

Appendix 1

Project Design

This project adopted a co-design approach, whereby the researchers worked in partnership with stakeholders and end-users through a range of consultation opportunities to address the three project objectives and provide a report about possible wellbeing service delivery options for veterans and their families in Tasmania. Mixed methods of data collection were used. These included:

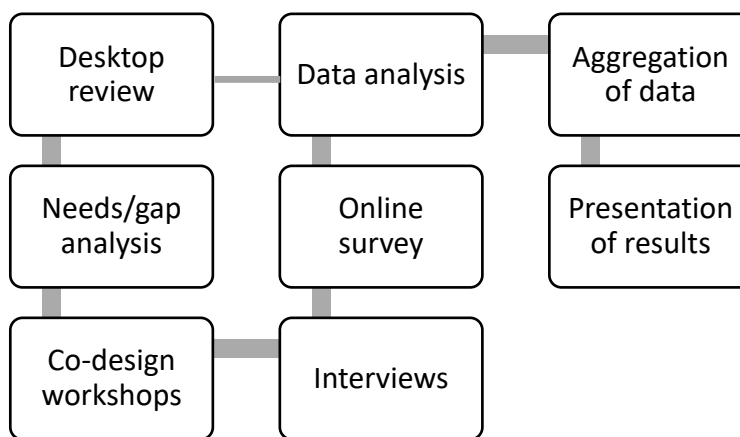


Figure 1: Research design

The project outputs generated:

1. Desktop review to collate all available published information about services available for veterans and their families and uptake of services (a review of the provision of wellbeing related services to veterans in Australian academic literature).
2. A needs/gaps analysis of Tasmanian services based on publicly available data sources
3. Co-design workshops (Three locations: Hobart, Burnie and Launceston) - qualitative data was collected.
4. Interviews with stakeholders (held either face to face or online) - qualitative data was collected.
5. Anonymous online survey – of veterans, first responders, their families and service providers. Four hundred and six (406) responses were analysed for this report.

Consulting with key stakeholder

The consultation aspects of the project were designed for input from current service providers and veterans and their families based around key domains and elements of a veteran-centred model for wellbeing [1] based on an AIHW working paper [2]. The domains include health, education and skills, housing, social support and communication, employment, income and finance, and recognition and respect.

