1	2	4	3
Less manipulation of facts / situation	2	2	3			1	7 ↑		2
Increased flexibility / less one size fits all / less bureaucracy	2	2		6 ↑	1	2	2		2
Ensure agreements are adhered to	2	2			1	2			2
More timely outcomes / faster turnarounds	1	2				1	2		1
Everything	1	2			1	1			1
Neutral comment - no improvement mentioned	1	1	3		1	1		4	1
Easier to contact / contact details	1	1			1				1
Confidentiality issues	1	1			1			4	
Always room for improvement	1	1				1			1
Other mentions	4	3	11 ↑		3	6	2	4	3
Nothing / No improvement	2	2	3		3		2	4	1
Don't know / Can't recall	1	1	3		3 ↑				1

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level
Base: All respondents electing to answer

[^] Caution small cell size

Table 3.1.4: Felt recognised and respected by the child protection system – suggested improvements by region and time since contact with system (2023)

Q4a Column %	Total 2023 n = 197	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 75	Far North Queensland n = 10 [^]	North Queensland n = 25 [^]	South East n = 38	South West n = 22 [^]	Sunshine Coast and Central n = 27 [^]	Within last 12 months n = 66	Within last 1 – 2 years n = 53	More than 2 years ago n = 75
<i>% of respondents</i>										
Improved empathy / understanding / to be shown respect	25	24	30	16	26	18	37	26	21	27
Improved communication	14	9	10	12	26 ↑	5	22	20	9	13
Positive comment - no improvement mentioned	14	25 ↑	10	4	5 ↓	9	7	11	21 ↑	11
Improved listening skills / need to listen / listen to my concerns	13	7 ↓	20	24	11	18	15	17	15	8
Ensure child / children are prioritised / not failed by system	12	9	20	8	16	9	15	17	9	9
Unfair assumptions / bias / lack of investigation / false accusations made	10	5 ↓		12	18 ↑	14	11	8	15	9
More information / accurate information	8	8		16	5	5	7	8	6	9
Less judgmental	6	1 ↓	10	4	13 ↑	9	4	8	2	7
Staff to do their job / more experienced / real life experience	5	3			8	9	7	6	2	5
Improved support / support networks / support options / none offered	4	3	10	12	3	5		2	4	7
Charter of rights adhered to	4	4		8		5	7	9 ↑	2	1
Regular updates / feedback	3	3		8			7	6 ↑	4	
Consultation / more involvement with decision making	3	1		8	3	5	4	6 ↑	4	
Less manipulation of facts / situation	2	3			3		4	3		3
Increased flexibility / less one size fits all / less bureaucracy	2	3		4			4	2	2	3
Ensure agreements are adhered to	2	1		4	3			3	2	
More timely outcomes / faster turnarounds	1	1					4	3 ↑		
Everything	1	3 ↑						3 ↑		
Neutral comment - no improvement mentioned	1	1			3				2	1
Easier to contact / contact details	1				3 ↑			2		
Confidentiality issues	1			4					2 ↑	
Always room for improvement	1	1								1
Other mentions	4	3		12	5	5		3	4	4
Nothing / No improvement	2	1	10		3				6 ↑	
Don't know / Can't recall	1	1				5		2		1

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

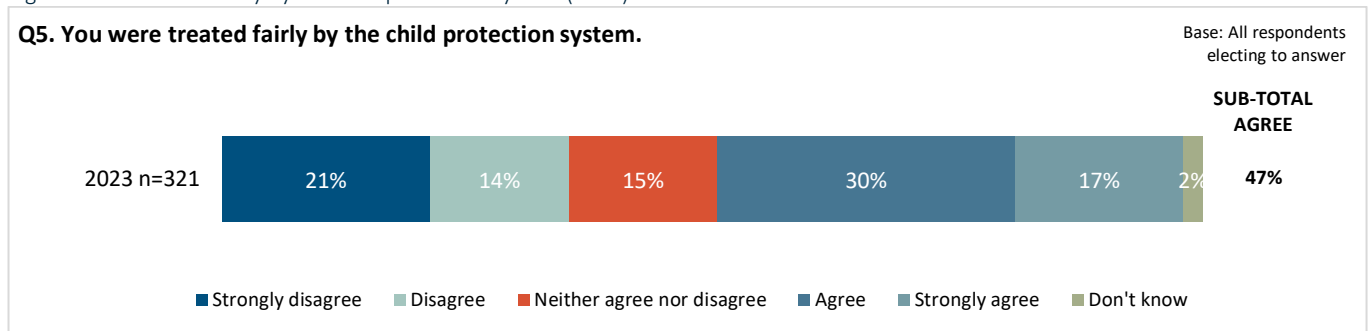
3.2 Treated fairly by the child protection system

Q5. You were treated fairly by the child protection system

3.2.1 2023 result

47% of respondents agreed with the statement ‘You were treated fairly by the child protection system’ (30% agreed, 17% strongly agreed). A total of 36% disagreed (14% disagreed, 21% strongly disagreed) while 15% neither agreed nor disagreed.

Figure 3.2.1: Treated fairly by the child protection system (2023)



Base: those who elected to answer; excludes 3 respondents who declined to answer

3.2.2 Sub-group differences

The following sub-groups were significantly more likely than their counterparts to agree/strongly agree that they were treated fairly by the child protection system (see Tables 3.2.1 and 3.2.2):

- Fathers (63%, 46% among mothers, 26% among non-mother/father carers)
- Queenslanders aged 18-34 years (53%, 45+ years 31%)
- Queenslanders who do not identify as Aboriginal and/or Torres Strait Islander (50%, those who do 37%)
- Those who have had contact with the system within the last 1-2 years (59%, last 12 months 41%)
- Respondents in the Brisbane and Moreton Bay region (61%, average 47%).

Respondents aged 45 years or older (53%) or those who have had contact with the system within the last 12 months (48%) were significantly more likely than average (36%) to disagree/strongly disagree they were treated fairly by the child protection system.

Table 3.2.1: Treated fairly by the child protection system improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q5 Column %	Total 2023 n = 321	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 205	Father n = 73	Other n = 43	18 – 34 n = 122	35 – 44 n = 140	45+ years n = 59	Yes n = 41	No n = 266
% of respondents									
Strongly disagree	21	23	15	23	20	16 ↓	36 ↑	27	20
Disagree	14	13	10	26 ↑	10 ↓	16	17	17	14
SUB-TOTAL DISAGREE	36	37	25 ↓	49 ↑	30 ↓	33	53 ↑	44	34
Neither agree nor disagree	15	15	10	23	16	15	14	17	14
Agree	30	30	38 ↑	16 ↓	32	34	17 ↓	17 ↓	33 ↑
Strongly agree	17	17	25 ↑	9	21	16	14	20	18
SUB-TOTAL AGREE	47	46	63 ↑	26 ↓	53 ↑	49	31 ↓	37	50 ↑
Don't know	2	2	3	2	1	3	3	2	2 ↓

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level
Base: All respondents electing to answer

Table 3.2.2: Treated fairly by the child protection system by region and time since contact with system (2023)

Q5 Column %	Total 2023 n = 321	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 126	Far North Queensland n = 14 [^]	North Queensland n = 33	South East n = 69	South West n = 35	Sunshine Coast and Central n = 44	Within last 12 months n = 108	Within last 1 – 2 years n = 73	More than 2 years ago n = 118
<i>% of respondents</i>										
Strongly disagree	21	15 ↓	29	27	22	31	25	36 ↑	16	14 ↓
Disagree	14	12	21	18	13	11	18	12	14	18
SUB-TOTAL DISAGREE	36	27 ↓	50	45	35	43	43	48 ↑	30	32
Neither agree nor disagree	15	11	14	15	23 ↑	11	16	10 ↓	11	19 ↑
Agree	30	38 ↑	29	18	25	26	27	28	34	31
Strongly agree	17	23 ↑	7	21	13	17	9	13	25 ↑	17
SUB-TOTAL AGREE	47	61 ↑	36	39	38 ↓	43	36	41 ↓	59 ↑	47
Don't know	2	1	0	0	4	3	5	1	0	1

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at least the 95% confidence level
 Base: All respondents electing to answer

[^] Caution small cell size

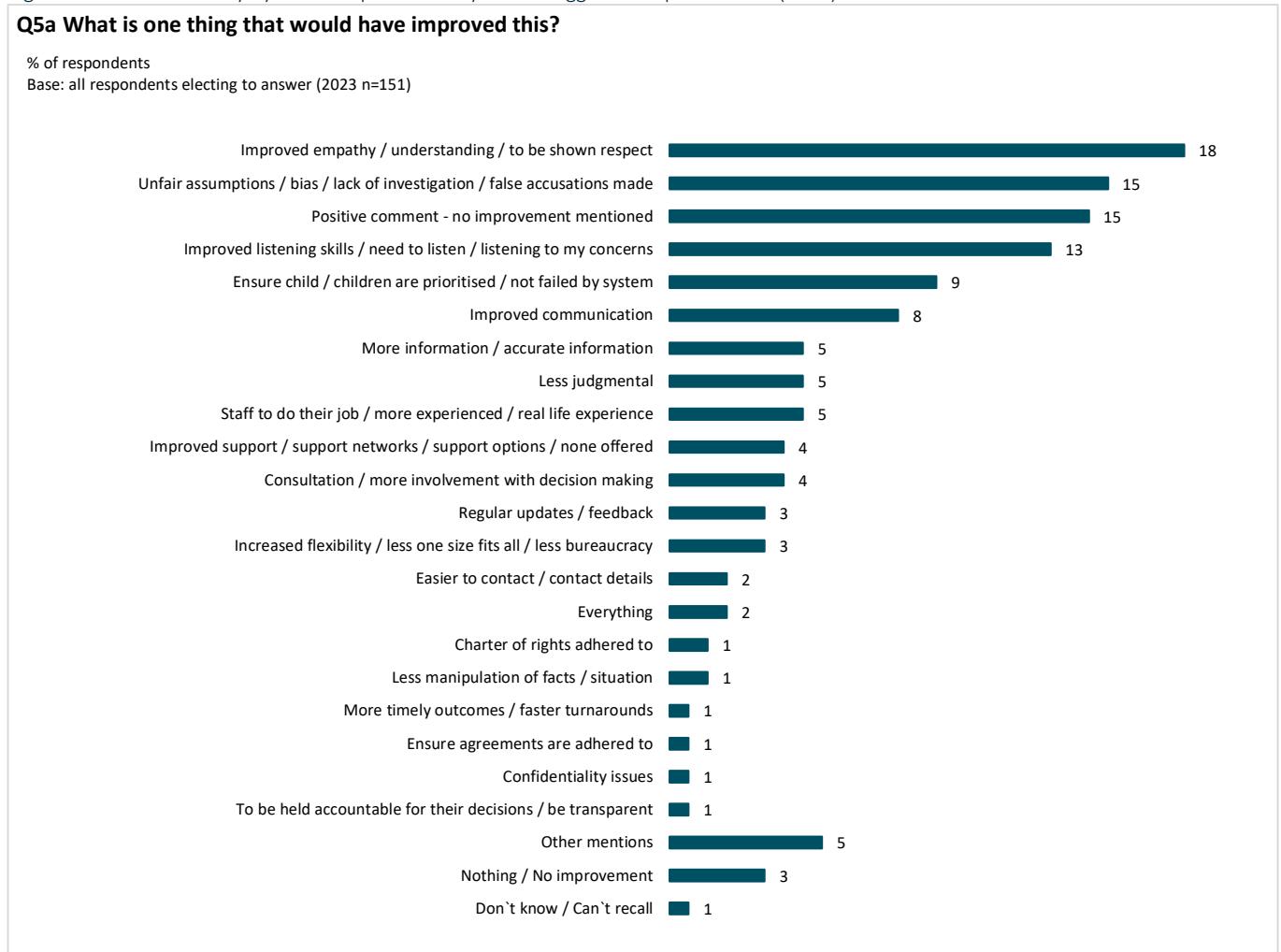
3.2.3 Suggested improvements

Q5a What is one thing that would have improved this?

Respondents were asked to identify what could have improved their experience of being treated fairly by the child protection system. Respondents were able to answer in their own words and post-enumeration responses were coded into key themes.

Respondents were most likely to suggest improved empathy (18%), not making unfair assumptions (15%), improved listening (13%), the prioritisation of children (9%) and communication (8%) would improve their experience. Other suggestions included more information or more accurate information (5%), being less judgemental (5%) and better performance from staff (5%). 15% of respondents provided a general positive comment with no improvement mentioned and 5% stated nothing / no improvement. All other mentions were made by 4% or fewer respondents (see Figure 3.2.2).

Figure 3.2.2: Treated fairly by the child protection system – suggested improvements (2023)



Base: those who elected to answer; excludes 173 respondents who declined to answer

3.2.4 Sub-group differences

Suggested improvements for being treated fairly by the system were analysed by key sub-groups (see Tables 3.2.3 and 3.2.4).

Mothers (8%) were more likely than fathers or non-mother/father carers (0%) to suggest being less judgmental. Fathers were more likely to provide a general positive comment with no improvement mentioned (24%, 15% average), suggest more timely outcomes / faster turnarounds (3%, 0% mothers or non-mother/father carers) or to be held accountable for their decisions / be transparent (3%, 0% mothers or non-mother/father carers).

Respondents aged 18-34 years were more likely to suggest more information / accurate information (10%, 5% average). Those aged 45+ years were more likely to suggest improved listening to concerns (24%, 13% average).

Respondents in the South East region were more likely than average to suggest reducing the frequency with which unfair assumptions or accusations are made (31%, 15% average) or to ensure children are prioritised (17%, 9% average).

Those who had had contact with the child protection system within the last 12 months were more likely than others to suggest reducing unfair assumptions / false accusations made (26%, 15% average) or everything (5%, 0% in other segments).

Those who had had contact within the last 1-2 years were more likely than average to provide a positive comment - no improvement mentioned (24%, 15% average).

Other sub-group differences are indicated in the tables following.

Table 3.2.3: Felt recognised and respected by the child protection system – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q5a Column %	Total 2023 n = 151	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 91	Father n = 34	Other n = 26^	18 – 34 n = 49	35 – 44 n = 64	45+ years n = 38	Yes n = 20^	No n = 122
<i>% of respondents</i>									
Improved empathy / understanding / to be shown respect	18	16	21	19	14	22	16	25	18
Unfair assumptions / bias / lack of investigation / false accusations made	15	19	9	12	12	16	18	25	12
Positive comment - no improvement mentioned	15	11	24 ↑	15	20	13	11		17
Improved listening skills / need to listen / listen to my concerns	13	14	9	15	6 ↓	13	24 ↑	15	14
Ensure child / children are prioritised / not failed by system	9	9	12	8	8	9	11	5	9
Improved communication	8	10	6	4	8	9	5	5	7
More information / accurate information	5	5	6		10 ↑	3			6
Less judgmental	5	8 ↑			8		8	10	4
Staff to do their job / more experienced / real life experience	5	5		8	2	8	3		4
Improved support / support networks / support options / none offered	4	3	3	8		5	8	10	3
Consultation / more involvement with decision making	4	5		4	4	6		5	4
Regular updates / feedback	3	3	3	4	2	3	5		3
Increased flexibility / less one size fits all / less bureaucracy	3	1 ↓		15	4	3	3	10	2

TABLE CONTINUES OVER PAGE

Table 3.2.3: Felt recognised and respected by the child protection system – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023) (continued)

Q5a Column %	Total 2023 n = 151	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 91	Father n = 34	Other n = 26 [^]	18 – 34 n = 49	35 – 44 n = 64	45+ years n = 38	Yes n = 20 [^]	No n = 122
<i>% of respondents</i>									
Easier to contact / contact details	2	3			2	3			2
Everything	2	3			4	2			2
Charter of rights adhered to	1	1		4		3 ↑			1
Less manipulation of facts / situation	1	1		4		2	3	5	
More timely outcomes / faster turnarounds	1		3 ↑		2				1
Ensure agreements are adhered to	1			4		2		5	
Confidentiality issues	1	1			2			5	
To be held accountable for their decisions / be transparent	1		3 ↑				3 ↑		1
Other mentions	5	5	6	4	6	5	5	5	5
Nothing / No improvement	3	3	6		4	3	3	10	2
Don't know / Can't recall	1		3 ↑			2			1

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

Table 3.2.4: Treated fairly by the child protection system – suggested improvements by region and time since contact with system (2023)

Q5a Column %	Total 2023 n = 151	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 55	Far North Queensland n = 8 [^]	North Queensland n = 19 [^]	South East n = 36	South West n = 15 [^]	Sunshine Coast and Central n = 18 [^]	Within last 12 months n = 58	Within last 1 – 2 years n = 38	More than 2 years ago n = 51
<i>% of respondents</i>										
Improved empathy / understanding / to be shown respect	18	22	13	5	8 ↓	20	39	17	13	22
Unfair assumptions / bias / lack of investigation / false accusations made	15	9		16	31 ↑	7	17	26 ↑	8	10
Positive comment - no improvement mentioned	15	27 ↑	13	16	8			12	24 ↑	8 ↓
Improved listening skills / need to listen / listen to my concerns	13	7	38	37	8	13	6	16	8	16
Ensure child / children are prioritised / not failed by system	9	5		5	17 ↑		22	9	16	6
Improved communication	8	5	13	11	6	13	11	12	3	8
More information / accurate information	5	4	13		6		11		5	8
Less judgmental	5	5			6	13		7	5	2
Staff to do their job / more experienced / real life experience	5	2		11	3	7	11	5	5	4
Improved support / support networks / support options / none offered	4	2	13	5	6		6	3	3	6
Consultation / more involvement with decision making	4	5			6	7		5	3	4
Regular updates / feedback	3	4			3	7	6	5		4
Increased flexibility / less one size fits all / less bureaucracy	3	2	13	5	3		6	3		6
Easier to contact / contact details	2				3		11	3		2
Everything	2	5 ↑						5 ↑		
Charter of rights adhered to	1				3		6	2	3	
Less manipulation of facts / situation	1			5	3				3	2
More timely outcomes / faster turnarounds	1	2							3 ↑	
Ensure agreements are adhered to	1			5						2
Confidentiality issues	1			5					3 ↑	
To be held accountable for their decisions / be transparent	1	2						2		
Other mentions	5	5			6	13	6	3	5	6
Nothing / No improvement	3	2	13		6	7		2	11 ↑	
Don't know / Can't recall	1				3 ↑			2		

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level
 Base: All respondents electing to answer

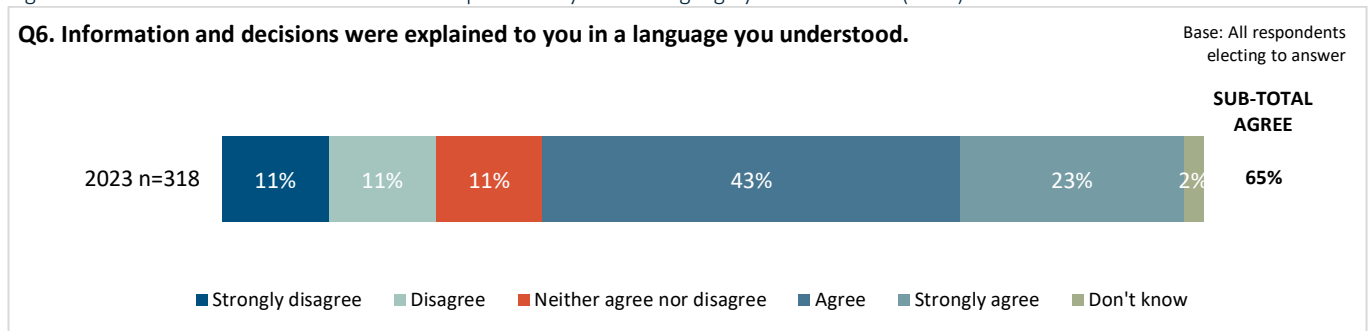
3.3 Information and decisions were explained

Q6. Information and decisions were explained to you in a language you understood

3.3.1 2023 result

65% of respondents agreed with the statement 'Information and decisions were explained to you in a language you understood' (43% agreed, 23% strongly agreed). 22% disagreed (11% disagreed, 11% strongly disagreed) while 11% neither agreed nor disagreed.

