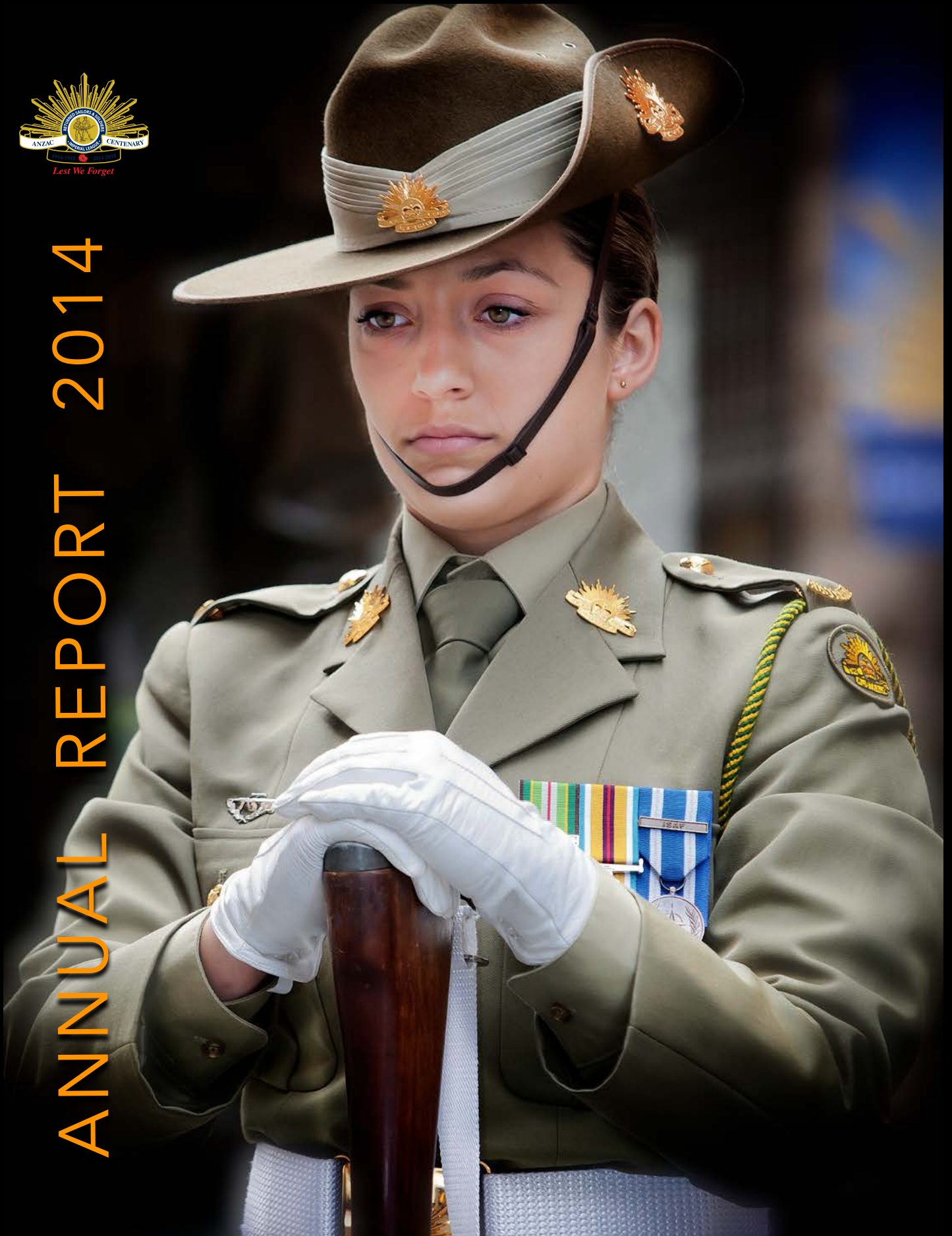




# ANNUAL REPORT 2014





[ANZACappeal.com.au](http://ANZACappeal.com.au)

RSL NSW ANZAC ART AWARDS 2013 — 'The Reflection'  
GOLD DISTINCTION AWARD - HIGHEST SCORE IN COMPETITION

Conner Tan - Year 11  
Sydney Technical High School



# ANZAC DAY

## 25th APRIL

Donations

[ANZACappeal.com.au](http://ANZACappeal.com.au)

COURAGE \* SACRIFICE \* MATESHIP \* ENDURANCE



## RSL NSW **Welfare and Benevolent Institution**

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#### RSL WBI - 2014 Annual Report

A full comprehensive Annual Report PDF format with complete financial reports is available by downloading from the corporate website [www.rslnsw.org.au](http://www.rslnsw.org.au).

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Member of the  
Catafalque Party, Private  
Katie Ganchov resting at  
arms during a  
commemoration  
ceremony held in Martin  
Place, Sydney.

Photo by:

**ABCSO**  
**Steven Thomson**  
Navy Imagery Unit - East

# DONATIONS to RSL WBI

From RSL NSW sub-Branches

Arncliffe	Five Dock	National Australia Bank
Auburn	Forestville	Nelson Bay
Avalon Beach	Gerrington	Oatley
Balgowlah-Seaforth-Clontarf	Gilgandra	Old Bar Beach
Ballina	Gladesville	Paddington-Woollahra
Bangalow	Glen Innes	Padstow
Bankstown	Glenorie	Parramatta
Bass Hill	Gloucester	Penrith
Batlow	Gosford	Port Macquarie
Belmore	Grafton	Queanbeyan
Berowra	Greek	Quirindi
Blackheath-Mt Victoria	Henty	Ramsgate
Blacktown	Hills District	Redfern
Bomaderry	Hornsby	Revesby Heights
Bombala	Huskisson	Rose Bay
Bondi Junction-Waverley	Ingleburn	Seven Hills-Toongabbie-Went'ville
Botany	Kandos	Smithfield
Burwood	Kempsey-Macleay	South Lake Macquarie
Callala Beach	Kensington	Sydney
Camden	Kiama-Jamberoo	Taralga
Campsie	Kurri Kurri	Tea Gardens
Candelo	Laurieton	The Entrance-Long Jetty
Canterbury-Hurlstone Park	Lidcombe	Trundle
Caringbah	Liverpool	Wagga Wagga
Castle Hill & District	Manilla	Wallsend & District
Chatswood	Manly	War Veterans Village
Chatsworth-Iluka	Maritime Services Board	(Narrabeen)
Chester Hill-Carramar	Maroubra	Warialda & District
Coffs Harbour	Mascot	Warilla
Combined Services	Matraville	Wauchope
Concord District	Merewether-Hamilton	Werris Creek
Coogee-Randwick-Clovelly	Merimbula	West Wyalong
Cootamundra	Miranda	Westpac Banking Corporation
Cronulla	Moama	Windsor & District
Culcairn	Mortdale	Woodburn-Evans Head
Dapto	Mosman	Woolgoolga
Dee Why	Mullumbimby	Wollongong
Dorrigo	Mungindi	Woonona-Bulli
Doyalson-Wyee	Narooma	Wyong
Enfield-Croydon Park	Narrabeen	Yass
Estonian	Narrabri	Yenda