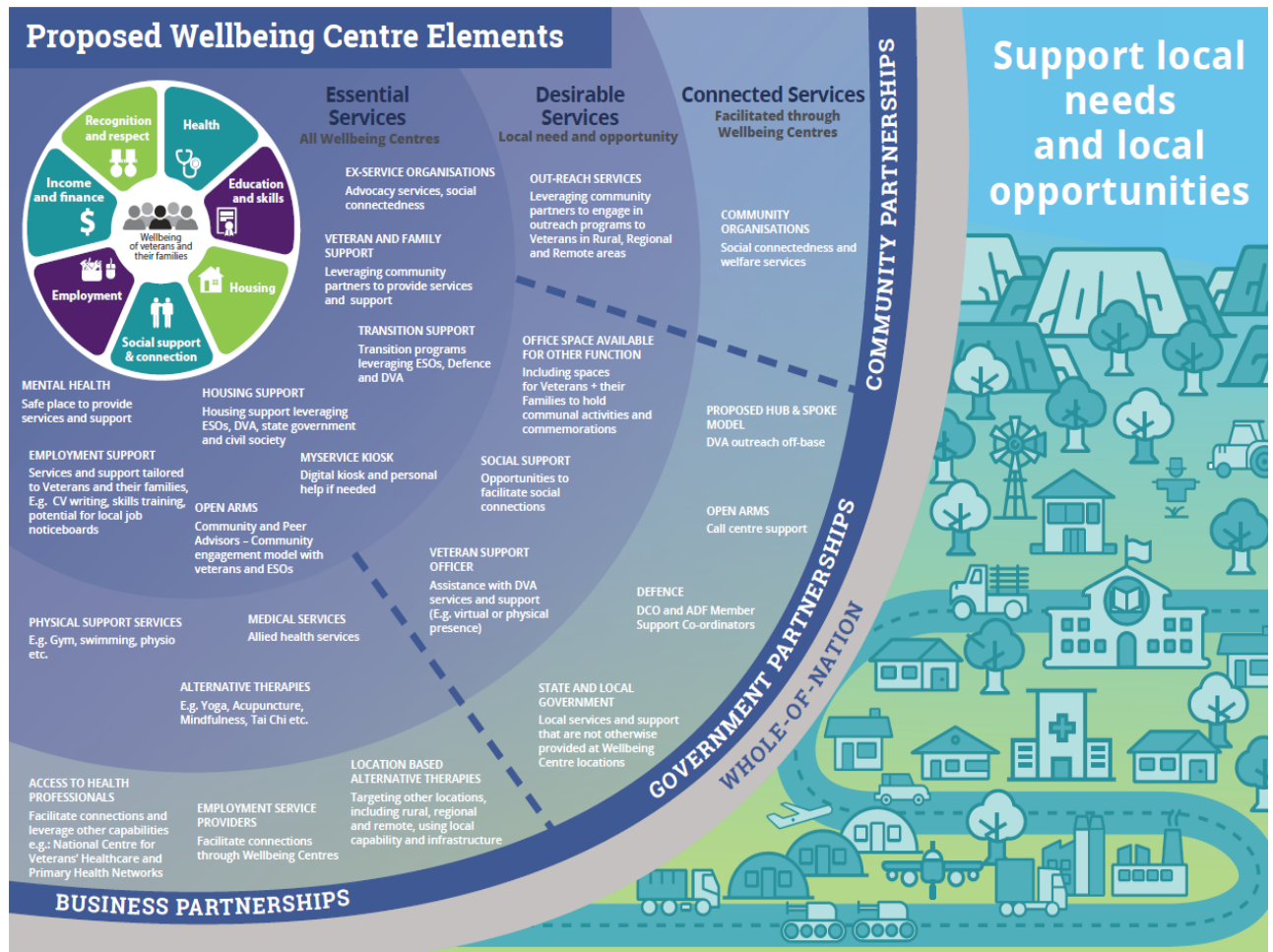


Figure 2: DVA Proposed Wellbeing Centre Elements

Generating support from key stakeholders

A study website was established to promote information about the study and facilitate enrolment (Figure 3). Consultations focused on four questions:

4. What elements of a service delivery model do you think would address the needs and barriers?

Figure 3: Screenshot of project entry webpage.

Tasmanian Feasibility Study for Veteran Wellbeing Services

This study aims explore the potential for Veteran Wellbeing Support Service(s) located in Tasmania. Veteran Wellbeing Support Service(s) will provide veterans and their families with greater access to health and wellbeing services and support in their local community. This study is being undertaken to seek the feedback and opinions of key stakeholders to inform future decisions about services delivery for veterans and their families in Tasmania. This project is funded by the Department of Veterans' Affairs and the Department of Communities Tasmania. The study objectives are:

1. Gather service provider insights into the current service delivery environment and potential gaps in wellbeing services to veterans and their families, and where appropriate civilian first responders, in Tasmania,
2. Identify needs of veterans and their family members, and how well these needs are being met in the current service environment, and
3. Gather stakeholder feedback about the feasibility and acceptability of establishing an integrated, nationally connected veteran support service in Tasmania and identify areas of crossover for civilian first responders.

