



Queensland Council  
of Social Service

# *Summary of membership survey results 2015*



*April 2015*

### **About QCOSS**

The Queensland Council of Social Service (QCOSS) is the state-wide peak body for individuals and organisations working in the social and community service sector.

For more than 50 years, QCOSS has been a leading force for social change to build social and economic wellbeing for all. With almost 600 members, QCOSS supports a strong community service sector.

QCOSS, together with our members continues to play a crucial lobbying and advocacy role in a broad number of areas including:

- sector capacity building and support
- homelessness and housing issues
- early intervention and prevention
- cost of living pressures including low income energy concessions and improved consumer protections in the electricity, gas and water markets
- energy efficiency support for culturally and linguistically diverse people
- early childhood support for Aboriginal and Torres Strait Islander and culturally and linguistically diverse peoples.

QCOSS is part of the national network of Councils of Social Service lending support and gaining essential insight to national and other state issues.

QCOSS is supported by the vice-regal patronage of His Excellency the Honourable Paul de Jersey AC, Governor of Queensland.

Lend your voice and your organisation's voice to this vision by joining QCOSS. To join visit [www.QCOSS.org.au](http://www.QCOSS.org.au).

## *Introduction*

The purpose of this document is to give members the results of the membership survey. A separate document will be sent out with a response and how QCOSS is going to address the comments made in the survey.

The results of the QCOSS survey of member organisations are based on 92 separate submissions. The majority of these organisations are *Non-Government Organisations (84 per cent)*, small (1-19 FTE) (48 *per cent*), and located in SE Queensland – including Brisbane (47 *per cent*).

Family & Children and Community Development were the primary focuses of many of these organisations. 59 respondents (64 *per cent*) indicated that they were funded by the Department of Communities, Child Safety and *Disability Services*.

In response to Question 5 of the survey about the nature of previous engagement with QCOSS, enews, email from CEO, and reports/submissions were the most frequent methods listed.

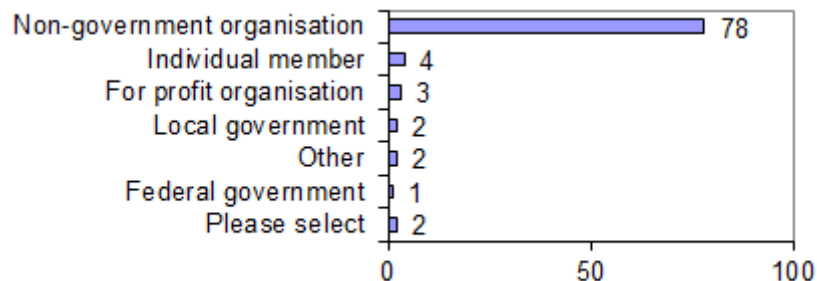
In response to Question 6 of the survey about the preferred method of communication with QCOSS, email, regular e-news bulletins and reports/submissions were the most popular mechanisms listed.

Respondents were more likely than not to recommend QCOSS membership to another community services organisation.

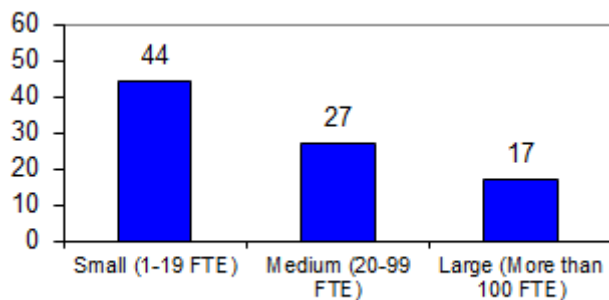
Many comments were received in response to the open-ended questions suggesting strong engagement with QCOSS and the survey by respondents.

