Findings of a survey of Queensland Forgotten Australians

Conducted November 2010 – January 2011, as part of the consultations contributing to planning future services for Forgotten Australians in Queensland

Volume 2

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Preface

This report contains the finding of a survey of Forgotten Australians carried out at the end of 2010. The goal of the survey was to collect information on the situation of Forgotten Australians, their experiences with services available to them, and their preferences for the future. The population surveyed were those Forgotten Australians who had been in care in Queensland and included people who were now living in Queensland and interstate. 603 individuals responded to the survey, made up of 251 men and 313 women.

In a nutshell, the survey aimed to reach as many Forgotten Australians as possible, to make it easy for them to complete the form, and to find a way for their own points of view to be expressed. The result was a combination of ticking-the-box style questions as well as some open-ended questions where Forgotten Australians could provide answers in their own words. In the light of possible literacy issues, the respondents were invited to seek assistance in completing the form if they felt it necessary.

This report attempts to reflect this combination by presenting tabulations of all the tick-the-box style questions and also excerpts from the open-ended questions. The former are shown mainly as graphs, with detailed tables presented in the appendix. The latter are presented as 'boxed quotations', sometimes with thematic headings. The tabulated data is quite robust and the patterns in this data are very consistent. In other words, this tabulated data appears to be a reliable indication of the situation and preferences of Forgotten Australians. The boxed quotations are chosen to reflect diversity and do not attempt to be representative of the sentiments of *all* Forgotten Australians. These quotations illustrate the reality which lies behind the numbers and they provide meaning to the patterns which emerge from those numbers.

Three things are worth keeping in mind when reading the report. First, the graphs are mainly dot plots, which show the relative magnitude of the percentages for various subgroups (eg. male and female) for a particular item. They are read from left to right, with the dots furthest to the right indicating the highest percentage. A solid dot indicates one subgroup (eg. male) and a hollow dot the other subgroup (eg. female). Where only one dot is visible, this indicates that both subgroups had the same percentage. The advantage of this style of graph is that the reader can see, in a single glance, both how important something is and how that differed according to a subgroup breakdown.

Secondly, many of the questions allowed multiple responses and this makes it a bit complicated in reporting the findings. For example, we have a sample of 603 persons, but there may be 2000 responses to a question. Some people may have ticked one or two boxes, other might have ticked four, and some may have

ticked none. The number of ticks for a particular item is a fixed number (for example, 200) but the percentage can be expressed in two ways. Either 33% of persons (200 over 603) ticked that box, or 10% of the responses were made up of that item (200 over 2000). It's clear that both percentages are accurate but the difference between 33% and 10% depends on how one wants to look at things. Are we primarily interested in the people, or in the responses? For this report, it is the former which is the priority, so most of the discussion concerns these kinds of percentages. Nevertheless, there is always one table for each multiple response question which shows the percentage of responses so that those readers interested in this perspective can consult the figures.

Thirdly, for ease of expression, the terms 'respondents' and 'Forgotten Australians' are used interchangeably throughout the report. It needs to be kept in mind that the findings refer to the sample who responded to the survey, not to all Forgotten Australians.

There is a detailed discussion in the appendix about the methodology but it's worth making the point here that we can have considerable confidence in the findings for this survey. As in many other social research areas it can be quite difficult gathering information about a group of people like the Forgotten Australians. There can be issues around literacy and there can also be suspicion towards governments and other agencies by Forgotten Australians because of their history with such bodies. Despite these drawbacks, some 603 people responded to this survey and its reach was very extensive. The answers to the open-ended questions provided insights into the backgrounds and circumstances of the respondents and these indicated that the sample was a very diverse group of people. There is also considerable consistency in all of the findings, which lends further credibility to the survey.

The development of the questionnaire was undertaken by Ann Porcino and Ian Watson, of RPR Consulting and Robyn Eltherington of the Queensland Department of Communities. The Consultation Reference Group for the project, individually and collectively, offered invaluable assistance including: Allan Alloway, Bob Toreaux and Shelly Farquhar (Historical Abuse Network); Rebecca Ketton (Aftercare Resource Centre); Jo Bennett (Forgotten Australian Support Service); Karyn Walsh (Micah Projects); Kerry Charlton and Helen Baird (Forde Foundation); and Robyn Eltherington and Natalie Wilson (Department of Communities).

The survey was piloted with a small group of Forgotten Australians and their assistance was much appreciated: Lana Syed, SueTreweek, Roy Walsh, Sheryl Munson, Peter Crowl and Jessie Harlow. Forms were distributed by mail through the Relationships Australia Queensland call centre, with the support of all the services. Daphne Roach of RPR Consulting coordinated the collection of completed forms. During the period of the survey, the Forgotten Australians Support Service employed a temporary staff member to provide assistance to any Forgotten Australian who requested help in understanding and completing the form. Data Entry from the survey forms was carried out by datacomIT under the supervision of Joseph Petrarca. The analysis of the data and the writing of this report was by Ian Watson.

Key findings

This survey presents a picture of Queensland's Forgotten Australians as a diverse group of people but with a great deal in common. Many Forgotten Australians live in poverty and isolation. A significant number, however, live with their families and some live in comfortable circumstances.

The vast majority of the respondents to this survey have been adversely affected by their time in care. Many bear psychological scars; a considerable number carry physical impairments; and nearly all have been denied a good education and the many benefits in life which go with that. A few respondents viewed their time in care in a positive light, granting them a legacy of independence and resilience. However, a far greater number of respondents were bitter about their experiences, and the legacy of psychological and physical damage which it left behind. Some still hungered for answers, others wanted the door closed and never opened. Some of this complexity is evident in the various quotations used throughout this report. While there is diversity in this material, the tabulated data shows a great deal of commonality, and the patterns which emerge are mostly consistent and unambiguous.

Three quarters of the Forgotten Australians in this survey were in orphanages or children's home, about 20% were in youth detention centres, and about 20% were in foster care (respondents could be in more than one type of care). Nearly one third of Forgotten Australians were now retired, and a quarter were living with a disability. About 20% were still working. More than 40% of Forgotten Australians in this survey were married couples, with about 10% living with their children. Nearly one third were living alone.

A story of isolation and poverty emerges quite starkly from these survey data. In the case of poverty, we can compare the situations of Forgotten Australians with other Queenslanders and this confirms a picture of severe disadvantage. Some 18% of Forgotten Australians regarded themselves as poor or very poor. The comparable figure for other Queenslanders was just 3%. Another 46% of Forgotten Australians regarded themselves as 'just getting along'. This compared with a figure of 26% among other Queenslanders. Furthermore, nearly 40% of Forgotten Australians were not confident that they could access support or help when needed.

While a large proportion of Forgotten Australians made use of general medical or health services, for a range of other services usage appears to be quite low. For example, despite the trauma of their past, many Forgotten Australians did not, or could not, make use of mental health services. Only 8% reported *often* using these services and only 19% reported using them *sometimes*.

When asked for their reasons for not using these kinds of generalist services, a large proportion of Forgotten Australians answered that they were not eligible (15%) or that problems with distance presented difficulties (12%). Aspects of being Forgotten Australians were particularly relevant to this question. In particular, 12% explicitly referred to a lack of trust in governments or other authorities as a reason for not approaching these kinds of services. Another 10% of respondents carried other psychological scars from their time in care which inhibited them from accessing generalist services. Overall, some 22% of respondents gave reasons which related directly to having been Forgotten Australians. Another 44% of responses related to the nature of the services themselves and their lack of accessibility.

Turning to the kinds of services specifically targeted at Forgotten Australians, those which were most helpful were clearcut. Nearly 60% of Forgotten Australians reported that a payment from government or past providers had been helpful and 44% reported that an apology had been helpful. These two areas were by far the most important for Forgotten Australians. Another group of services were also seen as helpful: seeing a counsellor face-to-face (30%), taking part in public events (24%) and having the opportunity to share similar experiences (23%).

About two thirds of respondents indicated that they had not used some of the services or activities available to them as Forgotten Australians and the two most common reasons were distance, including the costs of travelling, and not being aware that such services were available. The legacy of their time in care was also an important factor. This included the emotional turmoil which bringing up the past entailed. Another group of Forgotten Australians referred to a lack of trust as the inhibiting factor. Being in prison or interstate limited the opportunities for involvement for about 10% of Forgotten Australians who answered this question. Finally, only about 10% of the respondents to this question indicated they had no need for these services or activities.

When asked what they wanted in the future, the response from Forgotten Australians was unequivocal. Overwhelmingly respondents wanted information on entitlements and benefits for Forgotten Australians. 60% chose this option. The next most important options were better access to health services (42%), help with finding records or meeting their families (38%), individual counselling (36%), help to make a complaint or seek compensation (36%) and a place to meet with other Forgotten Australians (35%).

Nearly half of the respondents indicated that counselling was important to them while just over half supported the idea of assistance for Forgotten Australians to become peer leaders (though a considerable number did not appear to understand what peer leadership was).

Finally, the survey canvassed what type of contact should be offered to Forgotten Australians in regional Queensland and interstate. The two most common suggestions were face-to-face contact (such as visitors) and telephone contact.

1. Who are the Forgotten Australians?

1.1 Demographic profile

The Forgotten Australians who responded to this survey were more likely to be women than men, though the gap is not that large: 52% women to 42% men. The vast majority were aged over 50 (79%), and nearly one half were aged over 60. About 15% identified as Indigenous (though 6% were uncertain how to answer this question and another 5% chose not to respond). Finally, just over one quarter of the respondents were living in Brisbane, with another 13% living in the South East region. About 7% were from North or Far North Queensland and about 11% were from the South West. Finally, about 12% of respondents were living interstate.[1] The figures for these basic demographics are shown in Table 1.1.

We now look at a gender breakdown of these basic demographics, using graphs to illustrate the patterns (the full details are shown as tables in the appendix).[2] Figure 1.1 shows that among men there is a 'bulge' in the age distribution in the 55 to 64 age group. Among women, the age distribution is more even, with the largest age bracket in the 70 or over age group. These patterns are consistent with the demographic reality that women generally live longer than men. Figure 1.2 shows that there are no gender patterns among the Indigenous respondents and Figure 1.3 shows a similar uniformity for the regions (though slight gender differences are evident for Central Queensland and North Queensland).

Figure 1.1   Age by gender (%)
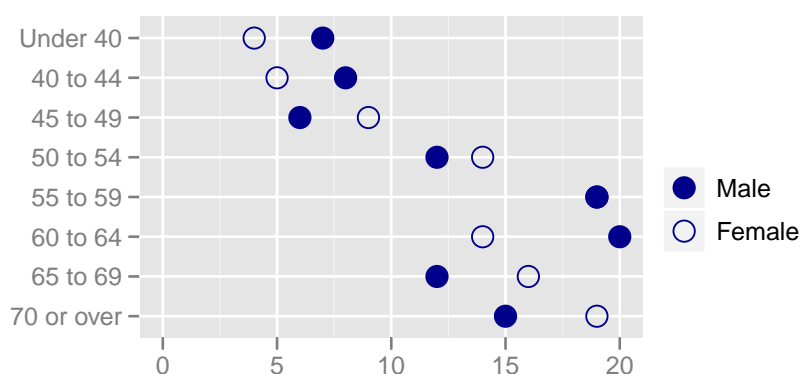
Source: Table A.1

Table 1.1   Demographic profile

	Number	Per cent
Gender		
Male	251	42
Female	313	52
No response	39	6
Total	603	100
Age group		
Under 40	30	5
40 to 44	37	6
45 to 49	43	7
50 to 54	79	13
55 to 59	109	18
60 to 64	98	16
65 to 69	86	14
70 or over	104	17
No response	17	3
Total	603	100
Indigenous status		
Indigenous	93	15
Not Indigenous	448	74
Don't know	34	6
No response	28	5
Total	603	100
Region		
Brisbane	154	26
Central Qld	55	9
Far North Qld	12	2
North Coast	91	15
North Qld	33	5
South East	76	13
South West	66	11
Interstate	75	12
No response	41	7
Total	603	100

Notes: Totals differ because of missing responses.

Figure 1.2   Indigenous status by gender (%)
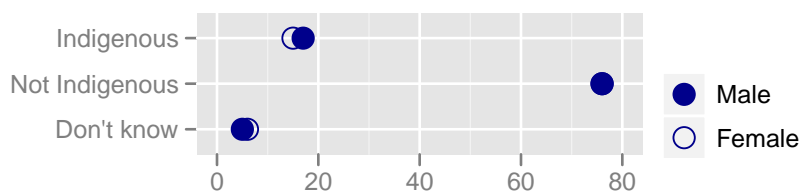
Source: Table A.2

Figure 1.3 Region by gender (%)
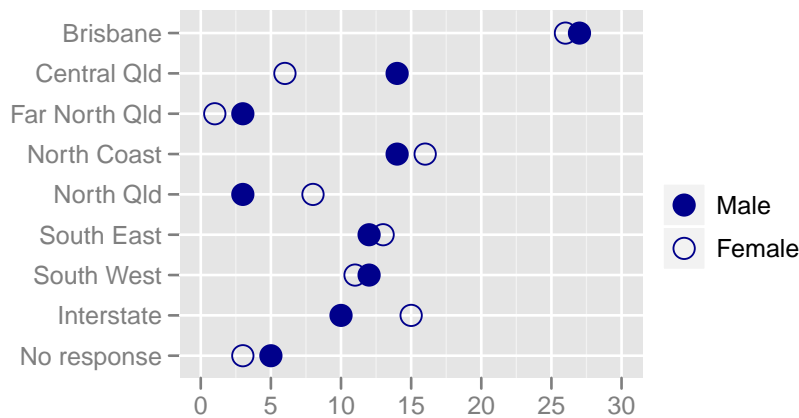
Source: Table A.3

1.2　Background in care

The type of care experienced by Forgotten Australians was overwhelmingly orphanages or children's homes. While it was possible for some of them to be in different types of care, at some stage some 76% of Forgotten Australians spent some time in orphanages or children's homes (see Table 1.2 and Figure 1.4). Considerable numbers of Forgotten Australians also spent time in youth detention centres (22%) and in foster care (21%). There were few gender differences in the type of care experienced, but there was an important age difference. As Figure 1.5 shows, among older Forgotten Australians—particularly those aged 55 and older—the type of care was almost exclusively orphanages or children's homes. By contrast, Forgotten Australians aged under 40 were more likely to have been in youth detention centres (50%), foster care (47%) and family group homes (33%) than they were to have been in orphanages or children's homes (27%). While there was a similar diversity in types of care among the other younger age groups (40 to 49), the most likely type of care for this group was nevertheless orphanages and children's homes (see Table A.5 for details).

This diversity of care among younger Forgotten Australians is evident in Table 1.3. This shows that among Forgotten Australians aged 60 and over, some two-thirds or more experienced only one type of care. By contrast, for those aged between 40 and 49, only about one third experienced just a single type of care.

Table 1.2 Background in care

	Number	Per cent
Type of care		
Foster care	129	21
Family group home	51	8
Orphanage or children's home	459	76
Youth detention centre	134	22
Don't know	4	1
Other	53	9
Total	830	
Age when entered care		
1 years old or under	93	15
2 to 5 years old	156	26
6 to 10 years old	160	27
Over 10 years old	126	21
No response	68	11
Total	603	100
Length of time in care		
1 year or less	28	5
2 to 5 years	149	25
6 to 10 years	157	26
Over 10 years	177	29
No response	92	15
Total	603	100
States where in care		
Queensland	549	91
New South Wales	34	6
Victoria	15	2
South Australia	7	1
Western Australia	1	0
Tasmania	0	0
Australian Capital Territory	0	0
Northern Territory	3	0
Don't know	2	0
Total	611	

Notes: Type of care and States where in care both allowed multiple responses. Hence totals are greater than 603 and percentage totals are not shown.

Figure 1.4 Type of care (%)

Orphanage or children's home — ● (~54)
Foster care — ● (~13)
Other — ● (~10)
Youth detention centre — ● (~8)
Family group home — ● (~3)
Don't know — ● (~3)

0   10   20   30   40   50   60
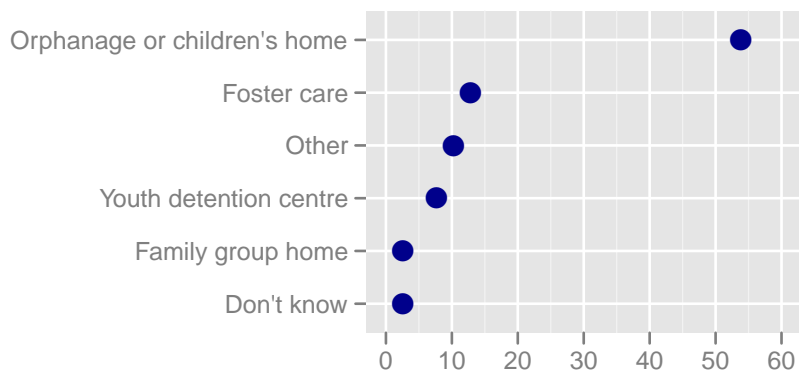
Source: Table A.4

Table 1.3 Number of types of care, by age group (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
One type of care	43	35	35	46	59	66	73	75	58
Two types of care	27	32	37	37	24	24	13	16	24
Three types of care	23	27	19	10	13	5	8	1	10
No response	7	5	9	8	5	4	6	8	8
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Figure 1.5 Type of care by age group (%)
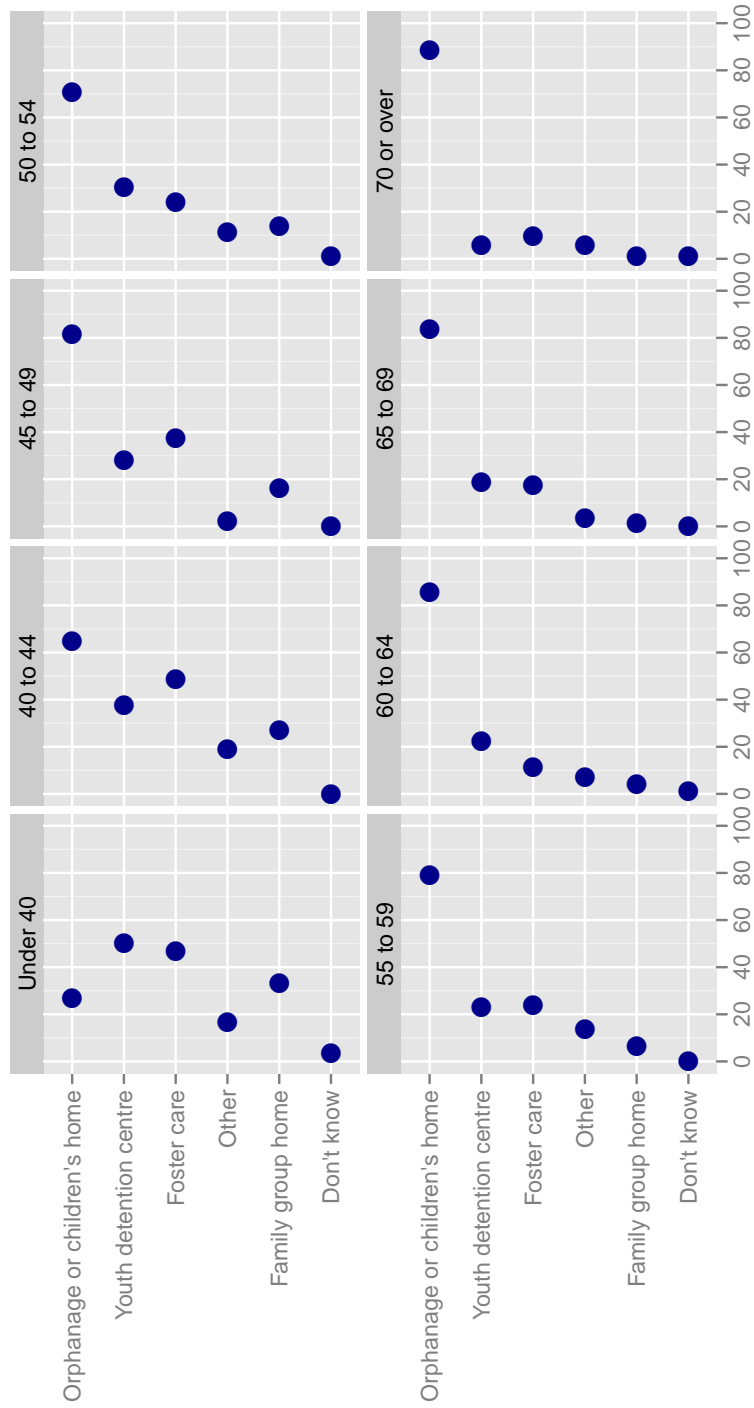
Source: Table A.5

A majority of Forgotten Australians were aged between two and ten when they first went into care (53%), but a considerable proportion were aged one year or less (15%) (see Table 1.2 and Figure 1.6). There was little in the way of gender differences in these patterns while the age patterns are unclear. It does seem likely though that younger Forgotten Australians—that is, those aged under 40 today—were more likely to first enter care when they were older as children, for example, over ten years old (see Table A.6 in the appendix).

Figure 1.6   Age when first entered care (%)
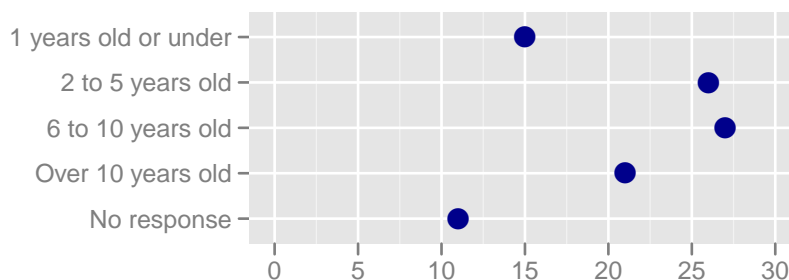
Source: Table A.6

Figure 1.7   Length of time spent in care (%)
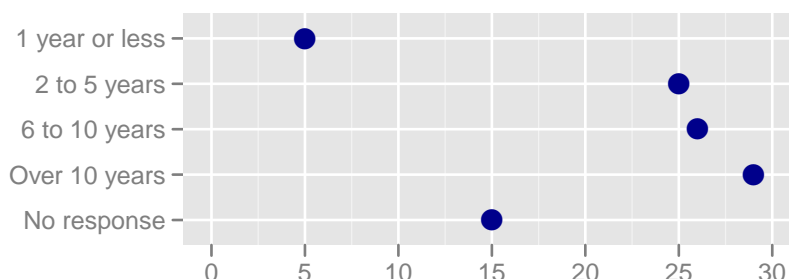
Source: Table A.7

The survey asked Forgotten Australians in which states they had spent their time in care. Nearly all of them spent their time in a single state (86%) and Queensland was the state where nearly all them spent some time (91%). The appendix shows these data as counts, rather then percentages, for both men and women (see Table A.8).

1.3   The legacy of care

The survey asked respondents 'If there is one thing you could point to which you feel is the most important long-term result of your time in care, what would it be?' This question was deliberately neutral, with no preamble and with the previous questions purely factual (for example, the states, type of care etc.) A few respondents thought the intention was positive ('You have to be joking') and a few misunderstood the purpose, but it's clear from the vast majority of the responses that the respondents understood that this question was asking them what the legacy of their time in care was. About one third of respondents chose not to answer this question, but of the other responses the stories offered were stark and powerful and the overall pattern was very consistent. Some of these answers are shown as direct quotations in the accompanying boxes (with no changes made to grammar or expression apart from correcting some spelling).

> **Long-term results of time in care I**
>
> Herded like animals, extremely fearful, no looks, no love, fear sickening gut wrenching fear, brutality from inmates as well as staff put in cells for long periods drugged, worked so hard a lonely, loveless, wretched childhood. Lives of shame and inferiority complex, agoraphobia panic attacks, shame, shame, no schooling, never good enough to this day.
>
> _____
>
> No childhood, no love, no care, didn't use name—only a number, no birthdays, no easter. Effected my ability to parent—treated my children like I was treated. Weren't taught how to relate to people.
>
> _____
>
> Hate, loath despise church or Government officials and decrees. Telling me "what's good for me".
>
> _____
>
> Separation from my brother, never being told until I was 42 years old that we were together in the orphanage.
>
> _____

The emotional complexity of these quotations illustrates just how hard it is to code this particular question to a single response. Nevertheless, a number of categories have been chosen which reflect the core feelings which were expressed in these answers and they are shown in Table A.9 in the appendix and in Figure 1.8 below.

Figure 1.8   The legacy of time in care (%)
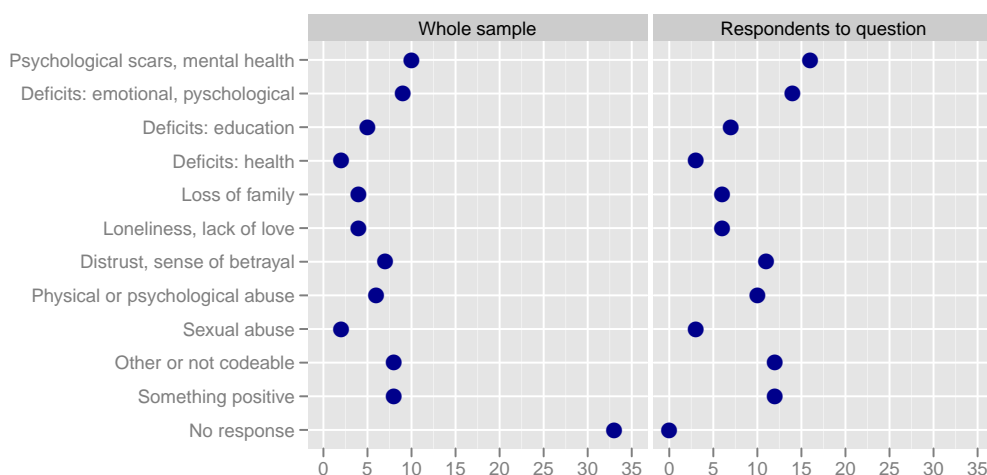
Source: Table A.9

In discussing the results for this question I present two sets of figures: the percentage of the sample and the percentage of those who chose to respond. I have done this so that the reader can think about the percentages as either: *X%* of Forgotten Australians experienced *Z* during their time in care, or *Y%* of those Forgotten Australians who responded experienced *Z* during their time in care. The reason for this double approach is because its impossible to know why one third of the sample chose not to answer this question. It may be that their experiences were too distressing to write about, or that writing sentences may have been too difficult, or it may have been simply that they had nothing to say! We cannot know. Hence, providing both sets of percentages seems the fairest way to reflect the findings for this question. In what follows the first figure presented is always the percentage of the whole sample while the second figure is the percentage of those who responded.

Only 8% (12%) of Forgotten Australians indicated that the legacy of their time in care was positive, and this was usually expressed in terms of learning to be independent or self-reliant. Sometimes it was as simple as getting three meals a day.

The over-arching category, and the one which occurred most frequently (10%/16%), was a reference to the psychological scarring from their time in care. This pointed to a legacy of ongoing mental health problems, with the term 'post traumatic stress disorder' being commonly used. The second category (9%/14%) is similar to this one, but points toward the notion of a psychological deficit resulting from their time in care. In this case, Forgotten Australians often mentioned a lack of self-confidence or a lack of self-esteem, and commented that their time in care had left them with deficiencies which hampered them for the remainder of their lives. The next two categories are also part of this theme of deficits, with some 5% (7%) of Forgotten Australians emphasising their lack of education, including its impact on their employment prospects throughout their adult lives. Another 2% (3%) of Forgotten Australians referred to various

problems with their physical health which were a direct result of their time in care.

While the next two categories overlap with both psychological scarring and psychological deficits, they were considered worth isolating because of their relevance to the current concerns of Forgotten Australians. Some 4% (6%) emphasised the loss of their families and of losing contact with siblings or parents. Another 4% (6%) focussed on the loneliness of being a child and the lack of love and caring in their childhood.

<div style="background:#e0ece5; padding:1em;">

Long-term results of time in care II

Issues with lack of trust, no matter how much I try to overcome it. It permeates so many areas of life – the end result being isolation, loneliness; and emotions which I try to avoid even thinking about (for fear of where they might lead me).

_____

Definitely contributed to my being failed for minor breaches in later life, to my lack of self esteem & depression also in later years as a result of the floggings & cruelty inflicted by certain nuns at … girls home. The memories are still with me.

_____

I was locked under the stair's at …. In the dark. I was put there when I was 2 years old came out when I was 8 years old I get claustrophobia from being locked there in the dark there was no door handle from inside for hour. I also was locked up at … girls detention home. Because my step father molested me. I would not go home till I was 16.

_____

Some catholic priests and nuns are extremely bad people (& I have lost all faith in the whole system.) & I despise the religion they are a bunch of hypocrites.

_____

</div>

Another important component of their time in care, which forms part of its psychological repercussions, are the feelings of distrust and a sense of being betrayed by adults, particularly by those in the church and by authority figures. Some 7% (11%) emphasised this aspect of their childhood.

While most of the categories just discussed can be regarded as forms of abuse, where respondents made specific reference to physical or psychological abuse, this formed the basis of a separate category, as did specific references to sexual abuse. About 6% (10%) of Forgotten Australians made reference to the former and 2% (3%) made reference to the latter.

It's important to understand what this coding means. While the question asked for 'one thing', only a minority of Forgotten Australians mentioned a single aspect of their time in care. Usually a number of different forms of abuse, ongoing problems and complex emotions were encapsulated in their responses. This is evident in the quotations in the accompanying boxes. Consequently, the way to read these percentages is *not* 'only X% mentioned … ' but rather 'at least X% referred specifically to … '. The actual percentages could easily change if the focus in the coding were to shift to another framework. For example, the psychological

deficits category could be incorporated into the psychological scarring category, as could the abuse categories. The coding strategy followed here was to prioritise specific matters—which seemed of particular policy relevance—by coding to these categories, and then allowing generic categories (such as psychological scarring) to capture the rest. Other researchers might approach this task with a different strategy. What's more, there may well be issues related to abuse which some respondents felt inhibited from expressing, and so they may have concentrated on the legacy of their time in care in more general terms. It seems likely that the sexual abuse mentioned here is under-reported for reasons such as this. Despite the need for caution in interpreting these figure, the overall patterns are unmistakeable and reveal a stark history of childhood abuse.

