

ESO Mapping Project - Aspen Foundation - Survey of Support/Services

Who are you?

The Ex-Service Organisation Mapping Project (ESOMP) was launched on 15 December 2015 at the Australian War Memorial by Sir Angus Houston. The Aspen Foundation is funding the ESOMP.

The aim of the ESOMP is to identify gaps in, and potential overlap of, services provided to veterans and their families. The ESO Mapping Project intends to achieve this aim by identifying the needs of veterans and their families and then mapping the current services available to address those needs. This information will be made available for the ex-service community to consider and use to enhance services.

You have received this email because you have been identified as belonging to an organisation/branch/group relevant to this research project.

We are hoping that you will, on behalf of the organisation/branch/group, participate in this survey.

The Aspen Foundation will publish a public report at the completion of the ESO Mapping Project. The final public report will include your organisation's name and information drawn from the responses you provide in this survey. Your organisation will be acknowledged in the ESO Mapping Project Final Report for your contribution to this research project.

The ESO Mapping Project Final Report will not include your personal information. The Aspen Foundation will not publish or disclose your personal information. This personal information will only be used should the Project Team need to contact you to clarify any of your responses.

Your email address will be used to send you an electronic copy of the final project report.

Thank you for contributing to this research project.

* 1. Your name.

* 2. The name of your organisation.

* 3. Your role in the organisation.

* 4. Your email address.

* 5. Your phone number (include area code).

6. Do you consent to the responses you provide in this survey (less personal contact information) being used to as part of the ESO Mapping Project, including being published in the ESOM Project Final Report?

Yes



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Your organisation.

Thank you for taking the time to complete this survey,

First, please help us understand a little more about your organisation/branch/group.

* 7. How would you best describe the component of the organisation/branch/group for which you are answering this survey?

- The entire organisation.
- The National HQ of the organisation.
- A State component of the organisation.
- A State HQ of the organisation.
- A sub component (branch) of the organisation.
- Other

* 8. How would you describe your organisation?

- Member based Ex-Service Organisation (ESO) providing support to ADF/Ex-ADF personnel/families.
- Non-Member based Veteran Support Organisation (VSO) providing support to ADF/Ex-ADF personnel/families.
- Non Government Organisation (NGO) that provides services for members of the community including (but not exclusively) ADF/Ex-ADF personnel/families.
- A provider of a single (niche) ADF/Ex-ADF personnel/family support capability (eg. Therapy Dogs, Equine program, etc)
- Commercial Service Provider. [if so tick and skip to page 4]
- Government Agency (Service Provider). [if so tick and skip to page 4]
- Social Media based ADF/Ex-ADF personnel/families support group.
- If none of the above, please enter a broad description in the comment box below.

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Is your organisation a charity ?

* 9. Is your organisation, or a component a charity registered with the Australian Charities and Not for Profit Commission (ACNC) ?

Yes

No

Not sure

A component of the organisation is an ACNC registered charity (please name component in comment box below)

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When are services and support provided

Service personnel and family move through a number of phases of the life cycle of service personnel:

- 1. ADF Service pre-deployment**
 - Initial entry (individual) training
 - Unit/Ship collective training and general peace time service
 - Pre-deployment training
- 2. Deployment**
- 3. ADF service post deployment**
- 4. Transition from ADF Service (up to discharge)**
- 5. Post discharge - civil employment - community participation**
- 6. Retirement living**
- 7. Aged care**

* 10. When are support services provided by your organisation ?

Select answer(s) applicable to your organisation. [tick one or more options]

- During ADF service - up to and including pre deployment
- During ADF service - during deployment
- During ADF service - post deployment
- During transition from ADF Service
- Post Discharge, retirement living, aged care
- Other: Please provide a brief description below.

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Who are support services provided to?

Most organisations who provide support services have eligibility criteria.

Such eligibility criteria vary between organisations generally as a result of the purpose for which the founders of the organisation determined and are listed in the organisations constitution.

Many organisations have changed their support eligibility criteria over time.

This question relates to your organisations current eligibility criteria.

*11. Please select the broad eligibility criteria below, that most closely matches the eligibility criteria for support services from your organisation ?

- Any current or former serving ADF member and their family.
- Any current or former serving ADF member and their family, and Australian civilian personnel covered by Ministerial determination for service in operational areas.
- Any current or former serving ADF member.
- Any current or former serving ADF member who has deployed on any operational service and their family.
- Any ADF member who has deployed on any operational service.
- Families of current ADF and former who have deployed on operational service who have given their life or health.
- Widows (of veterans) who have a War Widows Pension.
- Partners of current and former ADF members who have deployed on operational service.
- Current and former ADF members wounded, injured or ill from operational service.
- Former ADF members classified to receive Special Rate disability compensation payment.
- Former ADF members classified to receive Extreme Disablement Adjustment (EDA) disability compensation payment.
- Current and former ADF members who served with in a specific War or deployed on a specific operational mission (includes non-warlike missions).
- Current and former ADF members who served with a specific unit/ship/corps/mustering/branch.
- None of the above are close: add a description of eligibility criteria in the comments space below.