# Trustees Report



Rod White AM, RFD  
Trustee



Chris Perrin  
Trustee

“

**Our lives  
are in their  
hands...**

**Their  
welfare in  
ours”**

During the past year the Trustees of the RSL Welfare and Benevolent Institution have ensured that appropriate resources are available for the achievement of the Institution's Aims and Objectives.

Without the continuing support of the RSL sub-Branches, RSL Women's Auxiliaries and many others, we simply would not maintain the necessary capability and meet increasing expectations.

The Trustees are the RSL (NSW Branch) State President, State Honorary Treasurer and State Secretary.

DefenceCare, our operational arm has significantly increased its support to serving members of the Australian Defence Force (ADF) and their families, in addition to the substantial number of former members of the ADF who turn to DefenceCare for a broad range of support services.

DefenceCare is identified as the leading veteran support agency throughout the ex-service community and has formed important partnerships with many groups to strengthen our financial base and increased exposure.

Together with RSL LifeCare, DefenceCare is very focussed on assisting those contemporary veterans who have served our nation in recent campaigns and are now facing major challenges in resettlement.

The Trustees have also enhanced their support to the ADF by providing close support and leadership to several ADF interactive sporting, cultural and commemorative programmes, including; the Canadian Allied Winter Sports Camp, Thailand pilgrimage to Hellfire Pass and Kanchanaburi War Cemetery, the Allied Forces Invictus Games conducted in the United Kingdom and the adaptive sports for the wounded injured as part of the US Air Force Games in Nevada and the US Marine Corps trials in California.

We encourage you to review this annual report to see further details on the operations of the RSL WBI in particular DefenceCare. If you require further information, especially if considering a bequest or a donation, please contact the Trustees at ANZAC House Sydney.

“Our Lives are in their hands...  
Their welfare in ours”

# DefenceCare Report



Robyn Collins  
General Manager  
DefenceCare



“

**DefenceCare would not have been able to help those in need without its donors, supporters, staff and other organisations”**

In only its second full year of operation, the demand for DefenceCare's services increased significantly and we responded to 4,195 calls for help (2,651 in 2013).

We provided 2,698 community support services, lodged over 1,000 claims and completed 144 appeals to the Veterans' Review Board.

In total, we helped 3,259 current and ex-serving members and their families, compared with 2,389 in 2013.

Our ability to provide support to so many is testament to the organisation's team of professionals who share a passion for helping those who have sacrificed so much for Australia.

DefenceCare's help is compassionate and immediate – we provide a safe haven in the most difficult times and offer practical support that changes lives.

In June 2014, DefenceCare joined with the Department of Veterans' Affairs (DVA) to invite carers of veterans to share their experiences and concerns during a facilitated forum. We would like to thank the DVA for generously paying for the carers to travel to Sydney as well as a specialist to facilitate and support the participants.

Our thanks also to the carers – partners and parents - who shared their sometimes difficult journeys

so we could better understand what they are experiencing as a result of their partner's or child's service. We learnt of their many challenges, their feelings of isolation and exhaustion, their financial worries and most of all, their concerns for their children.

The forum led to the development of a business case to develop and trial a peer to peer support program, including tailoring existing programs for carers to take into account the unique experience of military life. We hope 2015 will see funding opportunities for this vital area of support.

DefenceCare would not have been able to help those in need without its donors, supporters, staff and other organisations.

Donations from RSL NSW sub-Branches, Women's Auxiliaries, the Hyde Park Inn, registered clubs, corporates, groups of fundraisers and individuals grew in 2014. While the demand for help continued to outstrip donations, it was great to see more and more organisations and individuals joining with us to change lives.

2015 will bring with it the challenge to continue to increase donations to cover the cost of our services. We need more and more people to join with us to help honour the sacrifices of Defence families.

As part of the RSL NSW family, we work closely with sub-Branches and Women's Auxiliaries – providing support and advice to their members and services for those in need. This is a volunteer network of extraordinary compassion and concern for their mates and we are proud to stand alongside them in their efforts to bring ex-service men and women together and reach out to those who need help.

We especially value our relationships with RSL's in all states of Australia and the ACT. Referrals for clients needing assistance are frequent, as Defence families move often for work - the support of someone close to home in difficult times can be invaluable.

Our relationships with other ex-service organisations such as RSL LifeCare, Mates4Mates, Soldier On, Legacy, and Partners of Veterans continued to grow as we join together to ensure veterans and their families have the chance at the best possible outcomes.

Without our strong professional relationship with the Department of Veterans' Affairs in NSW, the Veterans' Review Board, WVCS and other related entities, we could not have helped so many veterans and their families.

We thank the DVA's Deputy Commissioner NSW/ACT Jennifer Collins, and her team for their ongoing assistance and willingness to join with us to implement regular meetings to improve information flow between our organisations.

Finally and most importantly, we thank the Australian Defence Force for referring Defence members in need to DefenceCare and allowing us to deliver vital services on four bases – Holsworthy, Kuttatbul, Williamtown and Singleton.

