

Final Annual Report Conditional Grant 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 | June 2021

General

The RNZRSA implemented the delivery of the Government Covid Fund in late Sep 20. This Annual report covers the entire period of the grant from 20 Sep 20 until 30 Jun 21. The first report was delivered Jan 21 and the second report in April 21. Major activities were:

- Two 100% internal quality assurance audits.
- External audit by MSD for Social Services Accreditation
- 613 applications were reviewed over the reporting period.
- Lessons learned workshop involving veterans supported by the grant, support staff and National Office.
- Follow up with applicants post the grant to ensure delivery of the service and provide ongoing pastoral support.





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 focused on self-referral, most grant applications were sent through our nine District Support Managers or their support advisors. As at 30 June 2021, 613 applications had been received with a total of \$ 2.34 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	Q3 30 JUNE	TOTAL		RSA	Self	Others
NUMBER APPROVED	249	206	111	566	\$ 2,105 M ⁽¹⁾	406	119	41
NUMBER DECLINED	20	17	10	47 ⁽²⁾	\$ 244,282.00	33	10	04
TOTAL	269	223	121	613	\$ 2,349 M	439	129	45

Progress on Social Sector Accreditation

The RNZRSA completed it's work on social sector accreditation 30 June 2021.

(1) This amount is in excess of the \$2.0M grant. The additional \$105k allocated is the GST component of supplier/contractor charges which we recover from the IRD.

(2) See slide 7



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

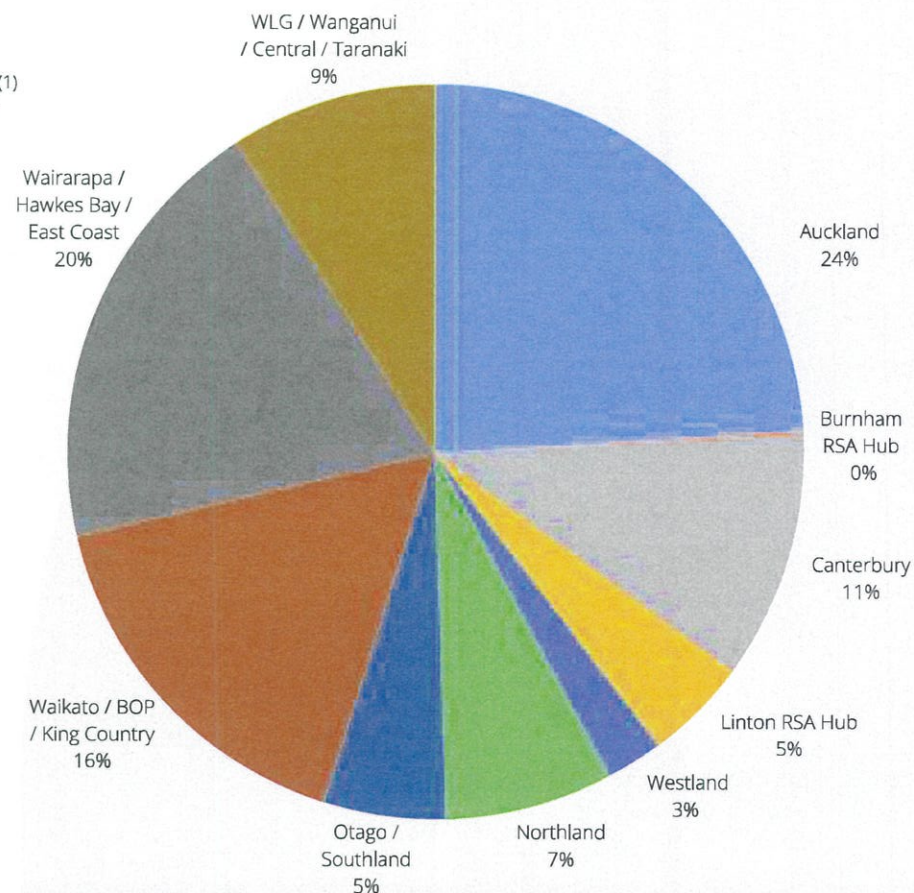


Government Covid Grant | Application by region

The following chart outlines the reach of the programme.

Region	Q1 8 DEC	Q2 31 MARCH	Q3 30 JUNE	TOTAL ⁽¹⁾
Auckland	65	54	26	145
Burnham RSA Hub	1	0	0	1
Canterbury	35	17	15	67
Linton RSA Hub	15	3	9	27
Nelson / Marlborough / Westland	2	11	2	15
Northland	12	24	9	45
Otago / Southland	18	3	13	34
Waikato / BOP / King Country	52	34	16	102
Wairarapa / Hawkes Bay / East Coast	47	51	19	117
WLG / Wanganui / Central / Taranaki	22	26	12	60

