



24 September 2018

The Honourable Ron Mark  
Minister for Veterans  
Parliament Buildings  
Private Bag 18041  
**WELLINGTON 6160**

*Dear Minister,*

## **Expenditure Analysis - Government Grant July 2017 to June 2018**

### **Reference**

- A. Veterans Affairs letter VA 191 2017/18 dated 26 June 2018
- B. RNZRSA Support Services Strategy 2017 to 2020 – *'The Race to Trieste'*

### **Introduction**

1. As requested at Reference A, please find enclosed a report on the expenditure of the Minister's grant to RSA Support Services for FY 2017/18.
2. **\$2.2 million<sup>1</sup>** is the estimated total worth of community benefits delivered by the RSA for FY 2017/18.

### **General**

3. The RNZRSA is a specialist body that understands the needs of Veterans and their families. We continue to serve in our unique role as a trusted and reliable organisation, working together with Government, NZDF, Veterans' Affairs New Zealand (VA) and partner NGOs to address issues that impact Veterans. RNZRSA supports the Government's goals for our Veterans, providing direct support to and feedback from those we serve to inform decision-makers in the relevant sectors. Our goal is to achieve the vision in Reference B:

*"In 2020, people who are affected by their service will promptly seek RSA assistance, confident that they will receive world class, timely, relevant and professionally delivered support services according to their need that will contribute to the best possible health and wellbeing outcome for themselves and/or their families and their dependents."*

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<sup>1</sup> Working off one LSA per RSA plus nine DSAs and one RNZRSA contractor for a total of 191 eligible Support Advisors, based on the average returns over 12 months (of 50) makes a 26% return rate per month on average (rounded down to the nearest whole number). The numbers would look like; 2017/2018 year stats: Hours 77,759; Net community value (@\$27.92/ hr) \$2,171,031.28

4. Continued Government support has been a critical part of the ability of the RNZRSA to develop an improved support network that delivers modern and responsive support services. Throughout the year sizeable sums of the money collected through the Poppy Day appeal are expended in the administration of the RNZRSA Support Services Network. This money is better spent on the direct support to our Veterans. The annual Government grant thus affords us the opportunity to ensure the maximum amount of donations are spent directly on providing support deliverables to Veterans.

5. The benefits of such a system are many. It provides RNZRSA with the resources to increase its influence and leadership of the provision of support across the organisation. It reduces the demand on the public health sector by covering gaps in existing services. The grant provides a vital and tangible means to recognise the value of our volunteers. It provides reimbursement for travel costs associated with the thousands of kilometres travelled and hours spent, in often demanding and stressful situations, to increase the quality of life, health and wellbeing of Veterans and their dependents.

### **Transformation – reflection and achievements**

6. Transforming RSA support services through the new strategy – ‘The Race to Trieste’ – is about developing and delivering better support to our eligible people. It is a multi-year journey and the Government grant has played a significant role in working towards this goal. This has been challenging for the 1.5 FTEs in the RNZRSA National Office who are largely responsible for this function. In some ways we have become victims of our own success; as national and local engagement has developed momentum the demand for day-to-day services has also risen significantly.

7. Through partnerships with Government agencies, private sector organisations and partner NGOs the RNZRSA has been able to broker more services and deliver more face-to-face opportunities for people to connect with the RSA movement; particularly among younger Veterans and serving members of the NZDF.

8. More online channels have been established to access support through the RNZRSA’s modernised website. Applications for financial support and requests to access service brokered by the RNZRSA can now be made online.

9. Help is being provided to younger veterans in a more proactive way, with the integration of local RSA support services within NZDF – ‘The Burnham Model’.

10. While the RSA support network is still at a crossroads in its evolution at national, district and local levels, we have continued to serve our people while rebuilding local networks. Most encouraging is the modest (but nevertheless significant) increase in younger generations of ex-service personnel taking on support work.

### **The Evidence - A Summary**

11. The demand, scope and complexity of support required has increased significantly compared to the previous FY. This is seen as evidence that the new strategy, and the prioritising of effective internal and external relationships to improve people’s experiences, is yielding strong results.

12. Improved Local RSA Performance: The level of performance of local RSAs has been driven up through a combination of continuous engagement and a suite of new training materials, while maintaining existing levels of cooperation. There has been a small increase in the number of new RSAs willing to engage with the strategy as compared to the previous FY (23% to 26%). There has been a significant increase in demand for National Office advice and visit requests (e.g. in FY 2017/18 40% of national office staff activity was spent in responding to enquiries, as compared to 28% in the previous FY). Local volunteer hours increased by 2000 on the previous FY.

13. Influencing Policy Development and Decision-making: The RNZRSA has demonstrated an ability to positively advance Veteran interests across the public and private sectors by influencing policy development and decision-making. Notable examples include:

- a. A new veteran referral agreement with the Ministry of Social Development.
- b. DHB agreement to train volunteers in mental health first aid.
- c. Victoria University research into post-1974 environmental exposure.
- d. The creation of the Combined Veterans Advocacy Group (CVAG).
- e. Increased demand and integration of local RSA support within NZDF (The Burnham Model).

14. Services: An increase in Veteran access to new services has been achieved by brokering agreements with providers. RNZRSA has complemented this by providing new funding and improving the ability to access these via the new website, e.g. subsidised outdoor pursuits<sup>2</sup>, overseas residential treatment for post traumatic stress injury (PTSI) sufferers, equine therapy and counselling for veteran families.

15. Increased reach with Younger Veterans: In FY 2017/18, RNZRSA directly interacted with **857** serving NZDF personnel and/or family members.

16. Learning & Development: Staff and volunteer knowledge of mental health issues has increased and free training with local DHBs and attendance of relevant training courses has been brokered. The first Statements of Principles User Course designed to improve the quality of applications to VA has been conducted. Production of a new Manual of Practice has been advanced.

