



2022 ‘Taking the Pulse’
Survey Highlights – Queensland Mental
Health Commission

April 2023

24 April 2023

Queensland Mental Health Commission

Please find attached summary report related to the 2022 'Taking the Pulse' survey. Included in this summary is a documented a series of key highlights from the survey results.

Across most core SLA questions, the results have either remained fairly consistent or experienced a minor decrease in trend when compared to the 2021 results. Key exceptions related to the Commission's role in promoting and facilitating the sharing of knowledge of ideas, which experienced an increase when compared to 2021 levels, as well as the perception of the Commission as being credible organisation which both experienced a increase. The proportion of respondents who had not had previous contact with the Commission decreased, and the number of respondents connecting through social media platforms has increased when compared to the prior year.

In terms of collaboration, perceptions around current level of collaboration with the Commission have remained the same, with a slight increase in desire for increased networking and collaboration into the future, which, as with previous indications may be a continued focus area for consideration.

Kind Regards,

Sean Chung

Partner | Health Advisory

Deloitte Consulting

1 Taking the Pulse Survey



1.1 Introduction

The 2022 'Taking the Pulse' Survey was 'live' from May to June 2022. In contrast to prior years, the number of questions included in the survey was reduced from 22 to 17, to both streamline the survey and provide greater focus on specific questions in relation to stakeholder satisfaction, QMHC functions, mental health and drug and alcohol reform progress and overall QMHC credibility.

Notably, questions relating to key strategic documents included in 2021 which were time and purpose specific were excluded for the 2022 survey refresh.

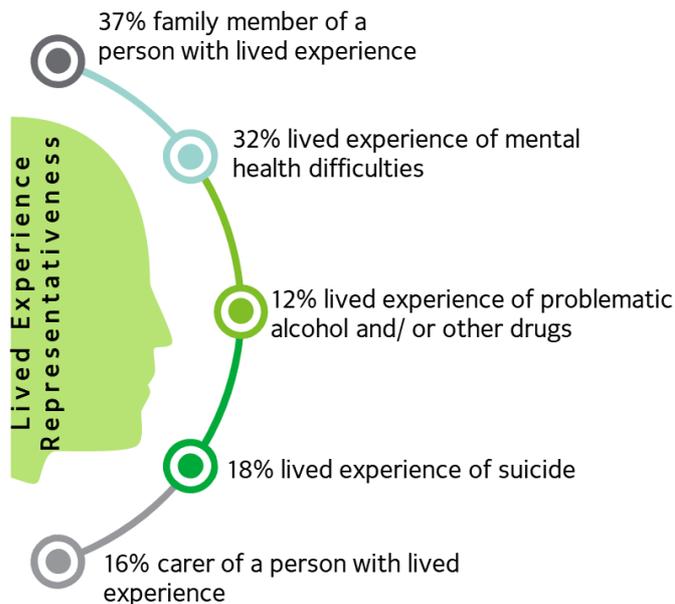
As for prior years, all questions were treated as mutually exclusive and therefore response rates to each question were relative to total valid responses to each individual question, to ensure comparability of results year-on-year.

During this period a total of 500 'responses' were received, with the 2022 survey responses demonstrating a 7% (+32) increase on the prior year. While this is an increase, the number of responses has not fully recovered to 2019 survey levels of 581 responses.

There were notable increases in the update of the survey across multiple platforms:

- > 252 from direct email invitation (+66)
- > 154 from forwarded email invitation (-128)
- > 46 from LinkedIn (+46)
- > 28 from eNews weblink (+28)
- > 12 from the QMHC website 'popup' (+12)
- > 8 from social media i.e. 7 Facebook, 1 Twitter (+8)

Of the total respondents, 495 (99.4%) formally consented to participating in the survey, with 85% (431) of the 'responses' deemed valid. Invalid responses were a result of either failure to provide formal consent and/ or failure to respond to subsequent questions after Q1 (consent).



Of the 495 valid responses, 37% identify as being a family member of a person with lived experience. A further 32% identify as having lived experience of mental health difficulties, 12% with lived experience of problematic alcohol and/or drugs, 18% with lived experience of suicide, and 16% as a carer of a person with lived experience.

