

2021

PeakCare's Member Survey



PeakCare
Queensland Inc.

PeakCare and its Board are pleased to release this report of the findings of our 2021 Member Survey. Our sincere appreciation is extended to the 117 representatives of our Member agencies and Supporters who generously gave of their time to complete the on-line survey. We trust that you will find this report to be an informative account of the survey findings.

This is the fourth PeakCare survey of our Members and Supporters, the previous surveys occurring in 2015, 2017 and 2019. The purpose of the surveys is to collect feedback that can be used to build on perceived strengths of the organisation, noting different perspectives that may be held by those who participated, while also identifying opportunities for improvement. The survey findings are used to inform PeakCare's strategic directions, priorities and operational planning.

In 2021, a total of 117 surveys were completed. Consistent with the profile of PeakCare's membership, the survey purposefully targeted a mix of occupational groups from different sized organisations as well as registered Supporters. 36% of respondents stated they held management positions, 15% said they held executive leadership roles, 35% said they held service delivery roles, and 14% said they performed 'other roles'. 33% of the respondents stated that they held State-wide responsibilities with the remaining 64% stating that their responsibilities were specific to a region.

The survey questions were grouped into four focus areas: firstly, the level of priority PeakCare assigns to certain work activities; secondly, PeakCare's communication with our Members and others; thirdly, PeakCare's performance in respect of the five areas of our organisation's strategic intent (Knowledge Leadership, Thought Leadership, Advocacy, Value, and Organisational Capability), and lastly, our Members' thoughts about the future – things about PeakCare that could be improved and what the organisation should be concentrating on now to better achieve our vision and strategic intent.

KEY FINDINGS

The survey respondents were asked to provide an overall rating of PeakCare on a scale from 1 to 10, with 10 being excellent. The average score was **8.00**. This compares with an overall average rating of 8.65 in 2017 and 7.91 in 2019.

Other key findings from the 117 responses in relation to Members' perceptions about PeakCare's strengths and opportunities for improvement relate to the following:

Strengths

- *High level of overall support for PeakCare*
- *The priority given to the preparation of submissions, the hosting of forums, seminars and workshops, participation on government initiated committees and forums, and advocacy activities*
- *The continued relevance of PeakCare's five areas of strategic intent as stated within the organisation's Strategic Plan, with particular strengths in relation to knowledge and thought leadership*
- *PeakCare's attributes of contemporary child protection knowledge and expertise, capacity for delivering policy analysis and advice to government, and participation in cross-sector planning*

Opportunities for improvement

- *Increased regional engagement*
- *Improved advice and processes for feedback and discussions with Members and Supporters to better inform PeakCare's activities such as the preparation of submissions and participation in various consultations, forums, working groups or similar*
- *More effective engagement with front-line workers*
- *More online and face-to-face training and workshop opportunities covering a wide range of topics*
- *Consider the 'hot topics' raised which may benefit from increased focus by PeakCare*

Read further for a more detailed summary of the survey findings.

PEAKCARE'S PRIORITIES

What priority should be given to preparing submissions to Federal and State Parliamentary Committees, Government departments and other entities about new or proposed amendments to legislation, inquiries into various systems or changes in government policy directions?

92% of respondents agreed that producing and lodging submissions is a high priority, an average rating of **4.44** on a scale of 1 to 5. This is an increase on the 90% of respondents in 2019 who considered this a high priority.

Members' and Supporters' comments referred to:

- *PeakCare is in a unique position to ensure the safety and wellbeing of children and their families. It represents a significant opportunity to influence government legislation and policy and hold the system to account.*
- *PeakCare is the peak body representing the work of the sector. Your knowledge, advocacy and submissions are a key function in representing your partner agencies. This is work which agencies might like to do but not able to fully get around too, particularly smaller NGO agencies without practice and research hubs.*
- *I think it's important for our peak to make submissions, but at the same time it's of course not possible to represent the views of members consistently. So I place more value on the process and the opportunity to consult and influence members (and ideally young people) as the submission itself.*
- *I believe it is important for PeakCare to be an advocate for positive systemic change.*
- *Peak bodies are the voice of the community.*
- *As PeakCare provides a strong voice for the staff and organisations concerned with child protection I think it really important that PeakCare continues to lead and write submissions on behalf of the sector.*
- *PeakCare is the appropriate organisation to do this work and others in front line positions can put forward their thoughts and be heard.*
- *The Government requires ongoing sector advocacy and pressure in order to increase resourcing, improvement and attention for our sector - there are limited external bodies involved in this and every voice matters.*
- *I feel that as a sector it is important to ensure that any submissions are lodged in a timely manner to ensure all submissions are both topical and current.*
- *I believe that as a peak body, Peakcare is well placed to take these opportunities for sector representation and advocacy.*
- *Incredibly important function for a peak body. Demonstrates to members they have a voice that is being wielded publicly. A way of using the collective knowledge and skills of members.*
- *It's important for us to have a say in any legislation or policy that's likely to impact on us.*
- *It is an important part of advocacy and representation of the sector as a collective.*
- *The government is not in touch with frontline supports whereas PeakCare is.*
- *Importance of advocacy role and ensuring members voices are represented in these areas.*
- *This is an important role of a peak body. Services can contribute to submissions but don't often have the capacity to do their own submissions.*
- *As a peak body it is vital that PeakCare continues to comment on and agitate around change.*
- *I believe it is incredibly important to ensure the voices of the sector, our clients and children and the community more broadly are included in inquiries and legislation reform.*
- *PeakCare is a leader in seeking changes to legislation and changes to government policies that support enhancing safety for people experiencing domestic and family violence.*
- *As the peak body, it is imperative that we have a voice from the sector raising important issues with government.*
- *I do believe that it is important to advocate for the rights of young people at a governmental level, but it is not the only work that should be considered important*
- *PeakCare has a strong voice for advocacy in the sector.*
- *I see the role of a peak being to advocate for systematic change and raise issues if new policy/legislation has positive or negative impacts on our client group.*
- *An individual cannot formally lodge submissions for amendments etc but as the peak body for Queensland, I feel this is a vital part of the role. Not just to raise and talk about subject matters but to take proactive action to support change.*
- *The peak body should represent the views of members and coordinate them in submissions on key relevant issues.*

What priority should be given to hosting or co-hosting conferences, symposiums and similar events, and initiating other learning and professional development opportunities?

87% of respondents agreed that hosting or co-hosting conferences, symposiums and similar events, and initiating other learning and professional development opportunities is a high priority, with an average rating of **4.39** on a scale of 1 to 5. This is a decrease on the 90% of respondents in 2019 who considered this a high priority.

Members' and Supporters' comments referred to:

- *These activities make a significant contribution to connecting people and services, professional development and service development.*
- *The impact of COVID-19 means there has been a significant decline in platforms that support professional development and research in our industry. Making this a priority means we are better able to learn and grow.*
- *It is a great opportunity to ensure that the sector focuses on the upskilling of individuals who work with vulnerable families and young people. It is also a great opportunity for networking and collaborative work.*
- *The facilitation of Hope and Healing remains vital to the child and family sector. The other workshops and symposiums are important in highlighting and celebrating the work of our sector and provides a platform to bring partner agencies together as well as our departmental funding bodies.*
- *It's been a hard time to run conferences in the last two years. I think this work is important to share information and ideas. Although we're in a period where information is so plentiful. Synthesis and positions are more important I believe.*
- *I appreciate the opportunities for professional development PeakCare provides and would enjoy more opportunities in the future.*
- *I see the coordination of training, networking and conferences as a key role of PeakCare.*
- *The events allow for networking, debates on practice and a consolidated view of good and better practice.*
- *I see workforce capacity development and thought leadership as core functions of a peak body.*
- *Process of engaging a broad range of sector stakeholders by way of 'expressions of interest' could be of benefit to ensure that all agencies (as appropriate/relevant) are given the opportunity to participate in the planning and delivery of events.*
- *Important - however the NGO's and Government partners should be playing a stronger role here.*

