



PeakCare
Queensland Inc.

peakcare.org.au



IMPACT AND INSIGHTS REPORT

2022-23





ACKNOWLEDGEMENT

PeakCare acknowledges the traditional owners on whose land we live, work and play and extends that acknowledgement to the traditional owners of all lands on which the child and family services sector is working each and every day to help create better and safer futures for Queensland children, families and communities.

PEAKCARE QUEENSLAND

Safe and well children. Safe and well families.

ABOUT US

PeakCare is Queensland's peak body for child protection and is committed to the safety and wellbeing of Queensland's children, young people, and their families. Representing a broad network of members we are committed to upholding the rights and interests of vulnerable groups.

Our mission is to lead the child protection and family support sector by fostering collaboration, nurturing expertise, and driving systemic change, with the vision of a future where every child and family is valued and empowered.

Our work is underpinned by a commitment to knowledge leadership, thought leadership, and robust advocacy, aiming to influence policy and shape practice. As a proactive, inclusive, and ethical voice in the field, PeakCare's impact spans guiding policy reforms and empowering practitioners, advocating for the rights and well-being of Queensland's children and families.

OUR QUALITY COMMITMENT

PeakCare staff are supported to integrate quality into the way they work; and to initiate and promote continual improvement that will ultimately contribute to the safety and wellbeing of children, young people and their families.

OUR BELIEFS AND VALUES

- Leadership, integrity and values
- Independence, interdependence and impartiality
- Respect and inclusiveness
- Reconciliation that honours First People of the Land and their rights to self-determination.



MESSAGE FROM THE CHAIR

REFLECTING ON A YEAR OF ACCOMPLISHMENTS

“

It is my pleasure to submit the PeakCare Impact and Insights Report for 2022-23 on behalf of the PeakCare Board and PeakCare team.

I would like to formally congratulate Tom on his appointment as the Chief Executive Officer of PeakCare. Tom's valuable skills and experience will undoubtedly contribute to PeakCare's growth and extended advocacy in the coming years. I would also like to acknowledge Lindsay Wegener whose dedication and efforts have contributed to the achievements highlighted in this report and for his years of dedicated service to PeakCare and the Queensland child and family sector. On behalf of the PeakCare Board I extend our warmest wishes for his retirement.

The past year has been defined by robust advocacy and enriching engagements with our members, supporters, and partners. PeakCare's unwavering focus on improving the wellbeing of Queensland children, young people, families, and the services that support them has been a beacon of hope and support for the sector.

Moving forward, PeakCare remains dedicated to its vision of a society where children, young people, and families are respected, safe, and well-supported. The organisation will continue its work, ensuring the voices and rights of these groups and our members continue to be strengthened, amplified, and heard.

The Board extends its thanks to every member organisation, associate member, staff member, and stakeholder for their ongoing support and for their invaluable contributions during 2022-23. Together, you have made a significant difference in the lives of Queensland's children, young people, families, and communities.

Thank you for your commitment and valued contribution to the child and family sector.

Sincerely,



Kym Langill
Chairperson, PeakCare Board



MESSAGE FROM THE CEO

EMBRACING CHANGE, DELIVERING SUCCESS



It is my pleasure to present to you the PeakCare Impact and Insights Report for 2022-23. This report showcases the achievements of our organisation in fulfilling our vision of a Queensland where children, young people and families are safe and well.

The past year has been marked by significant changes and opportunities across the child and family sector. PeakCare has been at the forefront of advocating for the rights, entitlements and wellbeing of children, young people and families, especially those who are facing disadvantage.

Our PeakCare talent Centres have commenced and will be helping address critical staffing challenges across the sector from July 2023.

We have maintained our commitment to providing knowledge and thought leadership, policy analysis and advice, and capacity building for our members and supporters.

I would like to thank our Board, staff, members, supporters, funders and partners for their invaluable contributions and collaboration throughout the year. Together, we have and will continue to make a positive difference in the lives of children, young people and families in Queensland.

I look forward to continuing our work in 2023-24 and beyond, as we continue striving to deliver on our purpose of being a strong independent voice informed by research, evaluation and evidence to influence and achieve better outcomes for children, young people, families and communities.