## Who responded?

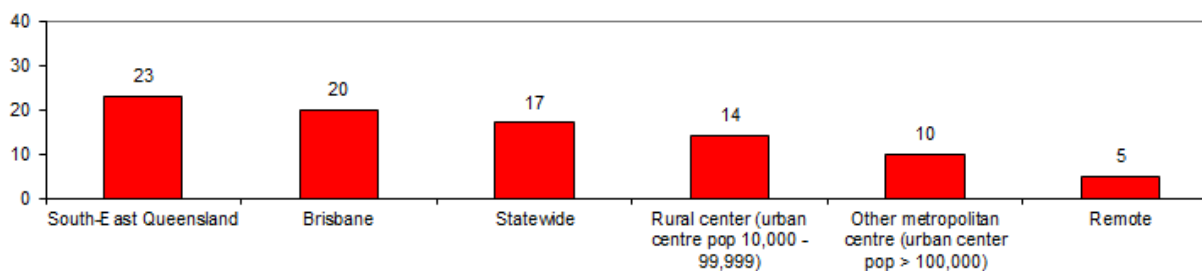
### Type of organisation/member



### Size of organisation/member

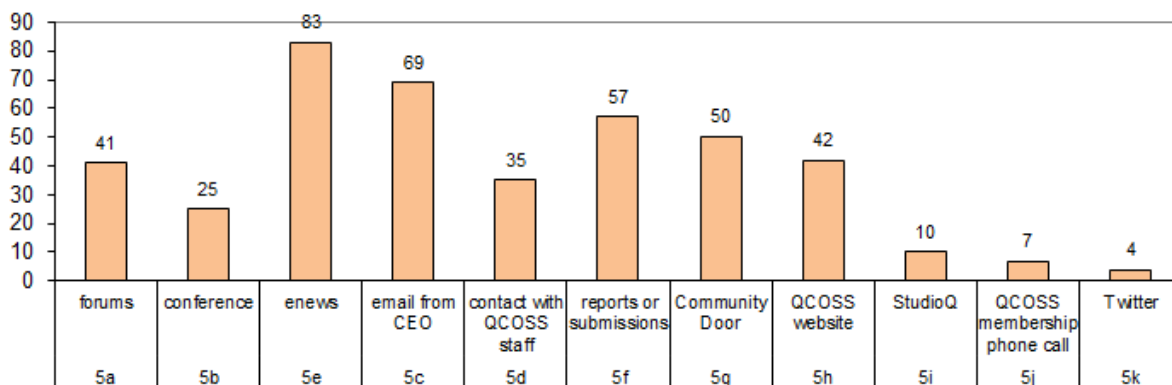


### Location of organisation/member

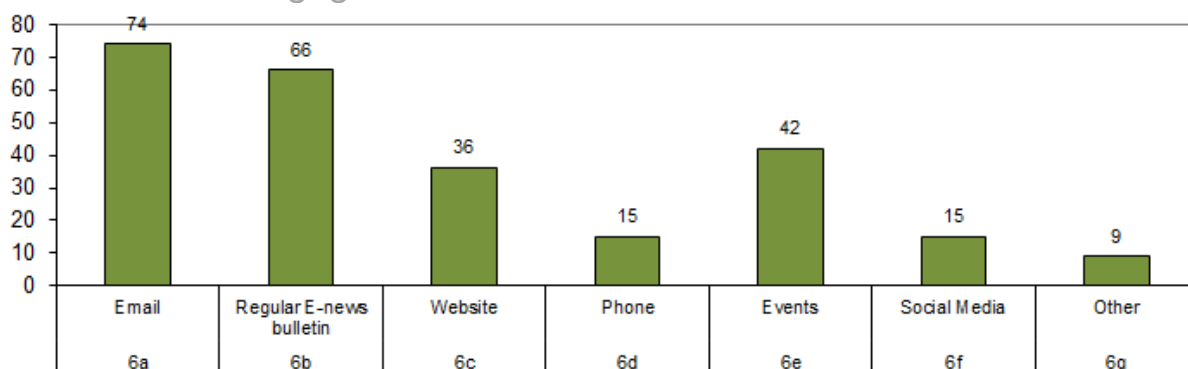


## *How have you been engaged and how would you like to be engaged?*

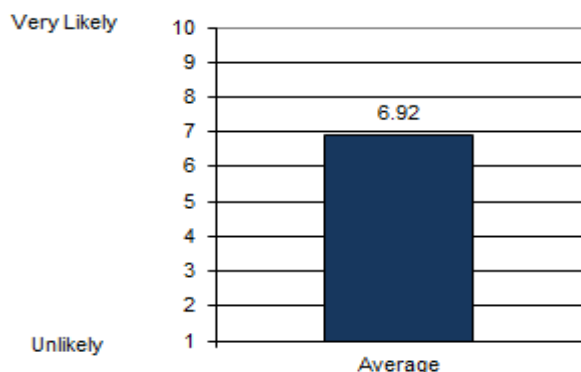
### *Previous engagement*



### *Preferred engagement*



## *How likely would you be to recommend membership to others?*



## *What could QCOSS do to support your organisation to thrive in the current environment?*

Four themes emerged from responses to this question. They were:

1. **Advocacy** - these comments generally emphasised the importance of QCOSS advocating for the sector to government. This theme also included references to lobbying. Specific comments referred to a number of sub-themes including smaller organisations, NGOs, regional services and taking advantage of recent political changes.
2. **Government and sector related information** - this theme related to the provision of information on new government policy or other changes of relevance to the sector.
3. **Education, training and networking events** - These comments generally supported the role of QCOSS as a training coordinator. This theme also includes references to the provision of low cost training to help support small organisations in particular.
4. **Personal contact** - a smaller number of comments suggested greater direct or personal contact between QCOSS and its members with a view to enhancing understanding would be supported.

## *What is it you value most about the role of QCOSS?*

Three themes emerged from your responses to this question:

1. Information - these comments referred QCOSS providing information to members relating to government policy/procedures, sector changes, funding opportunities, and events.
2. Advocacy – again this theme included comments that related to the representation, links and advocacy provided by QCOSS to government and for its members.
3. Peak body - these comments indicated that QCOSS' role as peak body was generally appreciated. Specific references were made to a range of aspects of this role including access to members, perspective, networking opportunities, independence, voice, resources, and support services.

