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Northland Veterans' Forum

PERFORMANCE REPORT

PREPARED BY
THE RANFURLY VETERANS' TRUST
APRIL 2021

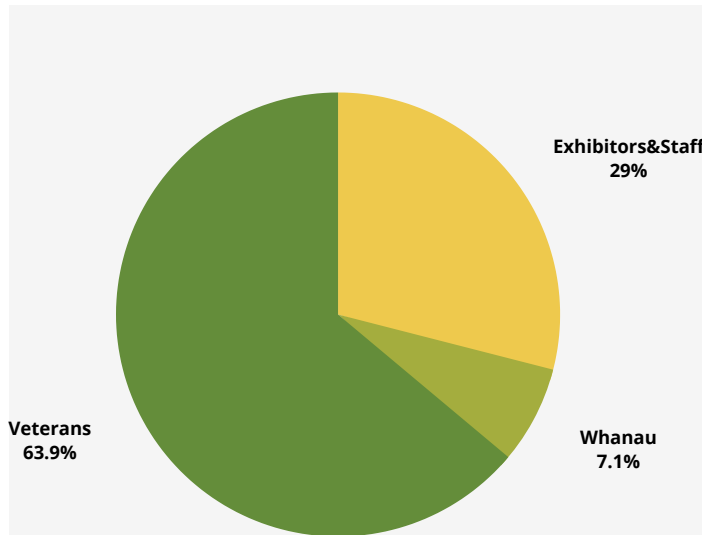
HOW MUCH WAS ACHIEVED

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

The Northland Veterans' Forum was held at Forum North Whangārei on 25 March 2021 and provided:

- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 17 organisations offering support and assistance in areas such as finance, advocacy, health and wellbeing.**
- **One-on-one meetings between veterans and Veterans' Affairs New Zealand case managers on the day and the evening before with both face-to-face and remote zoom appointments available.**
- **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.**



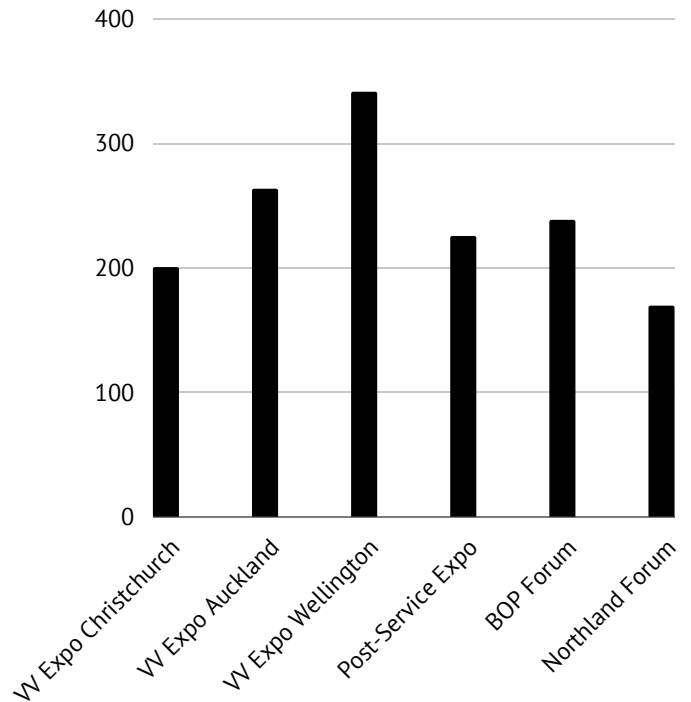


PARTICIPATION OF VETERANS & THEIR FAMILIES

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 55 pre-registered ex-service members and Whānau attended on the day. There were an additional 65 veterans/whānau who walked in and registered on entry. In total, **120** ex-service members and Whānau attended the forum.

169

TOTAL ATTENDANCE



EXHIBITORS & STAFF DETAILS

There were 17 organisations in attendance, with a total of **49** 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. 33 sessions and 4 Zoom online sessions were held with case managers at the Forum, along with three session on the Wednesday night. 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:

**97%
SATISFIED**

How would you rate your experience at the forum?

**97%
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

"Good to hear from veteran organisations and know about support available"

"Realising that my vets gold card also included a community service card entitlement"

"Confirming what assistance is available and how to apply for it"

02

CAMARADERIE

"The opportunity to speak to the veterans in attendance and keep up good relationships"

"Being able to discuss a wide range of subjects with vets "

03

SUPPORT AT THE FORUM

"The willing helpfulness of each of the support staff"

"The availability of items that help with disabilities"

"The Organizers and Case Managers had a relaxed style of explaining what Veteran Affairs were about and what was available to me and my circumstances."

For the first time in 54yrs since my service in Vietnam someone has openly thanked us for our service which was heartfelt by many of my fellow veterans

HOW WELL WAS IT DONE?

Feedback from exhibitors



84%
ORGANIZED

How organized was the forum?

100%
YES

Would you attend another forum if the opportunity arose?

9.2
OUT OF 10

Overall Evaluation of the forum

HOW WELL WAS IT DONE?

Feedback from exhibitors

WHAT EXHIBITORS LIKED ABOUT THE FORUM

- Well organised and spaced out
- The setup and layout of the forum
- Great turn out of attendees
- The location at Whangarei was great, had an inclusive feel to it
- Having food and drink there and available for the public was a thoughtful touch
- Good engagement from all exhibitors, staff present, Veterans, and the very positive feedback from the Veterans
- Great opportunity to meet with veterans directly to understand needs





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 Northland 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 local RSA's (Whangarei/Dargaville/Far North RSA) 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 participated at the Forum.

- A more flexible approach to increase the outreach to ex-service members through online-based system. This could enhance the accessibility of case management/private veteran consult and provide ex-service members with more options when choosing the way to communicate with Veterans' Affairs.
- 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.