Figure 3.3.1: Information and decisions were explained to you in a language you understood (2023)



Base: those who elected to answer; excludes 6 respondents who declined to answer

3.3.2 Sub-group differences

Queenslanders who do not identify as Aboriginal and/or Torres Strait Islander (69%) or those who had had contact with the system in the last 1-2 years (74%) were significantly more likely than others (average 65%) to agree information and decisions were explained in a language they understood (see Tables 3.3.1 and 3.3.2).

Respondents aged 45 years or older (40%), non-mother/father carers (33%), those living in the South West region (37%) or those who had had contact with the system within the last 12 months (30%) were significantly more likely than other sub-groups (average 22%) to disagree.

Table 3.3.1: Information and decisions were explained to you in a language you understood by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q6 Column %	Total 2023 n = 318	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 203	Father n = 72	Other n = 43	18 – 34 n = 121	35 – 44 n = 139	45+ years n = 58	Yes n = 40	No n = 264
% of respondents									
Strongly disagree	11	10	11	16	9	7 ↓	24 ↑	8	11
Disagree	11	12	6 ↓	16	8	12	16	25 ↑	9 ↓
SUB-TOTAL DISAGREE	22	22	17	33 ↑	17 ↓	19	40 ↑	33 ↑	19 ↓
Neither agree nor disagree	11	11	8	12	12	10	10	20 ↑	10
Agree	43	39	56 ↑	37	43	46	34	28 ↓	45 ↑
Strongly agree	23	26 ↑	17	16	27	23	12 ↓	18	24
SUB-TOTAL AGREE	65	66	72	53 ↓	70	69	47 ↓	45 ↓	69 ↑
Don't know	2	1	3	2	1	2	3	3	2

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level
Base: All respondents electing to answer

Table 3.3.2: Information and decisions were explained to you in a language you understood by region and time since contact with system (2023)

Q6 Column %	Total 2023 n = 318	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 125	Far North Queensland n = 14 [^]	North Queensland n = 32	South East n = 68	South West n = 35	Sunshine Coast and Central n = 44	Within last 12 months n = 106	Within last 1 – 2 years n = 72	More than 2 years ago n = 118
<i>% of respondents</i>										
Strongly disagree	11	8	0	13	13	23 ↑	9	17 ↑	7	8
Disagree	11	10	14	9	7	14	16	13	7	13
SUB-TOTAL DISAGREE	22	18	14	22	21	37 ↑	25	30 ↑	14 ↓	21
Neither agree nor disagree	11	13	7	22 ↑	9	6	5	8	10	11
Agree	43	41	57	28 ↓	46	46	48	45	49	42
Strongly agree	23	26	14	28	22	11 ↓	20	16 ↓	25	26
SUB-TOTAL AGREE	65	67	71	56	68	57	68	61	74 ↑	68
Don't know	2	2	7	0	3	0	2	0 ↓	3	0 ↓

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

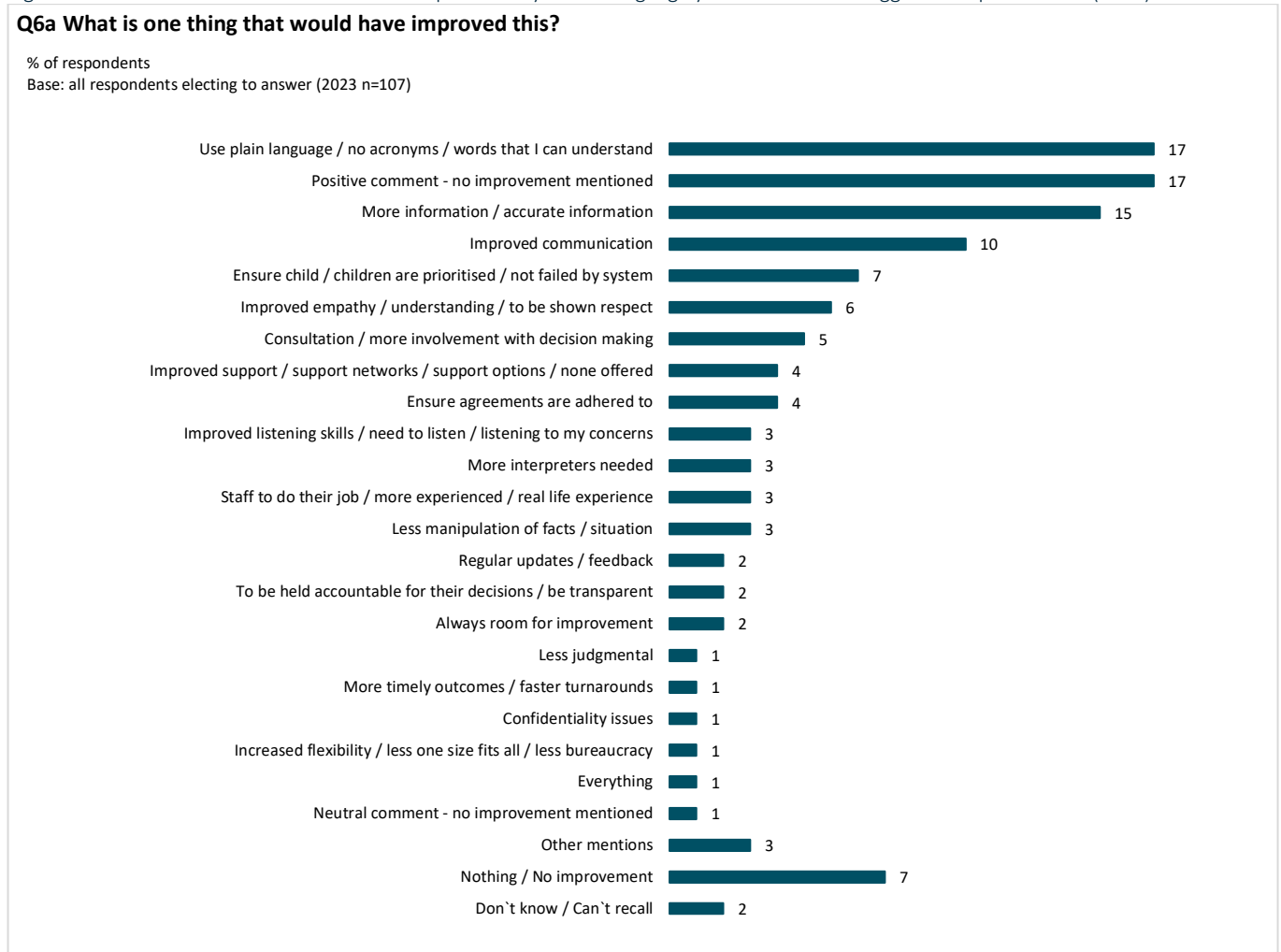
3.3.3 Suggested improvements

Q6a What is one thing that would have improved this?

Respondents were asked to identify what could have improved their experience of having information and decisions explained in a language they understood. Respondents were able to answer in their own words and post-enumeration responses were coded into key themes.

Respondents making comment were most likely to suggest their experience could have been improved by the use of plain language / no acronyms / words that I can understand (17%) or that more information or accurate information could have been provided (15%). Other suggestions included improved communication (10%), ensuring children are prioritised / not failed by system (7%), improved empathy (6%) or more consultation (5%). 17% of respondents provided a general positive comment with no improvement mentioned and 7% stated nothing / no improvement. All other mentions were made by 4% or fewer respondents (see Figure 3.3.2).

Figure 3.3.2: Information and decisions were explained to you in a language you understood – suggested improvements (2023)



Base: those who elected to answer; excludes 217 respondents who declined to answer

3.3.4 Sub-group differences

Suggested improvements to having information and decisions explained in a language they understood were analysed by key sub-groups (see Tables 3.3.3 and 3.3.4).

Mothers (15%) were more likely than fathers (0%) to suggest improved communication.

Respondents aged 45+ years were more likely than their younger counterparts to suggest more information / more accurate information (30%, 15% average) or improved listening skills / listening to my concerns (10%, 0% among other age groups).

Respondents in the Brisbane and Moreton Bay region were more likely than others to suggest the use of plain language / no acronyms / use words that I can understand (29%, 17% average).

Those who had had contact with the child protection system within the last 12 months were more likely than others to suggest less manipulation of facts / situation (6%, 0% in other segments). Those who had contact more than 2 years were more likely to suggest improved listening skills / listening to my concerns (10%, 0% in other segments).

Table 3.3.3: Information and decisions were explained to you in a language you understood – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q6a Column %	Total 2023 n = 107	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 65	Father n = 23 [^]	Other n = 19 [^]	18 – 34 n = 28 [^]	35 – 44 n = 49	45+ years n = 30	Yes n = 13 [^]	No n = 85
<i>% of respondents</i>									
Use plain language / no acronyms / words that I can understand	17	18	22	5	21	20	7 ↓	15	18
Positive comment - no improvement mentioned	17	17	17	16	14	20	13	8	18
More information / accurate information	15	14	17	16	18	4 ↓	30 ↑	8	16
Improved communication	10	15 ↑		5	11	10	10	23	9
Ensure child / children are prioritised / not failed by system	7	2 ↓	9	21	7	4	10	8	5
Improved empathy / understanding / to be shown respect	6	6	4	5	4	8	3	8	6
Consultation / more involvement with decision making	5	6		5	7	2	7		6
Improved support / support networks / support options / none offered	4	3	9			4	7		5
Ensure agreements are adhered to	4	5		5	4	4	3	8	2
Improved listening skills / need to listen / listen to my concerns	3	2		11			10 ↑		4
More interpreters needed	3		9	5	11				4
Staff to do their job / more experienced / real life experience	3		9	5		4	3		2
Less manipulation of facts / situation	3	3	4			4	3	8	2
Regular updates / feedback	2	3			7				2
To be held accountable for their decisions / be transparent	2	3			4		3	8	1
Always room for improvement	2	3			4	2			2

TABLE CONTINUES OVER PAGE

Table 3.3.3: Information and decisions were explained to you in a language you understood – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q6a Column %	Total 2023 n = 107	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 65	Father n = 23 [^]	Other n = 19 [^]	18 – 34 n = 28 [^]	35 – 44 n = 49	45+ years n = 30	Yes n = 13 [^]	No n = 85
<i>% of respondents</i>									
Less judgmental	1	2				2			1
More timely outcomes / faster turnarounds	1			5		2			1
Confidentiality issues	1	2			4			8	
Increased flexibility / less one size fits all / less bureaucracy	1			5			3		1
Everything	1	2				2			1
Neutral comment - no improvement mentioned	1	2					3		1
Other mentions	3	3	4		4		7		2
Nothing / No improvement	7	6	13	5	11	10		15	6
Don't know / Can't recall	2	3				2	3		2

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

Table 3.3.4: Information and decisions were explained to you in a language you understood – suggested improvements by region and time since contact with system (2023)

Q6a Column %	Total 2023 n = 107	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 42	Far North Queensland n = 7 [^]	North Queensland n = 11 [^]	South East n = 19 [^]	South West n = 11 [^]	Sunshine Coast and Central n = 17 [^]	Within last 12 months n = 47	Within last 1 – 2 years n = 26 [^]	More than 2 years ago n = 31
<i>% of respondents</i>										
Use plain language / no acronyms / words that I can understand	17	29 ↑		9	11	9	12	19	15	13
Positive comment - no improvement mentioned	17	17	29	27	11	9	18	17	31	6 ↓
More information / accurate information	15	19		9	16	18	12	21	8	13
Improved communication	10	5		9	11	18	24	11	4	16
Ensure child / children are prioritised / not failed by system	7	7		18	5	9		9	8	3
Improved empathy / understanding / to be shown respect	6	7			11		6	4	4	10
Consultation / more involvement with decision making	5	2				18	12	4	4	6
Improved support / support networks / support options / none offered	4	2		9	5		6	2	4	6
Ensure agreements are adhered to	4	5		9		9		6		3
Improved listening skills / need to listen / listen to my concerns	3	2			5	9				10 ↑
More interpreters needed	3	2	14		5			2		3
Staff to do their job / more experienced / real life experience	3		14		5	9		2		6
Less manipulation of facts / situation	3	5		9				6 ↑		
Regular updates / feedback	2	2				9		4		
To be held accountable for their decisions / be transparent	2	2				9		2	4	
Always room for improvement	2				11			2	4	
Less judgmental	1						6	2		
More timely outcomes / faster turnarounds	1	2							4	
Confidentiality issues	1			9					4	
Increased flexibility / less one size fits all / less bureaucracy	1						6	2		
Everything	1	2						2		
Neutral comment - no improvement mentioned	1		14							3
Other mentions	3				16			2	8	
Nothing / No improvement	7	5	14	9	11	9	6	4	8	10
Don't know / Can't recall	2	2	14						4	3

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

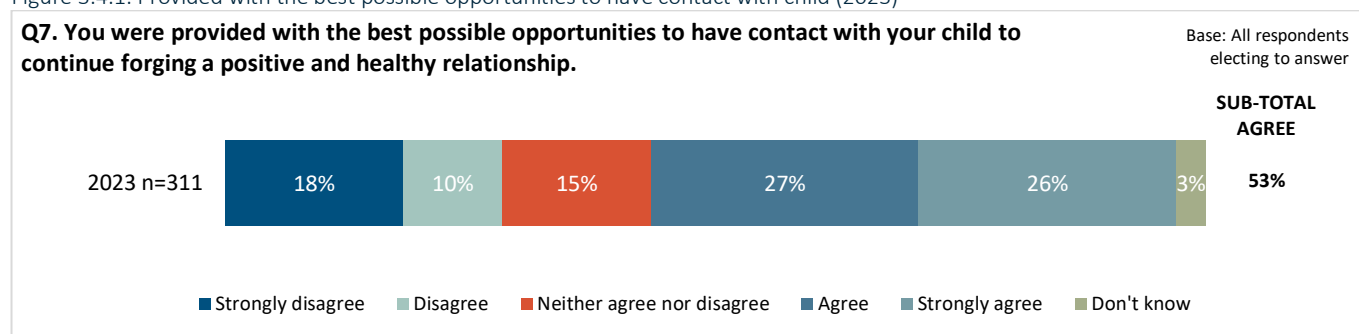
3.4 Provided with the best possible opportunities to have contact with child

Q7. You were provided with the best possible opportunities to have contact with your child to continue forging a positive and healthy relationship.

3.4.1 2023 result

53% of respondents agreed they were provided with the best possible opportunities to have contact with their child to continue forging a positive and healthy relationship (27% agreed, 26% strongly agreed). A total of 28% disagreed (10% disagreed, 18% strongly disagreed) and 15% neither agreed nor disagreed.

Figure 3.4.1: Provided with the best possible opportunities to have contact with child (2023)



Base: those who elected to answer; excludes 13 respondents who declined to answer

3.4.2 Sub-group differences

Respondents aged 18-34 years (64%) or those who had had contact with the system within the last 1-2 years (64%) were significantly more likely than other sub-groups (average 53%) to agree/strongly agree they were provided with the best possible opportunities to have contact with their child to continue forging a positive and healthy relationship.

Respondents aged 45 years or older (47%) or those who had had contact with the system within the last 12 months (43%) were significantly more likely than average (28%) to disagree/strongly disagree with this statement (see Tables 3.4.1 and 3.4.2).