## Looking forward

17. It is anticipated that the outcomes achieved over FY 2017/18 will continue to drive up demand for RNZRSA support services. Accordingly, the surety provided by the Government grant over the next three years allows the RNZRSA to confidently continue with its ambitious programme of change. Some of the factors driving this demand will include:

- a. Increasing local RSA engagement with the strategy and improving performance.
- b. Increasing integration of RSA support within NZDF.
- c. Increasing numbers of Scheme Two Veterans seeking support.
- d. Increasing numbers of people seeking ACC support for routine service injuries.
- e. The operational tempo of the NZDF.
- f. Rising complexity in Veteran health issues.
- g. Operating cost increases relating to compliance, specialist training and development, and equipment.
- h. The pool of volunteers is decreasing nationally and the average age of RSA volunteers is increasing

18. In response the RNZRSA will continue with an ambitious programme of change to provide better support for our people. Advocacy within the public and private sectors will focus on reconnecting agencies into a distinct 'Veteran Sector', aimed at delivering better health and wellbeing and remembrance outcomes for those affected by their service. New reference materials and training and professional development activities, combined with

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<sup>2</sup> Through Outward Bound and the Sailors, Soldiers and Airmen's Association of New Zealand (SSAANZ) <http://www.ssaanz.co.nz/>

ongoing face-to-face engagement with RNZRSA, will continue to improve local performance and the increase the number of engaged RSAs.

19. Once again, on behalf of the RNZRSA and our Veteran community, I would like to thank you and your parliamentary colleagues for this grant. It has provided surety and enhanced our ability to actively work on improving support for our Veterans and their dependents.

*Yours sincerely*

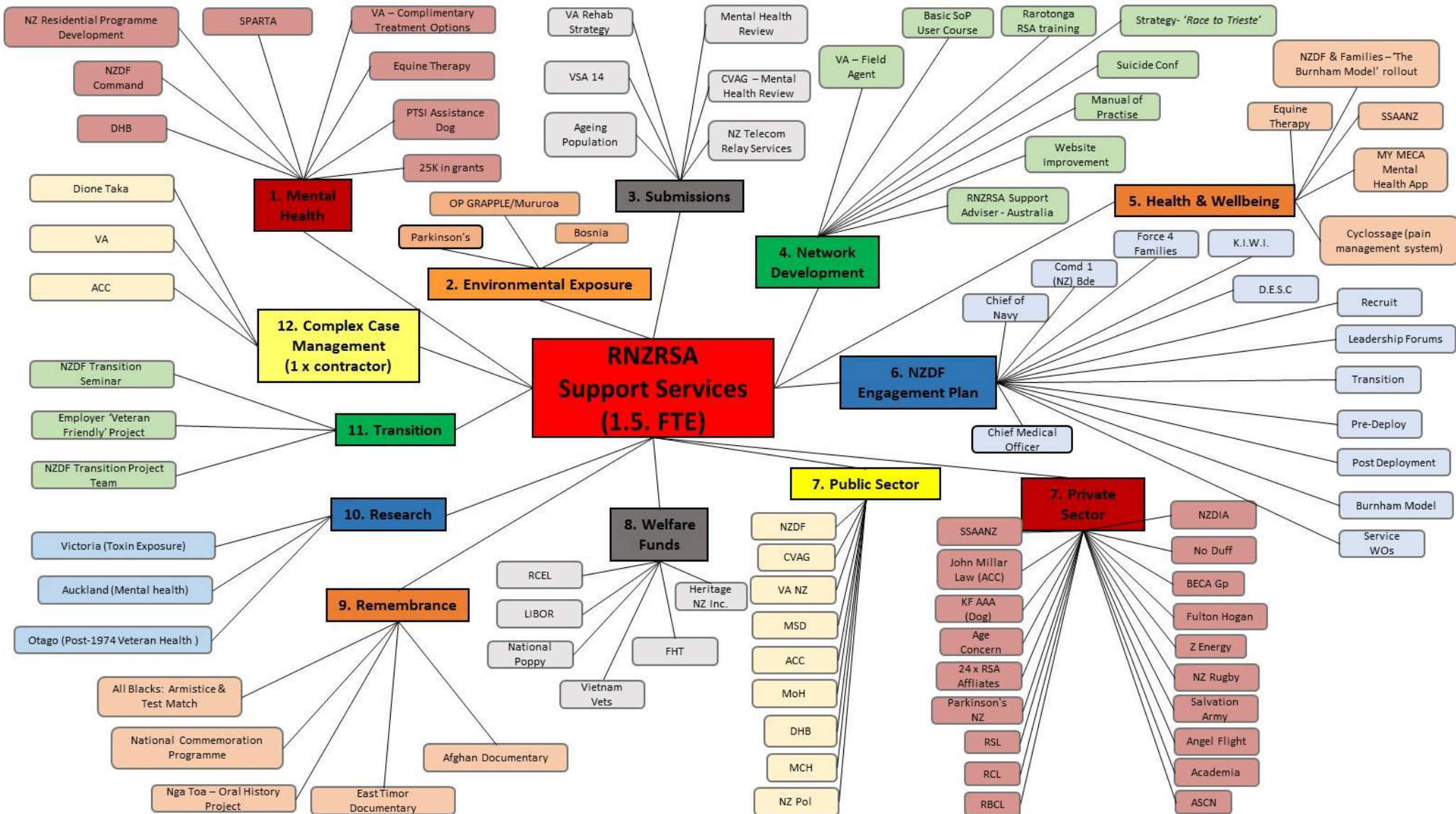
A handwritten signature in blue ink, appearing to read 'B.J. Clark', written in a cursive style.

B.J. Clark  
**NATIONAL PRESIDENT**

**Annexes**

- A. Scope of RNZRSA Support Services Activities FY 2017/18
- B. Analysis of Grant Expenditure FY 2017/18
- C. National and District Support Adviser (DSA) Activity FY 2017/18
- D. Local RSA Support Adviser Activity FY 2017/18

