

Nā te moa i takahi te rātā — *(The rata that has been trampled on by a moa when young will never grow straight)*

This whakatauki points at two things within our veteran support system: Firstly it signifies that at the point of transition out of the military, if the veteran is 'not trampled' but supported through this and other phases of transition, then life will be lived to the fullest. Secondly it currently highlights the problem with our support system in that we are having to always try and 'straighten our rata', (similar to the ambulance at the bottom of the hill cliff analogy).

A Life Well Lived (The un-trampled Rata) Veteran Support





Government Covid Grant | March 2021

General

The RNZRSA started to implement the delivery of the Government Covid Fund in late Sep 20. This report covers the period from 9 Dec 20 until Mar 21. The first report was delivered Jan 21. Over this period the following significant activities have been undertaken:

- Two 100% internal quality assurance audits which reviewed applications for adherence to policy, completeness and delivery of support to the applicant.
- 216 applications were reviewed over the reporting period.
- Lessons learned workshop.





Story behind the Government Covid Grant

The NZ Government announced a onetime grant to the RNZRSA. The term of the grant is between 1 Jul 20 and 30 Jun 21. The grant comprises two parts a welfare component of \$2 Million and an operational component of \$ 500 Thousand. This report is focused on the welfare component of \$2 Million. The policy for the grant was completed early October and the grant process commenced mid-October.

The application process was initially focussed on self-referral and while this option is still available, most grant applications are now sent through our nine District Support Managers or their support advisors. As at 31 March 2021, 492 applications had been received with a total of \$ 1.96 M requested.

One complaint was received in Q1 and was sent to the Board for Review. The Board upheld the committees decision and this information was forwarded to the applicant. The application was declined on the basis that it was to purchase a motor vehicle outside of the policy guidelines. Subsequently the District Support Manager and Support Advisor completed for the applicant an assessment and other RSA support was provided.



	NUMBER OF COVID-19 APPLICATIONS			\$ INVESTMENT PER 000	REFERRED		
	Q1 8 DEC	Q2 31 MARCH	TOTAL		RSA	Self	Others
NUMBER APPROVED	247	196	443	\$ 1.542M	317	89	37
NUMBER DECLINED	18	12	30	\$ 182,234	20	8	2
PENDING	4	15	19	\$ 251,500	14	4	1
TOTAL	269	223	492	\$ 1.976M	351	101	40

Progress on Social Sector Accreditation

The RNZRSA is continuing to work on social sector accreditation, no further progress has been made on the recommendations made by MSD.



Government Covid Grant Partners



All the District Support Managers (nine) and support advisors



District Presidents and RSA clubs



The NZDF, particularly the hubs located in Linton, Trentham and Burnham



The Vietnam Veterans and their Families Trust



EVSA (Neville Wallace Memorial) Children's & Grandchildren's Trust



The Ranfurly Veterans Trust (partnership for the employment of a DSM in Auckland to deliver welfare elements)



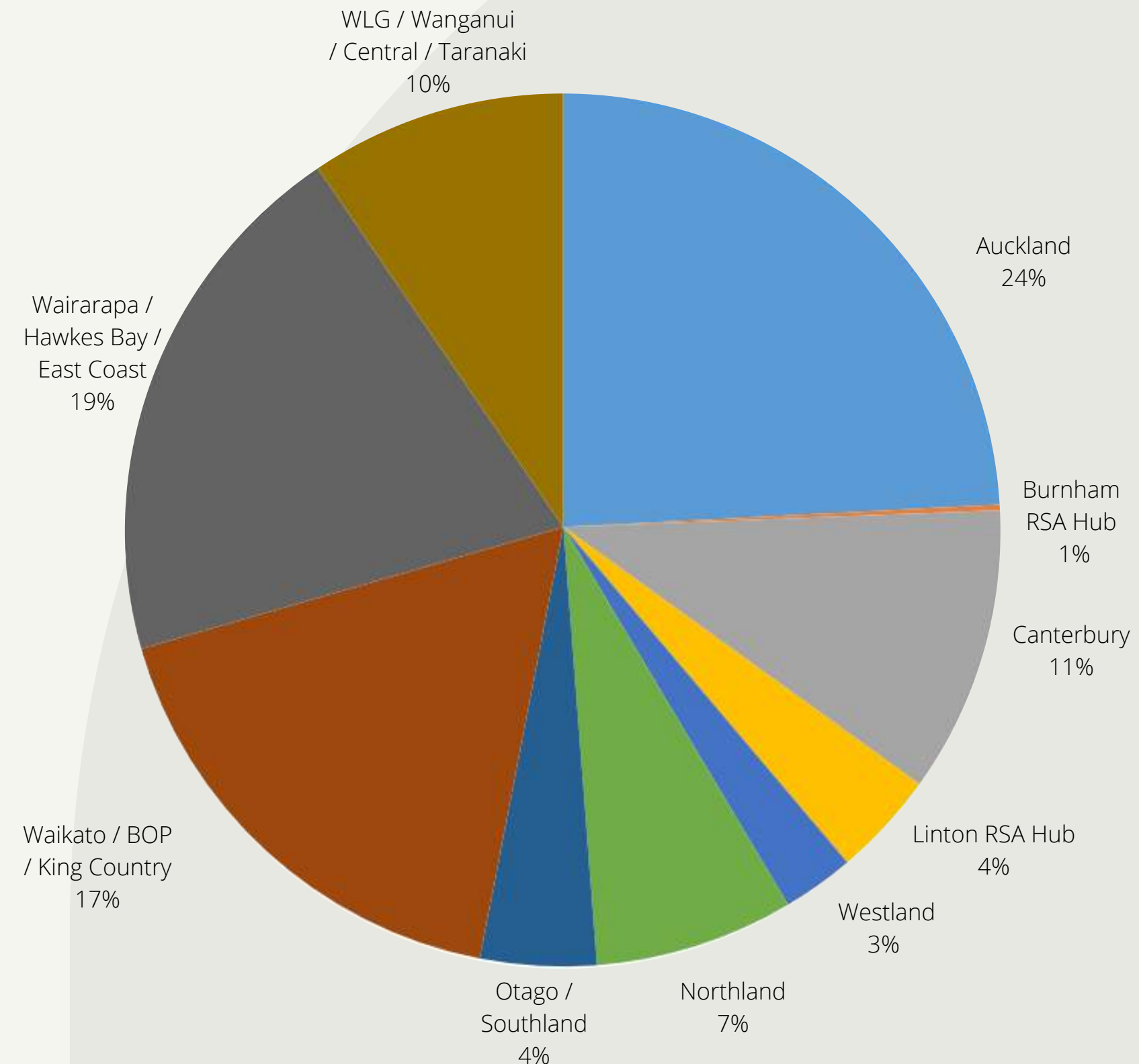
The Fallen Heros Trust



Government Covid Grant | Application by region

The following chart outlines the reach of the programme.

Region	Q1 8 DEC	Q2 31 MARCH	TOTAL
Auckland	65	54	119
Burnham RSA Hub	1	0	1
Canterbury	35	17	52
Linton RSA Hub	16	3	19
Nelson / Marlborough / Westland	2	11	13
Northland	12	24	36
Otago / Southland	18	3	21
Waikato / BOP / King Country	52	34	86
Wairarapa / Hawkes Bay / East Coast	47	51	98
WLG / Wanganui / Central / Taranaki	21	26	47



Government Covid Grant | Withdrawn/declined applications

	WITHDRAWN	NOT APPROVED	TOTAL	REASONS FOR DECLINE	IMPACT	\$ INVESTMENT PER 000
Auckland	2	6	8	5 x Outside of policy 1x Other funding 1x VANZ eligiable 1x Applicant is Australian	4x Medical 1x Home repair 1x Transport 1x Meeting 1x Mobility	\$ 41,731
Canterbury	4	1	5	3x Outside of policy 1x Duplicate application 1x Other funding	2x Medical 2x Home repair 1x Hardship	\$ 27,058
Linton RSA Hub	1	1	2	1x Outside of policy 1x Duplicate application	2x Medical	\$ 500.00
Nelson / Marborough / Westland	1	0	1	1 x Outside of policy	1 x Home repair	\$ 30,000
Northland	1	0	1	1 x Outside of policy	1 x Sponsoring	\$ 14,000
Otago / Southland	0	1	1	1 x Outside of policy	1 x Medical	\$ 3,231
Waikato / BOP / King Country	1	4	5	5 x Outside of policy	2x Medical 1 Home repair 1x Transport 1 Education	\$ 35,762
Wairarapa / Hawkes Bay / East Coast	2	0	2	2 x Outside of policy	1x Medical (Mobility scooter) 1 Home repair	\$ 7,000
WLG / Wanganui / Central / Taranaki	2	3	5	4 x Outside of policy 1x Applicant has passed away	4x Hardship 1x Medical	\$ 22,950