In the centenary year of Gallipoli as we honour those we have lost, we hope the memory of their sacrifice will spur the community to donate to charities like DefenceCare to help service men and women and their families who are suffering now.

There are thousands who are living with the constant reminders of their Defence service – post-traumatic stress, depression, anxiety and chronic pain. Honouring those who have fallen by helping those who are suffering now would be a wonderful commemoration of one of the defining moments of our nation.

#### **In 2014 DefenceCare ...**

- *Responded to 4,195 calls for help from veterans and their families (2,651 in 2013)*
- *Provided 2,698 services such as financial assistance, counselling and disaster relief (1,385 in 2013)*
- *Submitted over 1,000 claims to the DVA for 247 clients (282 in 2013)*
- *Completed 144 appeals to the Veterans' Review Board (152 in 2013)*
- *Helped 1,688 ex-serving members or their surviving spouse (1,276 in 2013)*
- *Helped 1,431 current serving members (1,042 in 2013)*
- *Helped 140 family members such as parents and children of serving and ex-serving members (71 in 2013)*

#### **Who we were there for ...**

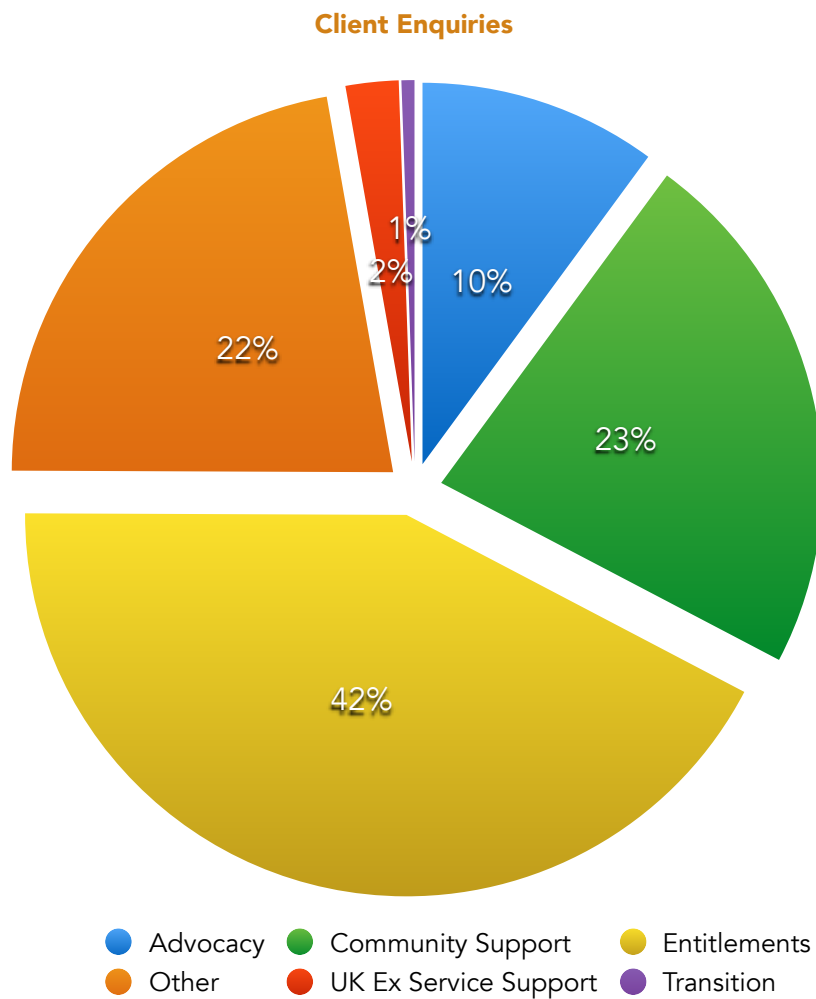
DefenceCare continued to help current and ex-serving members of Australia's Defence Force and their families in times of injury, illness and crisis.

Calls to DefenceCare increased by just under 60% and the number of community support services provided nearly doubled.

The number of veterans and their families helped increased by just over 36%.

Where possible we ask our clients to fill in a survey to tell us how we did and whether there were any areas we could improve.

98% of respondents to our survey said DefenceCare met their needs, while 99% said they were satisfied with DefenceCare's customer service.



#### Assistance with DVA entitlements ...

DefenceCare increased the number of full-time Entitlements Advisors from two to three and expanded its on-base services from three to four Defence Bases. We lodged over 1,000 claims for 247 clients.

We maintained strong relationships with DVA, introducing ongoing professional development sessions with DVA's specialist claims assessors. We also maintained strong relationships with RSL NSW sub-Branches, interstate RSLs and other ex-service organisations, knowing that we can better serve our clients when working together.



DefenceCare Ambassador Damien Thomlinson addressing the audience at the Annual State Congress in Coffs Harbour.

#### Advocacy at the Veterans' Review Board ...

DefenceCare lost its part-time Advocate and ended the year with one full-time Advocate handling appeals to the Veterans' Review Board.

At any one time during the year we had around 150 appeals lodged for hearing and another 100 or so clients with their appeal in various stages of review.

Our Advocacy service leads the way in terms of professionalism and we continue to strive to provide the best possible service to our clients.



## Community Support ...

We provided 2,698 services such as financial assistance, counselling, disaster relief and other community support services (1,385 in 2013).

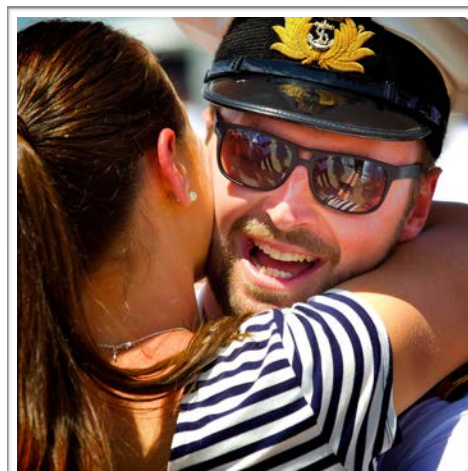
Our community support activities included the following:

- providing assistance and support during a crisis, including the death of a loved one
- financial assistance in times of crisis or when expenses become too much to handle
- counselling – helping our clients work through concerns in a practical and effective way
- assisting with resume preparation, improving job interview skills, subsidising the cost of training courses and coaching for those transitioning to civilian employment
- family and carer support - counselling, support and information for family member and carers
- building family & community resilience through activities and initiatives to promote the health and well-being of family members of serving and ex-serving members of the Australian Defence Force and the wider community
- Information and referral services

Our goal is to provide a holistic service that gives a helping hand during a crisis and endeavours to work on the underlying cause to help the individual or family better cope in the future.