Scope of RNZRSA Support Services Activities FY 2017/18



**Analysis of Grant Expenditure FY 2017/18**

| Activity   | Remarks   | Expenditure               |
|--|---|---------------------------|
| <b>National Office and District Support Advisers (DSAs)</b>                    |   |                           |
| Mileage  | DSA (x9) and National Office staff (x3)   | 26,687.76                 |
| Travel – Airfares  | Includes stakeholder engagement, volunteer training, strategy rollout, committee meetings and Suicide Prevention workshop May 18 (2 x Staff and 3 x District Support Advisers).   | 29,920.28                 |
| Travel - Taxi  |   | 1,406.28                  |
| Travel - Other   | Bus / Train / Parking / Rental  | 1,391.03                  |
| Accommodation  |   | 6,087.48                  |
| Meals  |   | 1,425.97                  |
| Miscellaneous  | Legal Opinions / Training registrations / Membership Fee – ASCN / Minute takers / Stationary / Postage / Phones / IT consumables and maintenance.   | 10,362.58                 |
| Honorarium   | RNZRSA Support Adviser – advocate and complex case manager.   | 15,000.18                 |
|  |   | <b>92,281.56</b>          |
| <b>Service Delivery /Projects:</b>   |   |                           |
| <ul style="list-style-type: none"> <li>• NZDF Engagement Plan</li> </ul>       | Includes: <ul style="list-style-type: none"> <li>• Development of 'Burnham Model' across NZDF.</li> <li>• Pre-deployment Family Info Pack.</li> <li>• Transition 'Thank you' Pack.</li> <li>• Attendance of NZDF Transition seminar, Killed, Injured, Wounded, Ill (KIWI) forums.</li> <li>• Attendance of leadership and command courses / forums.</li> <li>• Assist NZDF Transition project.</li> <li>• Pamphlets.</li> </ul> | 10,660.90                 |
| <ul style="list-style-type: none"> <li>• Manual of Practice</li> </ul>         | Contractor fees   | 800.00                    |
| <ul style="list-style-type: none"> <li>• Training &amp; Development</li> </ul> | Includes: <ul style="list-style-type: none"> <li>• Level One Statements of Principles (SoPs) User course. \$2,084.90</li> <li>• Military &amp; Veteran Health Conference, Canada (1 x Staff). \$3,330.44</li> <li>• Rarotonga RSA Support Services Training (airfares for instructor from Whakatane RSA). \$2,199.00</li> </ul>   | 7,614.43                  |
| <ul style="list-style-type: none"> <li>• Conferences</li> </ul>                | NZDF Transition seminars and HQNZDF K.I.W.I. Forums   | 1,285.87                  |
| <ul style="list-style-type: none"> <li>• Venue Hire</li> </ul>                 |   | 1,860.87                  |
| <ul style="list-style-type: none"> <li>• Catering</li> </ul>                   |   | 1,773.56                  |
| <ul style="list-style-type: none"> <li>•</li> </ul>                            |   | 23,995.63                 |
|  |   | <b>TOTAL: 116,277.19</b>  |
| <b>Local RSA Support Adviser (LSA)</b>   |   |                           |
| Mileage  |   | 39,655.74                 |
| Travel   | Includes air / rail / bus / taxi / parking  | 1519.30                   |
| Accommodation  |   | 772.18                    |
| Meals  |   | 383.77                    |
| Other  | Stationary / Phone recharge / Postage etc.  | 186.52                    |
|  |   | <b>TOTAL: \$42,517.51</b> |

Actual expenditure Jul 2017 – Jun 2018: **158,794.70**

Balance carried over at 30 June 2018: **58, 205.30**

**Notes:**

The underspend of \$58k was the result of a combination of factors:










- The grant was not received until halfway through the FY (i.e. in Jan 2018).
- Project progress was affected by factors outside RNZRSA control. i.e. Victoria University Research behind schedule, availability of the Manual of Practice contractor, inability to find a suitable candidate for OP UBIQUE – the 12-month pilot employment of a full-time local support adviser (LSA).

The \$58k will be spent alongside the FY2018/19 grant as follows:

- Stage Two of Victoria University Research (\$25k).
- Completion of the Manual of Practice (\$7k).
- Conducting of three extra Level One SoP User Courses (\$8k).
- Contractor fees for new 'DSA-Australia' position (\$20k).

**National and DSA Activity FY 2017/18**

The grant has enabled the RNZRSA team to pursue an ambitious strategic programme of work derived from the RNZRSA Support Services Strategy 2017 to 2018 – *The Race to Trieste*. This work has delivered a number of key beneficial outcomes internally and across the NZ Veteran sector, which are recounted in more detail as follows.

|   |  |   |   |
|---|--|---|---|
|    | <b>111</b> Advocacy / Service Delivery events<br>(72 FY 2016/17)       |    | <b>88%</b> Case management success rate for <b>90</b> people with a value of <b>\$96k</b><br>(36% for 14 people @ \$60k FY 2016/17) |
|    | <b>64</b> Organisations actively engaged<br>(15 FY 2016/17)            |    | <b>168</b> Volunteers and staff trained over <b>17</b> events<br>(97 people & 22 events FY 2016/17)                                 |
|   | <b>84</b> Individual relationships actively managed<br>(75 FY 2016/17) |   | <b>\$25k</b> of welfare funds towards research projects<br>(0 FY 2016/17)   |
|  | <b>6</b> Major submissions to national reviews<br>(1 FY 2016/17)       |  | <b>\$106k</b> RNZRSA welfare grants dispersed with <b>44%</b> to post-1974 Veterans.<br>(226k and 34% FY 2016/17)                   |
|   |  |  | <b>\$58k</b> in emergency grants (LIBOR)<br>(26k FY 2016/17)  |

**At a Glance: RNZRSA Support Services Activity FY 2017/18**



## Summary of Outcomes

As with many other charities, it is often difficult to meaningfully quantify qualitative outcomes into dollar amounts. However, the following outcomes and supporting explanations provide evidence of the results that the RNZRSA staff (1.5 FTE<sup>3</sup> and 1 x contractor) and the nine DSAs have achieved. It is recommended that these be read in conjunction with the chart **Annex A**.

### 1. **Mental Health policy development and service delivery:**

- a. Raised awareness of younger veteran needs with DHBs to ensure referrals to RSA when appropriate and to provide Mental Health First Aid Training for RSA and No Duff (NDCT) volunteers.
- b. Increased access to complementary treatments not covered by VA NZ / ACC, including:
  - i. 2 Veterans sent to US-based PTSI residential treatment programme (SPARTA Project).<sup>4</sup>
  - ii. Counselling to families of serving NZDF personnel ('Burnham Model').
  - iii. PTSI Assistance Dog project for severely wounded Afghanistan Veteran.
  - iv. Equine-assisted therapy (in conjunction with Can-Praxis – Canada<sup>5</sup>).
  - v. Outdoor pursuits through Outward Bound and SSAANZ.
  - vi. MYMECA – mobile device app for combating negative emotions.<sup>6</sup>
- c. Facilitation and support for the development of NZ residential operational stress injury treatment options, with five rehabilitation companies (fit4work, proactive4health, He Waka Trust, CAN-PRAXIS, and The SPARTA Project).
- d. Advocacy within academia for research into younger Veteran mental health.
- e. **\$25k** in grants towards research.
- f. Success in destigmatising mental health injuries; evidenced by the increasing use of the term PTSI – Post Traumatic Stress Injury, as opposed to 'Disorder' (ex-service organisations, NZDF, NZ Police and Media).