Long-term results of time in care III

No educational qualifications to find employment. No living skills. No relationship skills. Isolation. Dysfunctional children (drug addicts) because they became products of my environment. Alcoholism. No joy till now.

———————————————————————————————————

Not knowing what I did that was so wrong daily. I was told no matter your father & mother didn't want you & desperately needing to be loved.

———————————————————————————————————

Distrust in white people—Politicians, Government Officials and Police. A sense of utter hopelessness, despair and anger that aboriginal people will never get equality or a fair go in my lifetime.

———————————————————————————————————

The Horror of people taking their life, Staff bashing US. 7 Year old's should not see people hang themselves or slit their throat & wrist with razor blades, staff bashing kids and teenagers who were pregnant knocked downstairs to miscarry. I have a spine that's no good because I stood up for a pregnant girl and got bashed knocked down concrete steps, left in a tiny room for days no bed no nothing.

———————————————————————————————————

Differences in responding to care

There was considerable uniformity in the responses to this question about the legacy of being in care, with little variation shown by subgroups. A set of tables in the appendix (Tables A.10, A.11, A.12, A.13, A.14, A.15) provide data on some of the subgroup breakdowns for this question and in what follows I point to a number of interesting variations. They are not major differences, however, and no strong conclusions should be drawn from them.

Female Forgotten Australians were more inclined to point to the emotional and psychological deficits arising from their time in care and male Forgotten Australians were slightly more likely to emphasise their distrust and sense of being betrayed. The respondents' ages showed some interesting variations, but nothing that was systematic. For example, those aged 45 to 49 were less likely to have answered the question, while those aged under 40, and 60 to 64, were more

likely to have answered. Feelings of distrust and betrayal were prominent among those aged from 45 to 54.

Indigenous Forgotten Australians were less likely to respond to this question than non-Indigenous Forgotten Australians (39% compared to 30%). Indigenous respondents were also slightly more likely to mention emotional and psychological deficits arising from their time in care, and a number referred to the damage that sprang from the loss of their culture.

There were some regional variations, but these were mainly for those regions where the sample size was quite small (particularly North Queensland and Far North Queensland) and so caution needs to be exercised. An example of this is the high percentage of Forgotten Australians in North Queensland who pointed to emotional and psychological deficits (27%) as a legacy of their time in care, and the 27% of Forgotten Australians from Far North Queensland who emphasised their psychological scars. The all-regions averages for these two items were 10% and 9% respectively, emphasising just how much the respondents from the northern areas stood out. The highest number of non-responses was in South East Queensland and the lowest number was in South West Queensland.

The age at which Forgotten Australians entered care seemed to make some difference. Those who entered care aged one year or younger were more likely to point to loss of family and to loneliness and a lack of love (16% emphasised these two, compared with an average figure of 8%). They were also more likely to point to educational deficits as a result of their time in care (9% compared with an average of 5%).

The length of time spent in care does not seem to be an important factor for this particular question. While there are some sharp differences for those who spent one year or less in care, the sample size for this group is quite small (28 persons). For the remainder, there are no strong variations. The same is true when it comes to the type of care experienced by Forgotten Australians. There are some interesting differences among one subgroup (those in family group homes) but the sample size for them is relatively small (51 persons). These Forgotten Australians were more likely to pinpoint emotional and psychological deficits as a legacy of their time in care (20%). Surprisingly, there were few differences in the legacy of their time in care between those Forgotten Australians who had been in foster care and those who had been in orphanages or in children's homes. The incidence of distrust (and the sense of betrayal) was lower among those who had been in foster care (though the numbers are quite small).

2. What is their current situation?

The current situation of Forgotten Australians was explored in the survey with a set of questions which focussed on their personal and household circumstances, including their financial situation. In addition, to gauge the extent of their support networks, a question was included which asked about how confident they were that someone was available to provide them with help or support. A summary of the responses to these various questions is shown in Table 2.1 and a breakdown of these questions by gender, by age group and by Indigenous status can be found in the appendix. Finally, the breakdowns by gender and Indigenous status are shown below in a series of graphs.

Table 2.1 Current situation

	Number	Per cent
Personal situation		
Retired	174	29
Working full-time	69	11
Working part-time	40	7
Domestic duties	36	6
Full-time parent/carer	27	4
Living with disability	143	24
Studying	6	1
Unemployed	26	4
Other	38	6
No response	44	7
Total	603	100
Household situation		
Married couple	194	32
Married couple with children	52	9
Living alone	178	30
Living by self with children	40	7
Living with others (relatives)	35	6
Living with others (not relatives)	29	5
Other	33	5
No response	42	7
Total	603	100

Notes: † How confident respondent is that help or support would be available if needed.

Table 2.1 (continued)

	Number	Per cent
Support available?†		
Very confident	141	23
Confident	161	27
Not confident	103	17
Not at all confident	124	21
Not applicable	36	6
No response	38	6
Total	603	100
Household finances‡		
Prosperous	9	1
Very comfortable	23	4
Reasonably comfortable	151	25
Just getting along	269	45
Poor	62	10
Very poor	56	9
Don't know	8	1
No response	25	4
Total	603	100
Source of income		
Wages	91	15
Self-employed	16	3
Self-funded retiree	21	3
Disability Support Pension	189	31
Newstart	29	5
Age pension	162	27
Other Centrelink payment	27	4
Other	28	5
No response	40	7
Total	603	100

Notes: ‡ Self-assessed financial situation, taking into account current needs and financial commitments.

2.1   Personal situation

The largest proportion of Forgotten Australians were retired (29%), while those living with a disability made up the next largest group (24%). About 18% were in paid work, with about 11% working full-time and 7% working part-time. As Figure 2.1 shows, men were more likely to be working full-time and to be unemployed, while women were more likely to be engaged in domestic duties and to be retired. Not surprisingly, when it came to age, older Forgotten Australians were more likely to be retired (see Table A.17). In terms of Indigenous status, there were some sharp differences. Indigenous Forgotten Australians were much less likely to be retired (16%) or living with a disability (18%) and more likely to be working part-time (10%) and engaged in domestic duties.

Figure 2.1 Personal situation by gender (%)
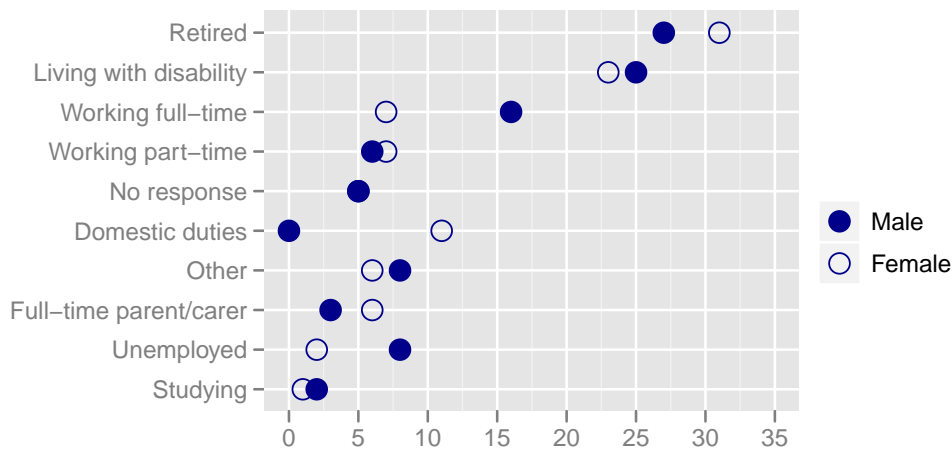
Source: Table A.16

Figure 2.2 Personal situation by Indigenous status (%)
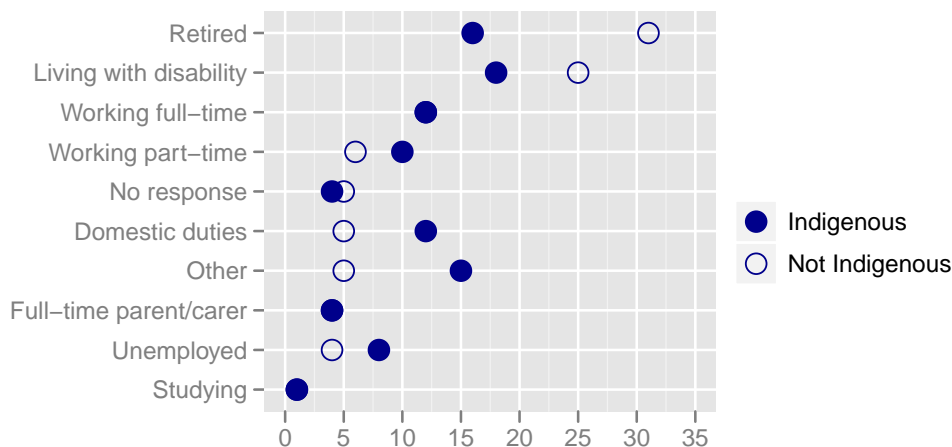
Source: Table A.18

2.2 Household situation

The two most common household situations among Forgotten Australians were living as a married couple (32%) and living alone (30%). Another 9% were a married couple with children, while 7% were living by themselves but with their children. In total, some 41% were living in a couple situation and 37% were living alone. A small proportion were living with relatives (6%) while another 5% were living with other people who were not relatives.

There were only a few gender differences in these patterns: women were more likely than men to be living by themselves with children and men were more likely than women to be living by themselves with other people who were not relatives (Figure 2.3). On the other hand, age differences were quite pronounced

(Table A.20). Younger Forgotten Australians were much less likely to be part of a married couple without children: only 10% and 8% of those aged under 40, and 40 to 44. On the other hand, larger proportions were part of a married couple with children: 20% and 24% for these two younger age groups. These younger age groups were also less likely to be living alone and more likely to be living with either relatives or other people.

Indigenous status also shows some sharp differences. Indigenous Forgotten Australians were much less likely than the non-Indigenous to be a married couple without children: 15% compared to 37%. On the other hand, the proportion who were married with children was essentially the same (10% compared to 9%). Indigenous respondents were more likely to be living with their kin. The categories of living by themselves with children or relatives made up 23% of Indigenous household situations, compared with a figure of 9% among non-Indigenous Forgotten Australians.

Figure 2.3 Household situation by gender (%)
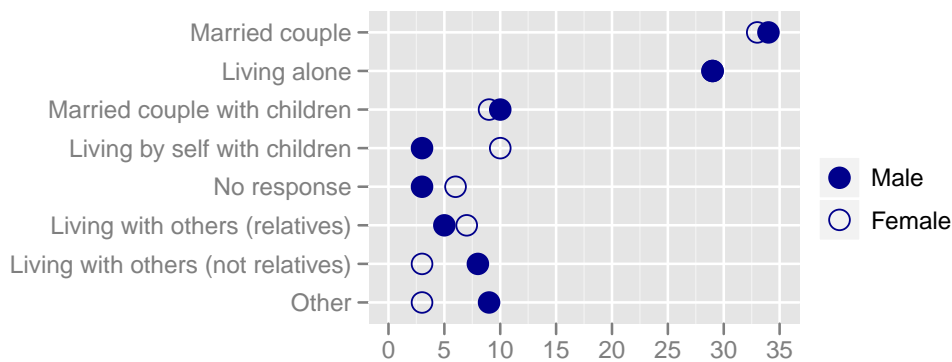
Source: Table A.19

Figure 2.4 Household situation by Indigenous status (%)
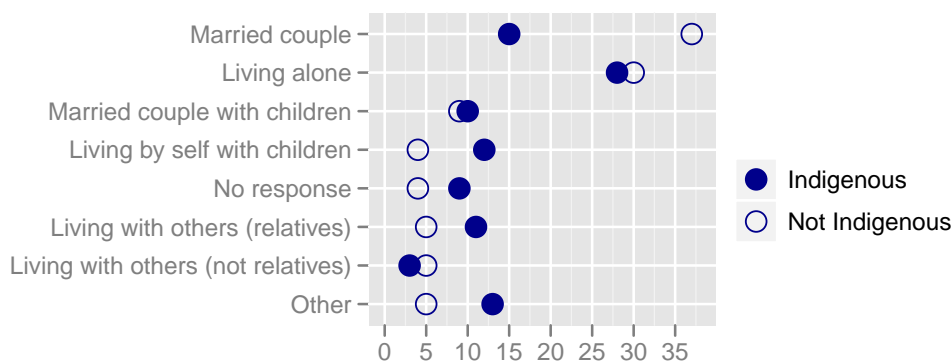
Source: Table A.21

2.3   Availability of personal support

To assess the degree of personal support available to Forgotten Australians, the survey asked: 'How confident are you that there is someone you know who will be there to provide help or support when you most need it?' Overall, 50% indicated they were confident (with 23% very confident) and 38% indicated they were not confident (with 21% feeling 'not at all confident'). The gender differences were not very pronounced, with men slight more likely than women to respond with 'very confident' (27% to 22%) and with women more likely than men to express a lack of confidence overall (40% to 35%).

In terms of age, the two oldest groups of Forgotten Australians—those aged 65 to 69 and those aged 70 or over—were more likely to be 'very confident' about obtaining support: 27% and 37% compared with an all-age average of 23%. On the other hand, among younger Forgotten Australians there was less confidence about obtaining support: among those aged under 50 the proportion who answered either 'not confident' or 'not all confident' varied from 49% to 43%, considerably above the all-age average of 38%. Finally, Indigenous Forgotten Australians were slightly more likely to feel confident overall that they could obtain support: 56% compared to an average of 52%.

Figure 2.5   Support available† by gender (%)
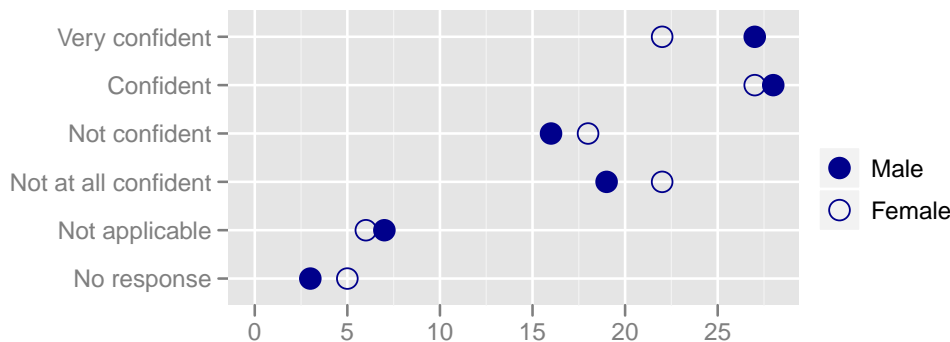
Notes: † How confident respondent is that help or support would be available if needed.
Source: Table A.22

Figure 2.6   Support available† by Indigenous status (%)
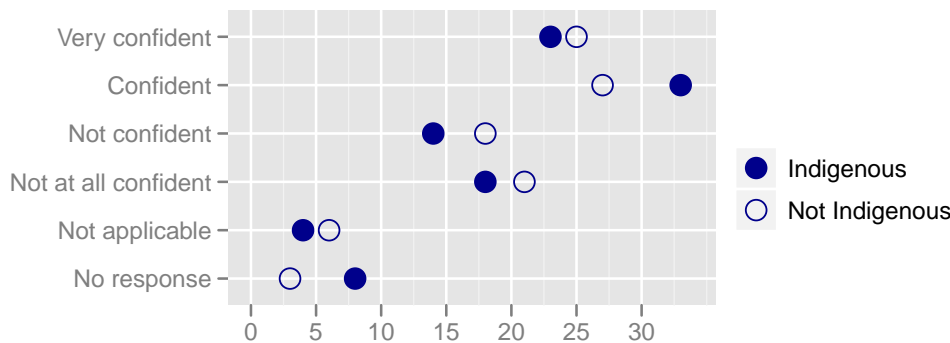
Notes: † How confident respondent is that help or support would be available if needed.
Source: Table A.24

2.4   Household financial situation

To assess the household financial situation of Forgotten Australians the survey asked respondents for a self-assessment of the adequacy of their household income, using a question which has been used widely in other surveys. It was phrased: 'Taking account of your current needs and your financial commitments, would you say that you, or your household, are … ', and the options given ranged from prosperous to very poor. Only 5% of Forgotten Australians judged themselves (or their households) to be prosperous or very comfortable. By contrast, 19% regarded themselves as either poor (10%) or very poor (9%). Most Forgotten Australians (45%) placed themselves in the lower category of the 'middle', namely 'just getting along', while about one quarter placed themselves in the higher category of the 'middle', namely 'reasonably comfortable'. If we were to break the sample into those who were 'well off' and those who were 'doing it tough' the split would be 30% to 64%. The full details are shown in Table 2.1 above.

We can compare these figures with those of the Queensland population more generally by looking at the respondents from another survey which asked the same question (the Household, Income and Labour Dynamics in Australia survey). The results of this comparison emphasise the financial hardship faced by Forgotten Australians.

Figure 2.7   Household finances, comparison (%)
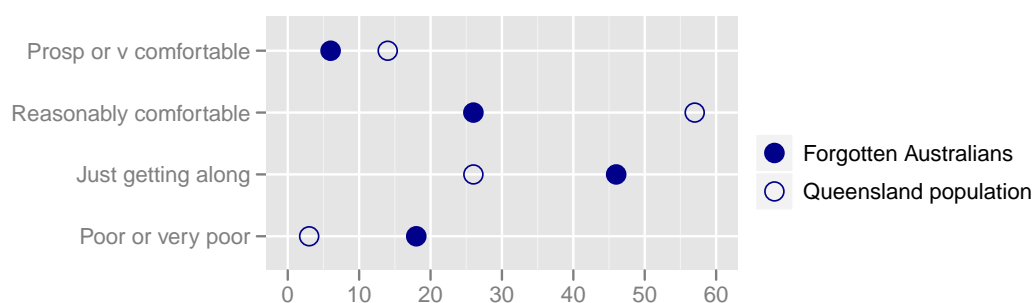
Source: Table A.25

To make the comparison valid, the age profile of the two populations is brought into alignment by restricting both samples to those persons aged 40 and over. This makes a only small difference to the percentages just discussed and does not alter the story. Looking at Figure 2.7 shows that in the Queensland population generally, some 14% regarded themselves as prosperous or very comfortable; the comparable figure for the Forgotten Australians was just 6%. Only 3% of the Queensland population regarded themselves as poor or very poor; the comparable figure for the Forgotten Australians was 18%. Turning now to the 'middle' groups, some 57% of Queenslanders regarded themselves as 'reasonably comfortable', while the equivalent figure for Forgotten Australians was just 26%. Finally, in the lower of the middle groups, those who were 'just getting along' made up 26% of the Queensland population but 46% of Forgotten

Australians. Using the simple comparison, some 29% of Queenslanders were 'doing it tough' while the figure for the Forgotten Australians was 64%. In other words, Forgotten Australians were more than twice as likely to be 'doing it tough' than other Queenslanders.

Looking now at subgroups within the Forgotten Australians sample, Figure 2.8 shows little in the way of gender differences at the bottom but a higher proportion of men in the prosperous/very comfortable category (8% to 3%). Age-based differences were more pronounced (see Table A.27 in the appendix). Among those Forgotten Australians aged 70 or over there was a higher proportion of people—about 49%—in the higher categories (reasonably comfortable through to prosperous) than is the case for those aged under 50. For this latter group the figures vary from a low of 10% (the under 40 year olds) to 18% (those 45 to 49) to 25% (those aged 40 to 44). Consequently, when it comes to the lower categories, particularly poor and very poor, the younger age groups stand out: those aged under 40 reported figures of 57% and those aged 40 to 44 years reported 30%. The all-age average for these categories was 19%. The sample size for these younger age groups is rather small, so caution is generally warranted. Nevertheless, the size of these differences is substantial and likely to be a reliable indication of an important aged-based dimension of poverty among Forgotten Australians.

Figure 2.8   Household finances‡ by gender (%)
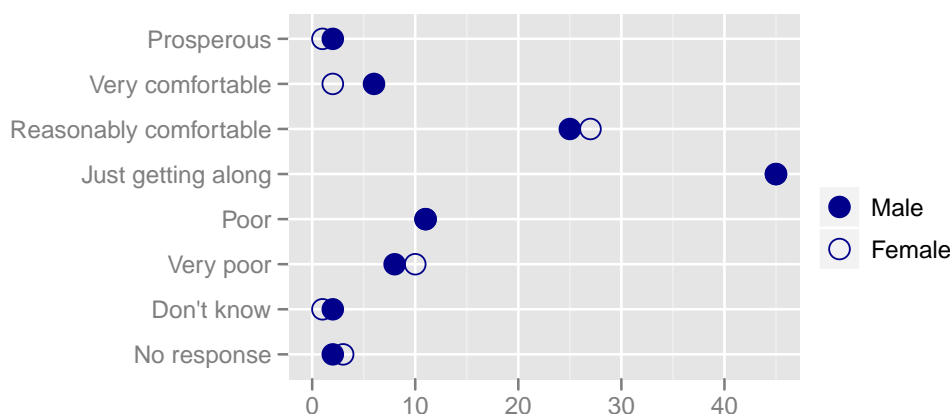
Notes: ‡ Self-assessed financial situation, taking into account current needs and financial commitments.
Source: Table A.26

The differences in financial circumstances according to Indigenous status are notable (Figure 2.9). While there are few differences at the top, when it comes to the bottom, Indigenous Forgotten Australians stand out. Some 30% of them report that they are poor or very poor, compared with a figure for the non-Indigenous of 17%. By way of comparison with other Queenslanders, as noted earlier, the comparable figure is just 3%.

Figure 2.9 Household finances by Indigenous status (%)
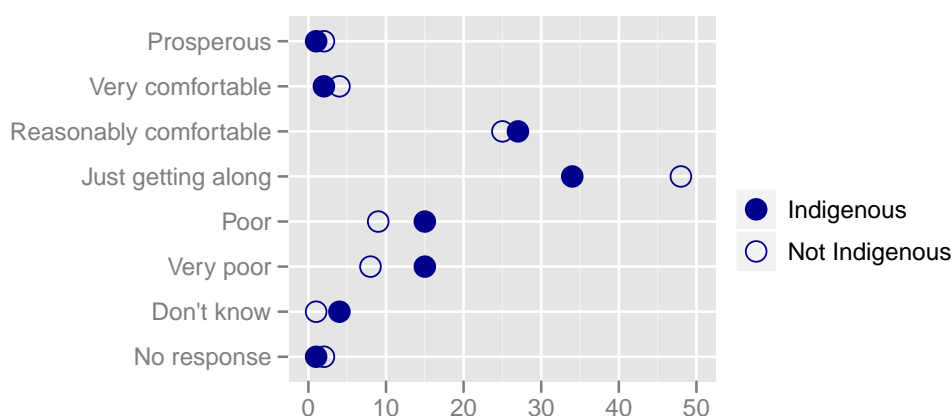
Notes: ‡ Self-assessed financial situation, taking into account current needs and financial commitments.
Source: Table A.28

2.5   Sources of income

Forgotten Australians were asked about their main source of income. Where they may have had more than one source, that which provided the highest amount of income was nominated. The results are summarised in Table 2.1 and show that two sources of income dominated: the disability support pension (31%) and the age pension (27%). The next most common source of income was wages (15%). Income from other government welfare payments totalled about 9% and income from self-employment or from self-funded retirement was about 6%. Given this pattern in the sources of income for Forgotten Australians, it is not surprising that their household financial circumstances are so bleak.

Men were more likely to be in receipt of wages than women (18% to 13%) and women were much more likely to be on the age pension (32% to 21%) (Figure 2.10). Newstart payments were also more common among men (9%) than among women (2%). Differences based on age were what one would expect: older Forgotten Australians were overwhelmingly on the age pension: around 80% of those aged 65 or over (Table A.30). Interestingly, those aged 70 or over were more likely to be self-funded retirees than those aged 65 to 69 (11% to 6%). The disability support pension featured prominently for those in the age range 40 to 64, ranging from 39% to 60%.

Figure 2.10 Source of income by gender (%)
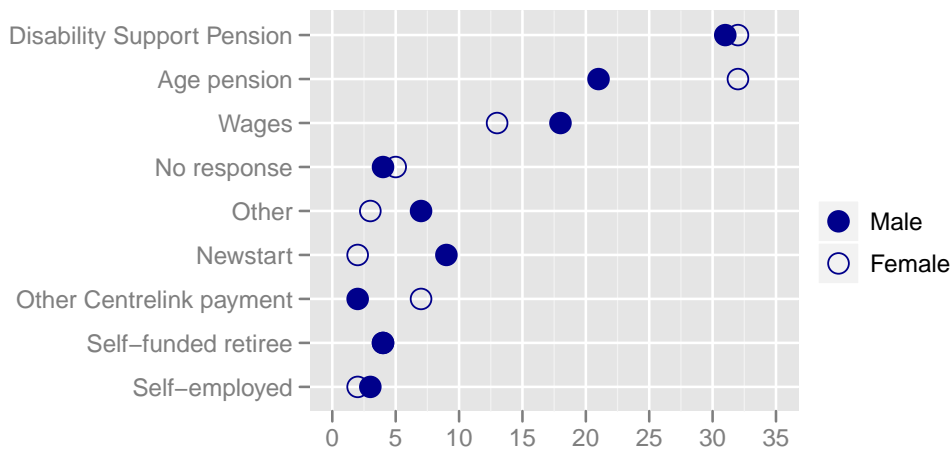
Source: Table A.29

The age pension was less prominent among Indigenous Forgotten Australians (19%) than among their non-Indigenous counterparts (29%) (Figure 2.11). Among Indigenous Forgotten Australians Newstart payments and other Centrelink payments were more common (24%) than among the non-Indigenous (6%). Wages and self-employment income made up the same proportion (19%) among Indigenous Forgotten Australians as for the non-Indigenous.

Figure 2.11 Source of income by Indigenous status (%)
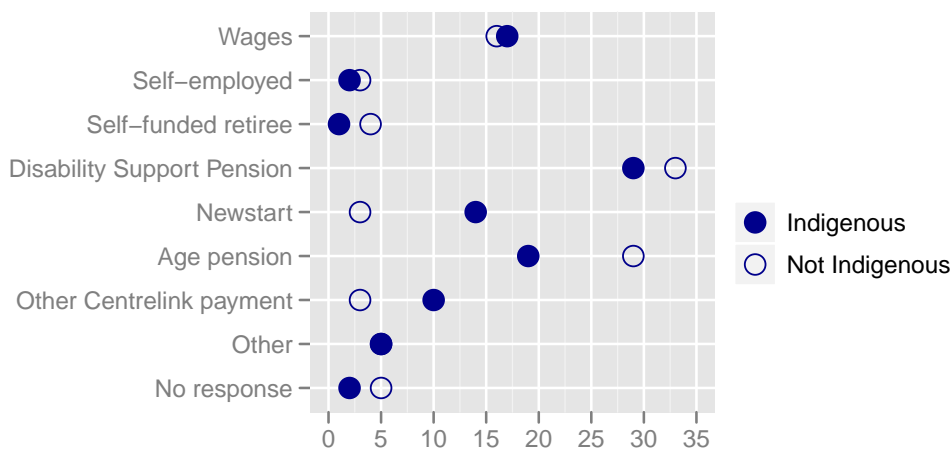
Source: Table A.31

3. Do current services meet their needs?

3.1 Government & community services

Before asking respondents about their use of services targeted at Forgotten Australians, the survey asked them about their use of services which were available to the general community. These included medical, housing, drug or alcohol counselling services, disability support services and mental health services. The answers available ranged from *often* to *sometimes* to *never* to *not able to use*. In the discussion which follows, the first two categories are sometimes discussed as a subtotal ('usage'), though the tables and graphs show the full details.

A summary of the responses to this question is shown in Table 3.1 and a set of graphs show breakdowns by gender, Indigenous status and region (which uses a more aggregated category here of Brisbane/South East Queensland and Other Queensland). Tables for these breakdowns are also shown in the appendix.

Caution is required in interpreting the results. Without knowing the level of need for a particular services, it's difficult to be sure what reports on usage mean. Never using a service, for example, may indicate no need for that service, or it may indicate a reluctance to use a service which might be beneficial.

Use of general medical and health services is common among Forgotten Australians, with 41% using them *often* and 31% using them *sometimes*. Only about 15% indicated *never*, although if we include those people unable to use these services as well as those people not responding, the figure for those Forgotten Australians who find themselves outside the provision of these services is considerably higher: 27%. Women are more likely than men to report that they *often* use medical services (47% to 37%), whereas the occasional usage pattern is reversed (29% to 37%). About 20% of men either never use, or are not able to use, these services. The comparable figure for women is 17% (see Figure 3.1 and Table A.32).

