



Canadian Centre for Justice Statistics

**2007-2008  
Victim Services Survey Guidebook**

**Instructions and Definitions**

*Version  
Française  
disponible*

**GENERAL INSTRUCTIONS**

1. Please keep a copy of the completed questionnaire for reference purposes in the event that Statistics Canada contacts you for clarification of the information given. Using the self-addressed envelope, please return the completed copy no later than **June 30, 2008**.
2. Please avoid leaving blank spaces. Enter "0" where specified or "N/A" if the question is not applicable to your agency.
3. If you require assistance in completing this questionnaire, please call: 1-888-659-8157.



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## **SECTION 1 - AGENCY PROFILE AS OF NOON ON MAY 28, 2008**

### **Question 1**

Please indicate which **best** describes your agency/organization. If your victim service agency is part of a larger agency, please provide information for the victim service component only. (**Check only one response**).

**Police-based:** Victim services that are offered by a federal, provincial or municipal police service.

**Court-based victim/witness assistance program:** these programs are specifically mandated to provide support services for individuals who have become involved in the court process as either victims or witnesses of crimes. They generally provide information, assistance and referrals with the goal of making the court process less intimidating. Types of services provided can include court orientation, preparation and accompaniment, updates on progress of the case, coordination of meetings with the Crown, assessment of children's ability to testify, etc. Programs can be geared toward specific clientele such as children or victims of domestic violence.

**Community-based victim/witness assistance program:** community-based, not for profit organizations that participate in the implementation of a victim and/or witness assistance program. Crime victims assistance centers, commonly referred to as CAVACs, would be classified as this type of victim service. CAVACs are non-profit organizations made up mainly of professionals working in the area of social intervention, such as social workers, psychologists and criminologists.

**Other community-based:** any other non-government, not-for-profit agencies not listed above that provide direct services to victims of crime and are funded in whole or in part by the provincial/territorial and/or federal government. For the purpose of this survey, transition homes are excluded because Statistics Canada's Transition Home Survey already surveys them. Crime prevention programs are also excluded.

**Sexual assault/rape crisis centre or hospital-based sexual assault treatment centre:** agencies whose mandate is to exclusively serve victims of recent or historical sexual assault or rape. Sexual assault/rape crisis centres will often have 24-hour crisis telephone lines and are community-based, not-for-profit agencies. Hospital-based sexual assault centres consist of a team of nurses and physicians that are on call 24 hours, 7 days a week through the emergency department so that victims of a sexual assault can receive specialized medical and emotional care.

**System-based:** models of service delivery for victims of crime that are independent from police, courts and Crown-attorneys and assist victims throughout their contact with the criminal justice system. System-based agencies may also serve clients who choose not to involve the criminal justice system. These models of service are found in Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick and Manitoba where they are administered by the provincial governments.

**Victim Crisis Assistance and Referral Service:** specific to Ontario, these agencies work closely with the police but are a community-based, non-government service. They provide on-scene and short-term assistance to victims of crime and other traumatic events and make referrals to community services for longer-term assistance.

**Criminal Injuries Compensation Programs:** programs that provide monetary awards and benefits to victims of crime to help ease the financial hardship incurred as a result of their victimization and to assist them in healing from physical injury or psychological trauma. Such programs are normally governed by legislation that outlines eligibility criteria and by guidelines for decision-making.

**Other Financial Benefits Programs:** programs other than Criminal Injury Compensation Programs that are designated to pay for specific services for victims of crime. Examples of specific services are professional counseling, transportation to hearings, and paying for independent legal counsel to respond to applications to open counseling, therapeutic or medical records by defense counsel in cases of sexual assault.

## Question 2

See explanation above for **Criminal Injuries Compensation Programs or Other Financial Benefits Programs.**

### Question 3

**Government – direct service:** a public department, agency or program that is entirely funded and whose service is delivered by regional, municipal, provincial, territorial or federal government departments and their agencies. Examples include: Police-based, system-based, court-based and corrections-based victim service agencies and criminal injuries compensation programs.

**Government – contracted service:** an agency, program or organization which is funded by a regional, municipal, provincial, territorial or federal department but whose service is delivered by a non-government or community-based agency. Examples include: Ontario's Victim Crisis Assistance and Referral Services (VCARS) and Quebec's Centres d'aide aux victimes d'actes criminels (CAVACs).

