



Tairāwhiti / Gisborne Veterans' Forum

PERFORMANCE REPORT

PREPARED BY

THE RANFURLY VETERANS' TRUST

MAY 2021

HOW MUCH WAS **ACHIEVED**



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 Gisborne region. The focus was on connection, rehabilitation, veteran support and well-being for Veterans and their whanau.

The Gisborne Veterans' Forum was held at the Gisborne Cosmopolitan Club on 29 April 2021 provided:

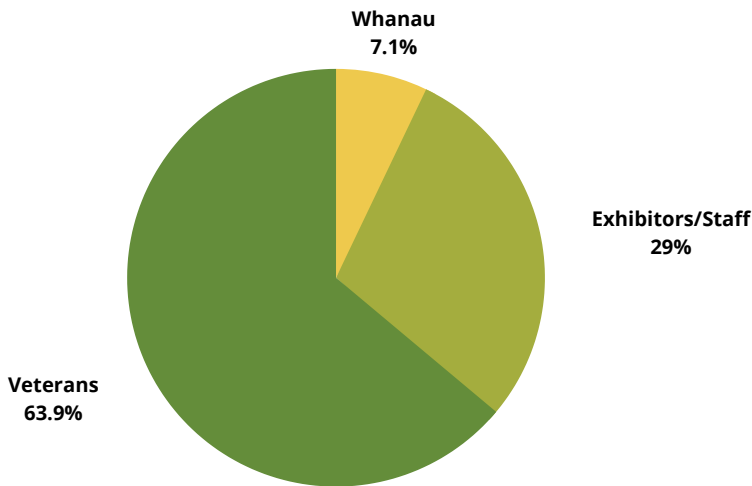
- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 19 organisations offering support and assistance in areas such as finance, advocacy, health and wellbeing.**
- **One-on-one meetings between veterans and VA case managers on the day and the evening before / Zoom meetings between veterans and staff back in Wellington.**
- **Access to private consultations with staff from the NZDF's Force Financial Hub to discuss wills, finance and insurance.**
- **Funded equipment for ex-service members/veterans to aid with activities of daily living. (ILS)**
- **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.**

138

TOTAL ATTENDANCE
AT THE TAIRĀWHITI /
GISBORNE FORUM

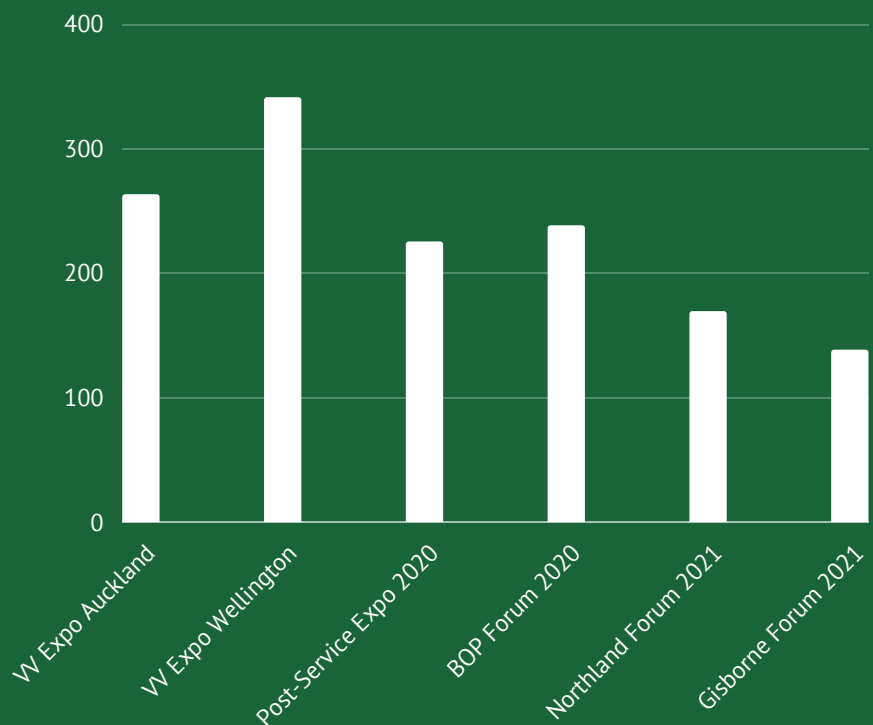
PARTICIPATION OF VETERANS & THEIR FAMILIES

Registration was open to anyone who served in the New Zealand Defence Force. Veterans' Affairs received 66 registrations from Eventbrite prior to the forum. A total of 24 pre-registered ex-service members and Whānau attended on the day. There were an additional 69 veterans/whānau who walked in and registered on entry. In total, **93** ex-service members and Whānau attended the forum.



EXHIBITORS & STAFF DETAILS

There were **19** organisations in attendance, with a total of **45** 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, one-on-one meetings between veterans and VA case managers on the day and the evening before / Zoom meetings between veterans and staff back in Wellington. 37 sessions and 5 Zoom online sessions were held with case managers at the Forum. Veterans were able to pre-book a case management appointment at their preferred time through Eventbrite.



Te Hauora o Turanganui a Kiwa Ltd
Turanga Health



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 21 ex-service members. The following feedback was recorded:

**95%
SATISFIED**

How would you rate your experience at the forum?

**100%
YES**

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



HOW WELL WAS IT DONE?

Feedback from Ex-service Members/Veterans

Q. Write one thing you found interesting and helpful about the forum.



01

NEW INFORMATION RECEIVED

"I didn't know there was so much support available"

"Lots of learnings. Lots of assistance that is available"

"I didn't know about all the Veteran benefits"

"The workshops - Veterans Affairs, RSA & Force Financial Hub were very informative"

02

SUPPORT AT THE FORUM

"The friendliness of those who were there to help with questions"

"Interaction with Veteran Affairs personnel and support groups"

"Having all the relevant agencies in one place was so good"

"Being able to meet people who could help"

03

VETERANS' AFFAIRS CASE MANAGEMENT

"The case manager was very helpful and respectful."

"Talking to someone about matters face to face was excellent."

"Direct contact to my caseworker by computer was wonderful."

HOW WELL WAS IT DONE?

Feedback from exhibitors



How organized was the forum?

**93%
ORGANIZED**

Would you attend another forum if the opportunity arose?

**100%
YES**

Overall Evaluation of the forum

**9
OUT OF 10**

"ALL THE VETERANS WHO CAME TO SEE OUR STAND WERE VERY APPRECIATIVE AND THANKFUL. IT GAVE US A REAL FEELING OF SATISFACTION BEING ABLE TO HELP THEM OUT"



HOW WELL WAS IT DONE?

Recommendations

Social interaction and re-connection among attending ex-service members were clearly identified as one of the key positive outcomes from the Tairāwhiti /Gisborne veterans forum. Ex-service members reconnected with people they hadn't seen for many years. A similar pattern was observed at previous forums.

There were representatives from Gisborne RSA and also the Wairarapa/HB/EC District Support Manager (Janet Castell) at the Forum, which provided opportunities for ex-service members to speak to local welfare/support advisors and get local community information in addition to support information available from government agencies, health organisations and other veteran organisations that participated at the Forum.

- A more flexible approach to increase the outreach to ex-service members in the rural areas such as an on the ground facilitator may be beneficial where uptake of pre- registration is lower.
- 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.