Table 3.1 Usage of government and community services

Type of service	Number	Per cent
General medical or health		
Often	250	41
Sometimes	186	31
Never	92	15
Not able to use	21	3
No response	54	9
Total	603	100
Housing or homeless support		
Often	103	17
Sometimes	60	10
Never	292	48
Not able to use	36	6
No response	112	19
Total	603	100
Drug or alcohol counselling		
Often	17	3
Sometimes	47	8
Never	406	67
Not able to use	17	3
No response	116	19
Total	603	100
Disability support		
Often	86	14
Sometimes	85	14
Never	305	51
Not able to use	32	5
No response	95	16
Total	603	100
Mental health		
Often	51	8
Sometimes	112	19
Never	312	52
Not able to use	27	4
No response	101	17
Total	603	100

Figure 3.1 Use of medical or health services, by gender (%)
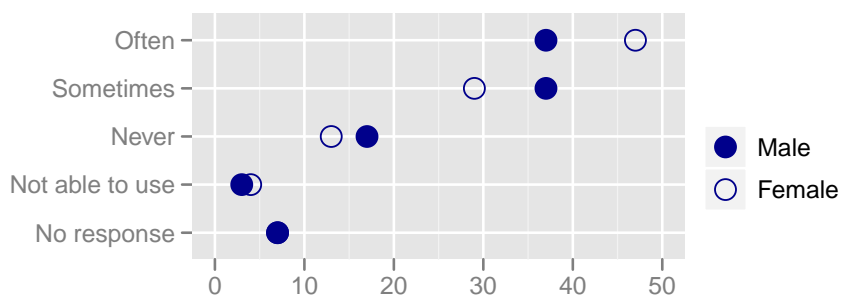
Source: Table A.32

Figure 3.2   Use of medical or health services, by Indigenous status (%)
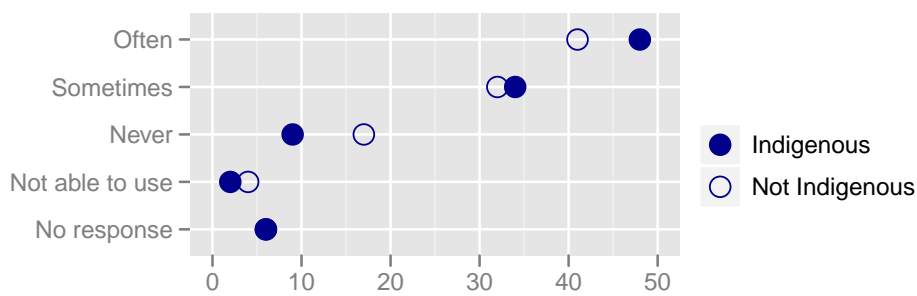
Source: Table A.34

Figure 3.3   Use of medical or health services, by region (%)
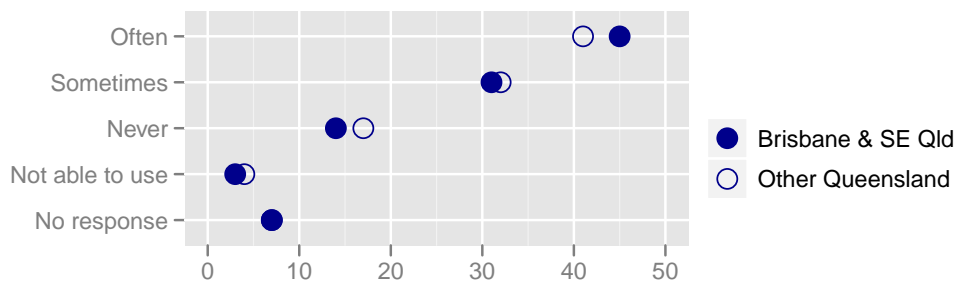
Source: Table A.35

One might expect older persons to make more use of medical and health services, but there are no clear age patterns in the data. Those aged 45 to 49, for example, are just as likely to use these services *often* as those persons aged 70 or over (Table A.33). Indeed, they report a higher level in the *sometimes* category (37% to 26%).

There is one notable difference in terms of Indigenous status, with non-Indigenous Forgotten Australians reporting higher levels of *never* or *not able to use*: 21% to 11%. Similarly, the regional breakdown shows that Forgotten Australians living outside Brisbane and the South East corner report slightly higher levels of *never* or *not able to use*: 21% to 17% (see Figures 3.2 and 3.3).

Housing services or homeless support is used by about 27% of Forgotten Australians, with 17% using them *often*. Nearly half (48%) report that they never make use of these services, and this figure is higher among men (55%) than among women (44%). There does appear to be an age-pattern in the use of these services: younger Forgotten Australians—those aged under 44—are more inclined to use them (in the range of 44% to 50%) than are older Forgotten Australians (in the range of 16% to 25%). Similarly, Forgotten Australians from an Indigenous background are also more likely to make use of these services (44% compared to 24%). Finally, people living in the Brisbane and South East corner were more likely to use housing services *often* than were people living in other parts of Queensland (23% to 12%). Figures 3.4, 3.5 and 3.6 show these results.

Figure 3.4   Use of housing services, by gender (%)
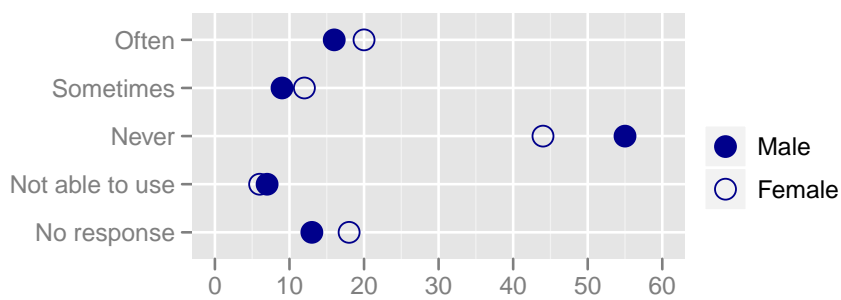
Source: Table A.36

Figure 3.5   Use of housing services, by Indigenous status (%)
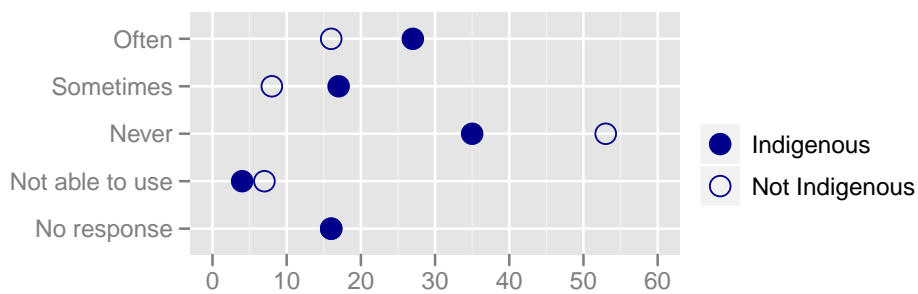
Source: Table A.38

Figure 3.6   Use of housing services, by region (%)
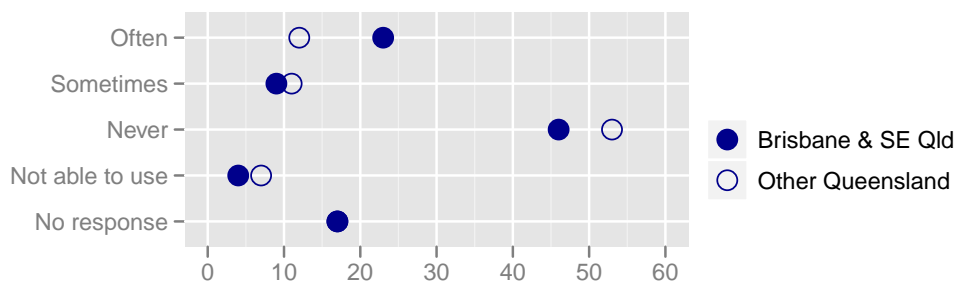
Source: Table A.39

The use of drug or alcohol counselling services is very limited among Forgotten Australians. Only 11% report using them *often* or *sometimes* and 67% report *never* using them. Gender differences are evident, with men more likely to use these services than women. Their use among younger Forgotten Australians is notable: those aged under 55 years average between 18% to 24% in the *often* and *sometimes* categories. By contrast, those older than 55 years have figures ranging from 0% to 13%. Indigenous Forgotten Australians are more likely to make use

of these services (18% to 9%) while there appear to be no regional differences of note. (See Figures 3.7, 3.8 and 3.9).

Figure 3.7   Use of drug/alcohol counselling, by gender (%)
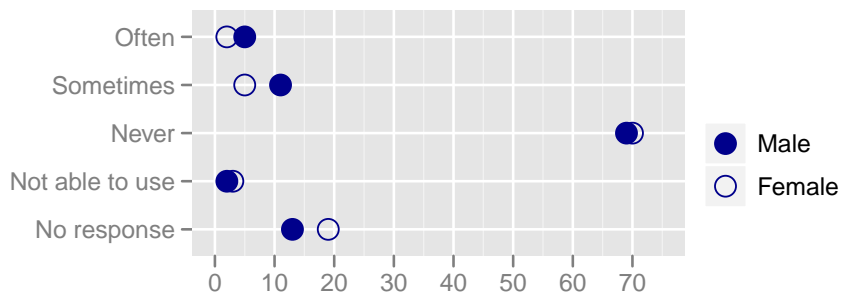
Source: Table A.40

Figure 3.8   Use of drug/alcohol counselling, by Indigenous status (%)
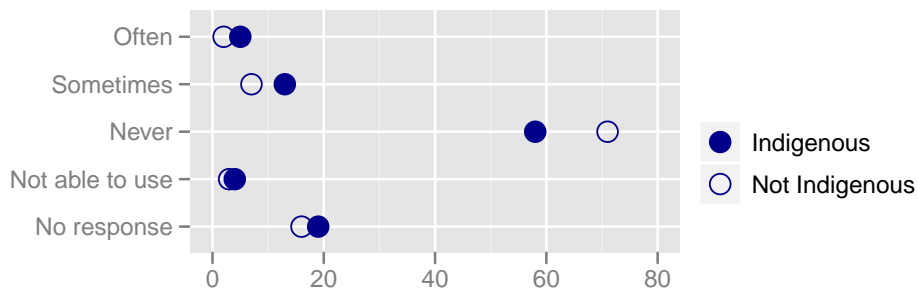
Source: Table A.42

Figure 3.9   Use of drug/alcohol counselling, by region (%)
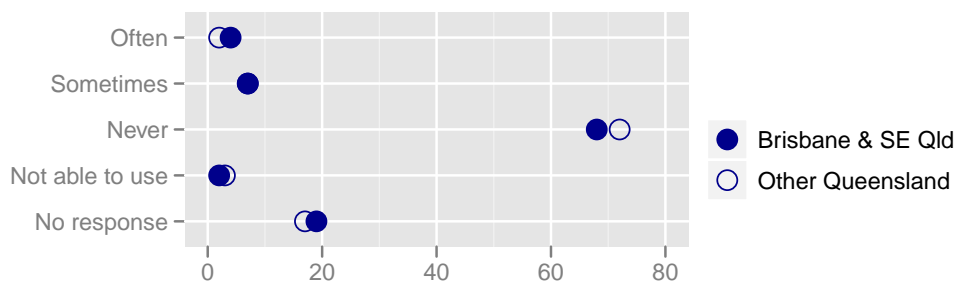
Source: Table A.43

About 28% of Forgotten Australians make use of disability support services, 14% of them *often*, and 14% of them *sometimes*. There are few gender differences in this pattern, nor are there clear patterns by age with one exception. It appears that for Forgotten Australians in the age range 50 to 64 years, the usage is considerably higher, reaching 42% among those aged 50 to 54 years. There is

also a high level of *not able to use* among those aged under 40 (17% compared with an average of 5%) but the sample size for this age group is quite small, so some caution is warranted. Indigenous status shows a small difference, with Forgotten Australians from an Indigenous background more likely to use these services (34% to 29%). Finally, the regional dimension is pronounced: some 30% of Forgotten Australians living in Brisbane and the South East corner make use of these services compared with a figure of 24% in other parts of Queensland. (See Figures 3.10, 3.11 and 3.12).

Figure 3.10   Use of disability support services, by gender (%)
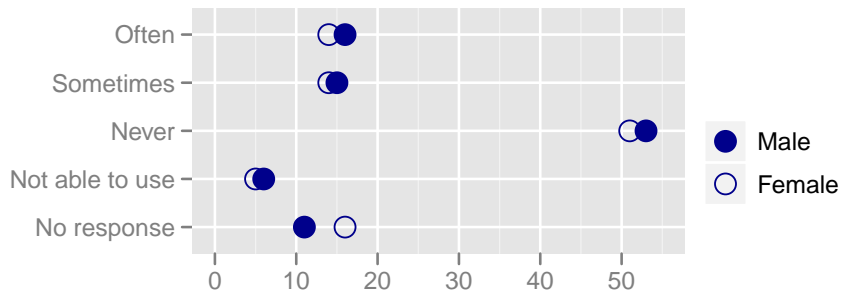
Source: Table A.44

Figure 3.11   Use of disability support services, by Indigenous status (%)
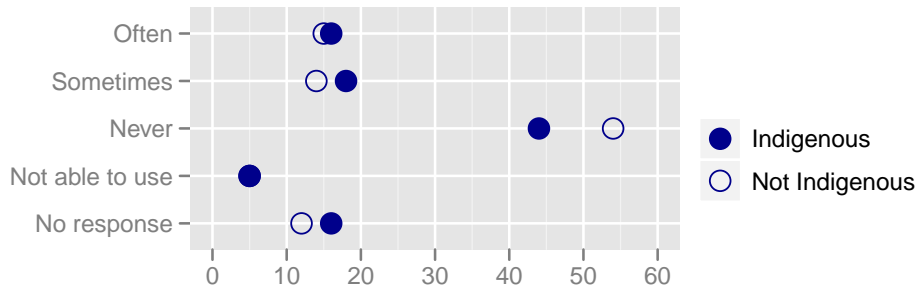
Source: Table A.46

Figure 3.12   Use of disability support services, by region (%)
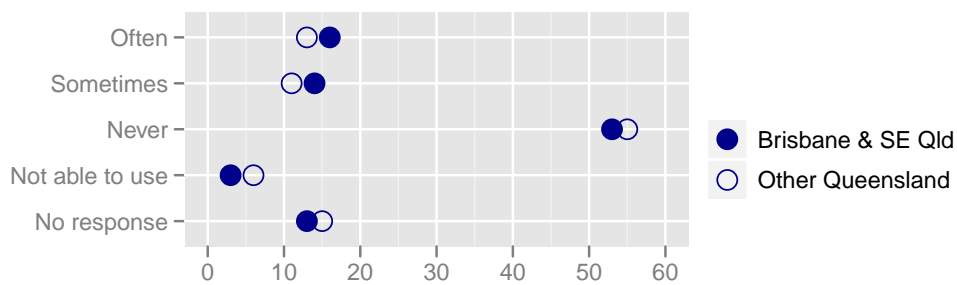
Source: Table A.47

Some 27% of Forgotten Australians make use of mental health services, with 8% using them often and 19% using them sometimes. Women are slightly more likely than men to make use of them (29% to 27%). There are no distinct age patterns, though two findings are noteworthy. The proportion of Forgotten Australians in the 70 or over age group reporting *never* using these services is quite high (67% to 52%) while the proportion of those in the under 40 age group reporting *not able to use* is also high (17% compared to the average of 4%). Again, caution is warranted with this age group because of its small sample size. Indigenous Forgotten Australians report a higher level of usage of these services (34% to 26%). Interestingly, the gap between Forgotten Australians in the Brisbane/South East corner and those in other regions is not as great as with some of the earlier findings(27% to 24%). Figures 3.13, 3.14 and 3.15 show these results.

Figure 3.13   Use of mental health services, by gender (%)
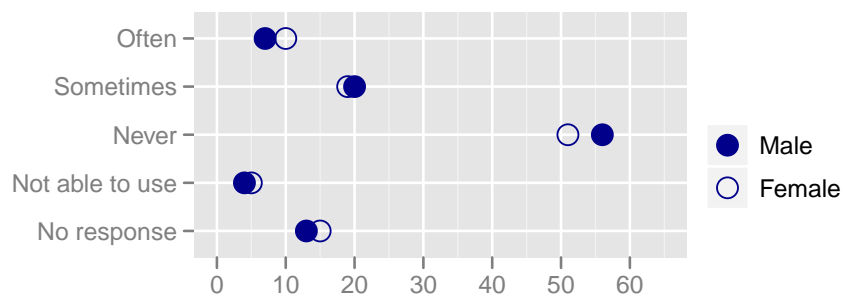
Source: Table A.48

Figure 3.14   Use of mental health services, by Indigenous status (%)
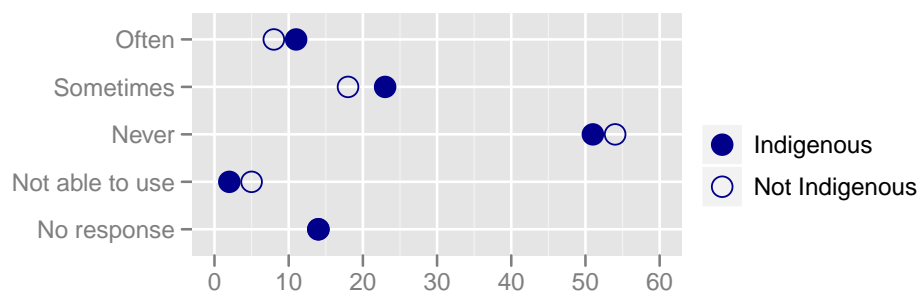
Source: Table A.50

Figure 3.15   Use of mental health services, by region (%)
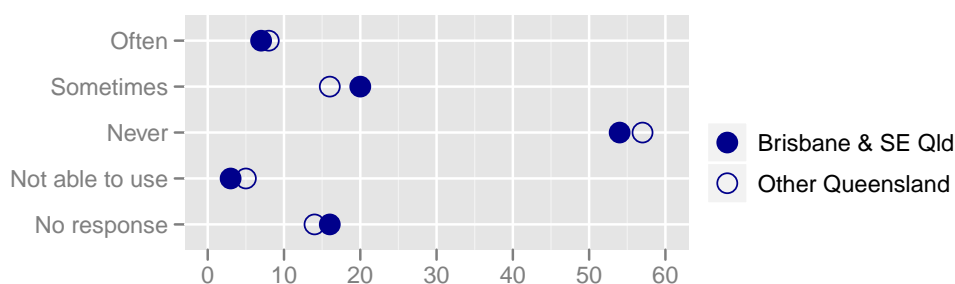
Source: Table A.51

3.2   Reasons for not using government & community services

Following the questions about the use of government and community services, the survey provided an open-ended question: 'If you answered Not Able to Use to any parts of the last question, please complete this sentence: "I think the main reason why I am not able to make use of government or community services is because … " '

Some 165 respondents provided answers to this question and the vast majority understood the meaning of the question. Only 9 percent answered in a way that suggested they did not understand the purpose of the question or answered in a way that could not be coded. The findings for this question are shown in order of importance in Figure 3.16 (and the actual percentages are shown in Table A.52 in the appendix). Some examples of the reasons given are shown in the quotations in coloured boxes (which follows the convention used earlier, of preserving the expression of the original answers).

The most common reasons for not using these services were lack of eligibility (15%). For example, a number of Forgotten Australians were in paid employment and this prevented them from being eligible for some of these services (and also made it difficult to attend during business hours). Some 7% of respondents were in prison and unable to access such services.

Difficulties with travelling and the distances involved were also important factors for 12% of respondents. Some 10% of respondents were not aware of the availability of these services and 11% indicated that they did not need to use these services.

Problems related to the services themselves were also evident. These included experiences where the services were unresponsive to Forgotten Australians (9%) and difficulties with access (6%). The unresponsiveness of the services was sometimes due to the poor reception Forgotten Australians received when they approached these services. The difficulties with access included the limited availability of these services, for example long waiting lists for public housing and an absence of affordable dental care.

Aspects of being Forgotten Australians were particularly salient in the findings for this question. In particular, 12% explicitly referred to a lack of trust in governments or other authorities as a reason for not approaching these kinds of services. A general category for the legacy of of being Forgotten Australians was used to capture a diverse range of reasons which could be traced back to their experiences in care. Some 10% of respondents fell into this category.

In summary, about 22% of respondents gave reasons which related directly to having been Forgotten Australians. Another 44% of responses related to the nature of the services themselves.

Figure 3.16   Reasons for not using government or community services (%)
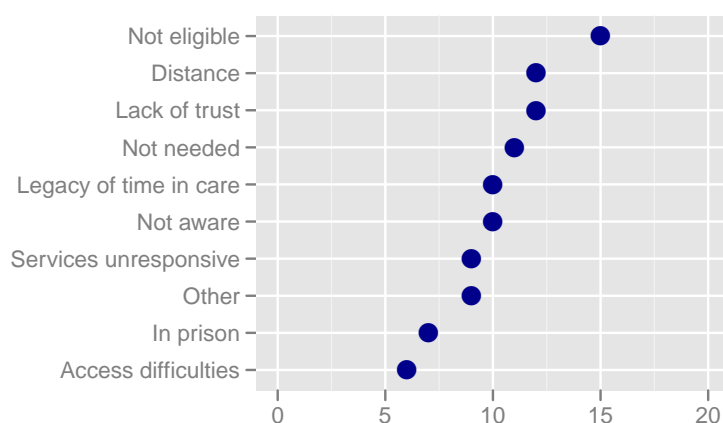
Source: Table A.52

The breakdown of this question by subgroups is limited because of the smaller number of observations (165 respondents). Nevertheless, for some of the categories there are some reliable findings that are worthy of note. Among women, for example, distance and a lack of eligibility were the main factors inhibiting their use of services. Among men, being in prison, finding services unresponsive and a lack of eligibility were the most important factors (see Figure 3.17).

Not surprisingly, distance is the most important factor among Forgotten Australians who live outside Brisbane and the South East corner (see Figure 3.18). Not being aware of what was available was also an important factor for this group of respondents.

Finally, looking at this issue among those Forgotten Australians for whom support was not available, the most salient factors inhibiting their use of services were lack of eligibility, the distances involved, and the unresponsiveness of those services (see Figure 3.19).

Figure 3.17 Reasons for not using general services by gender (%)
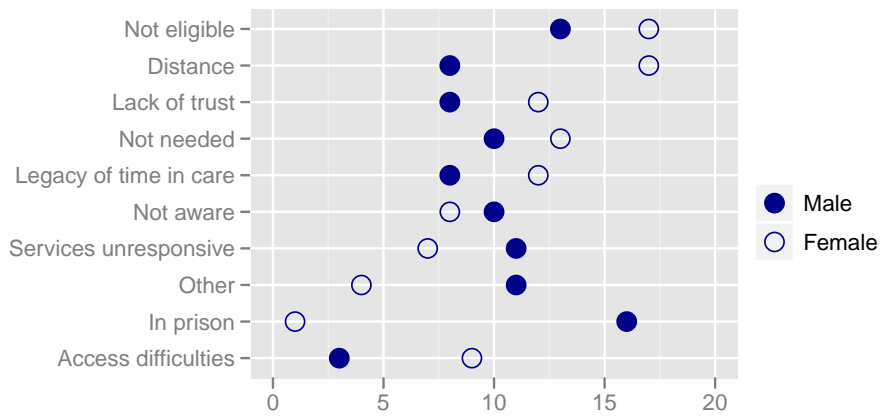
Source: Table A.52

Figure 3.18 Reasons for not using general services by region (%)
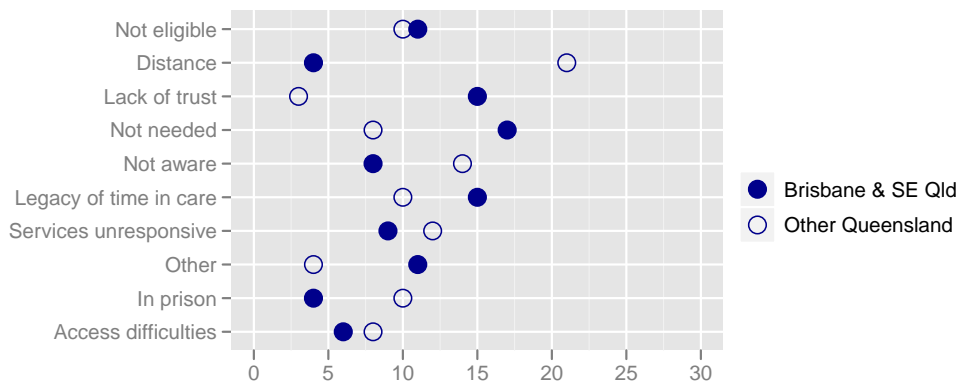
Source: Table A.53

Figure 3.19 Reasons for not using general services by availability of support (%)
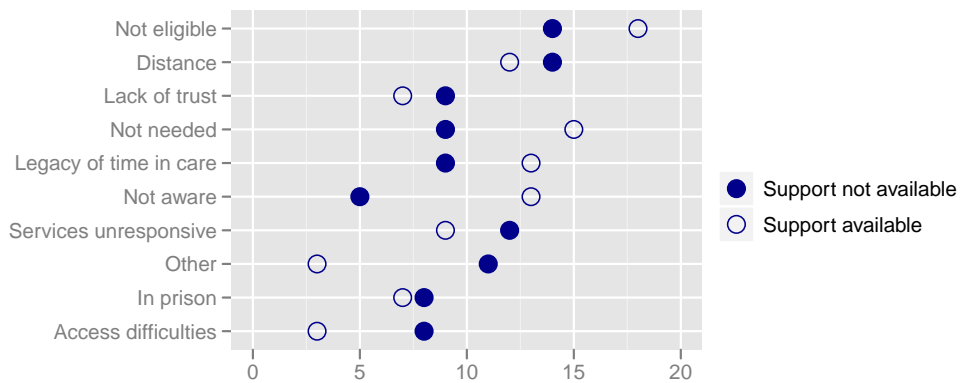
Source: Table A.54

Some of the reasons given for not using general services

Don't trust Govt Depts.

_____

For most of my life, avoided them in fear of what they would do to me again.

_____

All these services on waiting list years long. At 60 I don't have time to wait. For example, housing paying exorbitant rents that leave nothing to live on (centrelink payment). As a result I live in abject poverty with no life. These services don't regard me as needy - more that I am irrelevant.

_____

I am too scared to. There is no way anyone is going to ever believe us. Even now after the apology & all that have been in the papers some professionals & also doctors, nurses & social security still have never heard of us. A doctor told me once to get out of his office & stop lying because if it was true that I would be living in a mansion from compensation & there would be a lot of people sitting in jail …

_____

I don't trust government people I have been lied to by them all my life. I had to see a shrink when my husband died because I felt and still do that the … hospital killed him. Now I am back to being that lonely little girl who doesn't trust people any more …

_____

I don't want people to know my background.

_____

I have no idea at all. I never heard that you can ask help to the govt.

_____

I no longer need services. In my early 20's I was very depressed and needed mental health services. I am now in my 60's & don't need special help. I have a good self-image and good self esteem. I am alone, but I manage well.

_____

I will not use those government departments again because all government department treat people in need like scum & low lifes. while they have ideas of grandeur about themselves with an air of superiority that they lord over you, they are totally heartless in their dealings with the poor & needy. They play on words & pass the buck.

_____

I work full time. I am a spray painter I cannot get to a lot of day time things I am not able to get public housing, so I live with my mother. I would like a place of my own but the rent is too high. If I had a place of my own I could bring my son to live with me.

_____

I've spent a great deal of my life looked up in jails.

_____

Most times because I am afraid of the power they can have over me and I don't feel safe.

3.3 Services and activities for Forgotten Australians

The survey presented Forgotten Australians with a list of services and activities which some of them would have had access to. Services could have been accessed through Queensland's dedicated services for Forgotten Australians at Lotus Place (the Forgotten Australian Support Service and the Aftercare Resource Centre), or might have been accessed outside of Queensland. The question asked Forgotten Australians which services had been most helpful for them, and asked them to tick as many of them as necessary. The absence of a tick could mean either that the services hadn't been helpful or that they hadn't used them. For our purposes, the main point to this question was being able to tally the total number of ticks to ascertain which services had been most helpful. Table 3.2 provides a summary of this tally.

There are two ways to look at these kind of data. The percentages can be for persons or they can be for responses. Both are shown in this table but the discussion in this chapter concentrates on the first category. In other words, what percentage of people found such-and-such a service helpful, and what were the characteristics of these people. A summary of these percentages is shown in Figure 3.20 which organises the data in descending order of importance.

Table 3.2   What has helped the most

	Number	Persons (%)	Responses (%)
Having place that was welcoming and safe	102	17	5
Opportunity to share similar experiences	140	23	7
Learning to use computers	80	13	4
Access to literacy or numeracy courses	44	7	2
Assistance with filling in applications	76	13	4
Assistance with locating records	105	17	5
Assistance to meet family	50	8	2
Seeing a counsellor face-to-face	179	30	9
Getting counselling over the phone	65	11	3
Group activities (eg. sewing, gardening)	57	9	3
Attending self-help or counselling groups	44	7	2
Taking part in public events	143	24	7
Getting support from other FAs	111	18	5
Providing support to other FAs	100	17	5
Payment from government or past providers	354	59	17
Apology from government or past providers	263	44	13
Assistance to make a complaint	101	17	5
Assistance to make submissions	77	13	4
Total	2091		100

Notes: This question allowed multiple responses. Hence total of counts is greater than 603 and the percentage total for persons is not shown.

The most dramatic finding is that 59% of Forgotten Australians found a payment from government or past providers to be helpful, a figure well ahead of all other factors. Given the circumstances of Forgotten Australians, such as the high incidence of poverty, this result is no surprise. The next most important factor, however, was an apology from the government or past providers, with 44% of Forgotten Australians nominating this. The remaining factors fell a fair way behind. Seeing a counsellor face-to-face was helpful for 30% of Forgotten Australians, taking part in public events was helpful for 24% of respondents and having an opportunity to share similar experiences was helpful for 23% of respondents.

Figure 3.20   What has helped the most (%)
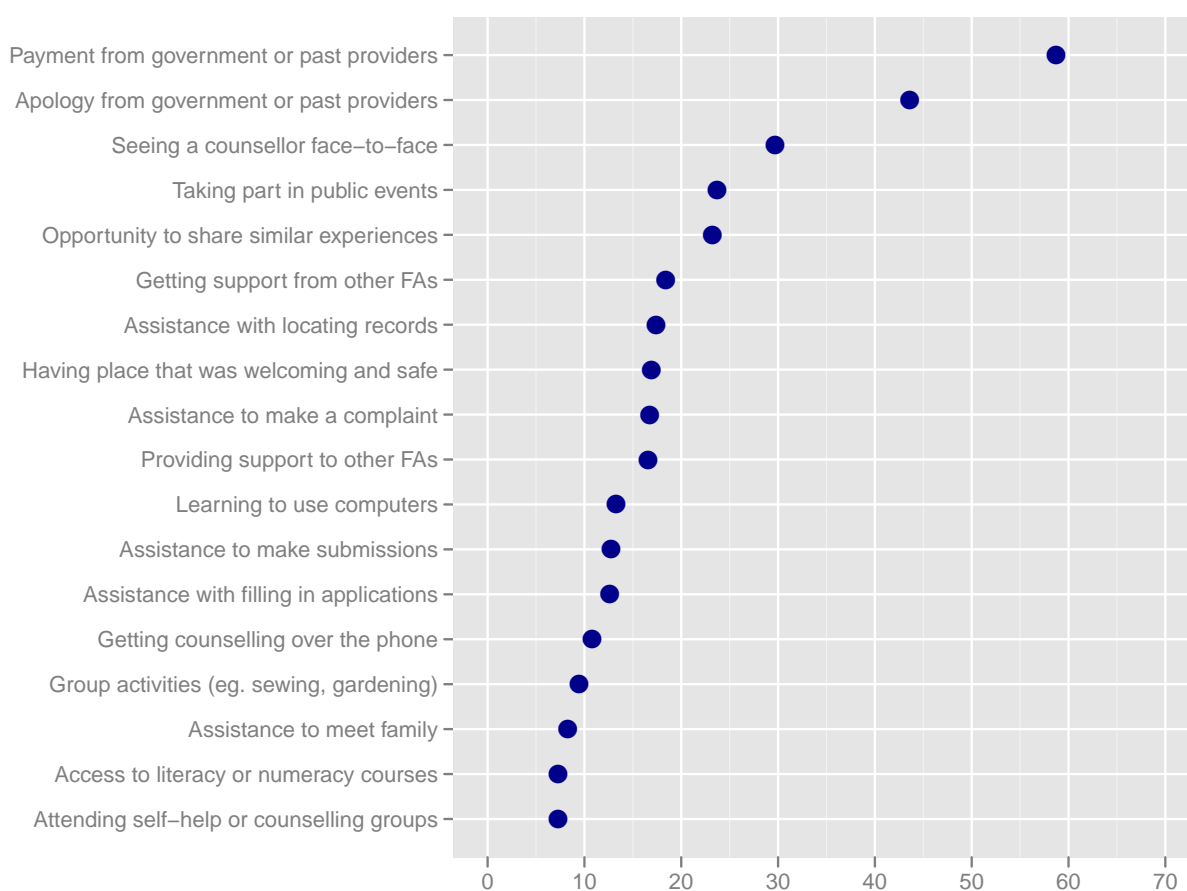
Source: Table 3.2

For the various breakdowns for this question, two presentations are shown for each theme. First, a graph shows the breakdown with the factors shown in descending order, similar to Figure 3.20. This is followed by a table, showing the same data but ordered by their logical categories. This has the advantage of displaying the actual numbers and also making it easy for the reader to locate a particular factor.