We invite you to participate if you are

- > A veteran or a family member of a veteran living in Tasmania
- > An ex-service organization
- > A provider of services to veterans or their family members
- > A provider of services to citizens who likely include veterans or their family members

You can participate by

Online Survey

Filling out the online survey

[Complete the Veteran Support Service\(s\) Survey](#)

Participating in a Workshop

Joining us in one of our co-workshops for veterans, families and service providers which will be held across the state. The details of these forums are as follows:

Location	Workshop	Date & Time
Hobart Sandy Bay Campus	Workshop 1	Thursday, 12th November 2020, 09:00 - 12:00
	Workshop 2	Thursday, 12th November 2020, 13:00 - 15:30
Burnie Cradle Coast Campus	Workshop 3	Monday, 16th November 2020, 13:00 - 15:30
Launceston Newnham Campus	Workshop 4	Tuesday, 17th November 2020, 09:00 - 12:00
	Workshop 5	Tuesday, 17th November 2020, 13:00 - 15:30

[Register for a Workshop](#)

Participate in Zoom Small Group Interviews

[Register for Zoom Small Group Interviews](#)

Please see the attached Participant Information Sheet and Consent Form for further details about the workshops.

Participant Information Sheets

[Stakeholder Workshop - Veterans and Families](#)

[Co-Design Workshop - Service Providers](#)

[Small Group Interviews - Veterans and Families](#)

[Small Group Interviews - Service Providers](#)

If you are unable to attend one of the forums, we will also be holding small group interviews by an online platform (Zoom). Please see the attached Participant Information Sheet and Consent Form for further details about these activities.

To register please email veteran.consultation@utas.edu.au If you have any further questions, please feel free to contact Professor Christine Stirling, Ph: 03 62254678 or email Christine.Stirling@utas.edu.au

Recruitment and Participants

We directly approached service providers to both participate in consultations, and to disseminate information to their client base. We also used a snowball recruitment technique for veterans and families, and first responders, by making initial contact with key service providers and the Veteran Reference Group which advises the Department of Communities Tasmania. The Department of Veterans' Affairs used press releases and website information to promote the project consultations. Potential participants were directed to the project website/email address which had links to the online survey, and to registrations for the workshops/zoom interviews.

Ethics approval was gained (H0023643) and all participants provided consent to participate.

Organisations contacted included:

Table 1: Organisations contacted

Launceston City Council	RSL-Veterans Support Centres	Launceston Legacy Inc	RAAF Association – Tasmania Division
Buddy Up Australia	Health and Community Services Union (HACSU)	Relationships Tas	Volunteer Ambulance Officers Tasmania (VAOT)
Tasmanian Department of Communities Veterans Reference Group	Naval Association of Australia -Tasmania Branch	Talking About Suicide/Suicide Bereavement/ Mental Health and Crisis Support	Defence Families Australia – Victoria and Tasmania
Australian Peacekeepers Association - Tas	Working it out Tasmania Police	Local Government Association of Tasmania (LGA)	Advocacy Training Development Program – Region 3
Open Arms - Veterans and Families Counselling, Tas	Team Rubicon	Relationships Australia	Anglicare Tasmania
Launceston RSL Welfare Group	Partners of Veterans Association- Tasmania (PVA– Tas)	Speak Up Stay Chatty	Colony 47
National Suicide Prevention Trial Working Group	Misha's Mates	Women's Royal Australian Army Corp Association, Tasmania. (WRAAC)	Headspace (Hobart, Launceston, Devonport)

ADF-Army	Hobart Legacy Inc	Tasmania Commando Association	Laurel House
Rural Alive and Well	Paramedics Australasia	RAW Rural Alive and Well	Migrant Resource Centre
Community Response to Eliminating Suicide (CORES)	Roses in the Ocean	Police Assoc Tas	RSL covering rural areas
RSL-Tas	Salvation Army	Vietnam Veterans Association of Australia-Tasmania (VVAA)	Standby
Volunteer Firefighters	Regional Study Hubs	Primary Health Care Tas	Tasmanian Health Service (THS)
Mates4Mates	Ambulance Tas	Naval Assoc Tas	Soldier on

Data collection ceased on January 30th, 2021 with the following participants numbers recruited:

- 11 participants attended workshops,
- 27 participants were interviewed, and
- 406 people participated in the survey.