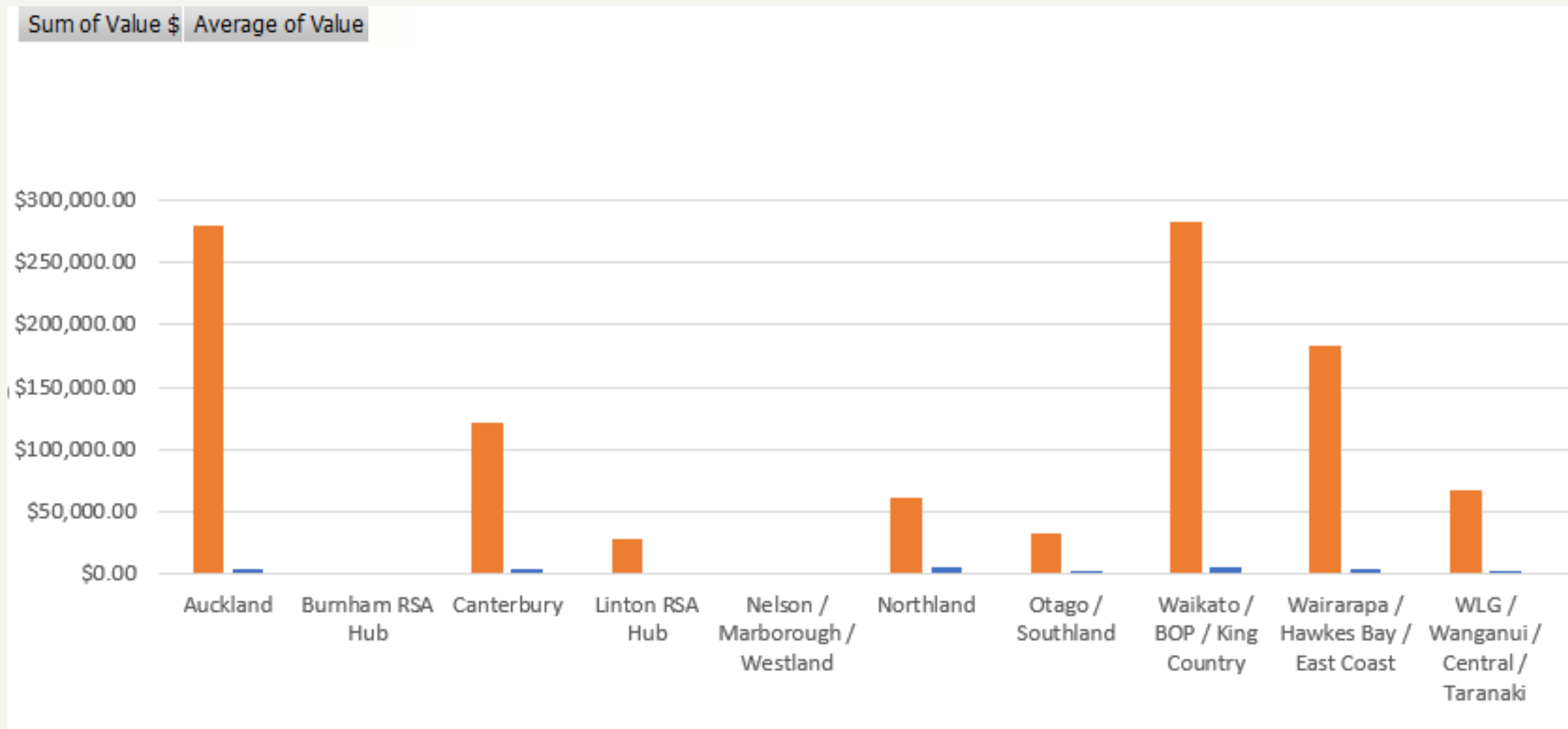
Insights comparison Q1 vs Q2 Applications by Region

- Both Northland and Nelson / Marlborough / Westland (NMW) increased applications, the Northland increase was resultant from work by the DSM connecting with Far North communities and the NWM increase is due to active outreach by Support Advisors particularly in the West Coast area. In the previous quarter, these regions had a low uptake of the Government Covid Fund.
- During Q2 applications from Wairarapa / Hawkes Bay /East Coast (WHE) and WLG/Wanganui / Central/ Taranaki (WWCT) increased. For WHE this represents the ongoing work being done on the East Coast connecting with Veterans outside of the RSA. The increase for WWCT is related to an increase in the support network.



Investment Per Region

Q1
8 DEC



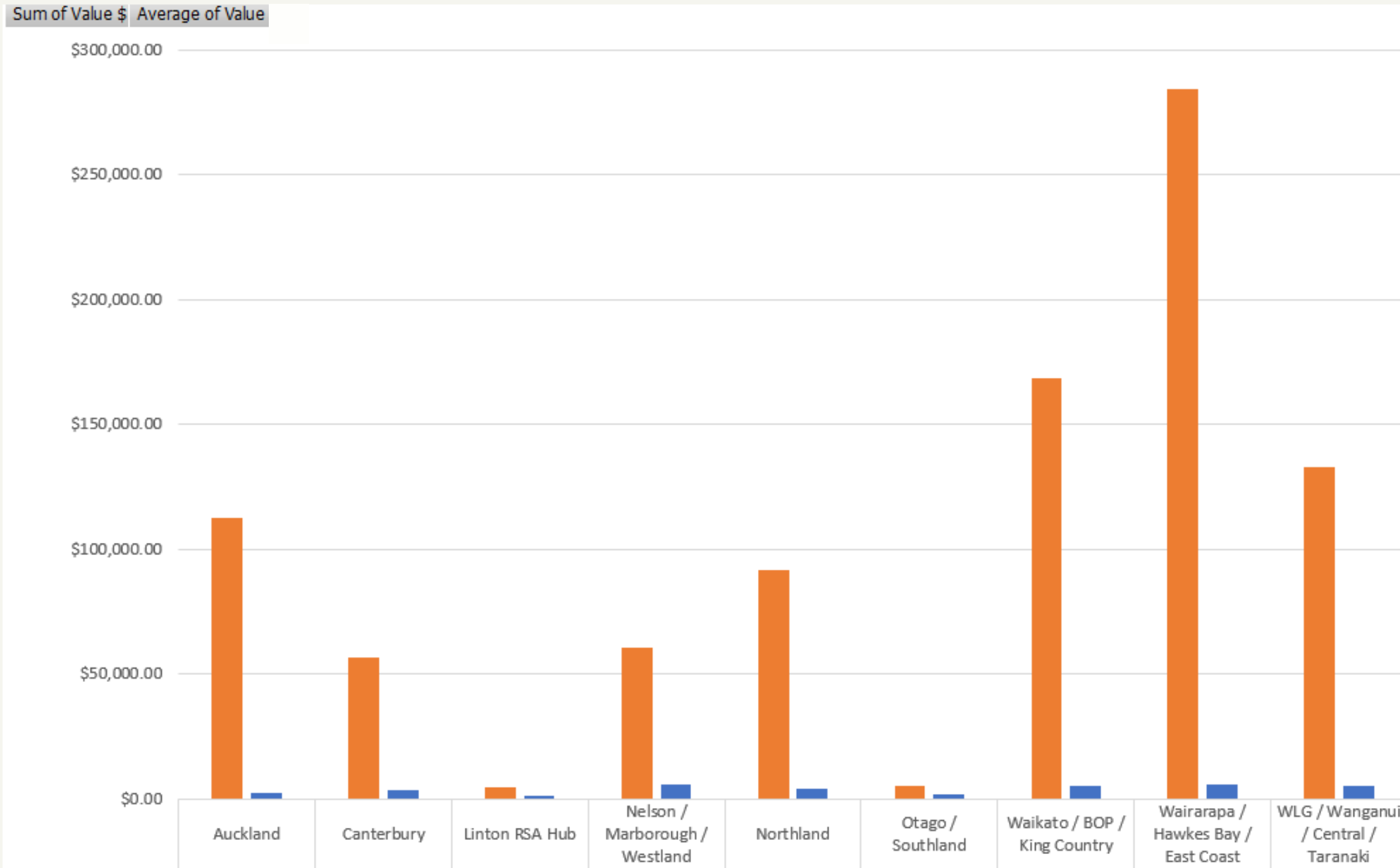
	SUM OF VALUE	AVERAGE OF VALUE
Auckland	\$ 279,578	\$ 4,301
Burnham RSA Hub	\$ 1,000	\$ 1,000
Canterbury	\$ 121,259	\$ 3,464
Linton RSA Hub	\$ 28,139	\$ 1,758
Nelson / Marlborough / Westland	\$ 1,670	\$ 835.18
Northland	\$ 62,054	\$ 5,171
Otago / Southland	\$ 33,399	\$ 1,855
Waikato / BOP / King Country	\$ 282,032	\$ 5,423
Wairarapa / Hawkes Bay / East Coast	\$ 183,958	\$ 3,914
WLG / Wanganui / Central / Taranaki	\$ 66,819	\$ 3,181
Total	\$ 1,059,913	\$ 3,940