The gender differences among Forgotten Australians were not pronounced. A higher proportion of men than women found a payment from government

or past providers helpful (66% to 56%), but for both groups this was the most important factor. Similarly, a higher proportion of men than women found it helpful to have assistance with filling in applications (19% to 8%) and assistance to make submissions (18% to 9%). There were no clear patterns by age (see Table A.55 in the appendix for details).

There were a number of interesting differences between Indigenous Forgotten Australians and other Forgotten Australians, though both found a payment equally helpful. Receiving an apology was helpful to a smaller proportion of Indigenous respondents (38% to 47%) but seeing a counsellor face-to-face was helpful to a larger proportion (42% to 28%). Similarly, getting support from other Forgotten Australians was more important to Indigenous respondents (31% to 17%), as was providing support (24% to 15%). Assistance with locating records, learning to use computers and access to literacy or numeracy courses were also more important to Indigenous Forgotten Australians than they were to other Forgotten Australians.

Regional differences were also notable. Among those living in Brisbane and the South East corner, receiving an apology was important for 50% of respondents. The comparable figure for those outside this region was 40%. Taking part in public events, and the opportunity to share similar experiences were also more likely to feature among those living in Brisbane and the South East corner compared to other Queenslanders (30% to 21% and 30% to 19% respectively).

As well as the usual demographic breakdown, it is also worth looking at other patterns in these data. Three particular themes are shown below. First, there is a breakdown by source of income, with this defined as being on government payments of some sort, or another form of income. Secondly, there is a breakdown by household situation, with this defined as living alone or living with others (the latter including couples and couples with children or relatives). Thirdly, there is a breakdown by availability of support, using two broad categories based on the question about how confident respondents felt about help or support being available when they needed it.

Those whose income came from government payments were more likely to find all these services and activities helpful than were other Forgotten Australians. There were four areas where the gap was most evident: getting an apology (48% to 37%), taking part in public events (29% to 15%), the opportunity to share similar experiences (28% to 14%) and assistance to make a complaint (20% 8%).

A similar story was evident for those Forgotten Australians living alone. They were slightly more likely to find these services and activities helpful compared to other Forgotten Australians, and the gaps were greatest for taking part in public events (33% to 22%), getting support from other Forgotten Australians (25% to 16%) and assistance to make submissions (19% to 10%).

The data which showed availability of support revealed an interesting result. Those for whom support was available were more likely to find these services and activities helpful. For example, 68% of these respondents found getting a payment helpful, compared with 53% of those for whom support was not available. Similarly, 52% of Forgotten Australians for whom support was available found

an apology helpful, but only 40% of those for whom support was not available found it helpful.

Finally, what is most striking about the findings for this question about what Forgotten Australians found helpful is their overall consistency. While there are some sub-group differences, these are mainly in terms of emphasis. The overall pattern is clear: what has been of central importance for Forgotten Australians is receiving a payment and an apology.

Figure 3.21   What has helped the most by gender (%)

Source: Table 3.3

Table 3.3   What has helped the most by gender (%)

	Male	Female	Total
Having place that was welcoming and safe	24	13	17
Opportunity to share similar experiences	27	21	23
Learning to use computers	16	11	13
Access to literacy or numeracy courses	8	7	7
Assistance with filling in applications	19	8	13
Assistance with locating records	16	20	17
Assistance to meet family	11	6	8
Seeing a counsellor face-to-face	29	32	30
Getting counselling over the phone	8	13	11
Group activities (eg. sewing, gardening)	9	10	9
Attending self-help or counselling groups	9	6	7
Taking part in public events	29	20	24
Getting support from other FAs	22	17	18
Providing support to other FAs	19	15	17
Payment from government or past providers	66	56	59
Apology from government or past providers	46	45	44
Assistance to make a complaint	18	16	17
Assistance to make submissions	18	9	13
Total			
n	251	313	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 3.22   What has helped the most by Indigenous status (%)

Source: Table 3.4

Table 3.4   What has helped the most by Indigenous status (%)

	Indigenous	Not Indi- genous	Don't know	Total
Having place that was welcoming and safe	16	18	9	17
Opportunity to share similar experiences	27	23	21	23
Learning to use computers	22	12	9	13
Access to literacy or numeracy courses	15	6	3	7
Assistance with filling in applications	18	12	12	13
Assistance with locating records	25	16	26	17
Assistance to meet family	13	8	3	8
Seeing a counsellor face-to-face	42	28	29	30
Getting counselling over the phone	15	10	9	11
Group activities (eg. sewing, gardening)	13	10	3	9
Attending self-help or counselling groups	14	6	12	7
Taking part in public events	22	26	18	24
Getting support from other FAs	31	17	18	18
Providing support to other FAs	24	15	21	17
Payment from government or past providers	61	62	35	59
Apology from government or past providers	38	47	38	44
Assistance to make a complaint	15	18	12	17
Assistance to make submissions	17	13	9	13
Total				
n	93	448	34	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 3.23   What has helped the most by region (%)
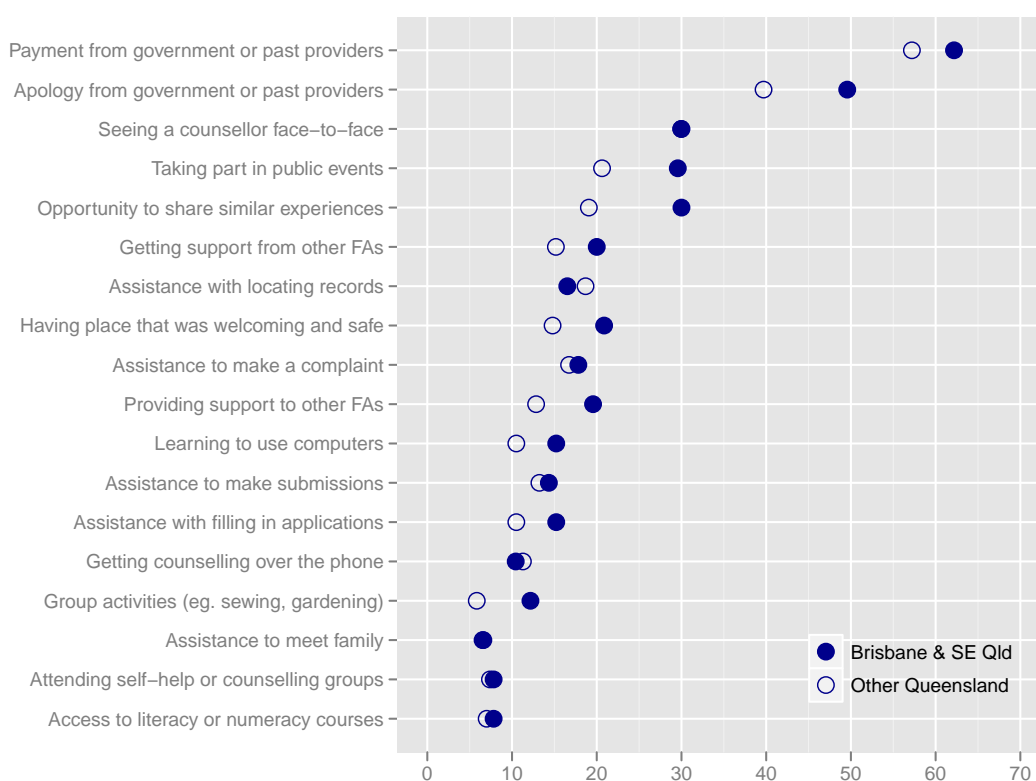
Source: Table 3.5

Table 3.5   What has helped the most by region (%)

	Brisbane & SE Qld	Other Qld	Total
Having place that was welcoming and safe	21	15	17
Opportunity to share similar experiences	30	19	23
Learning to use computers	15	11	13
Access to literacy or numeracy courses	8	7	7
Assistance with filling in applications	15	11	13
Assistance with locating records	17	19	17
Assistance to meet family	7	7	8
Seeing a counsellor face-to-face	30	30	30
Getting counselling over the phone	10	11	11
Group activities (eg. sewing, gardening)	12	6	9
Attending self-help or counselling groups	8	7	7
Taking part in public events	30	21	24
Getting support from other FAs	20	15	18
Providing support to other FAs	20	13	17
Payment from government or past providers	62	57	59
Apology from government or past providers	50	40	44
Assistance to make a complaint	18	17	17
Assistance to make submissions	14	13	13
Total			
n	230	257	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 3.24 What has helped the most by source of income (%)
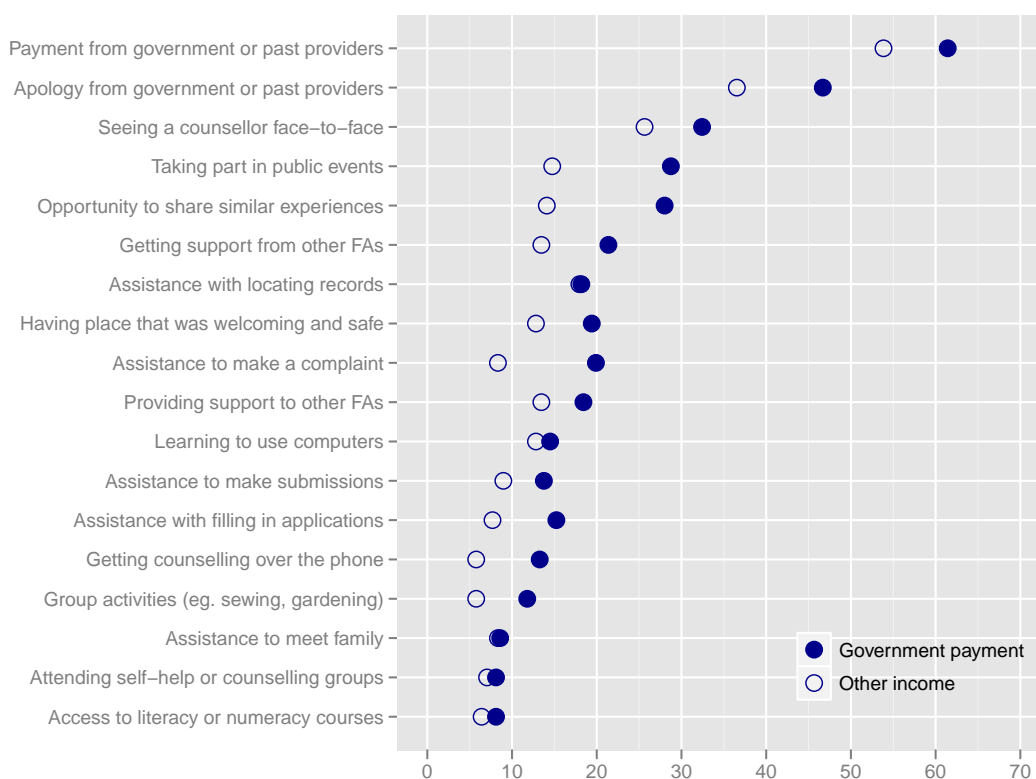
Source: Table 3.6

Table 3.6 What has helped the most by source of income (%)

	Government payment	Other income	Total
Having place that was welcoming and safe	19	13	17
Opportunity to share similar experiences	28	14	23
Learning to use computers	14	13	13
Access to literacy or numeracy courses	8	6	7
Assistance with filling in applications	15	8	13
Assistance with locating records	18	18	17
Assistance to meet family	9	8	8
Seeing a counsellor face-to-face	32	26	30
Getting counselling over the phone	13	6	11
Group activities (eg. sewing, gardening)	12	6	9
Attending self-help or counselling groups	8	7	7
Taking part in public events	29	15	24
Getting support from other FAs	21	13	18
Providing support to other FAs	18	13	17
Payment from government or past providers	61	54	59
Apology from government or past providers	47	37	44
Assistance to make a complaint	20	8	17
Assistance to make submissions	14	9	13
Total			
n	407	156	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 3.25   What has helped the most by household situation(%)

Source: Table 3.7

Table 3.7   What has helped the most by household situation (%)

	Living alone	Living with others	Total
Having place that was welcoming and safe	20	16	17
Opportunity to share similar experiences	28	21	23
Learning to use computers	16	13	13
Access to literacy or numeracy courses	9	7	7
Assistance with filling in applications	17	10	13
Assistance with locating records	22	16	17
Assistance to meet family	10	8	8
Seeing a counsellor face-to-face	36	27	30
Getting counselling over the phone	16	9	11
Group activities (eg. sewing, gardening)	13	8	9
Attending self-help or counselling groups	10	6	7
Taking part in public events	33	20	24
Getting support from other FAs	25	16	18
Providing support to other FAs	20	15	17
Payment from government or past providers	58	61	59
Apology from government or past providers	47	43	44
Assistance to make a complaint	22	14	17
Assistance to make submissions	19	10	13
Total			
n	178	383	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 3.26 What has helped the most by availability of support (%)

Source: Table 3.8

Table 3.8 What has helped the most by availability of support (%)

	Support not available	Support available	Total
Having place that was welcoming and safe	15	21	17
Opportunity to share similar experiences	22	28	23
Learning to use computers	14	14	13
Access to literacy or numeracy courses	5	10	7
Assistance with filling in applications	11	16	13
Assistance with locating records	18	19	17
Assistance to meet family	6	12	8
Seeing a counsellor face-to-face	30	33	30
Getting counselling over the phone	13	11	11
Group activities (eg. sewing, gardening)	7	12	9
Attending self-help or counselling groups	5	11	7
Taking part in public events	21	30	24
Getting support from other FAs	16	23	18
Providing support to other FAs	16	20	17
Payment from government or past providers	53	68	59
Apology from government or past providers	40	52	44
Assistance to make a complaint	18	19	17
Assistance to make submissions	14	14	13
Total			
n	227	302	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

3.4   Reasons for not using services for Forgotten Australians

There was an open-ended question following the questions about how helpful or otherwise respondents found the various activities and services which were targeted to Forgotten Australians. This was similar to the earlier question and it asked those respondents who didn't tick many boxes in the last section to complete the sentence: "I think the main reason why I haven't used services, or activities, available for Forgotten Australians is because … "

Some 389 respondents provided answers to this question and these were coded in a similar fashion to the earlier question. Many of the reasons ranged across a number of themes, so there is some difficulty in assigning a single code to such answers.[3] Nevertheless, the coding does represent a reliable indication of the sentiments expressed by Forgotten Australians to this question.

The two most common reasons why Forgotten Australians did not avail themselves of these services were not being aware of their existence and the distance involved (see Figure 3.27 and Table 3.28). In the case of the latter, this was sometimes an issue of remoteness and sometimes an issue of travel difficulties or costs. Together these two reasons accounted for 38% of all reasons.

The next most important reason were a range of sentiments which related to the legacy of their time in care. In particular, there were many answers where Forgotten Australians talked of the pain involved in revisiting their pasts. There were answers where the futility of seeking help, so long after the event, were evident. These kinds of answers accounted for 17% of reasons. Another 4% of reasons specifically mentioned a lack of trust, so one could add these to the legacy answers and the overall total of 21% would be a fair reflection of the psychological impact of their years in care and the way in which this itself prevented Forgotten Australians receiving assistance.

Some 4% of Forgotten Australians were in prison, and unable to access services, while another 3% had disabilities which prevented them making use of such services. Another 7% were interstate and unable to access services based in Queensland, except on rare visits to Brisbane. In total, this suggests about 14% of Forgotten Australians were 'blocked' in some fashion from gaining access to services.

About 10% of Forgotten Australians indicated they did not need the use of these services. Generally, this was because they regarded themselves as independent or as having support networks which made these services redundant. In some cases, the reasons for not needing them overlapped with the legacy of their past, so coding to this category is somewhat arbitrary (for example, those Forgotten Australians who thought such services had come too late for them).

Finally, about 9% of Forgotten Australians indicated that their experiences with such services had been unsatisfactory. Either the services were unresponsive to their needs or intimidating in some fashion. This category was distinct from psychological barriers (such as raking up the past or lacking confidence) and related directly to the characteristics of the services themselves. A small

proportion (who ended up in the 'other' category) indicated that they were not eligible to use these services and were critical of that situation. These were often Forgotten Australians who had lived with foster parents.

The findings for this question are shown in order of importance in Figure 3.27 (and the actual percentages are shown in Table A.56 in the appendix). Some examples of the reasons given are shown as quotations in the coloured boxes below.

Figure 3.27   Reasons for not using services for Forgotten Australians (%)
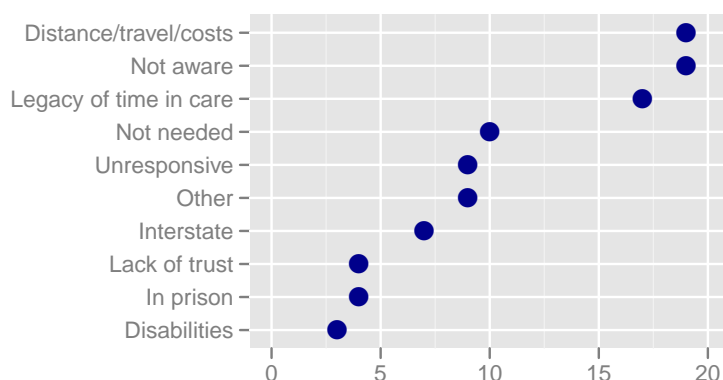
Source: Table A.56

There were few sharp gender differences in the reasons given by respondents (see Figure 3.28). Regional differences, however, were very stark. Some 28% of Forgotten Australians who lived outside Brisbane and the South East corner indicated that distance or travel issues were the main reason for not using these services (see Figure 3.29). The comparable figure for those living in Brisbane and the South East was just 12%. On the other hand, among the latter group the main reason for not using services were issues related to their time in care (28% compared to 12%). Finally, when it came to the reason which indicated that Forgotten Australians did not feel they needed these services, there was a considerable gap between those Forgotten Australians for whom support was available and those for whom it wasn't. Among the former some 14% indicated that they didn't need assistance, whereas the figure for the latter was much lower, at just 5% (Figure 3.30).

Figure 3.28   Reasons for not using FA services by gender (%)
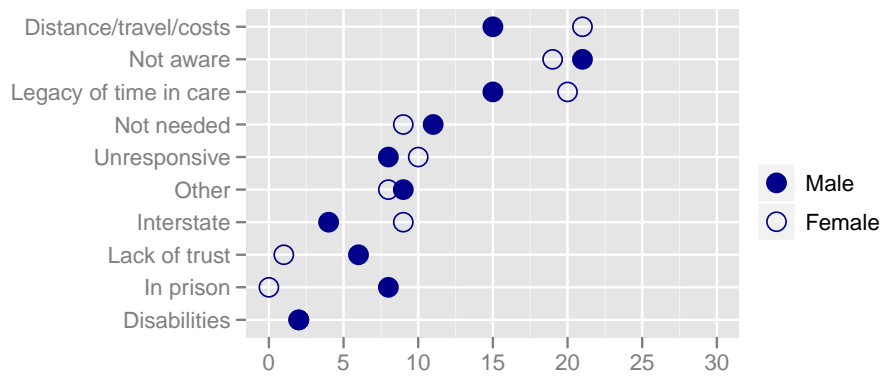

Source: Table A.56

Figure 3.29   Reasons for not using FA services by region (%)
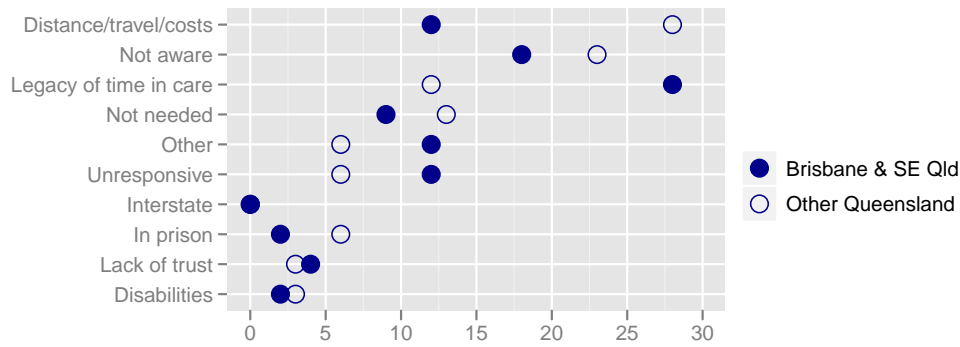
Source: Table A.57

Figure 3.30   Reasons for not using FA services by availability of support (%)
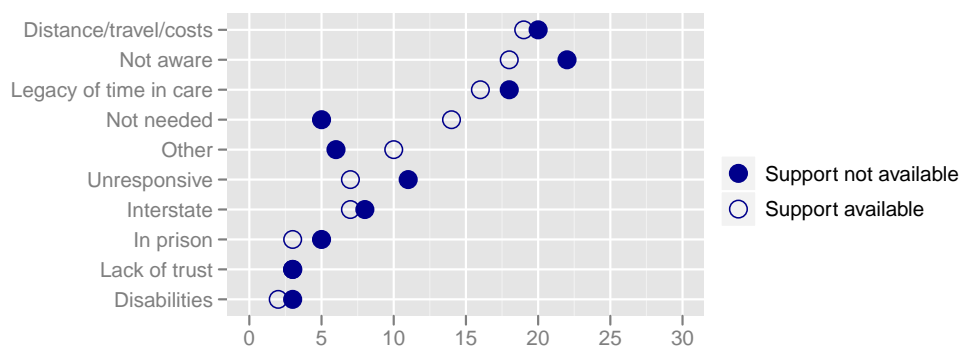
Source: Table A.58

Some of the reasons given for not using services for Forgotten Australians

As I have never received any information in reference to these services I had no knowledge they existed

---

Because of the constraints imposed by distances. I don't use any of the services provided if I lived closer I would use them. I travelled to Brisbane to seek help with my claim. I spoke with a very understanding gentleman … at the lotus centre I can't remember his name but he was outstanding in helping me.

Because I don't like to be reminded by my years in care: Even though we were given a good education: the methods of some of the teachers were not helpful in building confidence in later years.

I am higher functioning and don't need many of the services at present and many of the forgotten australians are much more traumatised than I am. I find it difficult to relate to some of them. Many have anger issues that I find difficult to navigate.

I am not comfortable. I feel I've stepped back into a systemic environment I have no desire for group gatherings doing activities like sewing stitching knitting all come with hostile memories I don't have time in my life to take part in events such as Remembrance Day and Chrissy I find a personal agony of an extremely sad and unloved childhood. I've received recommended reasonable payment both by Government and Catholic church and feel it came with its own systemic abuse all over again.

I am only one of many. my constant cry had become a migraine for the support/phone. people "redress is closed, doesn't matter who you speak to. Its over." so, my story has been hidden due to the neglect of … was my case worker in Brisbane. She abandoned me - I was pack raped and it has & never will be dealt with because let sleeping dogs lie.

I become too emotional and takes a long time to settle down again.

I did not know about them till it was too late. Now I do not like mixing with people anymore.

I didn't fit in (sorry) I do not belong I will never belong but that's ok.

I didn't known there was help outside of Centrelink & my Dr has helped me so far. I try not to think about my past, but it haunts me and I face it nearly every day, it is just there in your head. Life is very hard & not fair, there has not been enough answers to my questions about my past. I couldn't go to the courts, as I didn't have enough proof who is going to believe me, what if this person is dead, it is a lost battle as for as the government is concerned, it is just not fair.

I don't like to be around people like myself.

_____

It's too late.

_____

Lack of faith or belief that anyone is sincerely interested in what happened over 50 years ago.

_____

I don't trust big brother or anything that the government say.

_____

I don't feel I need them - a bit late.

_____

I don't know much about what is available and I generally do not disclose detail of my past. These opportunities came too late for a person my age.

_____

I don't need to relive that part of my life.

_____

Very hard to access in Northern Queensland. Complete lack of understanding from various government departments. No empathy and very hard to explain past events to these people. I would like to see a "one stop shop" for needs, issues from medical, financial assistances from to be completed with assistance, advocate services, counselling services, legal services, housing assistance and Centrelink services.

_____

I feel perhaps more assistants at the drop in centre are needed when people come in as every time I call in it's friendly at the front desk, but when I get inside I don't feel safe around the other past residents. Usually there seems only 1 or 2 (coordinators ?) they are busy with people and the ones having a coffee, etc. They are all in a big room & it feels uncomfortable so I've decided not to go back. More volunteers or workers needed in the room & perhaps need to have distractions & invite people if they want to talk suggest they can go in another room.

_____

I have a very close knit family, we all support one another, whenever there is need. Whether it is social, financial or needing advice or any form of support. We keep in close contact at birthdays, christmas or social school events. Most time the cost is not great. Just a phone call to say hello, how has the family been keeping. I learned from my parents mistakes, I only lived at home for ten years. mostly in the orphanage, or being placed in care. so I swore if I got married, my children would have a great chance to love, or be loved where my brothers and sisters missed out on. Especially in the orphanage, by the nuns.

_____

I have found that education about care leavers is poor and there is a lack of professionals who will come on board because they know nothing about us. I'm looked at with distain + indifference when trying to explain + ask for help.

I have learnt. To stand on my own.

_____

I have never felt comfortable discussing past events. Find it very upsetting.

_____

I have only made use of these services in the past 10 years because I previously was unable to come to terms with my past.

_____

I have tried to get on with my life. And to try to forget the past.

_____

I haven't used any of them, because I get to upset. I only go to my doctor for help.

_____

I live in a remote area. I have only visited a couple of times for that reason. I am in the city area for a few months, but when I return to the country I am unlikely to travel far. We need services in country towns.

_____

I live in central Q.L.D and don't know about any services in my local area. I didn't know about the funding for Australians who had been in care in Q.L.D. So I missed out.

_____

I rang Esther centre but because I was not held in QLD, they couldn't help me and couldn't give me a phone number to ring so used I am on my own no one want to help me … my husband was trying to teach me to write and read, I want my apology and answers like why if my mum couldn't look after me, why didn't you ask my dad. I never had a birthday till I was 37 years old. Never had a xmas was made to scrub concrete with sand soap if you spoke you were beaten.

_____

I think it's a total waste of time & money & I think it makes people hang onto bad memories too long & it doesn't help people move on.

_____

I think the main reason I haven't used services, or activities, available for Forgotten Australians is because I believe that most of the workers and some of the peers are not genuine in their concerns. (Ambivalent) I honestly don't know if I'm welcome at the drop-in centre or not. I feel not. There is also a conflict of beliefs. I don't want to deal with the Catholic system … thanks but I'd rather not have help from people whose heart isn't in it … We really shouldn't be made to feel bad because we came forward to receive the money allocated to us. Most of us have families who are in need and who have suffered hardship because of our past traumas. (If you knew half the truth of what it's been like for me personally you wouldn't believe it.)

_____

I want to try + forget - no amount of money will take the 8 years of hurt and homelessness away.

_____

I was not aware they even existed. I would be surprised if there are any in my area.

I would like to go to a lot of these things but live 5 hrs away and the cost would kill me. I have traveled to a couple of Christmas get togethers and meetings when I went down on the bus.

It would only remind me of being a victim of a situation that was out of my control at the time all those years ago.

I'm still in jail & some of those services aren't relevant in here or unavailable. e.g. Drop-in centre, studying, personal counselling, group activities, peer support. Do we need something like that in this place, yes!! Plus, I didn't know these things were available.

It keeps me dependant on a bureaucratic system which is skewed to bureaucratic thinking (it they were right, I'd agree but its them they know, not me) I still do not completely trust the bureaucratic system.

No one cared then + no one cares now.

None in my town. Like all things government. They are all in major cities and forget the country areas.

Shame, abuse, confuse, trust.

They have not been much help at all, in the past, and I am getting very old and no one cares.

They were simply not around were when we needed them so I decided to get on with life best way possible.

To do so empowers The abusers by focusing me to relive the events.

Why now, have you just remembered us?

4. Future services?

4.1 Priorities for the future

One of the main goals of the survey was to ascertain what services would be of most help to Forgotten Australians in the future. To understand their priorities a list of options was presented and respondents were invited to tick five boxes. About 12% of Forgotten Australians did not respond to this question and another 11% ticked more than five boxes. Nearly half ticked the required five boxes and another one third ticked less than five boxes. As a device for collecting 'votes' on future priorities, this question has worked reasonably well and the results appear credible and reliable. While there are some interesting variations according to subgroups, the overall patterns are very consistent.

As with the last chapter, the data for this question was analysed by tallying the total number of ticks to ascertain which future services were the most important. Table 4.1 provides a summary of this tally. Again, as well as raw counts, the percentages for persons and responses are both shown, but the discussion in this chapter concentrates on the person percentages. That is, what percentage of people regarded such-and-such a service as important in the future, and what were the characteristics of these people. A summary of these percentages is shown in Figure 4.1 which organises the data in descending order of importance.