Table 2: Qualitative Consultation Participant Characteristics

Category	Number	Male	Female	South	North	NW
Veteran	21	16	5	10	6	4
Family Member	3	1	2		2	1
ESO	12	9	3	9	3	0
Other Service	7	6	1	3	1	3
Key Stakeholder	5	2	3	NA	NA	NA

Note: participants could represent more than one category.

The profile of survey respondents is shown in Table 3 (below). Under half of all respondents (42.6%) were veterans, overlapping with this category somewhat 26.2% of those sampled were related to or were partners of veterans. The sample also consisted of 68.0% first responders and 25.6% service providers. Note that it was possible for both these groups to also identify as veterans in the survey with 79 people belonging to both groups. DVA White and Gold card holders comprised 33.3% of the sample collectively. Around 17.5% of those who replied were a member of an ex-service organisation (ESO).

Most respondents were male (68.2%), with an average age of 50 years, 21.6% were university educated, 67.5% were working full time and 47.8% lived with a partner and 21.4% lived with dependent children.

Table 3: Characteristics of survey respondents

Label	Statistic	Number
Veterans	42.6%	173
Current member ADF	1.5%	6
Member of the reserves	5.2%	21
First responder	68.0%	276
Service Providers	25.6%	104
Family member or partner of a veteran*	26.2%	106
Member of an ESO	17.5%	71
Male	68.2%	159
DVA cards:		
White	24.4%	99
Gold	8.9%	36
Average Age (Range)	50 (23 - 82)	227
University degree	45.8%	104
Live with a partner	47.8%	194
Live with dependent children	21.4%	87
Live alone	5.4%	22
Working full time	67.5%	156

*Note first responders, family members and service providers can also be veterans. 79 (19.46%) of respondents identified as both veterans and first responders.

References

1. Department of Veterans Affairs, *Veteran Mental Health and Wellbeing Strategy and National Action Plan 2020-2023*. 2020.
2. Australian Institute of Health and Welfare. *Development of a veteran-centred model: a working paper*. Cat. No. PHE 224. Canberra: AIHW

Tasmanian Feasibility Study for Veteran Wellbeing Support Service(s)

This study aims explore the potential for Veteran Wellbeing Support Service(s) located in Tasmania. Veteran Wellbeing Support Service(s) will provide veterans and their families with greater access to health and wellbeing services and support in their local community. This study is being undertaken to seek the feedback and opinions of key stakeholders to inform future decisions about services delivery for veterans and their families in Tasmania, and where appropriate to understand the applicability to civilian first responders.

You have been invited to participate because you have been identified as either:

- a provider of services to the veteran community and/or or civilian first responders,
- a veteran,
- a first responder or
- a family member of a veteran
- you are over 18 years old.

There are 44 questions in this survey.

Section: Filtering Questions

To consent to participate you select 'I consent, begin the study' below. If you answer 'I do not consent,...', then you will taken to the end of the survey and no responses will be kept.

Please read the following information about the study.

[Information Sheet](#)

If you agree to complete this web-based survey, you will be deemed to have consented to participation in this research. By clicking the button below, you acknowledge that you are over 18 years of age and you are willing to participate in this research. You may choose to terminate your participation in the study at any time and for any reason. Incomplete and/or terminated surveys will not be included within data analysis for this research. You consent to having the information you provide used anonymously in research reports specific to this project.

*

Choose one of the following answers
Please choose **only one** of the following:

- I consent, begin the study
- I do not consent, I do not wish to participate

I am over 18 years of age and have read the information sheet. *

Only answer this question if the following conditions are met:

Answer was 'I consent, begin the study' at question '2 [q00]' (If you agree to complete this web-based survey, you will be deemed to have consented to participation in this research. By clicking the button below, you acknowledge that you are over 18 years of age and you are willing to participate in this research. You may choose to terminate your participation in the study at any time and for any reason. Incomplete and/or terminated surveys will not be included within data analysis for this research. You consent to having the information you provide used anonymously in research reports specific to this project.)

