



**Robyn Collins**  
**General Manager**



I recently had an email complimenting DefenceCare on the changes that were taking place, but expressing concern that some of our older and more isolated veterans may not be aware that we are here to help.

This month we feature stories about some of the ways we can help our veteran community – small things to make life easier, such as cleaning when someone is ill and a new phone to assist when hearing and/or sight are impaired. We often find that we can assist when the Department of Veterans' Affairs cannot and sometimes our clients prefer us to ask DVA on their behalf. We would love our older veterans to feel comfortable in contacting us if they have any concerns or need help to make their life a little easier. Please remember that we are only a phone call away.

DefenceCare can also help the families of ex-service and current serving defence members and we hope our RSL network can share information about our services to others who may be eligible for assistance.

As well as information on how we help veterans, this month we unveil DefenceCare's new logo. The previous one, approved in early 2012, proved difficult to read from a distance and in small applications. An advertising agency currently working with RSL NSW kindly donated their time and creativity and developed a logo that will better suit our future needs.

The dark blue, red and light blue are direct references to the Australian Defence Force Tri-Service flag and the heart is universally known for health and care.

The overlapping of the flags symbolises unity and working together.

For those of you on Facebook, you may have noticed that DefenceCare's page features the new logo. We hope you share our enthusiasm for our new look.

## PEOPLE WE HAVE HELPED

Paul Chapman of Tweed Heads, Northern NSW, was deployed for eight months in Afghanistan and suffers from extensive injuries including post traumatic stress as a result of his service.

His subsequent depression has affected the whole family and they are struggling financially. In addition, his wife is unwell and his two teenage children have also suffered as a result.

DefenceCare has paid for school sports costs, out of pocket expenses from medical appointments and council fees. Grocery shopping vouchers were also sent to assist with purchasing everyday needs.

DefenceCare is still in touch with Paul and his family to monitor their situation and will assist when needed.



**Paul Chapman and his family**

DefenceCare recently helped a 72-year-old veteran and sub-Branch member who lives with his wife in western NSW. He is undergoing treatment for a life-threatening illness and recently had surgery.

To help his elderly wife, DefenceCare paid for a spring clean and follow-up regular cleaning while he was in hospital.

We also keep in regular contact to see where we can offer support.

One of our team recently had the honour of meeting and helping a 94-year-old RAAF WWII veteran who lives by himself in southern Sydney.

Whilst helping him with a DVA claim, our Entitlements Adviser noticed that the veteran found it hard to hear over the phone. DefenceCare paid for a phone designed for those who are hard of hearing or visually impaired to make his life easier.

We are now in contact on a regular basis and will meet other needs as and when they arise.

Finally, we have recently purchased an air conditioner for a young child with special needs whose father was in the service. The child and his mum are living up north and struggling in the extremely hot weather. A portable air conditioner has made a real difference to their lives.

## WELCOME HOME HMAS ANZAC

DefenceCare and RSL NSW welcomed home HMAS ANZAC on Australia Day, following a six-month deployment to the Middle East.

Family, friends and other proud Australians made their way to Woolloomooloo Wharf to welcome home 191 serving members on the frigate. HMAS ANZAC's deployment, as part of Operation SLIPPER and the multinational Combined Maritime Forces, included a critical role in interrupting support to





terrorist and extremist organisations in the Middle East.

We provided free morning tea and show bags for children that included a special colouring book featuring Defence Australian animal characters. Our presence on the day added to the warm family atmosphere and helped raise awareness of our services in the defence community.

## TRAINING IN MENTAL HEALTH ISSUES

It is a reality that the staff of DefenceCare can come into contact with clients who are struggling with mental illness or have thoughts of suicide.



As the first part of a series of training sessions on mental health issues, our staff learnt how to identify persons with thoughts of suicide and then connecting them to suicide first aid resources.

## PERSONAL DONATIONS TO SUPPORT DEFENCECARE

DefenceCare truly values our supporters – those people who give up their time to raise money for RSL Welfare and Benevolent Institution (RSL WBI – the legal entity behind DefenceCare). They allow us to help members of the defence community in need.

RSL WBI can accept personal donations as well as those from sub-Branches and Women's Auxiliaries.

Personal donations are often made each year to favourite charities and peak times for individual donations tend to be at the end of the financial year and Christmas. Donations to RSL WBI, like other charities and deductible gift recipients, are tax deductible.

Some people prefer to donate through their estate, leaving a bequest in their will.

Leaving a bequest to RSL WBI to support the work of DefenceCare means your legacy will live on in the valuable work we do and, if you are thinking along these lines, we suggest you contact your solicitor for advice.

Donations to DefenceCare make a real difference and on behalf of those we help, we thank you for your support.

(We understand organisation structures and names can be confusing. DefenceCare is like a trading name for the charitable services of RSL WBI. Donations for DefenceCare should be made out to RSL WBI, as this is the legal entity behind DefenceCare.)

## CONTACT US

**DefenceCare.**  
**Always there.**

A charity supporting the Australian Defence Force.

If you would like to discuss how DefenceCare can assist you and your family, please contact us.

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**Website:** [www.rslnsw.org.au/](http://www.rslnsw.org.au/)  
programs

Facebook: DefenceCare

Twitter: DefenceCare

Our new website at

**[www.defencecare.org.au](http://www.defencecare.org.au)** will be  
up at the end of March. If you are  
online, please visit us.