(1) Includes declined applications



Government Covid Grant | Withdrawn/declined applications

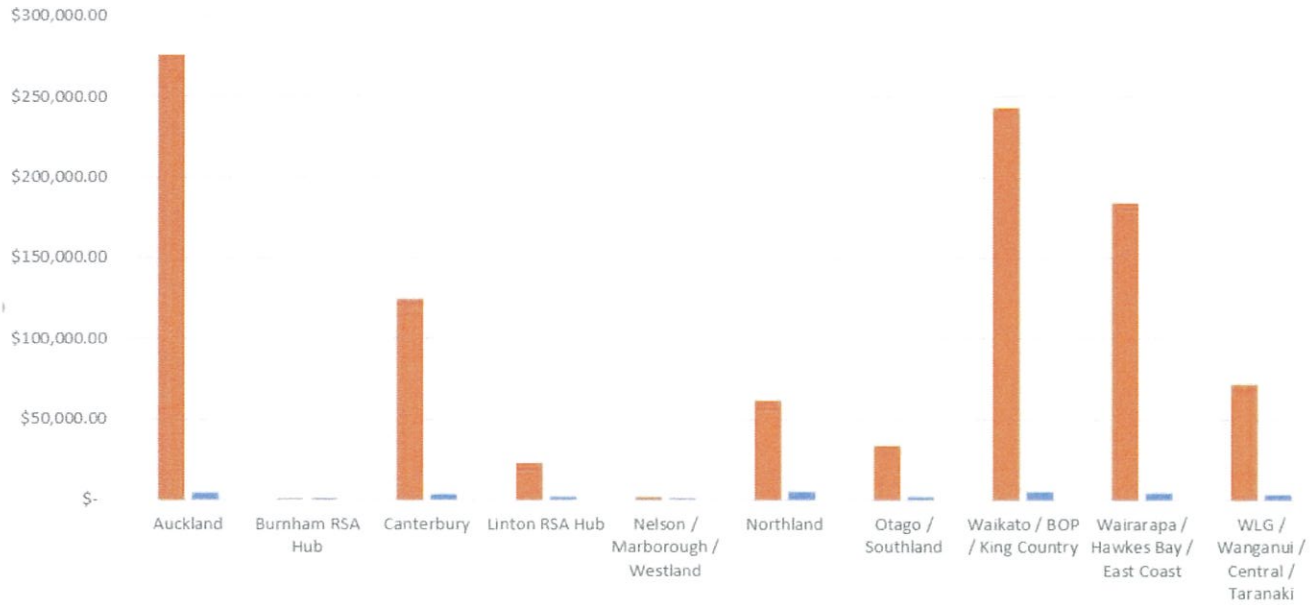
	WITHDRAWN	NOT APPROVED	TOTAL	REASONS FOR DECLINE	IMPACT	\$ INVESTMENT PER 000
Auckland	5	7	12	7 x Outside of policy 1x Other funding 1x VANZ eligible 1x Applicant is Australian 1x Applying through DWF 1x POS denied	6x Medical 1x Home repair 1x Transport 1x Meeting 1x Mobility 2x Hardship	\$ 54,551.14
Canterbury	5	2	7	4x Outside of policy 1x Duplicate application 2x Other funding	2x Medical 3x Home repair 1x Hardship 1x Education	\$ 50,608.35
Linton RSA Hub	4	1	5	2x Outside of policy 1x Duplicate application 1x Covered by ACC 1x Transferred District Welfare Fund Account	2x Medical 2x Hardship 1x House repair	\$ 3,600
Nelson / Marlborough / Westland	1	0	1	1 x Outside of policy	1 x Home repair	\$ 30,000
Northland	3	0	3	3 x Outside of policy	1 x Sponsoring 2x House repair	\$ 30,679.00
Otago / Southland	1	1	2	1 x Outside of policy (British Army) 1 x application is part of application GOVFUND-000583	2 x Medical	\$ 4,231
Waikato / BOP / King Country	3	4	7	5 x Outside of policy	1x Medical 2 Home repair 1x Transport 3x Hardship	\$ 39,859
Wairarapa / Hawkes Bay / East Coast	5	0	5	3 x Outside of policy 1x Applicant is Australian 1x an application is part of another application (GOVFUND-000573)	1x Medical (Mobility scooter) 1 Home repair 1x Legal fees 2x Hardship	\$ 11,329
WLG / Wanganui / Central / Taranaki	3	2	5	4 x Outside of policy 1x Applicant has passed away	3xHardship 2x Medical	\$ 19,423.39