- *Being part of community growth is essential to change.*
- *Conferences provide important and unique learning and networking opportunities and need to be embraced and supported.*
- *As the peak body, I see that this is important to be able to provide more targeted training opportunities for the sector that are specific to the needs, current and emerging, that then contributes to improved practice and networking.*
- *PeakCare give a good cross section of workshops etc, Keep doing what you are doing.*
- *I think that workshops are very important so that all care workers are competent and have shared knowledge on a statewide level.*
- *Symposiums/workshops represent key issues/areas of focus across the sector; provide opportunity for agencies to share learnings, practice wisdom across agencies.*
- *It is important for PeakCare to provide leadership in contemporary practice.*
- *Professional development opportunities are essential for this sector, many have limited options (due to budgeting constraints) and PeakCare has always provided 'bang for buck'.*
- *Professional development that supports frontline workers with appropriately addressing adolescent to parent violence.*
- *I believe conferences, symposiums and workshops offered by PeakCare have been of a high quality and this should continue. I'm unsure about PeakCare's ongoing administration of the Hope and Healing training - perhaps this could be transitioned out into the sector?*
- *I'm undecided on this one. I think the conference hosted by PeakCare in recent years was great and the work on Hope and Healing is terrific. I do think it is VERY important for PeakCare to be active in the training and conference space (part of facilitating knowledge-building across the sector) but whether PeakCare actually hosts these events or sponsors/supports is the question perhaps?*

Some respondents made use of the survey to enter recommendations about topics to be addressed in future conferences, symposiums or similar events:

- *Experiences of young people leaving care.*
- *Youth homelessness.*
- *Managing absences from placements and missing children.*
- *Resourcing families - recasting family support.*

- Utilising digital engagement to support children and young people maintain contact with family.
- The importance of gender balances in residential care for both staff and young people.

What priority should be given to participating in Government initiated committees and forums?

85% of respondents agreed that PeakCare should assign a high priority to participating in Government initiated committees and forums, an average rating of **4.41** on a scale of 1 to 5. This is a decrease on the 89% of respondents in 2019 who considered this a high priority.

Members' and Supporters' comments referred to:

- *It is important that PeakCare is 'at the table' and promoting the interests of children and their families. However, I appreciate the number of forums and associated time commitment has a major impact on a small organisation.*
- *PeakCare serves an important function in raising the concerns, challenges and barriers agencies experience in front line service delivery. PeakCare needs to represent the voice of the sector and partner agencies.*
- *PeakCare is representing the core of who needs to be heard and represented.*
- *This is where the rubber hits the road - with limited parties given opportunity to participate, we need strong voices in these forums.*
- *It is very clear that PeakCare is committed to all aspects of areas concerning children and families.*
- *Participation in Government supported committees and forums is vital to being heard.*
- *PeakCare represents the shared voice for the sector and as long as consultation with the sector occurs to inform the shared views, I see this as critical.*
- *It allows non-government agencies in the sector's voices to be heard in a coordinated approach so that not one agency's views are represented, rather the views of all agencies and the sector are represented.*
- *As a peak body it is important to represent the sector in these important consultations.*
- *Participation on committees and forums is a vital avenue for providing a voice in our approaches and priorities within the sector.*
- *PeakCare is a crucial body in advocating for best practice in the interests of children, without the complexity of funding for service that other organisations have.*

- *It is important that we are there to represent the voices of those organisations that actually work at the coal-face so, where necessary, legislation can be challenged if it is not going to work.*
- *These forums are a good opportunity to represent the views of members, but if not enough time is given to consult with members before attending forums, it will end up being PeakCare's view, not necessarily members' views.*
- *PeakCare needs to take every opportunity to advance member views and also stay informed and bring information back to members.*
- *Whilst I see this as a high priority, the views and involvement is not reflective of the sector. Contemporary knowledge and practice is not reflected in the conversations led by PeakCare.*

What priority should be given to participating in non-government initiated committees, working parties and forums?

81% of respondents agreed that PeakCare should assign a high priority to participating in non-government initiated committees and forums, an average rating of **4.30** on a scale of 1 to 5. This is an increase on the 75% of respondents in 2019 who considered this a high priority.

Members' and Supporters' comments referred to:

- *PeakCare leading and/or participating in such forums is a major opportunity to set and influence the agenda - to be proactive rather than reactive.*
- *I think that if there is enough capacity for PeakCare involvement in this space, then I'd rate it as a 5, because the more involved they are with non-government organisation initiatives, the better, but if needing to prioritise alongside the previous choices, then it's a 3, because other stakeholders can participate.*
- *I believe that PeakCare should be focused on these committees and consultation forums to best understand the needs and challenges within the sector.*
- *As a peak body it is important to be on the forefront of consultations and committees to influence practice.*
- *Participation on non-government committees and forums is a vital avenue for providing a voice in our approaches and priorities within the sector.*
- *Non-government initiated committees and forums are often a space for those advocating for people impacted by limited or lack of services.*
- *Your work in relation to the physical and sexual abused (PSA) insurance crisis was exceptional. I can't thank*

PeakCare enough for getting behind this issue and then really making sure the agenda was pushed through to actions. It made a massive difference.