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Where is support provided from?

Organisations vary in how they are structured and where they provide their support from. Some organisations operate only in digital/social media space, while others also operate from a single operational location, to those organisations with extensive branch networks.

This question aims to better understand what locations organisations have a physical presence from which support services are provided/coordinated, including face to face support and/or participation type activities.

* 12. In how many locations does your organisation have a physical presence?

- Nil
- Greater than 10 locations - The Project Team will contact you to obtain a list of those locations.
- 1 to 10 locations (please list locations below)

*13. Contacting your organisation - how can ADF and Ex-ADF personnel/families contact your organisation? [tick one or more options]

- Digital - via web page
- Digital - via FaceBook or other social media
- Digital - via email
- Telephone
- Visit an office location or 'drop in' centre of the organisation
- Written correspondence via Australia Post
- Other: Please provide a brief description of other means of contact.

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What support services does your organisation provide?

These questions are designed to help us understand what and how support services are provided, and to which level.

A Needs model has been developed as part of this research project that views needs as either Individual Needs or Group (Collective) Needs.

Individual Needs are then viewed in terms of Maslow's Hierarchy of Needs.

- **Basic Needs**
- **Physiological Needs - Food/Water, Shelter, Warmth**
- **Safety Needs - Personal security, employment and financial security, health and wellbeing - Psychological Needs**
- **Belonging and love - Friendship, family, intimacy**
- **Esteem - feel respected, mastery of skills, achievement of goals**
- **Self-Fulfilment Needs**
- **Self-actualisation - pursuing inner talent and creativity, achieving full potential and complete fulfilment**

This survey attempts to understand an organisation's provision of support services in terms of the above Needs Model.

* 14. What Initial Contact support services does your organisation provide ? [tick one or more options]

- Membership/eligibility enquiries
- General enquires and information support
- Intake system for requests for assistance: receiving, recording, triaging and support allocation tasking
- Needs assessment interviews at organisation office or agreed locations
- Home visit needs assessments
- Nil
- Other (please specify)

* 15. Group (Collective) Needs

Does your organisation provide services to address collective needs of veterans/families ?

	Relevant to during ADF Service	Relevant to during Transition	Relevant to Post Discharge	Nil or not applicable
Group information services - Digital (e-Newsletter/Web/FaceBook/etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group information services - Magazine/Newsletter (hard copy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legislative/Government Policy Advocacy (changes in Legislation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government Services Program Advocacy (changes in Government delivery of services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enhancing group identity/awareness with public (raising public profile of group)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enhancing group connectedness with Australian society eg. telling the story(ies) of ADF service personnel to Australian communities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group validation of service: publically commemorating 'all' operational service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment (optional): If you wish please use this space to provide any additional amplifying detail to any of the responses above

16. Individual Needs - Physiological Needs

Does your organisation provide services to address Physiological needs of veterans/families ?

	Has this service been provided by your organisation in past 12 months ?	How many ADF/Ex-ADF personnel/families have been provided this service in the past 3 months ?
Emergency food vouchers/cash/loan	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Crisis payment of energy bills for warmth/cooling	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

Comment (optional)

*17. Physiological Needs Continued: Housing Assistance Does your organisation provide any form of Housing Assistance - from crisis accommodation through to relocation assistance

- Yes
 Referrals only [if so, tick and skip to page 11]
 No [if so, tick and skip to page 11]

Comment (optional)

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Basic Needs Continued - Housing - Safety and Security

18. Physiological Needs Continued: Housing Assistance What support services does your organisation provide to address housing needs of veterans/families?

	Has this service been provided by your organisation in past 12 months?	Has this service been provided by your organisation in past 12 months?
Crisis Accommodation referrals/coordination/funding	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Provision of crisis accommodation	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Emergency Rent payments	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Relocation Assistance (assist moving/settling into a new area)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Housing loans / rental subsidies (long term)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
House maintenance/cleaning assistance	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Retirement living services - <input type="radio"/> subsidised rates <input type="radio"/> commercial rates	<input type="radio"/> Service not provided <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Aged care living services - <input type="radio"/> subsidised rates <input type="radio"/> commercial rates	<input type="radio"/> Service not provided <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

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Individual Needs - Financial (Income/Pension) Security Needs

*19. Individual Needs - Financial (Income/Pension) Security Needs Does your organisation provide services to address Financial (Income/Pension) security needs of veterans/families?