Investment Per Region

Q1
8 DEC

Sum of Value \$ Average of Value \$2



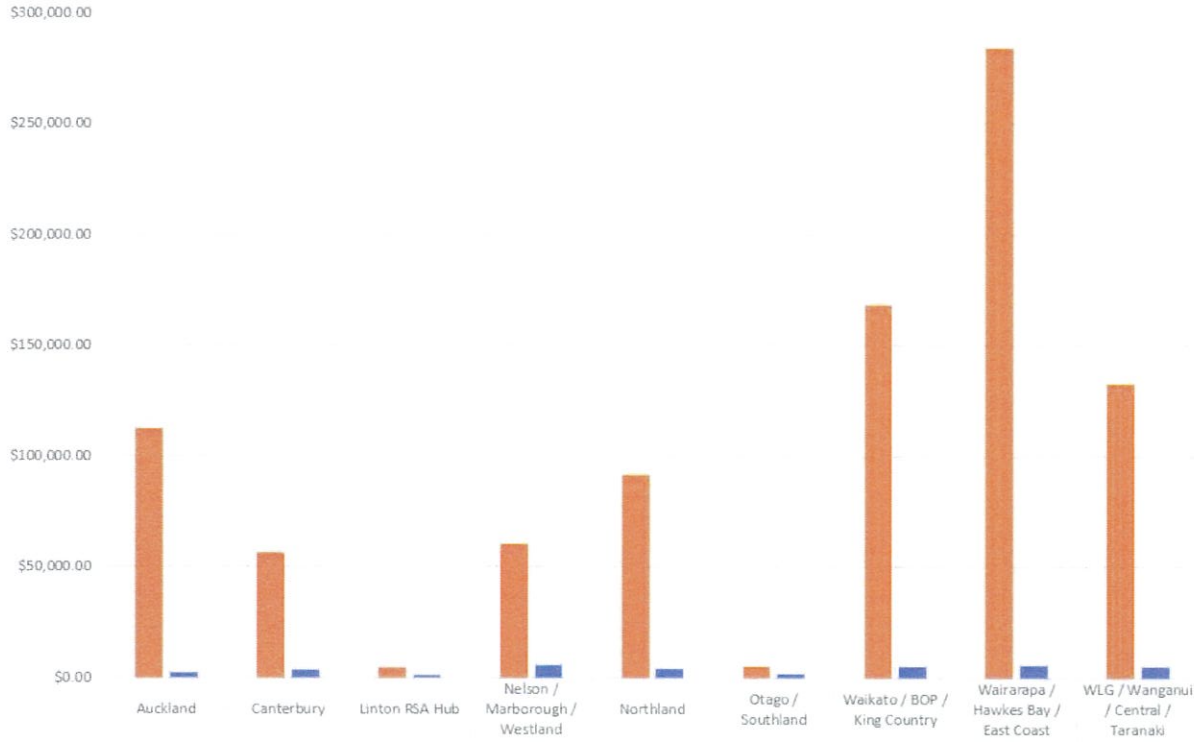
	SUM OF VALUE	AVERAGE OF VALUE
Auckland	\$ 244,512	\$ 4,008
Burnham RSA Hub	\$ 1,000	\$ 1,000
Canterbury	\$ 109,271	\$ 3,414
Linton RSA Hub	\$ 21,638	\$ 1,803
Nelson / Marlborough / Westland	\$ 1,670	\$ 835.18
Northland	\$ 43,406	\$ 3,946
Otago / Southland	\$ 30,168	\$ 1,774
Waikato / BOP / King Country	\$ 220,522	\$ 4,500
Wairarapa / Hawkes Bay / East Coast	\$ 173,084	\$ 3,846
WLG / Wanganui / Central / Taranaki	\$ 54,555	\$ 2,871
Total	\$ 899,831	\$ 3,613



Investment Per Region

Q2
31 MARCH

Sum of Value \$ Average of Value



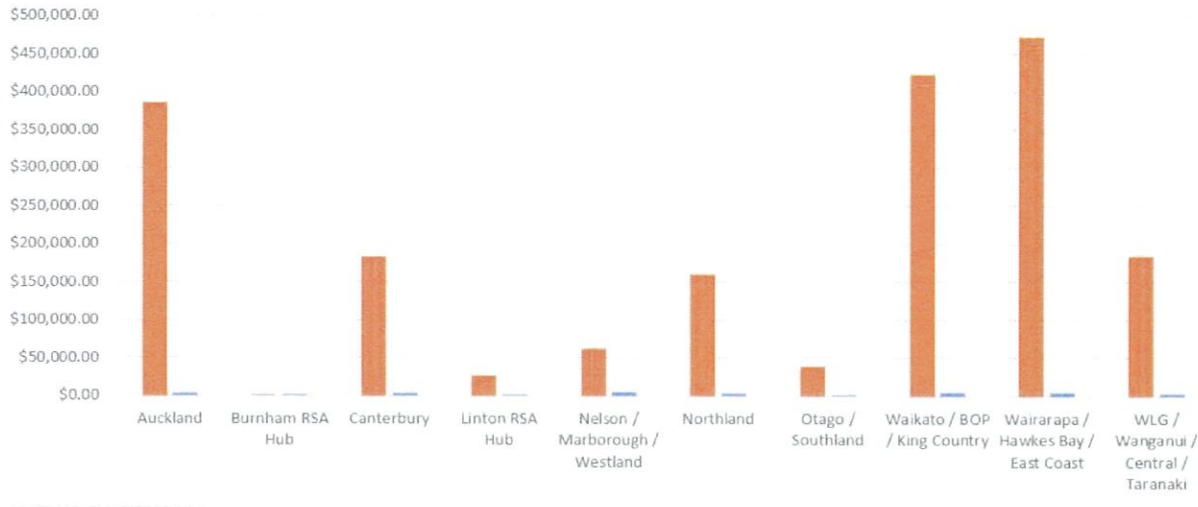
	SUM OF VALUE	AVERAGE OF VALUE
Auckland	\$ 95,125	\$ 1,981
Canterbury	\$ 39,366	\$ 2,811
Linton RSA Hub	\$ 4,318	\$ 1,439
Nelson / Marlborough / Westland	\$ 30,473	\$ 3,047
Northland	\$ 74,725	\$ 3,396
Otago / Southland	\$ 5,291	\$ 1,763
Waikato / BOP / King Country	\$ 137,498	\$ 4,741
Wairarapa / Hawkes Bay / East Coast	\$ 302,134	\$ 6,042
WLG / Wanganui / Central / Taranaki	\$ 101,033	\$ 4,392
Total	\$ 789,967	\$ 3,926