To promote the health and well-being of veterans and their families, during 2014 DefenceCare supplied morning tea for families waiting for their loved ones to return home as well as those farewelling their loved ones on deployment at Garden Island, NSW. The morning teas were accompanied by activities for the children and plentiful supplies of tissues and sunscreen.

Our community activities in 2014 also included talks and stalls at a variety of transition seminars and Defence Family Days.



Home at last - DefenceCare is frontline on welcome home and farewell events for Navy families at Garden Island .



Happy birthday Luna Park, the gates are opened for members of the ADF and RSL families to enjoy.

## How you can help ...

1. Raise money for or donate directly to DefenceCare.
2. Leave a bequest to DefenceCare in your will for a lasting legacy to help veterans in crisis.
3. Talk to your workplace or your children about company or business donations to DefenceCare.
4. Become a corporate supporter of DefenceCare.
5. Tell friends about DefenceCare.
6. Ask well known friends or colleagues to be an ambassador for DefenceCare.

If you can help, please call 02-8088 0388 or email [defencecare@rslnsw.org.au](mailto:defencecare@rslnsw.org.au)

**Erin Molan**



*Journalist.  
Sports Presenter.  
ADF Family Member.  
DefenceCare Ambassador.*



**DefenceCare**  
*Always there*  
Proudly part of RSL NSW

Level 5, ANZAC House  
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W: [www.defencecare.org.au](http://www.defencecare.org.au)



**Damien Thomlinson**



*War Hero.  
Inspiration.  
Aspiring Paralympian.  
DefenceCare Ambassador.*



**DefenceCare**  
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W: [www.defencecare.org.au](http://www.defencecare.org.au)



### Fundraising and Marketing ...

Our emphasis moved from developing our initial brand to fundraising, with a new Fundraising and Marketing Manager joining our team.

The year saw a renewed focus on social media including Facebook, Twitter and Instagram. Our conversations focused on current community news, events such as Invictus Games, our services and stories about the clients we help.

Most of all we sought to reach out to supporters, clients and community members to join with us in supporting those who have given so much to the nation. We would like to thank the many organisations and individuals whose donations of vital funds and time allowed us to make a real difference.



Diggers Vest - 'Legends & Lessons' co-ordinators John and Yvonne Gillam with DefenceCare General Manager Robyn Collins.



DefenceCare staff provide support for RAN sailors and their families at HMAS Kuttabul.

### Working with other organisations ...

Our thanks to our two DefenceCare Ambassadors, Damien Thomlinson and Erin Molan, whose support was invaluable.

Damien, an Afghanistan veteran continued to assist us at events, including ANZAC Day and Minute to Remember. He gave his time to tell his amazing story of survival and courage at our 2014 Health and Wellbeing Seminar at the RSL NSW State Congress – his contribution to DefenceCare was invaluable.

Erin Molan, TV presenter and journalist, lent her support to the Minute to Remember campaign and came on board in late 2014 as an Ambassador. Erin's father is a retired General and has given her a unique insight into the sacrifices of military life on families. We thank Erin for her continuing support.

The Minute to Remember campaign was again held in 2014, reminding Australians to turn off their phone at

11am on the 11<sup>th</sup> of November to honour those we have lost in conflicts.

We added a submission writer to our team, to apply to grant-making bodies for additional funds to support our vital work.

We are very grateful to the clients who have courageously shared their stories to help us engage with our supporters and let them know how their valuable donations are being spent.

As we enter 2015, DefenceCare will remain there to help those in need, offering safe, compassionate and practical support during the most difficult of times.

DefenceCare. Always There.



DefenceCare's, John Parker (Santa Claus) in another more caring role with the red suit during a very hot November Saturday morning to farewell crew members of HMAS Success on six month deployment.

### Thank you to the following supporters ...

- 104 CCS Association
- 1RTU Unit Funds
- APL Lawyers Pty Ltd
- Australian Defence Credit Union
- Bexley RSL Club
- Botany Bay Family Historical Society
- Cabra-Vale Diggers
- Chubb Security Holdings Australia Limited
- Diggers Vest – Legends and Lesson with Mortels Sheepskin Factory
- Diggers View – Juan Mahony
- Dr Alex Sandor Kolozsy – sculpture donation
- Emergency Australia
- Gareth Davy – City 2 Surf
- Google Adwords
- Gynea Tradies
- In memory of Tom Kelly
- Ingleburn RSL Club
- Jensmagentics – DefenceCare bracelet
- Kokoda Trail Models – donation
- Learning and Development Solutions
- Legacy Laurel Club, Sutherland
- Lions Club, Lugarno
- Masonic sub-Branch and The Castlereagh Club
- Medicare Providers Branch, Perth State Headquarters
- Miranda RSL Club
- Mrs Macs Pies
- National Servicemen's Association, Burwood
- National Servicemen's Association, Liverpool
- National Servicemen's Association, Penrith
- Navy Health
- Nelson Bay PTSD Awareness and Fundraiser night
- NRL ANZAC Day Game
- NSW Department of Education and Communities
- Penrith RSL Club
- Program Assist State Committee
- Riverstone-Schofields Memorial Club
- RSL NSW Women's Auxiliaries – Lest We Forget Quilt
- Sydney RSL Club
- TB Sailors, Soldiers and Airmen's Association NSW
- Their Story – Legends and Lessons
- Think of Bert – Opera production
- TJ Andrews Funeral Services

#### MISSION

DefenceCare is dedicated to meeting the needs of serving and ex-serving Australian Defence Force members and their families seeking help with entitlements, advocacy and well-being.