Additional high-volume respondent identified roles included non-government organisations (35%), service provider employees (26%), Queensland Government employees (23%), community members with an interest in mental health, alcohol and other drugs, and suicide prevention (24%).

2 Survey Highlights

- 90% of the total respondents were familiar with the Commission and the work it does (Q.2), demonstrating a 3% increase from 2021, this in parallel with the increase in number and type of response platform, and may suggest there has been an overall increase in awareness.
- In terms of mental health and drug and alcohol reform progress, 62% of respondents agree that positive reform is underway (Q.10 down 3% from 2021).
- Approximately 50% of the respondents agree the reforms the Commission is driving will be sustainable in the long term (Q.10). This represents a 5% decrease on the prior year of 55% (2021), however consistent with 2021, more than 29% of the respondents reported being unable to comment on this question.
- There has been an 8% decrease (48% down from 56%) in the number of respondents who perceive the Queensland mental health, alcohol and other drugs, and suicide prevention services and responses are improving (Q.10).

3 Specific Results

3.1 Key Result Areas

- Views regarding the impact of the Commission's promotion and awareness work (Q.9) remained relatively consistent at 61% compared to 62% in 2021.
- There has been a decrease of 4% (61% compared to 65%) in the proportion of respondents that agree the research, review and evaluation work the Commission is commissioning, helps to respond to current and emerging issues and trends (Q.9) when compared to 2021, however a further 23% of the respondents indicated they are unable to comment.
- More than 57% of respondents agree the engagement and enabling work being undertaken by the Commission is fostering an inclusive and responsive mental health, alcohol and other drugs, and suicide prevention system (Q.9), representing a slight decrease of 4% from 2021, with a further 21% indicating they are unable to comment.

- Almost 72% agreed that the Commission promotes and facilitates the sharing of knowledge and ideas (Q.9). This is an increase of 4% when compared to 2021 (64%).