Table 4.1 Priorities for future services

	Number	Persons (%)	Responses (%)
Place to go to meet with other FAs	213	35	9
Group activities with other FAs	124	21	5
Individual counselling	220	36	9
Access to help after-hours	146	24	6
Help with records/meet up with family	231	38	10
Help with study or education	155	26	7
Help with employment or volunteering	117	19	5
Better access to health services	252	42	11
Information on entitlements/benefits for FAs	364	60	15
Having trained peer leaders to advocate for FAs	169	28	7
Help to make a complaint or seek compensation	215	36	9
Help with learning to parent/grandparent	110	18	5
Other	51	8	2
Total	2367		100

Notes: This question allowed multiple responses. Hence total of counts is greater than 603 and the percentage total for persons is not shown.

Figure 4.1 Priorities for future services (%)

Source: Table 4.1

The most important priority for Forgotten Australians was very clear: 60% indicated that getting information on entitlements and benefits was the most important service they could be offered. The next most important services form a cluster, ranging from 35% to 42%, and these were:

- better access to health services (42%);
- help with locating records or meeting up with their families (38%);
- individual counselling (36%);
- assistance with making complaints or seeking compensation (36%);
- and having a place to go to meet with other Forgotten Australians (35%).

As with the last chapter, two presentations are shown for each subgroup breakdown in the following discussion. First, a graph shows the breakdown with the priorities shown in descending order, similar to Figure 4.1. This is followed by a table, showing the same data but ordered by their logical categories. As mentioned before, this has the advantage of displaying the actual numbers and also making it easy for the reader to locate a particular item.

Information on entitlements and benefits is the main priority for both men and women. The sharpest differences by gender are around better access to health services and help with making a complaint or seeking compensation (Figure 4.2). In the case of health services, a higher proportion of men (49%) than women (40%) selected this. In the case of the help with making a complaint, the gap is even larger: 44% among men and 30% among women.

There appear to be some important differences by age (Figure 4.3). About 49% of the oldest group, those aged 70 or over, ticked getting information on entitlements. This contrasted with figures of around 65% for those aged between 50 and 69. Those aged under 50 appeared quite distinctive in their priorities: they were much more likely to want help with study or education and more likely to want help with employment (or volunteering). A larger proportion also indicated an interest in access to help after-hours.

The highest priority for both Indigenous and non-Indigenous Forgotten Australians was the same: information on entitlements (Figure 4.4). Among many of the other factors, however, there were some notable differences. A higher proportion of Indigenous respondents wanted help to make complaints or seek compensation (47% to 34%). Several factors related to social interactions were also more important for Indigenous respondents: 44% wanted a place to meet with other Forgotten Australians (compared with 35%) and 31% wanted group activities with other Forgotten Australians (compared with 19%).

Regional differences around this issue were not strong, with two main exceptions (Figure 4.5). Those respondents living outside of Brisbane and the South East corner selected access to help after-hours more often than did other respondents: some 28% ticked this item compared with 19%. On the other hand, respondents living in Brisbane and the South East corner selected getting help with records or meeting up with family more often: 43% to 35%.

The source of income made little difference to the highest priority (information on entitlements), nor to most of the other options (Figure 4.6). There was one notable difference: 38% of respondents on Government payments wanted a place to go to meet with other Forgotten Australians compared with 29% of respondents who had other sources of income. A very similar pattern applied with regard to the household situation of the respondents (Figure 4.7). Some 44% of respondents who lived alone wanted such a meeting place compared with just 32% of those living with others. Not surprisingly, the latter were more inclined than the former to want help with learning to parent or grandparent, though this option was quite low overall (22% to 13%).

One of the starkest differences evident so far occurred around the access-to-support distinction (Figure 4.8). Those Forgotten Australians for whom support was not available were highly likely to select the getting information on entitlements option. Some 76% of them selected this item, compared with a figure of 54% among those for whom support was available. Another large gap occurred around getting help to make a complaint or seek compensation. Among those Forgotten Australians for whom support was not available the figure was 45% compared with just 30% among those for whom support was available.

Figure 4.2 Priorities for future services by gender (%)

Source: Table 4.2

Table 4.2 Priorities for future services by gender (%)

	Male	Female	Total
Place to go to meet with other FAs	37	36	35
Group activities with other FAs	25	18	21
Individual counselling	38	38	36
Access to help after-hours	27	24	24
Help with records/meet up with family	38	40	38
Help with study or education	24	28	26
Help with employment or volunteering	21	20	19
Better access to health services	49	40	42
Information on entitlements/benefits for FAs	65	60	60
Having trained peer leaders to advocate for FAs	30	28	28
Help to make a complaint or seek compensation	44	30	36
Help with learning to parent/grandparent	20	18	18
Other	9	9	8
Total			
n	251	313	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 4.3   Priorities for future services by age group (%)

Age group
- 70 or over
- 60 to 69
- 50 to 59
- Under 50
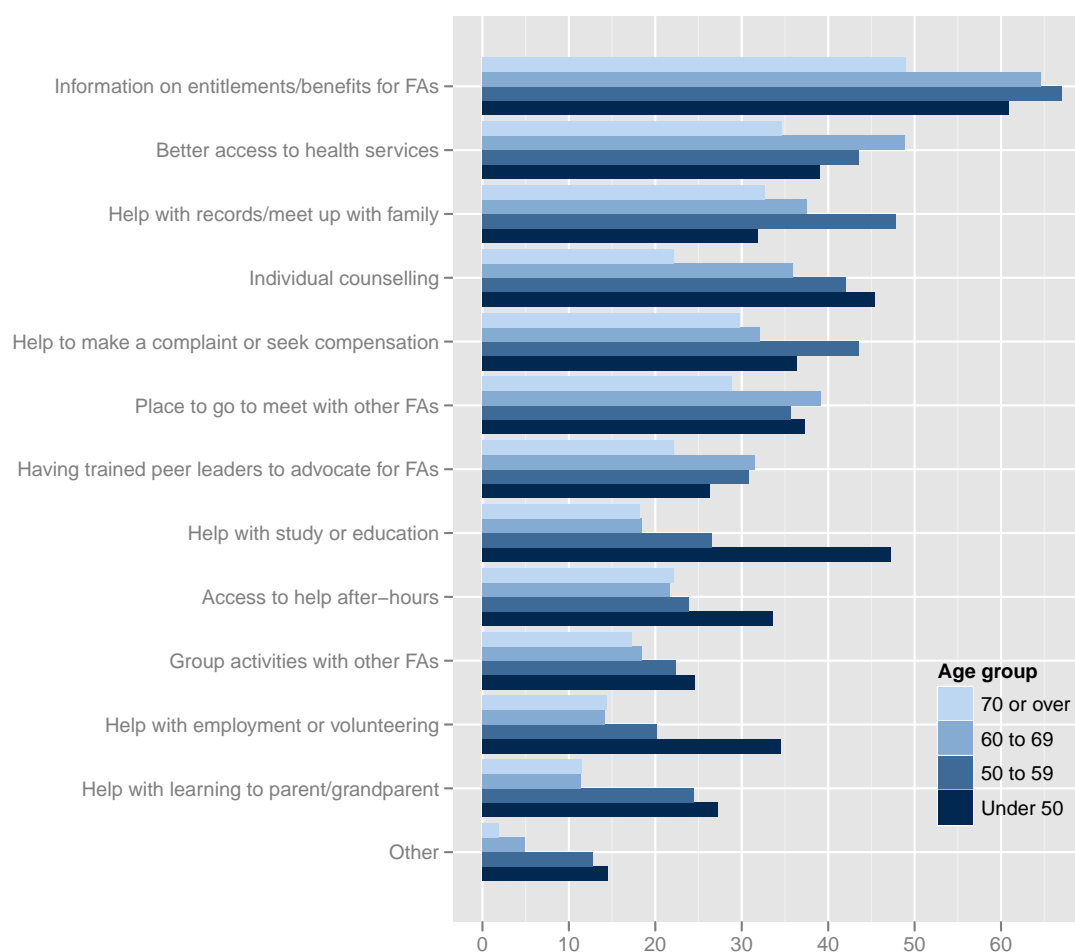
Source: Table 4.3

Table 4.3   Priorities for future services by age group (%)

	Under 50	50 to 59	60 to 69	70 or over	Total
Place to go to meet with other FAs	37	36	39	29	35
Group activities with other FAs	25	22	18	17	21
Individual counselling	45	42	36	22	36
Access to help after-hours	34	24	22	22	24
Help with records/meet up with family	32	48	38	33	38
Help with study or education	47	27	18	18	26
Help with employment or volunteering	35	20	14	14	19
Better access to health services	39	44	49	35	42
Information on entitlements/benefits for FAs	61	67	65	49	60
Having trained peer leaders to advocate for FAs	26	31	32	22	28
Help to make a complaint or seek compensation	36	44	32	30	36
Help with learning to parent/grandparent	27	24	11	12	18
Other	15	13	5	2	8
Total					
n	110	188	184	104	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 4.4 Priorities for future services by Indigenous status (%)
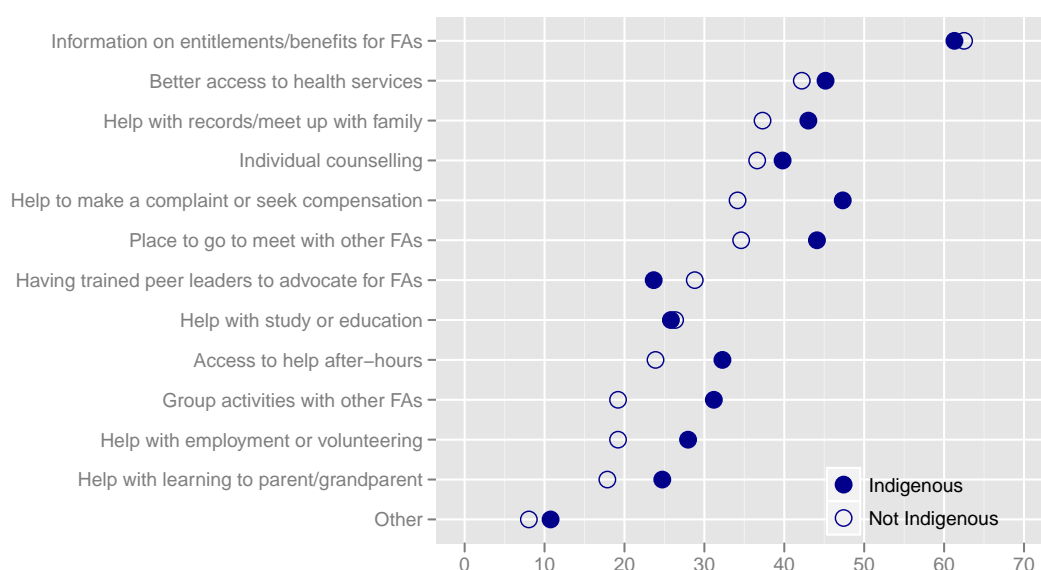
Source: Table 4.4

Table 4.4 Priorities for future services by Indigenous status (%)

	Indigenous	Not Indi-genous	Don't know	Total
Place to go to meet with other FAs	44	35	32	35
Group activities with other FAs	31	19	15	21
Individual counselling	40	37	32	36
Access to help after-hours	32	24	21	24
Help with records/meet up with family	43	37	53	38
Help with study or education	26	26	26	26
Help with employment or volunteering	28	19	6	19
Better access to health services	45	42	44	42
Information on entitlements/benefits for FAs	61	62	68	60
Having trained peer leaders to advocate for FAs	24	29	38	28
Help to make a complaint or seek compensation	47	34	32	36
Help with learning to parent/grandparent	25	18	18	18
Other	11	8	15	8
Total				
n	93	448	34	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 4.5 Priorities for future services by region (%)
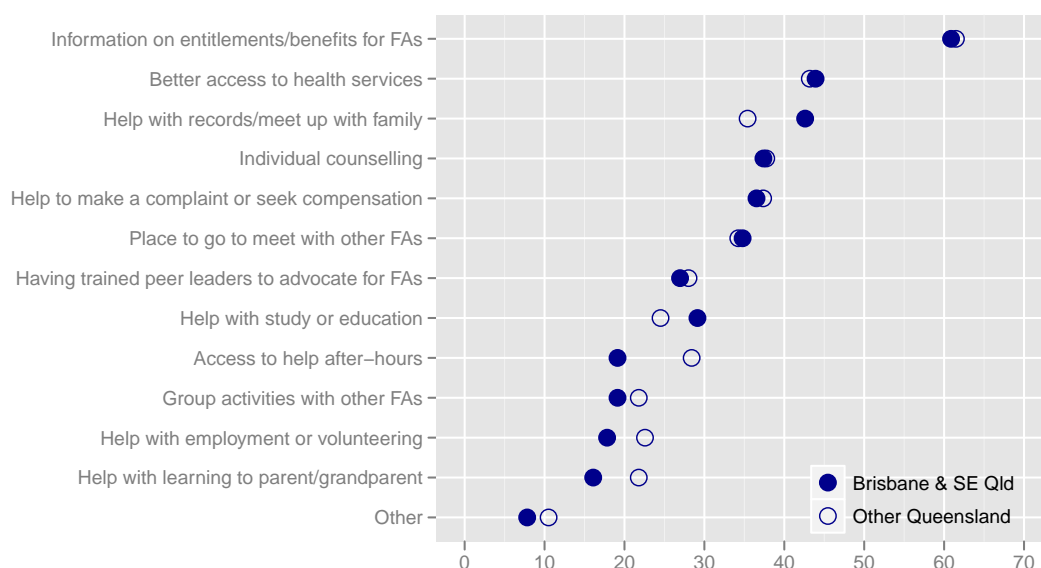
Source: Table 4.5

Table 4.5 Priorities for future services by region (%)

	Brisbane & SE Qld	Other Qld	Total
Place to go to meet with other FAs	35	34	35
Group activities with other FAs	19	22	21
Individual counselling	37	38	36
Access to help after-hours	19	28	24
Help with records/meet up with family	43	35	38
Help with study or education	29	25	26
Help with employment or volunteering	18	23	19
Better access to health services	44	43	42
Information on entitlements/benefits for FAs	61	61	60
Having trained peer leaders to advocate for FAs	27	28	28
Help to make a complaint or seek compensation	37	37	36
Help with learning to parent/grandparent	16	22	18
Other	8	11	8
Total			
n	230	257	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 4.6 Priorities for future services by source of income (%)
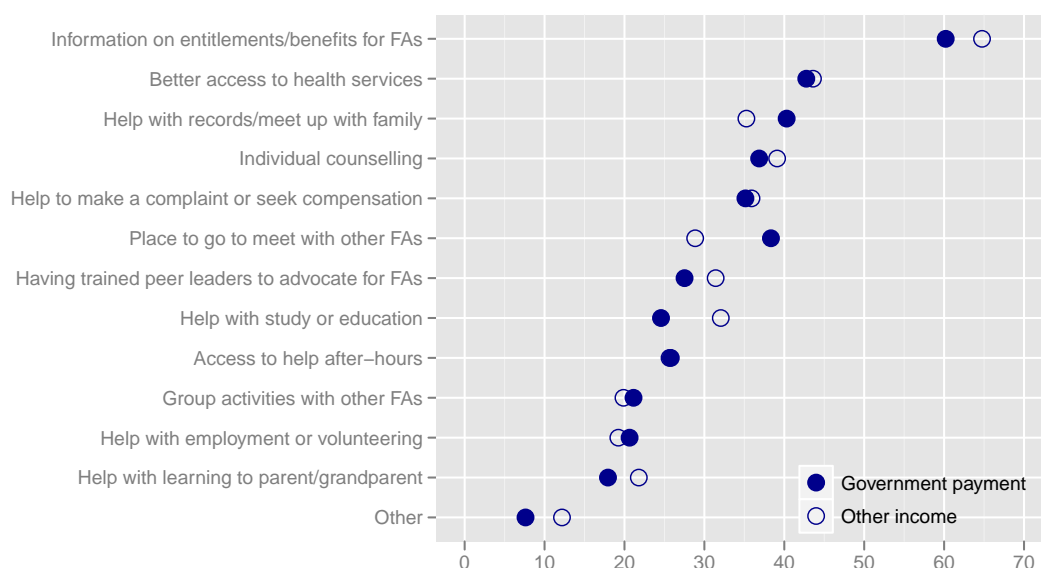
Source: Table 4.6

Table 4.6 Priorities for future services by source of income (%)

	Government payment	Other income	Total
Place to go to meet with other FAs	38	29	35
Group activities with other FAs	21	20	21
Individual counselling	37	39	36
Access to help after-hours	26	26	24
Help with records/meet up with family	40	35	38
Help with study or education	25	32	26
Help with employment or volunteering	21	19	19
Better access to health services	43	44	42
Information on entitlements/benefits for FAs	60	65	60
Having trained peer leaders to advocate for FAs	28	31	28
Help to make a complaint or seek compensation	35	36	36
Help with learning to parent/grandparent	18	22	18
Other	8	12	8
Total			
n	407	156	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 4.7 Priorities for future services by household situation(%)
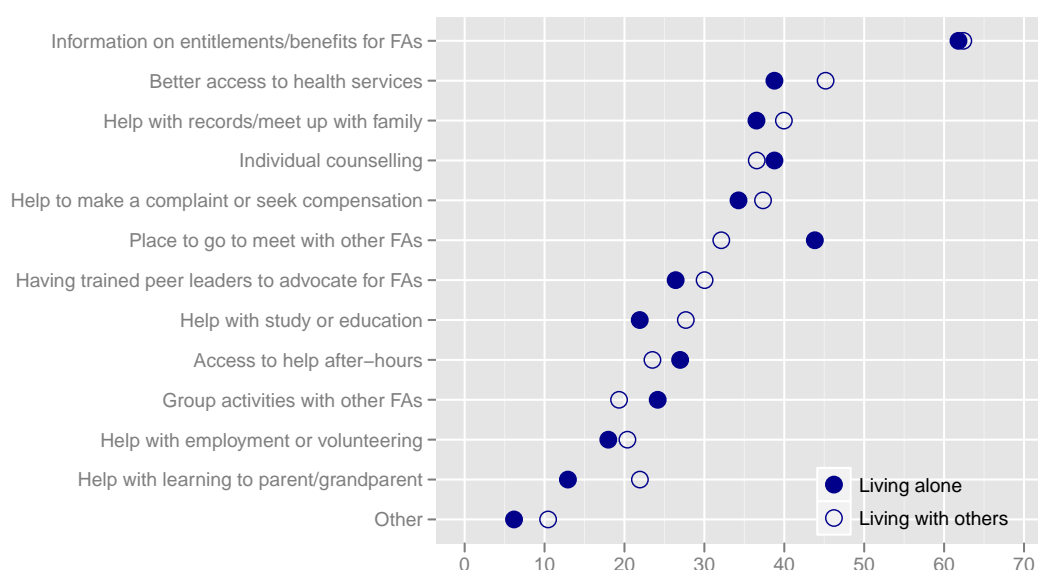
Source: Table 4.7

Table 4.7 Priorities for future services by household situation (%)

	Living alone	Living with others	Total
Place to go to meet with other FAs	44	32	35
Group activities with other FAs	24	19	21
Individual counselling	39	37	36
Access to help after-hours	27	23	24
Help with records/meet up with family	37	40	38
Help with study or education	22	28	26
Help with employment or volunteering	18	20	19
Better access to health services	39	45	42
Information on entitlements/benefits for FAs	62	62	60
Having trained peer leaders to advocate for FAs	26	30	28
Help to make a complaint or seek compensation	34	37	36
Help with learning to parent/grandparent	13	22	18
Other	6	10	8
Total			
n	178	383	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Figure 4.8 Priorities for future services by availability of support (%)

Source: Table 4.8

Table 4.8 Priorities for future services by availability of support (%)

	Support not available	Support available	Total
Place to go to meet with other FAs	34	41	35
Group activities with other FAs	20	24	21
Individual counselling	36	40	36
Access to help after-hours	25	26	24
Help with records/meet up with family	37	44	38
Help with study or education	22	30	26
Help with employment or volunteering	17	23	19
Better access to health services	47	41	42
Information on entitlements/benefits for FAs	76	54	60
Having trained peer leaders to advocate for FAs	32	28	28
Help to make a complaint or seek compensation	45	30	36
Help with learning to parent/grandparent	19	19	18
Other	14	6	8
Total			
n	227	302	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

4.2 Support for counselling services

As we have seen, counselling featured on the list of options which Forgotten Australians were asked to nominate as their priorities. In addition, the survey also specifically asked Forgotten Australians if they thought counselling was important to them. Nearly half (46%) answered yes and about one quarter (24%) answered no. Some 16% did not know, and another 14% did not respond. These results are summarised in Table A.59 in the appendix. In what follows, I present a series of graphs which indicate how different subgroups responded to this question. While the differences are minor, they are worth noting.

Figure 4.9   Whether counselling is important, by subgroups (%)
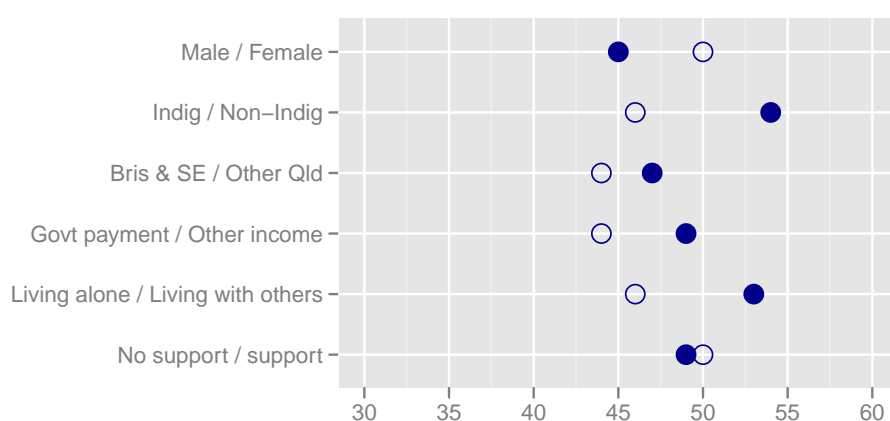
Notes: solid dot is the first category in each pair; hollow dot is the second category.
Source: see Tables A.59 to A.65

Women were slightly more likely than men to consider counselling important (50% to 45%), as were those on government payments compared with those with other sources of income (49% to 44%). Indigenous Forgotten Australians were much more likely than the non-Indigenous to favour counselling (54% to 46%) and a similar gap was evident for those living alone, with 53% wanting counselling compared to 46% of those living with others.

The age profile of respondents to this question was very interesting. Apart from a bulge in the 45 to 49 year age group, the relationship between age and support for counselling was almost linear. The greatest level of support for counselling was among younger Forgotten Australians (in the 50% to 60% range) and the weakest level was among older Forgotten Australians (in the 30% to 40% range).

Figure 4.10   Whether counselling is important by age group (%)
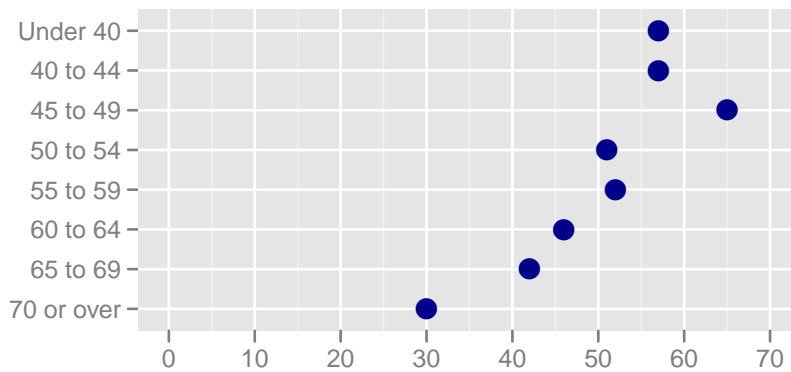
Source: Table A.60

When it came to the type of counselling, the views of Forgotten Australians were unmistakeable: they overwhelmingly regarded face-to-face counselling as the most useful type. Some 86% of those Forgotten Australians who thought counselling was important wanted face-to-face, while 10 wanted telephone counselling. Only 3% indicated a desire to take part in group sessions and only 1% favoured counselling over the internet. Table A.66 in the appendix, and Figure 4.11 present these results. What is particularly notable is that all of the various subgroup breakdowns show little or no difference. All these different subgroups overwhelmingly wanted face-to-face counselling.

Figure 4.11   Type of counselling regarded as most useful (%)
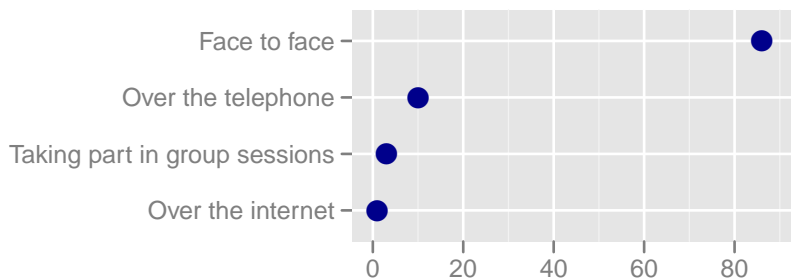
Source: Table A.66.

Population: Those who thought that counselling was important.

4.3   Support for peer leadership

The survey also asked Forgotten Australians if there should be assistance for Forgotten Australians to become peer leaders. Some 56% supported this idea while only 4% said no. A sizeable proportion (25%) replied that they didn't know and another 15% gave no response. Thus while the majority supported the idea, some 40% of Forgotten Australians were unsure, suggesting that many may not have understood what the question meant or did not know what peer leadership was (see Table A.67 for more details).

While there were some variations within the various subgroups, the differences were not very large. Indigenous Forgotten Australians were more likely to support peer leadership than their non-Indigenous counterparts, as were those Forgotten Australians who had little support available to them (see Figure 4.12).

When it came to the type of peer leadership, the results were not clearcut. When asked about what the most important things peer leaders could do, no one area emerged as dominant. Of those respondents who thought that there should be assistance with peer leadership some 25% thought that peer support to other Forgotten Australians was most important, while 23% thought that educating professionals about Forgotten Australians was most important. Another 22% favoured helping the public to gain a better understanding of Forgotten Australians. About 19% thought that peer leaders should advocate for the needs of Forgotten Australians. Finally, only 11% thought that peer leaders should have a role in helping plan services or activities for Forgotten Australians. Figure 4.13 shows these results.

Figure 4.12   Support for peer leadership (%)
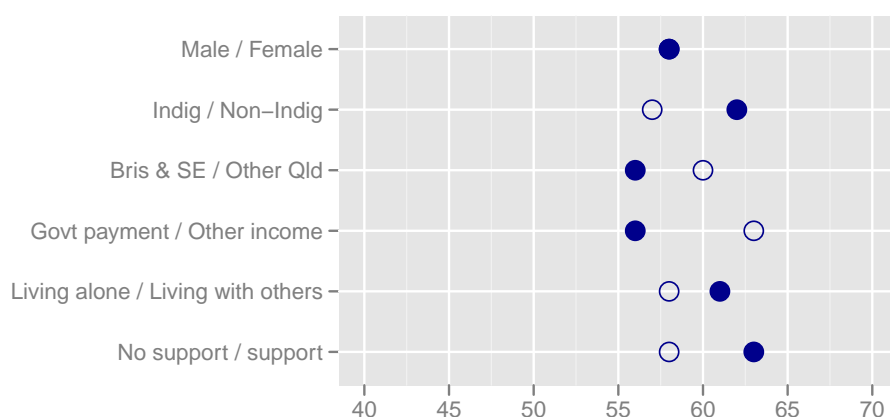
Notes: solid dot is the first category in each pair; hollow dot is the second category.
Source: see Tables A.67 to A.73

Figure 4.13 Most important thing peer leaders could do (%)
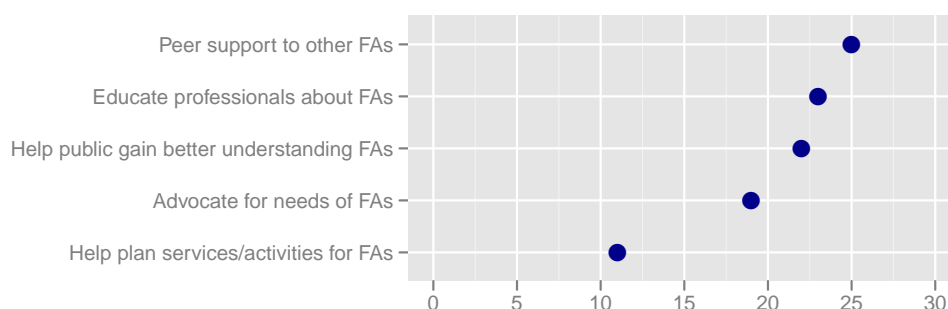
Source: Table A.74.

Population: Those who thought that there should be assistance for Forgotten Australians to become peer leaders.

There were some interesting subgroup differences for this question. Women thought that educating professionals about Forgotten Australians was more important than peer support to other Forgotten Australians (Figure 4.14). On the other hand, Indigenous Forgotten Australians were particularly keen on peer support (Figure 4.16). When it came to regional differences, the priorities were reversed between Brisbane/S.E.Queensland and other parts of Queensland: the former favoured helping the public gain a better understanding of Forgotten Australians and the latter favoured the peer support option (Figure 4.17). Those Forgotten Australians on government payments favoured helping the public gain a better understanding of Forgotten Australians, though the gap was not very large between this option and the peer support option (Figure 4.18). Respondents who were living alone differed little from those living with others (4.19). Finally, a much higher proportion of Forgotten Australians for whom support was not available expressed a preference for peer leaders to take on an advocacy role (Figure 4.20).

The age breakdown for this question was particularly interesting. It is shown with a smaller number of age group categories to avoid complexity, but the patterns are quite clearcut. As Figure 4.15 shows, among Forgotten Australians aged under 50, the role of peer leaders in providing peer support to other Forgotten Australians was very strong. On the other hand, among Forgotten Australians aged in their 60s, the importance of helping the public to gain a better understanding of Forgotten Australians, as well as educating professionals about Forgotten Australians, both stood out as more important.