- *Association with non-government organisations often appear to be more aligned with flavour of the month services, and not of those that are engaged in practice. Involvement of PeakCare in forums is often protracted and convoluted messaging.*

What priority should be given to participating in advocacy campaigns?

84% of respondents agreed that PeakCare should assign a high priority to participating in advocacy campaigns, an average rating of **4.47** on a scale of 1 to 5. This is a slight decrease on the 85% of respondents in 2019 who considered this a high priority.

Members' and Supporters' comments referred to:

- *PeakCare's promotion of, and participation in, systemic advocacy campaigns is critical. Again, this activity provides major opportunities to be proactive in influencing systemic reform in Queensland and across Australia.*
- *We need PeakCare to be front and centre where others may not have the courage.*
- *Really valuable to have a peak body represent the industry in these conversations.*
- *Change is essential and the peak bodies represent the voice of the vulnerable, therefore have an obligation to advocate.*
- *This assists in maintaining PeakCare's visibility in both the community and sectors.*
- *Promotion and support of advocacy campaigns presents a united front across all organisations and visibility of the main issues.*
- *Promotion of children and family matters across the broader community is an important role for peak bodies. It assists in giving peaks credibility.*
- *Advocacy is critically important especially in relation to vulnerable client groups who often do not otherwise have a voice.*
- *If PeakCare doesn't share this information with the sector as part of its promotion and advocacy then that agenda can get lost in the busy-ness of the day and contributes to the opportunity to 'look up' and be aware of the broader issues than what passes your desk/organisation.*
- *The weight of advocacy and engagement of PeakCare is tokenistic and is diluted. The floor often held is diluted and political.*

What priority should be given to roundtables and similar consultation exercises?

76% of respondents agreed that PeakCare should assign a high priority to conducting roundtables and similar consultation exercises with Members and Supporters, an average rating of **4.26** on a scale of 1 to 5. This is a slight decrease on the 79% of respondents in 2019 who considered this a high priority.

Members' and Supporters' comments referred to:

- *These are exceptionally important. Not only do they provide a platform for the sector to come together to share similar worries, they provide an avenue for input around the operational experiences and challenges faced by agencies.*
- *I would like to see the option of online participation to continue even after COVID as it enables people from rural and remote areas to participate more fully.*
- *The online format likely provides access for those who wouldn't ordinarily be able to engage in the face-to-face format.*
- *These should be a very high priority and should inform PeakCare's strategy and advocacy activities.*
- *Ensuring that the work and participation continues despite the difficulties that COVID has created shows flexibility and commitment.*
- *A great strategy for accessing member views.*
- *Allows PeakCare an opportunity to hear from the whole member community, ensuring that all member agencies have a voice rather than just views from one organisation. Brings agencies together in relation to a common issue and or cause and then joint initiatives, solutions can be developed.*
- *It allows us to identify sector trends/issues/challenges and gives a stronger voice (strength in numbers).*
- *PeakCare have been very proactive in finding ways to stay connected to the sector.*
- *Peaks play an important role in gathering the voices of the sector to inform government policy and direction.*
- *Information from people working in the sector should inform the advice PeakCare gives to government.*
- *PeakCare needs to increase its level of participation in roundtables and desktop exercises with members and supporters to maintain cohesiveness and cooperation.*
- *It is important that PeakCare access and consider the range of views of its members in making representations on behalf of children and their families.*
- *It is vital that members and supporters are given a platform and voice in these matters.*
- *A peak needs to understand the needs of its members and what the issues are in each community.*

- *Important but needs to be member driven and not the agenda of the CEO or specific individuals.*
- *Peakcare will often align itself with whatever is 'hot' and going to give them creditability in the short term. PeakCare does not present contemporary knowledge or the evidence if it is going to contradict the Director-General or like positions.*

What priority should be given to delivering commentary in mainstream media?

72% of respondents agreed that PeakCare should assign a high priority to delivering commentary in mainstream media, an average rating of **4.14** on a scale of 1 to 5. This is consistent with the 72% of respondents in 2019 who considered this a high priority.

