



# Southland / Dunedin Veterans' Forum 1 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 collaboratively to bring together veteran-focused organisations and New Zealand veterans and their families from around the Southland region. The focus was on connection, rehabilitation, veteran support and well-being for veterans and their whānau.

The Southland/Dunedin Veterans' Forum was held on 1 May 2025 at the Edgar Centre in Dunedin and provided:

- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 16 organisation offering support and assistance in areas such as finance, advocacy, camaraderie, health and wellbeing.**

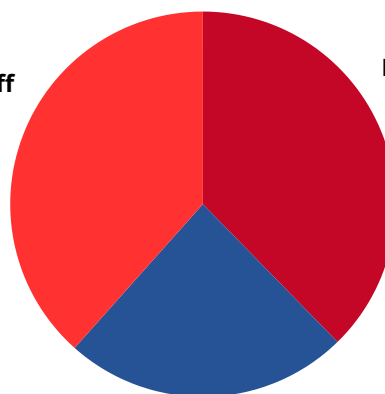


- **One-on-one meetings in person between veterans and VA case managers on the day.**
- **Access to private consultations with staff from the NZDF's Force Financial Hub to discuss wills, finance, and insurance.**
- **Funded equipment for ex-service members/veterans to aid with activities of daily living (ILS).**
- **Presentations by 6 organisations: Veterans' Affairs, NZDF Force Financial Hub, Perpetual Guardian, Viet Nam Veterans & Their Families Trust and the RSA.**
- **A video message from the Minister for Veterans, Hon Chris Penk.**

138

TOTAL ATTENDANCE AT  
THE SOUTHLAND  
VETERANS' FORUM

Exhibitors&Staff  
38.4%



Registered Veterans  
37.7%

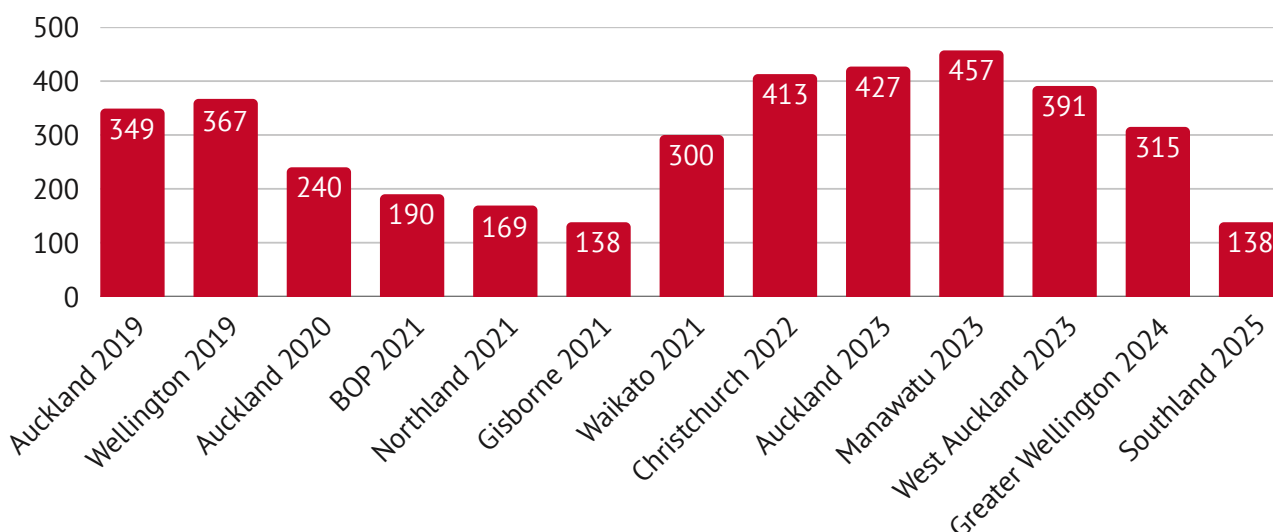
Walk-ins  
23.9%

## 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 86 registrations on Eventbrite prior to the forum. 52 of those registered attended and there were an additional 33 veterans/whānau who came and registered on entry. In total, 86 ex-service and serving members and whānau attended the forum.

## EXHIBITORS & STAFF

There were 16 organisations in attendance, with a total of 86 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. 30 veterans were triaged through VA staff before being directed to relevant organisations for assistance. 22 Case Management meetings were held. Attendees generally found the process of seeing a Case Manager was easy.