Figure 4.14   Most important thing peer leaders could do by gender (%)
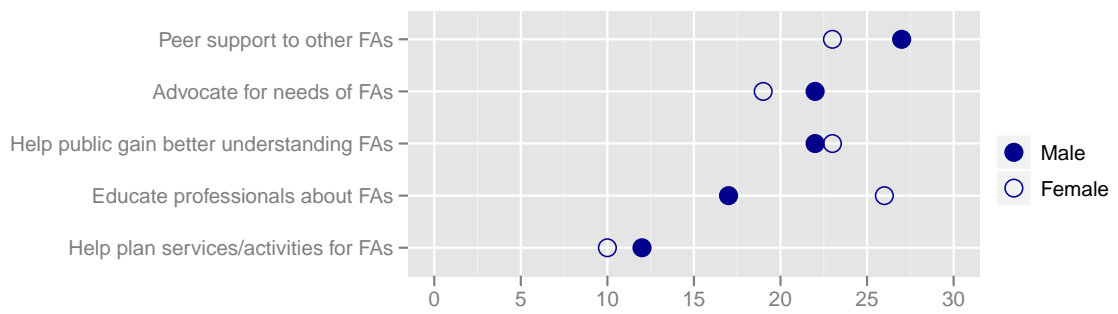
Source: Table A.74

Figure 4.15   Most important thing peer leaders could do by age group (%)
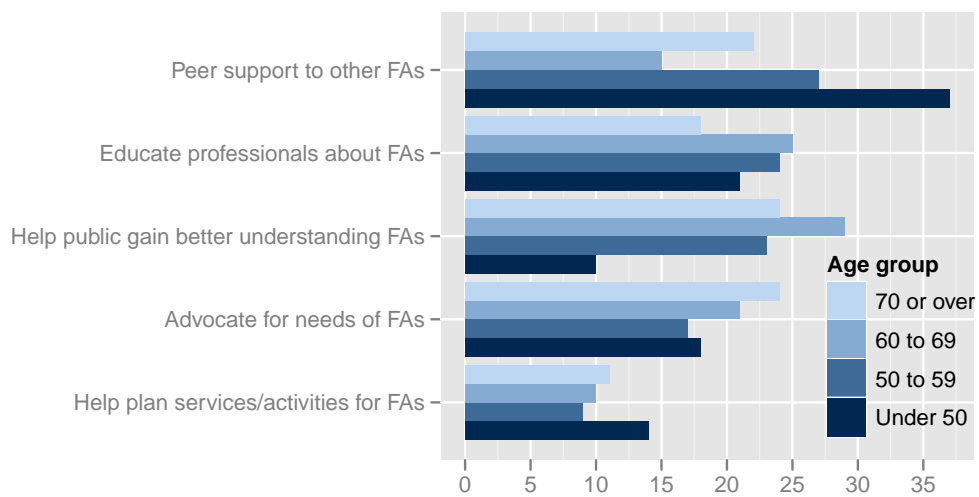
Source: Table A.75

Figure 4.16   Most important thing peer leaders could do by Indigenous status (%)
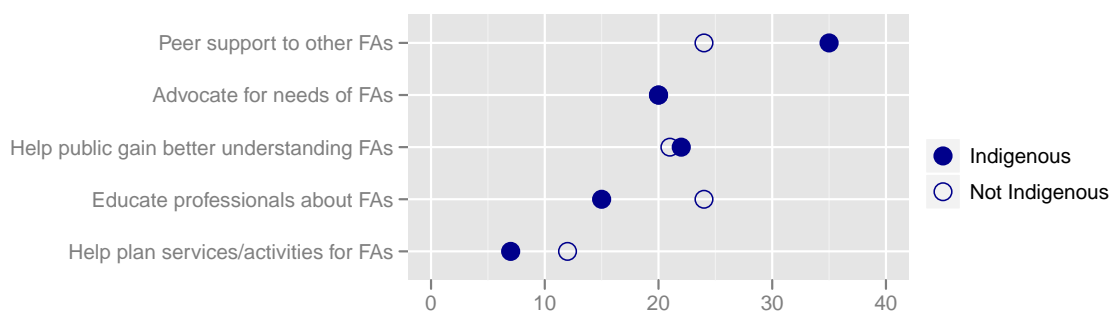
Source: Table A.76

Figure 4.17   Most important thing peer leaders could do by region (%)
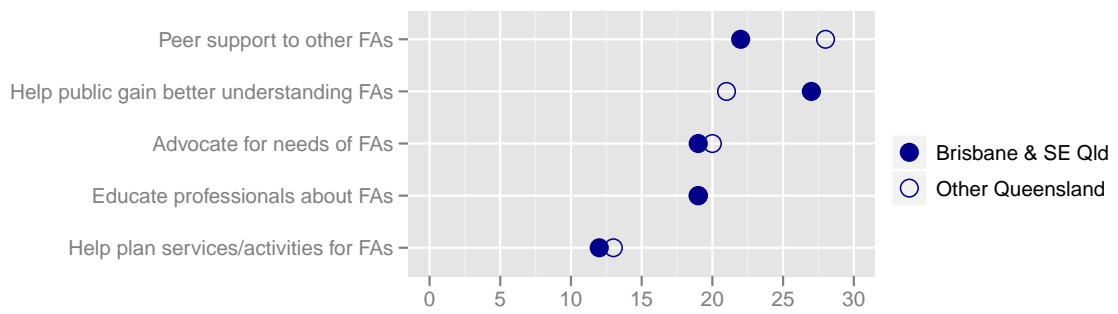
Source: Table A.77

Figure 4.18   Most important thing peer leaders could do by source of income (%)
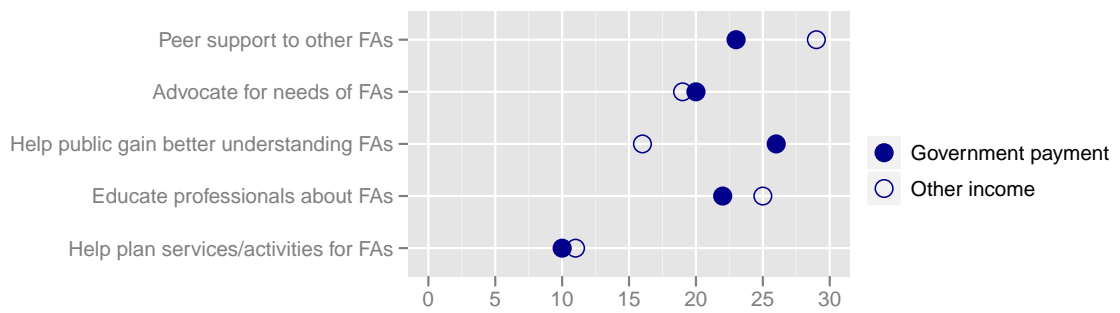
Source: Table A.78

Figure 4.19   Most important thing peer leaders could do by household situation (%)
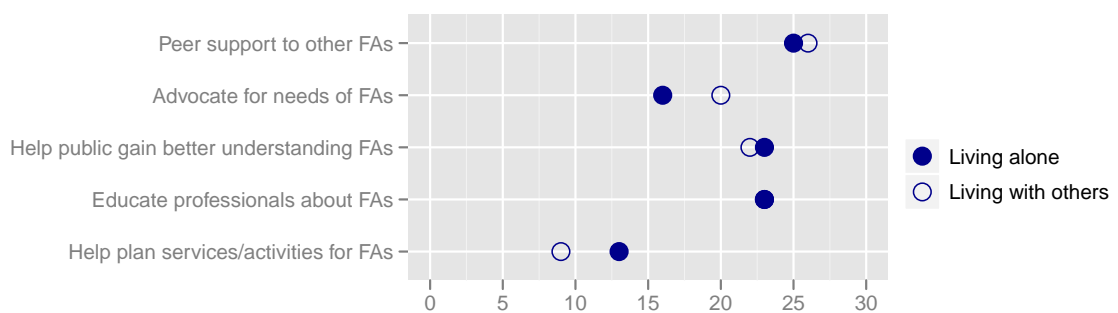
Source: Table A.79
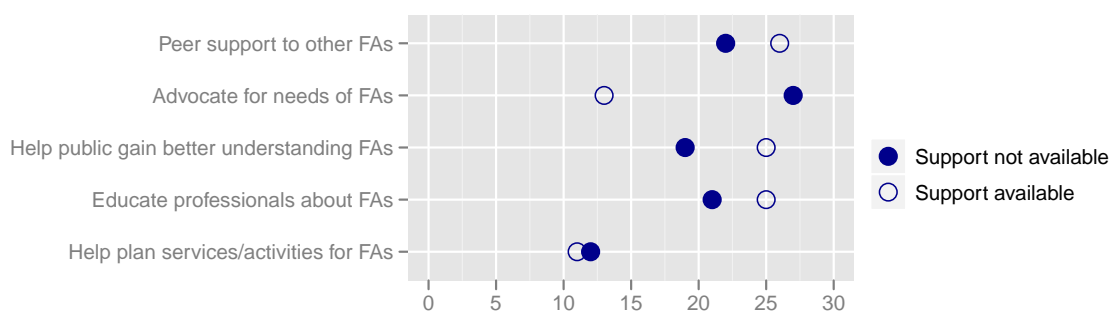
Source: Table A.80

4.4 Services for Forgotten Australians in regional areas & interstate

The final question in the section which focussed on future services asked respondents about the needs of Forgotten Australians living in Queensland regional areas or interstate. The question was open to all respondents, not just those living in these areas. The question asked: 'What type of contact do you think would be most helpful for services to to have with Forgotten Australians living in Queensland regional areas or interstate?' While some 350 respondents answered this question, a large number indicated that they didn't know and another considerable proportion answered in a way which suggested they had not fully understood the question. They offered answers about the *content* of the contact, rather than the the *type* of contact.

The question was coded to multiple answers, since many respondents indicated that more than one type of contact would be desirable. It is worth looking at some of the characteristics of the respondents according to the number of answers given. As Table 4.9 shows, about 42% of Forgotten Australians did not respond to this question. About half provided one suggestion and another 9% made two or more suggestions. Women were slightly more likely to offer two or more suggestions than men. The regional difference was quite distinct: whereas 52% of Forgotten Australians living in Brisbane or the South East corner provided suggestions, the comparable figure for those outside this area was 62%. A similar gap was evident when it came to availability of support. Some 57% of those respondents for whom support was available provided suggestions, whereas among those respondents for whom support was not available the response was much higher, at 67%.

Table 4.9 Number of responses given to question on type of contact (%)

| | Gender | | Region | | Support | | |
	Male	Female	Brisbane & SE Qld	Other Qld	Not available	Available	Total
None	41	42	48	38	34	43	42
One	53	48	44	54	56	48	49
Two or more	7	11	8	8	11	9	9
Total	100	100	100	100	100	100	100
n	251	313	230	257	227	302	603

As with other questions in this survey which allowed multiple responses, this question can also be presented in two ways. As Table 4.10 shows, we can look at the percentage of Forgotten Australians who suggested a particular option (second column), or we can look at the percentage of responses (third column). Following the practice established earlier, I concentrate on the first approach and the various graphs which follows (and those tables in the appendix) show the percentage of persons. It's worth keeping in mind that because a large number of Forgotten Australians did not answer this question, the percentages for persons are actually lower than the percentage of responses (the opposite of what normally happens with these kinds of questions).

Table 4.10 Suggested types of contact for regional & interstate FAs

	Number	Persons (%)	Responses (%)
Face-to-face contact	81	13	20
Telephone	64	11	15
Mail/newsletters	45	7	11
Internet/email	31	5	7
Advertisements	6	1	1
Community centre	22	4	5
Transport assistance	13	2	3
Peer leaders	9	1	2
Support groups	29	5	7
Other or don't know	66	11	16
Unrelated answer	48	8	12
Total	414		100

Notes: This question allowed multiple responses. Hence total of counts is greater than 603 and the percentage total for persons is not shown.

The most popular option for contact with interstate and regionally-based Forgotten Australians was face-to-face contact (Figure 4.21). This was often expressed as a desire for visits to the area from persons based elsewhere (such as medical professionals, counsellors or government contact people), though the most common way of expressing this was simply 'face-to-face'. Telephone contact came next, followed by contact through the mail (with regular newsletters often mentioned). The support groups option included suggestions of periodic get-togethers while the option of 'community centre' also included references to drop-in-centres or existing community facilities being utilised. Travel assistance

included suggestions of mini-buses being hired, as well as direct financial assistance for people to travel to larger centres. Some of the actual comments are shown as quotations in the blue boxes at the end of this section.

Figure 4.21 Suggested types of contact for regional & interstate FAs (%)
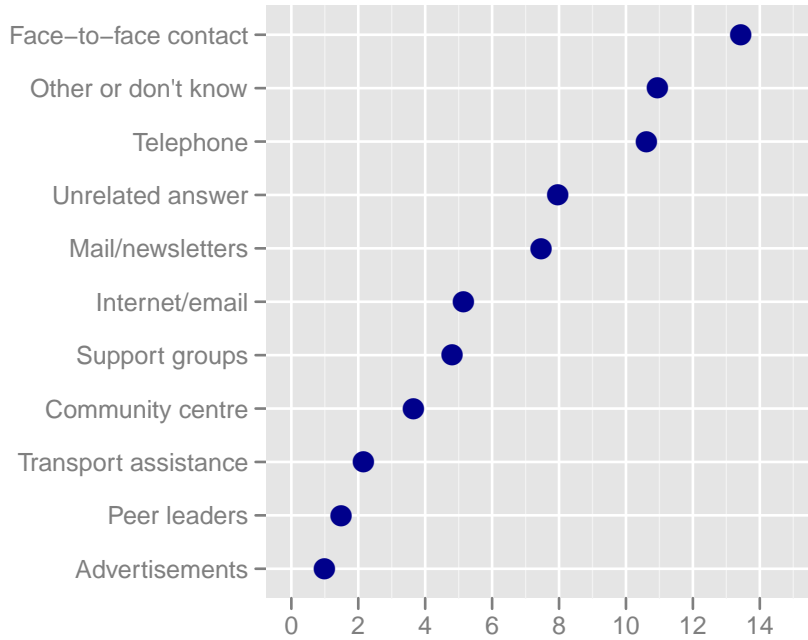
Source: Table A.81

Figure 4.22 Suggested types of contact by availability of support (%)
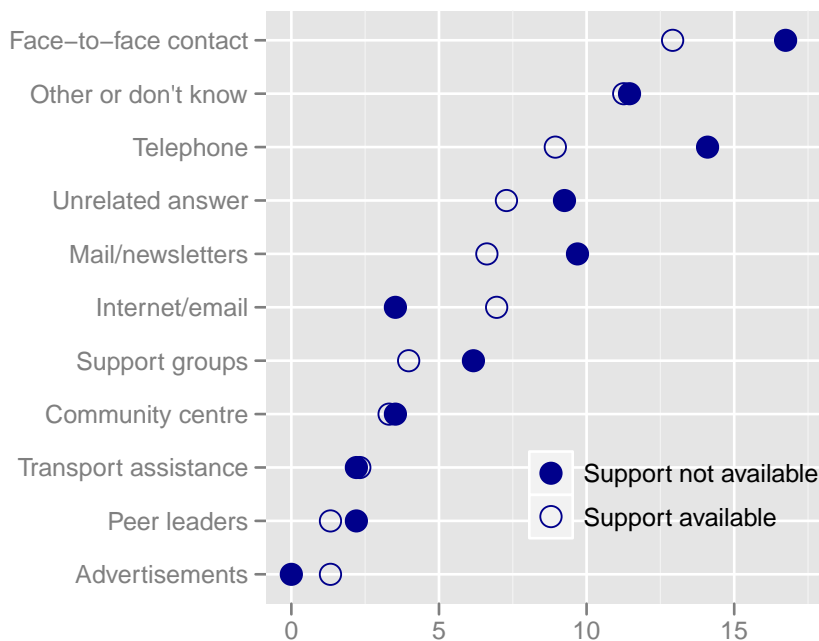
Source: Table A.83

Breakdowns by gender, regional location and whether support was available are shown the appendix (Tables A.81 A.82 and A.83). In the case of gender and region, the differences were minor. Women were more likely to answer about the content of the contact, rather than the type, and they were slightly more likely to prefer support groups. There was a large gap in the 'other or don't know' category between those in Brisbane/South East corner and other parts of Queensland. The most informative difference was for the breakdown by availability of support and this is shown in Figure 4.22. Among Forgotten Australians for whom support was not available, face-to-face contact was much more important, as was telephone contact, compared with their counterparts for whom support was available.

Some answers to the question on types of contact for regional & interstate FAs

I don't live in a regional area so probably not really informed enough to comment. Having said that, they should at least get the newsletter and some idea about what's going on and what service are available. I know it makes a huge difference to me to just be acknowledged and not feel like an outsider & rejected so it would probably be similar for them. Being bought up believing you are disposable & social garbage has a huge impact on your self esteem & life. Acknowledgement & acceptance are always the first step.

It is difficult to say as each person requires a different approach to their circumstances. I found confidence in the Doctor who made me talk about the past & then look at it & realise that none of it was of my making. That the nun just wanted to take her anger out on me.

News letter with info what other people, groups, drop-in centres are doing and what help is available to them. A yearly bbq or get together with city folks in same situation may be a bus trip to Long Reach or main town to catch up to let then know they are not alone. Service providers are not spending on us! services are not getting to those who need it, it is going on administrator issues and not helping us!

People who live outside QLD are totally ignored, we have no services, get no help. We can't access N.S.W services what about us. Where is the obligation for services to us. We grew up in QLD, they pretend we don't exist.

Phone calls every couple of months. Newsletters as soon as grants are available.

Short term - internet, longer term - occasional face to face contact even group wise (may be councillors visit areas. let people know when visiting Brisbane where they can call in for chat etc.).

Contact to me is not important to other people I don't know for myself. Why do you feel old wounds have to be opened in order to provide a service. A lot of Forgotten Australians would much rather forget "or try to". We all need help in someway. This survey tells me whoever is behind this really has no idea having to depend on this survey to guide them.

5. Other important issues

5.1 The nature of open-ended questions

All questionnaires are a compromise. On the one hand, it's important to simplify and to standardise as much as possible. On the other hand, it's also important to acknowledge that people's experiences are complex and unique. To achieve the goal of standardising, the researcher needs to make the language accessible and the questions as neutral and as comprehensive as possible. The aim is to make the question mean the same thing to all respondents. The typical device for this in a questionnaire is what are called 'closed questions', such as ticking boxes. Only in this way can a researcher tally hundreds of responses and feel confident that the results are a reliable indication of what most people intended to say.

The compromise becomes evident, however, when we realise that some respondents will feel left out by this process. For example, some of the questions may not be understood, or they may not be meaningful in the context of that person's life. One indication of this is the extent to which 'don't knows' or 'no responses' occur in the data. This is one reason why all the tables in this report show the number of 'don't knows' and 'no responses'. Large numbers of these indicate considerable 'misses' in this process of trying to engage meaningfully with respondents. For example, in the last chapter we saw that 40% of respondents either did not answer, or answered with a 'don't know', to the question on peer leadership.

Researchers attempt to deal with this compromise by offering respondents an opportunity to write their own comments at key parts in the questionnaire. These are called 'open questions' and they present unique challenges when it comes to reporting them. We saw an example of this in Section 1.3, where Forgotten Australians wrote about the legacy of their time in care. Despite the difficulties in coding, open questions are worthwhile because they acknowledge the complexity and uniqueness of people's experiences. Unlike with the closed questions, these kinds of responses cannot easily be tallied. As I mentioned when discussing the boxed quotes in Section 1.3 there is a certain arbitrariness in coding open questions. If the question is precise enough, a reasonable set of categories may emerge from the coding, but one always need to exercise care in attempting to generalise from such open questions.

When it comes to those open questions which ask for 'any other issues' the challenge in reporting is particularly acute. On the one hand, these kinds of questions are the best way to ensure that everyone has a 'real say' and gets to speak about what really matters to them. On the other hand, these answers defy

tabulation and often cannot be generalised in any reliable fashion. Their value lies in alerting researchers to issues or priorities which may have been overlooked, in fleshing out the reality which lies behind the numbers, and in giving a voice to sentiments which might not otherwise surface.

The final question in the questionnaire asked: 'If you feel that there are any other issues which are important to you about future services for Forgotten Australians which have not been mentioned, please tell us what they are'. This was not quite as open as some final questions, since it was focussed on *future services* but it was general enough to invite a large range of responses. A number of themes were evident in these data, and quotations which illustrate these themes are grouped together and presented in boxes. Apart from correcting some spelling, the expression, the grammar and the punctuation in these quotations has not been changed, but some material has been removed. This is indicated by … This was done either to make the quotations more manageable or to remove personal details, such as names, locations or telephone numbers.

In the case of this survey, the answers offered to this final question included changes or improvements which have come from the 'ground up' and in many cases they provide useful suggestions for future services or directions in policy. They may be one of the most important contributions made by this survey in the planning of future services.

While it's not possible to accurately tabulate the kinds of issues which the final question raised, a number of suggestions arose repeatedly. Health concerns (in particular dental health) featured strongly, and the idea of issuing Forgotten Australians with a 'gold card' was common. Fears about growing old, and entering nursing homes, was also a common concern. Lying behind this was the trauma of entering institutionalised care again. The shortcomings of the redress scheme were alluded to many times, and some of these weaknesses are highlighted in the boxes below. Access to public housing, or to rental assistance, was also a common theme. Finally, justice was often seen as more than just the government taking responsibility for what had happened. It also entailed the legal right to see the perpetrators punished.

5.2 Voices of Forgotten Australians

Redress

I think the redress system was unfair due to the fact that it had such a short cut off period & was not advertised sufficiently to cover country & Rural Areas. Out of the number of people affected the government would have known how many people were in the homes & how many applications were submitted.

What about the people who didn't know about the redress system, those who didn't get the applications in on time? And then there are those with very little education who cannot read and write so well, or not at all. I think it was very unfair.

Both my husband and I were in homes and have been and we live in Rural N.S.W. But were in Qld homes. We found out about it too late. My husband has very limited reading and writing skills. We are both still suffering immensely.

The compensation offered by the Old Govt. was an insult that was not worth applying for. It forced applicants to relive the experiences for a paltry amount. I did not apply. Personally, I do not know how you repair a life or compensate for it.

I live too far away to receive any real benefit. The counsellor I saw wasn't interested and any help I received from Forde Foundation has now ceased. What are they doing with the money other than providing themselves with a living? I am not interested in meeting other damaged people what good would they do? basket weaving is not my thing. I am too busy just surviving.

I am damaged and the Paltry sum of 20,000 doesn't provide a home. We should have received Millions for what happened to us. I will never improve. So what is your purpose.

I think the redress was unfair I can't read + write good + didn't know about it.

I would just like to say thank you for sending this form. But I would like to just say since we get a payment from the Redress Funds we lost it. Because when we first put our form in the redress told us that no one can take their payment away. So I went through and did the form for part 1 and 2 but when we got the payment this place [prison] took it all.

And I understand that if we got a payment for what had happen to us as a child then we should of been able to do something with that payment. So now we just think that we were lied to again and this money could of helped us when we get out of prison but now we are no better now then we were at first.

I know that there is something out there that can help us get our payment book from the GOV. because it is wrong for what they have done to us again.

so I would really like to say anyway thank you for showing that people do care about the poor children out there it's about time someone come up with all this stuff. thank you

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A little upset that I never received the Government bonus a few years ago as I knew nothing about it

I would like to see the financial grants process available to help people to buy computers, white goods etc. We had forde foundation assistance but that has been taken away with nothing to replace it. Also we had education assistance from ARC and this process is no longer available either.

1. That the forde foundation grants program be fully reinstated and properly funded by the state.

2. That the "Redress scheme" be reopened so that we are given "True" compensation for the harm done. The government put in place guidelines for assessment of individual claimants under this scheme that restricted the so called "Assessors" delivering "Justice" and that their assessments were so manipulative that "Justice" was not done. The reasons are obvious. The government had a cap on the pool of money (i.e. $100 million) and this was not going to be enough to pay the claimants a fair and just amount for the harm caused.

I regret to say I still feel forgotten as they did not recognise those of us who were thrown into adult mental institutions as I was because I ran away from other homes no matter what, I know the stigma & shame & suffering in those God forsaken places. I felt shocked & very disappointed when I was told I didn't qualify for level 2. My mind went back to this terrified little girl as I was then, (unbelievable) to throw children into those hell holes, I have carried that burden to this day. acknowledgement & compensation would have been a comfort, like an acknowledgement I did exist I am very sorry I digressed.

Some positives

As people have to get over what happens to us. It did happen but you can either stay a victim or you can choose to make it not better but not so confusing. I was lucky I had … as my counseller. She could not let me fail + for that I am eternally grateful. You can offer all the support + services you can but if the person doesn't have the will to pull themselves out of the hole nobody can help them + that means that those who abused us have won. I don't think so. Thanks.

The counselling has been wonderful for me I am being counselled at the … relationship Australia, I cannot speak highly enough of the wonderful people who work there, with a special mention to …

My counsellor, she has helped me so much I am very grateful to her as I live on the North side of Brisbane, I don't know of any drop-in centres on this side, should I get the courage to go to one, that could be helpful …

Just like to say congratulations the Queensland authorities that have tried to help "Forgotten Australians" by providing services, paying some compensation and keeping in touch (by mail for interstate people) with us. This is far more than other states have done over many years. Hear nothing in south Australia from S.A authorities on "Forgotten Australians". keep up the good work Queensland.

Justice denied

If I did half the things my abusers did to me, I would be in jail. yet they've answered to no-one. Faced no court of law and to this day they still walk the streets free whilst I've been condemned to a life time of painful memories hatred and other irreversible consequences! PS I think $21000 compensation for the loss of my childhood and the atrocities bestowed upon me is a slap in the [face] and totally inadequate!

My main problem is with the fact that although we have had some monetary (money) compensation from the Government. It was not the government that abused me. It was 2 nuns at … orphanage that did this. I would like them to acknowledge what they did. I don't want an apology from the Government or the … orphanage, I want a apology from the nuns that abused me … but the other one sister … is comfortably living 10 min from me at … Make the actual people responsible apologise.

Unfortunately, after my sister, and I were placed in a terrible foster home, till we were 18 years, We have had no compensation, from your government, for our physical department records, clearly stating abuse. Because the children's court and family services, did not believe at the time, that my sister and I were being abused for many years, dismissing letter's and phone calls to their department, from neighbours and our foster parent's siblings.

I am not knocking your work but they took my childhood and then raped me on a church alter then lost me in paper work. How would you "feel". This is a 62 year old man writing this badly spelt note so how has your life been a lot better than mine.

It's to late to get justice against those responsible for abuse suffered as they all deny now.

I think all the Bastards Involved should be bought to account and publicly identified as well as paying compensation from their own pockets.

Lost family

Most important issues to me is to find my sister who was in the home with me, they said she was adopted. Because she had different name than me, I can not get any records of her when I rang the nuns, they could not confirm or deny her existence. This is what I do know. Her name is … she was seven and a half years old when we went into the home in april, 1948 her father was … and her mother was … and we lived in … The home was … I'm 66 years old, and I fear that, I would not see her, or get I know her in my life time. This is the most important issues to me, more important these any other issues.

Better access and trained personal to help Australians to find their roots and connections, as so far I've been to a "link-up" office up here in … but nothing ever came of it. Please make these services easy to access for "forgotten Australians", as I, for one, do not know how to go about tracing my history. (not computer literate).

Personal stories

The main thing that concerns me in my case is the fact that I was placed in the care of a boys home in Queensland at the tender age of 3 years, and kept there for eleven years with no contact with my parent or siblings, no visits for birthday, christmas, or other special occasions.

Even after the time when I turned fourteen. I was sent up country to a mixed dairy farm and was left there to work by myself for the next four years and during that time I think I only had one visit from the state children Dept in Brisbane.

On my 18th birthday … I was sacked from that job and left to [get by in] the world on my own and and to look for work, where? I didn't know after a couple of weeks work on a local farm I managed to get enough money to pay my fare out west of Qld to work on a sheep station where I stayed until the end of the war & went back to Brisbane. And gradually managed to get work & sort myself out. On various jobs.

got married at 21 settled in Melb to bring up my family. Right up until this time I still after a lot searching of making enquires from different government dept. I still had no knowledge of my parent or siblings in short, Just to say that I have a few year ago been reunited to my family … who have treated me very well.

In consideration of all this, I feel that those responsible for my care ??? well being, have sadly fallen down, can't their responsibility to treat me as a lost child address me about what their reason was for my being (dumped) if you like and being forgotten right from the time I was 3 years old. In that eleven years I had a poor education, left school in grade 5 and I firmly believe had if I had a good education life would have been a lot better for me & my wife who sadly passed away a couple of months ago a lot better for us.

I was a minor when I was abused by my dad, fostered out for a short period until my father was sent to jail then I returned to live in the family home with my mother. For me that is when the mental abuse started, being blamed for the destruction of the family unit, being forced to visit my father in prison & being made to sit though these visits without being spoken to.

My father received a reduced sentence & returned to the family home as if nothing had happened. In the end the mental abuse got that bad my grades where shocking & I ended up running away from home on numerous occasions.

What I am trying to say is I hope things have changed & minors are told their rights & personally advised of the services available to them so they can have a voice instead of in my case my voice was though my mother & to this day she denies the abuse happened. I was not aware of the services available until I was 27 if it wasn't for my wonderful husband I really don't know if I would be around today to fill in this survey.

The Aboriginal & Torres Strait Islander people in Queensland were forced to live in dormitories. This was not recognised in the first instant in the Forde inquiry. The Redress payment process was flawed, eg the children of the houseparents were paid level 2 and this is an insult to the boys dormitory past residents, who were refused level 2 or further.

No counselling is offered. We were never told/taught life skills or how to be good parents. Emphasis was always on floggings, discipline. How can your own people treat another is beyond belief, and this what I struggle with.

What should be done?

I believe the major thing that needs to continue, is that if people need help to confront their demons, it has to be ongoing. I think the older we get the past becomes more important and people are needed who have experienced the very depths of despair. The only people who can truly appreciate how a bad situation can be made better are people who have lived and survived it. The Australian support service appreciates this & has the resources to help people in need. Let us never forget that crime & punishment has become a hot political issue and it only takes a change of Government to bring back the horrors of the past. It will take people of strong determination & commitment to save the children of the future. Let's not forget them.

