



# Northland Veterans' Forum 28 May 2025

## PERFORMANCE REPORT

PREPARED BY

THE RANFURLY VETERANS' TRUST

July 2025

*Photos courtesy of NZDF*

**The Ranfurly Veterans' Trust and Veterans' Affairs New Zealand** Worked in partnership with multiple organisations to bring together veteran-focused groups, New Zealand veterans, and their families from across the Northland region. The event centered on connection, rehabilitation, and the overall wellbeing of veterans and their whānau.

The Northland Veterans' Forum, held on 28 May 2025 at the Turner Centre in Kerikeri, offered:

- A chance for ex-service members/veterans and their families to reunite, connect, and engage with one another.
- Access to 13 organisations providing support in areas such as finance, advocacy, camaraderie, health, and wellbeing.



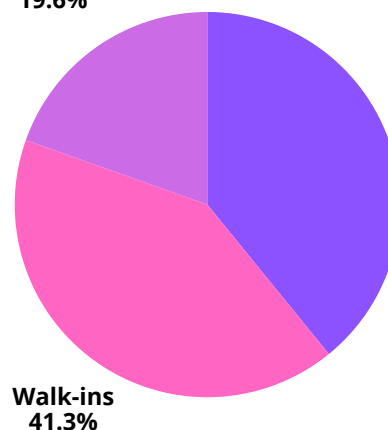
- **One-on-one meetings in person between veterans and VA case managers on the day.**
- **Access to private consultations with staff from the NZDF's Force Financial Hub to discuss wills, finance, and insurance.**
- **Funded equipment for ex-service members/veterans to aid with activities of daily living (ILS).**
- **Presentations by 5 organisations: Veterans' Affairs, NZDF Force Financial Hub, Perpetual Guardian, Viet Nam Veterans & Their Families Trust and Vietnam Veterans Children and Grandchildren Trust**
- **A video message from the Minister for Veterans, Hon Chris Penk.**

230

TOTAL ATTENDANCE AT  
THE NORTHLAND  
VETERANS' FORUM

Exhibitors&Staff  
19.6%

Registered Veterans  
39.1%



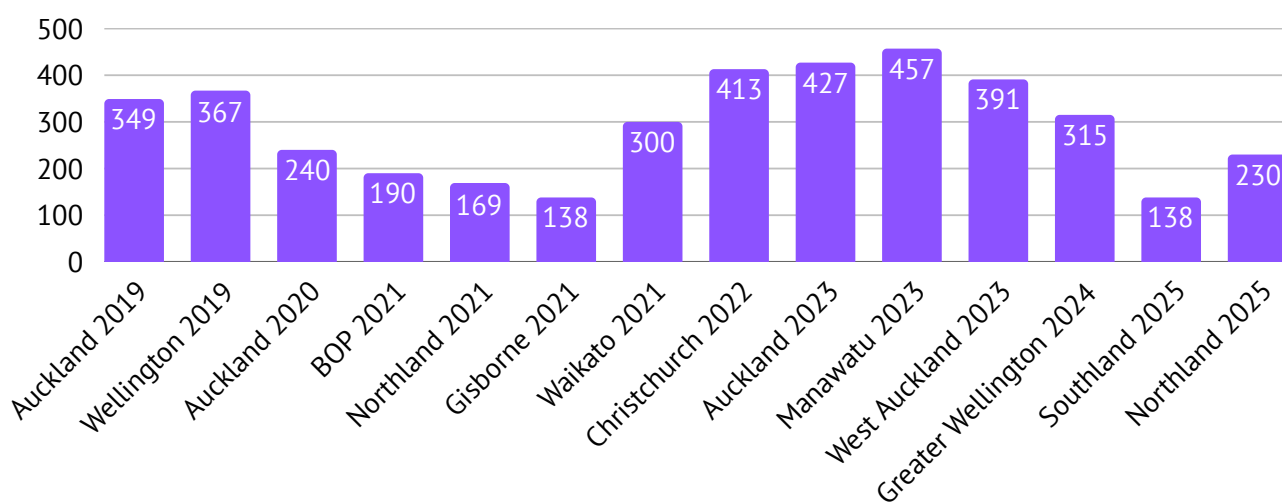
Walk-ins  
41.3%

## VETERANS & THEIR FAMILIES

Registration was open to anyone who has served or are still serving in the New Zealand Defence Force, also to family members. Veterans' Affairs received 135 registrations on Eventbrite prior to the forum. 90 of those registered attended and there were an additional 95 veterans/whānau who came and registered on entry. In total, 185 ex-service and serving members and whānau attended the forum.

