



**PaxtonPartners**

# 2021 'Taking the Pulse'

Survey Highlights  
Queensland Mental Health Commission

**2 July 2021**



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Queensland Mental Health Commission

**Re: 2021 'Taking the Pulse' Survey Highlights**

Please find attached summary report related to the 2021 'Taking the Pulse' survey. In this letter, we have documented a series of key highlights from the survey results, the raw survey data extracts will be attached under separate cover.

On almost all the core SLA questions, there was a trend to more positive responses compared to the 2019 results. The key exception being around the Commission's impact on building collaboration across sectors, which returned to 2018 levels. This was consistent with the main survey question testing level of current perceived collaboration with future desired collaboration, indicating that this may be a focus area for further consideration.

Kind Regards,

Sean Chung  
Director,  
**Paxton Partners**

# 1 Survey Highlights

## 1.1 Key SLA Question update

Key Metrics	Percent Total Agree								
<b>Stakeholder satisfaction</b>									
Stakeholders have sufficient opportunity to provide input	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>40%</td></tr> <tr><td>2019</td><td>42%</td></tr> <tr><td>2021</td><td>53%</td></tr> </table>	Year	Percent Total Agree	2018	40%	2019	42%	2021	53%
Year	Percent Total Agree								
2018	40%								
2019	42%								
2021	53%								
The views of consumers, families and carers inform QMHC work	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>59%</td></tr> <tr><td>2019</td><td>60%</td></tr> <tr><td>2021</td><td>70%</td></tr> </table>	Year	Percent Total Agree	2018	59%	2019	60%	2021	70%
Year	Percent Total Agree								
2018	59%								
2019	60%								
2021	70%								
The full range of stakeholders is being engaged	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>42%</td></tr> <tr><td>2019</td><td>41%</td></tr> <tr><td>2021</td><td>52%</td></tr> </table>	Year	Percent Total Agree	2018	42%	2019	41%	2021	52%
Year	Percent Total Agree								
2018	42%								
2019	41%								
2021	52%								
<b>QMHC functions</b>									
QMHC is building collaboration across sectors	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>61%</td></tr> <tr><td>2019</td><td>67%</td></tr> <tr><td>2021</td><td>61%</td></tr> </table>	Year	Percent Total Agree	2018	61%	2019	67%	2021	61%
Year	Percent Total Agree								
2018	61%								
2019	67%								
2021	61%								
The Strategic Plan priorities are important	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>67%</td></tr> <tr><td>2019</td><td>97%</td></tr> <tr><td>2021</td><td>96%</td></tr> </table>	Year	Percent Total Agree	2018	67%	2019	97%	2021	96%
Year	Percent Total Agree								
2018	67%								
2019	97%								
2021	96%								
QMHC is increasing community awareness of mental health	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>59%</td></tr> <tr><td>2019</td><td>58%</td></tr> <tr><td>2021</td><td>62%</td></tr> </table>	Year	Percent Total Agree	2018	59%	2019	58%	2021	62%
Year	Percent Total Agree								
2018	59%								
2019	58%								
2021	62%								
QMHC research, review, report work is relevant	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>58%</td></tr> <tr><td>2019</td><td>56%</td></tr> <tr><td>2021</td><td>65%</td></tr> </table>	Year	Percent Total Agree	2018	58%	2019	56%	2021	65%
Year	Percent Total Agree								
2018	58%								
2019	56%								
2021	65%								
<b>Credibility</b>									
Commission is credible	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>78%</td></tr> <tr><td>2019</td><td>81%</td></tr> <tr><td>2021</td><td>79%</td></tr> </table>	Year	Percent Total Agree	2018	78%	2019	81%	2021	79%
Year	Percent Total Agree								
2018	78%								
2019	81%								
2021	79%								
<b>Mental Health and Drug and Alcohol Reform Progress</b>									
Positive reform is underway	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>60%</td></tr> <tr><td>2019</td><td>63%</td></tr> <tr><td>2021</td><td>65%</td></tr> </table>	Year	Percent Total Agree	2018	60%	2019	63%	2021	65%
Year	Percent Total Agree								
2018	60%								
2019	63%								
2021	65%								
Reforms are sustainable	 <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2018</td><td>44%</td></tr> <tr><td>2019</td><td>48%</td></tr> <tr><td>2021</td><td>55%</td></tr> </table>	Year	Percent Total Agree	2018	44%	2019	48%	2021	55%
Year	Percent Total Agree								
2018	44%								
2019	48%								
2021	55%								