Table 3.4.1: Provided with the best possible opportunities to have contact with child by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q7 Column %	Total 2023 n = 311	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 196	Father n = 74	Other n = 41	18 – 34 n = 116	35 – 44 n = 138	45+ years n = 57	Yes n = 38	No n = 259
% of respondents									
Strongly disagree	18	18	12	27	14	17	28 ↑	24	17
Disagree	10	10	11	10	8	9	19 ↑	11	11
SUB-TOTAL DISAGREE	28	29	23	37	22 ↓	26	47 ↑	34	27
Neither agree nor disagree	15	13	15	27 ↑	14	15	19	18	15
Agree	27	26	35 ↑	20	31	27	21	21	28
Strongly agree	26	30 ↑	24	12 ↓	33 ↑	27	11 ↓	24	27
SUB-TOTAL AGREE	53	56	59	32 ↓	64 ↑	54	32 ↓	45	54
Don't know	3	3	3	5	1	5 ↑	2	3	3

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level
Base: All respondents electing to answer

Table 3.4.2: Provided with the best possible opportunities to have contact with child by region and time since contact with system (2023)

Q7 Column %	Total 2023 n = 311	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 121	Far North Queensland n = 14 [^]	North Queensland n = 32	South East n = 67	South West n = 35	Sunshine Coast and Central n = 42	Within last 12 months n = 103	Within last 1 – 2 years n = 72	More than 2 years ago n = 115
<i>% of respondents</i>										
Strongly disagree	18	12 ↓	14	28	18	29 ↑	19	27 ↑	15	14
Disagree	10	11	14	9	10	6	12	16 ↑	7	9
SUB-TOTAL DISAGREE	28	23	29	38	28	34	31	43 ↑	22	23 ↓
Neither agree nor disagree	15	17	0	13	16	20	14	8 ↓	13	20 ↑
Agree	27	31	50	22	28	14 ↓	21	25	28	29
Strongly agree	26	26	21	22	25	26	31	22	36 ↑	26
SUB-TOTAL AGREE	53	58	71	44	54	40 ↓	52	48	64 ↑	55
Don't know	3	2	0	6	1	6	2	2	1	3

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

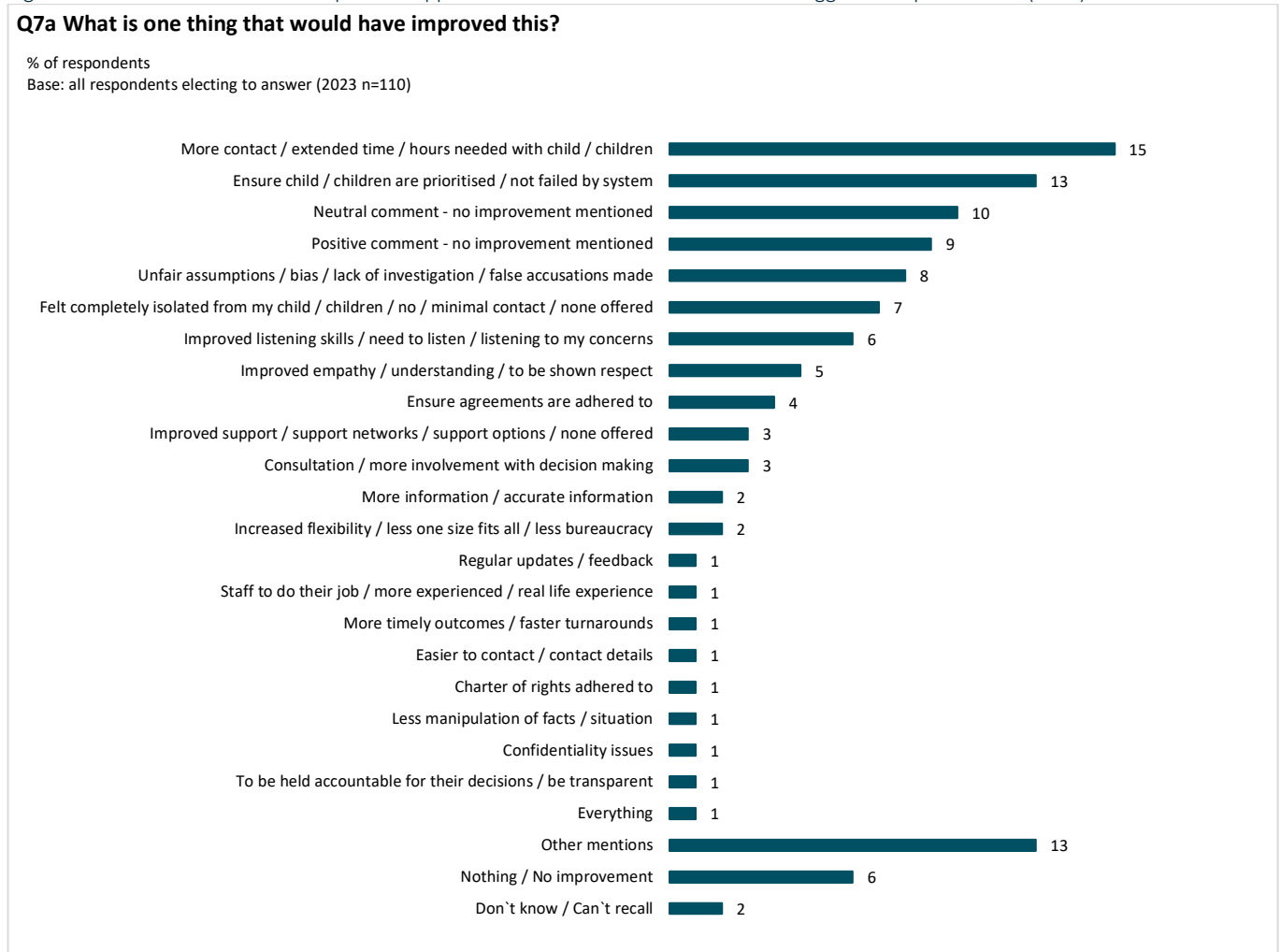
3.4.3 Suggested improvements

Q7a What is one thing that would have improved this?

Respondents were asked to identify what could have improved their experience of being provided opportunities to have contact with their child. Respondents were able to answer in their own words and post-enumeration responses were coded into key themes.

Among those making a comment, respondents were most likely to suggest their experience could be improved by more contact / extended time with children (15%) or ensuring the children are prioritised / not failed by system (13%). Other suggestions included limiting unfair assumptions / false accusations made (8%), improving listening skills / listening to concerns (6%) or improved empathy (5%). 10% of respondents provided a neutral comment with no improvement mentioned and 9% provided a positive comment with no improvement mentioned. 7% of respondents noted feeling completely isolated from their child as they had minimal or no contact. All other mentions were made by 4% or fewer respondents (see Figure 3.4.2).

Figure 3.4.2: Provided with the best possible opportunities to have contact with child – suggested improvements (2023)



Base: those who elected to answer; excludes 207 respondents who declined to answer

3.4.4 Sub-group differences

Suggested improvements for being provided with the best possible opportunities to have contact with their child were analysed by key sub-groups (see Tables 3.4.3 and 3.4.4).

Respondents aged 35-44 years were more likely than other age groups to note they felt completely isolated from their child as they had minimal or no contact (14%, 7% average) or to request more information / accurate information (5%, 0% among other age groups).

Respondents living in the Brisbane and Moreton Bay region were more likely than others to suggest consultation / more involvement with decision making (7%, 0% in other regions).

Those who had had contact with the child protection system within the last 12 months were more likely to indicate they felt completely isolated from their child / had minimal contact (14%, 7% average).

Table 3.4.3: Provided with the best possible opportunities to have contact with child – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q7a Column %	Total 2023 n = 110	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 73	Father n = 17 [^]	Other n = 20 [^]	18 – 34 n = 36	35 – 44 n = 44	45+ years n = 30	Yes n = 13 [^]	No n = 90
<i>% of respondents</i>									
More contact / extended time / hours needed with child / children	15	15	12	20	17	11	20	23	13
Ensure child / children are prioritised / not failed by system	13	12	6	20	8	11	20	8	14
Neutral comment - no improvement mentioned	10	10	18	5	11	11	7		11
Positive comment - no improvement mentioned	9	8	18	5	8	9	10		9
Unfair assumptions / bias / lack of investigation / false accusations made	8	8	6	10	6	9	10	8	8
Felt completely isolated from my child / children / no / minimal contact / none offered	7	8	6	5	3	14 ↑	3		9
Improved listening skills / need to listen / listen to my concerns	6	7	6	5	6	5	10	8	6
Improved empathy / understanding / to be shown respect	5	5		5	3	5	7		6
Ensure agreements are adhered to	4	5			3	2	7	8	3
Improved support / support networks / support options / none offered	3	3		5		2	7		3
Consultation / more involvement with decision making	3	4			6	2			3
More information / accurate information	2		12			5 ↑			2
Increased flexibility / less one size fits all / less bureaucracy	2	1		5	3		3		2
Regular updates / feedback	1		6			2			1
Staff to do their job / more experienced / real life experience	1			5			3		1
More timely outcomes / faster turnarounds	1	1				2		8	

TABLE CONTINUES OVER PAGE

Table 3.4.3: Provided with the best possible opportunities to have contact with child – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023) (continued)

Q7a Column %	Total 2023 n = 110	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 73	Father n = 17 [^]	Other n = 20 [^]	18 – 34 n = 36	35 – 44 n = 44	45+ years n = 30	Yes n = 13 [^]	No n = 90
<i>% of respondents</i>									
Easier to contact / contact details	1	1				2			
Charter of rights adhered to	1	1				2			1
Less manipulation of facts / situation	1			5			3		1
Confidentiality issues	1	1			3			8	
To be held accountable for their decisions / be transparent	1			5			3		1
Everything	1			5	3				1
Other mentions	13	14	6	15	8	18	10	15	12
Nothing / No improvement	6	7	6	5	11	5	3	8	7
Don't know / Can't recall	2		6	5	3	2		8	1

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

Table 3.4.4: Provided with the best possible opportunities to have contact with child – suggested improvements by region and time since contact with system (2023)

Q7a Column %	Total 2023 n = 110	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 44	Far North Queensland n = 5 [^]	North Queensland n = 17 [^]	South East n = 19 [^]	South West n = 11 [^]	Sunshine Coast and Central n = 14 [^]	Within last 12 months n = 42	Within last 1 – 2 years n = 29 [^]	More than 2 years ago n = 37
<i>% of respondents</i>										
More contact / extended time / hours needed with child / children	15	11	20	18	21	9	21	17	17	14
Ensure child / children are prioritised / not failed by system	13	5 ↓		41	5	36		17	14	8
Neutral comment - no improvement mentioned	10	14		6	11	18		7	14	11
Positive comment - no improvement mentioned	9	11		12		9	14	7	17	3 ↓
Unfair assumptions / bias / lack of investigation / false accusations made	8	5		24		9	14	12	3	8
Felt completely isolated from my child / children / no / minimal contact / none offered	7	5		6	11		21	14 ↑		5
Improved listening skills / need to listen / listen to my concerns	6	5	20	12	5		7	10	3	5
Improved empathy / understanding / to be shown respect	5	7	20		5			7	3	3
Ensure agreements are adhered to	4	2		6	5	9		5	7	
Improved support / support networks / support options / none offered	3	2		6			7	5	3	
Consultation / more involvement with decision making	3	7 ↑						2	3	3
More information / accurate information	2	2			5			2		3
Increased flexibility / less one size fits all / less bureaucracy	2			6			7	2		3
Regular updates / feedback	1				5					3
Staff to do their job / more experienced / real life experience	1					9				3
More timely outcomes / faster turnarounds	1						7		3	
Easier to contact / contact details	1						7	2		
Charter of rights adhered to	1	2						2		
Less manipulation of facts / situation	1	2								3
Confidentiality issues	1			6					3	
To be held accountable for their decisions / be transparent	1					9				3
Everything	1		20						3	
Other mentions	13	16		6	26		7	7	14	19
Nothing / No improvement	6	11 ↑	20		5			2	3	11
Don't know / Can't recall	2				5	9		5 ↑		

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level
 Base: All respondents electing to answer

[^] Caution small cell size

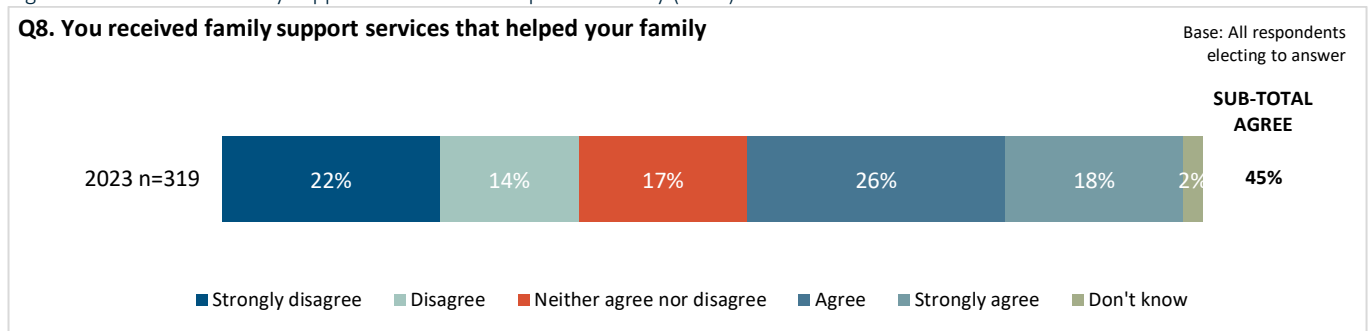
3.5 Received family support services that helped the family

Q8. You received family support services that helped your family

3.5.1 2023 result

45% of respondents agreed they received family support services that helped their family (26% agreed, 18% strongly agreed). A total of 36% disagreed (14% disagreed, 22% strongly disagreed) and 17% neither agreed nor disagreed.

Figure 3.5.1: Received family support services that helped the family (2023)



Base: those who elected to answer; excludes 5 respondents who declined to answer

3.5.2 Sub-group differences

Fathers (54%), those who had had contact with the system within the last 1-2 years (53%) and respondents in the Brisbane and Moreton Bay region (54%) were significantly more likely than other sub-groups (average 45%) to agree/strongly agree that they received family support services that helped their family.

Respondents aged 45 years or older (57%), non-mother/father carers (51%), those living in the Sunshine Coast and Central region (51%) and those who have had contact with the system within the last 12 months (49%) were significantly more likely than others (average 36%) to disagree/strongly disagree with this statement (see Tables 3.5.1 and 3.5.2).

Table 3.5.1: Received family support services that helped the family by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q8 Column %	Total 2023 n = 319	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 202	Father n = 74	Other n = 43	18 – 34 n = 122	35 – 44 n = 137	45+ years n = 60	Yes n = 40	No n = 265
% of respondents									
Strongly disagree	22	23	12 ↓	30	18	18	37 ↑	30	20 ↓
Disagree	14	14	12	21	13	13	20	18	14
SUB-TOTAL DISAGREE	36	37	24 ↓	51 ↑	31	31	57 ↑	48	34 ↓
Neither agree nor disagree	17	17	20	12	16	20	12	15	18
Agree	26	24	38 ↑	19	27	28	20	18	28 ↑
Strongly agree	18	20	16	14	22	18	10 ↓	18	18
SUB-TOTAL AGREE	45	44	54 ↑	33 ↓	49	47	30 ↓	35	46
Don't know	2	2	1	5	3	1	2	3	2

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level
Base: All respondents electing to answer

Table 3.4.2: Received family support services that helped the family by region and time since contact with system (2023)

Q8 Column %	Total 2023 n = 319	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 127	Far North Queensland n = 14 [^]	North Queensland n = 33	South East n = 67	South West n = 35	Sunshine Coast and Central n = 43	Within last 12 months n = 108	Within last 1 – 2 years n = 73	More than 2 years ago n = 116
<i>% of respondents</i>										
Strongly disagree	22	14 ↓	14	24	27	40 ↑	21	33 ↑	16	16 ↓
Disagree	14	8 ↓	36	21	12	9	30 ↑	16	16	13
SUB-TOTAL DISAGREE	36	22 ↓	50	45	39	49	51 ↑	49 ↑	33	28 ↓
Neither agree nor disagree	17	21	7	18	19	14	7 ↓	15	12	22 ↑
Agree	26	31 ↑	36	18	27	23	16	22	25	29
Strongly agree	18	23 ↑	7	15	13	11	23	13 ↓	29 ↑	18
SUB-TOTAL AGREE	45	54 ↑	43	33	40	34	40	35 ↓	53 ↑	47
Don't know	2	2	0	3	1	3	2	1	1	2

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

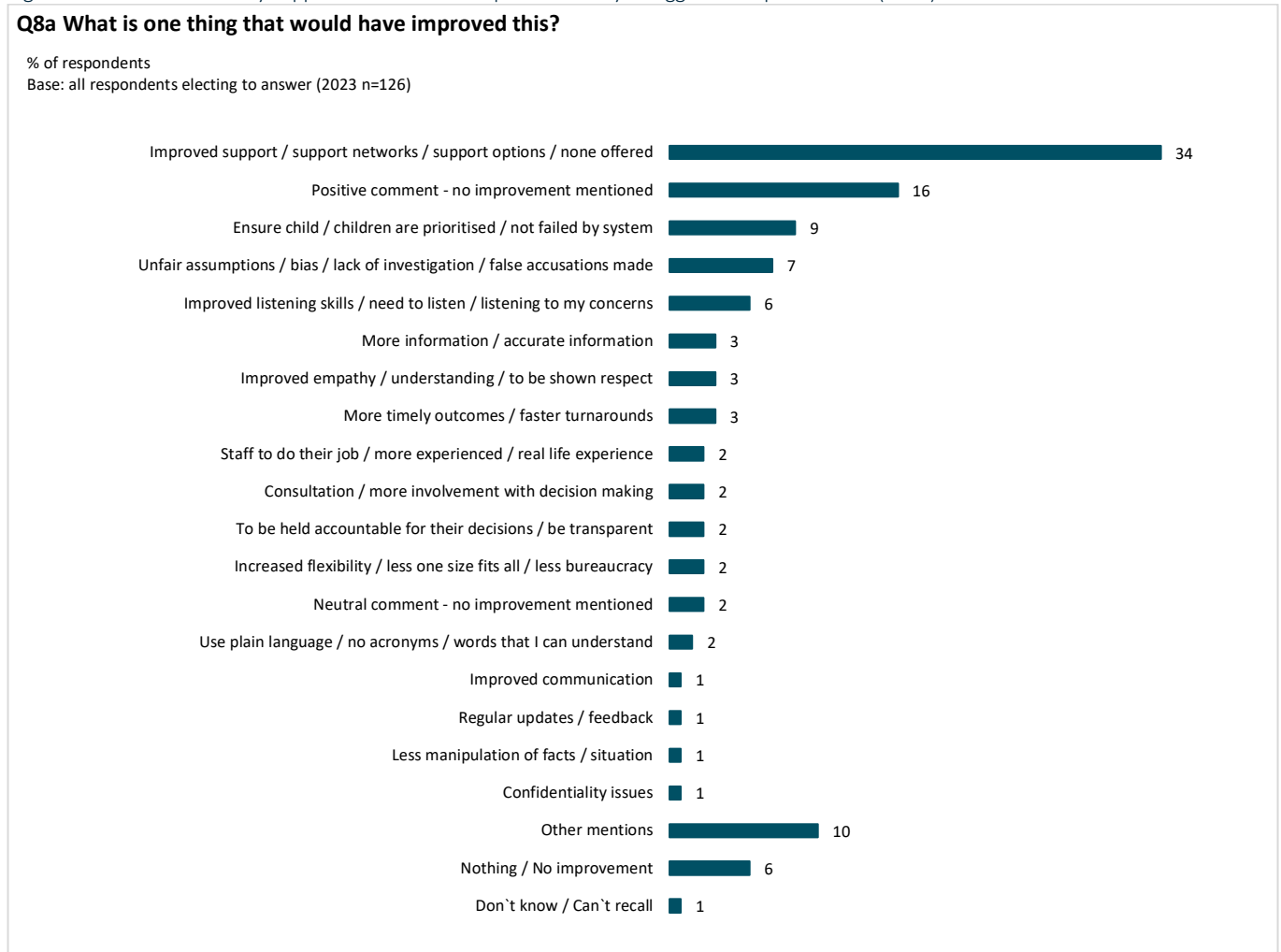
3.5.3 Suggested improvements

Q8a What is one thing that would have improved this?

