



RSL

NSW

Catalogue of Services

The Returned and Services League of Australia
(New South Wales Branch)

Introduction to the Catalogue of Services
Friday 8th July 1pm

AGENDA

- Introduction and welcome - Jeff O'Brien, RSL NSW State Secretary
 - Servulink overview of services catalogue – Servulink Team
 - Q&A
 - Questionnaire and return - Andrew Stensel, RSL NSW Project Manager
 - Meeting close
-

WELCOME

- Welcome and introduction of presenters
 - Request that all participants are okay for the presentation to be recorded.
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WHAT IS A CATALOGUE OF SERVICES?

- RSL NSW Strategic Plan 2021-26 identified a need to establish a Catalogue of Services
 - Aim to bring together details of ESOs and services in one easily navigatable platform so veterans can find the support they need
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WHY A CATALOGUE OF SERVICES?

- The current ESO landscape means it is difficult for veterans to find the services that are relevant to them, or that meet their needs
 - It is a complex and opaque environment that is increasingly difficult to navigate.
 - What has been mentioned at the Royal Commission into Defence and Veteran Suicide about a Catalogue of Services?
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PARTNERING WITH STATE BRANCHES

- As the leading ex service organisation in the country, RSL has stepped forward to take on this national leadership role in delivering a services catalogue
 - RSL NSW, along with other State Branches, are investing in the creation and provision of this service, consistent with the Strategic Plan.
 - What are the next steps?
 - Over to Servulink.
-

CATALOGUE OF SERVICES

- Servulink talk on Catalogue of Services





RSL Australia and Servulink Catalogue of Services (for Veterans and their families)





The problem facing ADF Veterans and their families.

Although currently 4,000+ veteran focused service providers in Australia, knowing how to find and access the right veteran focused service providers is complicated.

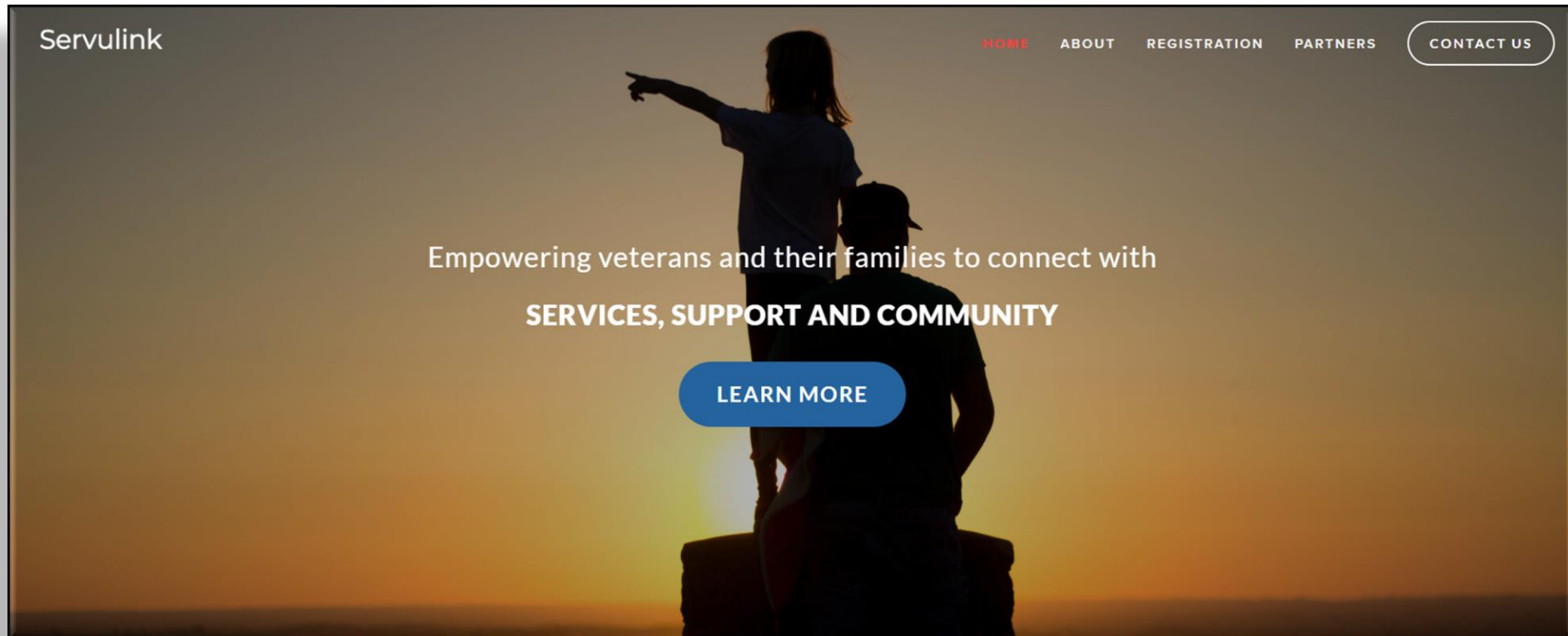
Chief of Defence Force, General Angus Campbell, testified to the Royal Commission in July, reinforcing a call for:

- A geographically located, fully encompassing guide to the services of ESOs and DVA in every town in Australia.
- To allow for coherence among ESOs and to the benefit of veterans.