## 1.2 General

- The 2021 survey was 'live' between May 3 and June 21, 2021 inclusive.
- A total of 468 'responses' were received through all collectors (Q.1):
  - 186 from direct email invitation
  - 282 from forwarded email invitation
  - None from the QMHC website 'popup'
  - None from Social Media
  - None from LinkedIn
  - None from eNews weblink
  
  - Note that there has been a reduction in total responses compared to the 2019 survey, which received 581 responses.
  - Note that responses were only collected via email invitation. Unlike previous years, no responses were received via alternative sources such as QMHC website, social media, LinkedIn or eNews weblinks, which collectively accounted for 65 responses in 2019.
- Of the total responses, 384 (82%) were considered 'valid responses'. Most commonly, responses were considered 'non-valid' due to completion of the first question (consent) but no other survey questions (Q.2 onwards).
- As for prior years, all questions were treated as mutually exclusive and therefore response rates to each question were relative to total valid responses to each individual question. This is retained to ensure comparability of results year-on-year.



### 1.3 Specific results

#### Overall

- 65% agreed that positive reform is underway (an increase of 2%) (Q.15).
- 55% agreed the reforms the Commission is driving will be sustainable in the long term (an increase of 7%). Note that while 25% of question respondents reported being unable to comment on this question, this was a reduction of 12% from the 2019 year. This suggests that a greater proportion of respondents had clarity on the sustainability of the reforms (Q.15).
- 56% agreed that MH, AOD, and suicide prevention services and responses are improving (Q.15 – \*New Question).
- 87% were familiar with the Commission and the work it does (Q.2).