Kind regards,

Tom Allsop
Chief Executive Officer



OUR BOARD



Kym Langill
Chairperson



Carly Jacobitz
Vice Chairperson



Vivien Bull
Treasurer



Michael Currie
Executive Member



Jo Allen-Keeling
Executive Member



Thomas McIntyre
Executive Member



Carol Ronken
Executive Member



OUR PEOPLE



Tom Allsop
Chief Executive
Officer



Jennifer Inoue
Manager, Sector
Innovation Portfolio



Mark Jeffery
Media and
Communications
Manager



Elizabeth Hansen
Senior Advisor



Anushri Bellary
Advisor



Lindsay Wegener
Former Executive
Director



Rebecca Foley
Former Assistant
Director

FAREWELL LINDSAY

After more than 12-years of service as PeakCare's Executive Director and decades of contribution to the child and family sector, this year saw Lindsay Wegener retire as the head of PeakCare Queensland. PeakCare recognises and thanks Lindsay for his incredible service, his wisdom, and his enduring commitment to improving the lives and lived experience of Queensland's children, young people and families.

PeakCare is a better organisation for Lindsay's leadership, and he leaves a lasting legacy for us all.



STRATEGIC PLAN 2021-25

The Strategic Plan 2021-25 contains statements of our vision, our purpose, our beliefs and values, and five areas of strategic intent.



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 and our facilitation of sector innovation.



ORGANISATIONAL CAPABILITY

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



DATA DRIVEN IMPACT

OUR YEAR AT A GLANCE



We have

62

full and associate members

8

keynote and plenary conference presentations delivered

913

people registered for PeakCare online events

We now have

23,770

learners registered for Hope & Healing

9

formal submissions to Parliament and Government agencies

239

mainstream media mentions across tv, radio and print

59

newsletters and special announcements published to our networks

94 signatories

'Stop Youth Crime - Get Smarter not Tougher' Open Letter

198

workshops and training events listed on PeakCare's website



KNOWLEDGE LEADERSHIP



Enhance knowledge of Queensland children and young people's needs, along with those of their families and communities, and to identify effective evidence based service responses.

In 2023, PeakCare continued to excel in its strategic intent of knowledge leadership, highlighting our commitment to nurture and grow sector knowledge on the needs of Queensland's children, young people, their families, and communities.

3

PEAKCARE DESIGNED AND ADMINISTERED SURVEYS

PeakCare conducted **three** significant surveys during 2022-23, gathering valuable insights from members.

80% HIGH MEMBER SATISFACTION

PeakCare's members showed high satisfaction levels in regard to PeakCare's knowledge leadership, with **80%** of survey respondents demonstrating strong approval of the organisation's performance in relation to this strategic area.

CHILD SEXUAL EXPLOITATION AND ABUSE ONLINE FORUM

In an event co-hosted by PeakCare and Life Without Barriers, over 500 participants from 116 organisations participated in this online forum dedicated to addressing child sexual abuse and exploitation, particularly focusing on children in care. The forum aimed to deepen understanding, share resources, and strengthen reporting mechanisms in this crucial area. Highlights included a panel discussion by Dr. Susan Rayment-McHugh and Conrad Townson on the trends and impacts of child sexual exploitation, a focus on the SAFE Books series as a vital educational tool, and sessions on reporting obligations. The forum concluded with reflections and next steps presented by Tom Allsop and Teena Ingram, reflecting on the commitment to ongoing dialogue and action to protect and support young people.



THOUGHT LEADERSHIP



Conduct exemplary policy analysis to deepen influence and shape leadership and conversations about family support and child protection in across all levels of government and non-government sectors

PeakCare's commitment to thought leadership has underpinned its work in 2022-23 by consistently engaging in high-level policy analysis and advocacy, influencing the broader dialogue around child protection and family support.

9 FORMAL SUBMISSIONS AUTHORED AND LODGED

PeakCare's authored nine formal submissions throughout 2022-23.

On behalf of CAFWAA, PeakCare authored correspondence outlining opportunities for, and seeking greater recognition and support for informal kinship carers.

In May 2023, PeakCare provided correspondence highlighting concerns with the proposed indexation rate for 2023-24 which was co-signed by 30 supporter organisations. Following submission of this letter, a further increase to the indexation rate for 2023-24 was announced by the Queensland Government.

PARTICIPATION IN GOVERNMENT-INITIATED FORUMS

PeakCare actively participated in key government-initiated forums. These included regular strategic meetings with the Child Safety, Seniors and Disability Services and various advisory groups. These meetings provided valuable opportunities for PeakCare to voice sector challenges, advocate for change, and contribute to the development of informed, effective policies.

