



Report to Veterans' Affairs New Zealand

Year-ending 30 June 2018



No Duff Charitable Trust Report to Veterans' Affairs New Zealand

For the year-ending 30 June 2018

In December 2017 the Government granted NDCT \$20,000 (including GST) towards frontline services to support Veterans Wellbeing. This report outlines the significant activities and events that have occurred during the grant period 1 December 2017 – 30 June 2018 and provides the Government with details of how the grant received in December 2017 has helped No Duff Charitable Trust (NDCT) pursue its vision and mission, and the impacts the Trust has been able to make on the wider Veterans' and services community.

Financial Information

A summary of the expenditure of the Government grant received in December 2017 is shown below:

Grant Received (excluding GST)	\$ 17,391
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Expenditure Allocated to this Grant

Salary - GM time spent on direct responses	\$ 3,934
Salary - GM time for key meetings and travel	\$ 4,444
Emergency grants	\$ 500
Travel - Responses by Volunteers	\$ 535
Travel - Key meetings and other engagements	\$ 6,566
Duty phone costs	\$ 1,701
Total Expenditure	\$ 17,680

GM hours spent on tasks (as allocated to salary above)

	Hours
GM time spent on QRF / Direct Responses	106.90
NDCT External Stakeholder Meetings	65.90
NDCT GM Travel Time	54.75

Please note:

- Salary costs - The General Manager (GM) records all hours spent on direct responses as they occur. NDCT considers this a direct frontline cost, and therefore has allocated salary expenses on an hourly rate. In addition, time taken by the GM for key meetings with VANZ, or other meetings that are key to NDCT's outputs have also been recorded separately and had salary time allocated;
- Emergency grants – After a careful assessment of the situation, the Trustees authorised two emergency payments of \$250 to an ex-service person in an urgent domestic violence situation who needed funds to help prepare and break away from the environment. Alternative funding could not be obtained from organisations who usually make grants in the timeframe required, so part of the Government grant was utilised to assist the individual, who was eventually handed on to a local RSA to take over financial support.
- Key meetings and other engagements – examples of these are outlined below.

Significant Meetings and Events

Since December 2017, the following key / most significant meetings and events have been attended by the NDCT General Manager (and one or more Trustees where possible):

- NDCT was recognised and thanked by the Chief of Defence Force (CDF) at NZDF Person of the Year during a speech by the CDF for the support the Trust provides to NZDF personnel;
- VANZ Vocational Rehabilitation Strategy roundtable meetings – NDCT was a participant in a number of meetings to provide advice and feedback on the development of the Vocational Rehabilitation Strategy;
- Combined Veterans Advisory Group (CVAG) – Alongside VANZ, NZDF, ASCN and RNZRSA, NDCT is one of the founding members of the group. The mission of this group is “to communicate, cooperate and coordinate across government and the non-government sectors in order to improve the health and well-being outcomes for Veterans and their Families.”;
- Preliminary planning as part of CVAG to conduct an “all providers” Veterans support and advocacy groups conference in November 2018 with the intent of formalising how those organisations can work together for the benefit of the services community;
- Pride Parade – the GM, two Trustees and a number of volunteers represented NDCT at the annual Pride Parade. This was in support of “NZDF Overwatch”, an informal group within NZDF who advocate and support LGBTQ+ members of Defence. At the same time, NDCT and NZDF Overwatch announced a partnership to provide mutual support and advice to each other where needed;
- Outward Bound meetings – NDCT has had a number of meetings with Outward Bound New Zealand to plan a Veteran-specific Outward Bound course. This will be led by NDCT volunteers (with appropriate clinical mental health support) to specifically focus on transition related issues while in the Outward Bound environment. The aim is to run regular courses to target those at high-risk of transition issues before problems can develop;
- Various service delivery co-ordination meetings with other Veterans’ support organisations, such as Ranfurly Veterans Trust, RNZRSA, a number of local RSAs, Fallen Heroes Trust;
- Transition Seminar presentations at Ohakea and Whenuapai – NDCT continues to present honest advice about the realities and difficulties of transition, and options for support services at NZDF seminars for those service personnel preparing to transition out of the military;
- VANZ Vocational Rehabilitation Strategy Parliamentary Launch – NDCT was involved in the launch of the strategy at Parliament;
- NZDF Killed, Injured, Wounded, Ill (KIWI) Forum – NDCT presented at the April KIWI forum in Trentham.
- Meeting with the Minister for Veterans – in April, NDCT met with the Minister for Veterans, Hon Ron Mark, to discuss the current outputs and activities, and future direction of NDCT. This was a positive meeting, with the Minister following up with very positive comments about NDCT in an interview with Maori TV on ANZAC Day and announcing continued financial support from the Government each year for the next four years.
- Submissions to both the review of the Veterans’ Support Act 2014 and the Government’s Mental Health Inquiry.