Investment Per Region

Q2

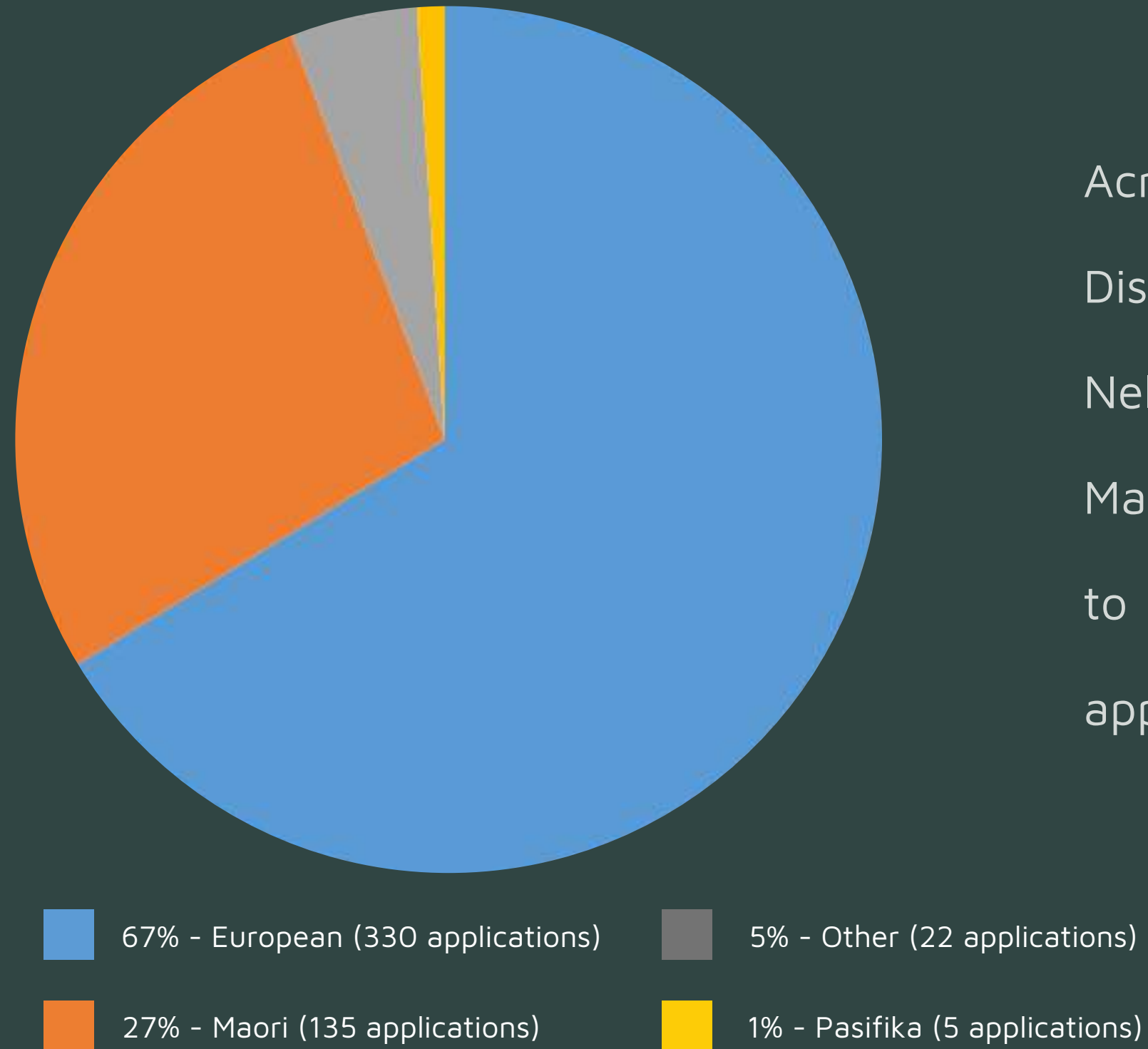
31 MARCH



	SUM OF VALUE	AVERAGE OF VALUE
Auckland	\$ 112,474	\$ 2,082
Canterbury	\$ 56,417	\$ 3,218
Linton RSA Hub	\$ 4,318	\$ 1,439
Nelson / Marborough / Westland	\$ 60,473	\$ 5,497
Northland	\$ 91,890	\$ 3,828
Otago / Southland	\$ 5,291	\$ 1,763
Waikato / BOP / King Country	\$ 168,704	\$ 4,961
Wairarapa / Hawkes Bay / East Coast	\$ 284,123	\$ 5,571
WLG / Wanganui / Central / Taranaki	\$ 132,801	\$ 5,107
Total	\$ 916,495	\$ 4,109



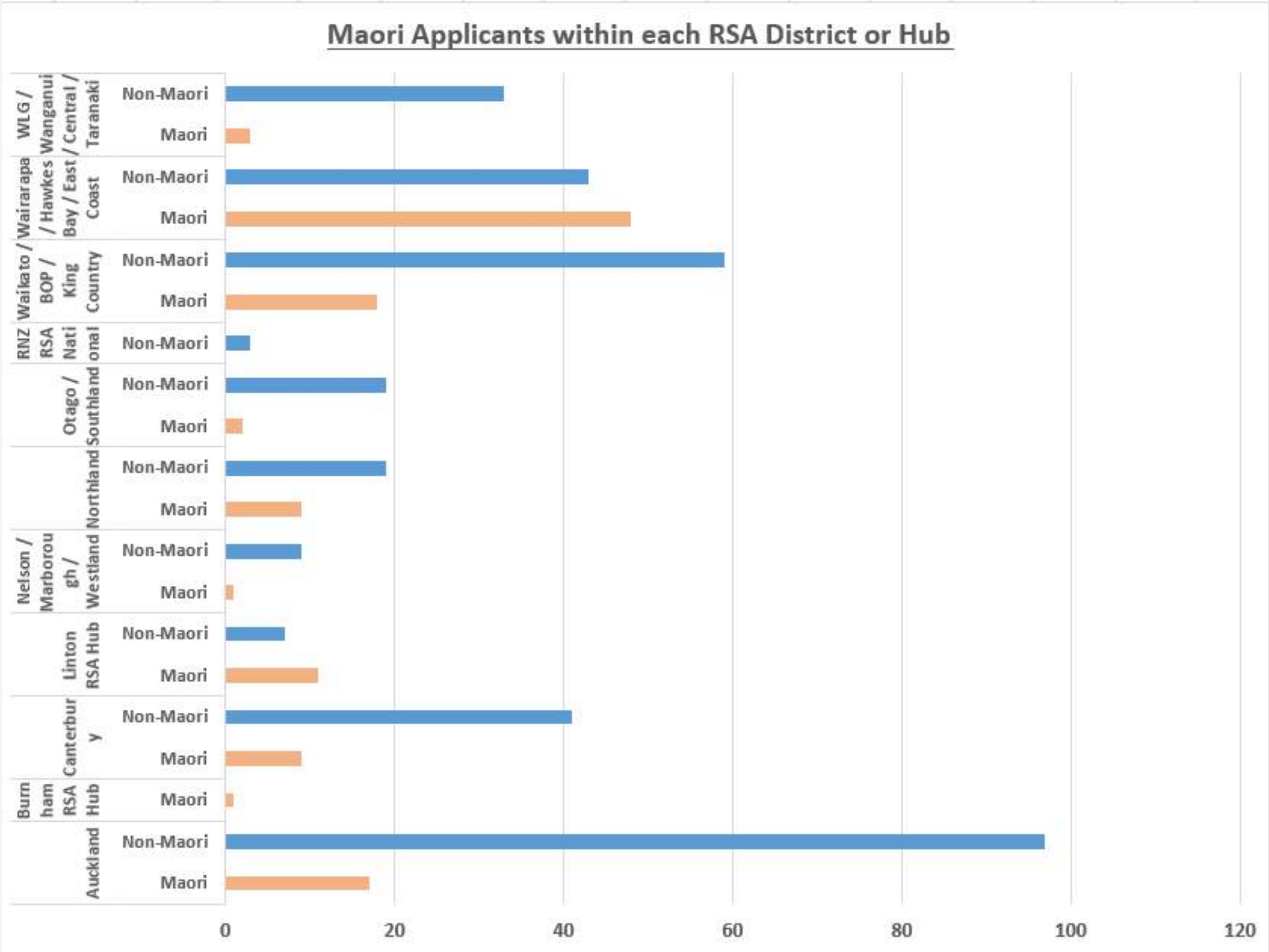
Ethnicity across applications



Across the total amount of applications 28% were from Maori. Discounting low count districts for applications (Northland, Nelson /West Coast) there were significant applications from Maori in Wairarapa, Waikato and Auckland districts. Our reach to the Pasifika community was negligible, with only five applications from the Auckland district.