59 editions of e-News, special announcements, blogs and videos

252 workshop and training events advertised





8 HOSTED OR CO-HOSTED WORKSHOPS, CONFERENCES OR SEMINARS

PeakCare demonstrated commitment to thought leadership by hosting and co-hosting eight events. This included a forum on child sexual exploitation and abuse with Life Without Barriers and a symposium on the overuse of suspensions in Queensland State Schools.

PeakCare facilitated two workshops on Positive Behaviour Support and Managing High Risk Behaviours in Townsville and Brisbane, focusing on developing high quality and relevant training for residential care staff.

6 SIMILAR EVENTS HOSTED BY OTHERS WITH CONTRIBUTIONS BY PEAKCARE

PeakCare contributed to six events hosted by other organisations. Key contributions included Lindsay Wegener facilitating a panel on youth justice reform at the QCOSS Conference, Jen Inoue presenting at the International Foster Care Conference, and Tom Allsop co-presenting the MyGoTo4 framework at the ANZ Child and Adolescent Mental Health Conference.



70% HIGH MEMBER SATISFACTION

PeakCare's thought leadership in the area of member satisfaction was highly praised by 70% of the survey respondents, while the remaining 30% expressed satisfaction.



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.

In 2022-23, PeakCare's advocacy efforts were instrumental in helping address critical issues for the child safety, youth justice and family support sectors in Queensland.

PEAKCARE OPEN LETTER TO PARLIAMENT

Throughout 2022-23 PeakCare has been advocating to reshape the discourse around youth crime in Queensland. In January 2023, PeakCare published an open letter in the Courier Mail addressed to the Queensland Parliament urging them to "Stop Youth Crime – Get Smarter Not Tougher".

We highlighted the need to move away from short-term punitive measures towards a more holistic, evidence-based approach. Our advocacy underscored the importance of inter-agency collaboration, particularly in integrating resources from health, education, and social services, to address the root causes of youth crime comprehensively. Our campaign also focused on the detrimental effects of social media, where we called for regulatory measures to prevent the spread of hate messages and incitements to crime and protect vulnerable youths from being influenced or targeted by negative online content.

PeakCare has successfully brought together a diverse group of community organisations, leaders, and the public, receiving support supported from 94 organisations and community groups, emphasising the importance of collaborative solutions and inclusive dialogue. This broad engagement reflects our commitment to a community-centered approach in addressing the complexities of family support and child protection.

As PeakCare moves forward into 2023-24, we continue to receive growing support and interest in this area and we remain an influential advocate for systemic change. The past year has not only been about challenging existing paradigms but also about laying the groundwork for a more informed, compassionate, and effective approach to youth crime in Queensland.



STOP YOUTH CRIME – GET SMARTER NOT TOUGHER

We are organisations and individuals concerned about preventing youth crime, reducing offending and achieving community safety. As you deliberate about youth crime, we respectfully urge you to consider the following:

STOP POLITICISING YOUTH CRIME

Queensland communities deserve evidence-based solutions to youth crime that actually work. They do not deserve political posturing about who is the toughest on crime. A bipartisan approach based on getting smarter, not tougher, will produce better outcomes for everyone in keeping communities safe.

TAKE NOTICE OF THE FACTS

Queensland already has some of the toughest laws and the highest number of children imprisoned in Australia. Despite decreasing youth crime rates, the number of children held in Queensland detention centres continues to increase. In 2021/22, with detention centres overflowing, around 470 Queensland children – some as young as 10 – were held in adult watchhouses for periods of up to 14 days. A watchhouse is not a fit place for a child.

Locking children up does not free communities from crime. There is overwhelming evidence that youth detention does not work to deter crime, rehabilitate, or make communities safer. In fact, the experience of being incarcerated increases the likelihood of children offending. Almost all children who are imprisoned in youth detention in Queensland reoffend within 12 months of their release.

We can never imprison our way to a safer community, but there is plenty of evidence about how we can reduce crime.

PROTECT OUR CHILDREN – MORE THAN ANY OTHER AGE GROUP THEY ARE THE VICTIMS OF CRIME

While we are all concerned about children who break the law, please remain aware that children, more than any other age group, constitute the majority of crime victims. Many of the children who find themselves on the wrong side of the law have been the victims of crimes far more serious than any offences they have committed.