The above is a summary of key and the most significant meetings only, and does not cover off the many other smaller, yet still essential, meetings and engagements attended by the GM and Trustees. These engagements directly relate to the objectives outlined in the Strategic and Operational plan, and in turn the vision and mission of NDCT.

Support Responses (for the grant period 1 December 2017 – 30 June 2018)

Over the grant period, NDCT responded to 63 new individual requests for support, and continued to be involved with several complex, long-term cases. The majority of these cases were handled by the GM in his full-time capacity, and other volunteers in support. The complexity of responses has been increasing over time as NDCT becomes more well-known and more people contact the Trust for support.

Please also refer to Appendix One for a summary of the administrative data collected for the full financial year 1 July 2017 – 30 June 2018, which also captures the grant reporting period. NDCT measures the number people supported rather than individual interactions involved in various support tasks which could result in overstated or misleading outputs. NDCT believes the measure of people is the most relevant, while conservative measure of outputs. However, it does not capture the flow-on positive impacts for the individual's family, friends, community and workplace.

As an indication of the variety and complexity of responses over this period, the following are brief summaries of some of the more significant or complex responses:

1. Peer-to-peer support and facilitation of confidential assistance (outside of NZDF) to a SNCO and his family dealing with PTSI from several deployments over his career, while dealing with their child's serious illness;
2. Assisting an individual with known mental illness and severe on-going physical health problems (from a recent operation) who had been posting cryptic messages on social media and was not responding to messages and phone calls from friends. NDCT was contacted as nobody seemed to know what to do, which resulted 111 being called. The individual was found in a groggy state on strong medication with internal bleeding from a recent operation; the individual subsequently contacted NDCT to express her thanks, and informed NDCT that this intervention had saved her life (according to the surgeon);
3. Peer-to-peer support to an individual living in an abusive relationship (kept secret from her partner), while assisting with preparations and on-going support for her on escaping her situation. This was a very complex response with the abusive partner maintaining a very restrictive environment, while at the same time she was preparing for an operation to relieve chronic pain from a previous injury;
4. A high-risk (ie assessed as imminent risk of self-harm) referral from a senior officer within NZDF who had been unable to contact the individual (who refused to engage with NZDF from past experiences and treatment). This resulted in the NDCT GM spending 361 minutes on the phone, with 53 separate phone calls in one day to mobilise several individuals across the country to assist in locating the individual, identifying his immediate needs, encouraging and then facilitating him and his wife into the care of VANZ for on-going and intensive professional support;
5. A high-risk response for an individual with multiple significant issues – PTSI, physical difficulties from recent surgery, and lack of suitable accommodation for him and his children. This has involved a number of volunteers across the region and has required intensive support from NDCT and the RSA District Advisor before handing off to VANZ, ACC, and community mental health services. This has been a recurring response with several complex issues occurring, and inadequate support from the government agencies he was referred to for professional help;
6. Supporting a number of parents having custody issues with their children, including facilitation of pro-bono legal support;
7. Locating and contacting an individual that, while trying to return from Australia to get the necessary support and treatment he needed in NZ, ceased all communications. NDCT activated a number of volunteers and managed to locate and contact the individual, and encourage and facilitate him into engaging with RNZRSA to enable him to return home for longer-term support;
8. Complex, on-going attempts to support an individual with bi-polar disorder, who would engage and reject a multitude of support services on a fairly regular basis. The individual was referred by VANZ, was very

volatile and had taken advantage of several people who had tried to assist him personally. NDCT helped facilitate the individual again into the support of a number of higher-care agencies;