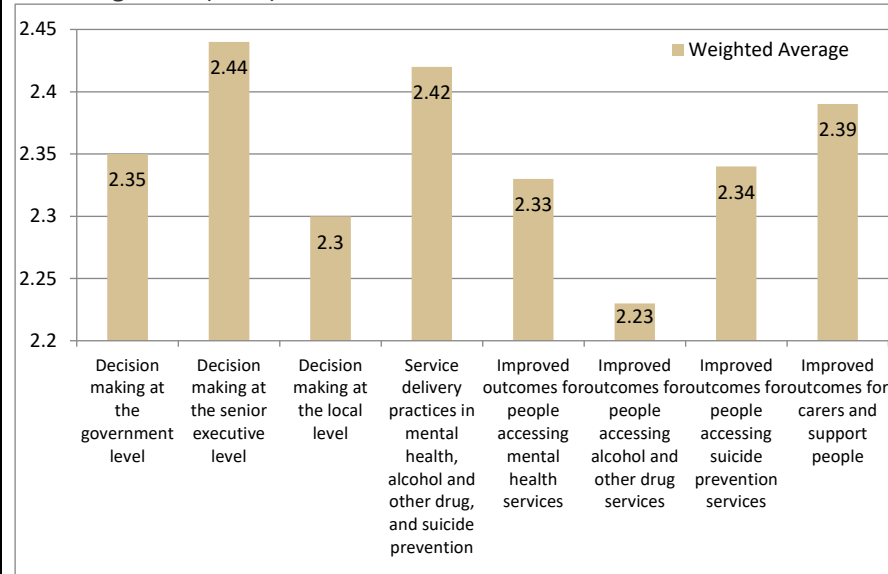
#### Key strategic documents

<b>Shifting minds</b>	<b>Every life</b>
<p>While deep awareness of Shifting minds is relatively low (19% ‘Not at all aware’, 17% only ‘Heard about’, 12% ‘seen a copy but have not read’), of those that had either read (34%), been involved in its development (11%) or implementation (7%) (Q.9), responses were overwhelmingly positive (Q.10):</p> <ul style="list-style-type: none"> <li>• 96% agreed that the plan identified priorities important to them.</li> <li>• 95% agreed that the plan articulates important goals for achieving MH and wellbeing outcomes for individuals.</li> <li>• 90% agreed that the plan articulates important goals for better population level support in achieving better MH and wellbeing outcomes.</li> <li>• 89% agreed that the plan articulates important goals for achieving better whole-of-system improvement in how Queensland addresses issues related to MH and wellbeing, AOD and suicide in their community.</li> <li>• 80% agreed the plan will help to drive collective responsibility.</li> </ul>	<p>While deep awareness of Every life is also relatively low (21% ‘Not at all aware’, 28% only ‘Heard about’, 11% ‘seen a copy but have not read’), of those that had either read (33%), been involved in its development (3%) or implementation (6%) (Q.12), responses were again overwhelmingly positive (Q.13):</p> <ul style="list-style-type: none"> <li>• 92% agreed that the plan identifies suicide prevention priorities that are important their organisation.</li> <li>• 93% agreed that the plan sets important goals for achieving better mental health and wellbeing outcomes for individuals.</li> <li>• 93% agreed that the plan sets important goals for reducing suicide.</li> <li>• 92% agreed that the plan sets important goals for population level suicide prevention.</li> <li>• 87% agreed that the plan sets important goals for achieving whole-of system improvement in how Queensland addresses suicide in their community.</li> <li>• 82% agreed that the plan will help to drive a collective responsibility across all parties needed to effect change in suicide prevention.</li> </ul>



### Shifting minds

Perception of the observed or likely impact of *Shifting minds* on the following areas (Q.11):

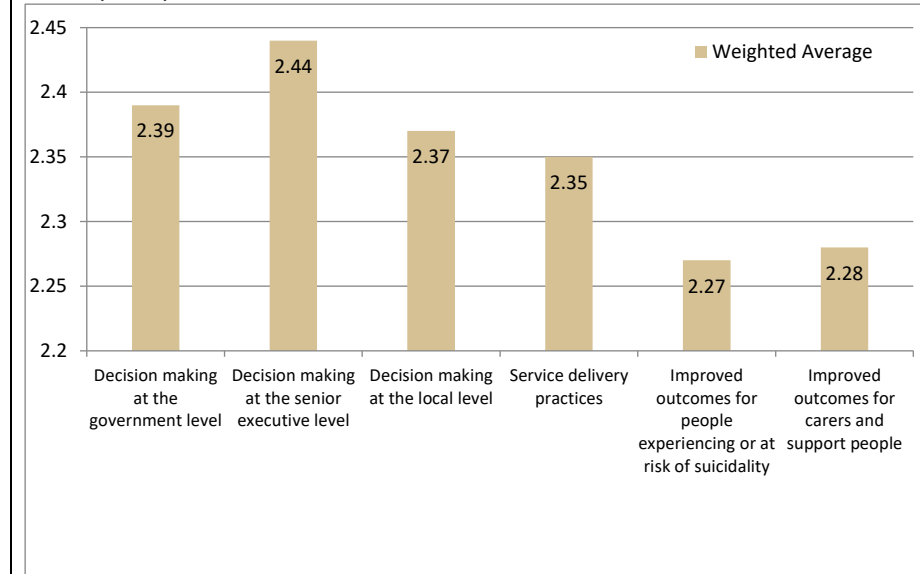


**Legend:**

1 = Will not change, 2 = May change in future, 3 = Very likely to change in future, 4 = Has already influenced change

### Every life

Perception of the observed or likely impact of *Every life* on the following areas (Q.14):



**Legend:**

1 = Will not change, 2 = May change in future, 3 = Very likely to change in future, 4 = Has already influenced change