#### VISION

DefenceCare is an innovative leader in the Defence community providing professional, client-focused services.

#### VALUES

##### Professional

DefenceCare will provide quality, client- focused services with integrity, reliability and openness.

##### Caring

DefenceCare will interact with compassion, understanding, commitment and respect.

##### Innovative

DefenceCare will be responsive and adaptable with the commitment to meet goals and the courage to evaluate our services and achievements.

##### Dedicated

DefenceCare's team will have a culture of professional and personal growth; respect and loyalty to clients and each other; dedication and diligence.

##### Respectful

DefenceCare will honour our RSL NSW heritage and community.





### David ...

David joined the Australian Army when he was 16 and served his country for 10 years. He loved serving his country but had to leave due to a motorcycle accident.

When we first met David, he was diagnosed with melanoma and it had progressed to his brain. He was living with his young family in a granny flat without proper cooking facilities and no couch or soft chairs.

DefenceCare purchased an oven and a powerlift recliner so David could rest comfortably when he was not at hospital. We also paid for medication and at David's request, arranged for a solicitor to visit him and prepare his will while he could still talk reasonably clearly.

Sadly, David passed away at 50, eight months after discovering he had cancer.

DefenceCare contributed to the cost of David's funeral and arranged accommodation for his mother, Barbara, and his brother when they travelled from Lismore to attend the funeral and say goodbye for the last time.

"The first three months after David died were hard for me. All I did was cry. I cannot get over the help DefenceCare gave me because I did not know where to turn", said Barbara, a pensioner and carer for her son who has a disability.

"They were so fantastic. I have never asked for anything in my life and to have complete strangers calling me and asking if I was OK and if they could help, was just wonderful."



### Mark ...

Mark first joined the army in 1991 and was first posted to Holsworthy's 5/7 Battalion, Royal Australian Regiment. He served his country across Australia and overseas for a total of 19 years.

"It was a stressful six months being away from my wife, three sons and my daughter. It was also a time when I started suffering from a mental disorder. We worked long hard hours in East Timor, sometimes 17 hours a day. I would sleep with an alarm clock on my chest and the situation developed an anxiety in me that is still affecting me to this day."

After being medically discharged from the Army for a number of years, Mark's financial situation spiralled into crisis. He was unable to work due to his injury and he had a family to look after. Desperate to make ends meet, Mark had no choice but to sell his car to pay for bills and groceries.

A friend of Mark's mentioned that he should contact DefenceCare and he was put through to DefenceCare's Community Support Worker, Peter.

"I was so relieved when I spoke to Peter – I had not spoken to anyone about the issues I was facing before because I thought there was no one out there who could help. Peter helped me see a little bit of light at the tunnel and gave me hope that maybe I could pull myself together and address the issues I was facing."

"I personally believe if I had not been introduced to DefenceCare I don't think my family and I would be here like we are today. Our crisis is not over yet, but it could have been very different. My wife and I are very grateful for the support both financially and emotionally the people at DefenceCare have given us."





### Jason ...

Jason was a member of the Australian Army for two years until his medical discharge in 2011. He left the Army with debilitating physical injuries to his hand and back and Post-Traumatic Stress.

Jason lives in a coastal area with his wife and three young children. His wife is suffering from an inoperable brain tumour that is now controlled by medication. She is unable to work and Jason's DVA pension is the family's sole source of income.

The pressure from Jason's time in service and his role as the primary provider for his family are, at times, a struggle. He has tried hard to keep to a budget, but medical bills make this difficult.

DefenceCare has been able to help Jason's family by paying utility bills when the financial pressure becomes too great. We have also referred Jason and his wife to a financial counsellor to work with them on managing everyday expenses such as utilities and groceries, helping ease the overwhelming feeling that sometimes financial strain can cause.

"DefenceCare has been such a help to us it's almost impossible to put into words. More than the practical help, which has been a godsend; having their Counsellor on the other end of the phone when I needed someone to speak to has been worth more than I can put into words. One day we hope that we can repay in some way the kindness that we have received."



### Hannah ...

Hannah's career in the Royal Australian Navy has led her on many journeys, including a struggle with Generalised Anxiety Disorder (GAD), major Depression and PTSD. DefenceCare has been able to assist Hannah along the way with support during treatment, as well as helping with her Entitlements' claim.

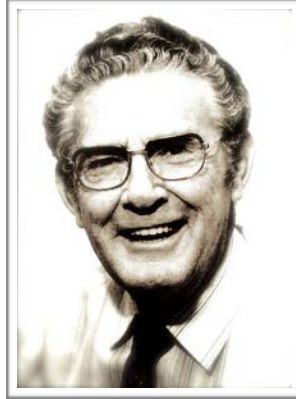
Enlisting at the age of 19, Hannah served for eight years and undertook multiple deployments.

Hannah considers herself fortunate to be posted as a SMNMED on HMAS Sydney. This was an experience of a lifetime, even though she had to survive on American sweet bread and they ran out of Vegemite.

Being deployed for the second and third times, although fulfilling, were less enjoyable. This led to the beginning of Hannah's struggle with anxiety and depression. While serving on various deployments, Hannah left behind both her biological family and Navy Family who she grew to love as sisters and brothers.

Transition to civilian life has been very positive for Hannah which she credits primarily to DefenceCare and her wonderful friends who have supported her.

"At first I had some difficult hurdles however, once DefenceCare Entitlements Advisor, Melissa, came into my life, everything just fell into place. She helped me with my DVA Claim and with everything I needed to do before my actual discharge date. She constantly checked up on me and gave me supportive and caring advice. I also had a huge roller coaster of emotions while being subject to medication changes; however Melissa was always there to help me put things in perspective."



### Clive ...

Clive and his wife Catherine Joy courted for three years after Clive came back from WWII. The couple were married for 63 years and had five children, 13 grandchildren and eight great grandchildren. Sadly, Clive passed away on 3 September 2013. He was 88 years old.

Clive served in the 2/43rd Infantry Battalion 9th Division and was posted to Borneo, but never talked about the Army with his wife. At times, Joy knew he was affected.