9. A high-risk response for a Viet Nam Veteran who was on the brink of suicide. VANZ contacted NDCT with serious concerns as the individual was not responding to their contact attempts. NDCT was able to locate him and make contact and provided peer-to-peer counselling between the GM and another member of the G9 which talked him 'off the ledge'. He subsequently re-engaged with VANZ and professional support. Shortly afterwards, he contacted NDCT to express his thanks at providing exactly what he needed, when he needed it, to save his life;
10. Support to the family of a recently released Veteran who tragically took his own life in a foreign country. Through our extensive networks, NDCT was able to make contact with a foreign military Veteran in the local region – a total stranger – who organised a substantial response to meet and support the family as they arrived with minimal notice and limited communications. The family was overwhelmed at the unexpected response and was extremely grateful to be met by strangers at the airport in a foreign country, offering everything they could to assist the family while they brought their son home;
11. Providing urgent response, assessment, and subsequent facilitation into professional (legal) support and assisting with funding for that support, for individuals who were the victims of alleged elder abuse;
12. Supporting a Veteran suffering from post-traumatic stress who had trouble holding a job, became involved in drugs and gangs, being arrested and then refusing any form of assistance.

Incidental Support Tasks

In addition to the core work described above, there have been a number of incidental tasks carried out utilising in-house experience and expertise by the Trustees in their limited spare-time after NDCT has been approached for advice and support:

- Providing advice and guidance to three local RSA Poppy Trusts to assist their understanding of the needs of younger service people and their families, and also to provide advice around their systems and processes of providing support;
- Providing advice to a relocating RSA on its business model;
- Providing advice to a Veteran setting up their own charitable trust to support other Veterans;
- Providing advice to three Veterans setting up a business;
- Advising a Veteran on dealing with a non-immediate family member or Veteran/Serviceperson in crisis.

Lessons Learned

The above, and all of the other responses NDCT has conducted, have highlighted and reinforced a number of things to NDCT:

1. Peer-to-peer support is highly valued by the individuals who receive it – from people who have 'been there' or simply understand their background and mindset. NDCT has had positive feedback from VANZ and NZDF who have encouraged and provided guidance to NDCT. In a number of cases, NDCT can do what they cannot as Government agencies;
2. The work NDCT does is difficult, time consuming, 'messy', and emotionally draining. These are also the reasons many other organisations do not do what NDCT does, or do not do it effectively;
3. The independence of NDCT is crucial – as noted above, NDCT has responded to direct requests for assistance from senior NZDF Officers and VANZ who were unable to engage with high-risk individuals, as due to past experiences the individuals did not want to be involved with NZDF; and
4. The complexity of responses has been steadily increasing; this trend shows no sign of slowing down. Officials from both VANZ and NZDF, as part of CVAG, have informed us that from their internal analysis, this trend will only continue to increase.

All of these lessons learned feed into NDCT's strategic plan and objectives as NDCT continues to scale its activities. To be able to continue to respond to demand and scale our operations, we have sought expert advice from organisations and individuals with expertise and a shared passion for improving the support available to the services community. While continuing to focus on core support services, NDCT is currently working towards:

- Implementing future-proofed systems and processes for both client and volunteer management;
- More robust recruiting and vetting processes for volunteers;
- Identifying areas of training deficiencies, and assisting in the development of training programs that are fit-for-purpose to provide the necessary support services with credibility;

Conclusion

NDCT would again like to sincerely thank the Government for their financial support of, and confidence in, NDCT. The combined efforts of VANZ and NDCT has had a huge impact on the Veterans and services community in New Zealand, and we look forward to growing our relationship to continue to benefit those who have served New Zealand.

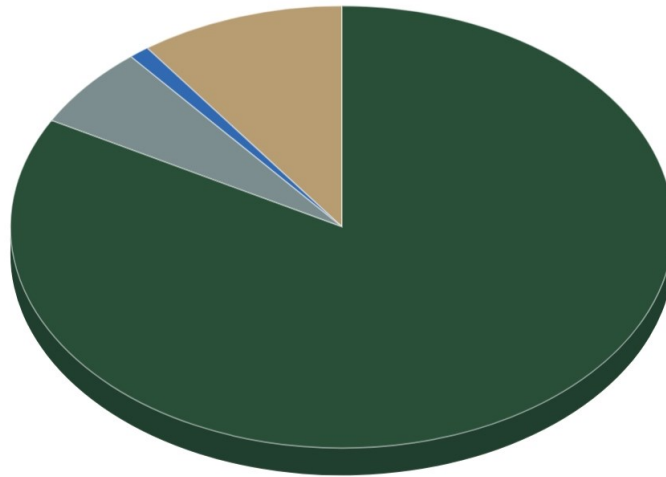


Gary Ford
Treasurer
On behalf of the Trustees of No Duff Charitable Trust
09 July 2018