Respondents were asked to identify what could have improved their experience of receiving family support services. Respondents were able to answer in their own words and post-enumeration responses were coded into key themes.

Respondents making comment were most likely to suggest their experience could have been improved through improved support / support networks / support options available (34%). Other suggestions included ensuring children are prioritised / not failed by system (9%), limiting unfair assumptions / false accusations made (7%) and improved listening skills / listening to concerns (6%). 16% provided a positive comment with no improvement mentioned. All other mentions were made by 3% or fewer respondents (see Figure 3.5.2).

Figure 3.5.2: Received family support services that helped the family – suggested improvements (2023)



Base: those who elected to answer; excludes 198 respondents who declined to answer

3.5.4 Sub-group differences

Suggested improvements to the experience of receiving family support services were analysed by key sub-groups (see Tables 3.5.3 and 3.5.4).

Respondents aged 45+ years were more likely than the younger cohort to suggest ensuring children are prioritised / not failed by system (22%, 9% average). Respondents in Brisbane and Moreton Bay were more likely to suggest more timely outcomes / faster turnarounds (7%, 3% average).

Those who had had contact with the child protection system within the last 12 months were more likely to suggest improved support options available (48%, 34% average).

Those who had had contact with the system in the past 1-2 years were more likely to provide a positive comment with no improvement mentioned (34%, 16% average) or to suggest consultation / more involvement with decision making (9%, 0% in other segments).

Table 3.5.3: Received family support services that helped the family – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q8a Column %	Total 2023 n = 126	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 79	Father n = 22 [^]	Other n = 25 [^]	18 – 34 n = 40	35 – 44 n = 54	45+ years n = 32	Yes n = 13 [^]	No n = 103
<i>% of respondents</i>									
Improved support / support networks / support options / none offered	34	38	23	32	30	41	28	62	31
Positive comment - no improvement mentioned	16	11 ↓	32	16	30 ↑	9 ↓	9	8	17
Ensure child / children are prioritised / not failed by system	9	9		16		7	22 ↑		10
Unfair assumptions / bias / lack of investigation / false accusations made	7	9	5	4	3	7	13	8	7
Improved listening skills / need to listen / listen to my concerns	6	4		16	3	9	3		4
More information / accurate information	3	4		4	5	2	3		4
Improved empathy / understanding / to be shown respect	3	1		12		4	6	8	2
More timely outcomes / faster turnarounds	3	1	5	8	3	6			4
Staff to do their job / more experienced / real life experience	2		9	4		2	6 ↑	8	1
Consultation / more involvement with decision making	2	3		4	3	4			2
To be held accountable for their decisions / be transparent	2	1		8		2	6 ↑		2
Increased flexibility / less one size fits all / less bureaucracy	2	1		8		4	3		3
Neutral comment - no improvement mentioned	2	4			8 ↑				3
Use plain language / no acronyms / words that I can understand	2	3			3	2			1

TABLE CONTINUES OVER PAGE

Table 3.5.3: Received family support services that helped the family – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023) (continued)

Q8a Column %	Total 2023 n = 126	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 79	Father n = 22 [^]	Other n = 25 [^]	18 – 34 n = 40	35 – 44 n = 54	45+ years n = 32	Yes n = 13 [^]	No n = 103
<i>% of respondents</i>									
Improved communication	1		5			2			1
Regular updates / feedback	1	1				2			1
Less manipulation of facts / situation	1	1					3 ↑		1
Confidentiality issues	1	1			3			8	
Other mentions	10	13	9	4	3 ↓	17 ↑	9		12
Nothing / No improvement	6	5	14		10	4	3		7
Don't know / Can't recall	1			4	3				1

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

Table 3.5.4: Received family support services that helped the family – suggested improvements by region and time since contact with system (2023)

Q8a Column %	Total 2023 n = 126	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 43	Far North Queensland n = 8 [^]	North Queensland n = 19 [^]	South East n = 27 [^]	South West n = 16 [^]	Sunshine Coast and Central n = 13 [^]	Within last 12 months n = 46	Within last 1 – 2 years n = 35	More than 2 years ago n = 42
<i>% of respondents</i>										
Improved support / support networks / support options / none offered	34	35	38	32	30	44	31	48 ↑	26	29
Positive comment - no improvement mentioned	16	16	25	11	22	13	8	7 ↓	34 ↑	12
Ensure child / children are prioritised / not failed by system	9	5		11	7	25	8	11	3	12
Unfair assumptions / bias / lack of investigation / false accusations made	7	5		5	7	6	23	4	9	10
Improved listening skills / need to listen / listen to my concerns	6	2	13	11		6	15	4	9	5
More information / accurate information	3	5		11				7		2
Improved empathy / understanding / to be shown respect	3			5	4	6	8	4	3	2
More timely outcomes / faster turnarounds	3	7 ↑	13					2	3	5
Staff to do their job / more experienced / real life experience	2	2	13		4			2		5
Consultation / more involvement with decision making	2	2			4		8		9 ↑	
To be held accountable for their decisions / be transparent	2			5	4		8	4		2
Increased flexibility / less one size fits all / less bureaucracy	2	2		5		6		4		2
Neutral comment - no improvement mentioned	2	2		5	4				6	2
Use plain language / no acronyms / words that I can understand	2				4	6		4 ↑		
Improved communication	1				4				3	
Regular updates / feedback	1	2							3	
Less manipulation of facts / situation	1					6			3	
Confidentiality issues	1			5					3	
Other mentions	10	14		16	4		23	9	3 ↓	14
Nothing / No improvement	6	7	13		7	6			6	10
Don't know / Can't recall	1					6		2		

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

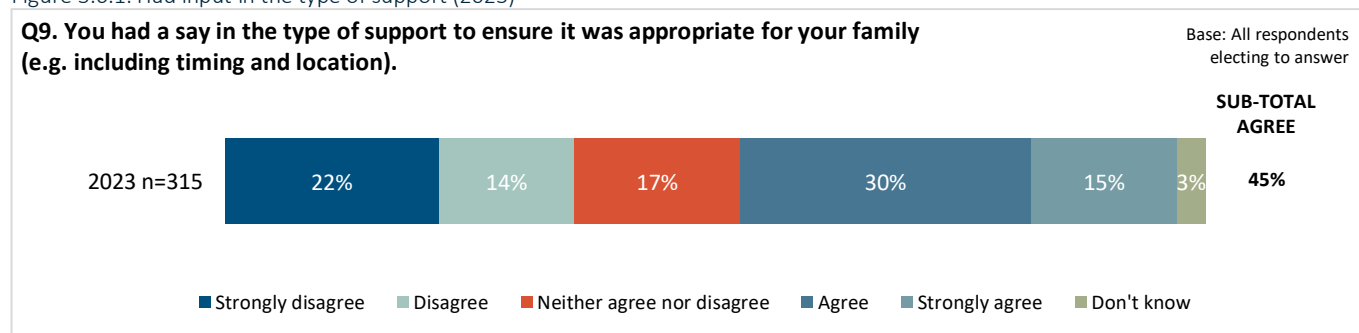
3.6 Had input in the type of support

Q9. You had a say in the type of support to ensure it was appropriate for your family (e.g. including timing and location).

3.6.1 2023 result

45% of respondents agreed they had a say in the type of support to ensure it was appropriate for their family (e.g. including timing and location) (30% agreed, 15% strongly agreed). 35% of respondents disagreed (14% disagreed, 22% strongly disagreed) while 17% neither agreed nor disagreed.

Figure 3.6.1: Had input in the type of support (2023)



Base: those who elected to answer; excludes 9 respondents who declined to answer

3.6.2 Sub-group differences

Fathers (56%), those living in the Brisbane and Moreton Bay region (54%) and those who have had contact with the system within the last 1-2 years (58%) were significantly more likely than other sub-groups (average 45%) to agree/strongly agree that they had a say in the type of support to ensure it was appropriate for their family.

Respondents aged 45 years or older (56%), non-mother/father carers (47%), those from the South West region (49%) and those who had had contact with the system within the last 12 months (51%) were significantly more likely than other sub-groups (average 35%) to disagree/strongly disagree on this topic (see Tables 3.6.1 and 3.6.2).

Table 3.6.1: Had input in the type of support by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q9 Column %	Total 2023 n = 315	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 200	Father n = 72	Other n = 43	18 – 34 n = 120	35 – 44 n = 138	45+ years n = 57	Yes n = 40	No n = 263
% of respondents									
Strongly disagree	22	25 ↑	10 ↓	28	19	17	37 ↑	33 ↑	19 ↓
Disagree	14	14	11	19	11	14	19	13	14
SUB-TOTAL DISAGREE	35	38	21 ↓	47 ↑	30	31	56 ↑	45	33 ↓
Neither agree nor disagree	17	19	18	12	18	19	12	20	18
Agree	30	29	35	30	34	30	21 ↓	20	32
Strongly agree	15	14	21 ↑	9	14	17	9	13	15
SUB-TOTAL AGREE	45	42	56 ↑	40	48	48	30 ↓	33 ↓	47
Don't know	3	2	6 ↑	2	3	2	2	3	3

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level
Base: All respondents electing to answer

Table 3.6.2: Had input in the type of support by region and time since contact with system (2023)

Q9 Column %	Total 2023 n = 315	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 125	Far North Queensland n = 14 [^]	North Queensland n = 31	South East n = 66	South West n = 35	Sunshine Coast and Central n = 44	Within last 12 months n = 107	Within last 1 – 2 years n = 71	More than 2 years ago n = 116
<i>% of respondents</i>										
Strongly disagree	22	14 ↓	14	26	27	37 ↑	23	34 ↑	17	17
Disagree	14	11	14	19	12	11	20	18	7 ↓	16
SUB-TOTAL DISAGREE	35	25 ↓	29	45	39	49 ↑	43	51 ↑	24 ↓	33
Neither agree nor disagree	17	18	21	10	20	20	16	11 ↓	14	23 ↑
Agree	30	34	43	26	29	23	27	28	34	28
Strongly agree	15	20 ↑	7	19	11	6	11	8 ↓	24 ↑	14
SUB-TOTAL AGREE	45	54 ↑	50	45	39	29 ↓	39	36 ↓	58 ↑	42
Don't know	3	4	0	0	2	3	2	1	4	2

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

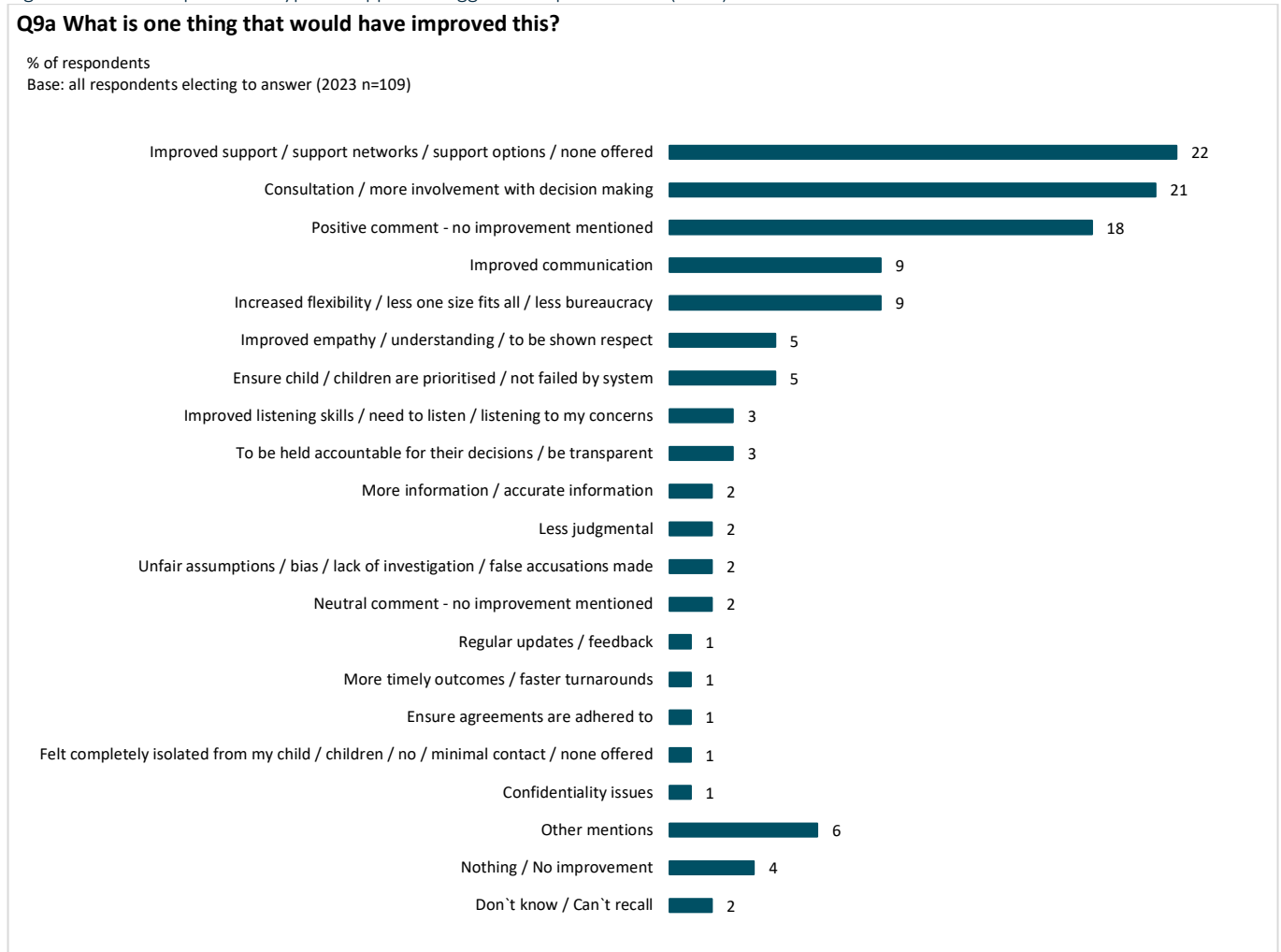
3.6.3 Suggested improvements

Q9a What is one thing that would have improved this?

Respondents were asked to identify what could have improved their experience of having a say in the type of support to ensure it was appropriate for their family. Respondents were able to answer in their own words and post-enumeration responses were coded into key themes.

Among those making comment, respondents were most likely to suggest improved support / support options available (22%) or consultation / more involvement with decision making (21%). Other suggestions included improved communication (9%), increased flexibility / less one size fits all / less bureaucracy (9%), improved empathy / understanding / to be shown respect (5%) and ensuring the children are prioritised (5%). 18% of respondents made a positive comment with no improvement mentioned and 4% indicated nothing / no improvement. All other mentions were made by 3% or fewer respondents (see Figure 3.6.2).

Figure 3.6.2: Had input in the type of support – suggested improvements (2023)



Base: those who elected to answer; excludes 215 respondents who declined to answer

3.6.4 Sub-group differences

Suggested improvements for having a say in the type of support to ensure it was appropriate for their family were analysed by key sub-groups (see Tables 3.6.3 and 3.6.4).

Respondents in the Brisbane and Moreton Bay region were more likely to suggest improved support / available support options (33%, 22% average) or more information / accurate information (5%, 0% in other regions).

Those who had had contact with the child protection system within the last 12 months were more likely than others to suggest improved support / available support options (30%, 22% average), ensure children are prioritised (11%, 0% in other segments) or improved listening to concerns (7%, 0% in other segments).

Those who had had contact with the system more than 2 years ago were more likely to suggest improved empathy / understanding / to be shown respect (11%, 5% average).