Members' and Supporters' comments referred to:

- *PeakCare is in a prime position to be able to communicate with the public about what is happening in child protection.*
- *A sane and knowledgeable voice in a space where this is needed.*
- *PeakCare appropriately represents sector sentiments.*
- *If the public can better understand the issues impacting our most vulnerable members of our population, our children in the secondary and tertiary systems, they can help to keep these children safe and protected by being better aware.*
- *This helps raise awareness and credibility of the peaks to speak on behalf of the sector and service users.*
- *PeakCare is a respectable and reliable source that can clearly define, identify and address prevalent issues today.*
- *Raising the profile of issues children and young people experience is a key role.*
- *Delivering public commentary and ongoing collaboration with the media to promote and support issues is vital to getting the message out to not only the public but also the Government.*
- *It is good to have a voice in the media on behalf of the child protection sector.*
- *It is important to have public awareness and support and this can be achieved through the media.*
- *This is an advocacy activity and if it is informed by commentary based on strategy derived from consultations with members, then it is a priority.*
- *Importance of projecting the collective sector views and perspectives. At least the majority. Needs to be member-driven.*
- *PeakCare media statement about Facebook comments was not needed.*
- *Activity in this area is only in the event that there is benefit or notoriety for board members or the executive.*

What other activities should be assigned a high priority during 2020-21?

A wide range of responses was received about other high priority activities to consider. These included:

- *I think it would be useful to formally engage in a process of identifying emerging issues (Queensland, Australia and internationally). This would help inform PeakCare's future activities and establish priorities.*
- *Best practice benchmarks for organisations, looking beyond compliance (HSQF) to what drives great outcomes.*
- *More training for youth workers and not just managers. Ground workers need it more.*
- *I would like to see some consultation forums occurring in the regional and remote areas for the public to attend focusing on specific topics relevant to each area around children and families.*
- *Given that other states and territories are seeking to extend the age that young people can receive support from Child Safety Services, I would love to see this come into Queensland. Many young people I work with who are transitioning from care orders struggle at 18, especially if exacerbated by other factors such as significant mental health struggles and trying to learn to live independently. This would create a safety net for these vulnerable young people.*
- *Partnering with Queensland Foster and Kinship Care (QFKC) and/or non-government organisations in holding the Department more accountable with regard to their behaviour towards carers - make the Statement of Commitment 'real' - ensure all Departmental staff are trained in the content and that behavioural culture from staff aligns with these areas. #1 challenge in the industry is loss of carers - the cause; poor behaviour alongside the abuse of power and use of coercive control from Government staff.*
- *Continuing to produce the regular 'newsletter'.*
- *Stronger advocacy on behalf of the sector, on sector issues and challenges in non-government service delivery.*
- *Talk more with the State and Federal governments about putting restrictions on repeat offenders with Juvenile Justice.*
- *The Home Stretch campaign in Queensland and lobbying the Queensland government to introduce extended care up to the age of 21.*

- Working currently for an non-government organisation but previously child protection, it would be good to raise the positive profile that child protection and non-government organisations do to support children at risk. In media it is often only

portrayed when something goes wrong. Other first responders such as police/ambulance staff etc get both good and bad press, but child protection often only bad press when it all goes wrong. What about all the children's lives that child protection and NGO's save/support each year?

PEAKCARE'S COMMUNICATION WITH YOU AND OTHERS

How would you rate PeakCare's use of communication strategies?

Members were asked about how they would rate PeakCare's use of eNews, special announcement emails, social media, PeakCare website, videos, and face-to-face forums to communicate information.

The following table lists in rank order the percentage of respondents who rated each strategy as *excellent* or *good*. The remaining respondents rated each strategy as *average* or *poor* with others indicating that they were *not sure*.

Strategy	% rating <i>excellent</i> or <i>good</i>	
	2021	2019
Reporting period		
eNews	88%	79%
Special announcement emails	83%	75%
Online forums	62%	-
Face-to-face forums	56%	68%
Social media	43%	38%

While it is clear that eNews is the communication strategy that is rated most highly (as was the case in previous surveys), this year's survey indicated a significant increase in positive ratings for social media and Special Announcement emails since the last survey was conducted, which may suggest an increased use of these mediums. The decrease in positive ratings for face-to-face forums is likely the result of a significant reduction in the number of face-to-face forums held as a result of COVID-19 restrictions in 2020-21.

In relation to each of the listed communication strategies, the following ratings were provided:

Weekly eNews

88% rated eNews as either *excellent* (56.36%) or *good* (31.82%), 5.45% rated it as *average*, 0.91% rated it as *poor*, and 5.45% stated that they were *not sure*.