Investment Per Region

Q3
30 JUNE

Sum of Value \$ Average of Value \$2

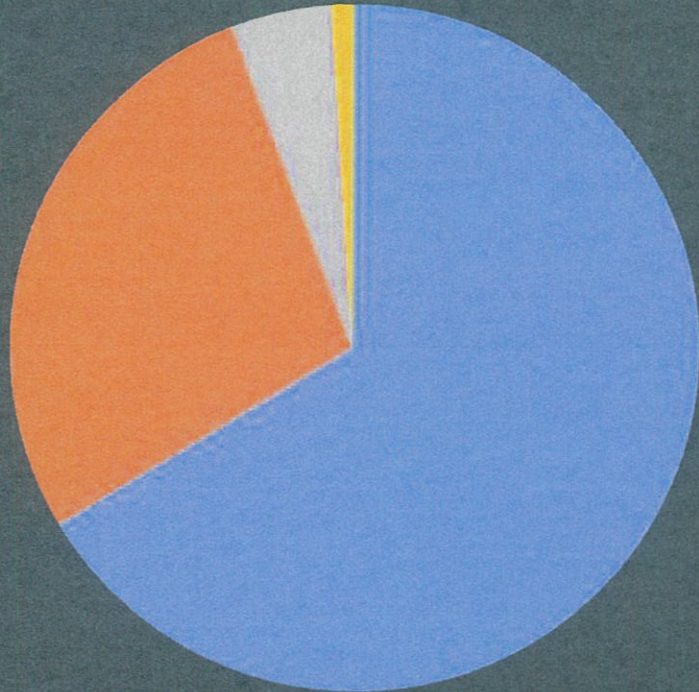


	SUM OF VALUE	AVERAGE OF VALUE
Auckland	\$ 144,579	\$ 4,607
Canterbury	\$ 37,540	\$ 3,128
Linton RSA Hub	\$ 16,453	\$ 2,350
Nelson / Marlborough / Westland	\$ 9,466	\$ 4,733
Northland	\$ 44,039	\$ 4,893
Otago / Southland	\$ 16,712	\$ 1,671
Waikato / BOP / King Country	\$ 49,051	\$ 3,065
Wairarapa / Hawkes Bay / East Coast	\$ 56,363	\$ 3,315
WLG / Wanganui / Central / Taranaki	\$ 41,065	\$ 5,133
Total	\$ 415,272	\$ 3,709



Ethnicity across applications

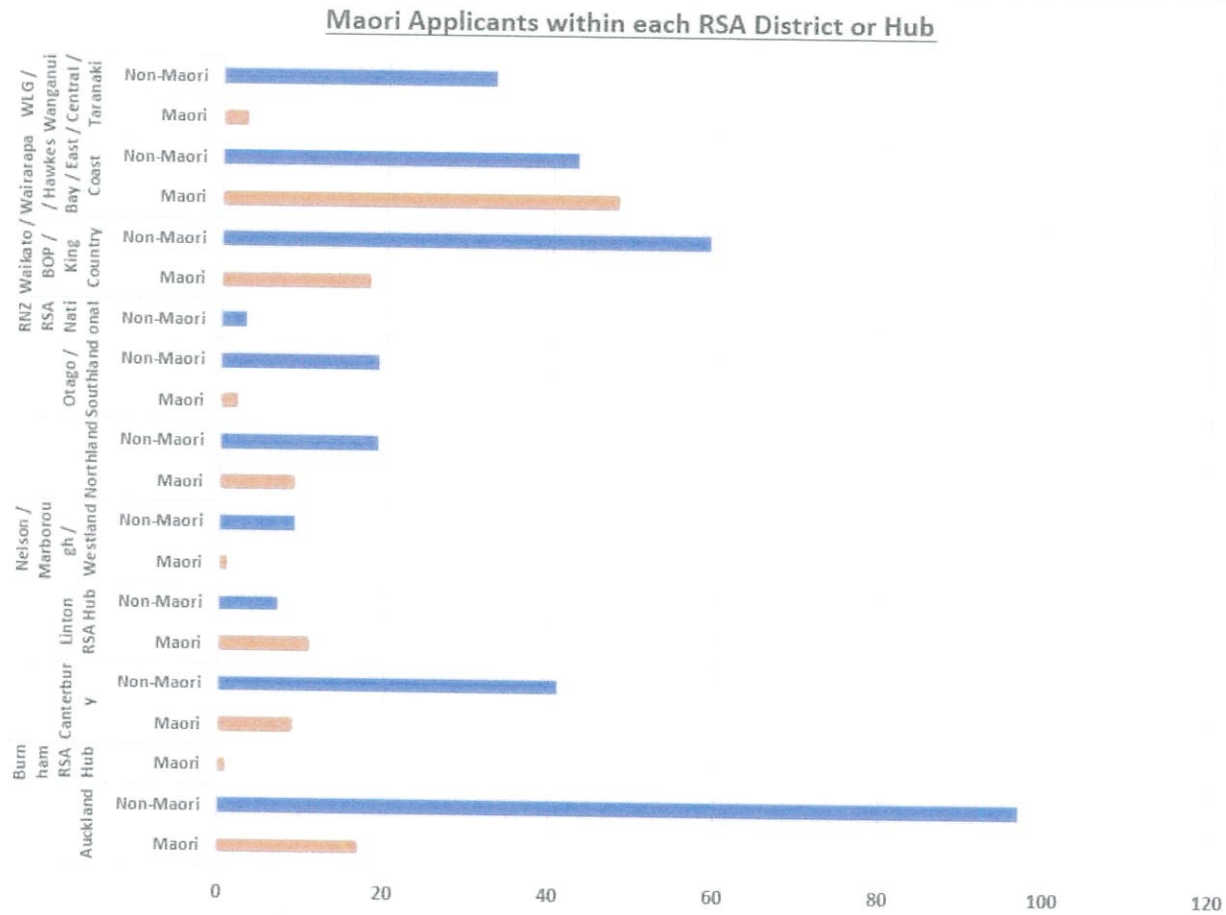
566 APPLICATIONS (APPROVED AND FINISHED)