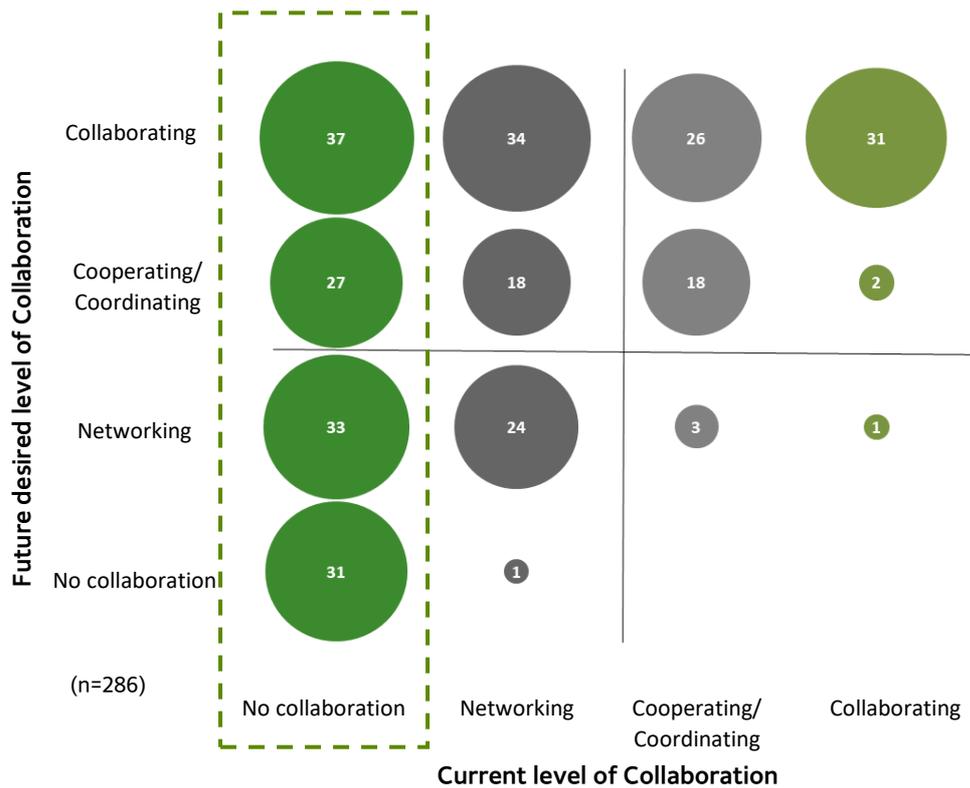
3.2 Collaboration and Engagement

3.2.1 Engagement with the Commission

The proportion of people who did not have any contact with the Commission was 32% representing a 6% decrease from 2021 (Q.3). Media release/coverage (43%), QMHC website (34%), QMHC eNews (29%), and participation in QMHC meetings, workshops, forums and webinars continue to be the most common forms of engagement respondents have with the Commission. However, there was a notable increase in social media engagement, increasing from no respondents to 12% of the respondents engaging through these platforms in 2022.

3.2.2 Current and Future Collaboration

Consistent with 2021, ~45% of respondents indicated having no current collaboration with the Commission, with a high number identifying a desire to achieve either collaborating or networking in the future (Q.4). There was a slight increase in the desire for future collaboration, increasing 16% compared to 13% in 2021.



Overall the number of respondents who agree the Commission is improving collaboration within and across the sector (Q.5) has remained consistent (62%), with the number of respondents who disagree decreasing by 3%. However the number of respondents who are 'unable to comment' has continued to increase (+2%).

The number of respondents who agree the Commission is helping build capability (Q.6) has experienced a minor decrease (-2%), dropping from 58% to 56%. However there has been a notable increase in the number of respondents who are 'unable to comment', which have increased from 18% to 25%.

.... The work of the Commission is integral to the health and wellbeing of Qld people and reform. The difficulty is the systems reform we are still very siloed - using housing as an example - significant investment in housing in Qld, MH not seeing housing as their issue - yes, the Peak are voicing and advocating however from systems view there is a lack of commitment for the relevant Ministers to get in the room, development of systemic response in collaboration needs to be led at the top to impact cultural change and ensure systems. As a service provider we continue to have strong housing relationship at a local level dependent on front line staffs relationships. When staff leave - good work, innovation and good outcomes leave with them. Care Together across systems would be a great move forward where the Commission with other Commissioners could lead the way... '