## Feedback from 26 Ex-service Members/Veterans

The feedback from the ex-service members and families was positive. Veterans' Affairs received feedback from 26 ex-service members. The following feedback was recorded:

**77%  
YES**

*Was the event relevant to you?*

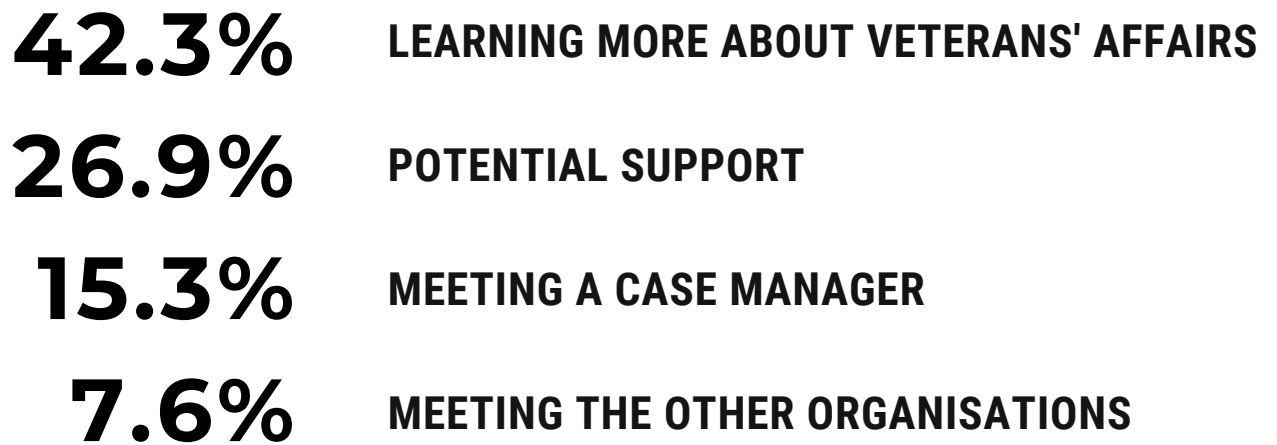
**100%  
YES**

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



Overall, attendees found the forum very relevant, the information was easy to find, and the information they got answered their questions. The main reason for talking to VA was regarding processing times and for the most part the process of seeing a Case Manager was easy.

## What interested you most about this event?



The main focus for veterans at this forum was learning more about Veterans' Affairs, finding out what support was available, and sitting down with a case manager face to face. Veterans were also interested in meeting other organisations. Feedback from attendees was positive.

## Feedback from Six Exhibitors



***Overall Evaluation of the forum***



**EXCELLENT**

***How organised was the forum?***



**100%**

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



**83%**

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



**100% YES**

- All good, coffees and freebies were excellent as was the interaction with Vet affairs staff
- Due to this being a smaller event, we were able to spend more time with Veteran's who had questions.
- A good way of show casing the benefits available to veterans and families through the NZDF Force Financial Hub. We also took the opportunity to brief NZ Army reservists in attendance.
- very well set up and pleasant surroundings
- It was a great event however, I felt it may have worked better if the presentation area was more prominent, perhaps nearer the main entrance. Some people that visited my stall weren't aware presentations were going on or had started.
- Good information and setup. Very welcoming and helpful assistance from all. The venue was warm even though it was a very cold day. Catering was excellent and a nice surprise. The people attending were interested and engaging with our organisation. More than happy to be involved in any future forums.

## Exhibitor Feedback & 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?**

- We had all the right information required. We were taken to our allocated pitch, with plenty of time to set up. The food and beverages were plenty and meant we were energised throughout the event.
- It would have been good to have a larger turnout; however, we appreciate the challenge in reaching out to people and obtaining their engagement, particularly in wintry conditions. There also appeared to be smaller number of vendors at this event which may have made it less useful for attendees.
- No It was very well organised
- No, we were provided with all the information required. Thank you.
- I hope there is another exhibition with plenty of advertising so all veterans are advised
- Sue and the team did a great job communicating and organising the forum
- Thank you for the invitation we would like to attend all future events.



### Key Insights and recommendations

The forum was highly valued for its warm hospitality, excellent catering, and friendly, helpful staff. The smaller format allowed more personal engagement with veterans and whānau, enabling meaningful discussions and showcasing available benefits, including the NZDF Force Financial Hub.

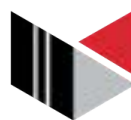
To enhance future events, the presentation area is best positioned prominently with clear signage and louder announcements.

Key interests to highlight include Veterans' Affairs services, potential support options, meeting case managers, and connecting with other organisations. Maintaining strong collaboration with NZDF, reservists, and partner organisations will further strengthen forum outcomes.





THE RANFURLY VETERANS' TRUST



Te Tira Ahu Ika A Whiro  
**VETERANS' AFFAIRS**  
New Zealand



New Zealand  
**DEFENCE FORCE**  
Te Ope Kaitiaki o Aotearoa

