



Robyn Collins
General Manager



Although winter started out mild, the cold has well and truly hit NSW and DefenceCare has experienced staff illnesses and absences. As our team is small, this can have an impact on our response times.

We continue to try to meet our clients' needs as best we can and apologise if any have experienced delays as a result. If at any time you need us urgently, please let us know your call needs an urgent response.

Last month RSL NSW (through DefenceCare) joined with the Department of Veterans' Affairs to hear the issues and concerns of carers of veterans – parents and partners who are the primary carer for a veteran who has physical injuries and/or mental health illnesses as a result of their service.

We will report in coming months on the outcomes, but the experience was a sobering reminder of the complex issues facing many of our veterans and their families.

We have just reviewed our statistics for the 12 months to the end of June 2014, and this month will bring you an overview of the past 12 months.

In the 12 months to end June 2014 DefenceCare:

- responded to 4838 calls for help from veterans and their families (compared with 2651 for calendar year 2013);
- provided 3079 services such as financial assistance, counselling and disaster relief;
- submitted 293 claims to the DVA;
- completed 155 appeals to the VRB;
- helped 2026 ex-serving members or their surviving spouse;
- helped 1476 current serving members;
- helped 151 family members such as

parents and children of serving and ex-serving members; and

- handled 984 enquiries from government and non-government organisations and individuals.

We remain at maximum capacity and sincerely appreciate any financial support you can give us as we help veterans and their families in need.

PEOPLE WE HAVE HELPED

... a veteran's family struggling with post-traumatic stress

It was after the discharge that Craig first began to experience post-traumatic stress (PTS) and started to spiral out of control.



He was unable to put into words what he had experienced during his time away from home. It has also meant that he is different in the ways he interacted with his children and wife. Within three months of discharging from the Army, the family moved back to their home on the North Coast of New South Wales.

Financial hardship and Craig's loss of primary income meant that every day bills took a back seat. Getting to and from appointments was difficult; the costs associated with transport causing great distress.

Craig's PTS has had a huge impact on the family. He cannot work and his wife is the primary income earner, working full time. Sometimes he is unable to sleep during the night and on other occasions he sleeps for more than one day.

PTS can be an unpredictable mental disorder, both for the person suffering with it, as well as those who support and love them.

After a round of visiting various medical practitioners and experiencing periods

of inability to work full time, Craig's wife knew it was time to seek specialised assistance. Nicole credits DefenceCare with assisting her husband and their family.

DefenceCare recommended Craig and Nicole seek help from a financial counsellor to better manage their change in income. DefenceCare has also been able to provide counselling for both Craig and Nicole.

"Words couldn't express what we would like to say. DefenceCare saved us from financial ruin and saved our lives from falling apart. Thank you isn't enough."

... a young naval officer returning to civilian life

As a Naval electronics technician with a wife and three young children, Michael absolutely loved his job. He credits his time in the Australian Defence



Force as the best thing he has ever done.

Originally Michael was a cook on a Navy base where he got to know the Navy personnel really well. It was these personnel who were the ones that encouraged him to join. This alone indicated to Michael what he already had thought about the Navy. It was a family away from home.

Michael was in the Navy for 15 years, before he was medically discharged. There was a lot of distress and anxiety about his upcoming departure and Michael's wife was sick with stress and worry. With three young children at home, their concern was around income upon discharge and the loss of their defence support network.

This young veteran and his family came to DefenceCare in 2013, with his final medical approaching. At this point, Michael found himself unemployed and physically unable to find work. DefenceCare were able to help

and support him, as well as his family, with the changes that they were facing and his departure from the Navy.

DefenceCare's Entitlements Adviser was able to assist him with his medical and rehabilitation appointments, as well as work with him on the complexities involved in the processing of his claim.

"It was very difficult adjusting back into civilian life. I still have dreams of being in the military. DefenceCare helped me with a claim for permanent impairment. I want to thank them for all their help and for my adviser being there whenever I needed her, including on base."

VETERAN HEALTH CARE SURVEY

An update on our recent call to veterans aged over 55 to complete a survey on their experiences with mainstream health services. Currently the survey has been completed by over 3100 respondents. Many of you have also volunteered for the follow-up interview.

The organisers of this major piece of research would like to thank all who responded. They are currently conducting analysis and will be organising the interviews over the coming months.

If you currently still have a survey to complete please send it through; the online survey can be accessed at www.surveymonkey.com/s/VeteranHealthCare

If you know someone who is not online but would like to complete the survey, please call Frances Russell on 8978 4376 or or email frances.russell@acu.edu.au for a paper version.

CORPORATE SUPPORTERS UPDATE

Over recent months DefenceCare has been working to develop relationships with different organisations, which will assist us to continue to provide our established services and develop new initiatives.

Please join us in welcoming TJ Andrews Funeral Services, who have a long history

COMMUNITY FUNDRAISER UPDATE

WOMEN'S AUXILIARIES' LEST WE FORGET QUILT RAFFLE TICKETS STILL AVAILABLE



Tickets now on sale for the 'Lest We Forget Quilt', a handmade patchwork quilt celebrating 100 years of Australian Defence Forces. The quilt is the loving work of members of the NSW RSL Women's Auxiliaries. Tickets \$2. All proceeds to DefenceCare to help veterans and their families in crisis. Drawn 1/11/2014. Proudly supported by Ingleburn RSL Club. Tickets: Pauline 0416 247 635.



