



Te Uru o Tāmaki Makaurau West Auckland Veterans' Forum 29th November 2023

PERFORMANCE REPORT

PREPARED BY

THE RANFURLY VETERANS' TRUST

December 2023

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HOW MUCH WAS **ACHIEVED**



Ranfurlly Veterans' Trust and Veterans' Affairs New Zealand

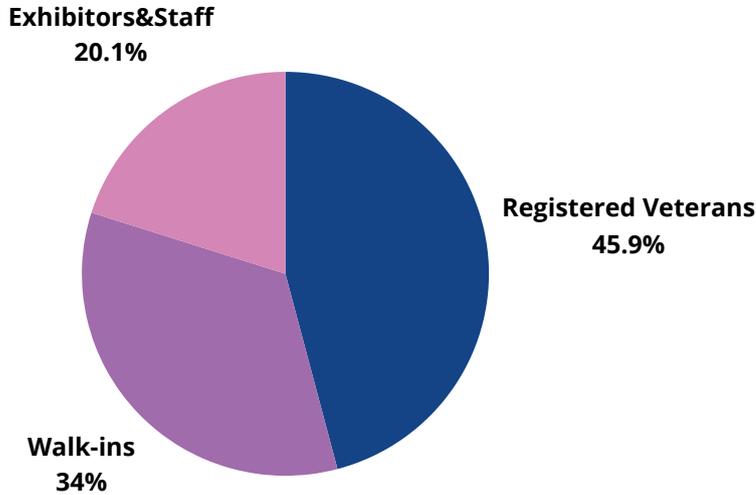
worked collaboratively to bring together veteran-focused organisations and New Zealand veterans and their families from around the Auckland region. The focus was on connection, rehabilitation, veteran support and well-being for veterans and their whanau.

The West Auckland Veterans' Forum was held on 29th November 2023 at the Trusts Arena and provided:

- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 32 organisation offering support and assistance in areas such as finance, advocacy, camaraderie, health and wellbeing.**
- **One-on-one meetings between veterans and VA case managers on the day in person.**
- **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 12 organisations: Veterans' Affairs, RNZRSA, NZDF Force Financial Hub, Advance Care Planning, Bay Audiology, Bowel Cancer NZ, Prostate Cancer NZ, ELE Group, Taskforce Kiwi, Vietnam Veterans Association, Viet Nam Veterans & their Families Trust, Vietnam Veterans Children & Grandchildren Trust**

388

TOTAL ATTENDANCE AT THE WEST AUCKLAND VETERANS' FORUM

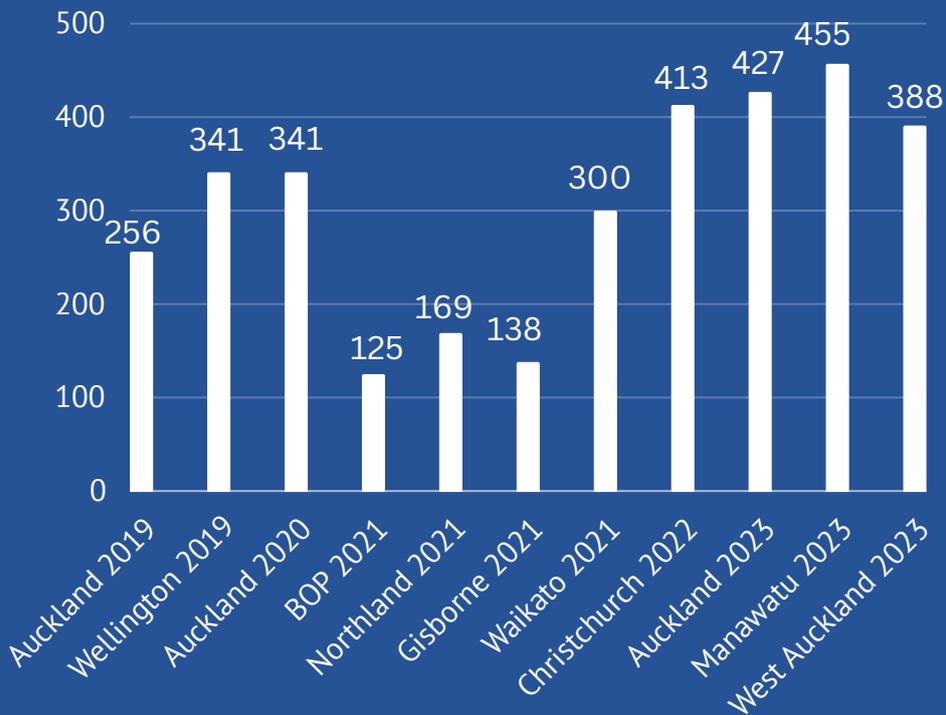


PARTICIPATION OF VETERANS & THEIR FAMILIES

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 358 registrations from Eventbrite prior to the forum. 178 of those registered attended and there were an additional 132 veterans/whānau who walked in and registered on entry. In total, 310 ex-service and serving members and whānau attended the forum.

EXHIBITORS & STAFF DETAILS

There were 32 organisations in attendance, with a total of 78 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. Veterans were triaged through VA staff before being taken through to Case Managers. 39 Case Management meetings were held. While VA tried a new system of triaging veterans before Case Management meetings, the general feedback was that the wait was too long, pre-booked appointments or a different system is recommended.

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

**81%
YES**

Was the event relevant to you?

**88%
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?



32.7%

POTENTIAL SUPPORT

27.0%

MEETING A CASE MANAGER

19.5%

LEARNING MORE ABOUT VETERANS' AFFAIRS

12.3%

CATCHING UP WITH OLD MATES

6.0%

MEETING THE OTHER ORGANISATIONS

2.5%

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 West Auckland Veterans' Forum.

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?

**100%
ORGANISED**

Would you attend another forum if the opportunity arose?

**99%
YES**

Overall Evaluation of the forum

**10
OUT OF 10**

- Well run, great opportunity to put names to faces and continue networking. Great open-spaced venue and close to accommodation for those of us who had to travel
- Great having all services available in one area, makes enquiries so much easier for the VA clients. All information was conveyed really well to exhibitors and visitors.
- Spacious venue. Good variety of stands. Appreciated the opportunity to engage with our community and meet veterans and other stakeholders
- Meeting up with my favorite staff and very importantly meeting up with ex Vets and others
- being able to engage with more Air Force and Navy veterans than previous years, allowing us to fill vital gaps in our Online Cenotaph records. we were able to provide a broad range of services from creating new records to helping family upload photographs.
- I liked the space and freedom to move freely which created a good and welcoming atmosphere. Parking was good. Veterans could speak and privacy was good. The catering ensured people were well fed and watered/coffeed.

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 Auckland 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.



- Total attendance was less than the Manukau forum, however still good attendance despite there only being eight months between the two Auckland Forums.
- Key feedback that was received related to the wait time and delay for people to book and then see a case manager on the day. Our recommendation would be to refine the triage process and offer pre-booked case management appointments or a combination of both.
- Veteran Forums offer connection, camaraderie, and information about a range of support and services for veterans and their families. Having this information and all the support services available to veterans online would be beneficial for those who are not able to attend veteran forums. Previous feedback from veterans suggests providing a weekend or after hours forum may be beneficial and support outreach to those unable to attend during work hours.