Please choose **only one** of the following:

- Yes
- No

Have you ever served in the Australian defence force?

*

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Check all that apply

Please choose **all** that apply:

- No
- Yes, Current Regular Service
- Yes, Previous Regular Service
- Yes, Current Reserve Service

- Yes, Previous Reserve Service

Are you a family member of an ex service member of the Australian Defence Force? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Choose one of the following answers

Please choose **only one** of the following:

- No
- Yes, Spouse or De-Facto Partner
- Yes, Parent
- Yes, Dependent

Are you a member of an ex-service organisation? (ESOs)

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Please choose **only one** of the following:

- Yes
- No

If yes, please specify *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '6 [q3]' (Are you a member of an ex-service organisation? (ESOs)) *and* Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Please write your answer here:

Are you a first responder for *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Check all that apply

Please choose **all** that apply:

- No
- Fire
- Ambulance
- Police
- SES
- Other

If 'Yes' to Other, please specify: *

Only answer this question if the following conditions are met:

Answer was at question '8 [q4]' (Are you a first responder for) *and* Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Please write your answer here:

Do you provide services?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Please choose **only one** of the following:

- Yes
- No

Do you access services through DVA?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?) *and* Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner' *or* 'Yes, Parent' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?) *and* Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Please choose **only one** of the following:

- Yes
- No

Do you have a DVA card?

Only answer this question if the following conditions are met:
----- Scenario 1 -----
Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?) *and* Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)
----- or Scenario 2 -----
Answer was 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?) *and* Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)
Choose one of the following answers
Please choose **only one** of the following:

- Yes, Gold
- Yes, White
- No

Section: Veteran/Family Member/First Responder

Looking at the following list are there any wellness services you are currently using or have used in the past?

Only answer this question if the following conditions are met:
----- Scenario 1 -----
Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)
----- or Scenario 2 -----
Answer was 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)
----- or Scenario 3 -----
Answer was 'Ambulance' *or* 'Police' *or* 'SES' *or* 'Other' *or* 'Fire' at question '8 [q4]' (Are you a first responder for)
Please choose the appropriate response for each item:

	Current	Past	No
Advocacy and/or social connectedness programs.			
Transition programs.			
Housing support.			
Service desk, including a digital kiosk and personal assistance.			
Community and peer advisors.			
Personal employment support (e.g. CV writing, skills training for local job opportunities).			
Mental Health services and support.			
Social support programs to facilitate social connections.			
Access to space for communal activities or commemorations.			
Access to outreach services (such as tele-health services).			
Assistance with accessing DVA services and support (either virtual or physical).			
Allied health services.			
Physical support services such as gymnasium, swimming pool.			
Alternative therapies such as acupuncture, tai chi etc.			
Partnering with community organisations to provide access to outreach programs in rural, regional or remote areas.			
Support to access community organisations – e.g. welfare services.			
Support to access DVA outreach services.			

	Current	Past	No
Call centre support.			
Support to access local and state government services.			
Employment service providers.			
Support access to Primary Health Networks, or the National Centre for Veterans' Healthcare.			

If there are other services not identified above, please specify.

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner' *or* 'Yes, Parent' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Fire' *or* 'SES' *or* 'Police' *or* 'Ambulance' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Please write your answer here:

Please specify your reason if you stopped using any of the above services

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner' *or* 'Yes, Parent' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Fire' *or* 'SES' *or* 'Ambulance' *or* 'Police' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Please write your answer here:

Are there any services you would like to access but cannot?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Dependent' *or* 'Yes, Spouse or De-Facto Partner' *or* 'Yes, Parent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Other' *or* 'Fire' *or* 'Ambulance' *or* 'Police' *or* 'SES' at question '8 [q4]' (Are you a first responder for)

Check all that apply

Please choose **all** that apply:

- Advocacy and/or social connectedness programs.
- Transition programs
- Housing support.
- Service desk, including a digital kiosk and personal assistance.
- Community and peer advisors.
- Personal employment support (e.g. CV writing, skills training for local job opportunities).
- Mental Health services and support.
- Social support programs to facilitate social connections.
- Access to space for communal activities or commemorations.
- Access to outreach services (such as tele-health services).
- Assistance with accessing DVA services and support (either virtual or physical).
- Allied health services.
- Physical support services such as gymnasium, swimming pool.
- Alternative therapies such as acupuncture, tai chi etc.
- Partnering with community organisations to provide access to outreach programs in rural, regional or remote areas.
- Support to access community organisations – e.g. welfare services.
- Support to access DVA outreach services.
- Call centre support.
- Support to access local and state government services.
- Employment service providers.
- Support access to Primary Health Networks, or the National Centre for Veterans' Healthcare.

If there are 'Other' services not identified above that you would like to access, please specify

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Dependent' *or* 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Police' *or* 'Ambulance' *or* 'Fire' *or* 'SES' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Please write your answer here:

Indicate your biggest barriers to accessing any desired services

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Dependent' *or* 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Fire' *or* 'Police' *or* 'SES' *or* 'Ambulance' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Check all that apply

Please choose **all** that apply:

- It is too far to travel
- I don't know where to go or how to get an appointment
- I don't think my problem is important or serious enough
- I don't think I can afford it
- I don't think they will be able to help me
- I don't think they will take my problem seriously
- I think I can manage the problem on my own
- I don't want anyone to know about the problem
- Other, please specify:

What do you think are the most important elements of a wellness service for Tasmania? Tick your top 3

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Dependent' *or* 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Police' *or* 'Ambulance' *or* 'SES' *or* 'Fire' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Check all that apply

Please select at most 3 answers

Please choose **all** that apply:

- Limited travel requirement
- Personal support to navigate offerings
- Face to face services
- Prompt assistance
- Ease of access (drop-in, bookings, time available)
- Flexible time options (e.g outside business hours)
- A balance of service delivery with face to face and online/phone
- Friendly and social atmosphere/activities
- Child friendly environment (e.g play area, access in school hours)
- A key contact as an entry point
- Provide information
- Affordability
- Understanding of defence service
- Other, please specify:

Please rate the 3 most important areas of wellbeing support service to you

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' or 'Yes, Parent ' or 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Ambulance' or 'Police' or 'SES' or 'Other' or 'Fire' at question '8 [q4]' (Are you a first responder for)

All your answers must be different and you must rank in order.

Please select at most 3 answers

Please number each box in order of preference from 1 to 7

Please choose no more than 3 items.

- Recognition and Respect
- Health
- Education and Skills
- Employment
- Housing
- Social Support and Connection
- Income and Finance

For the services that are most important to you would you be willing to pay?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' or 'Yes, Current Reserve Service' or 'Yes, Previous Regular Service' or 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Dependent' or 'Yes, Spouse or De-Facto Partner ' or 'Yes, Parent ' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Fire' or 'Ambulance' or 'Police' or 'SES' or 'Other' at question '8 [q4]' (Are you a first responder for)

Check all that apply

Please choose **all** that apply:

- Pay for private services (e.g yoga, counselling)
- Co-contribute for government services
- Want or need free services

Payment of Services

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' or 'Yes, Current Reserve Service' or 'Yes, Previous Regular Service' or 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' or 'Yes, Parent ' or 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Other' or 'SES' or 'Police' or 'Ambulance' or 'Fire' at question '8 [q4]' (Are you a first responder for)

Only numbers may be entered in these fields.

How far would you travel to these services in time?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' or 'Yes, Current Reserve Service' or 'Yes, Previous Regular Service' or 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' or 'Yes, Parent ' or 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Fire' or 'Police' or 'SES' or 'Ambulance' or 'Other' at question '8 [q4]' (Are you a first responder for)

How far would you travel to these services in time (Part A)?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' or 'Yes, Current Reserve Service' or 'Yes, Previous Regular Service' or 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' or 'Yes, Parent ' or 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'SES' or 'Other' or 'Fire' or 'Ambulance' or 'Police' at question '8 [q4]' (Are you a first responder for)

Only numbers may be entered in these fields.

