



PERFORMANCE REPORT

Bay of Plenty Veterans' Forum 2020

PREPARED BY
THE RANFURLY VETERANS' TRUST
JANUARY 2021





HOW MUCH WAS ACHIEVED

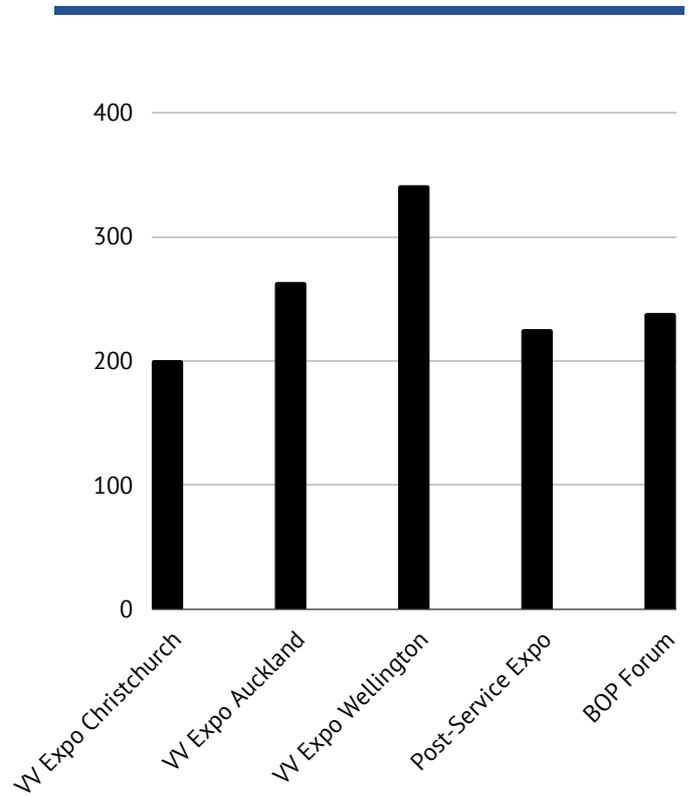
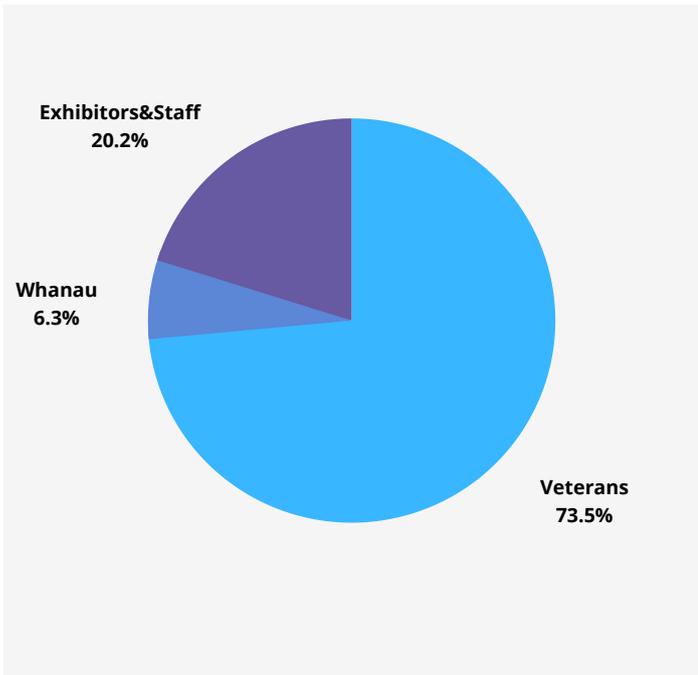
Number of ex-service members/veterans supported

Ranfurly Veterans' Trust and Veterans' Affairs New Zealand worked collaboratively to bring together veteran focused organisations and New Zealand veterans and their families from around the Bay of Plenty region. The focus was on rehabilitation, wellbeing, veteran support and civilian life to assist and support veterans.

The Bay of Plenty Veterans' Forum held at Mount Maunganui RSA on 26 November 2020 provided:

- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 14 organisations offering support and assistance in areas such as finance, advocacy, health and wellbeing.**
- **Case management clinics for any ex-service members/veterans needing to see a case manager on the day.**
- **Presentations by 8 organisations: Veterans' Affairs, NZDF Force Financial Hub, Ranfurly Veterans' Trust, RNZRSA, Vietnam Veterans' Association, Vietnam Veterans and Their Families Trust, Vietnam Veterans Children's and Grandchildren's Trust, and SSANZ.**
- **Funded equipment for ex-service members/veterans to aid with activities of daily living. (ILS)**

190 VETERANS/ WHANAU MEMBERS IN ATTENDANCE



PARTICIPATION OF VETERANS & THEIR FAMILIES

Registration was open to anyone who served in the New Zealand Defence Force. Veterans' Affairs received 139 registrations from Eventbrite prior to the forum. A total of 91 pre-registered ex-service members and Whānau attended on the day. There were an additional 99 veterans/whānau who walked in and registered on entry. In total, **190** ex-service members and Whānau attended the forum.