## EXHIBITORS & STAFF

There were 13 organisations in attendance, with a total of 45 staff who were available for the attendees and their families on the day.



## CASE MANAGEMENT CLINIC

As part of Veterans' Affairs efforts to increase face-to-face outreach, one-on-one meetings between veterans and VA case managers were held. Veterans were triaged through VA staff before being directed to relevant organisations for assistance. Attendees generally found the process of seeing a Case Manager was easy.



## Feedback from 38 Ex-service Members/Veterans

The feedback from the ex-service members and families was positive. Veterans' Affairs received feedback from 38 ex-service members. The following feedback was recorded:

65%  
YES

*Was the event relevant to you?*

63%  
YES

*Was it easy to find the information you were after?*



### Attendee Feedback

**Relevance: Majority** rated the forum as relevant to their needs.

**Information Access:** Most found information easy to locate.

**Question Resolution:** Most had their questions answered; 2 attendees reported leaving unclear, and did not obtain the information they sought.

### Engagement with Veterans' Affairs

Primary Topics: Processing times and application support.

Case Manager Access: Majority reported the process as straightforward.

## What interested you most about this event?

**39.4%****POTENTIAL SUPPORT****21.0%****LEARNING MORE ABOUT VETERANS' AFFAIRS****13.1%****MEETING A CASE MANAGER****7.8%****MEETING THE OTHER ORGANISATIONS****7.8%****CATCHING UP WITH OLD MATES****2.0%****HEARING THE PRESENTATIONS**

*Overall feedback from attendees was positive.*

## Attendee Recommendations

Seeking support, finding out more about VA and meeting with a Case Manager were clearly priorities for veterans at this forum. There were representatives from the Northland Region which provided opportunities for ex-service members to speak to local welfare/support advisors allowing access to support and information available from government agencies, health organisations and other veteran organisations that participated at the Forum.



Veteran whanau suggestions :

- It would be good to have name tags.
- VIP services providers be invited to forums.
- VA staff should be able to access veterans' records at forums.
- Make the forms easier to fill in.



## Feedback from Six Exhibitors



***Overall Evaluation of the forum***



**EXCELLENT**

***How organized was the forum?***



**80%**

***How do you rate the venue***



**81.7%**

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



**100% YES**

- I had no idea what to expect. However, the forum was well run, educational interesting. I learnt heaps and met some fabulous individuals, great networking.
- Great Venue, all positive
- It was very well organised. You had a great turnout, so lots of people coming through. It was a wonderful event.
- The area for food/tea and catch ups for the veterans, plus all the different stalls for veterans to visit and ask questions
- It was great to meet people who had served for NZ under very challenging circumstances and of course the VA clients attending who have hearing aids with Triton Hearing.
- Very generous to have food and drinks for attendees!
- The announcements were not clear enough, it would be good if these could be louder.

# Exhibitors' Recommendations

**Was there any information that would have been helpful to know before the forum, or is there any additional feedback you would like to provide?**

- No. This was a great opportunity for us to be part of something a bit different but we believe relevant.
- I think all the information was very good.
- More presentations may be beneficial.
- Excellent to see veterans being supported and to see disability equipment made available to those who need it.



## Key Insights and recommendations

**Presentations/workshops** — schedule a few short, focused talks (or workshops) to build on the event's offering to include additional educational value.

**Improve on-site announcements & ID** — use a slightly louder PA provide self made name-tags for attendees to help with clarity and networking.

**Enable secure VA record access at forums** — where possible, allow VA staff secure access to records so they can give faster, personalised advice.

**Potential support is important** -Invite additional key service providers — consider a small list of additional VIP providers to expand immediate support

**Keep what works** — retain the food/tea area, stalls, and informal networking time — attendees valued the social connection and practical support.

**Consider signage** regarding eligibility for rehabilitation equipment



## PARTICIPATING EXHIBITORS



THE RANFURLY VETERANS' TRUST

