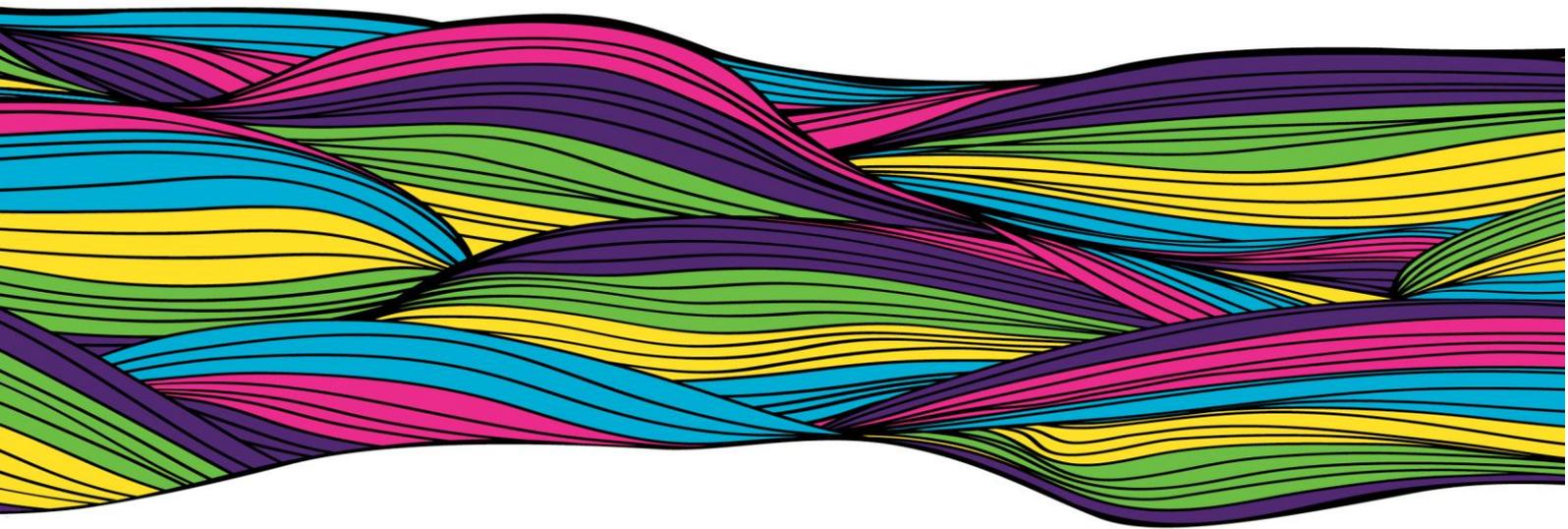


Truth, Healing and Reconciliation Taskforce
*'Getting the recommendations of the Royal Commission into
Institutional Responses to Child Sexual Abuse right'*

**Questionnaire
April 2022**



Information on the Truth, Healing and Reconciliation Taskforce Questionnaire

The Truth, Healing and Reconciliation Taskforce (the Taskforce) was established by the Queensland Government on 3 September 2018. The role of the Taskforce is to provide advice to the Queensland Government on key issues relating to the implementation of reforms arising from the Royal Commission into Institutional Responses to Child Sexual Abuse (the Royal Commission).

The Taskforce reports to the Honourable Leanne Linard MP, Minister for Children and Youth Justice and Multicultural Affairs.

The Taskforce is made up of ten members including four people with lived experience of institutional child abuse. The Chair of the Taskforce is Mr Robert (Bob) Atkinson AO APM. There are also two representatives of support services, one representative of out-of-home care providers, one representative of an organisation that supports children and young people and one representative of religious institutions.

The work of the Taskforce is to ensure the Queensland Government's implementation of Royal Commission recommendations continues to be informed by the voices of people with lived experience of abuse as children in Queensland institutions.

Privacy Statement

You do not have to disclose any information you don't want to. The information you provide in this questionnaire will be disclosed to the Taskforce and the Taskforce Secretariat provided by the Department of Children, Youth Justice and Multicultural Affairs and will be managed in accordance with the *Information Privacy Act 2009*.

Message from the Chair – Mr Robert (Bob) Atkinson AO APM

As one of the six Commissioners for the Royal Commission into Institutional Responses to Child Sexual Abuse (the Royal Commission), I was moved by the power of people coming forward and sharing their experiences.

Since 2020, the Taskforce have been travelling Queensland with its 'Listening Tour' to talk with people with lived experience of institutional child abuse, their friends, supporters, and service providers.

The COVID-19 health pandemic has posed several challenges in recent years and has limited the Taskforce's ability to travel, leading the Taskforce to develop alternative ways to hear from people with lived experience, their friends, supports, and service providers.