- Survey Respondent

4 Key SLA Question Update

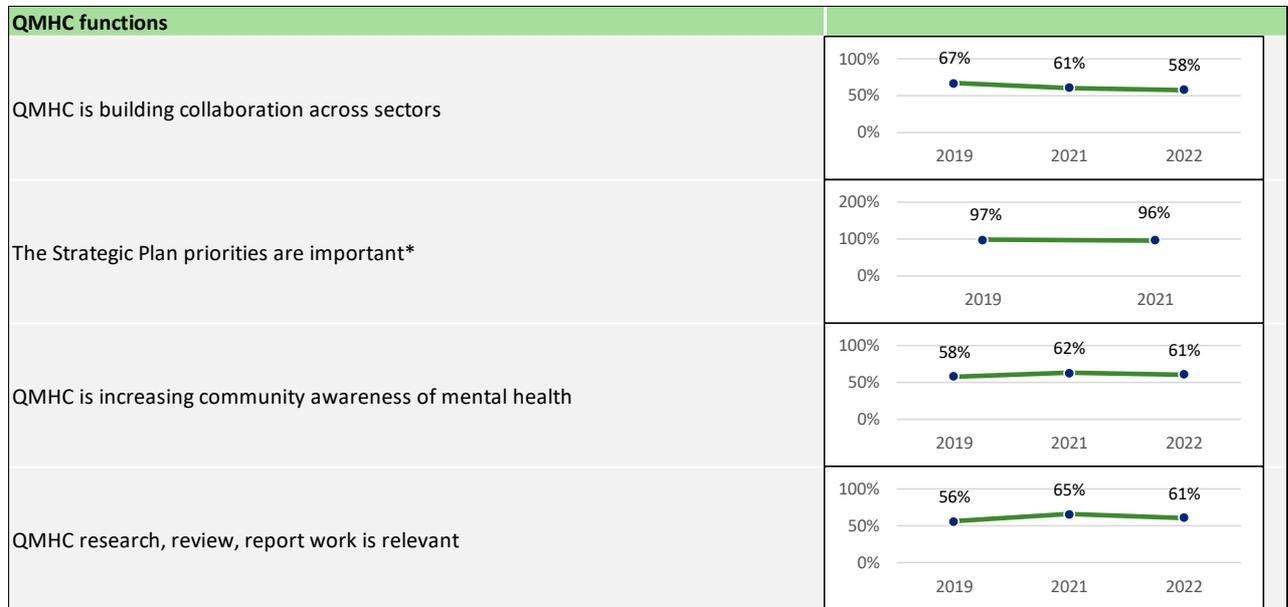
4.1 Stakeholder Satisfaction

- In 2022, 46% of stakeholders agreed they have sufficient opportunity to provide input to the Commissions work (Q.7). This demonstrates a 7% decrease compared to 2021.
- A considerable proportion of respondents (66%) continue to agree with the perception that views of consumers, families, and carers inform the work QMHC undertakes (Q.7).
- Views around the full range of stakeholders being engaged has remained consistent over the last three years (Q.7), with only 44% of respondents supporting this view, representing a decrease of 8% on 2021.

| Key Metrics | Percent Total Agree | | | | | | | | |
|--|---|------|------|------|------|---------------------|-----|-----|-----|
| Stakeholder satisfaction | | | | | | | | | |
| Stakeholders have sufficient opportunity to provide input | <table border="1"> <tr><th>Year</th><td>2019</td><td>2021</td><td>2022</td></tr> <tr><th>Percent Total Agree</th><td>42%</td><td>53%</td><td>46%</td></tr> </table> | Year | 2019 | 2021 | 2022 | Percent Total Agree | 42% | 53% | 46% |
| Year | 2019 | 2021 | 2022 | | | | | | |
| Percent Total Agree | 42% | 53% | 46% | | | | | | |
| The views of consumers, families and carers inform QMHC work | <table border="1"> <tr><th>Year</th><td>2019</td><td>2021</td><td>2022</td></tr> <tr><th>Percent Total Agree</th><td>60%</td><td>70%</td><td>66%</td></tr> </table> | Year | 2019 | 2021 | 2022 | Percent Total Agree | 60% | 70% | 66% |
| Year | 2019 | 2021 | 2022 | | | | | | |
| Percent Total Agree | 60% | 70% | 66% | | | | | | |
| The full range of stakeholders is being engaged | <table border="1"> <tr><th>Year</th><td>2019</td><td>2021</td><td>2022</td></tr> <tr><th>Percent Total Agree</th><td>41%</td><td>52%</td><td>44%</td></tr> </table> | Year | 2019 | 2021 | 2022 | Percent Total Agree | 41% | 52% | 44% |
| Year | 2019 | 2021 | 2022 | | | | | | |
| Percent Total Agree | 41% | 52% | 44% | | | | | | |

4.2 QMHC Functions

Overall perception of QMHC functions has remained consistent with some minor decreases across collaboration across sectors (-3%), as well as the research, review, and report work undertaken by QMHC being viewed as relevant (-4%).



*Question not asked in 2022

4.3 Credibility

Overall perception of the Commission as being credible continues to remain strong (Q.8), with 81% of the respondents agreeing the Commission is seen as a credible organisation.



4.4 Mental Health and Drug Reform Progress

Perception that positive reform is underway in the Queensland mental health, alcohol and other drugs, and suicide prevention system has remained consistent (Q.10), with only a minor decrease (-3%) on the previous year, noting a further 12% indicated that they were unable to comment.