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Services provided by the "well-meaning" "Christian" communities admitting and repairing the damage they have done to "humans" in their care who have come out as shells of people. Accepting these people into the community and supporting them with education formal and social, and employment within those communities to give them a sense of worth. Too often nothing is done to pick these people up out of the situation they have placed them into downtrodden. Supporting the children with respite and free education and support in schools. They too suffer from the abuse of their parents past. Support them to acknowledge and understand their parent's struggle.

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I feel education is the most important thing for us to have access to. I feel the biggest problem that comes from a past like ours, is feeling dumber than everyone else & not capable of doing anything without being told how to do it. Of course intellectually we are no different from everyone else, but education further is expensive and therefore not really an option for us. Education is empowerment!

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Opportunities: to develop a sense of personal worth. A reasonable basic education and free health care for all. Develop … community services (child welfare) not based on money, social discrimination. Should not be employing people who do not care about the kids and use "sustenance $" for wine & cheese nights not for bread & milk direct to kids. A country where family financial social or religious discrimination does not create differences. No extra for aboriginals (I'm aboriginal) create discrimination abuse. Not special deals to make the rich people richer. Please note I have not education abilities to complete this form and have needed help.

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I really wish, I could go to the dentist & get my teeth done, I have only one molar and have to chew with my front teeth & they are wearing down. Please help us get a special card for medical & dentist services. Also there is such a long wait for specialists etc most of our problem its from our treatment in the orphanage.

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Rent is expensive and it is becoming very difficult to afford renting. Living in small, cramped housing is difficult and disheartening. Access to public housing is slow and many people find it undesirable to live in a section of the community where social problems (alcoholism, unemployment, domestic violence) is rife. Provisions need to be made so forgotten australians can afford adequate, safe housing.

Something special needs to be set up for people who live outside the state they grew up in. Perhaps each state could be responsible for the people who live there. Aged care is a major worry. I'd rather be dead than go into a nursing home, and feel as defenceless as I was as a child. Regular communication with Forgotten Australians so we know what is happening, who is in charge and what services are available. A gold card so we can get decent medical care. All government depts Aust wide to be educated on us and we have the same rights and footing as the stolen generation. Many of us were stolen as we lost our families.

Stop putting band aid solutions on the situation and fix the problem so it does not occur again and the kids of the future do not have to go through inquiries again. We have proven what has happened in the past. Have you listened and learnt or is the Government still in Denial.

I'm not sure whether its me!? But I have been trying to get dental help for some time now! I have 13 teeth left! Of which all need removal! I'm on a waiting list with the local government Dentist.

Financial assistance with household goods! A service for old age care! A service for the homeless.

Easy access or priority public housing as there are a lot of Forgotten Australians that are homeless, department of housing should make forgotten Australians top priority and it would be nice if housing was free for forgotten Australians as the government placed us in this situation so they should look after us.

They took away our ability to have a normal life so they (the government) should give us something back.

I would like the NSW. Govt to undergo a similar procedure that the QLD Govt did. As I was in detention as well.

What is going to happen to us as we get older. I do not care what Kevin Rudd says as people do not know about us. If you people die they know about the Forgotten Australians they say yes of course they know about the aboriginals. Why do not the Government agencies know about us. Most of Social Security look at us with blank faces. Tell people about us.

I feel the majority of people approaching my age are lacking fun in their lives - as much as I've tried to make sure I committed to arrange for it somewhere this year as I look back on the year I do not recall having any or having a good memory of the year past.

My lifestyle is so stressful, I did get to go on a retreat for a couple of days with carers QLD this was beneficial to my Mental Health I just saw an article about a "ball" for … I think the moon festival or something & I thought what a brilliant thing it was. It gives something to look forward to a reason to get dressed up which we never do and some fun!

We all need fun. life is too short and as children we missed out on fun and play and don't always know how to have fun & play.

Services needed

Financial support to attend special occasions in Brisbane. Everything seems to be for Brisbane Forgotten Australians. Moral support there is none here. Not having to wait a month for counselling when you feel desperate. Something for country people a return fair for Brisbane is $110. Loneliness, I have no family here. I often feel desperate & don't know why.

I would like to have a interstate phone service for anyone who could get some form of counselling service. If they have any panic or emotional attacks. When I have had this happen in the past (hopefully not too many in the future) and a phone call or something could, I think, have helped me recover a bit sooner. Thanks.

Having cheaper rent, that is what takes nearly all of my income.

A need for public housing for single blokes. I have filled out dozens of forms with housing communions Brisbane housing company over the last 9 years.

I wish there was a group who came to prisons. Just to get support networks for when we get out. Familiar Faces.

More access to psychological support services. Help to be able to rise above what has been done to you. Help to stay positive and productive. Help to find a network and build friendships and partnerships.

Help when you have to go the hospital or nursing home some one to look after you and get what you need.

I think there should be more funding available for things like education, public transport (more) or vouchers to assist with travelling. More or some activities for those of us living on the north side of town. Activities at a time that I could attend.

Some group interaction would be good. (something fun like swimming, movies, art and crafts. A chance to share a poetry, music etc).

A home reunion for ex-residents from other homes like … home would be appreciated. I would like it if, more of us "Forgotten Australians", ("ex-resident") could he involved in Remembrance day … all of us who attend should he involved (if we want). Photographs, of more than just the regulars who make it into newsletters should be considered. EG: group photos.

Services for those that are about to be released from prison, that have no family support. This is a major issue for those applying for parole as the Queensland Parole Brood does not recognise that, for many former wards. We do not have any informal supports and refuse applications because of this reason. We are not even able to access grant applications due to not being able to use the internet. Thank you.

Services needed

Improvements or changes

I don't want to appear "snobby" but I do not feel comfortable mixing with people with criminal or high level mental health issues. I do not feel safe if I go to a centre where this is possible. I would love support groups for different types of people. It sometimes appears "we" cope because we have become "educated" and survived in a job. As a teacher my past life NEVER leaves me. It also can be positive not just negative. At this stage I don't need daytime "Knitting" clubs - weekend support group for mixed prof. people would be good.

Don't know of any. All services and help for Forgotten Aussies seems to be in place. Thank you for being there to help when people need you.

A lot of us cannot afford to go to socials to meet other care leavers. If there was a way to list all care leavers name's + phone numbers according to municipality (e.g. care leavers on the sunshine coast), it would help greatly for us to know we can ring + say "hi" + perhaps meet all who are willing. I know there are a lot of care leavers, but "where are they?" I think we all need to talk to somebody who "gets it!"

Sometimes I would like some out of hours activities so I could attend in person. Alternatively - longer notice of special events would be helpful for so I can attend by organising time off work. This wouldn't allow for social contact though or participation in creative/educational activities.

Thanks though for the months of counselling I have received - it has been much appreciated, helping keep me calm many times. I also appreciated the financial help I received to place a head stone on my parents grave each time I see it I thank ARC in my mind sincerely.

As I live so far away I don't think you can help me other than to help me get to some of your activities. People in the country don't get help. I would like to get my teeth done as I had to get them all out at the age of 18 and I can't wear the bottom set.

Seeking answers

I was raised by the sisters of mercy … orphanage. I would like to say no one can change what has happened to people in the past. I have lived 64 years of my life and still don't know why I was put there. I had been in touch with my mother over the years she doesn't want to know me. It was her who did wrong by me. I just wanted to know about my heritage and understand why she gave me …

I would like to know why I was put into an adult mental institution as a child (in Victoria & Queensland), and was then chucked out into the real world when I turned 18 (no longer a ward of the state). Can a person be mental one year and not mental the next?

I need some answers to these question but don't hold out much hope of getting them.

I feel the "freedom of information" has let me and many more in my age group down. I would have like to know from "Freedom of information" why I was taken from my brother put through a children court and sent to a children home. All I can be told how many teeth I had out. My

sickness I had where I fitted in the family, The only reason for all of this (and I don't believe it) the floods of 1974 washed all records away seems like some information was stored in one place and another somewhere else.

Life in a children home was not a lot diffident from being abused & lonely. To a matron fixed on verbal abuse about how you came to be in care. This make me very bitter and if I could have the real reason sent to me my old age would be complete. I'm happy to have been able to make a good life for my self. But the forgotten truth is a hard thing to hold on to and find the records somewhere. How did … get his? I would like to know his tricks. Why are some of us different to others. Yes the "forgotten years" are bitter years.

Ongoing legacy

After 47 years of no support from the QLD government and the catholic church which gave me a poor education, poor mental health and separated all family member which led to my youngest sister committing suicide. I believe its too little too late. The damage has been done and can't be repaired. I have been to funerals of some of childhood friends who was in … home who blew their brains out. You are flogging a dead horse as I have lived with these memories all my life.

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Being 66, I would like to know why it has taken the government so long to address these matters. I feel I was subjected to terrible abuse that has destroyed most of my life

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I have issues with the police, housing and Government I would like help to overcome these issues as I now have 2 grandchildren I don't want to pass on my hatred to them.

_____

I'm very frightened about getting old & going into a nursing home as having spent 16 years in care, I still at 61 have awful dreams about the past … When I get to the stage where I have to go into a home again, I have no heath records about myself as a child as they were lost in the 1974 floods. Thanks.

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Counselling on the understanding that people like me, don't know what is it to have a bed a hug or a kiss good bye, no personal contact at all no packed lunch, then when you're sent into the world you're feral can't relate to others, with no similar experiences, don't trust anyone because your mother, at 17 sees you as a man not as a son, you become desperate for love and there isn't any.

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The things that I saw what happens to myself & other children by the so called catholic church is so bad its unbelievable I have kept it all to myself because I would feel ashamed to tell people the real truth what happened in that orphanage. I have told my family only small bits that aren't so bad & have had lots of support from my family. All the money in the world would not be able to forget what we orphans went through.

None of you people have ever taken my issue to the next level because you really don't care. all I get is a heap of papers & that is where it ends like this survey. If you really want to help me my phone number is …

_____

My name is … I do all of … 's written material like filling in this form + and any other:- writing down what he told me about his time at … orphanage, … is illiterate. Because he only went to school for two years because he really needed glasses, but nobody checked that out so they put him in the kitchen to peel vegetables for the nuns meals. Public housing or assistance in cheaper rent.

We are damaged people and our needs are unique it's hard to explain. I would like to have been educated instead of made to work at 13 years as domestic and never paid. Never to go to high school nor have a normal life. We were so disadvantaged by our abusive life the emotional scars have damaged me so bad I suffer very bad depression and the medication. I can't always afford. I suffer from loneliness but I can't make friendships because I don't think I'm good enough. My life has been like a helter-skelter and I don't know how I can't fix it. I need to have medical assistance I can afford and services I can go to, so a card like the war veterans would be ideal—better than any housing compensation.

I myself feel I have been cheated out of my childhood, not knowing what a birthday was or Xmas, never having the love of a family. The emotional terms, not being able to write a letter without spelling mistakes, the one good thing is it has made me more stronger to run my life and stand up for what I believe in and fight for what I have. No one will ever hurt me again.

I know I still need help. But trusting people is not a thing that comes easy for me. I need to tell people what I went thought to help heal the pain that still lies within.

I do not understand centre link system as I have never been on it and my reading & writing is not real good + and it's hard to understand all the forms. I do not receive any centrelink help but will next year. But when I go & see them it is so complicated so I just give up. As I have had open heart surgery. I could of years ago. I get anxious very quickly so I am sort of lost when this happens maybe I will try again soon.

Nothing prepared me for the loss of my children. I thought I was like everyone else, but I'm not. I feel I will die of a broken heart. to never know they would leave when you least expect it and that's it. I love my children too much if I knew this pain and loneliness was possible. I don't know what I would have done I miss them everyday. The phone rings you run it might be one. I went without food clothes - dental medical treatment - for them. I'm not expecting a medal but it would have been easy if we were prepared. I just love them and would love to be related with my grand children so much. nobody can help. you have to bear with it. I always say I must have been wicked in a past life because this one sucks.

Notes

1.   Except for this introductory section, the remaining *regional* breakdown tables in this report group the interstate respondents with the 'no response' category. Note that this does *not* mean that these respondents are excluded from the analysis of all the other items in the report. This exclusion only applies to tables in which a regional breakdown is presented.

2.   In nearly all of the tables in this report, the categories of 'don't know' and 'no response' are shown for all the data items. When cross-tabulations are shown for a number of key demographic (gender, age, region and so forth) and for some key background variables (such as living alone or the availability of support) the 'no response' column is omitted for this cross-tabulated variable (though it is shown as a row for the actual data item under consideration, for example, future priorities). This means that the total column will usually be larger than the combination of the other columns, and the gap depends on how many people fell into the 'no response' category. Because all the percentages in this report are column percentages, the omission of this 'no response' column makes no difference to any of the analyses. It just simplifies the presentation.

3.   One decision rule which was employed was to prioritise distance and lack of knowledge where these were mentioned alongside other reasons. Also, note that the total used for the percentages for this question are for those who answered, rather than the whole sample.

A. Detailed tables

In reading the following tables, it's worth keeping in mind that the cells in these tables show (column) percentages and the n shown on the bottom line is the sample size. This means the reader can work out for themselves the count in any particular cell. For example, Table A.1 shows that 20% of males are in the age bracket 60 to 64. Because there are 251 males in the sample (for this table) this means that there are 50 males in this age bracket (20% of 251, taking into account rounding off).

Table A.1 Age by gender (%)

	Male	Female	Total
Under 40	7	4	5
40 to 44	8	5	6
45 to 49	6	9	7
50 to 54	12	14	13
55 to 59	19	19	18
60 to 64	20	14	16
65 to 69	12	16	14
70 or over	15	19	17
No response	0	0	3
Total	100	100	100
n	251	313	603

Table A.2 Indigenous status by gender (%)

	Male	Female	Total
Brisbane	27	26	26
South East	12	13	13
South West	12	11	11
Central Qld	14	6	9
North Coast	14	16	15
North Qld	3	8	5
Far North Qld	3	1	2
No response	15	18	19
Total	100	100	100
n	251	313	603

Table A.3 Region by gender (%)

	Male	Female	Total
Brisbane	27	26	26
Central Qld	14	6	9
Far North Qld	3	1	2
North Coast	14	16	15
North Qld	3	8	5
South East	12	13	13
South West	12	11	11
Interstate	10	15	12
No response	5	3	7
Total	100	100	100
n	251	313	603

When it comes to questions which allowed multiple responses, the tables which present the results are presented differently. These tables are divided into two blocks, the first block showing *persons*, and the second showing *responses*. The first block shows the percentage of persons who ticked that item, whereas the second block shows the percentage of responses for that item. Because the same person can tick multiple items, the totals for the *persons block* add up to more than 100%, hence they are shown as blanks in these tables. For example, in Table A.4 some 78% of persons had been in orphanages or children's homes at some stage, but this type of care made up 55% of the types of care. Because the purpose of this report is to look at the situation of Forgotten Australians, the relevant percentages are always the person percentages and these are the ones which are shown in the graphs in the main chapters of the report. Both sets of percentages are shown in this appendix.

Table A.4 Type of care by gender (%)

	Persons			Responses		
	Male	Female	Total	Male	Female	Total
Foster care	16	27	21	12	18	16
Family group home	7	10	8	5	7	6
Orphanage or children's home	73	82	76	53	57	55
Youth detention centre	31	17	22	23	12	16
Don't know	0	1	1	0	0	0
Other	9	9	9	6	6	6
Total				100	100	100
n	251	313	603	343	452	830

Table A.5 Type of care by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Persons									
Foster care	47	49	37	24	24	11	17	10	21
Family group home	33	27	16	14	6	4	1	1	8
Orphanage or children's home	27	65	81	71	79	86	84	88	76
Youth detention centre	50	38	28	30	23	22	19	6	22
Don't know	3	0	0	1	0	1	0	1	1
Other	17	19	2	11	14	7	3	6	9
Total									
n	30	37	43	79	109	98	86	104	603
Responses									
Foster care	26	25	23	16	16	9	14	9	16
Family group home	19	14	10	9	4	3	1	1	6
Orphanage or children's home	15	33	49	47	54	65	67	79	55
Youth detention centre	28	19	17	20	16	17	15	5	16
Don't know	2	0	0	1	0	1	0	1	0
Other	9	10	1	8	9	5	3	5	6
Total	100	100	100	100	100	100	100	100	100
n	53	73	71	120	159	129	107	116	830

Table A.6 Age when first entered care, by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
1 years old or under	7	22	12	11	14	19	20	17	15
2 to 5 years old	13	16	26	27	32	31	34	19	26
6 to 10 years old	27	32	35	22	22	26	23	37	27
Over 10 years old	40	27	23	30	22	16	15	16	21
No response	13	3	5	10	10	8	8	11	11
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.7 Length of time spent in care by gender (%)

	Male	Female	Total
1 year or less	28	5	
2 to 5 years	149	25	
6 to 10 years	157	26	
Over 10 years	177	29	
No response	92	15	
Total	603	100	

Table A.8 States where spent time in care by gender (counts)

	Male	Female	Total
Queensland	233	293	549
New South Wales	15	16	34
Victoria	6	9	15
South Australia	4	3	7
Western Australia	0	1	1
Tasmania	0	0	0
Australian Capital Territory	0	0	0
Northern Territory	2	1	3
Don't know	2	0	2
Total	262	323	611

Notes: Note that these are simply raw counts of the states which were ticked. The totals do not equal 603 because there were 41 persons who did not respond at all, and 42 persons who ticked more than one box.

Table A.9 The legacy of time in care by gender (%)

	Whole sample			Respondents to question		
	Male	Female	Total	Male	Female	Total
Psychological scars, mental health	11	11	10	16	16	16
Deficits: emotional, pyschological	6	13	9	9	19	14
Deficits: education	5	5	5	7	7	7
Deficits: health	3	2	2	4	3	3
Loss of family	4	4	4	5	6	6
Loneliness, lack of love	3	5	4	4	8	6
Distrust, sense of betrayal	9	6	7	13	9	11
Physical or psychological abuse	6	7	6	9	10	10
Sexual abuse	2	2	2	3	3	3
Other or not codeable	11	7	8	16	10	12
Something positive	10	7	8	14	10	12
No response	31	33	33			
Total	100	100	100	100	100	100
n	251	313	603	174	211	402

Table A.10 The legacy of time in care by Indigenous status (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Psychological scars, mental health	3	14	7	16	11	11	8	11	10
Deficits: emotional, pyschological	7	5	12	8	11	13	12	7	9
Deficits: education	0	11	0	5	6	2	8	6	5
Deficits: health	3	3	5	3	5	2	1	0	2
Loss of family	3	5	0	3	6	7	2	2	4
Loneliness, lack of love	3	3	2	1	4	2	1	12	4
Distrust, sense of betrayal	3	3	12	13	7	9	7	4	7
Physical or psychological abuse	3	5	9	5	6	6	10	6	6
Sexual abuse	3	3	2	3	2	2	1	2	2
Other or not codeable	30	8	7	10	6	6	7	6	8
Something positive	13	8	2	4	6	13	7	11	8
No response	27	32	42	30	30	26	35	36	33
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Notes: For this table, and those that follow, the percentages shown are for the whole sample.

Table A.11 The legacy of time in care by Indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Psychological scars, mental health	13	10	7	10
Deficits: emotional, pyschological	8	11	4	9
Deficits: education	0	6	11	5
Deficits: health	2	2	0	2
Loss of family	5	4	0	4
Loneliness, lack of love	5	4	4	4
Distrust, sense of betrayal	6	8	4	7
Physical or psychological abuse	6	6	4	6
Sexual abuse	1	2	0	2
Other or not codeable	6	8	4	8
Something positive	8	9	0	8
No response	39	30	64	33
Total	100	100	100	100
n	93	448	28	603

Table A.12 The legacy of time in care by region (%)

	Brisbane	South East	South West	Central Qld	North Coast	North Qld	Far North Qld	Total
Psychological scars, mental health	8	7	15	11	13	9	25	10
Deficits: emotional, pyschological	9	9	12	4	5	27	8	9
Deficits: education	6	1	2	5	7	6	0	5
Deficits: health	3	1	3	4	4	0	0	2
Loss of family	3	5	3	4	5	3	0	4
Loneliness, lack of love	2	7	5	4	4	3	0	4
Distrust, sense of betrayal	5	7	9	9	7	6	8	7
Physical or psychological abuse	5	8	9	5	11	6	0	6
Sexual abuse	1	1	2	4	2	0	0	2
Other or not codeable	12	5	12	4	2	6	17	8
Something positive	10	8	8	7	9	9	8	8
No response	37	41	21	40	30	24	33	33
Total	100	100	100	100	100	100	100	100
n	154	76	66	55	91	33	12	603

Table A.13 The legacy of time in care by age when entered care (%)

	1 yr or less	2 to 5 yrs old	6 to 10 yrs old	Over 10 yrs old	Total
Psychological scars, mental health	10	10	14	10	10
Deficits: emotional, pyschological	4	10	14	10	9
Deficits: education	9	6	4	4	5
Deficits: health	2	3	4	0	2
Loss of family	8	5	2	2	4
Loneliness, lack of love	8	3	3	2	4
Distrust, sense of betrayal	9	7	7	9	7
Physical or psychological abuse	10	8	4	7	6
Sexual abuse	4	3	1	2	2
Other or not codeable	4	5	9	12	8
Something positive	8	5	10	10	8
No response	26	35	29	33	33
Total	100	100	100	100	100
n	93	156	160	126	603

Table A.14 The legacy of time in care by length of time in care (%)

	1 yr or less	2 to 5 yrs	6 to 10 yrs	Over 10 yrs	Total
Psychological scars, mental health	25	11	11	10	10
Deficits: emotional, pyschological	18	11	10	7	9
Deficits: education	0	3	4	7	5
Deficits: health	0	1	3	4	2
Loss of family	4	3	4	5	4
Loneliness, lack of love	0	3	5	6	4
Distrust, sense of betrayal	4	11	5	8	7
Physical or psychological abuse	11	5	4	8	6
Sexual abuse	0	3	0	2	2
Other or not codeable	0	9	10	6	8
Something positive	4	8	8	8	8
No response	36	32	34	31	33
Total	100	100	100	100	100
n	28	149	157	177	603

Table A.15 The legacy of type in care by length of type in care (%)

	Foster care	Family group home	Orphanage or children's home	Youth detention centre
Psychological scars, mental health	8	10	10	13
Deficits: emotional, pyschological	10	20	10	14
Deficits: education	4	4	5	6
Deficits: health	5	6	3	1
Loss of family	6	4	5	1
Loneliness, lack of love	6	4	5	1
Distrust, sense of betrayal	3	6	7	7
Physical or psychological abuse	5	8	5	8
Sexual abuse	2	0	2	3
Other or not codeable	10	10	7	9
Something positive	9	6	8	7
No response	31	24	33	28
Total	100	100	100	100
n	129	51	459	134

Notes: This table includes double counting because respondents may have been in a number of different types of care.

Table A.16   Personal situation by gender (%)

	Male	Female	Total
Retired	27	31	29
Working full-time	16	7	11
Working part-time	6	7	7
Domestic duties	0	11	6
Full-time parent/carer	3	6	4
Living with disability	25	23	24
Studying	2	1	1
Unemployed	8	2	4
Other	8	6	6
No response	5	5	7
Total	100	100	100
n	251	313	603

Table A.17   Personal situation by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Retired	0	0	0	1	12	17	64	84	29
Working full-time	0	11	16	23	17	15	5	0	11
Working part-time	3	11	12	13	8	9	2	0	7
Domestic duties	3	16	12	9	7	4	3	2	6
Full-time parent/carer	13	5	7	6	6	4	2	0	4
Living with disability	13	24	35	28	39	33	14	5	24
Studying	3	11	0	0	0	1	0	0	1
Unemployed	20	11	7	5	3	6	0	0	4
Other	33	11	12	8	3	1	6	4	6
No response	10	0	0	8	4	9	3	6	7
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.18   Personal situation by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Retired	16	31	26	29
Working full-time	12	12	6	11
Working part-time	10	6	6	7
Domestic duties	12	5	6	6
Full-time parent/carer	4	4	9	4
Living with disability	18	25	35	24
Studying	1	1	0	1
Unemployed	8	4	3	4
Other	15	5	6	6
No response	4	5	3	7
Total	100	100	100	100
n	93	448	34	603

Table A.19 Household situation by gender (%)

	Male	Female	Total
Married couple	34	33	32
Married couple with children	10	9	9
Living alone	29	29	30
Living by self with children	3	10	7
Living with others (relatives)	5	7	6
Living with others (not relatives)	8	3	5
Other	9	3	5
No response	3	6	7
Total	100	100	100
n	251	313	603

Table A.20 Household situation by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Married couple	10	8	28	27	32	44	41	39	32
Married couple with children	20	24	12	19	6	5	5	1	9
Living alone	10	24	21	23	29	32	38	39	30
Living by self with children	10	11	14	14	7	3	0	5	7
Living with others (relatives)	10	11	7	4	6	4	8	4	6
Living with others (not relatives)	10	8	5	3	10	6	1	1	5
Other	23	14	12	8	5	2	0	2	5
No response	7	0	2	4	4	4	7	9	7
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.21 Household situation by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Married couple	15	37	21	32
Married couple with children	10	9	6	9
Living alone	28	30	32	30
Living by self with children	12	4	26	7
Living with others (relatives)	11	5	3	6
Living with others (not relatives)	3	5	9	5
Other	13	5	0	5
No response	9	4	3	7
Total	100	100	100	100
n	93	448	34	603

Table A.22   Support available† by gender (%)

	Male	Female	Total
Very confident	27	22	23
Confident	28	27	27
Not confident	16	18	17
Not at all confident	19	22	21
Not applicable	7	6	6
No response	3	5	6
Total	100	100	100
n	251	313	603

Notes: † How confident respondent is that help or support would be available if needed.

Table A.23   Support available† by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Very confident	23	14	19	20	19	23	27	37	23
Confident	27	32	28	27	33	28	24	22	27
Not confident	20	27	26	13	24	13	17	11	17
Not at all confident	23	22	23	24	18	24	23	14	21
Not applicable	7	5	2	10	3	5	5	10	6
No response	0	0	2	6	3	6	3	7	6
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Notes: † How confident respondent is that help or support would be available if needed.

Table A.24   Support available† by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Very confident	23	25	9	23
Confident	33	27	26	27
Not confident	14	18	26	17
Not at all confident	18	21	32	21
Not applicable	4	6	0	6
No response	8	3	6	6
Total	100	100	100	100
n	93	448	34	603

Notes: † How confident respondent is that help or support would be available if needed.

Table A.25   Household finances‡, comparison (%)

	Forgotten Australians	Queensland population
Prosp or v comfortable	6	14
Reasonably comfortable	26	57
Just getting along	46	26
Poor or very poor	18	3
DK or no response	5	
Total	100	100

Notes: DK = 'Don't know'. Numbers for the Forgotten Australians differ slightly from other tables because of the restriction in the age (those 40 and over).

‡ Self-assessed financial situation, taking into account current needs and financial commitments.

Source: Queensland results are for 2009 and are taken from Household, Income and Labour Dynamics in Australia survey, Release 9 (weighted data).

Population: Persons aged 40 and over.

Table A.26   Household finances‡ by gender (%)

	Male	Female	Total
Prosperous	2	1	1
Very comfortable	6	2	4
Reasonably comfortable	25	27	25
Just getting along	45	45	45
Poor	11	11	10
Very poor	8	10	9
Don't know	2	1	1
No response	2	3	4
Total	100	100	100
n	251	313	603

Notes: ‡ Self-assessed financial situation, taking into account current needs and financial commitments.

Table A.27   Household finances‡ by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Prosperous	0	3	0	6	0	0	2	1	1
Very comfortable	0	0	2	5	5	4	3	6	4
Reasonably comfortable	10	22	16	19	19	29	28	42	25
Just getting along	23	43	51	49	53	47	45	38	45
Poor	27	8	21	9	13	5	12	6	10
Very poor	30	22	7	10	6	11	7	4	9
Don't know	10	3	2	0	2	0	0	1	1
No response	0	0	0	1	2	4	2	3	4
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Notes: ‡ Self-assessed financial situation, taking into account current needs and financial commitments.

Table A.28 Household finances‡ by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Prosperous	1	2	3	1
Very comfortable	2	4	3	4
Reasonably comfortable	27	25	21	25
Just getting along	34	48	44	45
Poor	15	9	15	10
Very poor	15	8	12	9
Don't know	4	1	0	1
No response	1	2	3	4
Total	100	100	100	100
n	93	448	34	603

Notes: ‡ Self-assessed financial situation, taking into account current needs and financial commitments.