Special announcement emails

83% rated these emails as either *excellent* (48.62%) or *good* (34.86%), 7.34% rated them as *average*, 0.92% rated them as *poor*, and 8.26% stated that they were *not sure*.

Online forums

62% rated these forums as either *excellent* (32.71%) or *good* (28.97%), 12.15% rated them as *average*, 0.93% rated them as *poor*, and 25.23% stated that they were *not sure*.

Face-to-face forums

56% rated these forums as either *excellent* (26.42%) or *good* (29.25%), 14.15% rated them as *average*, 2.83% rated them as *poor*, and 23.47% stated that they were *not sure*.

Social media

46% rated PeakCare's use of social media as either *excellent* (20.37%) or *good* (25.93%), 15.74% rated it as *average*, 3.70% rated it as *poor*, and 34.26% stated that they were *not sure*.

Comments referred to:

- The information relayed is always informative and relative and all face-to-face forums are the same.
- The special announcements are often full of very important information. However, it feels like a bit of 'crying wolf' at times and they lose the urgency of something considered a 'special announcement'.
- On-line forums are really relevant to today's COVID limitations.
- I find that getting information is much easier using email and Facebook. Otherwise, I can put off reading the information because it seems too time consuming to go and find the information. When the information comes to me in the form of a Facebook post or email, I am more likely to read it.
- I have rated average for the e-News and special announcement emails not because they are necessarily of average quality, but more so because I generally find it hard to engage with the level of information provided. E-news is often very long, and

seems to come really regularly, it is also sent late on a Friday afternoon which means it's received generally first up Monday morning. Perhaps a different schedule could be useful.

- The recent kinship care forum and insurance forums have been excellent.

- It would be good to have more face-to-face forums in regional areas.
- Not always accessible to rural/ regional areas or relevant for them.

PEAKCARE'S PERFORMANCE

How well is PeakCare performing in each area of the organisation's strategic intent?

PeakCare's Strategic Plan sets out five areas of strategic intent. The five areas of strategic intent are:

Knowledge leadership

To nurture and grow knowledge about the rights and entitlements of Queensland children and young people to safety, well-being and equitable access to life opportunities, the needs of their families and communities, and the evidence-base for service responses that best meet their entitlements and needs

Thought leadership

To conduct exemplary policy analysis to deepen our sphere of influence and shape informed leadership and dialogue about family support and child protection within communities and across government and non-government sectors at local, state and national levels.

Advocacy

To be a strong independent voice informed by research, evaluation and evidence to influence and achieve better outcomes for children, young people, families and communities, and a demonstrated recognition of children's rights and entitlements.

Value

To listen and create value for members to meet their expectations and provide a sound return on their investment in supporting the organisation's pursuit of our vision

Organisational capability

To build internal capability and continually improve the quality of our services

Members were asked to rate how well PeakCare performs in achieving each of the areas of strategic intent on a scale of 1 to 5 where 1 indicated 'not very well' and 5 indicated 'very well'. The following table summarises the % of respondents who gave a 4 or 5 rating:

Area of strategic intent	% rating of 4 or 5	
	2021	2019
Reporting period		
Knowledge leadership	82%	85%
Thought leadership	76%	80%
Advocacy	81%	74%
Value	70%	76%
Organisational capability	58%	52%

In relation to each of the listed areas of strategic intent, the following ratings were provided:

Knowledge leadership

82% gave a rating of either 5 (36%) or 4 (46%), 6% gave a rating of 3, 3% gave a rating of 2, 0% gave a rating of 1, and 8% stated that they were *not sure*.

Thought leadership

76% gave a rating of either 5 (32%) or 4 (44%), 12% gave a rating of 3, 3% gave a rating of 2, 0% gave a rating of 1, and 9% stated that they were *not sure*.

Advocacy

81% gave a rating of either 5 (41%) or 4 (40%), 7% gave a rating of 3, 5% gave a rating of 2, 0% gave a rating of 1, and 7% stated that they were *not sure*.

Value

70% gave a rating of either 5 (30%) or 4 (40%), 15% gave a rating of 3, 5% gave a rating of 2, 0% gave a rating of 1, and 10% stated that they were *not sure*.

Organisational capability

58% gave a rating of either 5 (19%) or 4 (39%), 17% gave a rating of 3, 3% gave a rating of 2, 0% gave a rating of 1, and 22% stated that they were *not sure*.