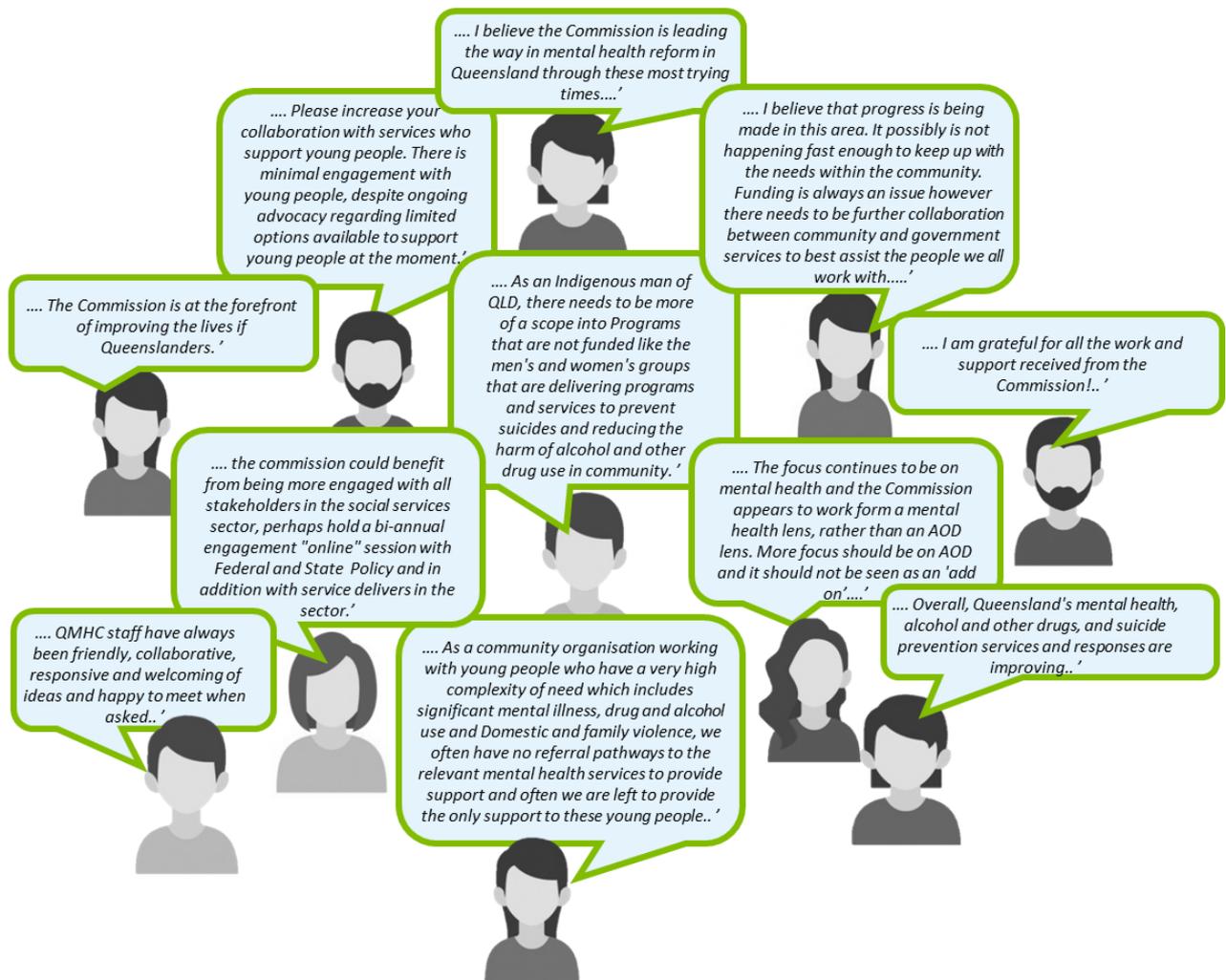
Approximately 50% of the respondents agree the reforms that the Commission is driving will be sustainable in the long term (Q.10). This represents a 5% decrease on the prior year of 55% (2021). However, consistent with 2021, more than 29% of the respondents reported being unable to comment on this question suggesting that almost a third of respondents felt it was too early to tell whether reforms would be sustainable.



5 Survey Respondent Feedback Snapshot

Of the 495 valid responses, 112 respondents provided further comment relating to opportunities to improving how Queensland works to promote and maintain good mental health and to respond to mental ill-health, problematic alcohol and other drugs use, and suicidality.

While feedback largely recognised the role of the Commission in leading the way in mental health reform, some consistent themes included a need for increased focus on alcohol and other drugs, as well as need for further funding to support greater focus on dedicated programs e.g. men’s and women’s groups, particularly in regional and rural areas, as well as increased engagement with other sectors.