Table 3.6.3: Had input in the type of support – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q9a Column %	Total 2023 n = 109	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 69	Father n = 22 [^]	Other n = 18 [^]	18 – 34 n = 35	35 – 44 n = 45	45+ years n = 29 [^]	Yes n = 13 [^]	No n = 89
<i>% of respondents</i>									
Improved support / support networks / support options / none offered	22	23	9	33	17	22	28	31	21
Consultation / more involvement with decision making	21	20	32	11	17	22	24	8	24
Positive comment - no improvement mentioned	18	19	27	6	29 ↑	18	7	8	21
Improved communication	9	9	14	6	9	11	7	8	10
Increased flexibility / less one size fits all / less bureaucracy	9	9	14	6	11	9	7	15	9
Improved empathy / understanding / to be shown respect	5	3	5	11	3	2	10		4
Ensure child / children are prioritised / not failed by system	5	3		17	3	7	3		3
Improved listening skills / need to listen / listen to my concerns	3	3	5		6	2		8	2
To be held accountable for their decisions / be transparent	3	3		6	3	4		8	1
More information / accurate information	2	1		6	3		3	8	1
Less judgmental	2	3				2	3	8	1
Unfair assumptions / bias / lack of investigation / false accusations made	2	1	5				7		2
Neutral comment - no improvement mentioned	2	3			3	2			1
Regular updates / feedback	1	1				2		8	
More timely outcomes / faster turnarounds	1			6		2			1
Ensure agreements are adhered to	1	1				2		8	
Felt completely isolated from my child / children / no / minimal contact / none offered	1	1					3		1
Confidentiality issues	1	1			3			8	

TABLE CONTINUES OVER PAGE

Table 3.6.3: Had input in the type of support – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023) (continued)

Q9a Column %	Total 2023 n = 109	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 69	Father n = 22 [^]	Other n = 18 [^]	18 – 34 n = 35	35 – 44 n = 45	45+ years n = 29 [^]	Yes n = 13 [^]	No n = 89
<i>% of respondents</i>									
Other mentions	6	9	5		3	7	10	8	6
Nothing / No improvement	4	4	5		6	4			4
Don't know / Can't recall	2		5	6	3	2		8	1

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

Table 3.6.4: Had input in the type of support – suggested improvements by region and time since contact with system (2023)

Q9a Column %	Total 2023 n = 109	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 40	Far North Queensland n = 6 [^]	North Queensland n = 11 [^]	South East n = 25 [^]	South West n = 13 [^]	Sunshine Coast and Central n = 14 [^]	Within last 12 months n = 46	Within last 1 – 2 years n = 26 [^]	More than 2 years ago n = 35
<i>% of respondents</i>										
Improved support / support networks / support options / none offered	22	33 ↑	50	9	8	15	21	30 ↑	23	11 ↓
Consultation / more involvement with decision making	21	18		27	32	23	14	24	8	29
Positive comment - no improvement mentioned	18	25	17	9	20	15	7	9 ↓	38	11
Improved communication	9	5		9	12	8	21	11	12	6
Increased flexibility / less one size fits all / less bureaucracy	9	13		9	8	8	7	11	4	11
Improved empathy / understanding / to be shown respect	5	8			4	8			4	11 ↑
Ensure child / children are prioritised / not failed by system	5	3		18		15		11 ↑		
Improved listening skills / need to listen / listen to my concerns	3	5			4			7 ↑		
To be held accountable for their decisions / be transparent	3			18	4			4		3
More information / accurate information	2	5 ↑						2		3
Less judgmental	2	3				8		2		3
Unfair assumptions / bias / lack of investigation / false accusations made	2				4	8		2	4	
Neutral comment - no improvement mentioned	2	3			4			2	4	
Regular updates / feedback	1				4					3
More timely outcomes / faster turnarounds	1		17					2		
Ensure agreements are adhered to	1	3						2		
Felt completely isolated from my child / children / no / minimal contact / none offered	1						7			3
Confidentiality issues	1			9					4	
Other mentions	6	3		9	8	8	14	4	4	11
Nothing / No improvement	4	3	17			8	7		4	9 ↑
Don't know / Can't recall	2				4	8		4 ↑		

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

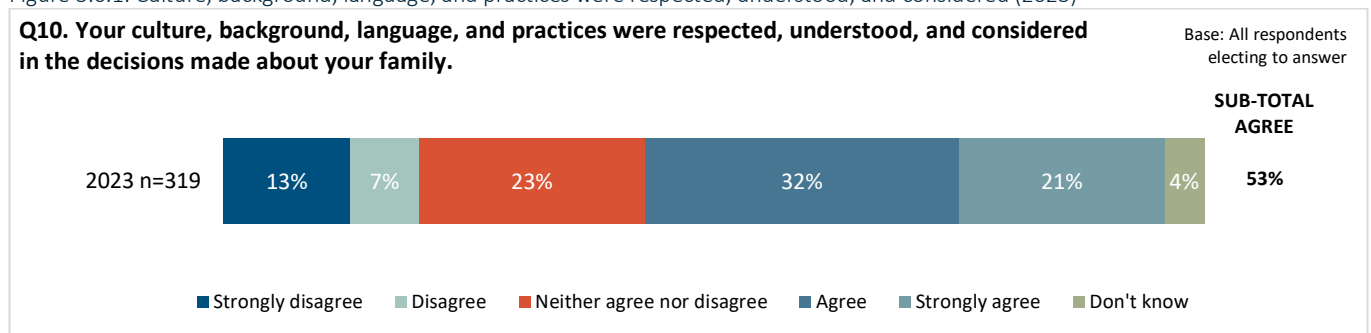
3.7 Culture, background, language, and practices were respected, understood, and considered

Q10. Your culture, background, language, and practices were respected, understood, and considered in the decisions made about your family.

3.7.1 2023 result

53% of respondents agreed their culture, background, language, and practices were respected, understood, and considered in the decisions made about their family (32% agreed, 21% strongly agreed). A total of 20% disagreed (7% disagreed, 13% strongly disagreed) while 23% neither agreed nor disagreed.

Figure 3.6.1: Culture, background, language, and practices were respected, understood, and considered (2023)



Base: those who elected to answer; excludes 5 respondents who declined to answer

3.7.2 Sub-group differences

Queenslanders who do not identify as Aboriginal and/or Torres Strait Islander (55%) and respondents in the Brisbane and Moreton Bay region (64%) were significantly more likely than other sub-groups (average 53%) to agree/strongly agree their culture, background, language, and practices were respected, understood, and considered in the decisions made about their family (see Tables 3.7.1 and 3.7.2).

The following sub-groups were significantly more likely than other sub-groups (average 20%) to disagree/strongly disagree with this statement:

- Queenslanders who identify as Aboriginal and/or Torres Strait Islander (34%)
- Those living in the South West region (31%)
- Those who had had contact with the system within the last 12 months (31%).

Table 3.7.1: Culture, background, language, and practices were respected, understood, and considered by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q10 Column %	Total 2023 n = 319	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 203	Father n = 73	Other n = 43	18 – 34 n = 122	35 – 44 n = 138	45+ years n = 59	Yes n = 41	No n = 264

% of respondents

Strongly disagree	13	14	10	14	10	13	20 ↑	24 ↑	11 ↓
Disagree	7	6	5	14 ↑	6	9	7	10	7
SUB-TOTAL DISAGREE	20	21	15	28	16 ↓	22	27	34 ↑	18 ↓
Neither agree nor disagree	23	21	25	30	24	18 ↓	34 ↑	24	23
Agree	32	32	38	21	37	30	25	22	33
Strongly agree	21	22	22	16	20	27 ↑	10 ↓	17	22
SUB-TOTAL AGREE	53	53	60	37 ↓	57	57	36 ↓	39 ↓	55 ↑
Don't know	4	5	0 ↓	5	4	4	3	2	4

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level
Base: All respondents electing to answer

Table 3.7.2: Culture, background, language, and practices were respected, understood, and considered by region and time since contact with system (2023)

Q10 Column %	Total 2023 n = 319	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 126	Far North Queensland n = 14^	North Queensland n = 33	South East n = 67	South West n = 35	Sunshine Coast and Central n = 44	Within last 12 months n = 107	Within last 1 – 2 years n = 72	More than 2 years ago n = 116

% of respondents

Strongly disagree	13	8 ↓	14	15	16	23 ↑	14	20 ↑	10	12
Disagree	7	7	7	6	6	9	9	11 ↑	4	5
SUB-TOTAL DISAGREE	20	15 ↓	21	21	22	31 ↑	23	31 ↑	14	17
Neither agree nor disagree	23	17 ↓	43	24	24	26	30	23	22	24
Agree	32	37	21	21	37	17 ↓	32	31	32	30
Strongly agree	21	28 ↑	14	27	10 ↓	23	14	12 ↓	28	26
SUB-TOTAL AGREE	53	64 ↑	36	48	48	40	45	43 ↓	60	56
Don't know	4	3	0	6	6	3	2	3	4	3

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level
Base: All respondents electing to answer

^ Caution small cell size

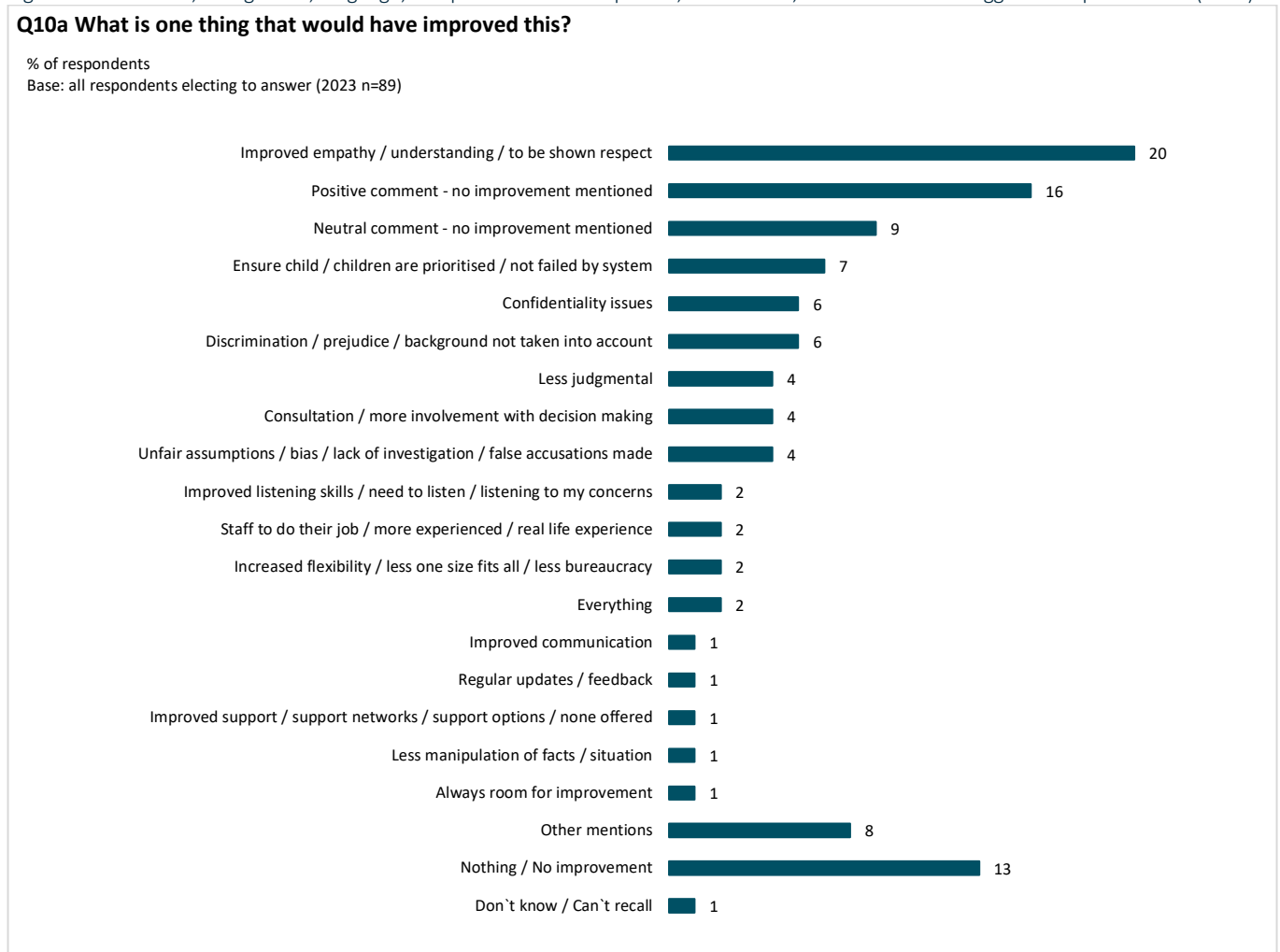
3.7.3 Suggested improvements

Q10a What is one thing that would have improved this?

Respondents were asked to identify what could have improved their experience of feeling their culture, background, language, and practices were respected, understood, and considered by the system. Respondents were able to answer in their own words and post-enumeration responses were coded into key themes.

Respondents who commented were most likely to suggest improved empathy (20%), ensuring the children are prioritised (7%), improved Confidentiality (6%) or taking discrimination / prejudice / background into account (6%). Respondents were also likely to provide a general positive (16%) or neutral (9%) comment with no improvements mentioned and 13% indicated nothing / no improvement. All other mentions were made by 4% or fewer respondents (see Figure 3.7.2).

Figure 3.7.2: Culture, background, language, and practices were respected, understood, and considered – suggested improvements (2023)



Base: those who elected to answer; excludes 235 respondents who declined to answer

3.7.4 Sub-group differences

Suggested improvements for feeling their culture, background, language, and practices were respected, understood, and considered by the system were analysed by key sub-groups (see Tables 3.7.3 and 3.7.4).

Mothers were more likely to suggest not making unfair assumptions / false accusations (8%, 0% among fathers or non-mother/father carers).

Respondents aged 35-44 years were more likely to suggest ensuring children are prioritised (12%, 7% average).

Those who had had contact with the child protection system within the last 12 months were more likely to nominate less discrimination / prejudice (12%, 0% in other segments).

There were no significant differences by region.

Table 3.7.3: Culture, background, language, and practices were respected, understood, and considered – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q10a Column %	Total 2023 n = 89	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 52	Father n = 18 [^]	Other n = 19 [^]	18 – 34 n = 26 [^]	35 – 44 n = 41	45+ years n = 22 [^]	Yes n = 9 [^]	No n = 72
<i>% of respondents</i>									
Improved empathy / understanding / to be shown respect	20	15	28	26	27	15	23	33	19
Positive comment - no improvement mentioned	16	17	17	11	23	15	9		15
Neutral comment - no improvement mentioned	9	10		16	12	5	14	11	10
Ensure child / children are prioritised / not failed by system	7	10	6			12 ↑	5	11	6
Confidentiality issues	6	8	6		8	2	9	22	3
Discrimination / prejudice / background not taken into account	6	6	6	5	4	7	5	11	4
Less judgmental	4	6	6		4	5	5		6
Consultation / more involvement with decision making	4	6		5	4	7			6
Unfair assumptions / bias / lack of investigation / false accusations made	4	8 ↑			4		14	11	3
Improved listening skills / need to listen / listen to my concerns	2	4			4		5	11	1
Staff to do their job / more experienced / real life experience	2	2		5	4	2			1
Increased flexibility / less one size fits all / less bureaucracy	2			11		2	5		3
Everything	2	2	6			5		11	1
Improved communication	1		6			2			
Regular updates / feedback	1			5			5		1
Improved support / support networks / support options / none offered	1			5			5		1
Less manipulation of facts / situation	1	2			4				1
Always room for improvement	1		6			2			1

TABLE CONTINUES OVER PAGE

Table 3.7.3: Culture, background, language, and practices were respected, understood, and considered – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q10a Column %	Total 2023 n = 89	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 52	Father n = 18 [^]	Other n = 19 [^]	18 – 34 n = 26 [^]	35 – 44 n = 41	45+ years n = 22 [^]	Yes n = 9 [^]	No n = 72
<i>% of respondents</i>									
Other mentions	8	8	11	5	4	7	14		10
Nothing / No improvement	13	13	6	21	15	17	5		15
Don't know / Can't recall	1	2					5		1

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

Table 3.7.4: Culture, background, language, and practices were respected, understood, and considered – suggested improvements by region and time since contact with system (2023)

Q10a Column %	Total 2023 n = 89	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 36	Far North Queensland n = 6 [^]	North Queensland n = 9 [^]	South East n = 16 [^]	South West n = 10 [^]	Sunshine Coast and Central n = 12 [^]	Within last 12 months n = 42	Within last 1 – 2 years n = 24 [^]	More than 2 years ago n = 22 [^]
<i>% of respondents</i>										
Improved empathy / understanding / to be shown respect	20	28		22	6	30	17	19	17	27
Positive comment - no improvement mentioned	16	22		22	19		8	17	29	
Neutral comment - no improvement mentioned	9	8	33			30		12		14
Ensure child / children are prioritised / not failed by system	7	3			13	10	17	7	4	9
Confidentiality issues	6	6		11	13			5	8	5
Discrimination / prejudice / background not taken into account	6	6		11	13			12 ↑		
Less judgmental	4	6		11	6			7		5
Consultation / more involvement with decision making	4	3		11	6		8	7		5
Unfair assumptions / bias / lack of investigation / false accusations made	4	3			6	10	8	2	8	5
Improved listening skills / need to listen / listen to my concerns	2	3				10		2	4	
Staff to do their job / more experienced / real life experience	2			11	6			5		
Increased flexibility / less one size fits all / less bureaucracy	2	3					8	2	4	
Everything	2	3			6			5		
Improved communication	1		17							5
Regular updates / feedback	1			11				2		
Improved support / support networks / support options / none offered	1	3						2		
Less manipulation of facts / situation	1				6			2		
Always room for improvement	1	3							4	
Other mentions	8			22	6	30	8	5	8	14
Nothing / No improvement	13	11	33		13	10	25	5 ↓	25	14
Don't know / Can't recall	1		17						4	

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level
Base: All respondents electing to answer

[^] Caution small cell size

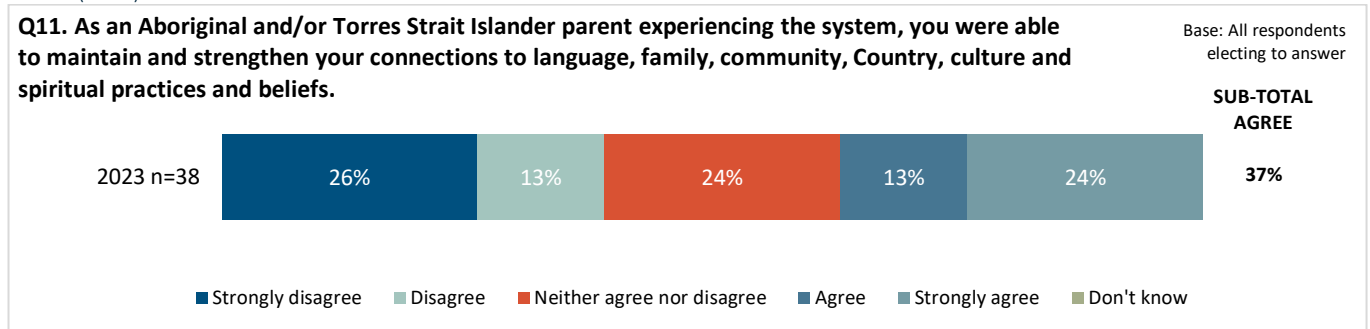
3.8 Able to maintain and strengthen connections to language, family, community, Country, culture and spiritual practices and beliefs (Aboriginal and/or Torres Strait Islander parents)

Ask those who identify as Aboriginal and/or Torres Strait Islander at D2:
 Q11. As an Aboriginal and/or Torres Strait Islander parent experiencing the system, you were able to maintain and strengthen your connections to language, family, community, Country, culture and spiritual practices and beliefs.

