



Greater Wellington Veterans' Forum 2nd March 2024

PERFORMANCE REPORT

PREPARED BY
THE RANFURLY VETERANS' TRUST
March 2024

Photos used with the kind permission of NZDF

HOW MUCH WAS **ACHIEVED?**



Ranfurlly 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 Greater Wellington region. Some came from as far as Whanganui and Hawkes Bay. The focus was on connection, rehabilitation, veteran support and well-being for veterans and their whānau.

The Greater Wellington Veterans' Forum was held on 2nd March 2024 at the Lower Hutt Events Centre and provided:

- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 26 organisation offering support and assistance in areas such as finance, advocacy, camaraderie, health and wellbeing.**
- **One-on-one meetings in person between veterans and VA case managers on the day.**
- **Access to private consultations with staff from the NZDF's Force Financial Hub to discuss wills, finance, and insurance. Also available discussions with MSD Veteran Pension specialists.**
- **Funded equipment for ex-service members/veterans to aid with activities of daily living (ILS).**
- **Presentations by 6 organisations: Veterans' Affairs, RNZRSA, NZDF Force Financial Hub, Te Kunenga ki Pūrehuroa Massey University, SSAANZ, White Ribbon NZ and the Vietnam Veterans Children & Grandchildren Trust**
- **There was also a video message from the new Minister for Veterans, Hon Chris Penk.**

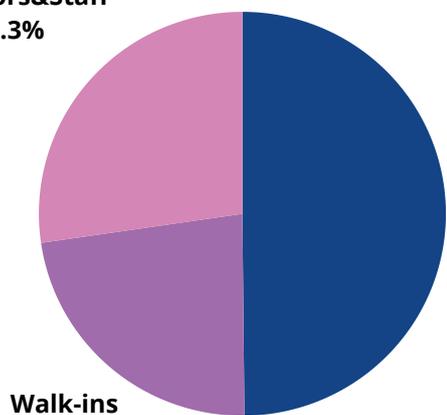
315

TOTAL ATTENDANCE AT THE GREATER WELLINGTON VETERANS' FORUM

PARTICIPATION OF VETERANS & THEIR FAMILIES

Registration was open to anyone who has served or are still serving in the New Zealand Defence Force, also to family members. Veterans' Affairs received 292 registrations on Eventbrite prior to the forum. 157 of those registered attended and there were an additional 72 veterans/whānau who came and registered on entry. In total, 229 ex-service and serving members and whānau attended the forum.