Appendix A – QMHC 2022 Key SLA Question Summary

| Key Metrics | Percent Total Agree | | | | | | | | |
|--|---|------|---------------------|------|-----|------|-----|------|-----|
| Stakeholder satisfaction | | | | | | | | | |
| Stakeholders have sufficient opportunity to provide input | <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2019</td><td>42%</td></tr> <tr><td>2021</td><td>53%</td></tr> <tr><td>2022</td><td>46%</td></tr> </table> | Year | Percent Total Agree | 2019 | 42% | 2021 | 53% | 2022 | 46% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 42% | | | | | | | | |
| 2021 | 53% | | | | | | | | |
| 2022 | 46% | | | | | | | | |
| 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>2019</td><td>60%</td></tr> <tr><td>2021</td><td>70%</td></tr> <tr><td>2022</td><td>66%</td></tr> </table> | Year | Percent Total Agree | 2019 | 60% | 2021 | 70% | 2022 | 66% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 60% | | | | | | | | |
| 2021 | 70% | | | | | | | | |
| 2022 | 66% | | | | | | | | |
| The full range of stakeholders is being engaged | <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2019</td><td>41%</td></tr> <tr><td>2021</td><td>52%</td></tr> <tr><td>2022</td><td>44%</td></tr> </table> | Year | Percent Total Agree | 2019 | 41% | 2021 | 52% | 2022 | 44% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 41% | | | | | | | | |
| 2021 | 52% | | | | | | | | |
| 2022 | 44% | | | | | | | | |
| QMHC functions | | | | | | | | | |
| QMHC is building collaboration across sectors | <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2019</td><td>67%</td></tr> <tr><td>2021</td><td>61%</td></tr> <tr><td>2022</td><td>58%</td></tr> </table> | Year | Percent Total Agree | 2019 | 67% | 2021 | 61% | 2022 | 58% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 67% | | | | | | | | |
| 2021 | 61% | | | | | | | | |
| 2022 | 58% | | | | | | | | |
| The Strategic Plan priorities are important* | <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2019</td><td>97%</td></tr> <tr><td>2021</td><td>96%</td></tr> </table> | Year | Percent Total Agree | 2019 | 97% | 2021 | 96% | | |
| Year | Percent Total Agree | | | | | | | | |
| 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>2019</td><td>58%</td></tr> <tr><td>2021</td><td>62%</td></tr> <tr><td>2022</td><td>61%</td></tr> </table> | Year | Percent Total Agree | 2019 | 58% | 2021 | 62% | 2022 | 61% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 58% | | | | | | | | |
| 2021 | 62% | | | | | | | | |
| 2022 | 61% | | | | | | | | |
| QMHC research, review, report work is relevant | <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2019</td><td>56%</td></tr> <tr><td>2021</td><td>65%</td></tr> <tr><td>2022</td><td>61%</td></tr> </table> | Year | Percent Total Agree | 2019 | 56% | 2021 | 65% | 2022 | 61% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 56% | | | | | | | | |
| 2021 | 65% | | | | | | | | |
| 2022 | 61% | | | | | | | | |
| Credibility | | | | | | | | | |
| Commission is credible | <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2019</td><td>81%</td></tr> <tr><td>2021</td><td>79%</td></tr> <tr><td>2022</td><td>81%</td></tr> </table> | Year | Percent Total Agree | 2019 | 81% | 2021 | 79% | 2022 | 81% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 81% | | | | | | | | |
| 2021 | 79% | | | | | | | | |
| 2022 | 81% | | | | | | | | |
| Mental Health and Drug and Alcohol Reform Progress | | | | | | | | | |
| Positive reform is underway | <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2019</td><td>63%</td></tr> <tr><td>2021</td><td>65%</td></tr> <tr><td>2022</td><td>62%</td></tr> </table> | Year | Percent Total Agree | 2019 | 63% | 2021 | 65% | 2022 | 62% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 63% | | | | | | | | |
| 2021 | 65% | | | | | | | | |
| 2022 | 62% | | | | | | | | |
| Reforms are sustainable | <table border="1"> <tr><th>Year</th><th>Percent Total Agree</th></tr> <tr><td>2019</td><td>48%</td></tr> <tr><td>2021</td><td>55%</td></tr> <tr><td>2022</td><td>50%</td></tr> </table> | Year | Percent Total Agree | 2019 | 48% | 2021 | 55% | 2022 | 50% |
| Year | Percent Total Agree | | | | | | | | |
| 2019 | 48% | | | | | | | | |
| 2021 | 55% | | | | | | | | |
| 2022 | 50% | | | | | | | | |

*Question not asked in 2022