EXHIBITORS & STAFF DETAILS

There were 14 organisations in attendance, with a total of **48** staff who were available for the ex-service members and their families on the day.

CASE MANAGEMENT CLINIC

As part of Veterans' Affairs effort to increase face-to-face outreach, case management clinics ran concurrently with the Forum. 63 consultations were held with case managers at the Forum, along with numerous informal discussions. Veterans were able to pre-book a case management appointment at their preferred time through Eventbrite.



THE RANFURLY VETERANS' TRUST



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA



VIETNAM VETERANS
(Neville Wallace Memorial)
CHILDREN'S AND GRANDCHILDRENS TRUST



HOW WELL WAS IT DONE?

Feedback from Ex-service Members/Veterans

The feedback from the ex-service members and families was positive. Ranfurly Veterans' Trust received feedback from 36 ex-service members. The following feedback was recorded:

**92%
SATISFIED**

“How would you rate your experience at the forum?”

“Would you recommend that other veterans and their families attend another forum?”

**98%
YES**

HOW WELL WAS IT DONE?

Feedback from Ex-Service Members/Veterans

Q. Write one thing you **enjoyed** about the forum?

01 NEW INFORMATION RECEIVED

"Information on Veterans entitlements"

"Having all the assistance available to veterans and their families in one place"

"Learning what is available from various organisations who support Veterans"

"Breadth of potential assistance and advice"



02 CAMARADERIE

"A chance to reconnect with comrades."

"Meeting fellow veterans"

"It was a good time for meeting up with old service buddies."

03 CASE MANAGEMENT

"Meeting my case manager for the first time."

"Face to face with my Case Manager"

"Getting to meet our case manager and all the free help that was available."

03 SUPPORT AT THE FORUM

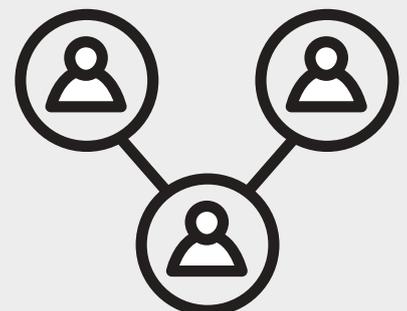
"The open kindness by the Veterans Affairs staff."

"Catching up and it started the ball rolling on a few issues I am facing."

"Very helpful team and down to earth friendly very happy"

"Support equipment such as garden kneeler etc."

"variety of speakers"



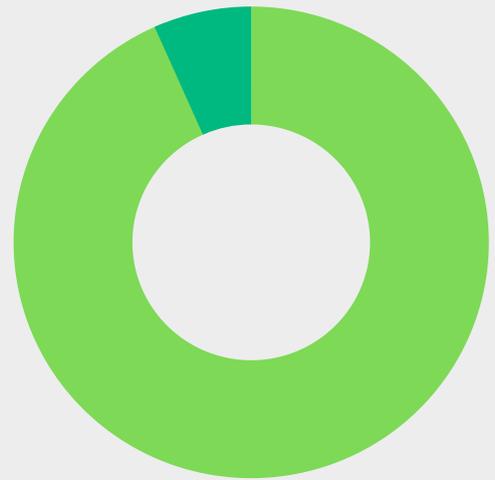
HOW WELL WAS IT DONE?

Feedback from exhibitors

HOW ORGANIZED WAS THE FORUM?



Somewhat organized
6.7%



Extremely/Very organized
93.3%

WOULD YOU ATTEND ANOTHER FORUM IF THE OPPORTUNITY AROSE?



Yes
100%

OVERALL EVALUATION OF THE FORUM



Excellent/Very Good
100%

HOW WELL WAS IT DONE?

Feedback from exhibitors

WHAT EXHIBITORS LIKED ABOUT THE FORUM

- Well organised and spaced out
- The set up and layout of the forum
- Great turn out of attendees & Great venue and location
- The break out room was very handy
- Good information available for exhibitors about what to expect and timings
- Good engagement from all exhibitors, staff present, Veterans, and the very positive feedback from the Veterans

FREE
hearing
checks
at Bay Aud



HOW WELL WAS IT DONE?

Recommendations



Social interaction and re-connection among attending ex-service members was clearly identified as one of the key positive outcomes from the Bay of Plenty Veterans' Forum. Ex-service members reconnected with people they hadn't seen for many years. A similar pattern was observed at the previous events for Vietnam veterans.

There were many veterans and whanau members who hadn't preregistered on the day to attend the event. The number of walk-ins (52.1%) was significantly higher than past events. This may have been due to short registration time frame.

Non-registered
52.1%



Pre-registered
47.9%

- **A more separate/private space for presentation sessions away from stalls and possibly in same area where food is being served to gather an audience of great size.**
- **An annual or regular event/gathering for ex-service members to reunite, connect and receive information. This could reduce the likelihood of veterans feeling lonely and or isolated and provide further support to ex-service members and their families.**
- **A network/system for ex-service members to share information, resources, education, employment and other opportunities and connect with veteran support/government/industry organisations who are supporting the ex-service community.**