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



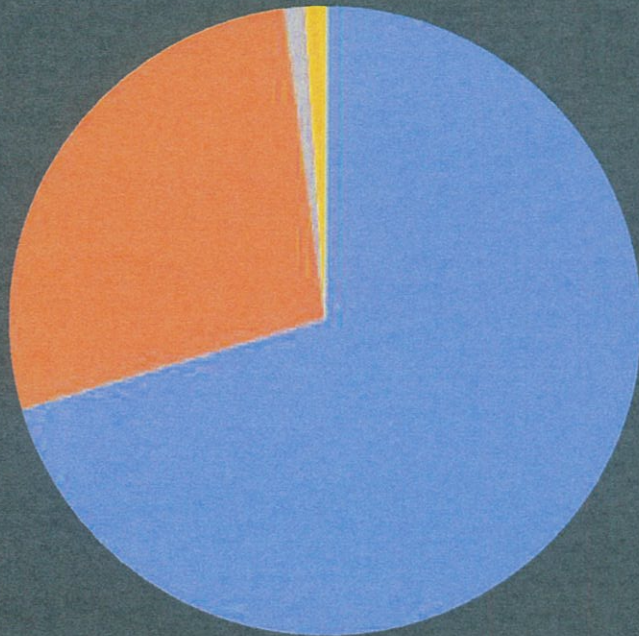
Ethnicity Insights

- Wairarapa/Hawkes Bay/East Coast (WHBEC) has 117 applications of which 65 identified Māori as their primary ethnicity.
- Of the 51 applications in WHBEC, 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 Māori applicants.
- 30% of the applications were directly related to health service outcomes.
- Applications by Pasifika were under represented. 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 \$

566 APPLICATIONS (APPROVED AND FINISHED)



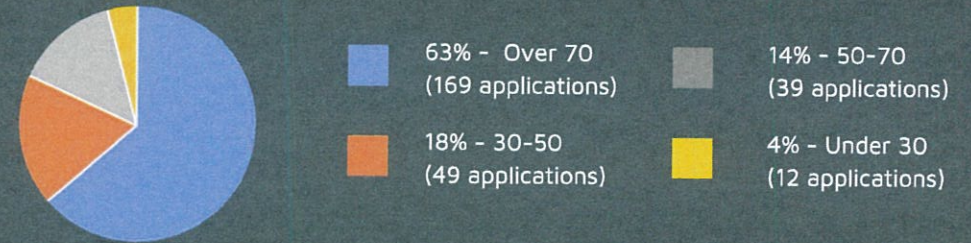
European - \$ 1,439 M
Maori - \$ 633,495
Other - \$ 14,527
Pasifika - \$ 17,925



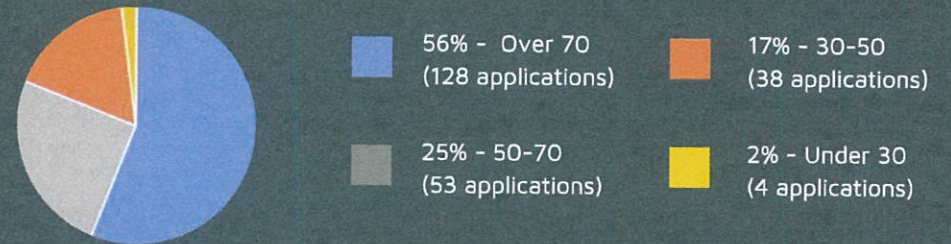


Age of Applicant

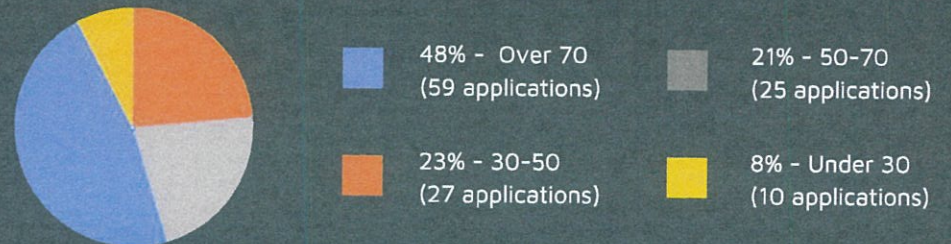
Q1 (8 DEC | 269 APPLICATIONS)



Q2 (31 MARCH | 223 APPLICATIONS)

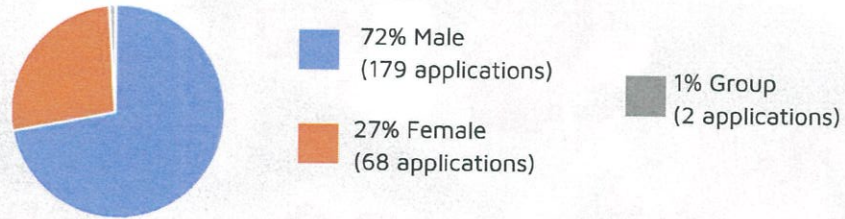


Q3 (30 JUNE | 121 APPLICATIONS)