Many have grown up learning that adults are not to be trusted. It is any wonder that they have little respect or trust in authority figures and the justice system? It takes time, persistence and skills to regain the trust of these children.

LET FIRST NATIONS LEADERS LEAD

The gross overrepresentation of Aboriginal and Torres Strait Islander children in detention – over 70% – continues to draw shame on the world stage. When First Nations leaders and organisations have been able to design and manage responses to youth crime within their communities, the results have been impressive.

Governments need to get out of the way and let First Nations leaders lead. This means making a genuine commitment to self-determination by First Nations peoples and resourcing of their communities to deliver local responses that they, more than anyone else, know will work best.

PROPERLY RESOURCE OUR TEACHERS AND SCHOOLS

By the time children enter detention, over 50% have not been attending school. It is within the classroom that anti-social behaviour usually begins to emerge. Non-attendance at schools and high rates of suspensions and exclusions are frequent precursors to children's involvement with the youth justice system.

Better resourcing of teachers and schools with the programs and supports they need to keep children engaged in schooling will help stop problems before they start.

TAKE ACCOUNT OF CHILDREN'S DISABILITIES AND MENTAL HEALTH CONCERNS

Many children in the youth justice system have severe disabilities, including level 1 autism spectrum syndrome disorder. There are no systemic screening or assessment processes in place to identify disabilities of children involved with Queensland's youth justice system, meaning we are currently detaining children with undiagnosed disabilities and providing no appropriate supports when children leave detention – a recipe for reoffending. Failure to consider neurodisabilities and the absence of a safe place to call home, and/or exposure to alcohol and other substance misuse.

We must address these issues by tackling child poverty collectively, reducing youth homelessness, addressing the impact of family violence on children, and increasing the number and range of

specialised youth mental health services, alcohol and drug treatment services, child protection, family support, early education and mentoring programs.

Ban social media outlets from posting both children's illegal exploits and 'hate messages' from vigilante groups – both are inciting children to commit offences.

Get tougher on the causes of youth crime – it will represent a far better, less costly and more effective investment of 'taxpayers' dollars in achieving community safety.

HOLD CHILDREN ACCOUNTABLE FOR THEIR BEHAVIOURS IN WAYS THAT WORK

Thousands of harsh punishments do not deter children from offending. The incarceration of children is the single biggest predictor of children entering into a lifetime of crime.

Why is it that there has been a significant reduction in the use of restorative justice approaches in recent times? In many instances, restorative justice very effectively brings children and the victims together face-to-face to help children understand and take responsibility for their behaviour and work out the ways they can repair the harm. It is just one example of getting smarter, rather than tougher, in using solutions that work. There are many more.

DISSUAD CHILDREN UNDER THE AGE OF 14 FROM THE CRIMINAL JUSTICE SYSTEM

The younger children are when they first have contact with the justice system, the more likely they are to go on to re-offend. Effective responses involve children quickly discovering the consequences of bad behaviour, whilst also providing guidance to not repeat their mistakes. Children, especially very young children, do not understand or benefit from fronting courts and waiting months while the wheels of justice slowly turn. There are much more effective ways of holding children to account in ways that are timely and well-matched to a child's age and stage of development.

Any evidence-based policy to keep the community safe should include significant investment in strategies that work to divert children, especially those younger than 14, from the criminal justice system. Collectively, we remain firmly committed to working with members of the Queensland Parliament on strategies to reduce youth crime. We are especially committed to working on strategies that are smarter, not tougher, in protecting Queensland communities and keeping them safe.

The figures referred to within this letter have been drawn from the Children's Court of Queensland Annual Report 2021-22. Please refer to the 'Orange Paper #2 – a ten point evidence-based plan for investment in addressing youth offending' first published by the Youth Advocacy Centre in 2020 – it provides a good starting point for getting smarter, not tougher.

