

# 3264 Online Pilot Child Parent Protection Survey

## Child Safety Parent Survey

This survey is for parents who have experience with Child Safety to tell us what they think and how to make things better.

### Important things to know:

- This survey is for birth parents, kinship or other parents who have had contact with Child Safety in Queensland **in the last 5 years**.
- You must be at least **18 years old** to do this survey.
- The survey has 40 questions about your involvement with Child Safety. It takes about 15 minutes to finish.
- It's your choice to do the survey. You can decide if you want to answer the questions or not.
- Your answers are private. We keep them secret and safe. No one will know it was you who answered the questions.
- The survey is free. You won't get paid to do the survey. This helps us keep your answers secret.
- This is a safe place where you can talk freely and truthfully. What you say won't affect you or your family.
- We will collect everyone's answers to write a report. Your name won't be in the report and no one will know which answers were yours.
- We hope more than 200 parents will do this survey. This will help us understand what can be done to make things better.
- If you stop and want to come back to the survey later, you'll need to start again from the beginning. We don't keep your answers unless you finish the whole survey.
- We know these questions might be tough. If you feel sad or upset, you can stop any time.

If you feel sad or upset, you can get support from:

1800RESPECT

1800 737 732

[www.1800respect.org.au](http://www.1800respect.org.au)

Lifeline

13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

13YARN

13 92 76

[www.13yarn.org.au](http://www.13yarn.org.au)

**MensLine Australia**

1300 78 99 78

[mensline.org.au](http://mensline.org.au)

**Beyond Blue**

1300 22 4636

[www.beyondblue.org.au](http://www.beyondblue.org.au)

**Headspace**

1800 650 890

[headspace.org.au](http://headspace.org.au)

If you'd like to do the survey, please click on the arrow at the bottom of this page. When you click on the arrow, it means you understand this information, and you're okay to start the survey.

If you want more information about the survey, please click on the below topics or go to [srcentre.com.au/project/qld-parent-survey](http://srcentre.com.au/project/qld-parent-survey).

### **+ Who is the survey for?**

This survey is for birth parents, kinship or other parents who have had contact with Child Safety in Queensland **in the last 5 years**.

You must be at least **18 years old** to do this survey.

If you are younger, we are exploring how you can have your say in the future.

### **+ What does the survey ask?**

The survey asks about your involvement with Child Safety.

You'll be asked questions about what it's like to work with Child Safety, and if it was good, bad or both.

We also ask about you - things like your gender identity, how old you are, and if you speak a different language at home.

If you don't want to answer, just click on the arrow that points to the right to go to skip the question.

The survey has 40 questions and takes about 15 minutes to finish. There is also a space to tell your story in your own words.

There are no right or wrong answers.

### **+ Why should I do the survey?**

Doing the survey is voluntary - that means you decide if you want to do it or not.

Sharing your story will help us better understand:

- if parents are told about their rights, what they need to do, and the help they can get when working with Child Safety.
- what are the hard things about involvement with Child Safety.
- what are the good things that Child Safety does.

Your answers will be used to help Child Safety understand what it's doing well and what needs to be done better.

### **+ Who is running the survey?**

The survey is being run by the Social Research Centre (SRC) on behalf of:

- Family Inclusion Network, Southeast Queensland

- Queensland Aboriginal and Torres Strait Islander Child Protection Peak
- Department of Families, Seniors, Disability Services and Child Safety (Child Safety). The survey is being funded by the Queensland Government.

We are an independent company. That means we are not part of Child Safety or the government.

#### **+ Are my answers private?**

Yes, your answers are private.

The survey does not ask for your name or contact details.

Your answers will be kept safe in accordance with Australian laws on saving records and protecting privacy (Archives Act 1983 (Cth) and the Privacy Act 1988 (Cth)). To learn more, go to: <https://srcentre.com.au/research-participants#privacy>

We will collect everyone's answers to write a report. In the report, no one will know which answers were yours.

Your answers will be kept on our computer files until the report is finished. Once the report is finished, all surveys answers will be deleted.

We are not allowed to give any survey answers that could identify you to Child Safety, at any time.

#### **+ Do I get paid to do the survey?**

No, you will not be paid to do the survey because we want to keep your identity a secret.