She recalls once, they went to the movies and there was a big bang; he was shaken and shell-shocked. As a result of his service, Clive suffered tremors when he was standing. Clive hated shaking and the tremors got worse over time. He had to give up lawn bowls and games at the club – he truly missed the men's company.

One day Clive's young grandson, Joel, asked him what it was like in the Army.

"When I was 18 I joined the Army or AIF, Australian Infantry Forces. I was shipped away on HMS Gorgan and landed in Hollandia, in Dutch New Guinea, which was the headquarters base. I was disappointed to learn that I was only doing clerical work and requested to be transferred to a combat battalion. I was then transferred to the Allied Military Base in Moritai and again to The 2/43rd Infantry Battalion 9th Division.

With my headquarters knowledge, I knew we were headed for Borneo. From there we landed on Labuan, north of Borneo... we were supposed to land on the beach but the landing officer feared it was being mined. We were let off in waist deep water where we waded to the beach with some difficulty as we had to hold our guns above our heads. We proceeded to secure the airstrip. From there we gradually fought our way to the other side of the island.

Having completed this mission we travelled by landing craft to British North Borneo and Beaufort. We were not told of our mission but later found out we were heading for Rauna. The Japanese had a prison camp of allied forces including Australian troops. By this time, there were only three survivors...."

DefenceCare helped Catherine in getting a war widow's pension and gold card. "If I did not have a gold card, I could not get Clive into the war graves area at Botany Cemetery. I think Clive earned that privilege. It also means I could be buried next to him when it is my time." The war widow's pension will also allow Catherine to pay for everyday expenses now that she is living alone.

# RSL Appeals NSW Report



Cecelia Palmer  
Appeals Manager



“

**All funds collected are distributed to a number of different organisations within the RSL NSW, including DefenceCare and the Australian Forces Overseas Fund”**

## The United Returned Soldier's Fund ...

Formed in 1920 to continue the work of caring for returned service personnel. The founding members of the URSF were:

- *The Returned Sailors Soldiers' Imperial League of Australia*
- *Limbless Soldiers Association NSW*
- *Tuberculosis Sailors, Soldiers and Airmen's Association NSW*

In 2014, URSF was wound up at the closure of the Tuberculosis Sailors, Soldiers and Airmen's Association after nearly 100 years collecting funds for the welfare needs of all veterans and current Australian Defence Force personnel.

Due to the winding up of the URSF, The Returned & Services League's Welfare and Benevolent Institution (RSL WBI) was appointed by the URSF to continue its great work.

RSL WBI is a Deductible Gift Recipient (DGR) charity that is consistent with meeting the aims and objects of the URSF. By its DGR status, RSL WBI is capable of offering a fully charitable organisation from which to work.

The Trustees of RSL WBI have registered the business name 'RSL Appeals NSW' with ASIC and this charity will be the primary fundraising division within the RSL NSW Branch.

ANZAC Day 2014 was the last appeal conducted through URSF. We would like to thank all the sub-Branch members, Women's Auxiliaries, ADF members and friends of RSL who volunteered their time to assist with collecting donations during these appeals.

Funds collected are distributed to a number of different organisations within the RSL NSW, including DefenceCare and the Australian Forces Overseas Fund (AFOF).

2014 ANZAC Appeal \$853,587

## RSL Appeals NSW ...

Formally trading as the United Returned Soldiers Fund commenced operations in time for the 2014 Poppy Appeal.

The Poppy Appeal was well supported by the sub-Branch members, Women's Auxiliaries and friends of the RSL. The Australian Defence Force members volunteered their time to assist with collecting funds in Martin Place during the week leading up to Remembrance Day and we are grateful for their continued support.

Poppyman was out and about during the appeal and was fortunate enough to visit with the War Veterans RSL sub-Branch, Tamworth RSL sub-Branch, Penrith RSL sub-Branch, Ingleburn RSL sub-Branch and Wagga Wagga RSL sub-Branch.

Reports and photos sent in show that he succeeded in promoting the appeal in these areas whilst having what appears to be a pretty good time at the odd BBQ and also managed a visit to the theatre. He was also on hand at Ingleburn RSL sub-Branch when His Excellency General The Honourable David Hurley AC DSC (Retd) & Mrs Linda Hurley visited. When Poppyman was on display in Martin Place he attracted a lot of attention and I am sure he will continue to visit sub-Branches throughout NSW next Poppy Appeal.

We are very fortunate in the CBD to have a large number of commuters making their way to work daily which in turn is fantastic for the appeal but we are also mindful that some sub-Branches are based in smaller communities, often rural. It is with this in mind that we started "support our rural sub-Branches" initiative during this appeal.

We approached local High Schools, requested their assistance, found them locations that they could collect from and then asked the schools if they had an association with a rural area or if they were planning an excursion to a rural area. They then selected a sub-Branch as close as possible to that location which was in need of welfare funds for their members and organised everything on behalf of the sub-Branch.

Proudly, we can confirm that...

- *Barker College collected for Gilgandra RSL sub-Branch*
- *Blacktown Boys High School collected for Molong RSL sub-Branch*
- *Chatswood High School and St Pius X College collected for Delegate RSL sub-Branch*



ADF members on the streets of Sydney selling the ANZAC Day tokens for the last URSF Appeal.

- *St Andrews Cathedral School collected for The Rock RSL sub-Branch*
- *St George Girls High School collected for Braxton RSL sub-Branch*

This was of great assistance to the sub-Branches who were selected and we know that the students were grateful for the opportunity to raise these funds for our members. We hope to continue with this initiative each appeal and will ensure that a different sub-Branch is selected each time.

2014 Poppy Appeal \$718,557

The results for the Poppy Appeal are pleasing and show an increase on last year and we hope that this continues as the demand for assistance is also increasing. The Poppy appeal was supported nationally by Woolworths, Officeworks Superstores and Bunnings Warehouse.

Towards the end of Poppy Appeal we were busy organising new badge designs for ANZAC Day 2015. We want to commemorate the Centenary of ANZAC with these designs. Four new badges have been produced and the appearance of all the backing cards. The most important new feature of the cards is that we are honouring four fallen ADF members and we will continue honouring the fallen and hope to continue this going forward with ANZAC Day tokens. This is our way of thanking them for their service and acknowledging their sacrifice.