Appendix One—Administrative Data 1 July 2017—30 June 2018

Total responses for the financial year—100. Responses over the grant period—63

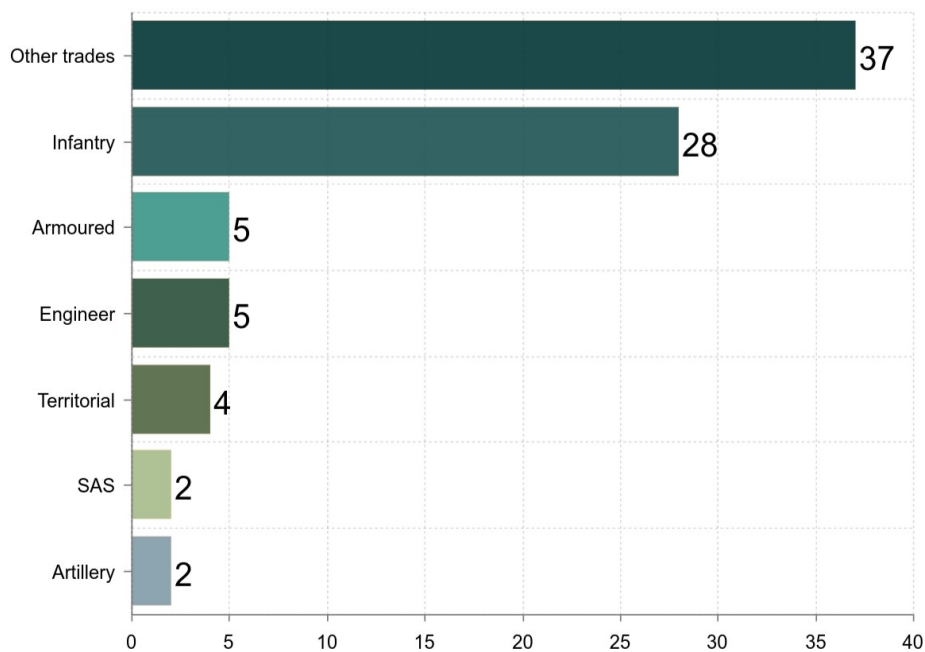
Branch of Service



● Army 83.0% ● Navy 6.0% ● Airforce 1.0% ● Other 10.0%

Note— "Other" includes families of servicepeople, British Military, Afghan Interpreters, and 'walter mitties'.







Breakdown of Army Trades



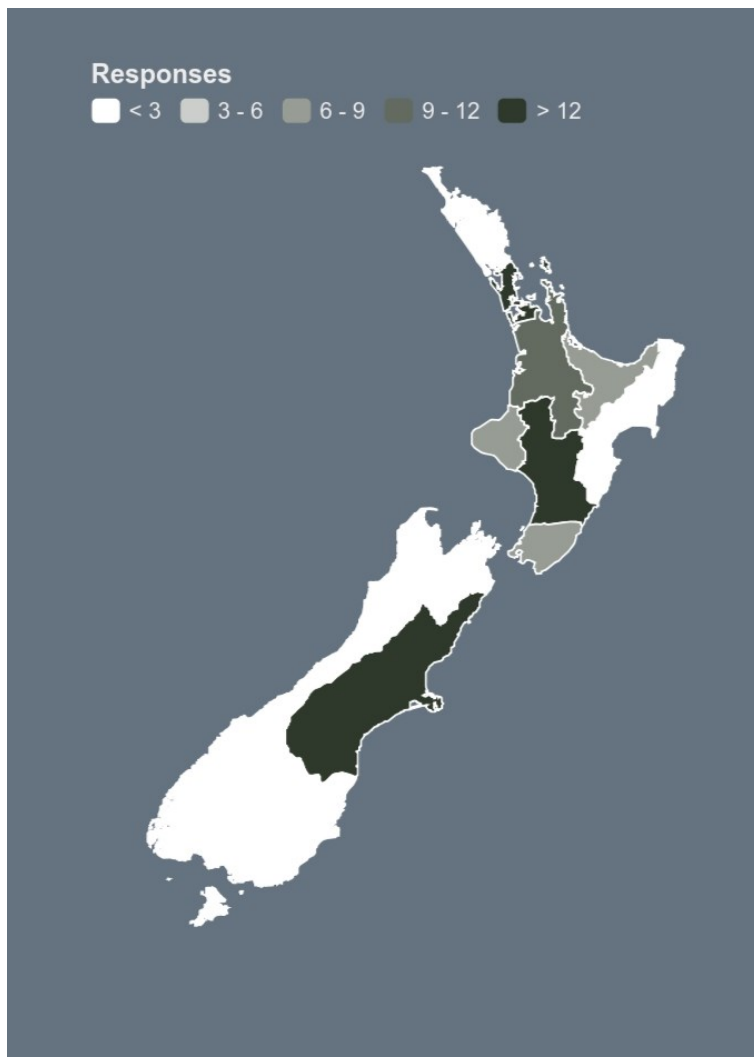
Note—this graph includes NZ Army only ie it excludes foreign / Commonwealth armies.