If we paid you, we would need to know who you are and how to contact you. By not paying you, we can keep your answers private so no one will know what you said.

Doing the survey is free - it will not cost you any money.

#### **+ Can I stop the survey once I've started?**

The survey technology **cannot save your answers** until you have finished the whole survey. If you stop the survey before the end, by closing it, you'll need to start again. The technology

works like this because we didn't want to ask everyone to create an 'account' or 'login' with their name and email.

Remember - doing the survey is your choice. You don't have to do it if you don't want to. And you can change your mind at any time.

**+ What if I have questions?**

If you have questions about the survey, please call:

<b>Family Inclusion Network Southeast Queensland</b>	<b>The Social Research Centre (SRC)</b>
Phone: 07 3013 6030	Phone: 1800 023 040
Email: <a href="mailto:info.fin@micahprojects.org.au">info.fin@micahprojects.org.au</a>	Email: <a href="mailto:QLDParentSurvey@srcentre.com.au">QLDParentSurvey@srcentre.com.au</a>

**+ What if I have a complaint about the survey?**

If you have a complaint about how this survey research is conducted, please contact:

**Bellberry Limited**

Phone: 08 8361 3222

Email: [bellberry@bellberry.com.au](mailto:bellberry@bellberry.com.au)

This research project has been reviewed and received ethics clearance through the Bellberry Limited Human Research Ethics Committee (2024-10-1340).

This means that Bellberry Limited has reviewed and approved this study in accordance with the National Statement on Ethical Conduct in Human Research (2023) - incorporating all updates. This Statement has been developed to protect the interests of people who agree to participate in human research studies. Should you wish to discuss the study or view a copy of the Complaint procedure with someone not directly involved, particularly in relation to matters concerning policies, information or complaints about the conduct of the study or your rights as a participant, you may contact Bellberry Limited.

How old are you?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and over
  
- Not sure
- Prefer not to say

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Page Break

Are you at least 18 years old?

- Yes
  - No
  - Not sure
  - Prefer not to say
-

The following statements are different ways parents engage with Child Safety. When you worked with Child Safety, which answer describes your family?

	All of my children	Some of my children	None of my children	Not sure	Prefer not to say
Child Safety visits me and my children at home to provide ongoing family support or because of an agreement with me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My children are living away from me with a carer arranged by Child Safety, such as a foster carer, kin carer, or in residential care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My children are in long-term care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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The next few questions are about Child Safety Officers and staff. Please think about all the people involved in Child Safety. This could include the Child Safety Officer, Team Leaders, Supervisors and other staff in the Department

How many Child Safety Officers have worked with your family?

- 1-5
  - 6-10
  - More than 10
  - I have lost count
  
  - Not sure
  - Prefer not to say
-



How many of the people from Child Safety that you had contact with **really tried to get to know you?**

- All
  - More than half
  - About half
  - Less than half
  - None
  
  - Not sure
  - Prefer not to say
- 

How many of the people from Child Safety that you had contact with **really tried to get to know your children?**

- All
  - More than half
  - About half
  - Less than half
  - None
  
  - Not sure
  - Prefer not to say
-

How many of the people from Child Safety that you had contact with **really tried to get to know your family as a whole?**

- All
  - More than half
  - About half
  - Less than half
  - None
  
  - Not sure
  - Prefer not to say
-

The next few questions ask about the times you had a bad experience or a good experience with someone from Child Safety **in the last 5 years**. This helps us understand what is working well and what needs to be improved in Child Safety. Please think about all the people involved in Child Safety. This could include the Child Safety Officer, Team Leaders, Supervisors and other staff in the Department.

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Was there ever a time when working with a person from Child Safety was **not good**?

- Yes
- No
- Not sure
- Prefer not to say
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What did the person from Child Safety do that made it a bad experience?

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- Not sure
- Prefer not to say
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How did that make you feel?

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- Not sure
- Prefer not to say

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What could the person from Child Safety have done better?

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- Not sure
- Prefer not to say

Was there ever a time in the last five years when working with a person from Child Safety was **good**?

- Yes
- No
- Not sure
- Prefer not to say
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What did the person from Child Safety do that made it a good experience?

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- Not sure
- Prefer not to say
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How did that make you feel?