Plans are underway to launch the Poppy Shop website and work will begin shortly preparing for the RSL Centenary 2016.

# National Veterans Report



Commander  
John Hodges RAN (Red)  
National Veterans'  
Affairs Advisor

“

**Also arising out of the Review of Military Compensation Arrangements was the recommendation that all aspects of the SRDP, including its relevance, eligibility criteria and the effectiveness of rehabilitation, should be evaluated”**

The National Veterans' Affairs Committee (NVAC) is charged with advising the National Executive on all matters pertaining to assistance and care of serving and former members of the Australian Defence Force and their families.

Membership of the committee is drawn from all States and Territories as nominated by the respective State President/Board.

The 2014 membership comprised:

*John Hodges - Chair*  
*Hon Graham Edwards (Deputy Chair) & John McCourt - WA*  
*Viv Quinn & Terry Meehan - QLD*  
*Robyn Collins & John Haines - NSW*  
*Peter Collas & Jim Gilchrist - ACT*  
*MAJGEN David McLachlan & Jeff Jackson - VIC*  
*David Skinner - TAS*  
*Wendy Rydon - SA/NT*  
*Mickey Michaelis - NHQ (Secretary)*

It is with deep regret that I have to report the passing of two esteemed members of NVAC during 2014, David Skinner and Viv Quinn. They will be sorely missed. Lest we Forget.

## 2014 National Congress ...

Arising each National Congress is the RSL's Budget Submission to the Government. Due to the lateness of this year's Congress to coincide with the Commemorations of the departure of the ANZACs from Albany WA, the Budget Submission was ratified by the RSL National Board at its meeting on 25<sup>th</sup> August 2014. The Priority Proposals are as follows:

## Disability Pension ...

That the Government revoke the decision contained in the DVA Federal Budget 2014-2015 Budget Papers which backdates the disability pension paid under the Veterans' Entitlement Act 1986 (VEA) from the date of claim and not the 3 months prior to the date of effect.

## Pension Indexation ...

That the Government revoke the decision contained in the DVA Federal Budget 2014-2015 Budget Papers which uses the Consumer Price Index and not the Male Total Average Weekly Earnings and the Pensioner and Beneficiary Living Cost Index for the indexation from 1 July 2017 of the Service & Age Pension, Income Support Supplement, Disability Pension, War Widow(er) Pension and equivalent MRCA payments.

## Seniors Supplement ...

That the Government revoke the decision contained in the DVA Federal Budget 2014-2015 Budget Papers which ceases the Seniors Supplement to Gold Card and Commonwealth Seniors Health Card holders on 26th June 2014.

## Carer Support ...

That the Department of Veterans' Affairs initiate changes to the Veterans' Entitlement Act and the Military Rehabilitation & Compensation Act to adequately provide social, financial and emotional support to the Carers of Younger (Contemporary) Veterans.

## Veterans' Disability Pensions Rates ...

That all rates for Veterans' Disability Pensions be adjusted by the same increment that was granted at the time for the Single Rate of Service Pension in the 2009 Budget which was by 2.7% increase of Male Total Average Weekly Earnings (MTAWE).



### **Income Support Payments ...**

That the Government legislate that the following payments to Veterans are administered and paid by DVA on behalf of the Department of Human Services:

- a) Carers Allowance;
- b) Newstart Allowance; and
- c) Disability Support Pension

### **Home Respite Care ...**

That DVA increase the allocated hours of in-home respite care and provide a more flexible approach to granting of overnight respite as the present arrangements do not permit the Carer to have sufficient time away from the Veteran to be beneficial to the Carer's wellbeing.

### **Additional Resources for the improved Management of Mental Health ...**

That the Government provides additional resources for the improved management of the mental health issues of the serving and ex-serving personnel and their families.

### **Residential Care-Younger Veterans ...**

That the Government Departments of Social Services (DSS) and DVA create a scheme to ensure access to affordable and age appropriate accommodation options for contemporary Veterans who are unable to live in the community and where accessing Commonwealth funded residential aged care is inappropriate.

### **Veterans' Aged Care ...**

That DSS implement reporting/monitoring mechanisms whereby aged care providers must demonstrate that the Special Needs status of Veterans is consistently recognised and respected.

### **Veterans' Affairs Legislation Amendment (Mental Health and Other Measures) Act 2014 ...**

This Act of Parliament was passed in June 2014 and consisted of three important elements from the recommendations of the Review of Military Compensation Arrangements.

The first was to enable the expansion of the mental health conditions and persons eligible for non-liability health care. The conditions to be covered under non-liability health care were expanded to include alcohol use disorder and substance use disorder. Persons covered for non-liability health care for eligible mental health conditions (PTSD, anxiety and depressive disorders and now alcohol and substance use disorder) will be expanded to include members of the Australian Defence Force with at least three years continuous full-time peacetime service on or after 7 April 1994 (or before and on or after 7 April 1994) or those with less than 3 years continuous full-time peacetime service on or after 7 April 1994 (or before and on or after 7 April 1994), who were discharged on the ground of invalidity or physical or mental incapacity to perform duties.

The second was to enable the expansion of the client groups eligible for the Veterans and Veterans Families Counselling Service (VVCS) from 1 July 2014. This measure provided VVCS eligibility to current and former members with the following peace-time service:

- *border protection service*
- *service in an Australian or overseas disaster zone*
- *members involved in training accidents*
- *members who were medically discharged*
- *submariners*

VVCS eligibility was also expanded to:

- *partners and dependant children up to the age of 26 of the above*
- *partners, dependant children up to the age of 26 and parents of members killed in service-related incidents*

The third was to enhance the operation of the Veterans' Review Board (VRB) providing for modern and effective alternative dispute resolution processes and improving the case management powers and administrative and business procedures of the Veterans' Review Board. Your National Veterans' Affairs Committee had some concerns with the operation of the VRB powers and sought clarification from DVA and the VRB. Following a briefing to the Committee by the Principal Member of the VRB, Mr Doug Humphreys, and DVA Assistant Secretary, Mr Neil Bayles, the committee was assured that applicants to the VRB would not be disadvantaged by the new procedures. The Committee will maintain a close watch as these new procedures are trialled in NSW in 2015.