3.8.1 2023 result

Among Aboriginal and/or Torres Strait Islander respondents, 37% agreed they were able to maintain and strengthen their connections to language, family, community, Country, culture and spiritual practices and beliefs (13% agreed, 24% strongly agreed). 39% disagreed (13% disagreed, 26% strongly disagreed) and 24% neither agreed nor disagreed.

Figure 3.8.1: Able to maintain and strengthen your connections to language, family, community, Country, culture and spiritual practices and beliefs (2023)



Base: Aboriginal and/or Torres Strait Islander respondents who elected to answer; excludes 3 respondents who declined to answer

3.8.2 Sub-group differences

Due to the small sample (n=38), sub-group differences cannot be declared statistically significant, however results are outlined in the following tables (see Tables 3.8.1 and 3.8.2).

Table 3.8.1: Able to maintain and strengthen your connections to language, family, community, Country, culture and spiritual practices and beliefs by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q11 Column %	Total 2023 n = 38	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 19 [^]	Father n = 10 [^]	Other n = 9 [^]	18 – 34 n = 19 [^]	35 – 44 n = 13 [^]	45+ years n = 6 [^]	Yes n = 38	No n = 0 [^]

% of respondents

Strongly disagree	26	26	10	44	26	15	50	26	
Disagree	13	16	10	11	11	23	0	13	
SUB-TOTAL DISAGREE	39	42	20	56	37	38	50	39	
Neither agree nor disagree	24	21	30	22	5	46	33	24	
Agree	13	11	30	0	26	0	0	13	
Strongly agree	24	26	20	22	32	15	17	24	
SUB-TOTAL AGREE	37	37	50	22	58	15	17	37	
Don't know	0	0	0	0	0	0	0	0	

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

Table 3.8.2: Able to maintain and strengthen your connections to language, family, community, Country, culture and spiritual practices and beliefs by region and time since contact with system (2023)

Q11 Column %	Total 2023 n = 38	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 14 [^]	Far North Queensland n = 4 [^]	North Queensland n = 5 [^]	South East n = 10 [^]	South West n = 1 [^]	Sunshine Coast and Central n = 4 [^]	Within last 12 months n = 15 [^]	Within last 1 – 2 years n = 9 [^]	More than 2 years ago n = 14 [^]

% of respondents

Strongly disagree	26	29	0	0	40	100	25	27	11	36
Disagree	13	0	0	40	20	0	25	20	0	14
SUB-TOTAL DISAGREE	39	29	0	40	60	100	50	47	11	50
Neither agree nor disagree	24	29	25	0	30	0	25	20	33	21
Agree	13	29	25	0	0	0	0	20	11	7
Strongly agree	24	14	50	60	10	0	25	13	44	21
SUB-TOTAL AGREE	37	43	75	60	10	0	25	33	56	29
Don't know	0	0	0	0	0	0	0	0	0	0

Blue↑/Red↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

3.8.3 Suggested improvements

Q11a What is one thing that would have improved this?

Aboriginal and Torres Strait Islander respondents were asked to identify what could have improved their ability to maintain and strengthen their connections to language, family, community, Country, culture and spiritual practices and beliefs. Respondents were able to answer in their own words.

11 respondents provided feedback on this issue, suggestions included cultural liaisons, offering indigenous-related services, improved empathy, less discrimination and increased flexibility (see Figure 3.8.2).

Figure 3.8.2: Able to maintain and strengthen your connections to language, family, community, Country, culture and spiritual practices and beliefs – suggested improvements (2023)

Base: Aboriginal and/or Torres Strait Islander respondents who elected to answer (n=11); excludes 27 respondents who declined to answer

Verbatim comments from respondents

- *Really nice to have my culture involved*
- *Not relevant to my situation*
- *Looked down on*
- *Cultural liaisons*
- *Security system should be improved.*
- *They never offered anything indigenous related.*
- *They haven't provided any equal opportunity for my family to be a part of my child's life. We have to bend our lives around what suits child safety even though it's not maintainable or possible. Especially since my family are weekday workers and they only allow visits during weekdays.*
- *I've had to make a human rights complaint as they have ignored this altogether.*
- *CPS shouldn't do the opposite to clear instructions of culture and heritage.*
- *Nobody cared even when my children were struggling and beginning to fall apart.*
- *I have made a human rights complaint it's that bad.*

Results have not been analysed by subgroup due to the small sample (n=11).

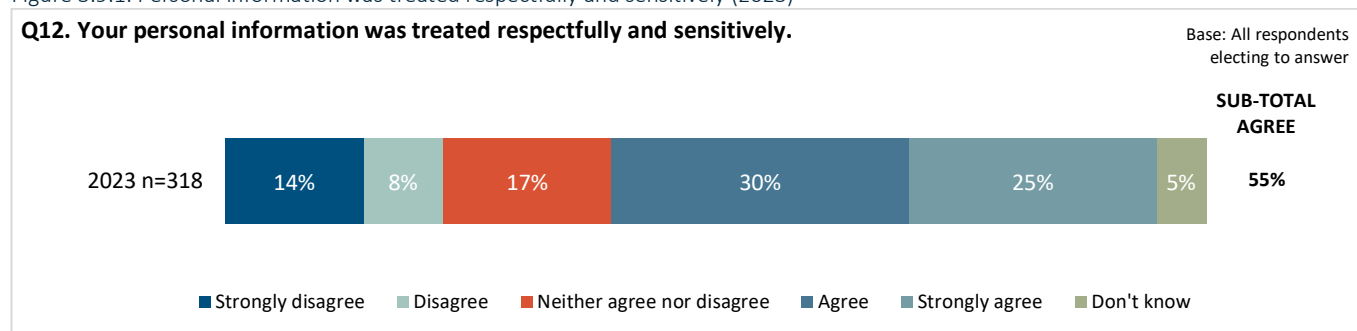
3.9 Personal information was treated respectfully and sensitively

Q12. Your personal information was treated respectfully and sensitively.

3.9.1 2023 result

55% of respondents agreed their personal information was treated respectfully and sensitively (30% agreed, 25% strongly agreed). A total of 23% disagreed (8% disagreed, 14% strongly disagreed) and 17% neither agreed nor disagreed.

Figure 3.9.1: Personal information was treated respectfully and sensitively (2023)



Base: those who elected to answer; excludes 6 respondents who declined to answer

3.9.2 Sub-group differences

Fathers (69%), respondents living in the Brisbane and Moreton Bay region (65%) and those who had had contact with the system within the last 1-2 years (64%) were significantly more likely than other sub-groups (average 55%) to agree/strongly agree their personal information was treated respectfully and sensitively.

Mothers (27%) and those who have had contact with the system within the last 12 months (33%) were significantly more likely than others (average 23%) to disagree/strongly disagree with this statement (see Tables 3.9.1 and 3.9.2):

Table 3.9.1: Personal information was treated respectfully and sensitively by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q12 Column %	Total 2023 n = 318	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 204	Father n = 72	Other n = 42	18 – 34 n = 121	35 – 44 n = 138	45+ years n = 59	Yes n = 40	No n = 264
% of respondents									
Strongly disagree	14	17	6 ↓	19	12	14	22 ↑	18	14
Disagree	8	11 ↑	4	5	8	11	3	10	8
SUB-TOTAL DISAGREE	23	27 ↑	10 ↓	24	20	25	25	28	22
Neither agree nor disagree	17	17	15	19	17	11 ↓	29 ↑	13	17
Agree	30	25 ↓	43 ↑	31	32	30	24	38	30
Strongly agree	25	25	26	21	27	28	15 ↓	18	26
SUB-TOTAL AGREE	55	50 ↓	69 ↑	52	60	58	39 ↓	55	55
Don't know	5	5	6	5	3	7	7	5	6

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level
Base: All respondents electing to answer

Table 3.9.2: Personal information was treated respectfully and sensitively by region and time since contact with system (2023)

Q12 Column %	Total 2023 n = 318	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 124	Far North Queensland n = 14 [^]	North Queensland n = 32	South East n = 69	South West n = 35	Sunshine Coast and Central n = 44	Within last 12 months n = 107	Within last 1 – 2 years n = 72	More than 2 years ago n = 117
<i>% of respondents</i>										
Strongly disagree	14	7 ↓	14	22	17	26 ↑	16	21 ↑	14	11
Disagree	8	8	7	9	10	6	9	11	7	9
SUB-TOTAL DISAGREE	23	15 ↓	21	31	28	31	25	33 ↑	21	20
Neither agree nor disagree	17	12 ↓	14	6 ↓	17	29 ↑	27 ↑	14	10 ↓	18
Agree	30	34	64	28	32	9 ↓	23	29	24	33
Strongly agree	25	31 ↑	0	31	19	31	16	20	40 ↑	24
SUB-TOTAL AGREE	55	65 ↑	64	59	51	40 ↓	39 ↓	49	64 ↑	57
Don't know	5	7	0	3	4	0	9	5	6	5

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

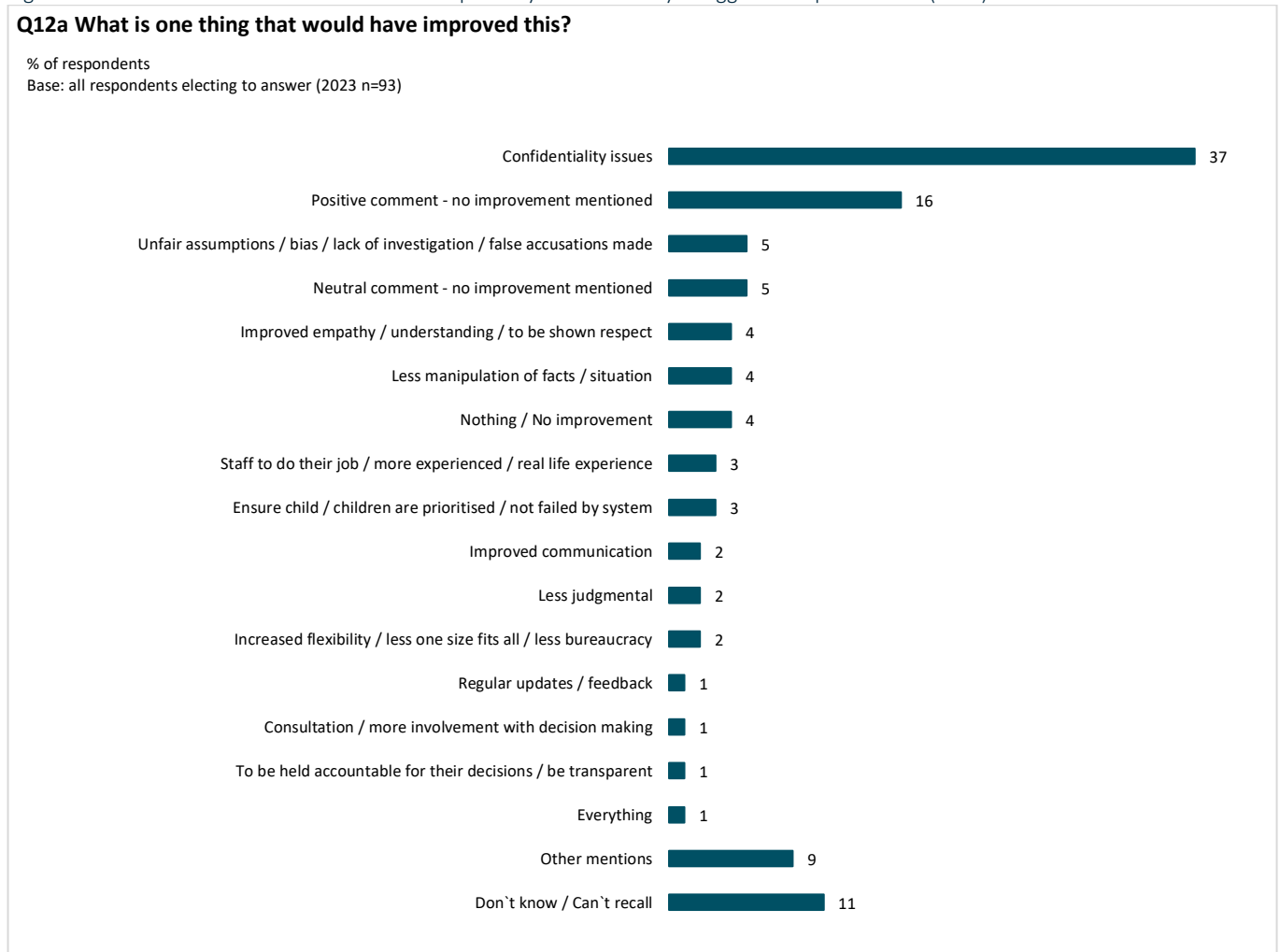
3.9.3 Suggested improvements

Q12a What is one thing that would have improved this?

Respondents were asked to identify what could have improved the way their personal information was treated. Respondents were able to answer in their own words and post-enumeration responses were coded into key themes.

Respondents were most likely to suggest confidentiality issues (37%). 5% suggested not making unfair assumptions / false accusations. 16% of respondents provided a positive comment with no improvement mentioned, while 5% provided a neutral comment with no improvement mentioned. All other mentions were made by 4% or fewer respondents (see Figure 3.9.2).

Figure 3.9.2: Personal information was treated respectfully and sensitively – suggested improvements (2023)



Base: those who elected to answer; excludes 231 respondents who declined to answer

3.9.4 Sub-group differences

Suggestions for improving the way their personal information was treated were analysed by key sub-groups (see Tables 3.9.3 and 3.9.4).

Mothers (48%) were more likely than average (37%) to suggest confidentiality issues could improve the way personal information was treated.

Respondents in the Brisbane and Moreton Bay region were more likely to provide a positive comment with no improvement mentioned (28%, 16% average).

There were no significant differences by age, Aboriginal or Torres Strait Islander status or time since contact with the system.

Table 3.9.3: Personal information was treated respectfully and sensitively – suggested improvements by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q12a Column %	Total 2023 n = 93	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 63	Father n = 17 [^]	Other n = 13 [^]	18 – 34 n = 32	35 – 44 n = 38	45+ years n = 23 [^]	Yes n = 10 [^]	No n = 77
% of respondents									
Confidentiality issues	37	48 ↑	6	23	41	42	22	40	35
Positive comment - no improvement mentioned	16	14	29	8	19	18	9	10	16
Unfair assumptions / bias / lack of investigation / false accusations made	5	8			9	3	4	10	5
Neutral comment - no improvement mentioned	5	6	6		9	5		10	5
Improved empathy / understanding / to be shown respect	4	5		8		3	13		4
Less manipulation of facts / situation	4	2 ↓	12	8	3		13	10	4
Nothing / No improvement	4	2 ↓	12	8	3	5	4		5
Staff to do their job / more experienced / real life experience	3	5				5	4		4
Ensure child / children are prioritised / not failed by system	3	3	6		3		9		4
Improved communication	2	2	6		3	3			1
Less judgmental	2	3				3	4	10	1
Increased flexibility / less one size fits all / less bureaucracy	2	2		8	3		4		3
Regular updates / feedback	1		6				4		1
Consultation / more involvement with decision making	1	2			3				1
To be held accountable for their decisions / be transparent	1			8			4		1
Everything	1	2				3			1
Other mentions	9	3 ↓	18	23	9	5	13	20	8
Don't know / Can't recall	11	10	6	23	3 ↓	11	22		13

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

Table 3.9.4: Personal information was treated respectfully and sensitively – suggested improvements by region and time since contact with system (2023)

Q12a Column %	Total 2023 n = 93	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 32	Far North Queensland n = 4 [^]	North Queensland n = 8 [^]	South East n = 22 [^]	South West n = 13 [^]	Sunshine Coast and Central n = 14 [^]	Within last 12 months n = 39	Within last 1 – 2 years n = 28 [^]	More than 2 years ago n = 24 [^]
<i>% of respondents</i>										
Confidentiality issues	37	22 ↓	25	63	36	54	43	41	43	21
Positive comment - no improvement mentioned	16	28 ↑		13	18	8		10	32	4
Unfair assumptions / bias / lack of investigation / false accusations made	5	3		13	5	8	7	3	11	4
Neutral comment - no improvement mentioned	5	9		13	5			5	7	4
Improved empathy / understanding / to be shown respect	4			13		8	14	5	4	4
Less manipulation of facts / situation	4	6			5	8		8		4
Nothing / No improvement	4		25		5	15			4	13
Staff to do their job / more experienced / real life experience	3			13	5	8		3	4	4
Ensure child / children are prioritised / not failed by system	3				5	8	7	5		4
Improved communication	2	3					7	3	4	
Less judgmental	2				5		7	3		4
Increased flexibility / less one size fits all / less bureaucracy	2				5		7	3	4	
Regular updates / feedback	1	3								4
Consultation / more involvement with decision making	1				5				4	
To be held accountable for their decisions / be transparent	1	3								4
Everything	1	3						3		
Other mentions	9	13			14	8		8		21
Don't know / Can't recall	11	13	50		5	8	14	13	7	13

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

3.10 What worked well in the system

Q13. As a parent experiencing the system, what worked well?