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- Not sure
- Prefer not to say

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Was there anything that the person from Child Safety could have done better?

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- Not sure
- Prefer not to say

The next set of questions are about your contact with Child Safety. For these questions, please try to think about experiences in **the last 5 years** and please think about all the people involved in Child Safety. This could include the Child Safety Officer, Team Leaders, Supervisors and other staff in the Department.

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When you first had contact with Child Safety, did they...

- Tell you how to get a lawyer
  - Not tell you how to get a lawyer
  - Not sure
  - Prefer not to say
- 

How often did people from Child Safety **treat you with respect and dignity**?

- Always
  - Most times
  - Not often
  - Never
  - Not sure
  - Prefer not to say
-

How often did people from Child Safety **listen to what you had to say?**

- Always
  - Most times
  - Not often
  - Never
  
  - Not sure
  - Prefer not to say
- 

How often did people from Child Safety **tell you everything that you needed to know?**

- Always
  - Most times
  - Not often
  - Never
  
  - Not sure
  - Prefer not to say
-



How often did people from Child Safety **answer all your questions?**

- Always
  - Most times
  - Not often
  - Never
  
  - Not sure
  - Prefer not to say
- 

How often did the people from Child Safety **respond to you quickly?**

- Always
  - Most times
  - Not often
  - Never
  
  - Not sure
  - Prefer not to say
-

How often did people from Child Safety **make you feel scared to tell them what you think or how you feel?**

- Always
  - Most times
  - Not often
  - Never
  
  - Not sure
  - Prefer not to say
- 

How often did the people from Child Safety **tell you what was going to happen next?**

- Always
  - Most times
  - Not often
  - Never
  - Not sure
  - Prefer not to say
-

Has Child Safety...

- Arranged enough contact with your children
  - Not** arranged enough contact with your children
  - I always had custody of my children
  - I am not allowed to have contact with my children
  
  - Not sure
  - Prefer not to say
- 

Have Child Safety ever **cancelled contact visits with your children for no good reason?**

- Have **never** cancelled contact visits
  - Have cancelled 1 to 3 contact visits for no good reason
  - Have cancelled 4 or more contact visits for no good reason
  - Have **not** had any contact visits arranged
  - I always had custody of my children
  - I am not allowed to have contact with my children
  
  - Not sure
  - Prefer not to say
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If Child Safety ever cancelled contact visits for no good reason, what did they tell you about why they were cancelling?

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- Not applicable - did not cancel visits
- Not sure
- Prefer not to say

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Has Child Safety told you what your rights are for contact with your children?

- Told me what my rights are
- Not** told me what my rights are
- I always had custody of my children
- Not sure
- Prefer not to say
-

Thinking about all the times you have been in contact with Child Safety, have they...

- Offered support services to you and your family
- Never** offered support services to you and your family
- Not sure
- Prefer not to say

Were the support services Child Safety offered to you...

	Always	Most times	Not often	Never	Not sure	Prefer not to say
Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Available</b> to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Available</b> when you needed them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Offered</b> at the right time you needed them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Had a long <b>waitlist</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many of the people from Child Safety that you had contact with **respected your culture, religion, and language**?

- All
  - More than half
  - About half
  - Less than half
  - None
  
  - Not sure
  - Prefer not to say
- 

Do you use a language other than English **at home**?

- Yes
  - No
  
  - Not sure
  - Prefer not to say
-

If you selected 'yes' to using a language other than English at home, how many of the people from Child Safety **offered you an interpreter in your language?**

- All
  - More than half
  - About half
  - Less than half
  - None
  
  - I speak English and didn't need a person who spoke my language
  
  - Not sure
  - Prefer not to say
- 

Are you of Aboriginal and/or Torres Strait Islander origin?

- Yes – Aboriginal
  - Yes – Torres Strait Islander
  - Yes – both
  - No
  
  - Not sure
  - Prefer not to say
-

Are any of your children of Aboriginal and/or Torres Strait Islander origin?

- Yes – Aboriginal
  - Yes – Torres Strait Islander
  - Yes – both
  - No
  - Not sure
  - Prefer not to say
- 

If you answered 'yes' to being of Aboriginal and/or Torres Strait Islander origin, how many of the people from Child Safety **told you that you have the right to have someone from your culture support you** when you speak to Child Safety about important decisions?