## *What is the one thing QCOSS could do better to support and make a difference to your organisation?*

More varied answers lead to seven themes being identified in your answers to this question:

1. Advocacy - this theme refers to the role of QCOSS in advocacy
2. More specific representation - these comments generally emphasised your desire for QCOSS representing a specific part of the sector to government. This theme also included references to greater consultation between QCOSS and its members. This theme included references to smaller organisations, regional services, disability, indigenous issues, mental health, women's issues and family hardship.
3. More networking – you told us that you would like more networking opportunities
4. Sector related information - this theme related to QCOSS providing information to members of relevance to the sector, including opportunities to link organisations. Information such as news, data,

research, recent events and reference materials were referred to by a range of respondents.

5. Don't know, nothing, continue current practices - these comments generally indicated that QCOSS services are sufficient or that additional ideas could not be offered.
6. Education and training - these comments generally supported the role of QCOSS as a provider of learning opportunities and shared some overlap with specific references to sector related information (see #4 above). This theme also includes references to the provision of additional training to help support members and to research findings.
7. Stay in touch, tell us about QCOSS – this theme related to you wanting more communication with or about QCOSS.

## *Do you think the role of QCOSS will need to be different in the future? If so, how?*

Again four main themes emerged here:

1. Yes, positioning - these comments acknowledged the role of QCOSS will need to be different in the future and include references to more advocacy, better positioning, changing structure to provide services.
2. Yes, responding to changes - these comments acknowledge the role of QCOSS will need to be different in the future and include references to recent government changes in Queensland, funding reform and the structure of the relationship with members.
3. Unsure – these comments were non-committal about the role QCOSS will need to play in the future.
4. No - these comments indicated no likelihood for QCOSS to need to be performing a different role in future.