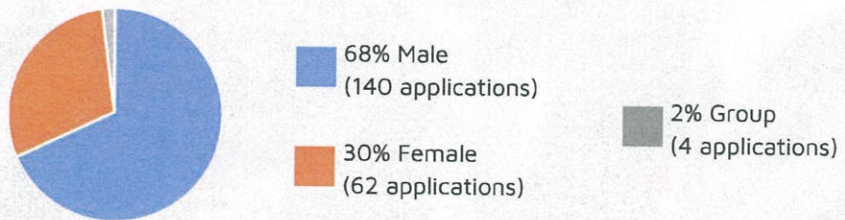


Gender

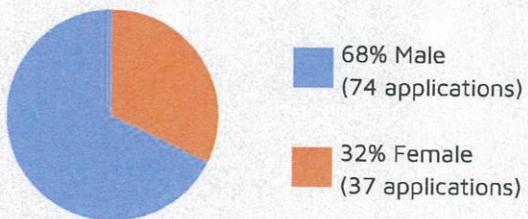
Q1 (8 DEC | 249 APPROVED AND FINISHED APPLICATIONS)



Q2 (31 MARCH | 206 APPROVED AND FINISHED APPLICATIONS)



Q3 (30 JUNE | 111 APPROVED AND FINISHED APPLICATIONS)



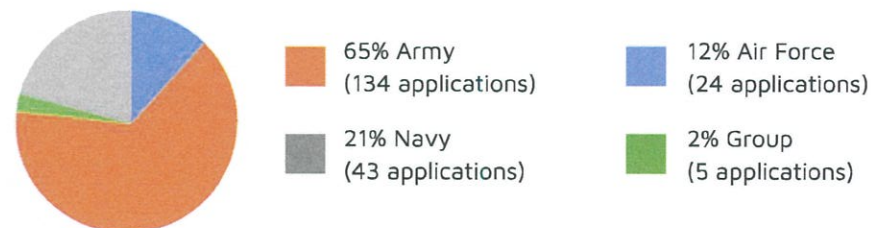


Application by Service

Q1 (8 DEC | 249 APPROVED AND FINISHED APPLICATIONS)



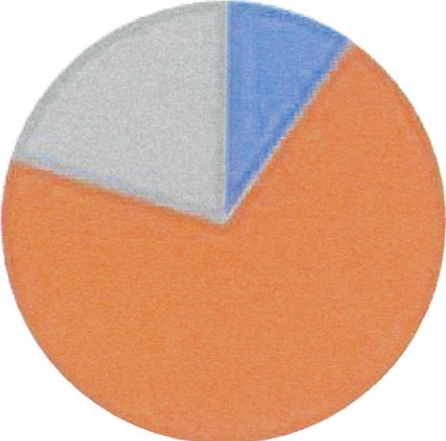
Q2 (31 MARCH | 206 APPROVED AND FINISHED APPLICATIONS)



Q3 (30 JUNE | 111 APPROVED AND FINISHED APPLICATIONS)



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



90% Previously Served
(507 applications)

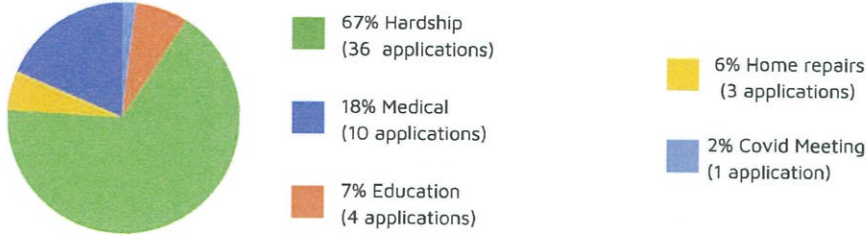
10% Current Serving NZDF
(59 applications)

21% Whanau member
(119 applications)



Covid Related Payments

Q1 (8 DEC | 54 COVID RELATED APPLICATIONS)



