Information for Carers: Staying informed of DCP policy ⅀

The Department for Child Protection welcomes carers' feedback on the accessibility and availability of DCP information. We understand the importance of being able to access DCP-related information in a timely and practical manner, to best support the placement of children and young people in your care. Your input will help guide the creation of future information resources and help us to ensure that all carers are informed throughout their caring journeys.

This survey will take about 10 minutes to complete. Questions 9-13 include examples of resources from other organisations. If you are interested in reading them in depth, you might need to allow more time.

Please do not include any sensitive or identifying information in your survey response.

* Required

1

What type of care do you provide? (Tick all that apply) *

☐ Kinship care

☐ Foster care

☐ Both Kinship and Foster care

☐ Respite care

☐ Long term guardianship (Specified Person)

☐ Not sure

2

Have you provided care in the last 12 months? *

◯ Yes

◯ No

3

In general, do you feel well informed by the Department for Child Protection (DCP)?

○ Yes

○ No

4

If you were <u>currently</u> looking for specific information regarding DCP policy or practice (e.g. complaints), where would you look? (Tick all that apply)

☐ DCP webpage – general search bar

☐ DCP webpage – carer portal

☐ Talk to your case worker

☐ Talk to your support worker

☐ Phone call to DCP directly

☐ Message DCP through Facebook

☐ Printed brochure/flyer

☐ Online brochure/flyer

☐ Other

5

<u>In the future</u>, where would you like to find specific information regarding DCP policy or practice? (This may be the same as how you find information currently, or, include other information resources which you would like to see developed or updated). Tick all that apply.

☐ DCP webpage – general search bar

☐ DCP webpage – carer portal

☐ Talk to your case worker

☐ Talk to your support worker

☐ Phone call to DCP directly

☐ Message DCP through Facebook

☐ Printed brochure/flyer

☐ Online brochure/flyer

☐ Other

Information resource examples

Questions 6 to 11 will explore your opinions on different types of information resources.

Please note, the example resources provided are not DCP products and are published by other states and organisations. They are purely used as examples of how information can be presented.

6

Please review the following example of a **fact sheet** (clicking the hyperlink below will download the fact sheet):

<https://www.dcssds.qld.gov.au/resources/dcsyw/contact-us/complaints/cufs-feedback.pdf>

How likely are you to choose a fact sheet to read when trying to find information from DCP?

Very likely	Some what likely	Neither likely nor unlikely	Some what unlikely	Very unlikely
○	○	○	○	○

7

Please review the following example of an **easy read booklet** (clicking the hyperlink below will download the easy read booklet):

<https://www.dcssds.qld.gov.au/resources/dcsyw/contact-us/complaints/complaints-booklet-easy-read.pdf>

How likely are you to choose an easy read booklet to read when trying to find information from DCP?

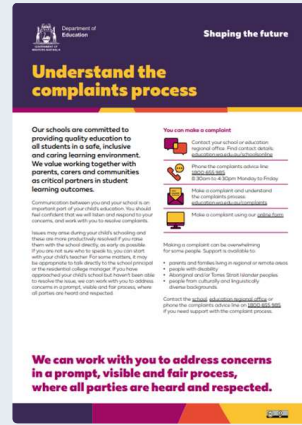| Very likely	Some what likely	Neither likely nor unlikely	Some what unlikely	Very unlikely
○	○	○	○	○

8

Please review the following example of a **booklet** (clicking the hyperlink below will download the booklet):

<https://www.education.wa.edu.au/dl/q8qo1nn>

How likely are you to choose a booklet to read when trying to find information from DCP?

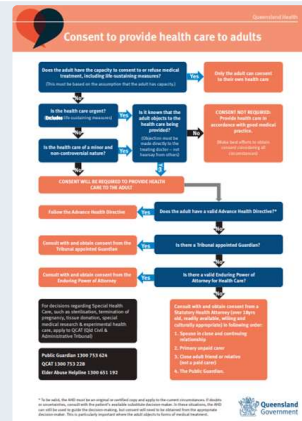| Very likely	Somewhat likely	Neither likely nor unlikely	Somewhat unlikely	Very unlikely
○	○	○	○	○

9

Please review the following example of a **flowchart** (clicking the hyperlink below will download the flowchart):

<https://www.health.qld.gov.au/__data/assets/pdf_file/0036/688266/wwlsm-flowcharts.pdf>

How likely are you to choose a flowchart to read when trying to find information from DCP?

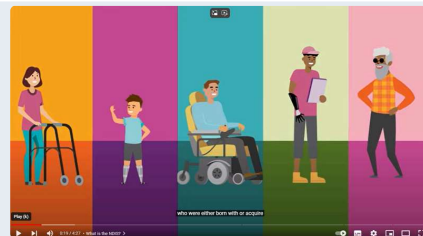| Very likely	Somewhat likely	Neither likely nor unlikely	Somewhat unlikely	Very unlikely
○	○	○	○	○

10

Please review the following example of a **video** (clicking the hyperlink below will take you to the video):

<https://www.youtube.com/watch?v=qZOjPBJiBPg>

How likely are you to choose a video to watch when trying to find information from DCP?

Very likely	Somewhat likely	Neither likely nor unlikely	Somewhat unlikely	Very unlikely
○	○	○	○	○

11

Of all of the types of resource you have reviewed, please rank them with 1 being most likely to engage with and 5 being least likely to engage with:

Factsheet

Booklet

Easy read booklet

Flowchart

Video

12

Which of the following options are important when accessing information resources from DCP (please tick all that are important to you):

○ Easy to read

○ Use of colours and images

○ Comprehensive nature of information

○ Contact information and 'next steps' where appropriate

○ Background evidence supporting the information provided

13

<u>When</u> would you like to receive information resources on key topics of interest (e.g. accessing supports for children, complaints management, decision making)?

☐ At the beginning of a placement

☐ At your 2-yearly carer review

☐ Through the Caring Together newsletter

☐ As required, or when an issue or question occurs

☐ Other

Section 3

14

Have you previously searched for information on the DCP webpage (including the general DCP webpage and the DCP carer portal)?

○ Yes

○ No

15

Did you find the information you were looking for?

○ Yes

○ No

16

Was this information easy for you to read and understand? If no, please suggest ways we can improve.

[ ]

17

Is there anything else you would like us to consider when making information resources available from DCP?

[ ]

Microsoft Forms