Other trades include Medics, Sigs, Military Police, Compulsory Military Training, various Logistics trades and others where the individual was known to be Army but did not provide data.

Means of Contact

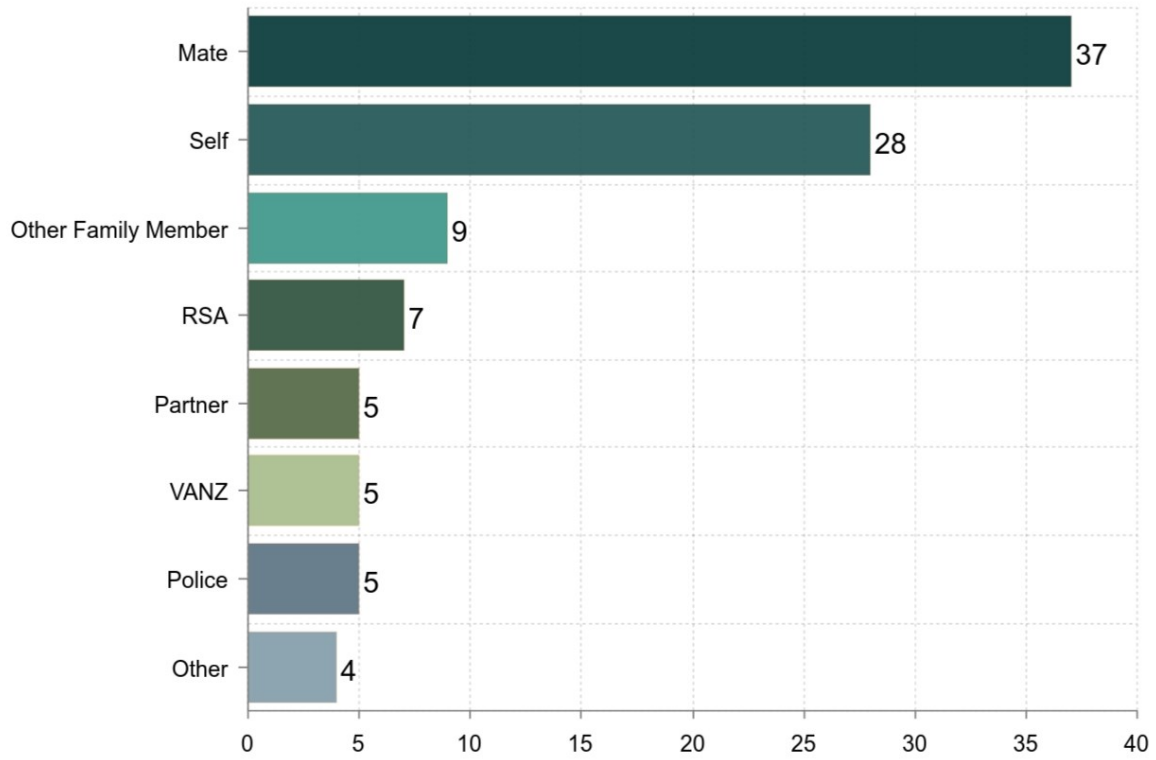
	Cellphone	39		Email	13
	Facebook page	17		Referrals from Volunteers	18
	Face-to-face encounters	12		Website contact form	1