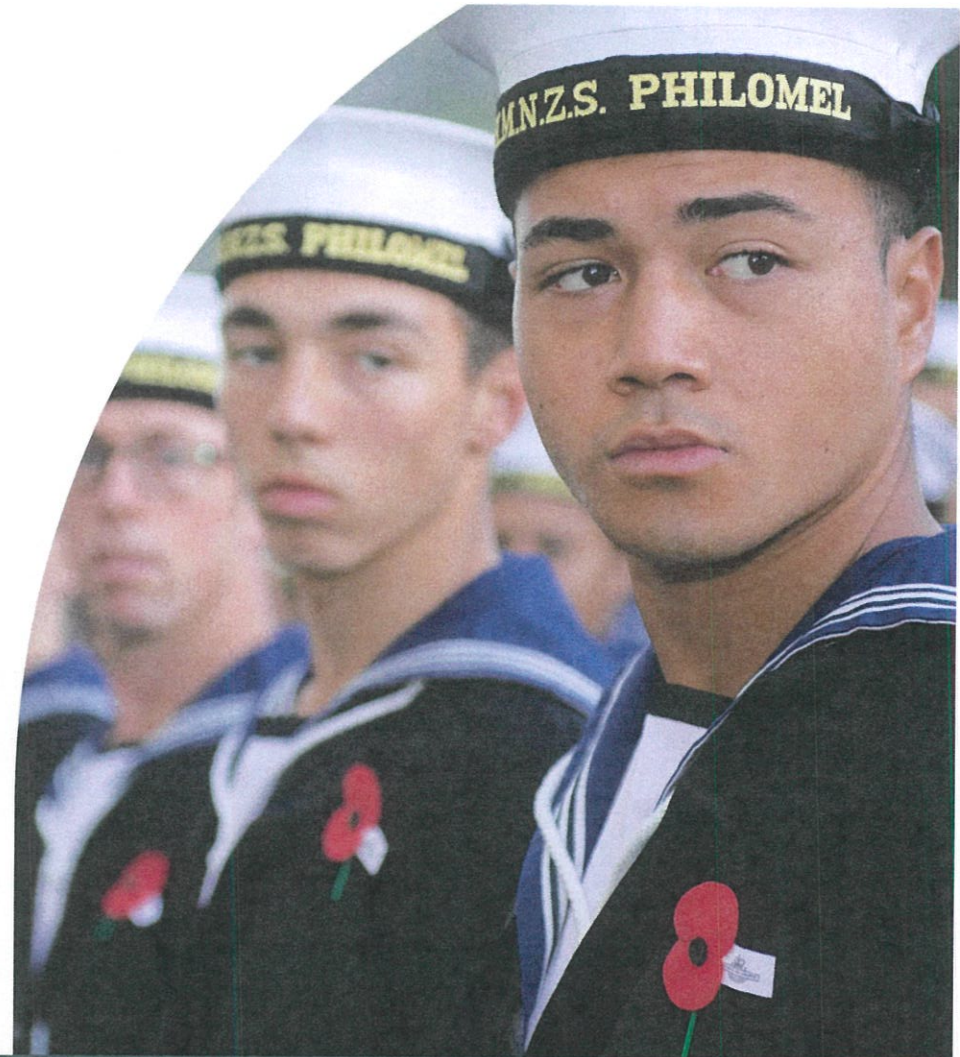
Q2 (31 MARCH | 40 COVID RELATED APPLICATIONS)



Q3 (30 JUNE | 03 COVID RELATED APPLICATIONS)

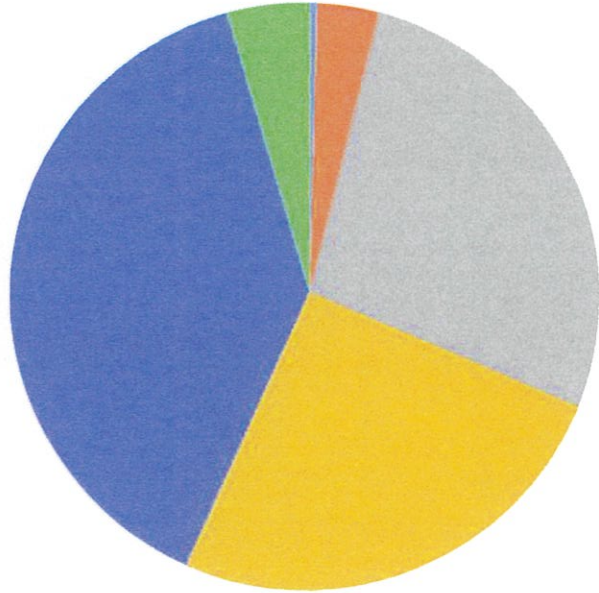


A total investment of \$383k has been made to applicants directly relating to Covid lockdowns, loss of employment due to Covid, and hardship as a result of Covid.



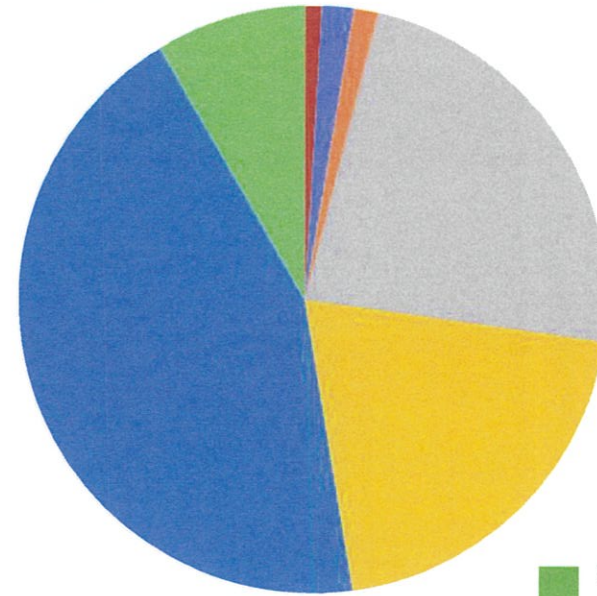
Theme - Interventions

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)