Comments included:

- *PeakCare Qld is a small organisation that continues to deliver beyond its resources. Your collective efforts are acknowledged and appreciated.*

- I've always valued your support and leadership of the child protection part of our sector.
- I agree with all of the intent but I find a disconnect between what I personally experience and what is aimed at. This may be because i am not connecting with events (something I can change to a degree) or perhaps the reach across so many needs is too large.
- While PeakCare already does amazing work there is always room for improvement.
- Youth Workers are not encouraged to take an interest in the wider sector.
- PeakCare is such a valuable and skilled body of committed people - the sector is very fortunate to have them.
- Have you asked or spoken to any care workers who work with the kids on a daily basis or just the managers of the organisations that provide the services? It is the care workers that have a deeper understanding of the wants, needs, expectations and feelings of the young people in care.

How well does PeakCare demonstrate the following attributes?

The Strategic Plan identifies five attributes that contribute to PeakCare's credibility and reputation with Members.

Respondents were asked to rate each of these as *excellent*, *good*, *average* or *poor*.

The following table summarises the percent of respondents who gave a rating of *excellent* or *good*:

Attribute	% rating <i>excellent</i> or <i>good</i>	
Reporting period	2021	2019
Possession of child protection knowledge and expertise	88%	84%
Policy analysis and advice provided to government	85%	78%
Public education and commentary	74%	68%
Participation in cross-sector planning forums	80%	79%
Interaction with personnel	63%	59%

In relation to each of the listed attributes, the following ratings were provided:

Possession of child protection knowledge and expertise

88% gave a rating of either *excellent* (60%) or *good* (28%), 6% gave a rating of *average*, 0% gave a rating of *poor*, and 6% stated that they were *not sure*.

Policy analysis and advice provided to government

85% gave a rating of either *excellent* (47%) or *good* (38%), 5% gave a rating of *average*, 1% gave a rating of *poor*, and 9% stated that they were *not sure*.

Public education and commentary about contemporary child protection issues

74% gave a rating of either *excellent* (31%) or *good* (43%), 12% gave a rating of *average*, 1% gave a rating of *poor*, and 13% stated that they were *not sure*.

Participation in cross-sector planning forums

80% gave a rating of either *excellent* (35%) or *good* (45%), 6% gave a rating of *average*, 0% gave a rating of *poor*, and 14% stated that they were *not sure*.

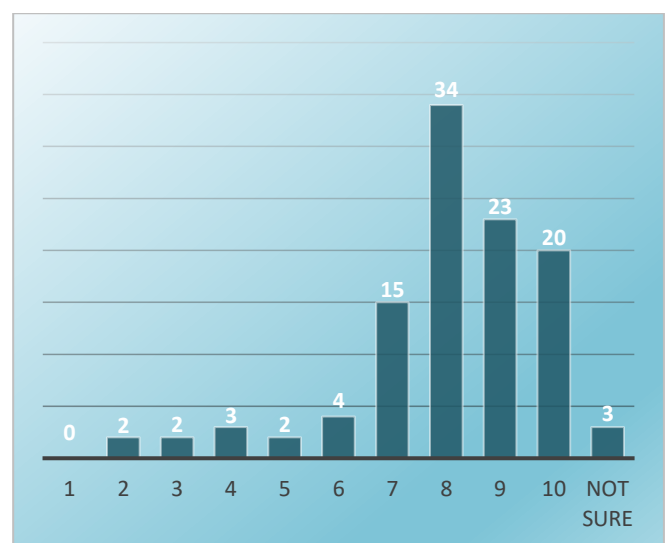
Interaction with personnel

63% gave a rating of either *excellent* (28%) or *good* (35%), 10% gave a rating of *average*, 3% gave a rating of *poor*, and 24% stated that they were *not sure*.

How would you rate PeakCare overall?

Members were asked to rate PeakCare overall on a scale of 1 to 10, with 10 being excellent. 108 of the 117 respondents entered a rating.

The average score was **8.00**. This compares with an overall average rating of 8.65 in 2017 and 7.91 in 2019.



The findings are illustrated in the above graph.

THINKING ABOUT THE FUTURE...

What's the one thing about PeakCare you'd change?

Respondents had the opportunity to nominate the one thing about PeakCare that they would want changed. There was a wide variety of suggestions.

