



Veteran Wellbeing Centre

Spreading the benefits of VWCs through the RSL NSW Hub and Spoke Model

What are the benefits of the RSL NSW Hub and Spoke Model?



Significant efficiencies though shared back of house



Overwhelming support in the veteran community



Sustainability to meet the needs of the veteran community



Greater reach delivered through network of sub-Branches



Improved service continuity through statewide CRM



Greater integration of government and non-government support

RSL NSW is calling on the Commonwealth Government to expand the roll out of veteran wellbeing centres to key locations across NSW where there is high demand for services.

Veteran Wellbeing Centres provide:

- innovative and flexible models of service delivery that reach as many local veterans and their families as possible
- collaboration between veteran service providers to create a one stop shop for the veteran community

NSW is home to a large, regionally dispersed veteran community, with more than 30 per cent of DVA clients and service personnel living in communities across the state. A single veteran wellbeing centre at Nowra does not reflect demand either by client need or geographic spread, and additional facilities are needed in other communities with high demand, particularly those that surround ADF Garrisons.

These additional veteran wellbeing centres should form the foundation of a hub and spoke network, utilising RSL sub-Branches and wellbeing support officers to provide interconnected service delivery across the State and potentially, nation, so that anyone who needs to access its services is able to do so.



Return on investment

If the Commonwealth funds capex costs to deliver new VWCs and a permanent facility in Wagga Wagga, RSL NSW and RSL LifeCare will:

- Cover all ongoing operational costs
- deliver a separate project to train at least one WSO in every sub-Branch

Noting, RSL NSW and all sub-Branches fund RSL LifeCare to deliver services through their donations.

Spotlight: Proposed North Coast VWC

- More than 3100 DVA clients currently residing in the Coffs Harbour, Bellingen, Clarence Valley and Nambucca council areas
- 44 sub-Branches from Foster-Tuncurry to the Queensland border
- sub-Branches to provide venue for outreach services, referrals and advocacy through Wellbeing Support Officers and advocates
- Unanimous support for a North Coast VWC at Coffs Harbour among local RSL NSW sub-Branches