**Non-government/community-based organization:** a private organization that is largely independent of government which is not created for financial or material gain; and which addresses concerns such as social and humanitarian issues of development, individual and community welfare and well-being, disadvantage, poverty and environmental protection. Examples include sexual assault and rape crisis centres.

### Question 4

Some agencies serve clients who are not primary or secondary victims of crime but who have suffered emotional or physical harm as a result of non-criminal tragedies such as suicides, drownings or natural disasters.

**Primary victim of crime:** a person who is the direct victim of a criminal offence regardless of whether or not the incident was reported to the police.

**Secondary victim of crime:** a person who is not the direct victim of a criminal offence, but who has suffered harm or loss as a result of the incident, or a person who is a witness to the crime. For example, the wife of a murder victim, the parents of a sexually assaulted child, and customers present during the robbery of a bank or store would all be considered secondary victims. Only count secondary victims who have received services.

### Question 5

In order to calculate a percentage, estimate the number of clients served during your previous 12-months of operation who were primary or secondary victims of crime and divide that number by the total number of clients served in the same 12-month period. Multiply this number by 100.

#### Example:

Agency X served a total of 200 clients during the previous 12 months, 125 were primary or secondary victims of crime (75 clients were not primary or secondary victims of crime, having suffered a non-criminal tragedy such as a suicide, drowning or natural disaster).

$$\begin{array}{r} \text{Number of primary or secondary victims} \quad \underline{125} \\ \text{Total number of clients served} \quad \quad \quad 200 \\ \\ = 0.625 \times 100 \\ = 63\% \end{array}$$

The estimated percentage of agency X's annual clientele who were primary or secondary victims of crime would be 63%.

### Question 6

Some directors/administrators of victim service agencies (e.g. system-based) complete one questionnaire representing data for several victim service locations. If you are responding on behalf of several office locations, check 'yes' and go to questions 8A and 8B. If you are only responding for one victim service agency, check 'no' and go to questions 7A and 7B.

#### Question 7A)

This question pertains to the areas served by your agency, not the physical location of your agency. For example, if your office is located in an urban area, but you serve clients in urban/suburban, rural and reserve areas, check all three responses.

**Urban/Suburban:** areas that have minimum population concentrations of 1,000.

**Rural:** areas that include small towns, villages and other populated places with less than 1,000 population.

**Reserve:** a tract of land set aside by the federal government for the use and benefit of a First Nations Band that is governed by the department of Indian and Northern Affairs Canada.

**Question 7B)**

This question pertains to the physical location of your agency. Please indicate whether your agency is located on a reserve.

**Question 8A)**

For those agencies who are responding on behalf of multiple offices, please list each of the office civic addresses that you are responding for (by civic number and street name, city or geographic area). Then, indicate the area(s) served by each of the listed office locations. **(Check all that apply).**

**Question 8B)**

This question pertains to the physical location of each of the offices that you are responding for. Please indicate whether each of the listed offices is located on a reserve.

**Question 9**

Some agencies are mandated to serve victims of specific types of offences.

**Example:** Agency X only serves clients who are adult victims of sexual assault or child victims of sexual abuse and exploitation. Agency X would check 'yes' and go to Question 10.

Those agencies who do not have a mandate to serve specific types of victims but instead, provide service to all types of primary and secondary victims of crime, check 'no' and go to Question 11.

**Question 10**

**(Check all that apply)**

**Populations targeted:** persons that your agency is specifically mandated to serve even though they may not be your exclusive clientele.

**Primary and secondary victims:** see Question 4 above.

**Adults:** either persons 18 years of age or older or persons who are older than the maximum age for child protection services in your province or territory, whichever definition is used by your agency.

**Seniors:** persons either 65 years of age or older or persons of an age that your agency defines as senior.

**Children/Youth:** persons under the age of 18 years or persons no older than the maximum age for child protection services in your province or territory, whichever definition is used by your agency.

**Families:** any family members related by blood, marriage or by law, including relations through foster care and adoption.

**Adult victims of partner abuse:** persons who have been abused physically or sexually by their current or previous spouse, common-law partner or other intimate partner. Can include same-sex partners.

**Adult victims of other domestic violence:** adults who have experienced violence in the home by someone with whom they reside, other than by a partner. This includes adult secondary victims who have witnessed domestic violence, including witnessing partner abuse among a couple (e.g. an adult child who has witnessed the abuse of their mother by their father; a mother who has witnessed the abuse of her adult daughter by her son-in-law, etc.).

Services that also target persons who were physically or sexually assault by a spouse, ex-spouse, common-law or other intimate partner should also fill in “Adult victims of partner abuse”.