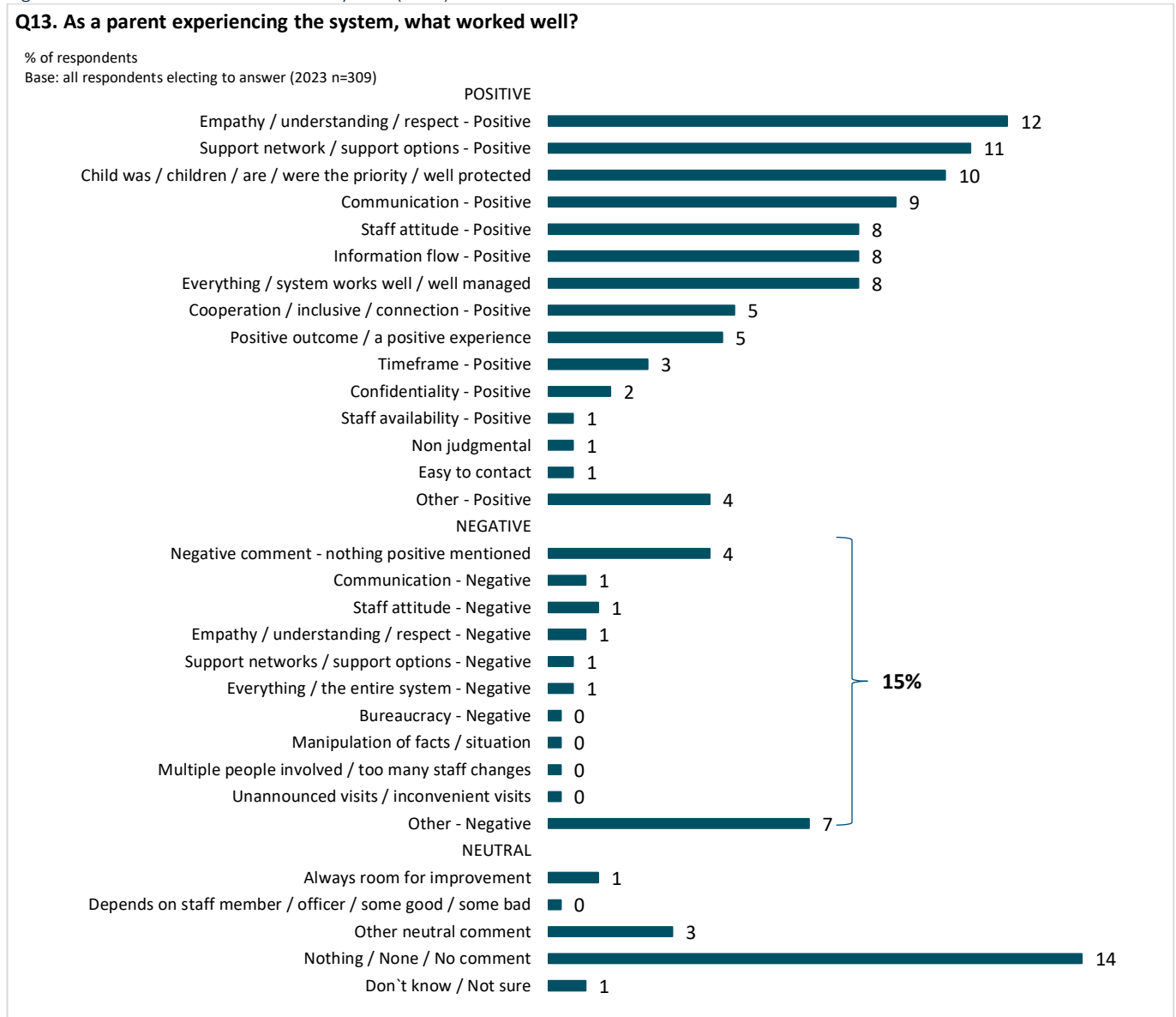
3.10.1 2023 result

Respondents were asked, as a parent experiencing the system, to indicate what worked well.

Positive feedback most commonly included themes such as the empathy / understanding / respect shown (12%), the support network / support options available (11%), that children were the priority / well protected (10%), communication (9%), staff attitude (8%) and the flow of information (8%) (see Figure 3.10.1).

15% of respondents responded negatively to the question about what worked well in the system.

Figure 3.10.1: What worked well in the system (2023)



Base: those who elected to answer; excludes 15 respondents who declined to answer; 0 indicates <1%

3.10.2 Sub-group differences

Comments on what worked well in the system were analysed by key sub-groups (see Tables 3.10.1 and 3.10.2).

Fathers typically provided more positive comments to this question in comparison to mothers or non-mother/father carers (78%, 65% mothers, 56% non-mother/father carers), particularly the flow of information (13%, 8% average). Mothers were more likely to nominate empathy / understanding / respect as something that worked well in the system (16%, 6% fathers, 2% non-mother/father carers).

Respondents aged 18-34 years were more likely than other age groups to make a positive comment about cooperation / inclusive / connection (9%, 5% average). Respondents aged 35-44 years were more likely to make a positive comment in general (72%, 66% average), particularly about communication (12%, 9% average).

Respondents in Brisbane and Moreton Bay were more likely than those from other regions to provide positive comments (76%, 66% average), particularly regarding the support network / support options available (16%, 11% average).

Those living in the South West region were more likely than others to mention the ease of contact (6%, 0% in other regions) or staff availability (3%, 1% average) as working well in the system.

Respondents in the Sunshine Coast and Central region were more likely to mention that children were the priority / well protected (26%, 10% average).

Those who had had contact with the child protection system more than 2 years ago were more likely to provide a positive comment (76%, 66% average), particularly regarding the empathy / understanding / respect shown (17%, 12% average), staff attitude (12%, 8% average), positive outcome / a positive experience (9%, 5% average) and the cooperation / inclusive / connection (8%, 5% average).

Table 3.10.1: What worked well in the system by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q13 Column %	Total 2023 n = 309	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 201	Father n = 67	Other n = 41	18 – 34 n = 117	35 – 44 n = 137	45+ years n = 55	Yes n = 41	No n = 254
		<i>% of respondents</i>							
POSITIVE	66	65	78 ↑	56	67	72 ↑	51 ↓	63	67
Empathy / understanding / respect - Positive	12	16 ↑	6 ↓	2 ↓	11	12	15	5	13
Support network / support options - Positive	11	11	10	10	10	14	5	12	11
Child was / children / are / were the priority/well protected	10	10	7	15	9	12	7	5	11
Communication - Positive	9	9	7	12	7	12 ↑	5	10	9
Staff attitude - Positive	8	7	12	5	5	11	7	5	9
Information flow - Positive	8	7	13 ↑	5	9	8	5	2	8
Everything / system works well / well managed	8	8	12	2	10	7	5	7	7
Cooperation / inclusive / connection - Positive	5	4	4	10	9 ↑	2 ↓	4	10	4
Positive outcome / a positive experience	5	4	7		5	4	4	5	5
Timeframe - Positive	3	3	1	2	2	4	2	2	3
Confidentiality - Positive	2	1	3		3	1	2		2
Staff availability - Positive	1	0	1		1	1			1
Non judgmental	1	1			1	1			1
Easy to contact	1	0		2	1	1			1
Other - Positive	4	4	4	2	3	6	4	10 ↑	4

TABLE CONTINUES OVER PAGE

Table 3.10.1: What worked well in the system by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q13 Column %	Total 2023 n = 309	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 201	Father n = 67	Other n = 41	18 – 34 n = 117	35 – 44 n = 137	45+ years n = 55	Yes n = 41	No n = 254
<i>% of respondents</i>									
NEGATIVE	15	17	7 ↓	20	14	15	20	12	15
Negative comment - nothing positive mentioned	4	4	1	10 ↑	2 ↓	4	9 ↑	2	4
Communication - Negative	1	0		5 ↑		1	2		1
Staff attitude - Negative	1	1	3		2	1			2
Empathy / understanding / respect - Negative	1	1	1		2	1			1
Support networks / support options - Negative	1	0		2	1		2	2	0
Everything / the entire system - Negative	1	0	1			1	2		0
Bureaucracy - Negative	0	0			1				0
Manipulation of facts / situation	0	0				1			0
Multiple people involved / too many staff changes	0			2 ↑		1			0
Unannounced visits / inconvenient visits	0	0				1			0
Other - Negative	7	9 ↑	1 ↓	5	8	6	7	7	7
NEUTRAL	5	5	4	5	6	3	7		6 ↑
Always room for improvement	1	2			2	1	2		2
Depends on staff member / officer / some good / some bad	0			2 ↑			2 ↑		0
Other neutral comment	3	3	4	2	4	2	4		4
Nothing / None / No comment	14	14	9	20	15	10 ↓	22 ↑	24 ↑	13
Don't know / Not sure	1	1	1		1	1			1

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

Table 3.10.2: What worked well in the system by region and time since contact with system (2023)

Q13 Column %	Total 2023 n = 309	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 118	Far North Queensland n = 13 [^]	North Queensland n = 33	South East n = 68	South West n = 34	Sunshine Coast and Central n = 43	Within last 12 months n = 102	Within last 1 – 2 years n = 69	More than 2 years ago n = 116
<i>% of respondents</i>										
POSITIVE	66	76 ↑	54	61	60	65	58	57 ↓	72	76 ↑
Empathy / understanding / respect - Positive	12	11	8	12	15	15	9	10	10	17 ↑
Support network / support options - Positive	11	16 ↑	15	3	7	18	2 ↓	13	14	8
Child was / children / are / were the priority / well protected	10	8		9	9	9	26 ↑	8	12	14
Communication - Positive	9	11		9	4	9	14	7	10	11
Staff attitude - Positive	8	6	8	15	9	12	5	5	9	12 ↑
Information flow - Positive	8	8		6	7	12	9	11	9	6
Everything / system works well / well managed	8	15 ↑	15	3	6			8	10	7
Cooperation / inclusive / connection - Positive	5	3	8	3	7	9	2	3		8 ↑
Positive outcome / a positive experience	5	3	8	3	7		7	1 ↓	4	9 ↑
Timeframe - Positive	3	3		3	3		5	1	3	4
Confidentiality - Positive	2	3 ↑				1		1	4 ↑	1
Staff availability - Positive	1	1				3 ↑		2 ↑		
Non judgmental	1	1			1			2 ↑		
Easy to contact	1					6 ↑		1		1
Other - Positive	4	7 ↑		3	1	6	2	5	3	4
NEGATIVE	15	10 ↓	23	18	10	24	26 ↑	23 ↑	13	12
Negative comment - nothing positive mentioned	4	2 ↓	15	9	1		12 ↑	7	4	2 ↓
Communication - Negative	1	1			1	3			1	2
Staff attitude - Negative	1	1	8		1		2	2	1	1
Empathy / understanding / respect - Negative	1	1			1		2	2	1	
Support networks / support options - Negative	1	2 ↑						1		1
Everything / the entire system - Negative	1				1		2	2 ↑		
Bureaucracy - Negative	0						2 ↑			1
Manipulation of facts / situation	0	1							1 ↑	
Multiple people involved / too many staff changes	0				1 ↑				1 ↑	
Unannounced visits / inconvenient visits	0					3 ↑				1
Other - Negative	7	5		9	3	21 ↑	7	10	4	7
NEUTRAL	5	3	8	3	10 ↑	6		4	1	3
Always room for improvement	1				6 ↑			1	1	2
Depends on staff member / officer / some good / some bad	0					3 ↑		1		
Other neutral comment	3	3	8	3	4	3		2		2
Nothing / None / No comment	14	10	15	18	19	3 ↓	21	17	13	10
Don't know / Not sure	1	1				6 ↑			1	1

Blue ↑/Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

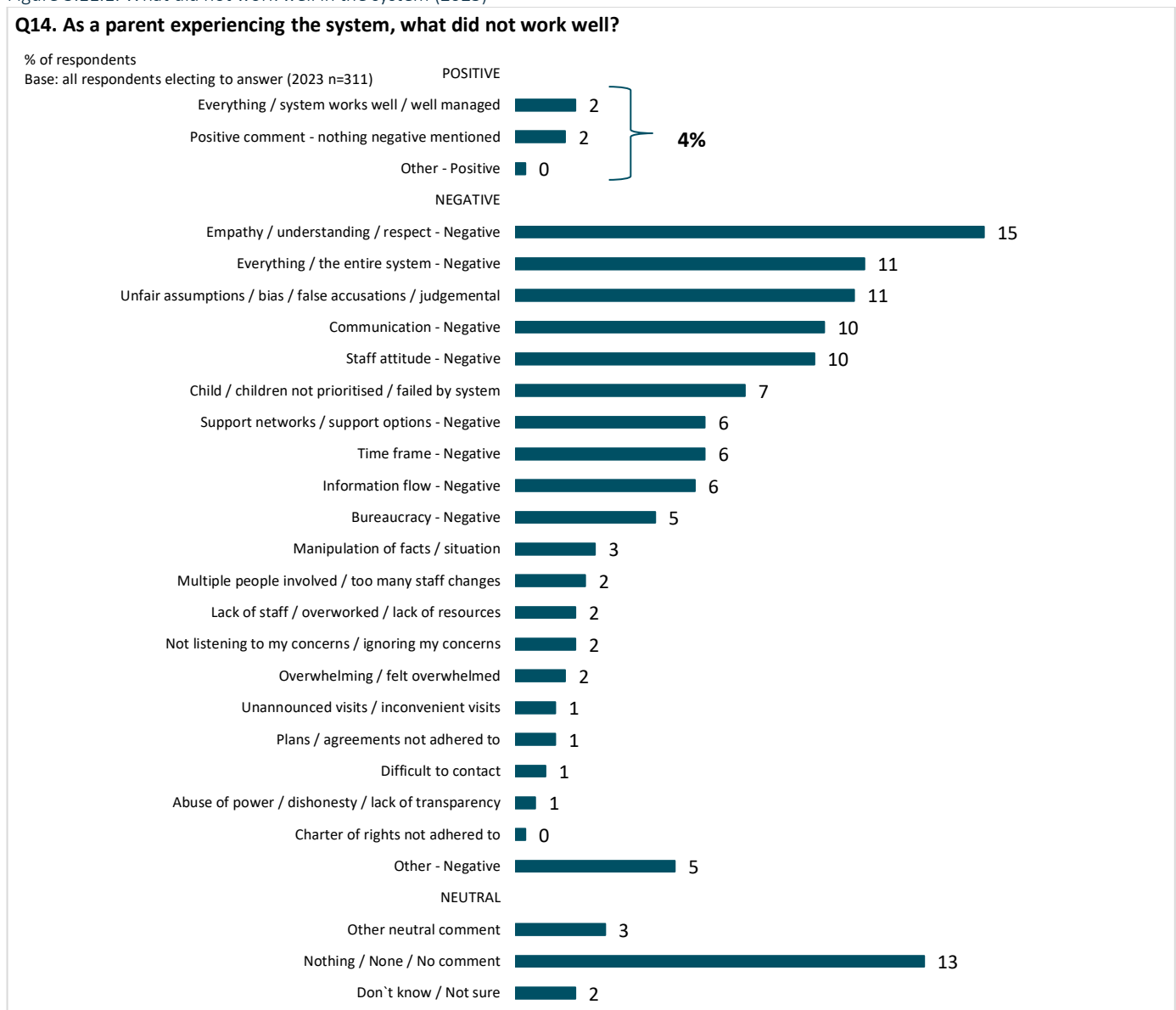
3.11 What did not work well in the system

Q14. As a parent experiencing the system, what did not work well?

3.11.1 2023 result

Respondents were asked to indicate what did not work well in the system. The most common feedback on what did not work well a lack of empathy / understanding / respect (15%), everything / the entire system (11%), unfair assumptions / bias / lack of investigation / false accusations / judgmental (11%), communication (10%) and staff attitude (10%). Other aspects that were seen as not working well included children not being prioritised / being failed by system (7%), a lack of support networks / support options (6%), long time frames (6%), information flow (6%) and bureaucracy (5%). Other comments on what did not work well were made by 3% or less of respondents (see Figure 3.10.1).

Figure 3.11.1: What did not work well in the system (2023)



Base: those who elected to answer; excludes 13 respondents who declined to answer; 0 indicates <1%

3.11.2 Sub-group differences

Comments on what did not work well in the system were analysed by key sub-groups (see Tables 3.11.1 and 3.11.2).

Mothers were more likely than fathers or non-mother/father carers to indicate the information flow was a negative (7%, 3% fathers, 2% non-mother/father carers).

Non-mother/father carers were more likely than others to mention the unfair assumptions / false accusations (19%, 11% average), the children not being prioritised / failed by system (14%, 7% average) and support networks / support options (12%, 6% average) as areas that did not work well

Respondents aged 45+ years were more likely to mention the manipulation of facts / situation (7%, 3% average), multiple people involved / too many staff changes (5%, 2% average), not listening to concerns / ignoring concerns (5%, 2% average) and plans / agreements not adhered to (4%, 1% average) as aspects that did not work well.

Aboriginal or Torres Strait Islander respondents were more likely to indicate everything / the entire system was negative (24%, 9% who do not identify as such). Non-indigenous respondents were more likely to cite the bureaucracy (5%, 0% among Aboriginal and Torres Strait Islanders) as an aspect that did not work well.

Key regional differences were noted as follows:

- Respondents in the North Queensland region were more likely than others to nominate children not being prioritised / failed by system (16%, 7% average), the lack of staff / overworked / lack of resources (6%, 2% average) or abuse of power / dishonesty / lack of transparency (3%, 1% average).
- Those living in the South East region were more likely to mention the staff attitude as an area that did not work well (16%, 10% average).
- Respondents in the South West were more likely than others to mention the unfair assumptions / false accusations (23%, 11% average).
- Respondents in the Sunshine Coast and Central region were more likely to mention children not being prioritised / failed by system (14%, 7% average) and information flow (12%, 6% average) as aspects not working well in the system.

Those who had had contact with the child protection system within the last 12 months were more likely to mention everything / the entire system (16%, 11% average).

Those who had had contact more than 2 years ago were more likely to mention communication as an area that did not work well (14%, 10% average).