Ethnicity within each RSA District for Q1 + Q2



Ethnicity Insights

- Wairarapa / Hawkes Bay /East Coast (WHE) has 97 applications of which 51 identified Maori as their primary ethnicity.
- Of the 51 applications in WHE, 50% were directly related to outcomes for basic housing covering water supply, electricity and weather tightness.
- Waikato and Auckland had 26% and 18% respectively, uptake from Maori applicants.
- 17 of the 51 applications were directly related to health service outcomes.
- Applications by Pasifika was still under represented across both Q1 and Q2. With the recruitment of a full-time Support Manager in Auckland, a priority task is to connect with the Pasifika Community to understand the barriers in connecting with Pasifika Veterans.



Investment \$ 000



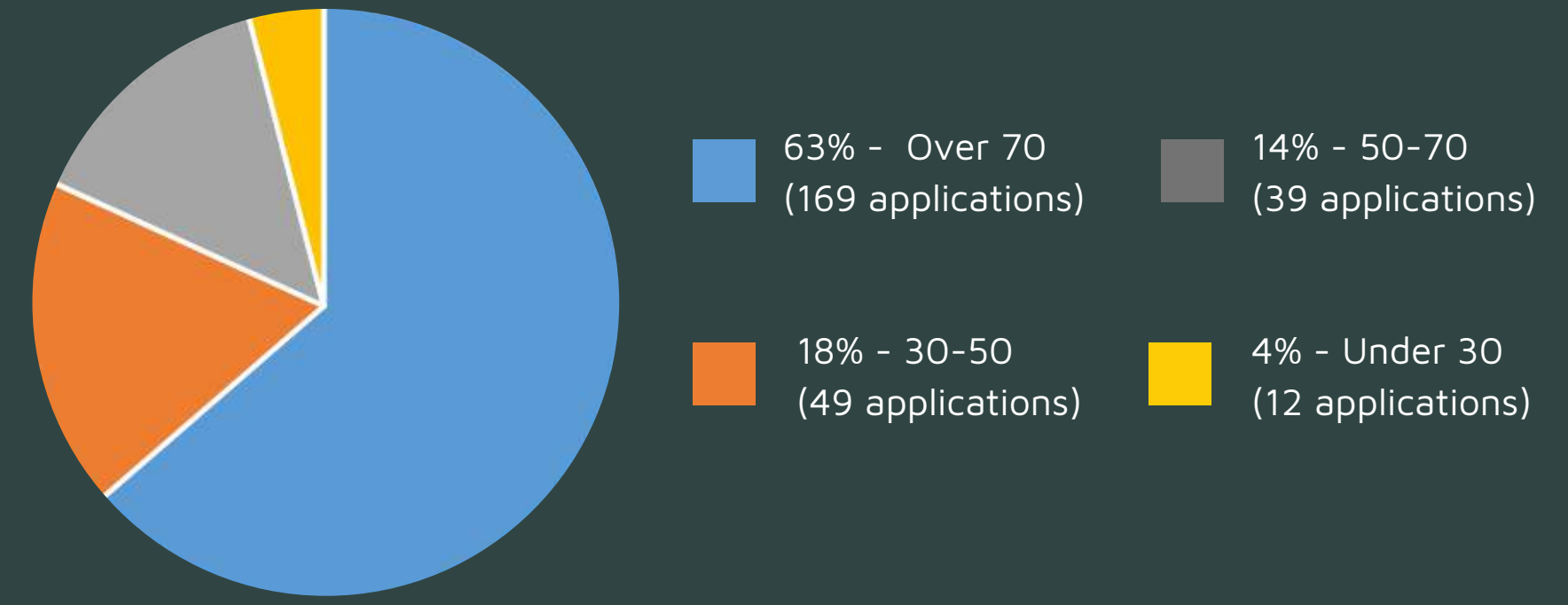
- European - \$ 1,402 M
- Maori - \$ 533,976
- Other - \$ 20,320
- Pasifika - \$ 19,417



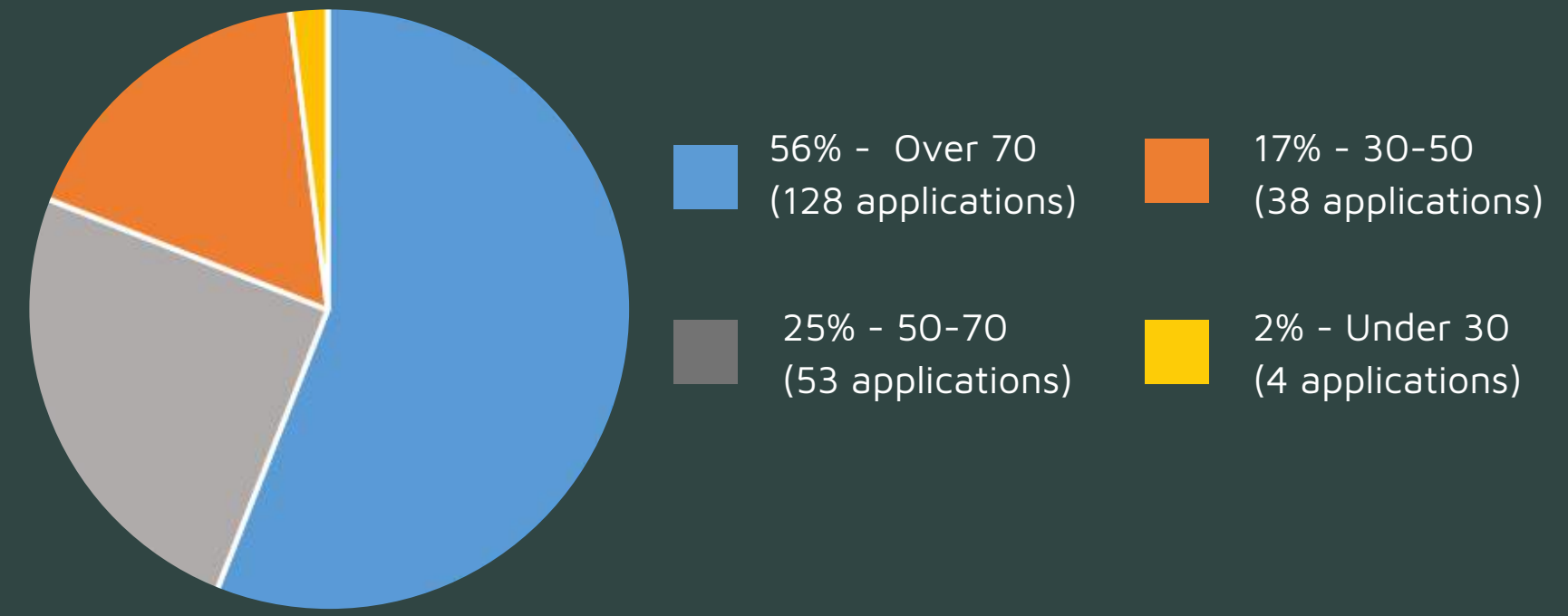


Age of Applicant

Q1 (8 DEC - 269 APPLICATIONS)

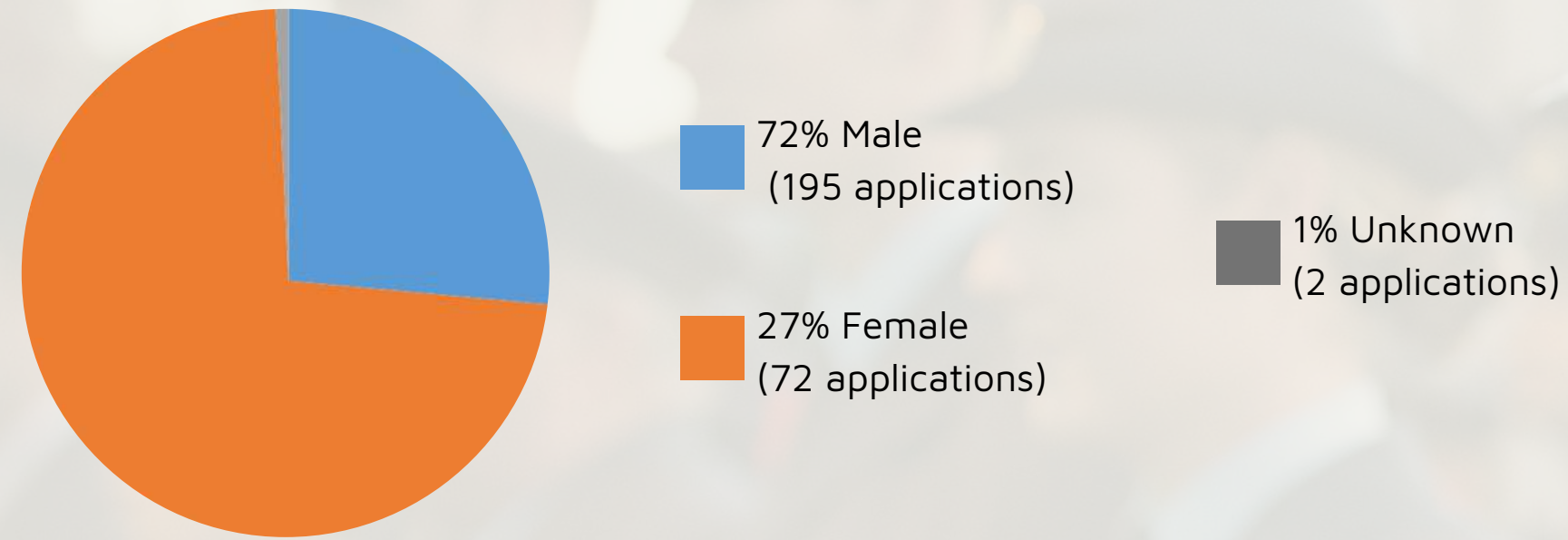


Q2 31 MARCH (223 APPLICATIONS)