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<sup>3</sup> For over two years (Jul 2016 to Aug 2018), due to a lack of capacity within existing staff, the second FTE in the National Office Support Team was required to spend at least half of their total work effort managing the significant trust administration responsibilities,. This has impacted on momentum and opportunity.

<sup>4</sup> <https://www.thespartaproject.org/>

<sup>5</sup> <https://canpraxis.com/>

<sup>6</sup> <https://www.linkedin.com/pulse/stressed-depressed-messedup-warren-rowe/>

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- g. Advocacy with NZDF leadership for the inclusion of operational stress injury training in NZDF command / leadership development and first aid training.

## 2. **Environmental Exposure:**

- a. Commission of research by Victoria University into toxicity in modern conflict zones (post-1974) – **\$15k** of welfare funds granted to date.<sup>7</sup>
- b. A successful appeal for acceptance by VA of Parkinson's Disease linked to exposure to trichloroethylene (TCE or 'trike') during RNZN service. Developed working relationship with Parkinson's NZ in anticipation of further claims.
- c. Response to **47** individuals who expressed concern over possible TCE exposure during military service.
- d. Advocacy for OP GRAPPLE Veterans regarding concerns over the government summary of the Massey University MFish study that conclusively indicated exposure to ionizing radiation.
- e. Advice / advocacy for Mururoa Veterans in pursuing claims of radiation exposure, including support for national roadshow, provision of a researcher, and introductions to VA NZ.

## 3. **Submissions:**

- a. **Six** major submissions to national reviews:
  - i. VSA 14 Review.
  - ii. National Mental Health Review – RNZRSA.
  - iii. National Mental Health Review – CVAG.
  - iv. Aging Population.
  - v. NZ Telecom Relay Services.
  - vi. Proposed National Programme of Commemoration (post-WW100).

## 4. **Network Development**

- a. The RNZRSA Support Services Strategy 2017 to 2020 – '*The Race to Trieste*' aims to standardise and professionalise service delivery within a more consistent, reliable and agile structure. This has seen a marked increase in demand on our nine DSAs<sup>8</sup>, who lead in the training, organisation and operations at the local level.
- b. Achievements towards this goal in FY 2017/18 include:

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<sup>7</sup> This is the first such NZ research into the risk from environmental exposure in conflict zones post-Vietnam. The aim is to address the glaring gap in definitive NZ-based research in order to develop appropriate and proactive Veteran health surveillance and treatment measures, and to avoid the costs of delay experienced by OP GRAPPLE and Vietnam Veterans. This will include a case study of 1990s Bosnia Veterans, who were accommodated in timber tanalising and metal factories, some of whom have expressed health concerns. Also there has been at least one death aggravated by service in Bosnia.

<sup>8</sup> The RSA is divided into 8 districts nationally; the largest geographical district – Wellington, West Coast & Taranaki – is further divided into two sub-districts with a DSA – Wellington North and DSA – Wellington South.

- i. Development of a national team approach with a single vision between RNZRSA (National Office) staff and the nine DSAs. This has delivered significant local change, including a strengthening of the relationship between the RNZRSA and local RSAs, and more consistent and agile service delivery. This is evidenced by an increasing number of local RSAs cooperating with monthly reporting (27% of RSAs compared to 24% in the previous FY) and younger Veterans being assisted by the RSA, (e.g. see increased welfare grants in paragraph 12).
- ii. National Office staff have engaged face-to-face with over **250** representatives of local RSAs across the country, explaining the need for change and how to provide broader support services.
- iii. Appointment of the 'DSA-Australia' to develop a more effective and efficient model of support to NZ veterans in Australia.
- iv. Our nine DSAs, have been able to increase the frequency and duration of their engagement with local RSAs (reinforcing teamwork and engagement with the national strategy), conduct more recruiting and training activities and develop more relationships with partner agencies (e.g. DHB, MSD etc.).
- v. The DSA for the Wairarapa/Hawkes Bay/East Coast has successfully revived the reputation and reach of the RSA along the East Coast, as well as facilitating younger Veterans into the ailing Gisborne RSA executive.
- vi. A younger Veteran was appointed as the DSA for the large, complex Auckland RSA District.
- vii. Extended Employer Assistance Programme (EAP) services to the nine DSAs in recognition of their increased responsibilities.
- viii. **168** Volunteers have received a variety of training ranging from elementary training to specialist skills including management of complex VA and ACC appeals and mental health treatments.
- ix. **3%** increase in monthly reporting by local RSAs, (i.e. **27%** compared to 24% in the previous FY).
- x. **10%** increase in the number of welfare grants made to post-1974 serving or ex-service personnel and dependents from the last FTY. This increase within each separate trust is: RNZRSA trust (48%), Libor (83%) and National Poppy Trust (23%). Total: 50 out of 114 applications (44%).
- xi. Increased cooperation between local RSAs supporting NZDF (e.g. Burnham Camp – Papanui and Templeton RSAs, Linton Camp – Palmerston North, Ashhurst, Fielding, Bulls, Wanganui and Waitara RSAs).
- xii. Improved activity reporting designed to also identify from whom referrals are received and Veteran cohorts requesting support.

- xiii. Rewrite of the two LSA introductory self-paced learning tests, to reflect the VSA 14 and younger Veteran need.
- xiv. Development and conduct of first 'Basic RSA LSA Course', which covers the completion of VA applications, navigation of VA website and use of the Statements of Principles (SoPs).
- xv. Continuation training for the Rarotonga RSA Support Adviser, in conjunction with Whakatane RSA. This activity included outreach to younger Veterans.
- xvi. Professional development for staff and selected DSAs in Mental Health First Aid, Suicide Prevention, contemporary research findings and practice developments.
- xvii. Provided response to requests for support within the community by VA NZ and NDCT.
- xviii. A contractor was employed to write a comprehensive Manual of Practice (19 chapters).
- xix. Re-development of external website to improve accessibility of services for both volunteers and eligible people.

