

Taranaki Veterans' Forum

25 June 2025



PERFORMANCE REPORT

PREPARED BY

THE RANFURLY VETERANS' TRUST

July 2025

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

The Taranaki Veterans' Forum was held on 25 June 2025 at the Devon Hotel in New Plymouth and provided:

- **An opportunity for ex-service members/veterans and their families to reunite, connect and engage with fellow ex-service members.**
- **Access to 23 organisation offering support and assistance in areas such as finance, advocacy, camaraderie, health and wellbeing.**

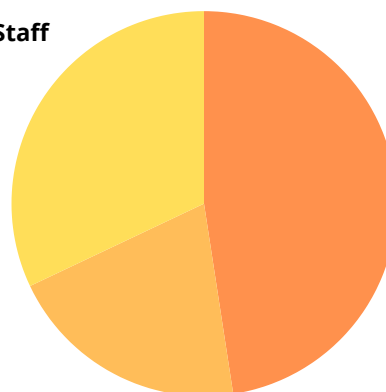


- **One-on-one meetings in person between veterans and VA case managers on the day.**
- **Access to private consultations with staff from the NZDF's Force Financial Hub to discuss wills, finance, and insurance.**
- **Funded equipment for ex-service members/veterans to aid with activities of daily living (ILS).**
- **Presentations by 12 organisations: Veterans' Affairs, NZDF Force Financial Hub, Perpetual Guardian, Advance Care Planning, Blind Low Vision NZ, Central Audiology Taranaki, Tautoko Tane, RNZRSA, Taskforce Kiwi, Viet Nam Veterans & Their Families Trust and Vietnam Veterans Children and Grandchildren Trust**
- **A video message from the Minister for Veterans, Hon Chris Penk.**

206

**TOTAL ATTENDANCE AT
THE TARANAKI VETERANS'
FORUM**

Exhibitors & Staff
32%



Registered Veterans
47.6%

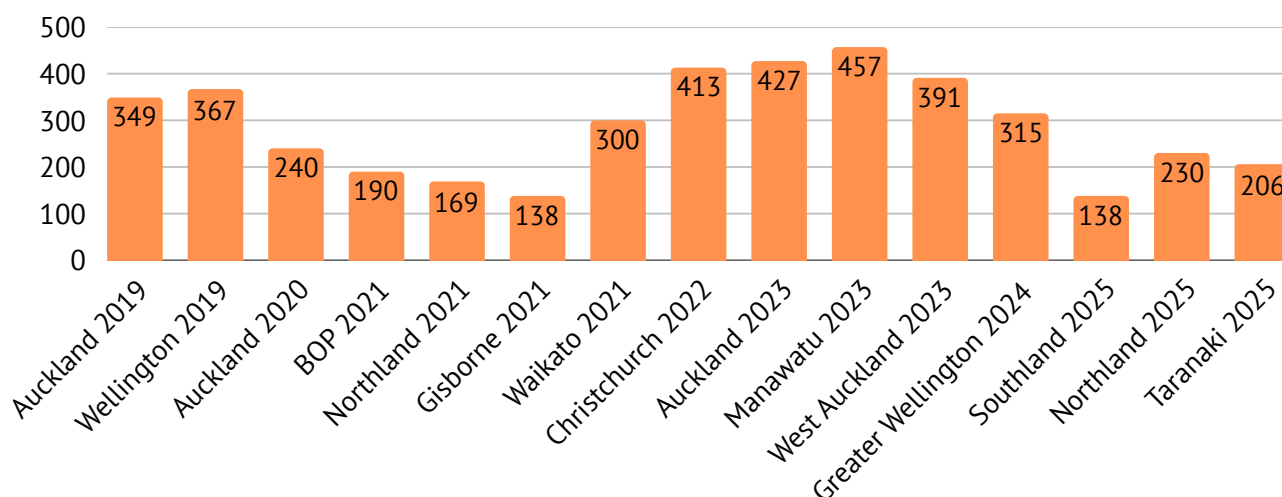
Walk-ins
20.4%

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 143 registrations on Eventbrite prior to the forum. 98 of those registered attended and there were an additional 42 veterans/whānau who came and registered on entry. In total, 143 ex-service and serving members and whānau attended the forum.

EXHIBITORS & STAFF

There were 26 organisations in attendance, with a total of 66 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. 48 veterans were triaged through VA staff before being directed to relevant organisations for assistance. 18 Case Management meetings were held. Attendees generally found the process of seeing a Case Manager was easy.

Feedback from 40 Ex-service Members/Veterans

The feedback from the ex-service members and families was positive. Veterans' Affairs received feedback from 40 ex-service members. The following feedback was recorded:

95%
YES

Was the event relevant to you?

