



Manawatū/Palmerston North Veterans' Forum 2023

PERFORMANCE REPORT

PREPARED BY
THE RANFURLY VETERANS' TRUST
July 2023

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

The Manawatū Veterans' Forum held at the Central Energy Trust Arena provided:

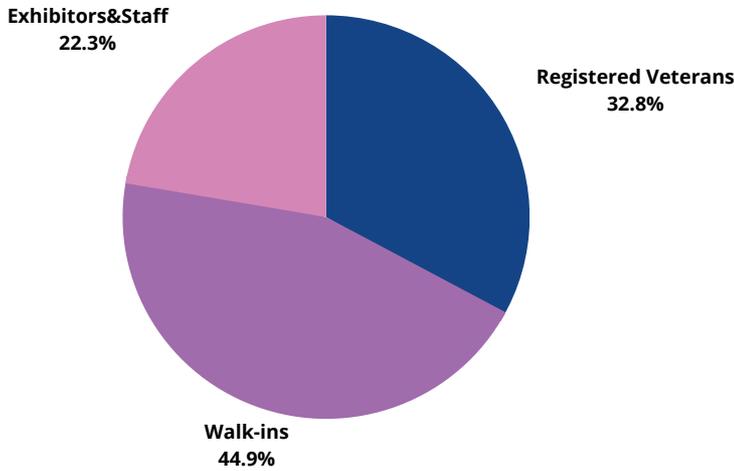
- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 33 organisation offering support and assistance in areas such as finance, advocacy, health and wellbeing.**
- **One-on-one meetings between veterans and 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 10 organisations: Veterans' Affairs, RNZRSA, NZDF Force Financial Hub, ELE Group, Vietnam Veterans Assn, Viet Nam Veterans and Their Families Trust, Vietnam Veterans' Children and Grandchildren's Trust, Task Force Kiwi, Age Concern, No Duff Charitable Trust**

457

TOTAL ATTENDANCE AT THE MANAWATU VETERANS' FORUM

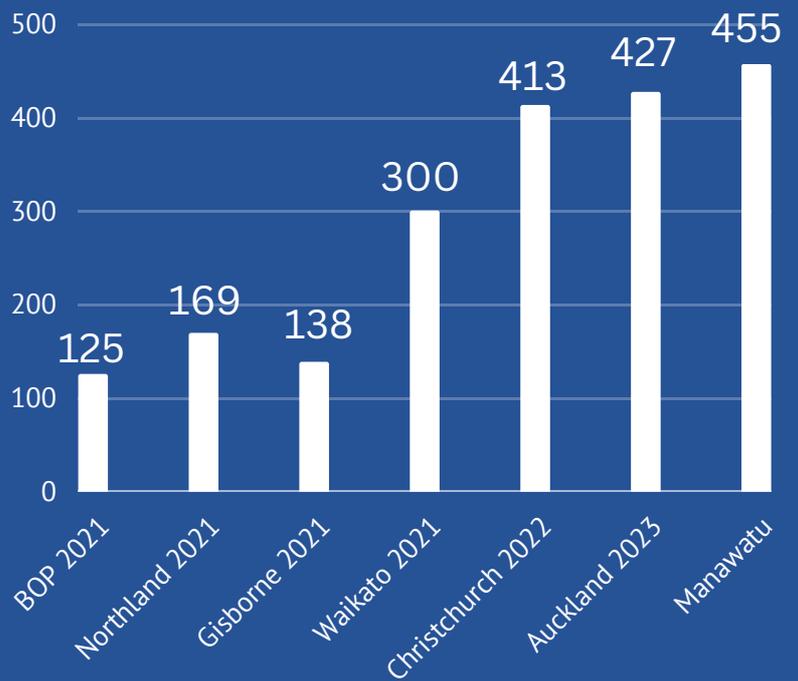
PARTICIPATION OF VETERANS & THEIR FAMILIES

Registration was open to anyone who served in the New Zealand Defence Force. Veterans' Affairs received 150 registrations from Eventbrite prior to the forum. There were an additional 205 veterans/ whānau who walked in and registered on entry. In total, 355 ex-service members and Whānau attended the forum.



EXHIBITORS & STAFF DETAILS

There were 33 organisations in attendance, with a total of 102 staff who were available for the ex-service members 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, there was also an option to book an online meeting. Veterans were able to book a case management appointment at their preferred time through Eventbrite. 62 face-to-face and 18 Zoom sessions were held with case managers at the Forum. We had 10 that didn't make their Zoom sessions but another 8 that we booked in on the day.

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

**96%
YES**

Was the event relevant to you?

**87%
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?



35.5%

POTENTIAL SUPPORT

27.9%

MEETING A CASE MANAGER

21.0%

LEARNING MORE ABOUT VETERANS' AFFAIRS

5.8%

HEARING THE PRESENTATIONS

4.7%

CATCHING UP WITH OLD MATES

3.5%

MEETING THE OTHER ORGANISATIONS

While not recorded in the feedback, it was clearly observed that social interaction and re-connection among attending ex-service members was a highlight for many who attended the Manawatū 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.

PARTICIPATING EXHIBITORS



THE RANFURLY VETERANS' TRUST



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA



HOW WELL WAS IT DONE?

Feedback from exhibitors



How organized was the forum?

**91%
ORGANISED**

Would you attend another forum if the opportunity arose?

**96%
YES**

Overall Evaluation of the forum

**9
OUT OF 10**

- "STAFF CONNECTED WITH MANY OLDER PEOPLE WHO WERE INTERESTED IN OUR AGENCY AND TOOK OUR RESOURCES AWAY WITH THEM."
- "GREAT OPPORTUNITIES FOR ENGAGEMENT. THERE IS GENUINE INTEREST OUT THERE. I CONTINUE TO BE SURPRISED AT THE LACK OF KNOWLEDGE OF THE HELP AVAILABLE TO THEM BY SOME VETERANS."
- "HAD GOOD POSITIVE ENERGY. A NICE MIX OF EXHIBITORS."
- "GREAT VALUE IN SPEAKING TO PEOPLE FACE TO FACE."
- "DIVERSE VENDORS, RELATED TO VETERANS NEEDS"
- "BRINGING ALL LIKE MINDED PEOPLE/ORGANISATIONS TOGETHER."
- "KEEP UP THE GOOD WORK"



HOW WELL WAS IT DONE?

Recommendations

Seeking support and meeting with a Case Manager were clearly priorities for veterans at this forum. There were representatives from the Manawatū 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.

"Would like to get forum information sooner. Also more notice of when the event is happening."

"The acoustics were not ideal and it was hard to hear the presentations."

"Name tags on the veterans would be good."

"Use exhibitors mailing lists and social media to advertise to more veterans - and more contemporary vets."

"Veterans were let in early before we were set up, too much focus on Scheme 1 vets, timing needs to include working vets, no respect shown to the Kaumatua"

"Not being able to get in touch with recent soldiers - there was a sense that maybe the regiment could have been more supportive."