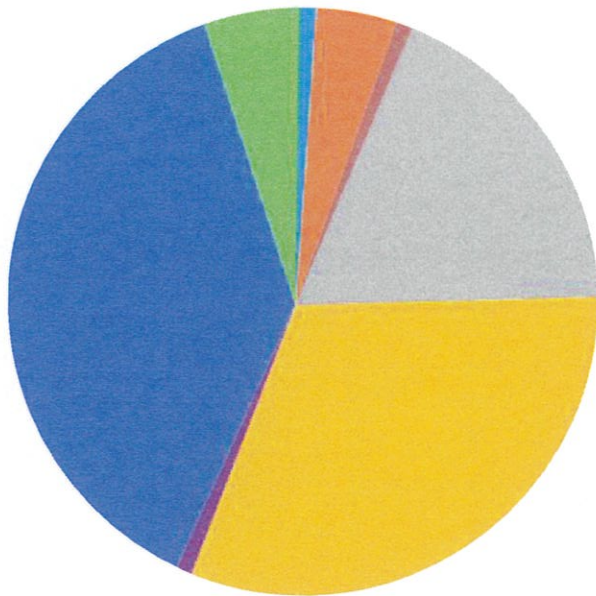
Q2 (31 MARCH | 223 APPLICATIONS)



- 44% Medical (97 applications - \$ 246,717)
- 20% Home repair (52 applications - \$ 360,973)
- 23% Hardship (53 applications - \$ 206,845)
- 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)



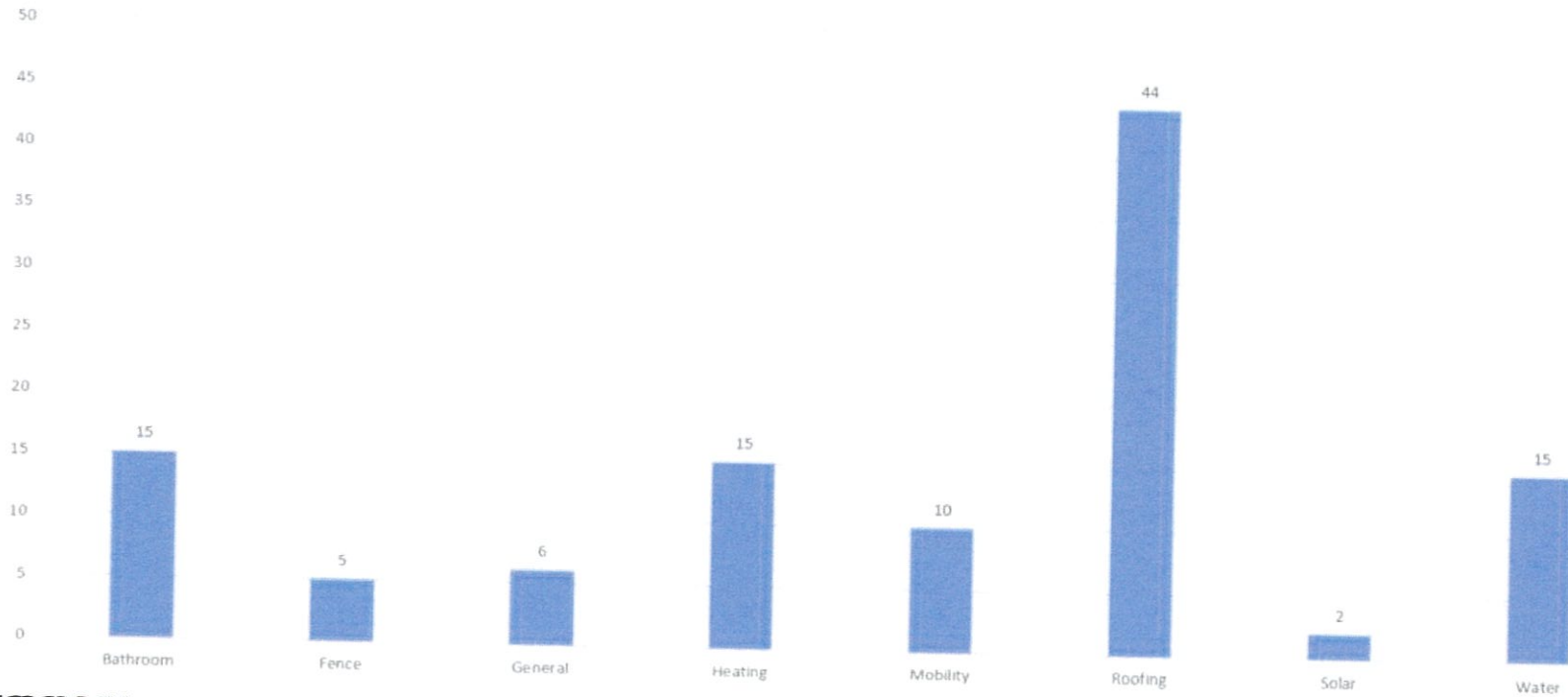
Q3 (30 JUN | 121 APPLICATIONS)



- 38% Medical (44 applications - \$ 175,057)
- 31% Home repair (39 applications - \$ 164,798)
- 18% Hardship (21 applications - \$ 52,625)
- 5% Not Approved/ Withdrawn (8 applications - \$ 18,285)
- 5% Education (6 applications - \$ 29,034)
- 1% Legal fees (1 application - \$ 5,000)
- 1% Emergency accommodation for veterans. (1 applications - \$ 4,000)
- 1% Attendance at social health activities for group of veterans (1 applications - \$ 2,070)



Housing interventions



Housing Summary:

Housing outcomes accounted for \$850k of investment (42.5%). Of this investment the vast majority have been on house repairs and ensuring weathertightness. Over both quarters approx 38% 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 - Total

- 723k was invested on health outcomes.
- Significant dental issues with our older Veterans, leading to poor health. \$105k invested.
- 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.