### KRAs

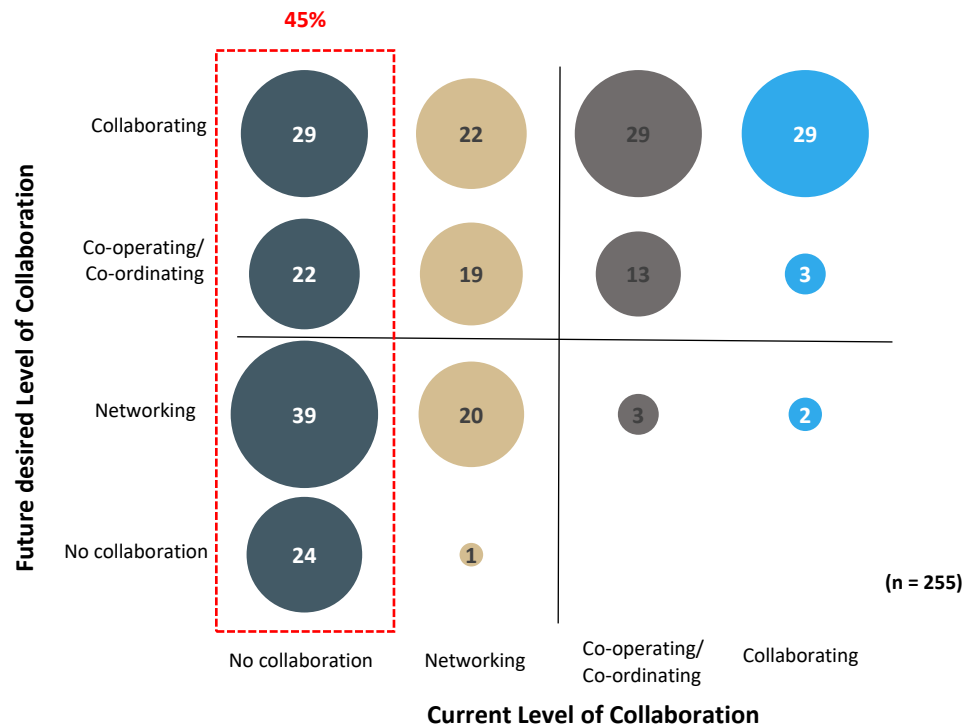
- There was moderate change in the views regarding the impact of the Commission’s promotion and awareness work (Q.8).
- 10% increase (from 2019) in proportion of respondents strongly agreeing that the research, review and evaluation work the Commission is commissioning helps to respond to current and emerging issues and trends (Q.8).
- 61% agreed that the engagement and enabling work being undertaken by the Commission is fostering an inclusive and responsive MH, AOD and suicide prevention systems, a 7% increase (Q.8).
- 67% agreed that the Commission promotes and facilitates the sharing of knowledge and ideas (Q.8 – \*New Question).



- 64% agreed that the Commission supports and promotes strategies that facilitate early intervention and support for people experiencing or at risk of mental ill-health, problematic AOD, or suicidality (Q.8 – \*New Question).

### Collaboration and engagement

- 38% of the cohort have had no engagement with the Commission in the last 12 months. The most common forms of engagement include visibility of the Commission through media release or media coverage, visiting the Commission website, and reading eNews (Q.3).
- The profile of current vs desired collaboration with the Commission, visualised below by a bubble chart (Q.4). Approximately 45% of respondents indicated having no current collaboration with the Commission, with the majority of these identifying at least networking being desired into the future.





- Overall, 67% of respondents agreed that the Commission is improving collaboration and capacity within and across sector. However, there has been a shift from those who agree to those who 'are unable to comment' (+1%) and those who disagreed (+4%) (Q.5).
- 37% of respondents believed that the Commission's activities have supported their organisation to manage through the impacts of COVID-19. However, 32% of respondents reported being 'unable to comment', suggesting either that they were unaware of the Commission's activities in the space or had not access them (Q.5 – \*New Question).