Table 3.11.1: What did not work well in the system by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q14 Column %	Total 2023 n = 311	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 201	Father n = 68	Other n = 42	18 – 34 n = 120	35 – 44 n = 134	45+ years n = 57	Yes n = 41	No n = 256
<i>% of respondents</i>									
POSITIVE	4	3	4	5	4	3	5	2	4
Everything / system works well / well managed	2	1	3	2	3	1	4	2	2
Positive comment - nothing negative mentioned	2	1	1	2	2	2			2
Other - Positive	0	0					2 ↑		0
NEGATIVE	78	79	74	83	81	75	79	80	79
Empathy / understanding / respect - Negative	15	16	12	17	15	14	18	10	16
Everything / the entire system - Negative	11	13	9	7	13	11	9	24 ↑	9 ↓
Unfair assumptions / bias / lack of investigation / false accusations / judgmental	11	11	6	19 ↑	9	10	16	10	11
Communication - Negative	10	9	12	12	13	10	4 ↓	7	10
Staff attitude - Negative	10	10	9	7	10	9	11	15	9
Child / children not prioritised / failed by system	7	7	3	14 ↑	5	8	11	7	7
Support networks / support options - Negative	6	5	4	12 ↑	6	4	11	7	6
Time frame - Negative	6	5	9	7	8	5	5	5	6
Information flow - Negative	6	7 ↑	3	2	5	5	9		7
Bureaucracy - Negative	5	4	4	5	3	7	2		5 ↑
Manipulation of facts / situation	3	3	1	2	2	1	7 ↑	2	2
Multiple people involved / too many staff changes	2	2	1	2	1	2	5 ↑		2
Lack of staff / overworked / lack of resources	2	1	1	5	3	2		2	2
Not listening to my concerns / ignoring my concerns	2	2		2	2	1	5 ↑	5	2
Overwhelming / felt overwhelmed	2	2	1		3 ↑	1		2	1
Unannounced visits / inconvenient visits	1	2			3	1			2
Plans / agreements not adhered to	1	1		2		1	4 ↑	2	1
Difficult to contact	1	1			2	1			1
Abuse of power / dishonesty / lack of transparency	1	0	1			1	2		1
Charter of rights not adhered to	0	0				1			0
Other - Negative	5	5	7	2	8	3	5	5	5
NEUTRAL	3	2	4	2	2	4	4		4
Other neutral comment	3	2	4	2	2	4	4		4
Nothing / None / No comment	13	14	15	7	11	16	11	15	12
Don't know / Not sure	2	1	3	2	3	1	2	2	2

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

Table 3.11.2: What did not work well in the system by region and time since contact with system (2023)

Q14 Column %	Total 2023 n = 311	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 117	Far North Queensland n = 14 [^]	North Queensland n = 32	South East n = 70	South West n = 35	Sunshine Coast and Central n = 43	Within last 12 months n = 103	Within last 1 – 2 years n = 68	More than 2 years ago n = 117
<i>% of respondents</i>										
POSITIVE	4	3		3	6	3	7	5	1	3
Everything / system works well / well managed	2	2		3	4			3		2
Positive comment - nothing negative mentioned	2	1			1	3	5 ↑	2	1	2
Other - Positive	0						2 ↑			
NEGATIVE	78	72 ↓	93	91 ↑	79	80	79	83	75	82
Empathy / understanding / respect - Negative	15	10 ↓	21	22	17	23	12	16	15	17
Everything / the entire system - Negative	11	10	29	6	10	11	14	16 ↑	12	8
Unfair assumptions / bias / lack of investigation / false accusations / judgmental	11	7 ↓	7	6	14	23 ↑	12	10	10	15
Communication - Negative	10	12	14	9	9	14	2 ↓	11	3 ↓	14 ↑
Staff attitude - Negative	10	7	14	13	16 ↑	11	2 ↓	11	12	9
Child / children not prioritised / failed by system	7	4		16 ↑	4	11	14 ↑	11	6	7
Support networks / support options - Negative	6	6	7	3	4	6	12	5	10	4
Time frame - Negative	6	9	14		4	6	5	6	9	4
Information flow - Negative	6	5		3	6	6	12 ↑	4	7	8
Bureaucracy - Negative	5	5		3	6		7	5	7	2 ↓
Manipulation of facts / situation	3	3			3	6	2	4	1	3
Multiple people involved / too many staff changes	2	1		3	1	6	5	2	3	3
Lack of staff / overworked / lack of resources	2	1	7	6 ↑		6 ↑		4 ↑		2
Not listening to my concerns / ignoring my concerns	2	3			3	3		2	4 ↑	1
Overwhelming / felt overwhelmed	2	2			3	3		3		2
Unannounced visits / inconvenient visits	1	1			3		2	1	3	1
Plans / agreements not adhered to	1	1			1	6 ↑		1	1	2
Difficult to contact	1	1		3			2		1	2
Abuse of power / dishonesty / lack of transparency	1			3 ↑	1			2 ↑		
Charter of rights not adhered to	0	1						1		
Other - Negative	5	8		3	4	3	5	5	6	4
NEUTRAL	3	5 ↑			3		2	1	6 ↑	2
Other neutral comment	3	5 ↑			3		2	1	6 ↑	2
Nothing / None / No comment	13	18 ↑	7	3 ↓	13	14	9	12	16	11
Don't know / Not sure	2	3		3		3	2		1	2

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

[^] Caution small cell size

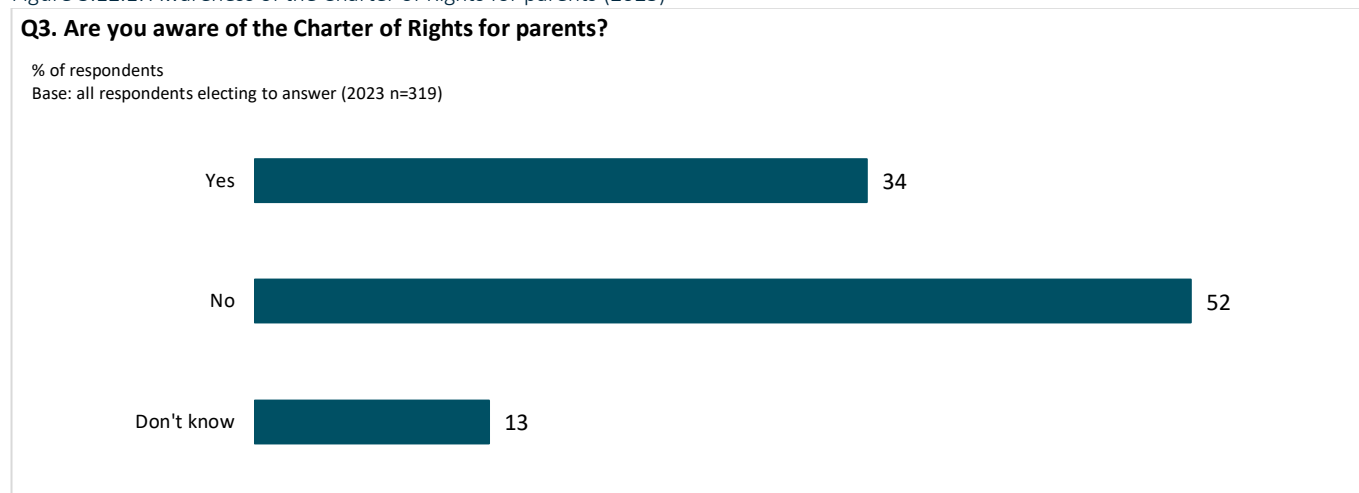
3.12 Awareness of the Charter of Rights for parents

Q3. Are you aware of the Charter of Rights for parents?

3.12.1 2023 result

A third (34%) of respondents were aware of the Charter of Rights for parents, 52% were not aware and 13% were not sure.

Figure 3.12.1: Awareness of the Charter of Rights for parents (2023)



Base: those who elected to answer; excludes 5 respondents who declined to answer

3.12.2 Sub-group differences

Awareness of the Charter of Rights for parents was highest among fathers (41%) or non-mother/father carers (44%), those living in the Brisbane and Moreton Bay region (44%) or those who had had contact with the system within the last 1-2 years (43%).

Table 3.12.1: Awareness of the Charter of Rights for parents by relationship with child, age and Aboriginal and/or Torres Strait Islander status (2023)

Q3 Column %	Total 2023 n = 319	RELATIONSHIP WITH CHILD			AGE (years)			ABORIGINAL AND/OR TORRES STRAIT ISLANDER	
		Mother n = 203	Father n = 73	Other n = 43	18 – 34 n = 121	35 – 44 n = 139	45+ years n = 59	Yes n = 40	No n = 267
		% of respondents							
Yes	34	30 ↓	41	44	36	37	25 ↓	45	33
No	52	57 ↑	41 ↓	49	51	47	66 ↑	43	54
Don't know	13	13	18	7	13	15	8	13	13

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. age) at at least the 95% confidence level

Base: All respondents electing to answer

Table 3.12.2: Awareness of the Charter of Rights for parents by region and time since contact with system (2023)

Q3 Column %	Total 2023 n = 319	REGION						TIME SINCE CONTACT WITH SYSTEM		
		Brisbane and Moreton Bay n = 126	Far North Queensland n = 14^	North Queensland n = 32	South East n = 69	South West n = 34	Sunshine Coast and Central n = 44	Within last 12 months n = 107	Within last 1 – 2 years n = 72	More than 2 years ago n = 118
		% of respondents								
Yes	34	44 ↑	29	34	32	29	18 ↓	34	43 ↑	29
No	52	43 ↓	71	53	54	56	68 ↑	54	50	54
Don't know	13	13	0	13	14	15	14	12	7 ↓	17

Blue ↑ / Red ↓ figures and arrows indicate the result is significantly higher/lower compared with others within that sub-group (e.g. region) at at least the 95% confidence level

Base: All respondents electing to answer

^ Caution small cell size

4. Appendices

Appendix A – Questionnaire

A review to understand parents' experiences of the child protection system in Queensland

Parents Survey Questions

Introduction:

The Queensland Family and Child Commission (QFCC) has a responsibility to monitor the Queensland child protection system. The QFCC is undertaking a review to understand parents' experiences of the child protection system.

This survey will collect information about your experiences as a parent involved with the child protection system in Queensland.

Your participation will involve completing an online survey that will take approximately 10-15 minutes of your time. The survey includes 16 questions. The survey covers your experiences of the child protection system.

This survey is being conducted by Ipsos and Market and Communications Research on behalf of the Queensland Family and Child Commission (QFCC). The research is being carried out in compliance with the Privacy Act and the information you provide will be used for research purposes.

Your responses are anonymous. By completing this online survey you consent to the overall results being published.

Please do not complete this survey if you have **not** been involved with the child protection system.

D1. What is your postcode?

1. (open text response)

'Voice of the parent' survey

We are interested in understanding how parents are experiencing child protection processes and how the charter of rights for parents is being upheld.

Q1. As a parent, have you had a child or children involved with the child protection system in Queensland?

1. Yes
2. No [**programming**, if respondents select 'no' then close survey and display the below message]

Please note, at this time we are seeking parents that have been involved with the child protection system in Queensland. As you have indicated that you have not had a child or children involved with the child protection system in Queensland, the survey will now close. Thank you.

D2. Do you identify as an Aboriginal and/or Torres Strait Islander person?

1. Aboriginal person
2. Torres Strait Islander person
3. Both
4. No
5. Prefer not to say

Q2. As a parent with children involved with the child protection system in Queensland, when was your most recent experience?

1. Within the last 12 months
2. Within the last 1 – 2 years
3. Within the last 2 – 5 years
4. More than 5 years ago
5. Prefer not to say

Q3. Are you aware of the Charter of Rights for parents?

1. Yes
2. No
3. Don't know
4. Prefer not to say

How strongly do you agree or disagree with the following statement?

Q4. You felt recognised and respected in your role as a parent, by the child protection system.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

Open ended follow up question - **Q4a *What is one thing that would have improved this?***

Q5. You were treated fairly by the child protection system.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

Open ended follow up question – **Q5a *What is one thing that would have improved this?***

Q6. Information and decisions were explained to you in a language you understood.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

Open ended follow up question – **Q6a *What is one thing that would have improved this?***

Q7. You were provided with the best possible opportunities to have contact with your child to continue forging a positive and healthy relationship.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

Open ended follow up question – **Q7a *What is one thing that would have improved this?***

Q8. You received family support services that helped your family.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

Open ended follow up question – **Q8a** *What is one thing that would have improved this?*

Q9. You had a say in the type of support to ensure it was appropriate for your family (e.g. including timing and location).

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

Open ended follow up question – **Q9a** *What is one thing that would have improved this?*

Q10. Your culture, background, language, and practices were respected, understood, and considered in the decisions made about your family.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

Open ended follow up question – **Q10a** *What is one thing that would have improved this?*

Ask those who identify as Aboriginal and/or Torres Strait Islander at D2**Q11. As an Aboriginal and/or Torres Strait Islander parent experiencing the system, you were able to maintain and strengthen your connections to language, family, community, Country, culture and spiritual practices and beliefs.**

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

Open ended follow up question – **Q11a** *What is one thing that would have improved this?*

Q12. Your personal information was treated respectfully and sensitively.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Don't know
7. Prefer not to say

[programmer note - Open ended follow up question – Q12a *What is one thing that would have improved this?*]

Q13. As a parent experiencing the system, what worked well?

(open text response)

Q14. As a parent experiencing the system, what did not work well?

(open text response)

Q15. What is your relationship with your child?

1. Mother
2. Father
3. Cultural Parent
4. Grandparent
5. Other (please specify)
6. Prefer not to say

Q16. Which age group do you belong to?

1. 18 – 24
2. 25 – 34
3. 35 – 44
4. 45 – 54
5. 55 years and over
6. Prefer not to say

Ask open link only

Thank you for taking the time to complete our survey. If you would like to receive information about the survey results, or future surveys, please enter your email address. Email addresses cannot be linked to survey responses.

Show to all:

The Charter of Rights for parents

The Charter of Rights for parents (the Charter) has been developed in partnership with the Family Inclusion Network (FIN) of Queensland, the Queensland Parents' Advisory Committee (QPAC) and the Department of Children, Youth Justice and Multicultural Affairs (the department). For further information regarding the Charter please see the below hyperlink:

[Charter of Rights for Parents](#)

Appendix B – Fieldwork report

Online panel method

Sub-contractor: Ipsos.

Dates of Fieldwork: 1 to 21 June 2023.

Average (median) survey length: 5 minutes.

Sample sources: Three panels were used - I-say/Ipsos Panel (28%), PureProfile (20%), and Octopus (52%). All panels have ISO 20252 accreditation.

In the panel sample of completed surveys (n=283), 34 surveys were collected with Queenslanders who identify as Aboriginal and/or Torres Strait Islander and 238 with those who do not identify as Aboriginal and/or Torres Strait Islander (9 respondents declined to answer).

Online open link method

The Family Inclusion Network were able to distribute a link to parents to the online survey.

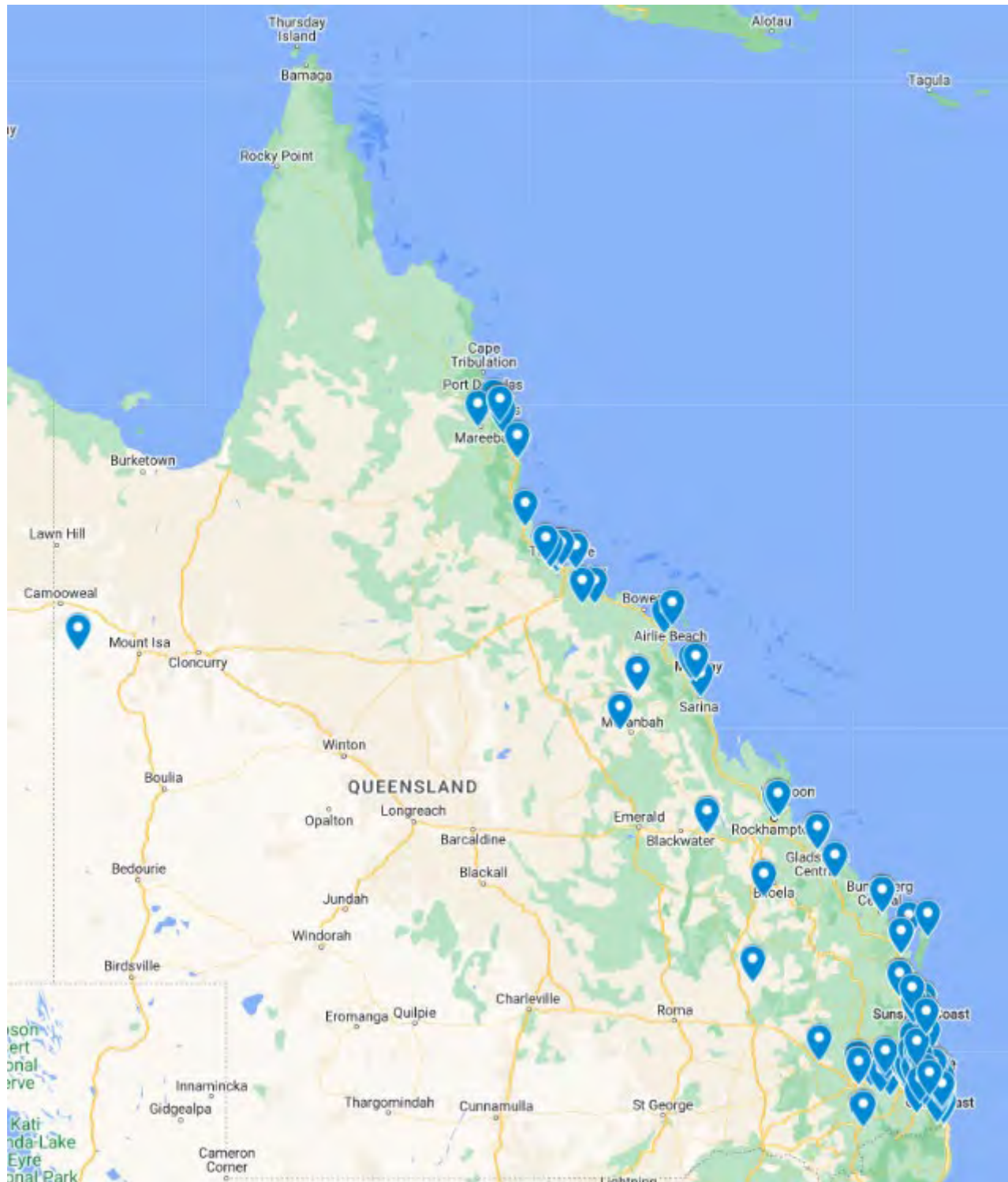
Dates of Fieldwork: 1 to 21 June 2023.

Average (median) survey length: 13 minutes.

In the open link sample of completed surveys (n=41), 7 surveys were collected with Queenslanders who identify as Aboriginal and/or Torres Strait Islander and 231 with those who do not identify as Aboriginal and/or Torres Strait Islander (3 respondents declined to answer).

Distribution of interviews

The map below shows the location of respondents who took part in the survey in 2023. Each flag represents a postcode where at least one interview was completed.



Appendix C – 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 D – Regional boundaries

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

1. Brisbane and Moreton Bay
2. Far North Queensland
3. North Queensland
4. South East
5. South West
6. Sunshine Coast and Central