95%
YES

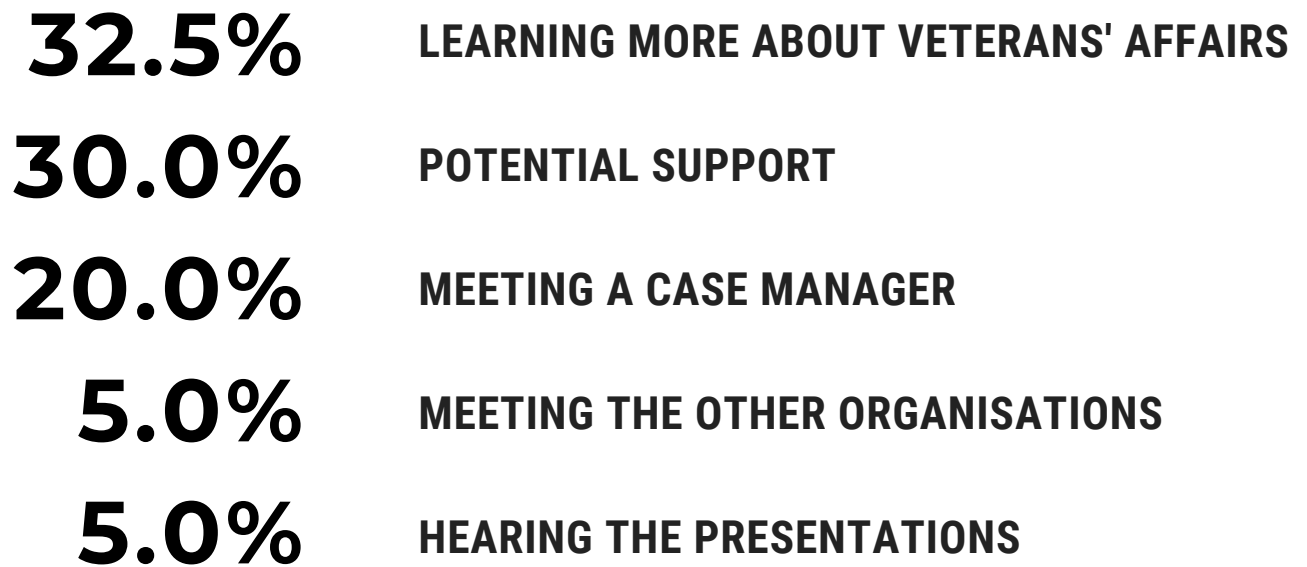
Was it easy to find the information you were after?



Overall, the majority of attendees found the forum relevant, the information was relatively easy to find, and the information they got answered their questions.

The main reason for talking to VA was regarding processing times and application support. For the most part the process of seeing a Case Manager was easy.

What interested you most about this event?



Veterans at the forum prioritised getting support, learning more about Veterans' Affairs (VA), and connecting with a case manager. The event provided a valuable opportunity for ex-service members from the Taranaki region to speak directly with local welfare and support advisors. This direct access connected them with the full range of information and assistance available from participating government agencies, health organizations, and other veteran organizations.

Feedback from Seven Exhibitors

Overall Evaluation of the forum



EXCELLENT

How organized was the forum?



100%

How do you rate the venue



97.1%

Would you attend another forum if the opportunity arose?



100% YES



What did you like about the forum?

- The ability to connect with Veterans and with other providers was fantastic. From a Blind and Low Vision NZ point of view we may only need a table slot in the future without a presentation.
- As an exhibitor the information pack was very useful thank you
- Coffee available was a bonus for us!
- It was a great opportunity to connect with valued members of the community whom may not always have the opportunity to come into our office or not have the ability for online interactions.
- It was also a great opportunity for us to see and understand these members and some of their life journeys



- Helpfulness of organizers.
- My personal "like" was seeing all the veterans engaging with everyone, enjoying that they aren't forgotten and well respected.
- On a professional level, great to network with like-minded businesses and services and how we can assist each other to grow.
- Nothing I disliked about the forum - it was a great event.
- The variety of information
- I liked how friendly every one was.
- I liked the very clear information/instructions ahead of the event, great engagement from the organisers at the event and the bicultural inclusiveness (with opening and closing karakia etc.) .

Exhibitors' Recommendations

- An earlier finish time might be beneficial for future events
- Floorplan - enable networking easier
- A list of contacts for future use.
- Very well organised!

General comments

Thank you for inviting us, we enjoyed the event and think it is a great way to connect with veterans and other service providers

Thank you, my colleague and I enjoyed ourselves and received many leads to work with.



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 / support value. Consider changing the finish time to 1pm or doing a morning and afternoon session for the Taranaki region.

Create a contact list of providers who attended, create pathways for additional support - make this a resource available online for veterans and exhibitors. Keep what works — retain the food/tea area, stalls, and informal networking time — attendees valued the social connection and practical support.

PARTICIPATING EXHIBITORS



THE RANFURLY VETERANS' TRUST