- Yes
- Referrals only [if so, tick and skip to page 17]
- No [if so, tick and skip to page 17]

Comment (optional)

***20. Safety and Security Needs: Financial Security**

What support services does your organisation provide to address Financial Security needs of veterans/families

	Has this service been provided by your organisation in past 12 months?	Has this service been provided by your organisation in past 12 months?
Crisis financial support	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Referrals to Financial Counselling/Advice	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Financial Assistance/Guidance/Counselling services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Financial Adviser (Registered) services (including Superannuation Advice)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Financial Management services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Loans (low interest or no interest and/or loan security)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

If your organisation does provide financial security assistance not included in the above, please list below.

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Safety and Security Needs: Financial Security - Pensions Support

*21. Safety and Security Needs: Financial Security - Pensions Support What support services does your organisation provide to address Pensions support needs of ADF/Ex-ADF personnel/families?

	Has this service been provided by your organisation in past 12 months?	Has this service been provided by your organisation in past 12 months?
Assistance establishing personal DVA MyAccount	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Provision of general DVA Claims advice	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Provision of general claims advice from nonDVA Government Departments	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Claim preparation interviews and claim form preparation	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Claim form checking (quality assurance) and lodgement	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Appeal Form preparation	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Appeal Form checking (quality assurance) and lodgement	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Veterans Review Board Representation (VRB Advocate) at VRB hearings	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Administration Appeals Tribunal Application preparation/lodgement	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge	<input type="radio"/> Nil <input type="radio"/> 1 to 5

	<input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> More than 5
Funding legal practitioner for Administration Appeals Tribunal hearing	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Provision of legal practitioner for Administration Appeals Tribunal hearing	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Assistance establishing personal DVA MyAccount	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

If your organisation does provide pension support not included in the above, please list below.

Pension Officer/Advocate Need and ESO capacity to service that need currently and into the future

The next series of questions attempt to understand current level of demand/need being serviced, and the likelihood of ESOs continuing to service that need into the future (5 to 10 years) with the current pension officer/advocate work force.

To understand and calculate current demand (need) being serviced and the capability to service that demand now and into the future, please answer the following.

*** 22. Volunteer Pension Officer (TIP course trained)**

Number of individuals actively providing this service

Average number of hours per week per individual providing this service

Number of individuals providing this service aged under 68

23. Employed Pension Officer (TIP course trained)

Number of individuals actively providing this service

Average number of hours per week per individual providing this service

Number of individuals providing this service aged under 68

24. Volunteer Case officer (TIP course trained)

Number of individuals actively providing this service

Average number of hours per week per individual providing this service

Number of individuals providing this service aged under 68

25. Employed Case officer (TIP course trained)

Number of individuals actively providing this service

Average number of hours per week per individual providing this service

Number of individuals providing this service aged under 68

26. Volunteer VRB Advocate (TIP course trained)

Number of individuals actively providing this service

Average number of hours per week per individual providing this service

Number of individuals providing this service aged under 68

27. Employed VRB Advocate (TIP course trained)

Number of individuals actively providing this service

Average number of hours per week per individual providing this service

Number of individuals providing this service aged under 68

28. Volunteer AAT Advocate (University of Canberra)

Number of individuals actively providing this service

Average number of hours per week per individual providing this service

Number of individuals providing this service aged under 68

29. Employed AAT Advocate (University of Canberra)

Number of individuals actively providing this service

Average number of hours per week per individual providing this service

Number of individuals providing this service aged under 68

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Individual Needs - Safety and Security Needs

* 30. Individual Needs - Safety and Security Needs

Does your organisation provide services to address Safety and Security needs of ADF/Ex-ADF personnel/families?

	Has this service been provided by your organisation in past 12 months?	Has this service been provided by your organisation in past 12 months?
Personal security assistance: eg security screens for housing	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Legal support - probono / in kind support	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Legal support funding	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Legal practitioner (part of your organisation)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

Other (please list)

*31. Employment Security Needs - gaining and maintaining employment for veteran and spouse.

Does your organisation provide any support services to the address employment security needs of ADF/Ex-ADF personnel/families?