Hours Minutes

	Hours	Minutes
Time to Services		

How far would you travel to these services in time (Part B)?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'SES' *or* 'Other' *or* 'Fire' *or* 'Ambulance' *or* 'Police' at question '8 [q4]' (Are you a first responder for)

Check all that apply

Please choose **all** that apply:

- I would prefer telephone access
- I would prefer online access

How important do you feel these service needs are?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Fire' *or* 'Ambulance' *or* 'Police' *or* 'Other' *or* 'SES' at question '8 [q4]' (Are you a first responder for)

Choose one of the following answers

Please choose **only one** of the following:

- Very important
- Important
- Not that important

Section: Service Provider

What services do you provide?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Please write your answer here:

In which town/suburb(s) do you provide services?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Please write your answer here:

Do you provide services for

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Check all that apply

Please choose **all** that apply:

- Veterans
- Veterans' families
- First responders
- We don't collect information on this

Considering the proposed Wellbeing Service elements, do you/your organisation currently provide services that are useful for veterans or their families

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Check all that apply

Please choose **all** that apply:

- Advocacy and/or social connectedness programs.
- Transition programs.
- Housing support.
- Service desk, including a digital kiosk and personal assistance.
- Community and peer advisors.
- Personal employment support (e.g. CV writing, skills training for local job opportunities).
- Mental Health services and support.
- Social support programs to facilitate social connections.
- Access to space for communal activities or commemorations.
- Access to outreach services (such as tele-health services).
- Assistance with accessing DVA services and support (either virtual or physical).
- Allied health services.
- Physical support services such as gymnasium, swimming pool.
- Alternative therapies such as acupuncture, tai chi etc.
- Partnering with community organisations to provide access to outreach programs in rural, regional or remote areas.
- Support to access community organisations – e.g. welfare services.
- Support to access DVA outreach services.
- Call centre support.
- Support to access local and state government services.
- Employment service providers.
- Support access to Primary Health Networks, or the National Centre for Veterans' Healthcare.

If there are other services not identified above, please specify.

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Please write your answer here:

Are there any services you believe veterans or their families would like to access but cannot?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Check all that apply

Please choose **all** that apply:

- Advocacy and/or social connectedness programs.
- Transition programs.
- Housing support.
- Service desk, including a digital kiosk and personal assistance.
- Community and peer advisors.
- Personal employment support (e.g. CV writing, skills training for local job opportunities).
- Mental Health services and support.
- Social support programs to facilitate social connections.
- Access to space for communal activities or commemorations.
- Access to outreach services (such as tele-health services).
- Assistance with accessing DVA services and support (either virtual or physical).
- Allied health services.
- Physical support services such as gymnasium, swimming pool.
- Alternative therapies such as acupuncture, tai chi etc.
- Partnering with community organisations to provide access to outreach programs in rural, regional or remote areas.
- Support to access community organisations – e.g. welfare services.
- Support to access DVA outreach services.
- Call centre support.
- Support to access local and state government services.
- Employment service providers.
- Support access to Primary Health Networks, or the National Centre for Veterans' Healthcare.

If there are other services not identified above, please specify.

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Please write your answer here:

Describe people's biggest barriers to accessing these services.