Some respondents focussed on research, policy, service delivery and/or training issues that they thought warranted increased attention:

- *More a point of emphasis. I am increasingly concerned about the lack of focus on service development at a systems level. This has been influenced by a range of factors over the years. It would be useful if PeakCare scoped this issue and examined these factors to identify what, if any, strategies it could undertake to promote service development in Queensland.*
- *I would like more professional development opportunities, particularly round table webinars.*
- *I think you're doing a great job at promoting the wellbeing of children and young people as well as those working in the child protection system. The only suggestion I have is that of client engagement through a Youth Advisory Group or similar. PeakCare may already be doing this, if so - want to hear more.*
- *How we better support Kinship Care without department intervention.*
- *Members able to access information and feedback from all the government forums that PeakCare attends. It probably comes in newsletters, but sometimes there is critical information that gets lost in the deluge of emails that don't get read from top to bottom.*
- *Look into the reasons that Youth Workers are not encouraged to seek training from outside their organisations.*
- *Perhaps some emphasis on original research.*

Several respondents commented on increasing the engagement of regions and/ or 'front-line' workers:

- *More accessible pathways for frontline staff to provide advice and feedback.*
- *More interaction with youth workers and ground staff rather than managers.*
- *More 'ground level' involvement with non-government organisation and Child Safety Service Centre staff - e.g. regional partnership meeting attendance, service*

visits... there is a sense of being 'distant' which I feel results in an out-of-sight out-of-mind sense, rather than having active interpersonal relationships to leverage.

- *More inclusive sector consultation.*
- *Closer relationship to direct care staff of non-government organisations.*
- *More involvement with on the floor staff.*
- *Just sometimes feel as though there is not enough thought to areas outside of Southeast Queensland.*
- *PeakCare should get in touch with the care workers who are not managers, regional managers etc. The opinions of the care workers that are responsible for the daily care of the young people should be heard more.*
- *Have a more direct communication with direct care staff, not enough staff know about what PeakCare do.*
- *Some local face-to-face community events as opposed to Brisbane itself (last event attended was 4 hours driving - 2 hours each way).*
- *More forums for practitioners at a lower level (case management level instead of operational management level).*
- *Updated layout and marketing - more interactive opportunities with web/email/newsletter type items.*

Some respondents commented on PeakCare's Board and membership:

- *Have a care experienced young person on the Board.*
- *Representation on the Board.*
- *More benefits to members? What's in it to be a member? More access to research, working parties on important issues, and an opportunity for members to be individuals that are professionals in their field.*
- *Broader membership base in terms of participation and involvement.*

Some commented on the need for the Peakcare to receive increased acknowledgement and funding from government:

- *Further acknowledgement and recognition from our Government.*
- *Increase its funding/ capacity – focusing on research and evaluation.*
- *Increased funding.*

- Give them more operational \$\$\$ so they can increase their reach and work.

Some made additional comments of a more general nature about the organisation's activities and the ways in which they are performed:

- Stronger use of the advocacy platform to assist in championing the issues and challenges faced in the non-government sector.
- More collaborative work across peaks in the community sector so that there is a strong consistent voice.
- More member input to contribute to decisions and initiatives put forward. I have not agreed with all initiatives.
- Wish it would stay political neutral because currently has clear left leaning bias.
- The left-leaning groupthink within the organization. No diversity of thought.
- Nothing, communication is really good and updates are provided regularly.

- Keep doing what you are doing well.

Respondent demographics

While survey responses were collected anonymously, respondents were asked a number of demographic questions.

Role responsibility

33% (35) of respondents indicated they had a role which predominantly included state-wide responsibilities, and 64% (70) indicated their role had responsibilities predominantly specific to a region or local area. 12 respondents skipped this question.

Position category

- Executive leadership role: 14.95% (16)
- Management role: 36.45% (39)
- Service delivery role: 34.58 (37)
- Other role: 14.02% (15).

10 respondents skipped this question.

WHERE TO FROM HERE?

PeakCare will use the survey findings along with the outcomes of other consultation exercises and contemporary developments in child protection and related services to inform PeakCare's strategic directions, priorities and operational planning.

PeakCare always welcomes feedback from our Members and Supporters.

If you wish to provide further feedback about any of the matters addressed within this report, please email your comments to PeakCare's Executive Director, Lindsay Wegener (lwegener@peakcare.org.au) or you may direct your feedback to the PeakCare Board C/- Mr Michael Currie, Board President, PeakCare Queensland, PO Box 159 Paddington QLD 4064 (E: Office@peakcare.org.au).