**Hate-motivated and bias crimes:** persons who have experienced criminal victimization which was motivated by bias, prejudice or hate based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or any other similar factor.

**Senior victims of partner abuse:** persons 65 years of age or older (or of an age that your agency defines as senior) who have been abused physically or sexually by their current or previous spouse, common-law partner or other intimate partner. Can include same-sex partners.

**Senior victims of elder abuse:** persons 65 years of age or older (or of an age that your agency defines as senior) who have suffered physically or financially from action or inaction by a child, other relative, caregiver or other persons in a position of power and/or trust.

**Senior victims of other violent crimes:** persons 65 years or over (or of an age that your agency defines as senior) who do not fall within the category “senior victims of elder abuse”. For instance, includes seniors who have experienced violent crimes by a stranger or acquaintance who is not in a position of power and/or trust.

**Child/Youth victims of sexual abuse/assault or sexual exploitation:** children/youth who have been sexually abused by anyone other than a spouse or previous spouse, common-law or intimate partner (i.e. family member or non-family member, including a stranger). Can also include children and youth who have been sexually exploited (e.g. lured or forced into prostitution, pornography or other sex-trade work).

**Child/Youth victims of physical abuse/neglect:** children/youth who have been physically abused or neglected by anyone other than a spouse or previous spouse, common-law or intimate partner (i.e. family or non-family member, including a stranger).

**Child/Youth victims of dating violence:** children/youth who have been abused physically or sexually by their current or previous spouse, common-law partner or other intimate partner. Can include same-sex partners.

**Child/Youth victims of domestic violence:** children/youth who experienced and/or witnessed violence in the home.

**Child/Youth victims of school-based violence (bullying, intimidation):** children/youth who have been victims of violence at school or have been victimized by a fellow-student not necessarily on school property.

**Families of missing, abducted and exploited children:** families of children/youth who are missing, have been abducted or have been exploited by being forced or coerced into prostitution, pornography, any other sex-trade work, or any other type of labour or action, legal or illegal.



### Question 11

**Programs dedicated to specific populations:** any services that are geared toward the specific needs of certain groups or that are sensitive to the cultural perspectives and traditions of certain groups.

**Examples:**

- 1) Counseling or healing sessions that take into account the cultural perspective or traditions of Aboriginal peoples or specific ethno-cultural groups.
- 2) Hospital accompaniment for female victims of sexual assault.
- 3) Court-preparation sessions for young children that use methods other than those for adults.

### Question 12

**Adults:** either persons 18 years of age or older or persons who are older than the maximum age for child protection services in your province or territory, whichever definition is used by your agency.

**Seniors:** persons either 65 years of age or older or persons of an age that your agency defines as senior.

**Children:** persons under the age of 18 years or persons no older than the maximum age for child protection services in your province or territory, whichever definition is used by your agency.

**Aboriginal persons:** persons who trace their origins to the native people or First Nations people who inhabited the area of what is now Canada when the first Europeans arrived. This category encompasses First Nations Persons, Métis Persons and Inuit Persons.

**Ethnocultural and visible minority persons:** persons who identify their heritage as non-British, non-French and non-Aboriginal.

### Question 13

**Direct service:** your agency has regularly staffed employees and/or volunteers who respond to the immediate emotional and physical needs of crime victims for the specialized services listed in this question.

**Contracted service:** your agency provides a service to victims of crime through a paid professional who is contracted to provide specialized services listed in this question.

**Referral:** your agency does not provide service (either direct or contracted) to victims but provides referrals and resource information to assist victims with specialized services listed in this question.

**Critical stress debriefing:** trauma counseling, debriefing, education, training and/or support that is provided soon after a criminal incident to assist in preventing and mitigating the disabling stress on a victim (either primary or secondary).

**Prevention training:** training for clients with the goal of providing them with the tools to prevent re-victimization.

**Restorative justice/mediation measures:** any process in which the victim and the offender, and, where appropriate, any other individuals or community members affected by a crime, participate together actively in the resolution of matters arising from the crime, generally with the help of a facilitator. Restorative processes may include mediation, conciliation, conferencing and sentencing circles.

**Risk assessment:** the standardized process of using interviews, observations, and other information to develop an accurate, reliable understanding of whether or not a victim is safe and unlikely to be harmed by the alleged offender in the near future. Risk assessment does not definitively predict human behavior but weighs the probability that the victim will be harmed again.