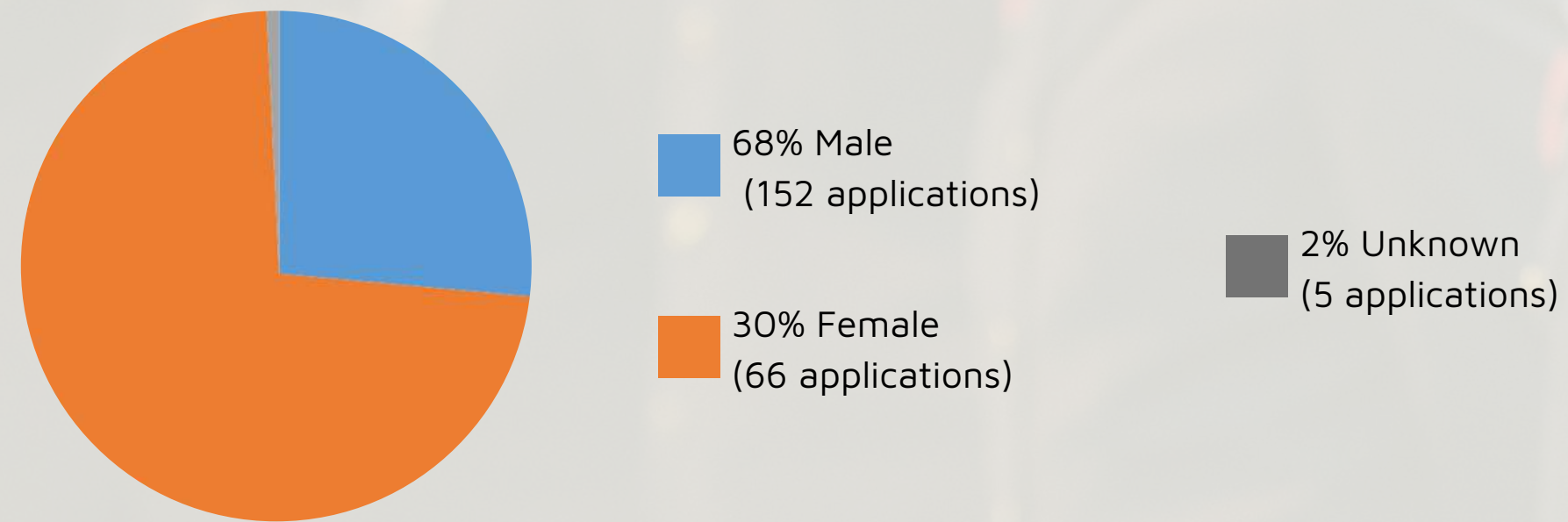


Gender

Q1 (8 DEC - 269 APPLICATIONS)



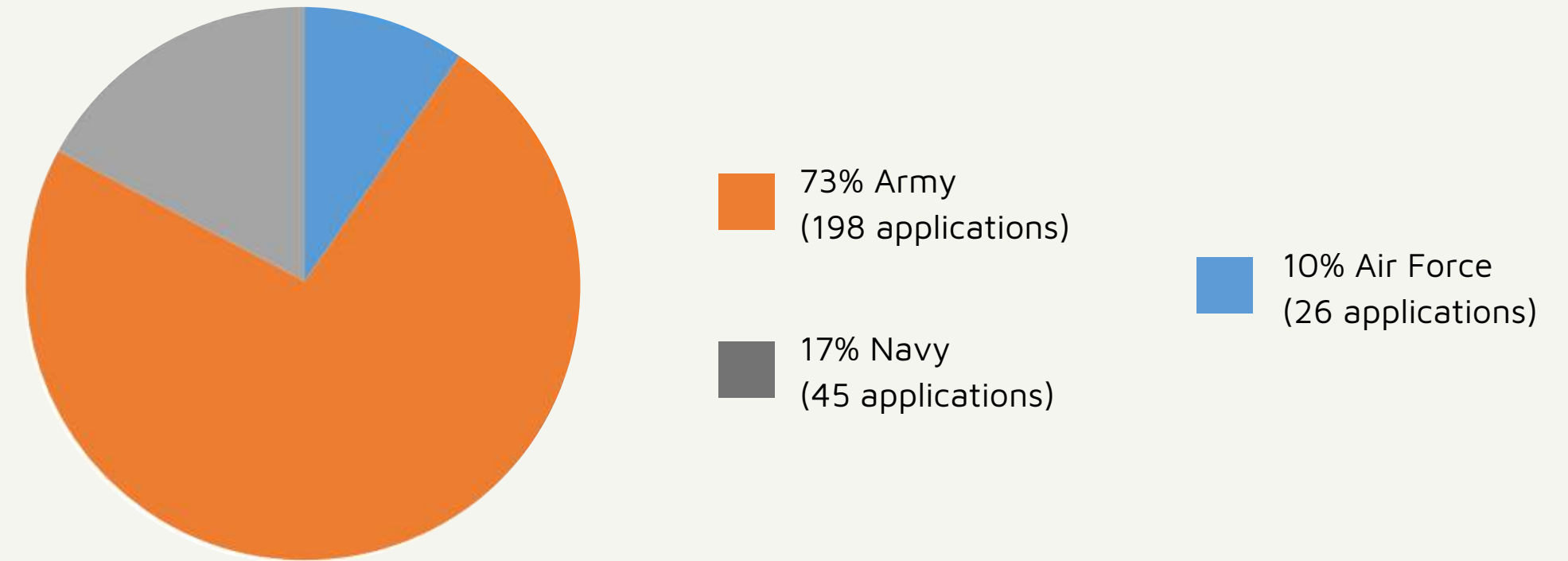
Q2 31 MARCH (223 APPLICATIONS)