Alyssa Verring	Assoc Prof Heather Fraser	Carol Bonken	Dr Meg Perkins	Dr Michelle Newcomb	Dr Natasha Reid	Dr Shane Warren	Dr Terry Hutchinson	Elena Marchetti	Hon Margaret White AO
Jean Canobbio	Jessie Jones	John Homan	Prof Christine Morley	Prof Karen Healy	Prof Silke Meyer	Rav Dr Wayne Sanderson	Sam Paterson	Sandy Patton	Schamyn Kneen

239 PUBLISHED ARTICLES AND BROADCAST ARTICLES

PeakCare spoke with conviction through sustained social and traditional media campaigns and appearances to advocate on behalf of our members. Discussions around youth justice, vigilantism, the right to learn, and raising the age of criminal responsibility were in focus this year.



'IS AUSTRALIA A LUCKY COUNTRY FOR ALL?' - PANEL DISCUSSION

In our commitment to addressing the impact of poverty on children and families, PeakCare has actively engaged in various initiatives for enhanced recognition and response. Of particular note is the panel-led discussion organised by PeakCare on behalf of Anti Poverty Week.

The event was held at Parliament House, facilitated by Paul Barclay from ABC Radio National and featured panelists Commissioner Natalie Lewis, Dr. Sharon Bessell from Australian National University, and Ms. Cath Bartolo of Youth and Family Services.

Co-chair for Anti-Poverty Week, Lindsay Wegener delivered opening and closing remarks. Special thank you to PeakCare's Media and Communications Manager, Mark Jeffery for organising and co-ordinating this discussion on behalf of the Queensland Anti-Poverty Week Committee.



100% HIGH MEMBER SATISFACTION

PeakCare's advocacy performance exceeded member expectations, with 100% of survey respondents indicating strong satisfaction.



VALUE



To listen and create value for members, meeting expectations and providing sound return on their investment in the organisation's pursuit of our vision and our facilitation of sector innovation

In 2022-23 PeakCare continued to provide valuable educational resources and support to its members, contributing to the professional development and capacity building of the child protection and family support sector.

18,218

TOTAL COMPLETIONS OF HOPE AND HEALING MODULES

As at 30 June 2023, a total of:

- **23,770 Learners** were registered on the PeakCare learning platform.
- **17,094 Residential Care Workers** and their supervisors have completed all 10 modules.
- **1,124 learners** have completed Hope and Healing for **Foster Care**.

SYSTEM TRANSITION

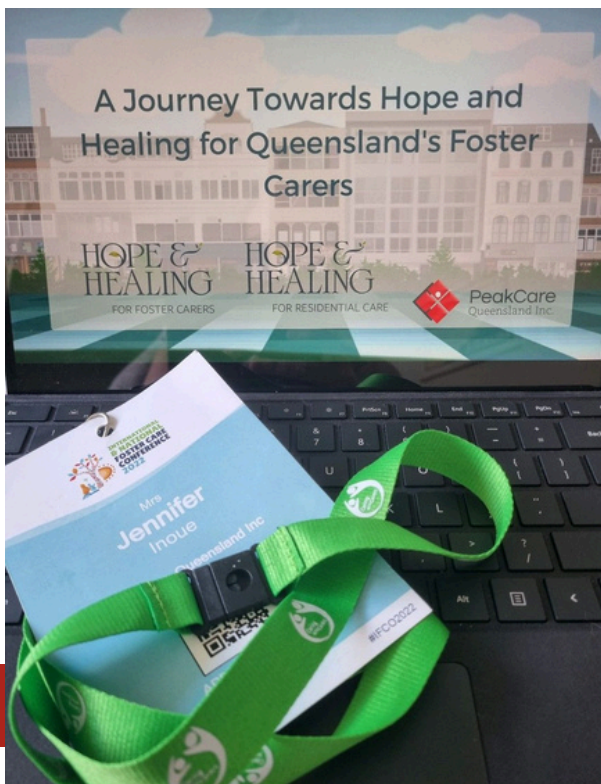
Following feedback from residential care workers on their desire to be able to access Hope & Healing beyond their initial training window, PeakCare transitioned to a new learning platform which has introduced more flexible licensing structure and more options around management of certificates making supporting over 23,000 learners much easier for all our sector partners.

DEVELOPMENT OF FIRST ONLINE HOPE AND HEALING MASTERCLASS

In an exciting partnership between PeakCare and DCSSDS, a masterclass in **Positive Behaviour Support and Managing High Risk Behaviour** was developed. Seeking real life input from frontline workers, positive behaviour support specialists, mental health practitioners, quality managers and instructional designers through workshops and iterative development cycles. PeakCare looks forward to launching the product later in 2023.

