



# Waikato Veterans' Forum

## PERFORMANCE REPORT

**PREPARED BY**  
**THE RANFURLY VETERANS' TRUST**  
JULY 2021

# HOW MUCH WAS **ACHIEVED**



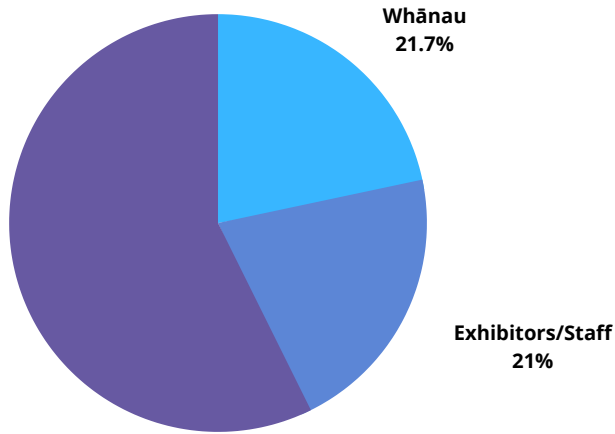
**Ranfurlly Veterans' Trust** and **Veterans' Affairs New Zealand** worked collaboratively to bring together veteran-focused organisations and New Zealand veterans and their families from around the Waikato region. The focus was on connection, rehabilitation, veteran support and well-being for Veterans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

The Waikato Veterans' Forum held at Claudelands Events Centre on 27 May 2021 provided:

- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 21 organisations 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, Ranfurlly Veterans' Trust, RNZRSA, Vietnam Veterans' Association, Vietnam Veterans and Their Families Trust, Vietnam Veterans Children's and Grandchildren's Trust, Te Kiwi Māia, and SSANZ.**

**300**

TOTAL ATTENDANCE  
AT THE WAIKATO  
VETERANS' FORUM

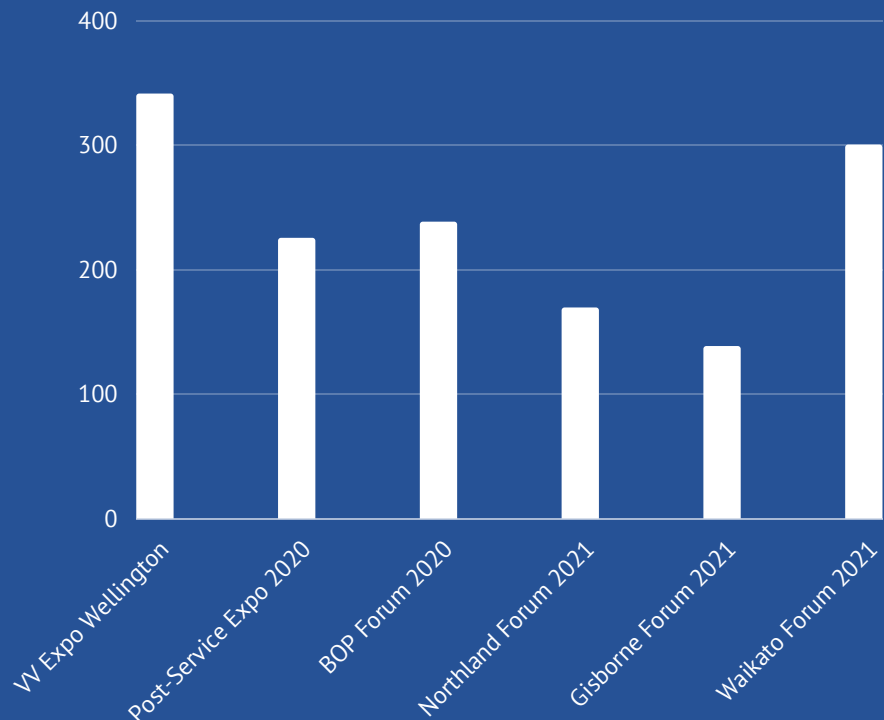


## PARTICIPATION OF VETERANS & THEIR FAMILIES

Registration was open to anyone who served in the New Zealand Defence Force. Veterans' Affairs received 152 registrations from Eventbrite prior to the forum. A total of 112 pre-registered ex-service members and Whānau attended on the day. There were an additional 125 veterans/whānau who walked in and registered on entry. In total, **237** ex-service members and Whānau attended the forum.

## EXHIBITORS & STAFF DETAILS

There were **21** organisations in attendance, with a total of **63** 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, 63 sessions and 8 online 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



**MINISTRY OF SOCIAL DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

VIETNAM VETERANS  
(Neville Wallace Memorial)  
CHILDREN'S AND GRANDCHILDRENS 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 51 ex-service members. The following feedback was recorded:

**95%  
SATISFIED**

*How would you rate your experience at the forum?*

**95%  
YES**

*Would you recommend that other veterans and their families attend another forum?*



# HOW WELL WAS IT DONE?

## Feedback from Ex-service Members/Veterans

*Q. What did you find interesting and helpful about the forum.*



### 01 NEW INFORMATION RECEIVED

*"Found out about assistance that Veterans are entitled to"*

*"It was useful to have all the support agencies there as well and to discuss what they offered us was very helpful as well."*

### 02 SUPPORT AT THE FORUM

*"The genuine desire to help and an emphasis on including wives and family."*

*"Bringing together servicemen and women created a variety of service experiences and a nation of giving and an atmosphere of protection and help"*

*"Everybody went out of the way to give assistance. Questions were answered."*

*"The setup was easy to navigate and the staff very helpful and knowledgeable."*

### 03 CAMARADERIE

*"The forum was a place where one could see many other Veterans in the same or similar situation as oneself. "*

*"Talking with other veterans on their experience was helpful"*

### 04 VETERANS' AFFAIRS CASE MANAGEMENT

*"Met some people I have been trying to contact for years."*

*" I finally met my Case Manager."*

*"Sitting down with a Case Manager and having a discussion about some finer points when completing a claim form, greatly appreciated."*

# HOW WELL WAS IT DONE?

## Feedback from exhibitors



*How organized was the forum?*

**90%  
ORGANIZED**

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

**100%  
YES**

*Overall Evaluation of the forum*

**9.3  
OUT OF 10**

**"GREAT ATTENDANCE, GOOD SIZED ROOM, VARIETY OF EXHIBITORS, CONSTANT DRINK AND TASTY FOOD APPRECIATED"**



# HOW WELL WAS IT DONE?

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## 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 Waikato 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 Waikato, BOP & King Country local RSA's (Whakatane RSA/Tauranga RSA/ Cambridge RSA) and also the Central Waikato District Support Advisor (Tricia Hague) at the Forum, 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.