### **Special Rate Disability Pension ...**

Also arising out of the Review of Military Compensation Arrangements was the recommendation that all aspects of the SRDP, including its relevance, eligibility criteria and the effectiveness of rehabilitation, should be evaluated. NVAC has formulated a response to this review and it is available on the RSL website: [www.rsl.org.au](http://www.rsl.org.au).

### **Review of Veterans' Advocacy Training ...**

In December the anticipated Summary Paper on the Review was released for comment. This paper identified an approach to future advocacy training. Transition to this approach would be required over a period of time. The approach revolves around four key components:

- *development and content of the programme of instruction (training programme)*
- *support and development of the trainers*
- *support and development of pensions and welfare officers who are being trained (practitioners)*
- *how the training programme operates*

I was pleased that the main thrust of the paper supported most of the contentions in the League's earlier submission. The reply to this paper is also on the RSL website.

### **National Veterans' Affairs Committee (NVAC) Meetings ...**

Meeting summaries of NVAC meetings are now on the RSL National Website. This allows all members of the League to view what was discussed and what actions were taken on any particular issue.

All members are still encouraged to bring to the attention of their relevant State Veterans' Affairs Committee any issue in the Veterans' Affairs portfolio that is of concern.

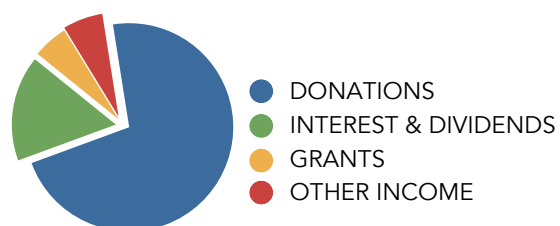
### **Conclusion ...**

The main focus of NVAC continues to ensure that our hard won entitlements and benefits are not eroded either by budget restraints or the natural downsizing of DVA as the Veteran population diminishes. I would like to thank the National President, the National Board, fellow members of NVAC and the staff at National Headquarters for their continued support and guidance throughout the year.

## STATEMENT OF COMPREHENSIVE INCOME

### WHAT WE RECEIVED

	\$
Donations	1,255,876
Interest & Dividends	286,486
Grants	95,448
Other Income	108,846
<b>Total Revenue</b>	<b>1,746,656</b>



### WHAT WE SPENT

	\$
Support, Assistance & Service Delivery	1,701,730
Contract & Management Fees	262,065
Legal & Consulting	10,190
Depreciation & Amortization	102,285
Advertising & Promotion	105,311
Other Costs	32,738
<b>Total Expenditure</b>	<b>2,214,319</b>

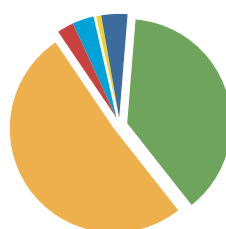


**Net Operating Deficit** **(467,663)**

## STATEMENT OF FINANCIAL POSITION

### WHAT WE OWN

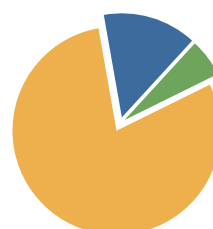
	\$
Plant & Equipment	280,885
Cash & Short Term Deposits	2,631,706
Available-for-sale Assets	3,533,722
Receivables	178,314
Inventory	231,063
Other	53,672
	<b>6,909,362</b>



- PLANT & EQUIPMENT
- CASH & SHORT TERM DEP
- AVAIL FOR SALE ASSETS
- RECEIVABLES
- INVENTORY
- OTHER

### WHAT WE OWE

	\$
Creditors	117,647
Staff Entitlements	52,459
Trust Funds	557,846
	<b>727,952</b>



- CREDITORS
- STAFF ENTITLEMENTS
- TRUST FUNDS

**Net Assets** **6,181,410**

The complete financial statements are on the website [www.rslnsw.org.au](http://www.rslnsw.org.au)

## DONATIONS to RSL WBI

From RSL NSW Women's Auxiliaries

Albion Park	Mangrove Mountain
Baradine	Maroubra
Bass Hill	Matraville
Batemans Bay	Mendooran
Bathurst	Miranda
Bellinger River	Mittagong
Berry	Molong
Bingara	Moree
Blacktown	Mortdale
Bondi Junction-Waverley	Nambucca Heads
Brewarrina	Norfolk Island
Bundeena	North Ryde
Burwood	Nowra
Byron Bay	Padstow
Campbelltown	Panania
Callala Beach	Parkes
Canterbury-Hurlstone Park	Pelican Flat
Cardiff	Penrith
Casino	Portland
CCWA	Pottsville District
Cessnock	Richmond
Chester Hill/Carramar	Ryde District
Collarenebri	St Marys
Concord District	Singleton
Davistown	South Hurstville
Doyalson-Wyee	South Lake Macquarie
Dubbo	Tea Gardens
Fairfield	The Entrance-Long Jetty
Gilgandra	Tilligerry
Gladesville	Tocumwal
Gloucester	Uralla
Gosford	Urbenville
Gunnedah	Walcha
Henty	Wangi Wangi
Huskisson	Wellington
Inverell	Werris Creek
Kandos	Wentworth & District
Kempsey-Macleay	Windsor & District
Kingsgrove	Wingham
Lambton-New Lambton	Woodburn-Evans Head
Lidcombe	Woolgoolga
Lismore	Wollongong
Liverpool	Woonona/Bulli
Maclean	Wyong
Malabar	Yeoval



POPPY [appeal.com.au](http://appeal.com.au)



POPPY  
APPEAL  
NOVEMBER

'The Poppy'  
Alanah Bannink - Mudgee High School  
Gold Distinction - RSL ANZAC Art Awards

COURAGE \* SACRIFICE \* MATESHIP \* ENDURANCE

RSL APPEALS NSW



# The LEAGUE



Tony Benfer, Mark Urquhart and Lia Halsall members of the Invictus Games team competing in London 2014.