Response Locations

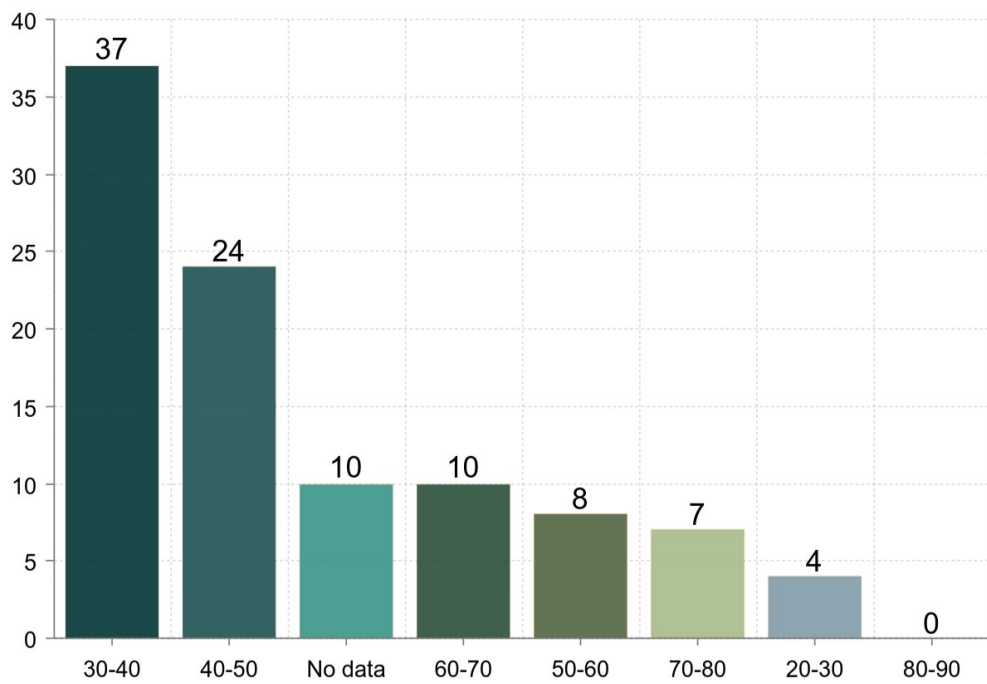


Region	2018
Auckland	18
Manawatu-Whanganui	16
Canterbury	13
Waikato	11
International	8
Taranaki	8
Wellington	7
Bay of Plenty	6
No Data	3
Hawkes Bay	2
Nelson	2
Northland	2
Otago	2
Marlborough	1
Southland	1
Total	100

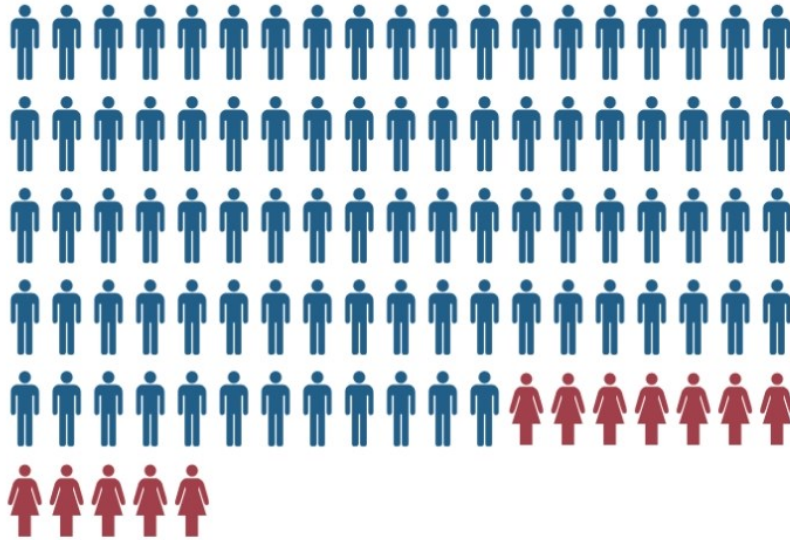
Relationship of Referrer



Age Groups of Responses



Gender of Responses



88% of responses are male; 12% are female.

This ratio has been consistent for the past two years.