- Yes
 Referrals only [if so, tick and skip to page 20]
 No [if so, tick and skip to page 20]

Comment (optional)

12. Basic Needs continued - Employment Security

*32. Safety and Security Needs: Employment Security

What support services does your organisation provide to address Employment Security needs of ADF/Ex-ADF personnel/families

	Has this service been provided by your organisation in past 12 months?	Has this service been provided by your organisation in the past 12 months?
Referrals to Resume service (including probono and in-kind services)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Funding Resume service for individuals	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Provision of Resume service	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Referrals to recruitment employment / work placement services provider	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Funding recruitment employment / work placement services for individuals	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Assistance with recognition of prior learning and identifying qualifications	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Mentoring support for job placement	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Partner / Carer Employment support services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Referrals to Childcare services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Childcare services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

	<input type="radio"/> Post discharge only	
Transition to civilian work place planning	<input type="radio"/> Service not provided	<input type="radio"/> Nil
	<input type="radio"/> During ADF service & post discharge	<input type="radio"/> 1 to 5
	<input type="radio"/> During transition & post discharge	<input type="radio"/> More than 5
	<input type="radio"/> Post discharge only	
Funding vocational training services	<input type="radio"/> Service not provided	<input type="radio"/> Nil
	<input type="radio"/> During ADF service & post discharge	<input type="radio"/> 1 to 5
	<input type="radio"/> During transition & post discharge	<input type="radio"/> More than 5
	<input type="radio"/> Post discharge only	
Promotion of collective recognition of value of employing ex-service personnel	<input type="radio"/> Service not provided	<input type="radio"/> Nil
	<input type="radio"/> During ADF service & post discharge	<input type="radio"/> 1 to 5
	<input type="radio"/> During transition & post discharge	<input type="radio"/> More than 5
	<input type="radio"/> Post discharge only	

If your organisation does provide employment security support services not included in the above, please list below.



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Health and Wellbeing Security Needs

***33. Health and Wellbeing Security Needs - gaining and maintaining the health and welfare of ADF/Ex-ADF personnel/families.**

Does your organisation provide any support services to the address health and wellbeing security needs of ADF/Ex-ADF personnel/families (including crisis support and family support)?

- Yes
- Referrals only [if so tick and skip to page 26]
- No [if so tick and skip to page 26]

Comment (optional)

34. Safety and Security Needs: Health and Wellbeing Security

What support services does your organisation provide to address Health and Wellbeing Security needs of ADF/Ex-ADF personnel/families?

Wellbeing awareness/education service - information materials	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Wellbeing awareness/education service - Para Practitioner (TIP Welfare Officer)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Wellbeing awareness/education service - Practitioner (min Cert IV qualified)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Wellbeing Needs Assessment - Practitioner (min Cert IV qualified)	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Wellbeing advice/planning service	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Affordable social engagement advice/referrals	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

Peer support groups	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Holiday support services/facilities	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Respite service funding	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Respite services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Referrals to clinical medical services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Funding Clinical medical services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Clinical medical services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Referrals to clinical psychological services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Funding clinical psychological services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Provision of clinical psychological services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Health Insurance advice	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Funding health insurance	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

Staying active referrals	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Staying active services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Staying active services for injured/ill/disabled	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Home aged care services	<input type="radio"/> Service not provided <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

If your organisation does provide health and wellbeing security support services not included in the above, please list below.

35. Safety and Security Needs: Health and Wellbeing Security - Crisis Support

What support services does your organisation provide to address Health and Wellbeing Crisis Support Security needs of ADF/Ex-ADF personnel/families

	Has this service been provided by your organisation in past 12 months?	Has this service been provided by your organisation in past 12 months?
Phone Services Hotlines/Lifelines Working hours	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Phone Services Hotlines/Lifelines 24/7	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Crisis case management services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Crisis funding services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Crisis accommodation	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Crisis Mental Health support	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Counselling services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Drug and Alcohol support services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Gambling support services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Domestic Violence support services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

Rape crisis support services	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Crisis childcare support	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

If your organisation does provide crisis support services not included in the above, please list below.

***36. Safety and Security Needs: Health and Wellbeing Security - Family Support**

What support services does your organisation provide to address Health and Wellbeing Family Support Security needs of ADF/Ex-ADF personnel/families?

	Has this service been provided by your organisation in past 12 months?	Has this service been provided by your organisation in past 12 months?
Advice/referrals for engaging with local community - sporting, religious, social groups	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Family drop in centre	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
School placement assistance	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Education support tutoring referrals	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Education support tutoring funding	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Education support school/university/tafe expenses	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Education support scholarships	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Funeral support ceremonial service assistance	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5
Funeral support funding funeral expenses	<input type="radio"/> Service not provided <input type="radio"/> During ADF service & post discharge <input type="radio"/> During transition & post discharge <input type="radio"/> Post discharge only	<input type="radio"/> Nil <input type="radio"/> 1 to 5 <input type="radio"/> More than 5

If your organisation does provide family support services not included in the above, please list below.



ESO Mapping Project - Aspen Foundation - Survey of Support/Services

End of Survey

Finished !!

Thank you very much for taking the time to complete this survey on behalf of your organisation.

If you wish to provide any additional comments or feedback, please do so in the space provided below.

At the completion of the ESO Mapping Project, an electronic copy of the Project's Final Report will be emailed to the email address you provided in the first question.

Thank you again for your contribution to this research project.

37. Additional Comments/Feedback.