The Taskforce remain committed to hearing from people with lived experience and will continue this conversation through this questionnaire. It is hoped that the questionnaire will provide an opportunity for people who are unable to attend the community forums to share their views and thoughts on a range of topics related to the recommendations of the Royal Commission.

In addition to hearing from people with lived experience of child abuse in institutions, we invite friends, family, and supporters of people with lived experience as well as service providers and institutions who are implementing the Royal Commission recommendations to share with us your insight into what is happening for people.

We also invite professionals to share your successes and challenges in supporting people with lived experience of child abuse in institutions.

The role of the Taskforce is to provide advice to the Minister for Children, Youth Justice and Minister for Multicultural Affairs on the implementation of Royal Commission reforms in Queensland. The responses we receive to this questionnaire will be used in the Taskforce's final report in 2022 and will form part of the recommendations that the Taskforce will make to the Minister.

As a Taskforce, we cannot provide this advice without hearing directly from people with lived experience, their supporters and service providers.

It is a privilege to hear from people with lived experience. We value your dedication and courage in sharing your thoughts with us.

If you would like more information on the work of the Taskforce, please visit www.cyjma.qld.gov.au/thr-taskforce.

Thank you for taking the time to contribute to this questionnaire.



Mr Robert (Bob) Atkinson AO APM
Chair, Truth, Healing and Reconciliation Taskforce

What is the Truth, Healing and Reconciliation Taskforce (the Taskforce) trying to achieve?

It has been four years since the Royal Commission delivered its final report. This questionnaire seeks to reflect on the impact of the findings and learnings of the Royal Commission over this time and consider what else the Taskforce may be able to do to increase awareness of child abuse in institutions and its impact.

Through this questionnaire, the Taskforce seeks to better understand the impact of the Royal Commission in Queensland. Our questions are:

- Has the Royal Commission made a difference in the lives of people with lived experience?
- Is the community more informed about the impact of child abuse in institutions?
- Do service providers have the knowledge, skills and resources to prevent and respond to child abuse in institutional settings?
- Are people with lived experience getting the help and support they need?

The feedback received will assist the Taskforce in ensuring the Queensland Government's implementation of Royal Commission recommendations continues to be informed by the voices of people with lived experience of abuse as children in Queensland institutions, and their supporters.

We value your feedback and opinions and invite you to voice your concerns, provide input and feedback on experiences of systems and processes and how you think they can be improved.

Things to be aware of before you start the questionnaire

If you have lived experience of abuse as a child in institutional settings including out-of-home care you may find it difficult to fill out this survey.

Thinking and writing about child abuse in institutions and filling out this questionnaire may bring back memories and raise a lot of issues. Please know that help is available to you and a list of support services can be found at the end of this questionnaire on page 17.

A note on the words used in this questionnaire

Throughout this document we use the words child abuse and institution/s.

Child abuse refers to all forms of child abuse; including physical, sexual, emotional and psychological abuse, systems abuse and neglect. Systems abuse refers to the inadequate policies and practices which impacted on the life of children and did not hold professionals or institutions accountable.

Institution/s refers to any public or private organisation, agency, association, club, government funded facilities and organisations, or religious activities. This includes but is not limited to orphanages, group homes, foster care, kinship care, youth detention, schools, childcare, sporting groups, recreation groups and clubs, camps, disability services, Sunday schools and religious activities.

How to get involved

You must be aged 18 years and over to participate. We do not ask for your name or contact details when completing the questionnaire. However, please be aware that information provided may be quoted anonymously in public documents.

While the Taskforce is not in a position to respond to any individual concerns or complaints, if you have concerns about a child, or wish to report child abuse, please see page 17 for more information.

Providing a response

The questionnaire is presented in four sections:

- Section 1 - Basic demographics
- Section 2 – Questions for people with lived experience, friends and family and their supporters
- Section 3 – Questions for specialist support services working directly with people with lived experience of child abuse in institutions
- Section 4 – Questions for services accessed by people with lived experience of child abuse in institutions and services working with children

Please note that a response is not required for all questions, **please feel free to only answer as much as you feel comfortable.**

You may wish to comment on all the topics, or only those that are of interest to you.

The submission closing date is Friday 19 August 2022.

You can send your written responses via email or post to:

Email: taskforce.secretariat@cyjma.qld.gov.au

Mail: Truth, Healing and Reconciliation Taskforce
Department of Children, Youth Justice and Multicultural Affairs
Locked Bag 3405
Brisbane QLD 4001

- Paper based copies of the questionnaire can be posted upon request.
- If you would prefer to provide feedback through another avenue, such as over the phone, or would like more copies of the questionnaire please contact the Taskforce Secretariat on (07) 3097 5793 or via email taskforce.secretariat@cyjma.qld.gov.au.

How your information will be used.