#### 5. **Access to complementary Health and Wellbeing services:**

- a. Improved welfare grant policy to provide funds for Veterans and/or dependents to attend outdoor activities to complement clinical mental health treatments e.g. SSAANZ and Outward Bound.
- b. MOU between RNZRSA and SSAANZ, including provision of RSA funding.
- c. Review of NZ-based equine-assisted therapy, identification of certified providers and access to services. Conducted in conjunction with Canadian-based provider – Can Praxis. Promotion of treatment among the RSA, RSA affiliates and partner NGOs.
- d. Access to counselling for spouses and children of serving NZDF members through the 'Burnham Model'.
- e. Review of and access to the 'Cyclo-ssage Full Body Massage Therapy System'<sup>9</sup> for pain management and relief of the symptoms of muscle and joint mobility related problems.
- f. Review of and access to MYMECA, a Mental and Emotional Conditioning App that provides simple, empowering strategies for combating negative emotions.

#### 6. **NZDF Engagement Plan:**

- a. The aim of the NZDF Engagement Plan is to provide support to serving NZDF personnel and/or their families in order to assist the NZDF to provide complete, wrap-around services, and to increase engagement by demonstrating the relevance of the RSA to succeeding generations of service personnel. The Plan consists of regular engagement with senior leadership figures across HQ NZDF, HQJFNZ, the three services and local camp and base contacts, advocating on a broad range of issues including the integration of support within existing NZDF platforms.

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<sup>9</sup> <https://www.rsa.org.nz/cyclo-ssage>

- b. Associated activities and achievements include:
- i. Direct interaction with an estimated **857** serving NZDF personnel and/or family members.
  - ii. The Burnham Model: Formal integration of the RSA Local Support Adviser (LSA) for Burnham Camp into existing NZDF health and wellbeing platforms (i.e. Command, Chaplains, Health, Regional Care Coordinator, Social Worker, Community Support Officer and Deployment Support Officer). See **Appendix 1 and 2 to Annex C** for statistics and feedback received.
  - iii. Agreement to roll out the 'Burnham Model' in Linton Camp (launched 9 Aug 2018).
  - iv. Relationships established between RNZRSA DSAs and the Northern and Central NZDF Regional Care Coordinators and Community Support Officers in Devonport, Whenuapai, Papakura, Arch Hill, Waiouru, Linton and Woodbourne.
  - v. Distributed **700** Family Pre-deployment information packs. See **Appendix 3 to Annex C** for feedback received.
  - vi. Presented at three NZDF transition seminars, distributing **80** 'Thank You for your Service' packs, reaching approximately **60** serving NZDF personnel.
  - vii. Presented at four RNZN Divisional Officers Courses, reaching approximately **80** serving RNZN Young Officers and Senior Non-Commissioned Officers.
  - viii. Presented at two additional RNZN forums – Sailor of the Year and Divisional Officers Quarterly Meeting, reaching approximately **48** personnel.
  - ix. Presented at three Killed Injured Wounded Ill (K.I.W.I) forums.
  - x. Attended five meetings with Chief of Navy<sup>10</sup> to advocate on and request support for Support and Remembrance matters.
  - xi. Attended four meetings with NZDF Chief Medical Officer, Wing Commander P. Nealis, to discuss integration of RSA support (Burnham Model) and RNZRSA advocacy on clinical matters.
  - xii. Attended three meetings with NZDF Director Wellness to discuss integration of RSA support (Burnham Model).
  - xiii. Attended two meetings with the Force 4 Families Committee to discuss integration of RSA support (Burnham Model).
  - xiv. Attended four NZDF Wellness Expos in Burnham and Linton.
- c. Significant outcomes of this engagement have included:

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<sup>10</sup> Chief of Navy was appointed by previous CDF (Lt Gen Keating) as the HQNZDF POC for RNZRSA.

- i. Overturning stereotypes about the role and relevance of the RSA to younger generations of serving and recently retired NZDF and their families (e.g. at the Linton Expo, 20 applications for membership were received by serving soldiers and referral of nine ACC cases for serving personnel).
- ii. Increased local RSA ability to provide broader, more relevant support to younger veterans (e.g. increased agility of Papanui and Templeton RSAs supporting Burnham Camp).
- iii. Increased demand on NZDF and RSA support platforms (e.g. Appendix 1 to Annex C).
- iv. Normalised the seeking of support among serving NZDF and their families (e.g. Appendix 1 to Annex C).
- v. Provided NZDF with complementary services to provide complete, wrap-around support plans (e.g. Appendix 1 to Annex C).
- vi. Increased referrals from within NZDF for RSA support (e.g. Appendix 1 to Annex C).
- vii. Increased direct requests to local RSAs from younger service personnel and their families (e.g. increase in monthly activity reporting).
- viii. Increased trust and confidence between NZDF and RSA (e.g. increased demand for the Burnham Model across NZDF).

## 7. **Public & Private Sector Engagement Plan:**

- a. The aim of the RNZRSA Public and Private Sector Engagement Plan is to reconnect all appropriate public and private sector stakeholders into a cohesive, agile and influential NZ 'Veteran Sector' in order to deliver improved health and wellbeing outcomes for serving and ex-service personnel and their families.
- b. While this Engagement Plan includes advocacy on unresolved, current, emerging and future issues, its predominate focus is on long-neglected post-1974 Veteran issues, including the nature of modern military operations, and how this shapes Veteran and family support needs.
- c. Achievements within the **Private Sector** include:
  - i. **New Zealand Defence Industry Association (NZDIA):** Development of an 'Employer Veteran-Friendly Certification Programme'. Promotion of companies seeking ex-NZDF personnel among the ex-service community.
  - ii. **BECA Group, Z Energy and Fulton Hogan:** Promoting employment of ex-NZDF personnel by securing their agreement to support development of the 'Employer Veteran-Friendly Certification Programme'. Promotion of their companies among the ex-service community.
  - iii. **NDCT:** Provision of emergency funds, access to RSA support services (e.g. Equine-Assisted Therapy, SSAANZ), and long-term / complex case management outside No Duff's capacity).