**Victim notification:** a service that provides information to victims about the status of offenders, such as dates for upcoming hearings, movement from one institution to another and releases from correctional institutions.

**Conflict resolution:** the process of resolving a dispute or a conflict permanently, by providing each sides' needs, and adequately addressing their interests so that they are satisfied with the outcome.

**Crisis intervention/response:** the provision of emergency psychological care to victims to prevent or mitigate the potential negative impact of psychological trauma.

#### **Question 14**

**Restorative justice processes for criminal justice matters:** processes in which the victim and the offender, and, where appropriate, any other individuals or community members affected by a crime, participate together actively in the resolution of matters arising from the crime, generally with the help of a facilitator. Restorative processes may include mediation, conciliation, conferencing and sentencing circles.

#### **Questions 15 to 18**

No further instructions.

#### **Question 19**

The languages listed are based on the most common languages spoken at home according to the Census of Population as well as other languages recommended through consultations with data users. In addition, the languages of Ojibway and Inuktitut were added based on consultations used to develop Statistics Canada's 2001-2002 Transition Home Survey whereby Aboriginal groups indicated that these are common Aboriginal languages in Canada.

#### **Questions 20 to 25**

No further instructions.

#### **Question 26**

**Outreach work:** any activity performed by agency staff or volunteers whereby they pro-actively initiate contact with potential clients or persons at risk who could benefit from the agency's services. Outreach work also includes pro-actively raising awareness and liaising with the community and other agencies to improve, either directly or indirectly, services for clients.

**Examples:**

- 1) Workers from sexual assault centres or woman assault centres speaking to students at high schools, colleges or universities to educate them about sexual assault and dating violence.
- 2) Victim/witness assistants approaching persons at courthouses waiting to testify and supplying them with information about the court process.
- 3) A women's centre initiating a partnership with a community-based recreation centre to provide activities for children while their mothers are receiving services.

**Question 27 and 30**

Some agencies use screening criteria based on minimum educational requirements for the recruitment or staffing of employees who work directly with primary or secondary victims. Please exclude administrative personnel. **(Check only one response).**

**Questions 28 and 31**

No further instructions.

**Questions 29 and 32**

**Training:** the process whereby employees or volunteers are given the knowledge and experience required to do their job or to qualify them to acquire more advanced responsibilities.

**Formal Training:** training that has a structured, formal and defined curriculum; it may be conducted by supervisors, company training centers, businesses, schools, associations, or others. Formal training includes classroom work, seminars, lectures, workshops, and audio-visual presentations.

**Informal Training:** training that is unstructured, unplanned, and easily adapted to situations or individuals. Examples include having a co-worker show you how to use a piece of equipment or having a supervisor teach you a skill related to your job.

**Professional skills training:** training in professional areas specifically related to the delivery of services to victims of crime.

**Orientation training:** introduces new employees to personnel and workplace practices and to overall agency policies.

**Awareness training:** provides information on policies and practices that affect employee relations or the work environment, including, affirmative action, workplace diversity and sexual harassment.

**Managerial/supervisory training:** training in supervising employees and in implementing employment practices. Examples include training in conducting employee appraisals, managing employees, resolving conflicts, following selection/hiring practices, and implementing regulations and policies.

**Employee health and wellness training:** provides information and guidance on personal health issues such as stress management, substance abuse, nutrition, and smoking cessation.

### **Question 33**

**Committee:** a special group delegated to consider, report on, or take action on matters related to the delivery of services to victims of crime.

### **Question 34**

**Working partnership:** two or more parties working to achieve common interests and goals related to the delivery of services to victims of crime.

### **Question 35**

No further instructions.

## **SECTION 2 - ANNUAL INFORMATION**

### **Question 36**

Guidelines on how to count the number of persons assisted for the fiscal year: April 1st, 2007 to March 31st, 2008

#### **Examples:**

- 1) Ms. Smith, a recent victim of sexual assault, presents herself to you for service on April 1st, 2007 for the first time. She is counted as one client. If Ms. Smith seeks additional service at a later date but within the same fiscal year for the same incident, she is not counted again. If however, Ms. Smith becomes the victim of a separate criminal incident and returns to your agency for service in the same fiscal year, she would be counted twice for that year.
- 2) Mr. Jones, a client who had received service during the previous fiscal year (before April 1st, 2007) has re-contacted you about the same incident after April 1st, 2007 for follow-up service or information. He would not be counted as a client for the fiscal year April 1st, 2007 to March 31st, 2008.