PeakCare thanks the organisations that contributed their time and expertise to ensuring this first online masterclass for residential care workers reflects the sector's needs.





42 CROSS-SECTOR FORUMS SUPPORT BY PEAKCARE

In the 2022-23 financial year, PeakCare actively engaged in a variety of non-government initiated and cross-sector forums, demonstrating a commitment to engaging with diverse stakeholders and participating in collaborative efforts to improve child and family services in Queensland.

PEAKCARE TALENT CENTRES

In 2022-23, PeakCare was successful in receiving approval and funding for PeakCare Talent Centres, a workforce capacity development initiative to addresses critical staffing challenges impacting the sector.

Commencing delivery in 2023-24 by PeakCare in partnership with Look Now Training and Workforce Connect, the program will be offered in both face-to-face and virtual formats across Queensland, responding to regional capacity needs and opportunities.



70% HIGH MEMBER SATISFACTION

PeakCare's value makes the difference.

70% of survey respondents are highly satisfied with our performance in this strategic area.



ORGANISATIONAL CAPABILITY

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

PeakCare staff remained committed to improving the way we worked in 2022-23, with a focus on quality in all aspects of our operations.

PEAKCARE MEMBERS SURVEY

In May 2023, PeakCare conducted its fifth biennial Members' Survey, which provided constructive and valuable feedback.

The survey results are being used to inform PeakCare's strategic and operational planning, and member satisfaction reflections have been included in each area of this report.

ISO ACCREDITATION

In May 2023, PeakCare obtained our **Institute for Healthy Communities Australia (IHCA)** re-certification against **ISO 9001:2015** standards. Our thanks are extended to the IHCA auditors.

Our appreciation is also extended to Ms Clarissa Rahmet, The Quality Nerd for conducting an 'internal' audit against the requirements of ISO 9001:2015 prior to the audit undertaken by IHCA.

ESTABLISHMENT OF SECTOR INNOVATION PORTFOLIO

PeakCare completed an organisational realignment in December 2022 to incorporate a 'sector innovation portfolio' led by PeakCare's Manager, Sector Innovation Portfolio. This role involves leading and managing innovative child protection projects in collaboration with various agencies, maintaining and improving e-learning programs and ICT platforms, and contributing to the PeakCare's operational excellence.



PEAKCARE CONSTITUTION

In April 2023, PeakCare's members endorsed an updated Constitution, through this new constitution PeakCare now welcomes Associate Members and looks forward to promoting this new member category with the sector.

NEW PEAKCARE WEBSITE

To prepare for the launch of a refreshed website in 2023-24, PeakCare undertook significant redesign work to improve user experience, including a new events calendar interface and more responsive navigation.

100% HIGH MEMBER SATISFACTION

In the latest survey, 100% of respondents rated our performance positively, with 56% acknowledging our effectiveness by rating us 'very well' or 'well' and an additional 44% providing a neutral rating of average. This feedback is a testament to our efforts and serves as motivation for us to continue improving.



TREASURER'S REPORT

I am pleased to submit the audited Financial Statements for PeakCare Queensland for the year ended 30 June 2023.

The total revenue from continuing operations of the organisation for the year ended 30 June 2023 was **\$1,505,790**. This included **\$1,352,965** in operating grants from the State Government.

Other revenue streams included:

- Membership fees **\$100,315**
- Rental income **\$11,160**
- Donation income **\$41,350**

This leaves PeakCare with an operating profit of **\$103,472** for the year.

Accumulated Funds of the organisation at 30 June 2023 are **\$1,612,884**.

On behalf of the PeakCare Board and Members, I wish to thank the Hon. Craig Crawford MP, Minister for Child Safety, Seniors and Disability Services, the Hon. Di Farmer MP, Minister for Employment and Small Business, Minister for Training and Skills Development and Minister for Youth Justice, and Officers of both the Department of Child Safety, Seniors and Disability Services and Department of Youth Justice, Employment, Small Business and Training for their support during 2022-23.

My appreciation also extends to Board colleagues, PeakCare staff members for their support and commitment during the year, HLB Mann Judd for their delivery of managed accountancy services to the organisation, and IAS for the delivery of financial auditing services to PeakCare for the 2022-23 period.

Warm regards,

Vivien Bull

Vivien Bull

Treasurer, PeakCare Board





PeakCare
Queensland Inc.