The information gathered from the questionnaire will be used to inform the advice that the Taskforce provides to the Minister for Children, Youth Justice and Minister for Multicultural Affairs. No names or any personally identifying details will be published in the report provided to the Minister.

Questionnaire April 2022

Getting the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse right'

Please note:

- A response is not required for all questions, please feel free to only answer as much as you feel comfortable
- Help is available to you and a list of support services can be found at the end of this questionnaire on page 17.

SECTION 1: Basic demographics

1. What is your age:

- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70+

2. What State or Territory do you live in?

- Queensland
- New South Wales
- Victoria
- Australian Capital Territory
- Tasmania
- South Australia
- Western Australia
- Northern Territory

3. Do you identify as:

- Male
- Female
- Another gender (please specify):

4. Do you identify as being part of any of these groups?

- Aboriginal and/or Torres Strait Islander
- South Sea Islander
- Culturally and linguistically diverse
- Person with disability
- Rural and/or remote
- other, please specify:



Awareness of the Royal Commission into Institutional Responses to Child Sexual Abuse (the Royal Commission):

5. Please mark the issues that you think are the most important. *You can select as many as you wish.*
- preventing child abuse in institutions
 - identifying, disclosing and reporting child abuse in institutions
 - how institutions respond to child abuse
 - the impact of child abuse in institutions for people with lived experience
 - making institutions child safe
 - support and services for people with lived experience
 - criminal justice system for those with lived experience
 - civil justice system for those with lived experience
 - all of the above
 - other, please specify:

What is your primary interest in participating in this questionnaire? *Please note that the box you tick, will determine the questions you are asked in this questionnaire.*

People with lived experience, friends and family and supporters

- I am a person with lived experience of child abuse in institutions
- I am a friend or family member of a person with lived experience of child abuse in institutions
- I have general interest in this issue

AND / OR

A Specialist support services working directly with people with lived experience of child abuse in institutions

- I provide specialist services for people who have experienced child abuse in institutions, to address the impact of child abuse in institutions

Please specify in the box below what area of the support sector you work in, for example, counselling, accommodation, health, aged care, child protection services, schools, health, sport and recreation.



OR

A Services accessed by people with lived experience of child abuse in institutions and services working with children

- I provide a service that is accessed by people with lived experience, but this service does not specialise in child abuse in institutions
- I provide services to children, for example, child protection, health, police, schools, childcare or sport and recreation activities
- other, please specify:

SECTION 2: The below questions are for people with lived experience, friends and family and their supporters

6. In your opinion, has the Royal Commission had an impact on raising awareness of child abuse in institutions?
- definitely
 - somewhat
 - a little
 - not at all
 - other, please specify:

Please provide comments on your response:

7. What do you think needs to be done to increase the awareness of child abuse in institutions and its impact?

8. What information and resources do you think would help raise awareness of child abuse in institutions and its impact?

9. Do you think there has been a change in the way services are delivered since the Royal Commission?
- yes
 - no
 - same as before the Royal Commission
 - it's worse now, than before the Royal Commission
 - other, please specify:

Please provide comments on your response:

10. Since the conclusion of the Royal Commission, have you experienced a change in the delivery of support services?

- yes
- no
- same as before the Royal Commission
- it's worse now, than before the Royal Commission
- other, please specify

Please provide comment on your response:

11. Is there any further information you would like to provide or comments you would like to make?

SECTION 3: The below questions are for specialist support services working directly with people with lived experience of child abuse in institutions

12. Have people who access your service expressed a view on whether the Royal Commission has made an impact on raising awareness of child abuse in institutions?
- yes
 - no
 - other, please specify

Please provide comment on your response:

13. Do you think the work of the Royal Commission has raised awareness of child abuse in institutions and its impact?
- definitely
 - somewhat
 - a little
 - not at all
 - other, please specify:

Please provide comment on your response:

14. If you think awareness of child abuse in institutions has increased, do you have a de-identified example you could share with us?

What do you think needs to be done to increase awareness of child abuse in institutions and its impact?

15. What additional skills, support, resources and information, if any, does your agency need to incorporate the learnings of the Royal Commission into your work?

16. Noting that the Royal Commission found there are a number of barriers for people with lived experience to access the range of services they need, what barriers do you think exist for people accessing your service?

17. In your opinion, has your service changed as a result of the Royal Commission? If so, how?

18. Are clients expressing any opinion on whether services have improved or better meet their needs since the Royal Commission?

