



Tamaki Makaurau / Auckland Veterans' Forum

PERFORMANCE REPORT

PREPARED BY

THE RANFURLY VETERANS' TRUST

May 2023

Photos used with the kind permission of NZDF

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 Auckland Veterans' Forum held at the Due Drop Events Centre, Manukau provided:

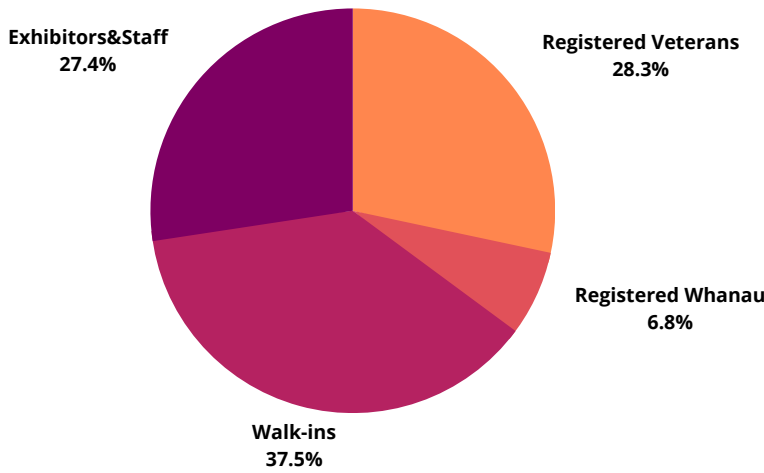
- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 41 organisation offering support and assistance in areas such as finance, advocacy, health and wellbeing.**
- **One-on-one meetings between veterans and 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 11 organisations: Veterans' Affairs, RNZRSA, NZDF Force Financial Hub, SSAANZ, ELE Group, Vietnam Veterans Assn, Viet Nam Veterans and Their Families Trust, Vietnam Veterans' Children and Grandchildren's Trust, Task Force Kiwi, Age Concern and Advance Care Planning, Cancer Society**

427

TOTAL ATTENDANCE AT THE AUCKLAND VETERANS' FORUM

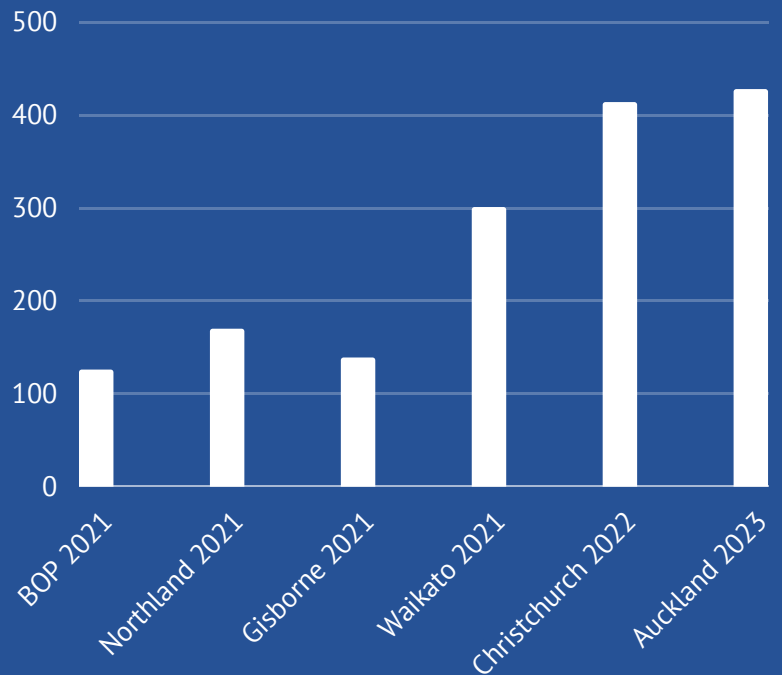
PARTICIPATION OF VETERANS & THEIR FAMILIES

Registration was open to anyone who served in the New Zealand Defence Force. Veterans' Affairs received 150 registrations from Eventfinda prior to the forum. There were an additional 160 veterans/ whānau who walked in and registered on entry. In total, 310 ex-service members and Whānau attended the forum.



EXHIBITORS & STAFF DETAILS

There were 41 organisations in attendance, with a total of 117 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. In total, 87 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 Eventfinda.

PARTICIPATING EXHIBITORS



THE RANFURLY VETERANS' TRUST



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATŌ ORA



TASKFORCE
KIWI



TRITON
HEARING



Halo Hone
St John



SOLDIERS, SAILORS & AIRMEN'S
SSAANZ
ASSOCIATION OF NEW ZEALAND



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

84%
YES

Was the event relevant to you?

82%
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?



40%

POTENTIAL SUPPORT

31%

MEETING A CASE MANAGER

16%

CATCHING UP WITH OLD MATES

12%

MEETING THE OTHER ORGANISATIONS

1%

HEARING THE PRESENTATIONS

"Presentations were too short with not enough time to ask questions"

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

**95%
ORGANISED**

**93%
YES**

**8
OUT OF 10**

"GREAT ENGAGEMENT WITH THE VETERAN COMMUNITY. IT IS A BROAD AND DIVERSE COMMUNITY WITH THE OLD AND BOLD REPRESENTED WELL. THE CHALLENGE IS CONNECTING WITH MORE RECENT VETERANS, WHO DON'T SEE THEMSELVES AS VETERANS. THIS IS A JOURNEY AND GOOD PROGRESS IS BEING MADE."

"INCREDIBLY WELL ORGANISED. APPRECIATED BEING ABLE TO SET UP THE AFTERNOON PRIOR. EXCELLENT COMMUNICATION AND INFORMATION FOR REGISTRATION AND FOR EXHIBITORS. VERY RESPONSIVE. GREATLY APPRECIATED THE ORGANISATIONAL SUPPORT ON THE DAY TOO"

"KEEP UP THE GREAT WORK. THESE OPPORTUNITIES ARE ESSENTIAL TO UNDERSTAND THE NEED AND THE VARIOUS SERVICE PROVIDERS AND ORGANIZATIONS' IN THIS SPACE."



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. As we have seen previously, social interaction and re-connection among attending ex-service members was identified as a highlight for many who attended the Auckland 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.

"Was very focused on the older Veterans, as a veteran myself, I would like to see us starting to support the next generation of veterans also. They are the ones that continue the legacy."

"We attended the forum as recruiters, to advertise paid and volunteer roles. We didn't find any people who were interested in either. The attendees were the wrong demographic for us. Maybe this was because this forum was mid week."

"Well organised and run. Was a bit difficult to get food as an exhibitor though, maybe a separate round to get food to those people would be helpful?"