Table A.29 Source of income by gender (%)

	Male	Female	Total
Wages	18	13	15
Self-employed	3	2	3
Self-funded retiree	4	4	3
Disability Support Pension	31	32	31
Newstart	9	2	5
Age pension	21	32	27
Other Centrelink payment	2	7	4
Other	7	3	5
No response	4	5	7
Total	100	100	100
n	251	313	603

Table A.30 Source of income by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Wages	3	19	28	27	23	20	3	0	15
Self-employed	7	0	0	5	3	5	1	1	3
Self-funded retiree	0	0	2	0	1	3	6	11	3
Disability Support Pension	20	46	44	39	60	43	7	2	31
Newstart	10	19	5	10	2	7	0	0	5
Age pension	0	0	0	0	1	7	79	82	27
Other Centrelink payment	23	14	7	5	4	4	0	0	4
Other	33	3	12	9	2	2	0	1	5
No response	3	0	2	5	6	8	3	4	7
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.31 Source of income by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Wages	17	16	6	15
Self-employed	2	3	6	3
Self-funded retiree	1	4	0	3
Disability Support Pension	29	33	41	31
Newstart	14	3	9	5
Age pension	19	29	26	27
Other Centrelink payment	10	3	9	4
Other	5	5	0	5
No response	2	5	3	7
Total	100	100	100	100
n	93	448	34	603

Table A.32 Use of medical services by gender (%)

	Male	Female	Total
Often	37	47	41
Sometimes	37	29	31
Never	17	13	15
Not able to use	3	4	3
No response	7	7	9
Total	100	100	100
n	251	313	603

Table A.33 Use of medical services by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Often	30	46	49	35	44	38	45	49	41
Sometimes	43	35	37	38	31	26	33	26	31
Never	13	8	7	13	20	22	12	15	15
Not able to use	10	3	0	8	2	5	2	2	3
No response	3	8	7	6	3	9	8	8	9
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.34 Use of medical services by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Often	48	41	50	41
Sometimes	34	32	24	31
Never	9	17	18	15
Not able to use	2	4	0	3
No response	6	6	9	9
Total	100	100	100	100
n	93	448	34	603

Table A.35   Use of medical services by region (%)

	Brisbane & SE Qld	Other Qld	Total
Often	45	41	41
Sometimes	31	32	31
Never	14	17	15
Not able to use	3	4	3
No response	7	7	9
Total	100	100	100
n	230	257	603

Table A.36   Use of housing services by gender (%)

	Male	Female	Total
Often	16	20	17
Sometimes	9	12	10
Never	55	44	48
Not able to use	7	6	6
No response	13	18	19
Total	100	100	100
n	251	313	603

Table A.37   Use of housing services by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Often	23	32	19	22	16	9	17	17	17
Sometimes	27	11	14	13	10	7	8	7	10
Never	27	49	42	42	58	56	50	51	48
Not able to use	17	3	14	13	5	5	2	2	6
No response	7	5	12	11	12	22	22	23	19
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.38   Use of housing services by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Often	27	16	15	17
Sometimes	17	8	18	10
Never	35	53	47	48
Not able to use	4	7	6	6
No response	16	16	15	19
Total	100	100	100	100
n	93	448	34	603

Table A.39 Use of housing services by region (%)

	Brisbane & SE Qld	Other Qld	Total
Often	23	12	17
Sometimes	9	11	10
Never	46	53	48
Not able to use	4	7	6
No response	17	17	19
Total	100	100	100
n	230	257	603

Table A.40 Use of drug/alcohol counselling by gender (%)

	Male	Female	Total
Often	5	2	3
Sometimes	11	5	8
Never	69	70	67
Not able to use	2	3	3
No response	13	19	19
Total	100	100	100
n	251	313	603

Table A.41 Use of drug/alcohol counselling by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Often	7	8	7	4	4	2	0	0	3
Sometimes	13	16	16	14	9	7	2	0	8
Never	57	65	67	65	69	67	77	74	67
Not able to use	20	3	0	3	3	3	0	2	3
No response	3	8	9	15	16	20	21	24	19
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.42 Use of drug/alcohol counselling by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Often	5	2	3	3
Sometimes	13	7	9	8
Never	58	71	71	67
Not able to use	4	3	0	3
No response	19	16	18	19
Total	100	100	100	100
n	93	448	34	603

Table A.43   Use of drug/alcohol counselling by region (%)

	Brisbane & SE Qld	Other Qld	Total
Often	4	2	3
Sometimes	7	7	8
Never	68	72	67
Not able to use	2	3	3
No response	19	17	19
Total	100	100	100
n	230	257	603

Table A.44   Use of disability support services by gender (%)

	Male	Female	Total
Often	16	14	14
Sometimes	15	14	14
Never	53	51	51
Not able to use	6	5	5
No response	11	16	16
Total	100	100	100
n	251	313	603

Table A.45   Use of disability support services by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Often	10	19	5	14	19	26	10	8	14
Sometimes	13	11	23	28	16	11	8	10	14
Never	53	59	63	41	50	44	57	58	51
Not able to use	17	5	0	10	4	6	5	3	5
No response	7	5	9	8	12	13	20	22	16
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.46   Use of disability support services by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Often	16	15	6	14
Sometimes	18	14	12	14
Never	44	54	47	51
Not able to use	5	5	15	5
No response	16	12	21	16
Total	100	100	100	100
n	93	448	34	603

Table A.47   Use of disability services by region (%)

	Brisbane & SE Qld	Other Qld	Total
Often	16	13	14
Sometimes	14	11	14
Never	53	55	51
Not able to use	3	6	5
No response	13	15	16
Total	100	100	100
n	230	257	603

Table A.48   Use of mental health services by gender (%)

	Male	Female	Total
Often	7	10	8
Sometimes	20	19	19
Never	56	51	52
Not able to use	4	5	4
No response	13	15	17
Total	100	100	100
n	251	313	603

Table A.49   Use of mental health services by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Often	10	14	9	13	13	10	5	1	8
Sometimes	33	30	40	19	23	14	16	6	19
Never	40	49	42	49	51	48	59	67	52
Not able to use	17	3	2	9	3	6	2	2	4
No response	0	5	7	10	10	21	17	24	17
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.50   Use of mental health services by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Often	11	8	12	8
Sometimes	23	18	24	19
Never	51	54	44	52
Not able to use	2	5	6	4
No response	14	14	15	17
Total	100	100	100	100
n	93	448	34	603

Table A.51 Use of mental health services by region (%)

	Brisbane & SE Qld	Other Qld	Total
Often	7	8	8
Sometimes	20	16	19
Never	54	57	52
Not able to use	3	5	4
No response	16	14	17
Total	100	100	100
n	230	257	603

Table A.52 Reasons for not using generalist services by gender (%)

	Male	Female	Total
Not aware	10	8	10
Distance	8	17	12
Not eligible	13	17	15
Services unresponsive	11	7	9
Access difficulties	3	9	6
Legacy of time in care	8	12	10
Lack of trust	8	12	12
In prison	16	1	7
Not needed	10	13	11
Other	11	4	9
Total	100	100	100
n	61	90	165

Population: Those who answered the open-ended question on why not able to use some of the services listed in the previous question.

Table A.53 Reasons for not using generalist services by region (%)

	Brisbane & SE Qld	Other Qld	Total
Not aware	8	14	10
Distance	4	21	12
Not eligible	11	10	15
Services unresponsive	9	12	9
Access difficulties	6	8	6
Legacy of time in care	15	10	10
Lack of trust	15	3	12
In prison	4	10	7
Not needed	17	8	11
Other	11	4	9
Total	100	100	100
n	53	77	165

Population: Those who answered the open-ended question on why not able to use some of the services listed in the previous question.

Table A.54 Reasons for not using generalist services by support (%)

	Support not available	Support available	Total
Not aware	5	13	10
Distance	14	12	12
Not eligible	14	18	15
Services unresponsive	12	9	9
Access difficulties	8	3	6
Legacy of time in care	9	13	10
Lack of trust	9	7	12
In prison	8	7	7
Not needed	9	15	11
Other	11	3	9
Total	100	100	100
n	74	68	165

Population: Those who answered the open-ended question on why not able to use some of the services listed in the previous question.

Table A.55 What has helped most by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Having place that was welcoming and safe	23	27	21	18	18	16	14	13	17
Opportunity to share similar experiences	20	27	33	20	21	24	28	21	23
Learning to use computers	13	19	16	19	18	9	10	8	13
Access to literacy or numeracy courses	20	14	7	15	5	5	7	2	7
Assistance with filling in applications	10	19	14	15	17	11	17	4	13
Assistance with locating records	13	14	19	20	17	26	17	12	17
Assistance to meet family	7	8	5	8	13	9	6	7	8
Seeing a counsellor face-to-face	30	38	35	35	39	28	29	17	30
Getting counselling over the phone	10	11	5	15	18	7	13	6	11
Group activities (eg. sewing, gardening)	10	19	2	15	9	7	7	11	9
Attending self-help or counselling groups	7	16	7	6	13	6	6	2	7
Taking part in public events	3	22	26	16	27	23	33	28	24
Getting support from other FAs	17	19	16	16	25	15	28	12	18
Providing support to other FAs	13	16	21	11	18	13	21	19	17
Payment from government or past providers	47	51	60	49	64	62	67	61	59
Apology from government or past providers	27	46	40	35	50	50	56	37	44
Assistance to make a complaint	3	19	16	10	23	18	20	15	17
Assistance to make submissions	3	14	2	9	19	14	19	12	13
Total									
n	30	37	43	79	109	98	86	104	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Table A.56   Reasons for not using FA services by gender (%)

	Male	Female	Total
Not aware	21	19	19
Distance/travel/costs	15	21	19
Unresponsive	8	10	9
Legacy of time in care	15	20	17
Lack of trust	6	1	4
In prison	8	0	4
Disabilities	2	2	3
Interstate	4	9	7
Not needed	11	9	10
Other	9	8	9
Total	100	100	100
n	165	202	389

Population: Those who answered the open-ended question on why not able to use some of the services listed in the previous question.

Table A.57   Reasons for not using FA services by region (%)

	Brisbane & SE Qld	Other Qld	Total
Not aware	18	23	19
Distance/travel/costs	12	28	19
Unresponsive	12	6	9
Legacy of time in care	28	12	17
Lack of trust	4	3	4
In prison	2	6	4
Disabilities	2	3	3
Interstate	0	0	7
Not needed	9	13	10
Other	12	6	9
Total	100	100	100
n	137	173	389

Population: Those who answered the open-ended question on why not able to use some of the services listed in the previous question.

Table A.58   Reasons for not using FA services by support (%)

	Support not available	Support available	Total
Not aware	22	18	19
Distance/travel/costs	20	19	19
Unresponsive	11	7	9
Legacy of time in care	18	16	17
Lack of trust	3	3	4
In prison	5	3	4
Disabilities	3	2	3
Interstate	8	7	7
Not needed	5	14	10
Other	6	10	9
Total	100	100	100
n	158	188	389

Population: Those who answered the open-ended question on why not able to use some of the services listed in the previous question.

Table A.59   Whether counselling is important by gender (%)

	Male	Female	Total
Yes	45	50	46
No	25	25	24
Don't know	24	11	16
No response	6	15	14
Total	100	100	100
n	251	313	603

Table A.60   Whether counselling is important by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Yes	57	57	65	51	52	46	42	30	46
No	17	16	14	29	21	20	35	32	24
Don't know	27	27	19	13	21	15	13	12	16
No response	0	0	2	8	6	18	10	26	14
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.61   Whether counselling is important by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Yes	54	46	50	46
No	20	27	18	24
Don't know	17	16	24	16
No response	9	11	9	14
Total	100	100	100	100
n	93	448	34	603

Table A.62   Whether counselling is important by region (%)

	Brisbane & SE Qld	Other Qld	Total
Yes	47	44	46
No	24	29	24
Don't know	17	18	16
No response	13	9	14
Total	100	100	100
n	230	257	603

Table A.63   Whether counselling is important by source of income (%)

	Government payment	Other income	Total
Yes	49	44	46
No	24	28	24
Don't know	15	21	16
No response	12	7	14
Total	100	100	100
n	407	156	603

Table A.64   Whether counselling is important by hhold situation (%)

	Living alone	Living with others	Total
Yes	53	46	46
No	21	27	24
Don't know	10	20	16
No response	16	7	14
Total	100	100	100
n	178	383	603

Table A.65   Whether counselling is important by support (%)

	Support not available	Support available	Total
Yes	49	50	46
No	24	25	24
Don't know	19	16	16
No response	8	9	14
Total	100	100	100
n	227	302	603

Table A.66   Type of counselling regarded as most useful by gender (%)

	Male	Female	Total
Face to face	87	85	86
Over the telephone	9	10	10
Taking part in group sessions	4	2	3
Over the internet	0	3	1
Total	100	100	100
n	110	153	271

Population: Those who thought that counselling was important.

Table A.67   Assistance for peer leadership by gender (%)

	Male	Female	Total
Yes	58	58	56
No	4	4	4
Don't know	30	22	25
No response	8	16	15
Total	100	100	100
n	251	313	603

Table A.68   Assistance for peer leadership by age (%)

	Under 40	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 or over	Total
Yes	57	73	72	56	63	54	59	43	56
No	3	3	2	4	4	4	1	8	4
Don't know	37	24	21	30	23	27	24	23	25
No response	3	0	5	10	10	15	15	26	15
Total	100	100	100	100	100	100	100	100	100
n	30	37	43	79	109	98	86	104	603

Table A.69   Assistance for peer leadership by indigenous status (%)

	Indigenous	Not Indigenous	Don't know	Total
Yes	62	57	56	56
No	1	5	0	4
Don't know	22	26	32	25
No response	15	12	12	15
Total	100	100	100	100
n	93	448	34	603

Table A.70   Assistance for peer leadership by region (%)

	Brisbane & SE Qld	Other Qld	Total
Yes	56	60	56
No	6	2	4
Don't know	26	26	25
No response	13	12	15
Total	100	100	100
n	230	257	603

Table A.71   Assistance for peer leadership by source of income (%)

	Government payment	Other income	Total
Yes	56	63	56
No	4	4	4
Don't know	26	25	25
No response	14	7	15
Total	100	100	100
n	407	156	603

Table A.72   Assistance for peer leadership by hhold situation (%)

	Living alone	Living with others	Total
Yes	61	58	56
No	2	4	4
Don't know	23	27	25
No response	15	10	15
Total	100	100	100
n	178	383	603

Table A.73   Assistance for peer leadership by support (%)

	Support not available	Support available	Total
Yes	63	58	56
No	3	4	4
Don't know	26	25	25
No response	9	13	15
Total	100	100	100
n	227	302	603

Table A.74   Type of peer leadership by gender (%)

	Male	Female	Total
Peer support to other FAs	27	23	25
Advocate for needs of FAs	22	19	19
Help public gain better understanding FAs	22	23	22
Educate professionals about FAs	17	26	23
Help plan services/activities for FAs	12	10	11
Total	100	100	100
n	142	176	329

Population: Those who thought that there should be assistance for Forgotten Australians to become peer leaders.

Table A.75   Type of peer leadership by age (%)

	Under 50	50 to 59	60 to 69	70 or over	Total
Peer support to other FAs	37	27	15	22	25
Advocate for needs of FAs	18	17	21	24	19
Help public gain better understanding FAs	10	23	29	24	22
Educate professionals about FAs	21	24	25	18	23
Help plan services/activities for FAs	14	9	10	11	11
Total	100	100	100	100	100
n	71	109	102	45	329

Population: Those who thought that there should be assistance for Forgotten Australians to become peer leaders.

Table A.76 Type of peer leadership by indigenous status (%)

	Indigenous	Not Indig-enous	Don't know	Total
Peer support to other FAs	35	24	16	25
Advocate for needs of FAs	20	20	16	19
Help public gain better understanding FAs	22	21	26	22
Educate professionals about FAs	15	24	37	23
Help plan services/activities for FAs	7	12	5	11
Total	100	100	100	100
n	54	250	19	329

Population: Those who thought that there should be assistance for Forgotten Australians to become peer leaders.

Table A.77 Type of peer leadership by region (%)

	Brisbane & SE Qld	Other Qld	Total
Peer support to other FAs	22	28	25
Advocate for needs of FAs	19	20	19
Help public gain better understanding FAs	27	21	22
Educate professionals about FAs	19	19	23
Help plan services/activities for FAs	12	13	11
Total	100	100	100
n	124	151	329

Population: Those who thought that there should be assistance for Forgotten Australians to become peer leaders.

Table A.78 Type of peer leadership by source of income (%)

	Government payment	Other income	Total
Peer support to other FAs	23	29	25
Advocate for needs of FAs	20	19	19
Help public gain better understanding FAs	26	16	22
Educate professionals about FAs	22	25	23
Help plan services/activities for FAs	10	11	11
Total	100	100	100
n	223	96	329

Population: Those who thought that there should be assistance for Forgotten Australians to become peer leaders.

Table A.79   Type of peer leadership by hhold situation (%)

	Living alone	Living with others	Total
Peer support to other FAs	25	26	25
Advocate for needs of FAs	16	20	19
Help public gain better understanding FAs	23	22	22
Educate professionals about FAs	23	23	23
Help plan services/activities for FAs	13	9	11
Total	100	100	100
n	105	218	329

Population: Those who thought that there should be assistance for Forgotten Australians to become peer leaders.

Table A.80   Type of peer leadership by support (%)

	Support not available	Support available	Total
Peer support to other FAs	22	26	25
Advocate for needs of FAs	27	13	19
Help public gain better understanding FAs	19	25	22
Educate professionals about FAs	21	25	23
Help plan services/activities for FAs	12	11	11
Total	100	100	100
n	139	171	329

Population: Those who thought that there should be assistance for Forgotten Australians to become peer leaders.

Table A.81   Suggested types of contact by gender (%)

	Male	Female	Total
Face-to-face contact	15	13	13
Telephone	10	11	11
Mail/newsletters	9	7	7
Internet/email	5	5	5
Advertisements	2	0	1
Community centre	4	3	4
Transport assistance	2	2	2
Peer leaders	1	2	1
Support groups	4	6	5
Other or don't know	12	11	11
Unrelated answer	5	10	8
Total			
n	251	313	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Table A.82 Suggested types of contact by region (%)

	Brisbane & SE Qld	Other Qld	Total
Face-to-face contact	14	14	13
Telephone	9	10	11
Mail/newsletters	7	7	7
Internet/email	6	5	5
Advertisements	1	0	1
Community centre	3	4	4
Transport assistance	2	2	2
Peer leaders	1	2	1
Support groups	3	5	5
Other or don't know	7	14	11
Unrelated answer	10	8	8
Total			
n	230	257	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

Table A.83 Suggested types of contact by support (%)

	Support not available	Support available	Total
Face-to-face contact	17	13	13
Telephone	14	9	11
Mail/newsletters	10	7	7
Internet/email	4	7	5
Advertisements	0	1	1
Community centre	4	3	4
Transport assistance	2	2	2
Peer leaders	2	1	1
Support groups	6	4	5
Other or don't know	11	11	11
Unrelated answer	9	7	8
Total			
n	227	302	603

Notes: This question allowed multiple responses, so the totals can be greater than 100% (and are thus not shown).

B. Methodology

The target population for this survey was Forgotten Australians who had been in care in Queensland. There was, however, no sample frame from which to draw a suitable sample for this survey. Consequently, the researchers sought respondents from the wider population using various networks which had contact with Forgotten Australians. Surveys were sent to all Forgotten Australians on the mailing lists of the Forgotten Australian Support Service (FASS), Aftercare Resource Centre (ARC) and the Forde Foundation. The survey was advertised in newsletters of the FASS and ARC and people were encouraged to call Lotus Place to obtain a survey if they did not receive one in the mail. Surveys were also distributed by Mercy Family Services to Forgotten Australians on their mailing list and were made available to Forgotten Australians who attended the Lotus Place Christmas Party and who had not received a survey from some other source.

As a consequence of this sampling approach, the sample is not a probability sample in which each person in the target population had a known, non-zero probability of selection. Nevertheless, the success in obtaining 603 responses from a group of people whose characteristics, particularly their literacy levels, would normally be difficult people to recruit in any survey suggests that the *reach* of the survey has been extensive. What is more, the considerable number of open-ended questions in this survey provided the researchers with an opportunity to assess the literacy levels of the respondents. This suggests that the survey has not simply reached the usual 'well-educated and highly motivated' subgroups which most mail-back surveys reach. Indeed the survey has reached people who are in prison and who are homeless and who are rarely reached in other surveys.

This sample design means that the results of this survey cannot be generalised to *all* Forgotten Australians in Queensland and the results are always discussed in this report in terms of the *respondents* (although the phrase 'Forgotten Australians' is used interchangeably with the terms respondents). Given the extensive reach of the survey, and the large number of respondents, this limitation does not undermine the credibility of the findings.

The questionnaire was developed during the middle of 2010, piloted during the second half of 2010 and went into the field during December 2010. It remained in the field for approximately a month and was then sent for data entry (using a double-entry system for increased accuracy).

As discussed in the report, the survey used both closed questions, mostly tick-the-box style, and some open-ended questions. A number of the latter were coded to derived categories and these were tabulated and analysed in a similar fashion to the closed questions. It was noted, however, that this coding could

be regarded as somewhat arbitrary, given the complexity of some of the open-ended answers. While no sensitivity testing was undertaken, the consistency in the tabulations, particularly the strength of the findings, was such that the conclusions drawn from these questions was quite robust and would not have differed had an alternative coding scheme been employed. Where feasible, sub-categories are tabulated separately and alternative schemes which combine these in a different fashion can be constructed by the reader. Of course, where the original answers contained multiple categories and these were coded to a single category (which was the common practice, except for Question 19) there is a certain finality to the choice of such codes. The decision rule followed was to select the code which came closest to being the 'main sentiment' expressed or the one most relevant to the specific question.

The data was analysed using R and the graphs created using ggplot2 (R Development Core Team, *R: A Language and Environment for Statistical Computing*, R Foundation for Statistical Computing, Vienna, Austria; Hadley Wickham, *ggplot2: elegant graphics for data analysis*, Springer New York, 2009).

C. Survey questionnaire

The final version of the questionnaire which was used for the survey is attached to the end of this report.

Forgotten Australians Survey

Please fill in this survey form to help with planning services for Forgotten Australians who grew up in care in Queensland. The questions are mostly about current services for Forgotten Australians and whether they have helped you. Some questions also ask about what is important to you in the future.

Getting help to fill in this form

*Where possible, we would like you to complete this form on your own, because we are looking for **your** views. If you are finding it hard and would like some help, you could ask a family member, friend or a neighbour. You can also phone Anna at Lotus Place (1-800-035-588) and ask her to help you fill in the form. Support services are also available should you wish to talk with anyone after you are finished completing the form. Please call Anna at Lotus Place (1-800-035-588) if you want her assistance linking with counselling or other staff.*

How to fill in this form

For most of the questions, you just tick a box. Sometimes you can tick several boxes but most questions ask you to tick a single box. A few questions ask you to write a few words or sentences. Write as much, or as little, as you want.

*Everything you tell us in this form is completely **confidential**. Your name is not required, and the number on the back of the envelope is only there to make sure you don't get pestered with a follow-up letter. Only the consultants see this form, and read your answers. The consultants will provide a report to Queensland Department of Communities summarising the findings of people's responses to the questions. Individuals are never identified or discussed.*

When you have finished filling in the form, please post it to us in the envelope provided. If that envelope has been lost please post it to the following address. You don't need to use a stamp.

RPR Consulting Pty Ltd
Reply Paid 942
LEICHHARDT   NSW   2040

Background

1 Are you male or female?

1 ☐ Male
2 ☐ Female

2 How old are you?

1 ☐ Under 30
2 ☐ 30 to 34
3 ☐ 35 to 39
4 ☐ 40 to 44
5 ☐ 45 to 49
6 ☐ 50 to 54
7 ☐ 55 to 59
8 ☐ 60 to 64
9 ☐ 65 to 69
10 ☐ 70 or over

3 Where do you live?

Write your postcode in the box:

☐

4 Are you of Aboriginal or Torres Strait Islander background?

1 ☐ Yes
2 ☐ No
3 ☐ Don't know

5 Approximately how old were you when you first went into care? ☐

6 Approximately how many years did you spend in care. ☐

7 What type of care did you experience?

Tick all that apply.

a ☐ Foster care
b ☐ Family group home
c ☐ Orphanage or children's home
d ☐ Youth detention centre
e ☐ Don't know
f ☐ Other *(please write details in the box below)*

g ☐

8 In which states did you spend your time in care

Tick all that apply.

1 ☐ Queensland
2 ☐ New South Wales
3 ☐ Victoria
4 ☐ South Australia
5 ☐ Western Australia
6 ☐ Tasmania
7 ☐ Australian Capital Territory
8 ☐ Northern Territory
9 ☐ Don't know

9 If there is one thing you could point to which you feel is the most important long-term result of your time in care, what would it be?

Government and community services

We are interested in the services you might use which are also available to the general community, rather than just for Forgotten Australians.

10 How often do you make use of the following government or community services? Please tick the box for whether you NEVER, SOMETIMES or OFTEN use that service. If you need a service, but for some reason you are not able to make use of that service, tick the box NOT ABLE TO USE.

		Never	Some-times	Often	Not able to use
a	General medical or health services	☐ 1	☐ 2	☐ 3	☐ 4
b	Housing or homeless support services, for example, public housing	☐ 1	☐ 2	☐ 3	☐ 4
c	Drug or alcohol counselling services	☐ 1	☐ 2	☐ 3	☐ 4
d	Disability support services	☐ 1	☐ 2	☐ 3	☐ 4
e	Mental health services	☐ 1	☐ 2	☐ 3	☐ 4
f	Other *(please write details in the box below and then tick one of these.)*	☐ 1	☐ 2	☐ 3	☐ 4

g [ ]

11 If you answered NOT ABLE TO USE to any parts of the last question, please complete this sentence: 'I think the main reason why I am not able to make use of government or community services is because ...'

Services and Activities for Forgotten Australians

*Here is a list of services and activities that some Queensland Forgotten Australians have used. We would like to know if any of them have been **helpful** for you.*

12 If any of the services or activities listed on this page have been helpful please tick the box next to them. If they haven't been helpful, or if you haven't used them, don't tick the box.

DROP-IN CENTRE
a ☐ Being able to come somewhere welcoming where I feel safe
b ☐ Getting together with people who have had similar experiences

STUDYING AND GAINING AN EDUCATION
c ☐ Learning to use computers
d ☐ Access to literacy or numeracy courses (reading, writing or maths)
e ☐ Assistance with filling in applications (eg. for education, volunteering, financial grants)

FINDING AND CONNECTING WITH MY FAMILY
f ☐ Assistance to locate and search through my records
g ☐ Assistance to meet my family

PERSONAL COUNSELLING AND OTHER SUPPORT
h ☐ Seeing a counsellor face-to-face
i ☐ Getting counselling over the phone

GROUP ACTIVITIES
j ☐ Taking part in activities like sewing, gardening, walking group, empower arts
k ☐ Attending self help or counselling groups
l ☐ Taking part in public events, such as Remembrance Day or Christmas parties, social outings, or re-unions

PEER SUPPORT
m ☐ Getting support from other Forgotten Australians
n ☐ Being able to provide support to other Forgotten Australians

ADVOCACY AND JUSTICE
o ☐ Getting a payment from the government or past providers for past abuse
p ☐ Getting an apology from the government or past providers
q ☐ Assistance to make a complaint of abuse against the church or through the criminal justice system
r ☐ Assistance to make submissions to the government or to inquiries, for example, senate committees

Only answer this question if you found that you didn't tick many boxes in the last question.

13 Please complete this sentence: 'I think the main reason why I haven't used services, or activities, available for Forgotten Australians is because ...'

Future services?

To help with the planning of future services, we would like to know what the priorities are for Forgotten Australians. We want to know what is likely to be most useful in the future. We would like to know your top FIVE priorities.

14 Please tell us which of the following services are **most important** to you by ticking **five** boxes.

a ☐ Having a place to go to meet up with other Forgotten Australians
b ☐ Group activities with other Forgotten Australians
c ☐ Individual counselling
d ☐ Having access to help after-hours, such as a 1800 phone number
e ☐ Help to get my records and/or meet up with family members
f ☐ Help to study or get an education
g ☐ Employment and volunteering help
h ☐ Better access to health services
i ☐ Information about entitlements or benefits and what is happening for Forgotten Australians
j ☐ Having trained peer leaders who can advocate on behalf of Forgotten Australians
k ☐ Help to make a complaint or to seek compensation for my past treatment
l ☐ Help with learning how to be a better parent, or grand-parent
m ☐ Something else we haven't listed *(please write in the box below)*
n

15 Is counselling important to you?

1 ☐ Yes *(Continue to next question)*
2 ☐ No *(Go to question 17)*
3 ☐ Don't know *(Go to question 17)*

16 What type of counselling is most useful for you?

Tick just ONE box.

1 ☐ Face to face
2 ☐ Over the telephone
3 ☐ Taking part in group sessions
4 ☐ Over the internet

17 Should there be assistance for Forgotten Australians to become peer leaders?

1 ☐ Yes *(Continue to next question)*
2 ☐ No *(Go to question 19)*
3 ☐ Don't know *(Go to question 19)*

18 What do you think is the most important thing peer leaders could do?

Tick just ONE box.

1 ☐ Provide peer support to other Forgotten Australians
2 ☐ Advocate for the needs of Forgotten Australians
3 ☐ Help the public better understand the experiences of Forgotten Australians
4 ☐ Educate professionals about the experiences and needs of Forgotten Australians
5 ☐ Help plan services and activities for Forgotten Australians in Queensland

19 What type of contact do you think would be most helpful for services to have with Forgotten Australians living in Queensland regional areas or interstate?

Current situation

20 Which of the following best describes your current situation? If more than one situation applies, tick the one that takes up most of your time.

Tick just ONE box.

1 ☐ Retired
2 ☐ Working in a full-time job
3 ☐ Working in a part-time job
4 ☐ Domestic duties
5 ☐ Full-time parent or carer
6 ☐ Living with a disability
7 ☐ Studying
8 ☐ Unemployed
9 ☐ Other *(please describe by writing in the box below)*

a

21 How would you describe your current living arrangements or household situation?

Tick just ONE box.

1 ☐ Living as married (or defacto) couple

2 ☐ Living as married (or defacto) couple, with children still at home

3 ☐ Living by myself

4 ☐ Living by myself, with children still at home

5 ☐ Living with another person, or people (and **some** are relatives)

6 ☐ Living with another person, or people (but **none** are relatives)

7 ☐ Other *(please describe by writing in the box below)*

a [   ]

22 How confident are you that there is someone you know who will be there to provide help or support when you most need it?

Tick just ONE box.

1 ☐ Very confident

2 ☐ Confident

3 ☐ Not confident

4 ☐ Not at all confident

5 ☐ Doesn't apply to me

23 Taking account of your current needs and your financial commitments, would you say that you, or your household, are ...

Tick just ONE box.

1 ☐ Prosperous

2 ☐ Very comfortable

3 ☐ Reasonably comfortable

4 ☐ Just getting along

5 ☐ Poor

6 ☐ Very poor

7 ☐ Don't know, or not applicable

24 What is your main source of income? If you have more than one source, tick the one that provides you with the highest amount of income.

Tick just ONE box.

1 ☐ Wages from an employer

2 ☐ Income from self-employment

3 ☐ Self-funded retiree income

4 ☐ Disability Support Pension

5 ☐ Newstart

6 ☐ Age pension

7 ☐ Other Centrelink payment

8 ☐ Other *(please describe by writing in the box below)*

a [   ]

25 If you feel that there are any other issues which are important to you about future services for Forgotten Australians which have not been mentioned, please tell us what they are:

Thank you

Thank you for taking the time to fill in this form. Would you please post it to us in the envelope provided. If that envelope has been lost please post it to the following address. You don't need to use a stamp.

RPR Consulting Pty Ltd
Reply Paid 942
LEICHHARDT   NSW   2040