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Check all that apply

Please choose **all** that apply:

- They don't know where to go or how to get an appointment
- They think their problem is not important/serious enough
- They don't know the service is free/can't afford it

- They think we wouldn't be able to help them
- They feel they could manage the problem on their own
- They don't want anyone to know about the problem
- Other, please specify:

What do you think are the most important elements of a wellness service for Tasmania? Tick your top 3

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Check all that apply

Please select at most 3 answers

Please choose **all** that apply:

- Limited travel requirement
- Personal support to navigate offerings
- Face to face services
- Prompt assistance
- Ease of access (drop-in, bookings, time available)
- Flexible time options (e.g outside business hours)
- A balance of service delivery with face to face and online/phone
- Friendly and social atmosphere/activities
- Child friendly environment (e.g play area, access in school hours)
- A key contact as an entry point
- Provide information
- Affordability
- Understanding of defence service
- Other, please specify:

Please rate the 3 most important areas of wellness support service to you

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

All your answers must be different and you must rank in order.

Please select at most 3 answers

Please number each box in order of preference from 1 to 7

Please choose no more than 3 items.

- Recognition and Respect
- Health
- Education and Skills
- Employment
- Housing
- Social Support and Connection
- Income and Finance

Section: Demographics (Veteran or Family member, First Responders ONLY)

Do you identify as

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner' *or* 'Yes, Parent' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Ambulance' *or* 'Other' *or* 'SES' *or* 'Fire' *or* 'Police' at question '8 [q4]' (Are you a first responder for)

Choose one of the following answers

Please choose **only one** of the following:

- Male
- Female
- Non-binary
- Prefer not to say
- Prefer to self-describe

How old are you in years?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Fire' *or* 'Ambulance' *or* 'Police' *or* 'SES' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Choose one of the following answers

Please choose **only one** of the following:

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- 103

Which of these people normally live with you at your home?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner' *or* 'Yes, Parent' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'SES' *or* 'Police' *or* 'Ambulance' *or* 'Fire' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Check all that apply

Please choose **all** that apply:

- Spouse or De Facto partner
- Dependent Children
- Adult Children
- Parent/s
- Non related people
- Live alone
- Not relevant - unstable accommodation

What is the highest level of qualification you currently hold?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner' *or* 'Yes, Parent' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'Fire' *or* 'Ambulance' *or* 'Police' *or* 'SES' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Choose one of the following answers

Please choose **only one** of the following:

- Primary or High School
- Certificate III or Certificate IV
- Bachelor degree or higher

Identify your main activity

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner' *or* 'Yes, Parent' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'SES' *or* 'Police' *or* 'Ambulance' *or* 'Fire' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Choose one of the following answers
Please choose **only one** of the following:

- Full time employment (includes self-employed)
- Part time employment (includes self-employed)
- Casual employment
- Looking for employment
- Retired/home duties
- Studying

What is your suburb or nearest town? (we need this to understand your access to services)

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'SES' *or* 'Police' *or* 'Ambulance' *or* 'Fire' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

Please write your answer here:

Thank you and submit

Thank you for taking part in this survey. Please click the Submit button to complete this survey.

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '3 [q0]' (I am over 18 years of age and have read the information sheet.)

Are there any further comments / views you would like to provide?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was 'Yes, Previous Reserve Service' *or* 'Yes, Current Reserve Service' *or* 'Yes, Previous Regular Service' *or* 'Yes, Current Regular Service' at question '4 [q1]' (Have you ever served in the Australian defence force?)

----- or Scenario 2 -----

Answer was 'Yes, Spouse or De-Facto Partner ' *or* 'Yes, Parent ' *or* 'Yes, Dependent' at question '5 [q2]' (Are you a family member of an ex service member of the Australian Defence Force?)

----- or Scenario 3 -----

Answer was 'SES' *or* 'Police' *or* 'Ambulance' *or* 'Fire' *or* 'Other' at question '8 [q4]' (Are you a first responder for)

----- or Scenario 24 -----

Answer was 'Yes' at question '10 [q5]' (Do you provide services?)

Please write your answer here:

{if(q0.NAOK == "N", 'Sorry, you must be over the age of 18 to complete this survey',if(q00.NAOK == 2, 'We are sorry you do not wish to participate in the study, but thank you for your consideration.', 'Thank you for your time in completing this survey.'))}

Submit your survey.

Thank you for completing this survey.