- All
  - More than half
  - About half
  - Less than half
  - None
  - Not sure
  - Prefer not to say
-



How many of the people from Child Safety **listened and responded to how you want your children connected to culture?**

*Culture could mean what holidays are important to you, what you eat and drink, what you wear, how you behave, what you believe, how you talk, what stories you tell, what you dance, and what music you listen to.*

- All
  - More than half
  - About half
  - Less than half
  - None
  
  - Not sure
  - Prefer not to say
-

How many of the people from Child Safety **asked what you wanted your children to know about their culture?**

*Culture could mean what holidays are important to you, what you eat and drink, what you wear, how you behave, what you believe, how you talk, what stories you tell, what you dance, and what music you listen to.*

- All
  - More than half
  - About half
  - Less than half
  - None
  
  - Not sure
  - Prefer not to say
-

Has Child Safety **ever shared any private information about you or your case with someone who did not need to know?**

- Yes, shared my private information
  - No, **did not** share my private information
  - Not sure
  - Prefer not to say
- 

Has a person from Child Safety ever said or done something that made you feel shame in a way that didn't need to happen?

*We want to know if it was the way they behaved that made you feel shame*

- Yes, made me feel shame
  - No, **did not** make me feel shame
  - Not sure
  - Prefer not to say
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What could that person from Child Safety have done better?

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- Not sure
- Prefer not to say

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These questions help us to understand all the different types of parents that have had contact with the child protection system in Queensland.

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What is your gender

This means what you feel like now, like being a man or woman or something else. It might not be what doctors said when you were born or what papers like your birth certificate say.

- Man or male
  - Woman or female
  - Non-binary
  - Something different (specify)
- 

- Not sure
  - Prefer not to say
- 

In which country were you born?

- Australia (including the Torres Strait Islands)
- A different country
- Not sure
- Prefer not to say

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Have you ever had a disability?

- Yes
- No
- Not sure
- Prefer not to say

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What parts of Queensland have you lived in when you were in contact with Child Safety?

**Please select all that apply.**

- Far North Queensland
- North Queensland—including Mackay, Mt Isa, Townsville
- Sunshine Coast and Central Queensland—including Longreach, Maroochydore, Rockhampton
- Brisbane and Moreton Bay—including Caboolture
- South East—including Beenleigh, Gold Coast, Logan/Beaudesert
- South West—including Charleville, Ipswich, Roma, Springfield, Toowoomba
- Not sure
- Prefer not to say
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Thank you for answering the survey. We know that it may not have given you the chance to say everything you want to. Is there anything else you want to tell us about Child Safety?

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Again, thank you very much for answering this survey.

We will put all the answers from the survey into one big report. After we make the report, we will throw away all the separate answers. This means nobody can see what you said. We'll share the big report with groups like the Family Inclusion Network, Queensland Aboriginal and Torres Strait Islander Child Protection Peak; and Child Safety.

If you have any questions about this survey, you can contact the Social Research Centre at [1800 023 040](tel:1800023040) and [QLDParentSurvey@srcentre.com.au](mailto:QLDParentSurvey@srcentre.com.au)

If this survey has made you feel upset, sad or worried, you can talk to any of the following support services:

<b>1800RESPECT</b>	<b>Lifeline</b>	<b>13YARN</b>
<a href="tel:1800737732">1800 737 732</a> <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>	<a href="tel:131114">13 11 14</a> <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	<a href="tel:139276">13 92 76</a> <a href="http://www.13yarn.org.au">www.13yarn.org.au</a>
<b>MensLine Australia</b>	<b>Beyond Blue</b>	<b>Headspace</b>
<a href="tel:1300789978">1300 78 99 78</a> <a href="http://mensline.org.au">mensline.org.au</a>	<a href="tel:1300224636">1300 22 4636</a> <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	<a href="tel:1800650890">1800 650 890</a> <a href="http://headspace.org.au">headspace.org.au</a>

If you are happy for your answers to be submitted, please press submit button to submit your responses.

Your answers will be anonymous, and no one will know it was you. That means once you click the submit button, we cannot delete your answers because we will not know which survey is yours.