### **Question 37**

No further instructions.

### **Question 38**

Notification of offender activity or status: a service that provides information to victims about the status of offenders, such as dates for upcoming releases from correctional institutions, or movement from one institution to another.

### **Question 39**

No further instructions.

## Question 40

**Paid full-time equivalents:** for the purpose of this survey, full-time work is considered 40 hours per week. Please convert part-time employees to a full-time equivalent. For example, four part-time workers who each work ten hours a week would be considered the equivalent of one full-time employee.

For persons working under fee-for-service agreements or on contract, add the total number of hours worked by each and divide by 52 (number of weeks in a year) to obtain the number of hours worked per week. For instance, two fee-for-service workers who each worked 520 hours for the annual reporting period would be considered half of a full-time equivalent as calculated below:

- a)  $520+520 = 1,040$  hours
- b)  $\frac{1,040 \text{ hours}}{52} = 20$  hours per week
- c)  $\frac{20 \text{ hours}}{40 \text{ hours}} = 0.5$  of a full-time equivalent

Therefore, 0.5 would be entered in Question 40 if your agency had no part-time staff. If your agency had other part-time staff, 0.5 would be added to their full-time equivalency and this total would be entered in Question 40.

## Question 41

**Training:** see Questions 29 and 32

**Professional development:** is acquired through courses, workshops, conferences and seminars that provide skills, knowledge or insight to assist in an employee's or a volunteer's professional growth. Examples would be sessions on personal and interpersonal growth and development, sessions on workplace issues such as harassment, sessions on emerging issues in one's field of work, etc.

**How to calculate a percentage:** see Question 5.

## Question 42

**Number of persons who volunteered - new:** the number of volunteers who began sometime during the annual reporting period (i.e. fiscal year 2007-2008). Include volunteers who had previously left the agency and re-joined during the annual reporting period.

**Number of persons who volunteered - ongoing:** the number of volunteers who were volunteering during any part of the previous annual reporting period (i.e. fiscal year 2006-2007) and continued to volunteer during part or all of the annual reporting period (i.e. fiscal year 2007-2008).

**Number of volunteers who left:** any new or ongoing volunteers who left at some point before the end of the annual reporting period (i.e. fiscal year 2007-2008) and did not return before the end of the annual reporting period.

**Example:** volunteer A started volunteering with the agency halfway during fiscal year 2006-2007 and continued to volunteer until mid-way through fiscal year 2007-2008. At mid-fiscal year 2007-2008, volunteer A had to leave the agency. Volunteer A would therefore be counted twice – once under “Number of persons who volunteered - ongoing” and once under “Number of volunteers who left”.

## Question 43

**Direct service to clients:** the number of hours volunteers spent with clients providing service. Include all means of service provision such as face-to-face, by phone, etc.

**On-call hours:** the number of hours volunteers spent “on-call” for the purpose of assisting clients if required. If you are able to identify the number of hours spent providing direct service to clients during on-call hours, please include these hours under “Direct service to clients”. Otherwise, report all hours worked on call under “On-call hours for direct service”



**Question 44**

**How to calculate a percentage:** see Question 5

**Question 45**

Some agencies use criteria for prioritizing clients for service delivery. For example, if a client was a victim of a very serious crime such as sexual assault, that client may receive service before someone who was the victim of a less serious crime, such as theft.

**Question 46**

No further instructions.

**Question 47**

There are certain events that can affect the demand for service from an agency serving victims of crime. Consider each of the events from a) through i) and check whether they have had an impact on the demand for service.

For example, if you feel that a) Changes in Federal legislation have resulted in an increase in your caseload, an increase in your human resources and changes in the profile of your clientele, check all three for that event.

If an event has had no impact on the demand for service from your agency, please put a check mark under the column heading "No impact".

**Question 48**

No further instructions.

**SECTION 3 - EXPENDITURES**

**Questions 49 and 50**

No further instructions.

## **SECTION 4 - PROFILE OF PRIMARY AND SECONDARY CLIENTS FOR THE OPERATING HOURS OF MAY 28, 2008**

### **Question 51**

Count each primary and secondary victim and witness to whom your agency provided service during the agency's operating hours on MAY 28, 2008. See QUESTION 4 for definitions of primary and secondary victims.

Count all clients who were served either face-to-face and by phone, but exclude clients served via your agency's crisis-line.

If your agency is not scheduled to serve victims of crime on May 28, 2008 because, for instance, that day is dedicated to administrative duties or to serving clients who are not victims of crime, please choose the next working day on which victims of crime are served as your "profile day" and enter this date on the survey form in the space provided.