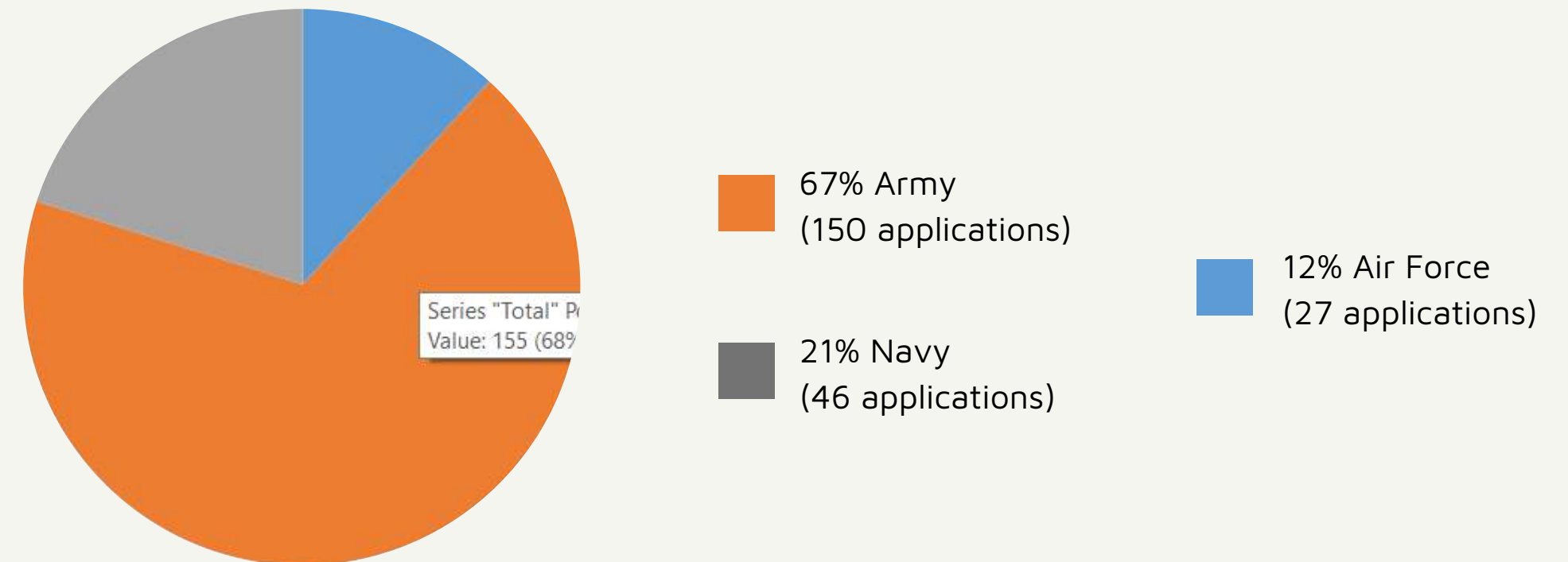


Application by Service

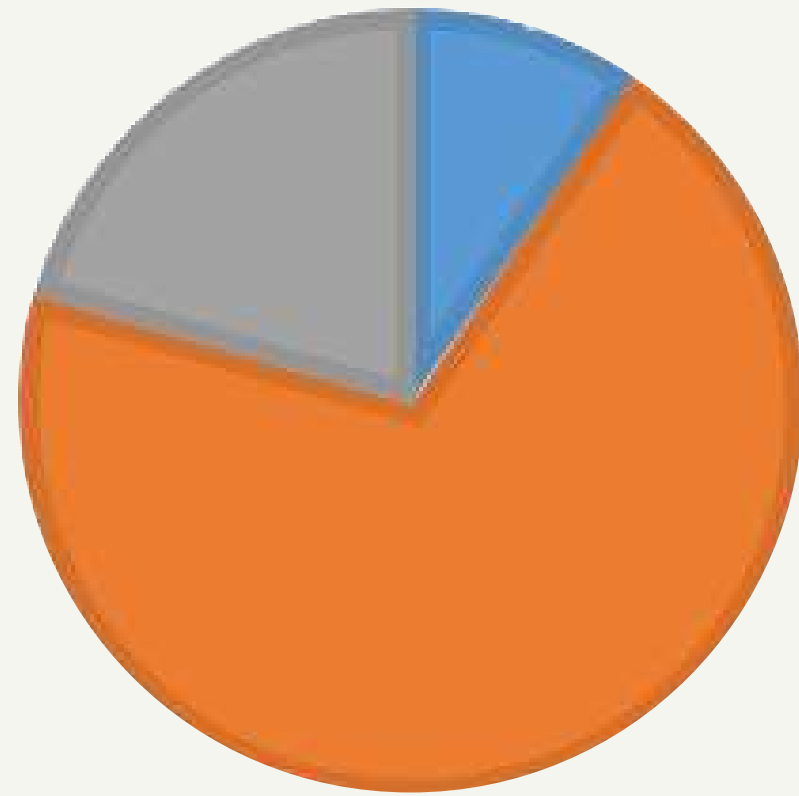
Q1 (8 DEC - 269 APPLICATIONS)



Q2 31 MARCH (223 APPLICATIONS)



Grant Applications by Category (Serving NZDF/Veterans/Whanau)



90% Previously Served
(440 applications)

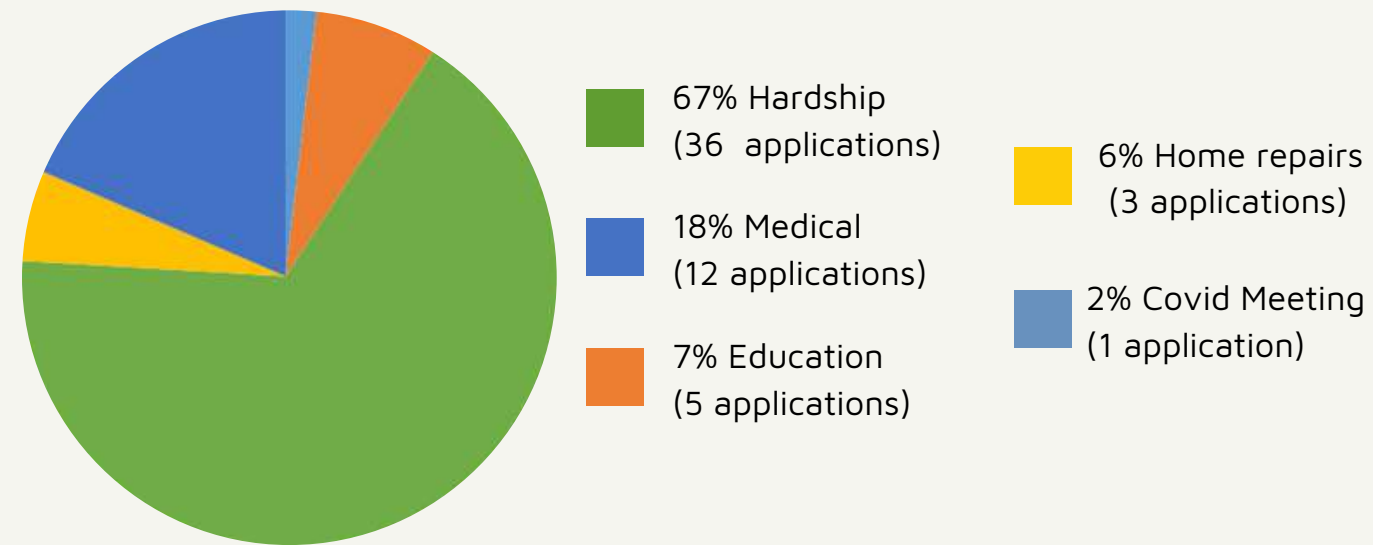
10% Current Serving NZDF
(49 applications)

21% Whanau member
(101 applications)

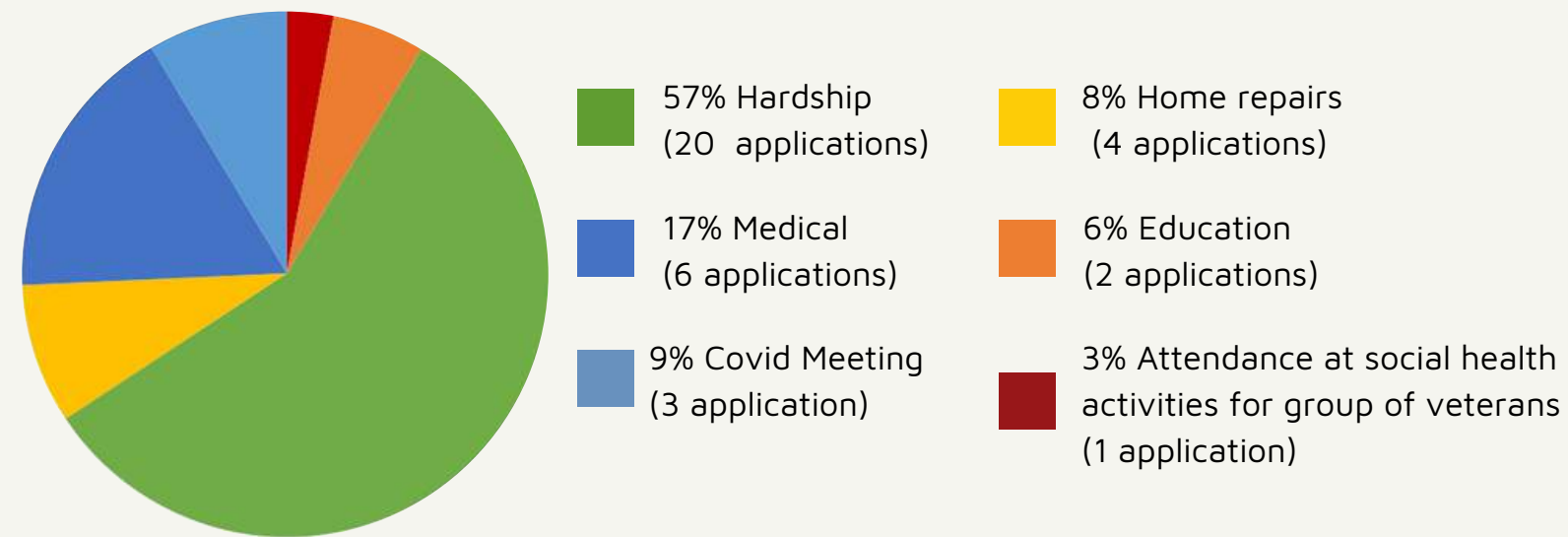


Covid Related Payments

Q1 (8 DEC - 57 COVID RELATED APPLICIIONS)



Q2 (31 MARCH - 36 COVID RELATED APPLICIIONS)

