



Otautahi/ Christchurch Veterans' Forum

PERFORMANCE REPORT

PREPARED BY

THE RANFURLY VETERANS' TRUST

December 2022

HOW MUCH WAS **ACHIEVED**



Ranfurlly Veterans' Trust and Veterans' Affairs New Zealand

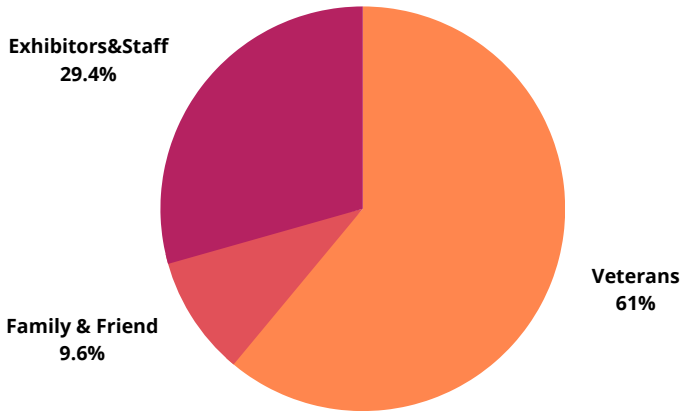
worked collaboratively to bring together veteran-focused organisations and New Zealand veterans and their families from around the Canterbury region. The focus was on connection, rehabilitation, veteran support and well-being for Veterans and their whanau.

The Christchurch Veterans' Forum held at The Airforce Museum on 31st October 2022 provided:

- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 33 organisation 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 in person and by Zoom.**
- **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 9 organisations: Veterans' Affairs, NZDF Force Financial Hub, RNZRSA, Vietnam Veterans' Association, Vietnam Veterans and Their Families Trust, Vietnam Veterans Children's and Grandchildren's Trust, Te Kiwi Māia, ELE Group and SSANZ.**

413

TOTAL ATTENDANCE AT THE CHRISTCHURCH VETERANS' FORUM

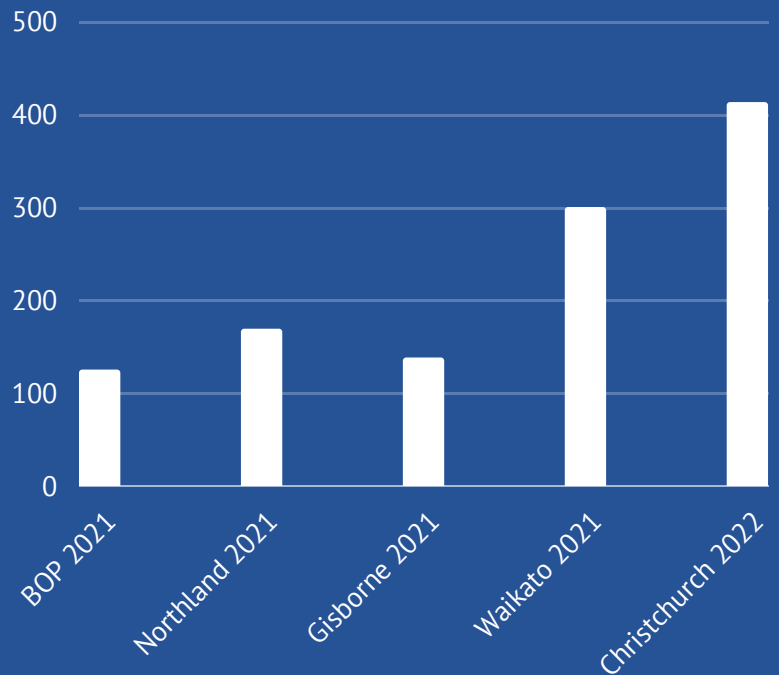


PARTICIPATION OF VETERANS & THEIR FAMILIES

Registration was open to anyone who served in the New Zealand Defence Force. Veterans' Affairs received 191 registrations from Eventbrite prior to the forum. A total of 161 pre-registered ex-service members and Whānau attended on the day. There were an additional 130 veterans/whānau who walked in and registered on entry. In total, 321 ex-service members and Whānau attended the forum.

EXHIBITORS & STAFF DETAILS

There were 33 organisations in attendance, with a total of 92 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 were held, there was also an option to book an online meeting. In total, 73 face-to-face and Zoom 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.



THE RANFURLY VETERANS' 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 94 ex-service members. The following feedback was recorded:

94%
YES

Was the event relevant to you?

86%
YES

*Was it easy to find the
information you were after?*



HOW WELL WAS IT DONE?

Feedback from Ex-service Members/Veterans

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



42%

POTENTIAL SUPPORT

28%

MEETING A CASE MANAGER

14%

CATCHING UP WITH OLD MATES

7%

HEARING THE PRESENTATIONS

8%

MEETING THE OTHER ORGANISATIONS

There were no comments or suggestions received on what we could improve on.

HOW WELL WAS IT DONE?

Feedback from exhibitors



*How organized was
the forum?*

*Would you attend
another forum if the
opportunity arose?*

*Overall Evaluation
of the forum*

80%
ORGANISED

93%
YES

9
OUT OF 10

"THE FORUM WAS A PRIVILEGE TO ATTEND. I LOVED THE ATMOSPHERE - IT FELT LIKE A 'LARGE FAMILY GATHERING'. WHEN NOT CHATTING TO PEOPLE ABOUT ADVANCE CARE PLANNING I 'PEOPLE WATCHED' A LOT - VETERANS CATCHING UP AND SO HAPPY TO RECONNECT AND BE TOGETHER. THAT IS SOMETHING TO BE VERY PROUD OF. I LOVED THE AIRFORCE MUSEUM SETTING, THE SET UP WAS PERFECT, LOTS OF SPACE, LOADS OF PEOPLE THROUGH AND ENGAGED IN WHAT WAS ON OFFER. I HAD SOME WONDERFUL CHATS WITH PEOPLE. OH THE FOOD AND FREE COFFEE TOO. SO GRATEFULLY RECEIVED. LOVED THE BLACK TABLE CLOTHS, MADE IT LOOK VERY SLICK!"



HOW WELL WAS IT DONE?

Recommendations

As we have seen previously, social interaction and re-connection among attending ex-service members was clearly identified as a highlight for many who attended the Christchurch Veterans' Forum. Ex-service members reconnected with people they hadn't seen for many years which is a positive outcome we have seen at all Forums. There were representatives from the Canterbury 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.

- 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 / regular event or 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.