- iv. **Academia:** Advocacy for appropriate NZ-based research on younger Veterans with The Universities of Otago and Auckland.
- v. **NZ Rugby:** Access to their mental health policy and practices to inform our own projects. Delivery of modern Remembrance events (e.g. NZDF flag carriers and public acknowledgement at domestic test matches and linking Armistice Day to all generations of service).
- vi. **NZ Rugby Players Association:** Sharing of transition policy and practice with RNZRSA and NZDF.
- vii. **Salvation Army:** Promotion of the availability of emergency loans and the coordination of local support.
- viii. **Angel Flight<sup>11</sup>:** Access to registered charity that assists people who may be medically, financially and geographically challenged to attend medical appointments in the main centres.
- ix. **Australasian Services Care Network (ASCN)<sup>12</sup>:** Access to subject matter expertise and clinical advice to inform RNZRSA advocacy through an MOU (signed in 2016).
- x. **Age Concern NZ:** Provision of advice on Veteran-related matters, assistance with RNZRSA policy development and practice, and sharing of knowledge and resources to improve local RSA support.
- xi. **Parkinson's NZ:** Provision of advice on Veteran-related matters, assistance with RNZRSA policy development and practice, and sharing of knowledge and resources to improve local RSA support.
- xii. **Kotuku Foundation Assistance Animals Aotearoa (KFAAA)<sup>13</sup>:** Cooperation in delivery of first PTSD assistance dog for NZ Veteran (Dion Taka, severely wounded in Afghanistan in 2012).
- xiii. **John Millar Law, Wellington:** Provision of *pro bono* assistance to RNZRSA in managing complex ACC cases.
- xiv. **Sailors, Soldiers, Airmen Association of New Zealand (SSAANZ):** Access to SSAANZ activities with new funding and promotion of SSAANZ within Veteran sector. MOU signed in 2018.
- xv. **RNZRSA Affiliates (x 24):** Provision of RNZRSA advice and advocacy, and coordination between affiliate and RSA support officers and updates on sector matters.
- xvi. **Returned Services League (RSL) and NZ Veterans in Australia (NZVIA):** Coordination of support to NZ Veterans who are Australian residents.

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<sup>11</sup> <https://angelflightnz.co.nz/>

<sup>12</sup> <http://www.ascn.org.au/>

<sup>13</sup> <https://aboutus.co.nz/about/kotuku-foundation-assistance-animals-aotearoa/>

- xvii. **Royal British Legion (RBL):** Coordination of support to British Veterans who are NZ residents via the RNZRSA Liaison Officer – Buzz Anderson. Access to policy, training and research material.
  - xviii. **Royal Canadian Legion (RCL):** Access to policy, training and research material.
- d. Achievements within the **Public Sector** include:
- i. **Combined Veterans Advocacy Group (CVAG):** RNZRSA proposed and drove the creation of CVAG as a step towards more effective and efficient cooperation and coordination across the Veteran sector.
  - ii. **Veterans' Affairs New Zealand:** The strong relationship with the RNZRSA has delivered a number of critical benefits to VA. RNZRSA support has assisted in the reduction of the number of reviews and appeals. The RNZRSA also provided eyes and ears in the field, regular feedback on Veteran issues, support for complex case management, advice to the Rehabilitation Strategy project, distribution of updates / notices, and support to the East Coast Hospital Clinics, and the hosting of five VA Forums across NZ.
  - iii. **Ministry of Social Development (MSD):** Agreement for RNZRSA District Support Advisers (DSAs) to refer veterans in crisis directly to MSD Regional Directors, rather than through the 'front desk'.
  - iv. **Accident Compensation Corporation (ACC):** ACC National Office appointed an RNZRSA Liaison Officer to facilitate advocacy concerning applications, reviews and appeals, and to provide advice to veteran-related policy development and service delivery.
  - v. **District Health Boards (DHB):** Agreement to refer Veterans to RSA when appropriate, and to provide mental health first aid training for RSA and NDCT volunteers. General Managers were updated on the characteristics of the younger Veteran population including numbers, predominance of mental health injuries, impact on families, hesitancy to seek support, and the nature of modern operations.
  - vi. **Ministry of Health – Mental Health and Addiction Services (MoH):** Advocacy with the Deputy Director of Mental Health and Addiction Services on Veteran issues and need to address gaps in Veteran health data.
  - vii. **Ministry of Culture and Heritage (MCH):** Advocacy for modern remembrance events and acknowledgment of post-1974 operational service, as a key component to address younger Veteran reluctance to seek timely support and associated health issues.
  - viii. **NZ Police:** Promotion of the eligibility of serving and ex-sworn officers, including those with operational service, for RSA support within The Police Association and Police National Headquarters. Publication of an article in the Police News destigmatising PTSD.

## 8. **Welfare Grants:**



- a. **44%** of all national grants went to post-1974 serving and ex-service persons, representing a **10% increase** from FY 2016/17.
- b. **\$52k** in emergency funds from the RCEL-LIBOR<sup>14</sup> grant (\$26k in FY 2016/17)
- c. **\$59k** distributed to ex-Commonwealth Veterans in NZ on behalf of the Royal Commonwealth Ex-Services League (RCEL).
- d. **\$106k** distributed from RNZRSA national funds (\$226k in FY 2016/17).
- e. Increased cooperation and Veteran access to other trusts, including Heritage NZ (one of the support services staff is a trustee), The Fallen Heroes Trust (FHT) and the Vietnam Veterans Trust etc.

## 9. **Remembrance:**

- a. *Support and Remembrance* are complementary foundations of the RNZRSA. We live in an era where younger Veterans may not consider themselves as 'Veterans'. As a consequence, some may not feel worthy of, or entitled to, support. RNZRSA's improved Remembrance outcomes for post-1974 Veterans are vital in encouraging these people to seek advance support, well before the onset of a crisis.
- b. Through strategic partnerships with high profile sponsors, RNZRSA Support Services has provided the following support to the new Remembrance Strategy:
  - i. **MCH National Programme of Commemoration:** Advice on the nature and purpose of commemorations post-WW100, and the urgent need to acknowledge post-1974 service.
  - ii. **NZ Rugby:** Facilitating NZDF flag carriers and public acknowledgement at domestic test matches and the linking of Armistice Day to all generations of service.
  - iii. **Nga Toa:**<sup>15</sup> Support to this not-for-profit NZ Veteran oral history project including official RNZRSA endorsement, fundraising, introductions to potential sponsors, and providing access to younger Veterans.
  - iv. **\$5k** grant for the production of the documentary 'Afghanistan – The Soldiers Story'.
  - v. Endorsement of proposed East Timor Documentary to mark the 20<sup>th</sup> Anniversary of NZDF Deployment (2019/2020).