Exhibitors & Staff
27.3%

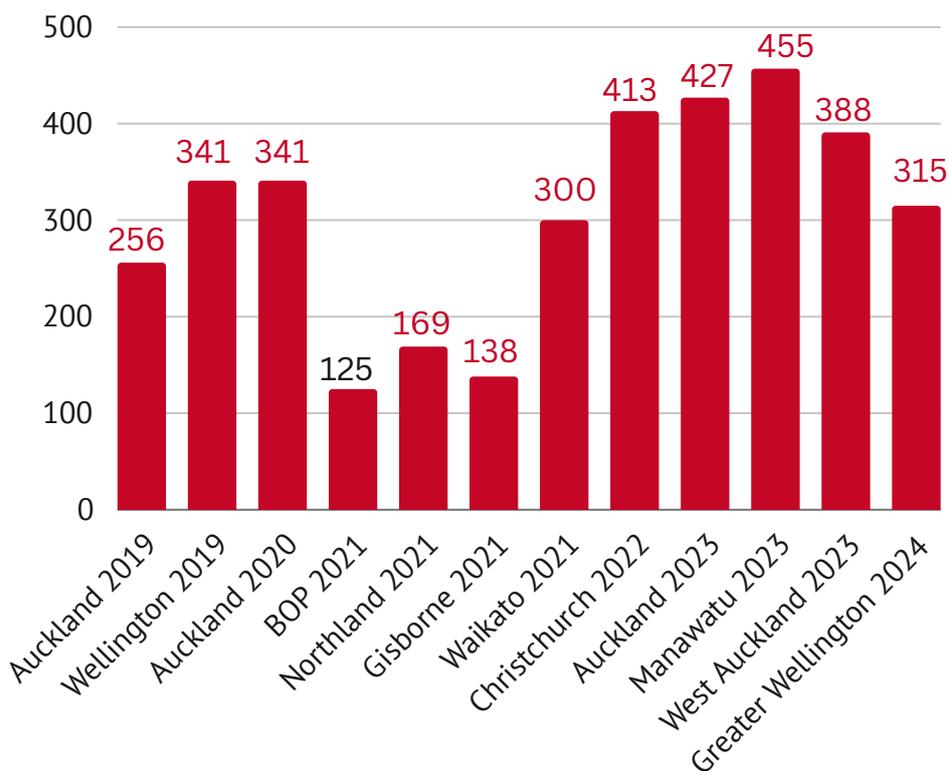


Registered Veterans
49.8%

Walk-ins
22.9%

EXHIBITORS & STAFF DETAILS

There were 26 organisations in attendance, with a total of 86 staff who were available for the attendees and their families on the day.



CASE MANAGEMENT CLINIC

As part of Veterans' Affairs efforts to increase face-to-face outreach, one-on-one meetings between veterans and VA case managers were held. 87 veterans were triaged through VA staff before being directed to relevant organisations for assistance. 43 Case Management meetings were held. Attendees generally found the process of seeing a Case Manager was easy.

HOW WELL WAS IT DONE?

Feedback from Ex-service Members/Veterans

The feedback from the ex-service members and families was positive. Veterans' Affairs received feedback from 64 ex-service members. The following feedback was recorded:

93.7%
YES

Was the event relevant to you?

92.2%
YES

Was it easy to find the information you were after?



Overall, attendees found the forum very relevant, the information was easy to find, and the information they got answered their questions. The main reason for talking to VA was regarding processing times.

HOW WELL WAS IT DONE?

Feedback from Ex-service Members/ Veterans

Q. What was the most important thing about the event for you?



40.6%

POTENTIAL SUPPORT

17.2%

LEARNING MORE ABOUT VETERANS' AFFAIRS

17.1%

MEETING A CASE MANAGER

10.0%

CATCHING UP WITH OLD MATES

7.6%

MEETING THE OTHER ORGANISATIONS

7.5%

HEARING THE PRESENTATIONS

The main focus for veterans at this forum was finding out what support was available, and sitting down with a case manager face to face. Veterans were also interested in finding out more about Veterans' Affairs. It was also clearly observed that social interaction and re-connection among attending ex-service members was a highlight for many who attended the Wellington Veterans' Forum.

HOW WELL WAS IT DONE?

Feedback from exhibitors



How organized was the forum?



100%

Would you attend another forum if the opportunity arose?



YES

Overall Evaluation of the forum



10 OUT OF 10

- Layout and proximity to exhibitors was excellent. Very well done.
- Great venue. Friendly helpful team from Veterans Affairs and Sue and Kelly from the Ranfurly Trust are always helpful and friendly. Pre-event information is clear and well communicated.
- Ranfurly staff were great, very open people. Hearing the very varied and wonderful stories from Vets
- It was an excellent opportunity for all agencies to come together for the benefit of our Veterans in once place.
- MC was very good, clear and kept everyone informed via a PA system about what was going on and notifications of the presentations.
- Thoroughly enjoyed the day, there were a lot of enquiries about White Ribbon and its campaign

HOW WELL WAS IT DONE?

Recommendations

Seeking support, finding out more about VA and meeting with a Case Manager were clearly priorities for veterans at this forum. There were representatives from the Wellington Region which provided opportunities for ex-service members to speak to local welfare/support advisors allowing access to support and information available from government agencies, health organisations and other veteran organisations that participated at the Forum.



- Good attendance by both Veterans, whanau and Exhibitors however lower than in previous forums which may be due to it being held on the weekend. Competing with Sat 'shoppers' for car parking spaces near the venue wasn't the best.
- MSD was a bit hidden from view and people found it difficult to locate us. For future Forums it is recommended that MSD is positioned next to or close to Veterans Affairs NZ to assist with processing of veteran pensions and answering these queries.
- Veteran Forums offer connection, camaraderie and information about a range of support and services for veterans and their families. Regular veteran forums along with providing this information online ensure veterans remain well informed.

PARTICIPATING EXHIBITORS



THE RANFURLY VETERANS' TRUST



Te Tira Ahu Ika A Whiro
VETERANS' AFFAIRS
New Zealand



Veterans of Combined Forces Surfing Association
VCFSA



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Āhuru Mōwai O Te Awakairangi



Network for a Violence-Free Hutt Valley



become
REDEFINING WEALTH