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as an Australian owned business, providing care in times of need to families farewelling loved ones. TJ Andrews Funeral Services offered their services to the Australian War Memorial at ceremonies in Villers-Bretonneux, at the Menin Gate at Ypres in Belgium and at Cambrai Air Base in the north of France. At the conclusion of these ceremonies they performed part of the returning of the remains of the Unknown Soldier at the Australian War Memorial.

We would also like to welcome Navy Health to the DefenceCare corporate family. At Navy Health, their core purpose is to provide their members with opportunities for better health through quality services, competitive prices, attractive benefits and immediate access. They are unique in that as a not-for-profit

health fund there are eligibility criteria for membership. These include:

- Serving or ex-serving members of the Australian Defence Force (ADF);
- Ex-dependants of serving and ex-serving members of ADF
- Employees of organisations contracted to provide services to and employees of the Department of Defence
- Australian Public Service employees assigned to, or directly engaged to provide services to the Department of Defence or ADF
- Current members or former members of the ADF reservists
- Current or former members of the ADF cadets
- You may also be able to join Navy Health if you are related to any eligible person

(above), in any of the following ways;

- Partners
- Siblings
- Children
- Grandchildren
- Parents

If you have any questions about eligibility or Navy Health services please go to navyhealth.com.au or contact Member Services on 1300 306 289.

Join before 30 September 2014 and Navy Health will waive all 2 & 6 month waits on extras. Simply use the promotional code "DEFENCE CARE" on your application.

Our sincere thanks to TJ Andrews Funeral Services and Navy Health for their support.

KOKODA TRAIL MODELS

With the sole purpose of 3D design, this

Australian business specialises in miniature replicas of military spec vehicles, aircraft and other modes. For the financial month of 15 July to 15 August they have donated 100% of their profits. Please visit their page to help them in return for their efforts on www.shapeways.com/shops/Frenobulax

DEFENCECARE TO BENEFIT FROM "THEIR STORY" BOOK SALES

To commemorate the Centenary of ANZAC, John Gillam and Yvonne Fletcher are donating 5% of the sale price of each copy of "Their Story" to DefenceCare. Many have written about the conventional military history of WW1 with its focus on units and battles, only using personal information to illustrate points of history.

John and Yvonne are part of Legends

and Lessons, who have in partnership with Mortels Sheepskin Factory brought us Diggers Vest. Copies of the title can be purchased online at: www.my.bookpal.com.au/Store/Category/59

OUT AND ABOUT WITH DEFENCECARE

25-26 June DVA/RSL NSW Carers Forum run by DefenceCare

16 August DefenceCare and RSL NSW were at Garden Island to welcome home HMAS *Darwin*

COMING EVENTS

All things military 2014;

Veterans' Ex-Service and Services Expo

– October 18, Singleton

Centenary Celebration World War One

– November 8 Ingleburn RSL

CONTACT US

DefenceCare. Always there.

DefenceCare is a charity helping current and ex-serving members of the Australian Defence Force and their families in times of injury, illness and crisis. DefenceCare is part of RSL

Welfare and Benevolent Institution and is a Tier 1 RSL NSW recognised charity.

ABN: 61 603 206 488.

DGR: 752 766 491. CFN: 12317.

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

ANZAC House, 245 Castlereagh St, Sydney NSW 2000

Ph: 8088 0388 (Monday to Friday 8.30am to 4.30pm). Fax: 9261 4558

Email: defencecare@rslnsw.org.au

Website: www.defencecare.org.au

Facebook: DefenceCare

Twitter: DefenceCare

Rick Pisaturo

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in Australia
Cattleman & Businessman
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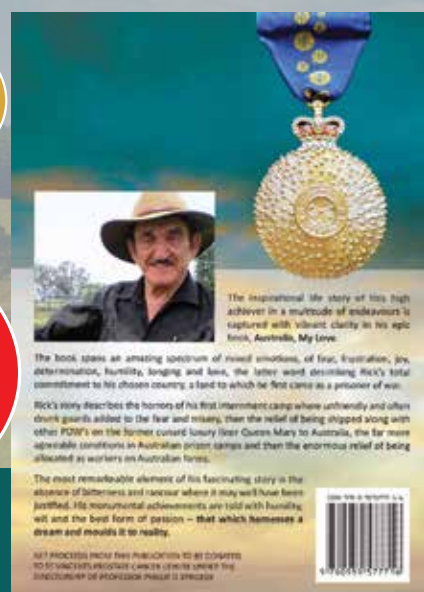


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The inspirational life story of this high achiever in a multitude of endeavours is captured with vibrant clarity in his epic book, *Australia, My Love*.

The book spans an amazing spectrum of mixed emotions, of fear, frustration, joy, determination, humility, longing and love, the latter word describing Rick's total commitment to his chosen country, a land to which he has come as a prisoner of war.

Rick's story describes the horrors of his first internment camp where unfriendly and often drunk guards added to the fear and misery, then the relief of being shipped along with other POW's on the fastest and most luxurious liner Queen Mary to Australia, the far more agreeable conditions in Australian prison camps and then the enormous relief of being allocated as workers on Australian farms.

The most remarkable element of his fascinating story is the absence of bitterness and racism where it may well have been justified. His monumental achievements are told with humility, wit and the best form of passion – that which harnesses a dream and moulds it to reality.

NET PROCEEDS FROM THIS PRODUCTION TO BE DONATED TO ST VINCENTS PROSTATE CANCER CENTRE UNDER THE SUPERVISION OF PROSTATECARE AUSTRALIA