## 10. **Research:**

- a. Advice, promotion and **\$10k** grant for University of Otago Study on the health status of post-1991 Veterans (Professor David McBride).<sup>16</sup>

<sup>14</sup> The 'RCEL-LIBOR' grant was made to all RCEL members from the UK Government in 2016, from fines imposed on UK financial institutions related to the 2008 global financial crisis.

<sup>15</sup> <http://www.kiwiveterans.co.nz/about-ngatoa>

<sup>16</sup> <https://www.otago.ac.nz/veteranshealth/index.html>

- b. Advice and promotion of University of Auckland Veteran Study assessing the effectiveness of on-line assessments of Veteran health (Professor Felicity Goodyear-Smith).<sup>17</sup>
- c. Commission of Victoria University research into environmental toxicity in post-1970s conflict zones. To date, a **\$15k** grant from welfare monies has been made.

11. **Transition:**

- a. Development of an Employer Veteran-Friendly Certification process in conjunction with New Zealand Defence Industry Association (NZDIA), BECA Group, Fulton Hogan and Z Energy. Draft criteria under review by NZDIA and BECA Group.
- b. Veteran access to transition services through Post-Transition Ltd (W. Apiata, VC) and Ex-Services Recruitment.
- c. Presentations to NZDF Transition seminars (4 annually).
- d. Advocacy / advice to the NZDF Transition Project Team, including summaries of recent overseas research.
- e. Facilitate engagement between NZDF Project Team and other stakeholders (e.g. NZ Rugby and NZ Rugby Players Association).

12. **Complex Case Management:**

- a. This role is undertaken by the RNZRSA Support Adviser / Advocate – Mr Richard Terrill (ex-RNZAF), who is responsible for managing complex, individual cases. His role also includes VA and ACC reviews and appeals, advising RNZRSA on general support and legislative matters, and producing submissions.
- b. Over the last 18 months the demand on this role has grown significantly. This increase has been assessed as being caused by an increased reputation to achieve successful outcomes, a larger focus on ACC cases, more local engagement with ex-NZDF and more cooperation within NZDF. Demand has grown so much that in July 2018 we recruited another volunteer to assist the RNZRSA Support Adviser / Advocate.
- c. Significant outcomes from January 2017 to June 2018 include:
  - i. **88%** success rate of the **90** individuals assisted with their case / conditions, including NZ Veterans living overseas (see Figure 1 below),
  - ii. **3451** hours worked equating to a value of **\$96k** (see Figure 2 below).

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<sup>17</sup> [https://www.facebook.com/RSANational/posts/2198616160418606?\\_xts\\_\\_\[0\]=68.ARBRLB3PiM9S5-kTi1GeIc4GiWVNzf4oNYnvpXQOK-IEWi8Z4rYSKmY9aokRi5HMBOT0NU6cBhddRR-o\\_T2Q5AQ0EfludoR5MEfiWmVg07DjDZQdSibg5u0Y3DxOyITXoz1oHMLmCBbxYCFN-9bQA7F9eBc7a03wtlPcRrP6-lZeQj3lnW5w&\\_tn=-R](https://www.facebook.com/RSANational/posts/2198616160418606?_xts__[0]=68.ARBRLB3PiM9S5-kTi1GeIc4GiWVNzf4oNYnvpXQOK-IEWi8Z4rYSKmY9aokRi5HMBOT0NU6cBhddRR-o_T2Q5AQ0EfludoR5MEfiWmVg07DjDZQdSibg5u0Y3DxOyITXoz1oHMLmCBbxYCFN-9bQA7F9eBc7a03wtlPcRrP6-lZeQj3lnW5w&_tn=-R)

- iii. A successful RNZRSA submission involving VA, ACC and NZDF, requesting ACC to hand over all case management responsibility of Dion Taka (a severely wounded Afghanistan veteran and current member of the NZ Army in receipt of a complex mix of WDP 54 and VSA 14 Scheme One and Two services and entitlements) to VA.
- iv. A close, working relationship with the VA Decisions Team, which has assisted VA decision-making in complex cases and reduced processing times. This has also allowed RNZRSA to better manage frivolous requests and improved our ability to communicate VA decisions within the Veteran community.

| Activity                         | Cases     | Upheld    | Declined | Pending  | Remarks  |
|----------------------------------|-----------|-----------|----------|----------|--|
| ACC: Reviews                     | 23        | 13        | 1        | 9        |  |
| VA: Reviews & Appeals            | 64        | 57        | 6        | Nil      |  |
| Ombudsman submission             | 1         | 1         | -        | -        |  |
| Major mental health intervention | 2         | -         | -        | -        | Two Veterans in significant, complex distress requiring extended, close, personal support. |
| <b>TOTALS</b>                    | <b>90</b> | <b>71</b> | <b>7</b> | <b>9</b> | <b>88%</b> success rate  |

*Figure 1: Total individual cases January 2017 – June 2018*

| Activity                              | Hours       | Remarks  |
|---------------------------------------|-------------|--|
| Applications / Reviews / Appeals etc. | 2134        | As per Figure 1 above.   |
| VSA 14 Review                         | 638         | Travel with Professor Paterson and Review Team, and preparation of RNZRSA Submission.            |
| Mururoa Veterans Group                | 90          | Travel with roadshow and research.   |
| Meetings and Conferences              | 261         |  |
| Interviews and Visits                 | 328         |  |
| <b>TOTAL</b>                          | <b>3451</b> | Equates to <b>\$96, 352</b> of work using NZ Stats health sector volunteer hourly rate @ \$27.92 |

*Figure 2: Total case management hours January 2017 – June 2018*

**RSA Support to Burnham Camp  
Feb 2017 – Apr 2018**

STATISTICS FOR INTERAGENCY PROGRAMME FEB 2017 – APR 2018

| ENGAGEMENT TYPE   | HARDSHIP | SERVICE RELATED CONDITIONS | VETERANS AFFAIRS |
|---|----------|----------------------------|------------------|
| Walk In   | 12       | 1                          | 5                |
| Referral from Welfare Support Platform                  | 8        | 5                          |                  |
| Referral to back to NZDF Welfare Support Platform       | 7        |                            |                  |
| Assistance to serving NZDF personnel outside of Burnham | 4        |                            |                  |