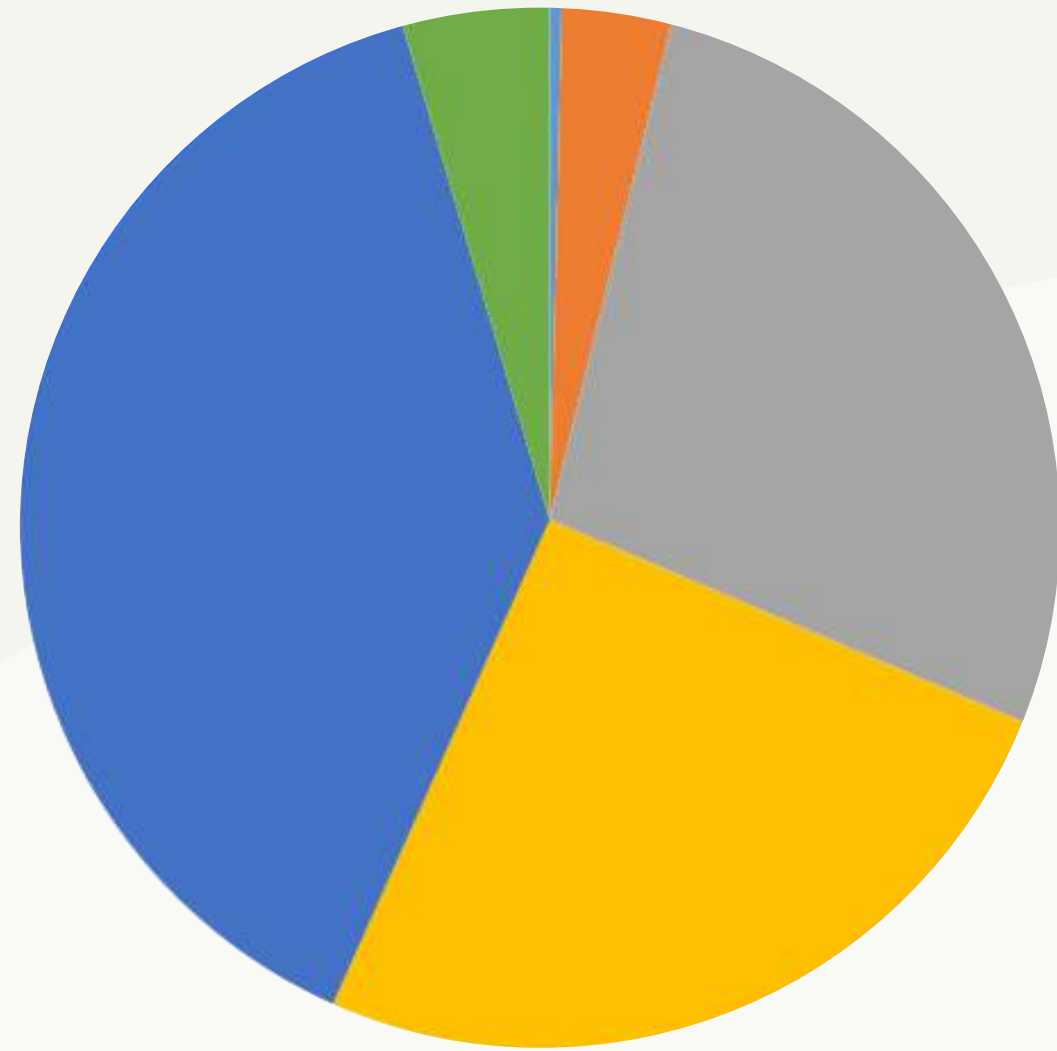


A total investment of \$225k has been made to applicants directly relating to Covid lockdowns, loss of employment due to Covid, and hardship as a result of Covid.



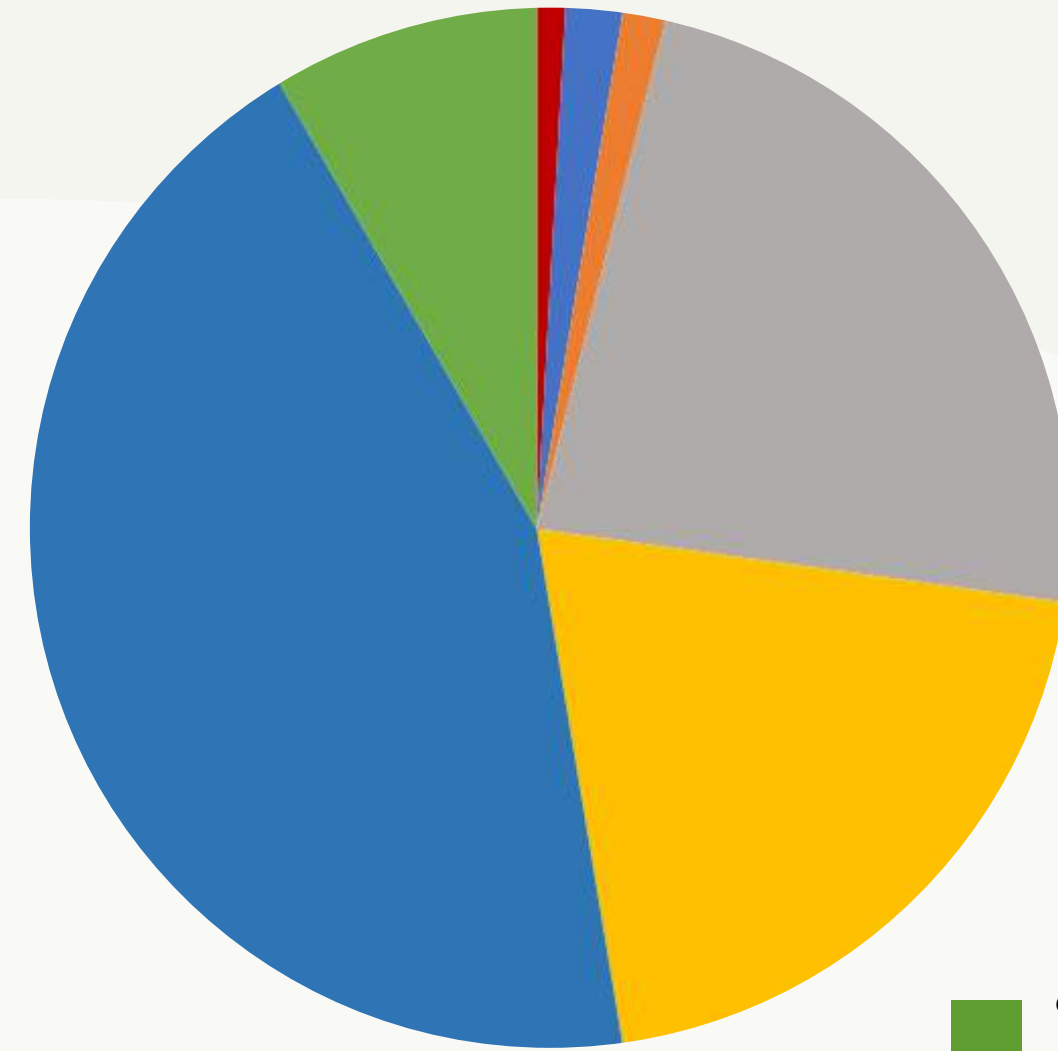
Theme - Interventions

Q1 (8 DEC - 269 APPLICATIONS))



- 35% Medical (93 applications - \$ 298,474)
- 28% Home repair (76 applications - \$ 399,502)
- 27% Hardship (72 applications - \$ 195,776)
- 7% Not Approved/ Withdrawn (18 applications - \$ 112,752)
- 3% Education (9 applications - \$ 52,849)
- 0% Covid Meeting (1 application - \$ 560.60)

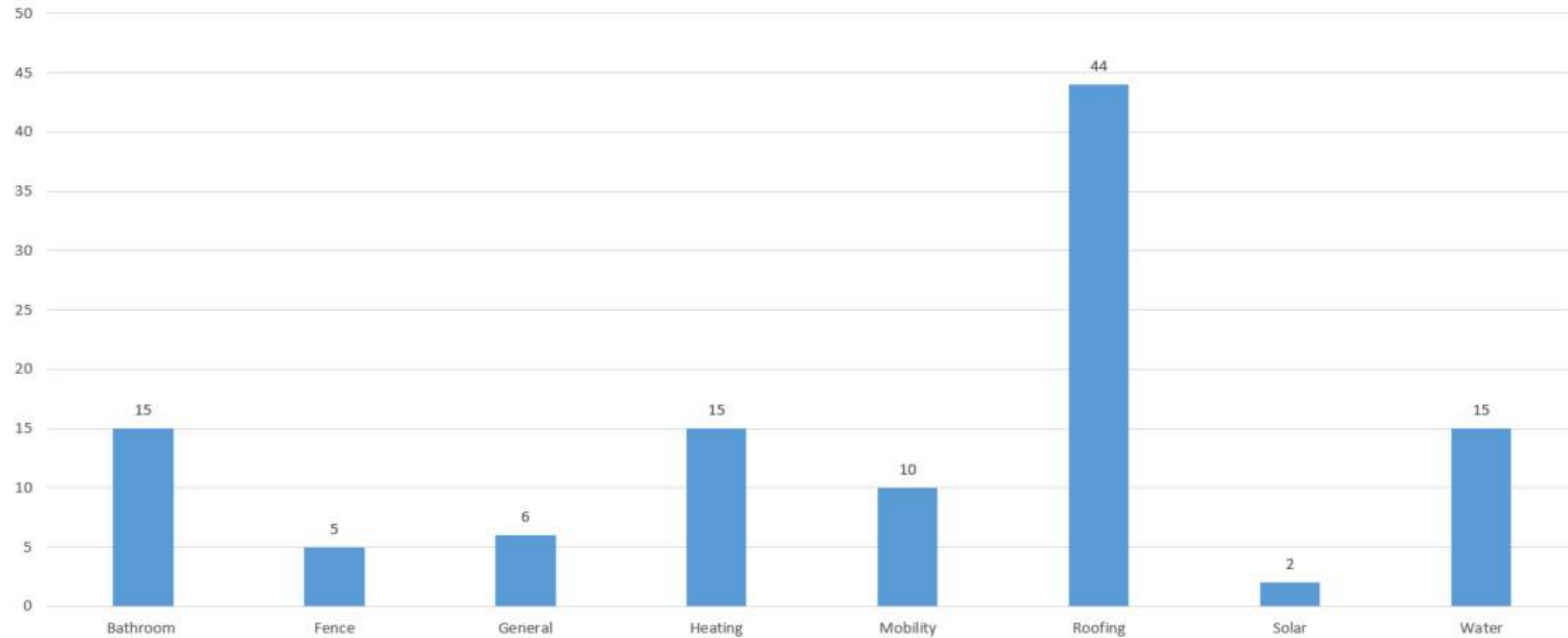
Q2 31 MARCH (223 APPLICATIONS)