19. Is there any further information you would like to provide or comments you would like to make?

Section 4: The below questions are for services accessed by people with lived experience of child abuse in institutions and services working with children

20. Please tell us which agency you identify with:

- I am from a non-government agency
- I am from a government agency
- I am from a religious institution

21. Within your area of work, is the work of the Royal Commission well known?

- yes
- somewhat
- no
- unsure

Please provide comment on your response:

22. How would you rate your awareness and understanding of child abuse in institutions and its impact?

- excellent, it is very relevant to my work
- good
- average, it could be improved
- poor
- very poor, it is not relevant to my work

Please provide comment on your response:

23. Do you think the work and learnings of the Royal Commission has had an impact on the services you deliver?

- yes, definitely, my organisation has made a number of changes
- somewhat
- a little
- not at all, my organisation has not needed to consider these issues

- other, please specify:

Please provide comment on your response:

24. Do you have an example of how your service delivery has changed or been impacted that you could share with us?

The trauma of child abuse can affect every part of a person's life, across their lifetime. The Royal Commission formed the view that a trauma informed, system wide response is needed to address all aspects of a person's wellbeing.

25. What do you think are the most significant issues facing the service system in Queensland?

- Client help seeking and isolation - feelings of shame and stigma and/or poor previous experiences of services can make it hard for people with lived experience to ask for help
- Clients navigating the system - the service system is complex and confusing, and people with lived experience don't know that services exist or can help
- holistic responses for clients – services are not integrated and do not communicate well with each other
- Staff skill development - services do not understand the lifelong impact of the trauma caused by child abuse in institutions and are not well-equipped to respond to this trauma
- none of the above
- all of the above
- other, please specify:

Please provide comment on your response:

26. Do you have an example where your service worked well with a person with lived experience? What was in place that made this work successful?

27. If your agency provides services to children how confident are you that your organisation is well equipped to prevent and respond to child abuse in institutions?

- very confident
- somewhat confident
- a little confident
- not at all confident
- other, please specify:

Please provide comment on your response:

28. Is there any further information you would like to provide or comments you would like to make?

Thank you for taking the time to complete this questionnaire. For more information on the work of the Truth, Healing and Reconciliation Taskforce please visit www.cyjma.qld.gov.au/thr-taskforce

Where you can access support

For support you may contact:

- a trusted friend, GP, counsellor or support person may do the survey with you
- Lotus Place – a support service and resource centre for adult survivors of childhood abuse in institutional settings:
 - 07 3347 5800: Brisbane, South East Queensland, South West Queensland and Sunshine Coast
 - 07 4724 2559: North Queensland covering areas including Townsville, Cairns and Far North QLD
 - 07 4927 7604: Central Queensland covering areas including Rockhampton, Gladstone, Mackay, Kingaroy, Cherbourg
- Beyond Blue – mental health information and support – 1300 224 636
- Blue Knot Helpline – support for adult survivors of childhood trauma and abuse – 1300 657 380
- Lifeline – 24 hour crisis support and counselling – 13 11 14
- Suicide Call Back Service – nationwide 24 hour telephone and online counselling – 1300 659 467
- MensLine Australia – nationwide telephone and online counselling service for men 1300 789 978
- Benevolent Society – support for people impacted by adoption – 1800 236 762
- Jigsaw Queensland – support for people impacted by adoption in Queensland – 1800 210 313
- Find and Connect – if you live outside Queensland you can be connected to statewide services supporting people who as children were in institutions or out-of-home care - 1800 161 109

Queensland Redress Support Services – these services can assist an individual to complete a National Redress Scheme application and answer any questions you may have.

- Relationships Australia Queensland – 1800 552 127 or 1300 364 277
- Bravehearts – 1800 272 831 or 07 55 523 000
- Micah Projects – Lotus Support Services – 07 3036 4490
- Centre Against Sexual Violence – 07 3808 3299
- Link-Up Queensland – 1800 200 855
- Cape York/Gulf Remote Area Aboriginal and Torres Strait Islander Child Case (RAATSICC) Advisory Association – 07 4030 0900 or 1300 663 411
- Knowmore Legal Service – 1800 605 762

If you have concerns about a child, or wish to report child abuse

If you have reason to suspect a child is experiencing harm, or is at risk of experiencing harm or being neglected, contact Child Safety Services and talk to someone about your concerns:

- During normal business hours you can contact a Regional Intake Service
 - Brisbane and Moreton Bay – 1300 682 254
 - Sunshine Coast and Central Queensland – 1300 703 762
 - Far North Queensland – 1300 684 062
 - North Queensland – 1300 706 147

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- South East – 1300 679 849
 - South West (Darling Downs) Toowoomba – 1300 683 390
 - South West (West Moreton) Ipswich – 1800 316 855
 - After hours and on weekends you can contact Child Safety After Hours Service Centre on 1800 177 135. This service operates 24 hours a day, 7 days a week.
 - If you wish to report criminal matters related to child sexual abuse, contact your local police station or Policelink on 131 44.
 - If you believe a child is in immediate danger or a life-threatening situation, call Triple Zero (000).