**Total: 42**

FINANCIAL ASSISTANCE

| TOTAL REQUESTS | ADVICE ONLY | GRANTS – Death of Service Personnel or Dependants | ASSISTANCE WITH DOCUMENTATION | GENERAL |
|----------------|-------------|---|-------------------------------|---------|
| 31             | 4           | 6   | 5                             | 7       |

DEMOGRAPHICS

| SERVICE PERSON (CURRENTLY SERVING) | SERVICE PERSON (RETIRED) | DEPENDANT OF SERVICE PERSON (CURRENTLY SERVING) |
|------------------------------------|--------------------------|---|
| 23                                 | 5                        | 3   |

ADDITIONAL SUPPORT

| <u>Wellbeing Expo</u> | <u>Burnham</u> | <u>Linton</u> | <u>Remarks</u>     |
|-----------------------|----------------|---------------|--------------------|
|                       | 2              | 2             | By invitation only |

**Burnham Model Feedback from SNCO, April 2018**

*"I would like to take this opportunity to make a statement on how the RSA helped and provided support.*

*Please do not use my name*

*Summary of facts:*

- *Had traumatic family events happen in 2016.*
- *Became financially "in the red"*
- *Mortgage payments was in arrears*
- *Credit card was in arrears*
- *Struggling to keep the family together*
- *Diagnosed with PTSD*
- *Family developed mental illness*

*Unsure what path or direction to take so I saw the RSA advertisement on the Burnham "Facts on Friday" and thought what have I got to lose.*

*Met Lorraine and Brian, the supporting staff from the RSA and NZDF. After talking about my problems in detail. They came up with some solutions and guidance, bearing in mind I am a proud SNCO, and at the start this was embarrassing knowing I cannot support my family.*

*After a long discussion, the RSA and NZDF went above and beyond my expectations, taking away the majority of my financial stresses and also giving me and my family a weekend break to Hanmer Springs.*

*Not only supporting my family financially they are looking into assisting with my children's mental health (the Military does not cover) by seeking financial support for them to have Counselling / Psychologist treatment.*

*Once again thank you for going above and beyond and this support should be included within the NZDF Welfare support."*

**Feedback from NZDF -  
Family Pre-Deployment Information Pack**

*Dear RSA,*

*I recently received a family deployment package from the NZDF and in there was a small postcard from yourselves with a little pin. I just want to say thank you. It was the most meaningful little card and the pin rung true with me.*

*It's something as a wife I can wear to honour soldiers and their families, past, present and future. It was also really lovely that it is gifted to me from an organisation that understands.*

*I also really appreciated the wording on the little postcard thanking me for my service and wishing my husband safe travels home.*

*So I just wanted to write you a little note of thanks, it's very much been appreciated and the pin is in my jewelry box waiting for the occasions I can wear it on with pride."*



**RNZRSA Family Pre-Deployment Information Pack**

## Local Support Services activity FY 2017/18

### General

1. The estimated national community value delivered by volunteer RSA Support Advisers, based on 100% returns for the 2017/2018 financial year is **\$2.2 million**<sup>18</sup> (\$1.5 million for FY 2016/17).
2. The grant has enabled our local volunteers to materially increase the quality of life, health and wellbeing of more veterans. They have travelled further, more frequently and spent more hours than recorded in the previous FY. The statistics for the 26% of local RSAs who reported are summarised below:



**131,798** kms travelled (65,000 FY 2016/17)



**19,636** Volunteer hours (14,000)



**21,494** Interactions with eligible people (16,000)



**4024** Interactions with organisations (3000)



**\$548,237** of community benefit (328,860)



**\$2.2 million** of community benefit nationally (1.5 million FY 2016/17)

**At a Glance: Recorded Local Support Services Activity FY 2017/18**

<sup>18</sup> Working off one LSA per RSA plus nine DSAs and one RNZRSA contractor for a total of 191 eligible Support Advisers, based on the average returns over 12 months (of 50) makes a 26% return rate per month on average (rounded down to the nearest whole number). The numbers would look like; 2017/2018 year stats: Hours 77,759; Net community value (@\$27.92/ hr) \$2,171,031.28

## Observations

1. The following observations are made:
  - a. Improved local performance: Support activity (enquiries, advice, referrals, visits and other assistance) has been higher overall compared with the previous FY. **Comment:** This provides evidence of the increasing effectiveness and efficiency of RNZRSA and DSA engagement, and of the improved performance of 'engaged' Local Support Advisers (LSAs).
  - b. Mileage<sup>19</sup>: At \$40,000k, this is the significant majority of cost of grants to LSAs. Although local reimbursements have not been as high as in the previous three FY (indicating a welcome increase in the use of local welfare funds) applications are steadily increasing. **Comment:** It is anticipated that the draw on the \$7,000 monthly budget will increase over the next FY as local engagement with RNZRSA and DSAs increases.
  - c. Travel distances: Analysis of the increased kilometres travelled indicates that as some local RSA capacity reduces, and the demand for RSA support rises, a commensurate increased demand is placed on a small number of local volunteers. This is one of many factors driving strategy projects such as volunteer recruitment, training and development, recognition and workforce planning.
  - d. Volunteer Hours: An extra 2.5k volunteer hours were recorded compared to the previous FY. **Comment:** This is further evidence of increased engagement by LSAs and the influence of change agents (RNZRSA, DSA, the strategy, local NZDF relationships etc.).
  - e. Peak demand: Based on the monthly average of reported hours, the latter half of 2017 was busier for support advisors than the beginning of 2018. **Comment:** Although winter and Christmas traditionally see an increase in demand on charities, we do not yet have enough data to identify if there are any other factors at play, which might shape future plans.

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<sup>19</sup> Currently budgeted at \$7k per month for all districts, this is paid to the volunteers who travel widely throughout their regions in their own vehicles providing service delivery within the community and attending training. This is the single and most meaningful means of both ensuring delivery and by which we recognise and retain the vital service of our Volunteers.