- 44% Medical (97 applications - \$ 246,717)
- 23% Hardship (53 applications - \$ 206,845)
- 20% Home repair (52 applications - \$ 360,973)
- 9% Not Approved/ Withdrawn (12 applications - \$ 69,482)
- 2% Covid Meeting (3 applications - \$ 4,703)
- 1% Education (3 applications - \$ 17,219)
- 1% Attendance at social health activities for group of veterans (3 applications - \$ 10,554)



Housing interventions Q1 + Q2



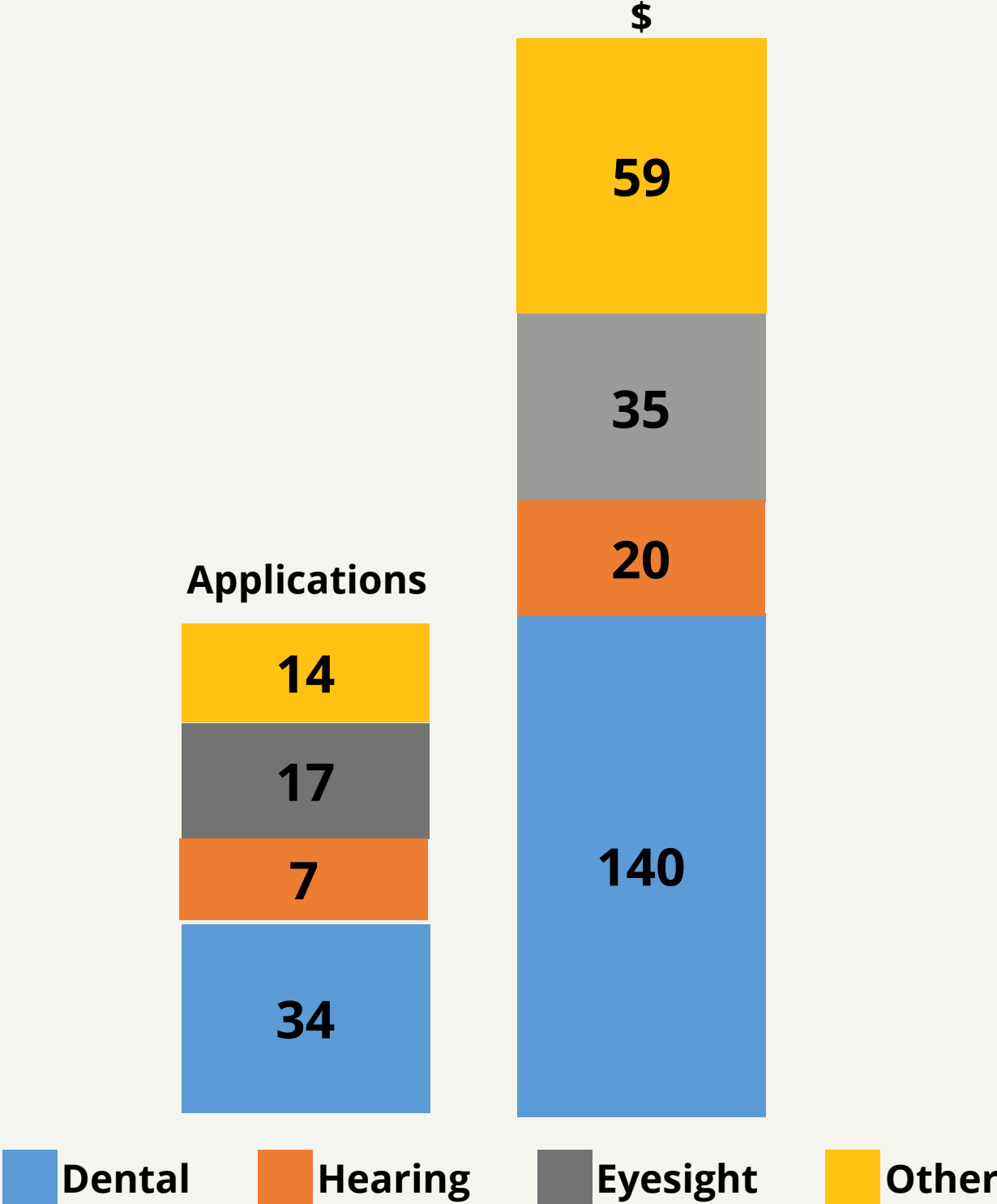
Housing Summary:

Housing outcomes accounted for \$680k of investment (39%). Of this investment the vast majority have been on house repairs and ensuring weathertightness. Over both quarters approx 15% of the investment has been in the East Coast where we have encountered significant housing deprivation, all the potable water and solar investment has been the East Coast.



Health interventions - Q2

- 254k was invested on health outcomes.
- Significant dental issues with our older Veterans, leading to poor health.
- 72% of dental applications were from Veterans over 50.
- Cataract surgery was identified in 40% of the eyesight applications.



Government Covid Fund Key Result Areas for Veterans/ Outcomes

THEME	DESIRED OUTCOME	What Works – Interventions
MOBILITY	Veterans have access to appropriate and affordable transport options to keep them mobile. As well as the ability to undertake the routine tasks of living, Veterans have the mobility to live stimulating, socially connected lives.	<ul style="list-style-type: none"> • Mobility devices (scooters etc) • Vehicle repairs • Emergency Transportation
HOUSING	Veterans live in quality, appropriate housing that – in addition to serving the basic human need for shelter – helps to meet other important needs such as security, independence, health and privacy.	<ul style="list-style-type: none"> • Power • Potable water • Weather tight repairs • Heating • Fencing • Mobility (access) • Bathroom Access • Emergency accommodation
EMPLOYMENT	Veterans have access to meaningful and rewarding employment.	<ul style="list-style-type: none"> • Training/Education • Equipment • Counselling
HEALTH	Veterans choose healthy lifestyles, get the health services they need, and have the opportunity to enjoy a long and healthy life.	<ul style="list-style-type: none"> • Dental Health • General health • Eyesight • Hearing • Mental Health/ connectedness
HARDSHIP	Veterans have access to adequate incomes that provide a reasonable standard of living, and enable them to participate fully in society,	<ul style="list-style-type: none"> • Overwhelming Debt repayment • Day to day living expenses • Rent or mortgage payment



Outcome reporting – Individual stories:

Medical

“ Veterans choose healthy lifestyles, get the health services they need and have the opportunity to enjoy a long and healthy life.

In his mid 30's John (1) a veteran of Timor Leste and Afghanistan, had transitioned from the military over 3 years ago. Since that time he has struggled with non-physical injuries resultant from his service. With significant debt issues, breakdown in his family relationship, John found himself isolated from support and living in unsuitable and unhealthy conditions. Through his local RSA support advisor John applied for medical treatment and counselling support, which has resulted in an improvement in his everyday life and helped him put a plan in place to continue on with a successful transition into civilian life.

(1) Name of Veteran has been changed.





Employment



Veterans have access to meaningful and rewarding employment.

Peter (1) was significantly injured while serving in Afghanistan, while wanting to continue his service, the injuries he suffered meant that he had to leave the military. The transition was difficult for Peter and after several years he has finally found a course of study that will provide him with a future career. The Government Covid Fund has meant that Peter has now started full-time study. Due to the investment required and the ongoing support needed, a partnership was developed with another Veteran NGO to ensure support can be sustained over the next few years. Peter has already been identified as an academic achiever and selected to participate in the chancellor of the universities scholarship programme.

(1) Name of Veteran has been changed.