QLD

NSW

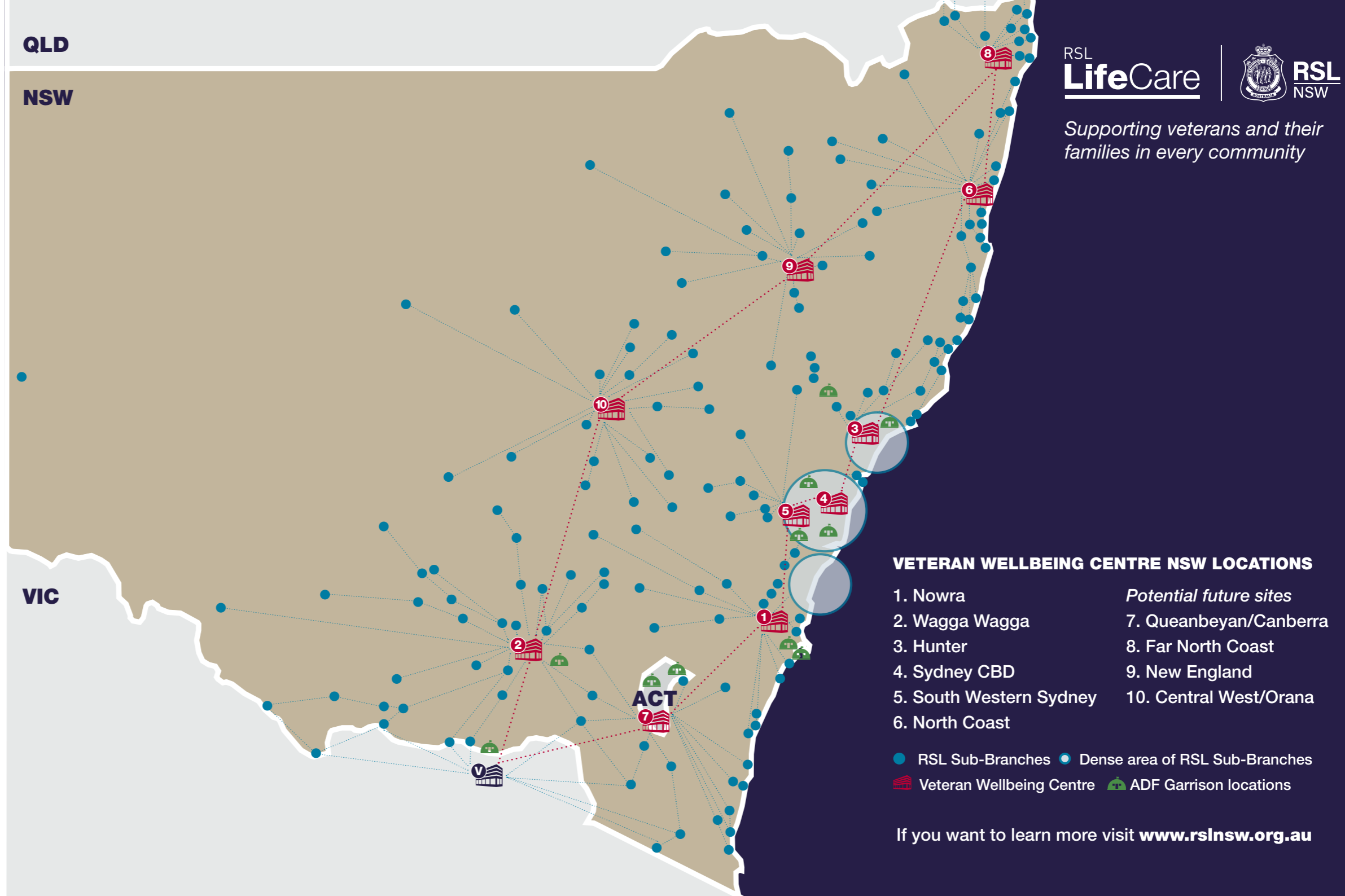
VIC

ACT

RSL LifeCare



Supporting veterans and their families in every community



VETERAN WELLBEING CENTRE NSW LOCATIONS

- | | |
|-------------------------|------------------------|
| 1. Nowra | 7. Queanbeyan/Canberra |
| 2. Wagga Wagga | 8. Far North Coast |
| 3. Hunter | 9. New England |
| 4. Sydney CBD | 10. Central West/Orana |
| 5. South Western Sydney | |
| 6. North Coast | |

- RSL Sub-Branches
- Dense area of RSL Sub-Branches
- 🏠 Veteran Wellbeing Centre
- 🏠 ADF Garrison locations

If you want to learn more visit www.rslnsw.org.au

What a Veteran Wellbeing Centre is and what it isn't

A Veteran Wellbeing Centre network would look to replicate the services available through the Nowra VWC and modelled on the 7 essential elements of wellbeing, such as:

- ADF Transition programs and activities
- Advocacy support services
- Social connection including support groups and sport activities
- Veteran and family support services
- Housing assistance services that also connect to NSW Government programs including Link2home and Rent Choice Veterans
- Open Arms community and peer advisor support services
- Employment support assistance and services including NSW State and Local Government Veteran Employment Programs



- Mental health services support coordination and referral services with close links to Open Arms, the National Centre for Veterans Health and other NSW Health services locally
- Digital My Service Kiosk and other on-line information access services including linkages to the suite of Government services available via the Service NSW portal
- Connects to health services (including National Veterans Health Centre) rather than providing themselves.

A closer look at the Nowra Veteran Wellbeing Centre:

- Over half of first contacts are for claims advocacy assistance with almost half of these still serving demonstrating strong demand for VWCs near ADF bases
- More than ten ESOs and other providers are either collocated or using Nowra VWC for local service delivery as part of the RSL LifeCare consortium model
- Back of house support integrated with RSL LifeCare statewide. Shortly commencing a pilot to provide access to CRM for RSL NSW volunteer advocates