### **Question 52**

**Most serious victimization:** the client should be counted only according to the incident(s) for which he or she received service on May 28, 2008. If the client received service due to more than one type of victimization, please use the following guidelines to count them according to the "most serious victimization" they experienced:

- 1) Offences resulting in loss of life are more serious than any other type of crime.
- 2) If a client experienced both a violent victimization (e.g. sexual assault) and a non-violent victimization (e.g. break and enter), the client should always be classified under the violent offence.
- 3) If a client experienced two types of violent offences (e.g. a sexual assault by a family member and an assault by an acquaintance), the most serious offence would be that which resulted in the most harm or trauma to the client.

**Crimes against the person:** crimes that either cause or threaten to cause harm to an individual. For the purpose of this survey, criminal harassment (stalking) is classified as a violent offence, under the 'crimes against the person' category.

**Homicide:** murder and manslaughter.

**Other offences causing death:** offences such as impaired driving causing death, dangerous operation of a vehicle causing death, criminal negligence causing death and infanticide.

**Property crimes:** crimes that result in the destruction or theft of any type of property or that result in financial loss to the victim. For the purpose of this survey, arson is classified as a property offence.

**Other Criminal Code offences:** any other offences against the Criminal Code that cannot be categorized as violent, property offences or traffic offences.

**Non-criminal incidents:** other traumatic events such as natural disasters, suicides, and drownings.

**Traffic incidents – undetermined if criminal:** traffic collisions where, at the time of completion of this survey, the police had not yet determined if the incident was an accident or a crime.

**Other incident – undetermined if criminal:** other incidents where, at the time of completion of this survey, the police had not yet determined if the incident was an accident, a result of natural causes, or a crime (e.g. fires, deaths, missing persons, etc.).

#### **Question 53 and 54**

No further instructions.

#### **Question 55**

No further instructions.

### Question 56

**Hospital/public healthcare provider:** any publicly funded medical or health services such as hospitals and clinics, family doctors and community health centres.

**Other government agency:** any other agency run by the municipal, provincial/territorial or federal government such as ministries of social services.

**Community agency:** not-for-profit agencies such as women's centres, transition homes, counseling services, sexual assault centres, other service organizations, schools, community centres, etc.

**Private practitioner:** persons in private practice such as psychologists, therapists and lawyers.

## SECTION 5 - CRIMINAL INJURIES COMPENSATION PROGRAMS AND OTHER FINANCIAL BENEFITS PROGRAMS: ANNUAL INFORMATION

### Question 57

**Applications:** any formal requests submitted to obtain compensation or financial benefits.

**New applications received:** applications that were submitted during the annual reporting period (i.e. fiscal year 2007-2008). If an appeal was initiated during the annual reporting period, it should be counted under this category.

**Applications brought forward from a previous year:** applications that were submitted prior to the annual reporting period and continued to be active during the annual reporting period. If an appeal was initiated prior to the annual reporting period and remained active during the annual reporting period, it should be counted under this category. Includes applications that were adjudicated in the year prior to the annual reporting period and a decision was rendered in the annual reporting period.

**Applications carried forward to the next year:** any new applications or applications brought forward from a previous year that were not adjudicated or decided during the annual reporting period. Include any applications where a decision was made during the annual reporting period, but benefits were not paid out as of the end of the annual reporting period.

**Applications adjudicated/concluded:** applications that were adjudicated (with or without a decision yet rendered) or concluded by a decision being made. Includes applications where a decision was made during the annual reporting period, but benefits were not paid out as of the end of the annual reporting period.

### **Question 58**

**Allowed/Approved:** applications where a decision was made to grant benefits.

**Disallowed:** applications that were denied at any stage of the process.

**Decision pending:** applications that have been adjudicated but are awaiting a final decision as to whether or not benefits should be granted.

**Other:** any application that does not fall into any of the categories above (e.g. withdrawn by applicant).

### **Question 59**

Please indicate all amounts awarded during the annual reporting period even if the amount was not paid out to the applicant during that reporting period.

### **Question 60**

No further instructions.

## **SECTION 6 - CONSENT TO DISCLOSE SURVEY RESPONSES**

### **Questions 61 to 63**

Please read the consent to disclose survey responses and complete the required information.

**THANK YOU FOR TAKING THE TIME  
TO COMPLETE THE QUESTIONNAIRE**

