

# Honouring **your** service

YOUR VETERAN



RSL  
**LifeCare**



SERVICES



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# About RSL LifeCare Veteran Services



-  Social Support & Connection
-  Recognition & Respect
-  Income & Finance
-  Education & Skills
-  Employment
-  Housing
-  Health

## 01

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RSL LifeCare is a charity and not-for-profit organisation supported by RSL NSW and focused on helping Australian veterans and their families by providing support and wellbeing programs that are veteran-centric and recovery focused.

We are dedicated to meeting the unique needs of Australian veterans and their families to ensure they live their best lives. We can provide services to any veteran in New South Wales, and we have a physical presence in Sydney, Newcastle, Nowra, Ballina and Wagga Wagga.



# Claims & Advocacy

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## Department of Veterans' Affairs Claims and Advocacy expertise

The process for lodging claims with DVA can be time consuming and stressful. It's an important part of ensuring you're set up for life after service.

Our claims and advocacy specialists are here to provide independent, professional advice and help you get the best possible result considering your circumstances.

We can also help you to appeal rejected claims. This includes advocating on your behalf at the Veterans' Review Board or alternative dispute resolution.

Legislation: We provide support in lodging claims under all three Acts: MRCA, DRCA and VEA. This also includes cases of dual or tri-act eligibility.



# 03

## Holistic wellbeing assessment and support

Our team is committed to supporting veterans and their families in times of need. To effectively support you, we provide a wellbeing assessment that is based on the 7 elements of wellbeing:

 Social Support & Connection

 Recognition & Respect

 Income & Finance

 Education & Skills

 Employment

 Housing

 Health

Following this assessment, our team will provide information and connect you with the services you need. Services like claims & advocacy, financial assistance, homeless or housing support, and employment assistance we provide directly.

We can also refer you to services for counselling, social connection, education and other support as needed.

We currently operate Veteran Wellbeing Centres in Nowra and Wagga Wagga which are two of the six centres being established across Australia as part of the Federal Government and Department of Veterans' Affairs (DVA) commitment to providing wellbeing services to veterans in their local communities.



# Wellbeing support





# Employment assistance

The right role can give you purpose and direction, helping you progress in a fulfilling career.

If you're a veteran of the ADF, or the partner of a current or ex-serving ADF member, we can help you take the next step toward finding the role you want.

The RSL Veterans' Employment Program, an initiative of RSL Australia, is funded by the Australian Government and supports veterans and their partners to find meaningful employment.

Services within the program include:

- Career counselling and help translating skills for the civilian job market
- Help interpreting selection criteria
- Writing CVs and application letters and social media profiles
- Interview coaching
- Connections to employers



# Homelessness

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## 05

### Homelessness assistance

Homes for Heroes is a transitional program, with services designed to assist and support homeless veterans to access safe, secure and stable long-term accommodation in their chosen community.

As part of your assessment with the program, you can either be offered on-site transitional accommodation or in-community support.

The aims of the Homes for Heroes Program are:

- To assist veterans experiencing or at risk of homelessness to access a transitional accommodation solution in a safe and secure environment
- To assist veterans access support services based on their own independent goals and needs
- To support veterans to empower themselves to live sustainably in their chosen communities
- To assist veterans in accessing long-term and sustainable housing solutions



### Housing support

In addition to providing assistance to veterans experiencing homelessness, we can also support you finding a home or managing rental arrears payments.

### Rent Choice Veterans

A program delivered in conjunction with the NSW Department of Community and Justice (DCJ)

The program supports eligible veterans to:

- Get a lease or stay in your current accommodation
- Get subsidised rent for up to three years
- Gain skills and work opportunities to support financial independence

### Financial assistance

We can help eligible veterans by applying for assistance for rental bills or bonds through suitable sources.

In necessitous circumstances, we can also help with rental arrears payments or assistance to purchase essential household appliances.

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# & housing support



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# Spur Equine Program



A program that promotes mental and physical wellbeing for wounded, injured and ill veterans through horse handling courses. Spur Ranch is located at the RSL LifeCare village at Picton.

Designed by veterans for veterans, the program has been developed with wellbeing and recovery as core elements and the team are committed to helping participants enjoy and challenge themselves.

**The two main courses currently at Spur are:**

- **2-day horse handlers' course**
- **The horse trekking program**

For veterans who complete one of our courses and would like to stay engaged with the program, there are also opportunities to volunteer at the ranch.



# Contact

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