ADF veterans (serving, transitioning and former-serving) and their families' lives will be significantly improved by accessing available services and support when and where they seek them.



RSL Australia has partnered with Servulink to integrate all RSL sub-branches into Servulink's national service catalogue, alongside hundreds of existing high-value Australian veteran-and-family supporting organisations.





Our vision:

‘Empowering veterans and their families to simply and quickly discover, navigate and access the services, support and community activities they need to improve their lives’

Servulink is an Australian based, Australian veteran owned technology provider.

Matt Brennan

Executive GM and Co-founder



A former Army officer, Matt brings a wealth of lived veteran experience to the Servulink team with 30 years' service in Australia and overseas. His skills include team building and leadership, detailed planning, execution, strategy and policy development, complex problem solving, change implementation, risk management and capability development.

Matt has a depth of understanding of government processes and policies, having been engaged as a Management Consultant with clients such as the Departments of Veterans Affairs, Defence, Home Affairs, the Australian Border Force, the Attorney General's Department and Services Australia.

During his military career, Matt's roles included leading inter-Departmental coordination, strategy development, planning and implementation; development and design of Continuous Improvement and Change Management projects; strategic planning; and providing leadership.

management and oversight of personnel recruitment, selection, training, education and international engagement.

Matt has successfully engaged diverse stakeholders to generate outcomes, having served in the UK and the US, and with operational command, planning and liaison experience in the Southwest Pacific, the Middle East and Afghanistan. He continues to serve as a Reservist.

As a veteran and father, Matt is a passionate advocate for the unique health and wellbeing needs of our serving and former-serving veteran community and their families. He is a Graduate of the Australian Institute of Company Directors, the University of Canberra (Masters of Management) and UNSW (Science degree).



Karl Hamlyn

Project Manager



Karl has joined Servulink as the project manager, having recently completed a 31 year career in the Army. In this role he is responsible for coordinating the efforts of the team and provision of reporting to stakeholders.

The early years of Karl's service career were spent as a helicopter pilot and flying instructor before moving on to management roles. The first of these was extensive involvement in the development of new training systems for Army aircrew. Subsequently Karl was the manager of the Army's lift helicopter fleet, responsible for ensuring the ongoing effectiveness of current helicopters and their support systems as well as managing the introduction of new helicopters and equipment into service.

Throughout his career Karl remained an active pilot, including working part-time for the Westpac Helicopter Rescue Service and culminating as commanding officer of the Army Helicopter School. As a commander both in Australia and on operations Karl has seen first hand the issues service people encounter during their careers that can affect their lives long after leaving the Armed Forces.

Prior to joining the Army Karl completed a Bachelor of Mechanical Engineering at the University of Sydney and subsequently a Masters Degree in the use of simulation in training systems.



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Matt Brennan Executive GM and Co-founder



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Matt has process Management Department Affairs, General

During leading development Improve strategic

Ian Storie Executive GM and Co-founder



As a leader in the Servulink executive team, Ian is responsible for finding expert talent, creating enduring client relationships, ensuring a financially stable and dynamic organisation with positive outcomes for Veterans and their families at its core.

Ian provides world best practice collaboration expertise, detailed understanding of corporate business and provides 20+ years experience in running profitable client facing organisations. Ian is a certified Master T hundreds of organisations faster client engagement long term enduring cl

Prior to Co-founding S a number of world te and sales driven Australia's CSIRO, S Electric in executive Manager, Country S Strategic Marketing an Accounts.

Ian holds a Masters Degree in Marketing from the University of Technology, Sydney and Bachelors degrees in Chemistry and Psychology from the University of Sydney. Currently a Board Member of the global charity Enactus and previously Ian has held the role of Entrepreneur in Residence at CSIRO from 2017 to 2019.

Shane Hall Chief Technical Officer



As leader of the Servulink technical team, Shane is responsible for advice, delivery and software engineering in the Information Technology domain for Servulink and their partner organisations.

Shane provides a wealth of experience in Information Technology particularly in the areas of software engineering, database administration, code conversion and UX/UI Design.

Shane has worked in a variety of industries such as Telecommunications, Banking and Finance, Share Registry, Retail, Insurance, Legal and Defence, for organisations including Telstra, Insurance Australia Group, Boardroom, and Lexus Nexus.

Shane spent 5+ years working as a software engineer for Solutions from Silicon developing Mine Warfare Tactical Command software encompassing Mine Hunting/Sweeping Signaling and Clearance Diving that is used by several Navies around the world including Australia, New Zealand, and the United Kingdom.

Shane holds a Bachelors Degree in Computer Science from the University of Sydney and a significant number of certificates of compliance from international ICT organisations.

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Ky Wyndham Client Engagement Manager



Servulink's Client Engagement Manager Ky Wyndham is a compassionate individual who understands first-hand how a life of military service can have a long-lasting impact on veterans and their families.

Married to a former serving army veteran for more than 20 years, Ky says now: "Servulink has really come about from our own experiences. We know the kinds of support that veterans and their families need but it's really hard knowing where to go and who to turn to. We trust that

Ky holds a BA in Business Management from Victoria University and has recently undertaken post graduate studies at Charles Sturt University in Gerontology.

Michelle McInnes Executive Manager for Wellbeing and Mental Health



As part of the Servulink executive team, Michelle is responsible for advice on mental health.

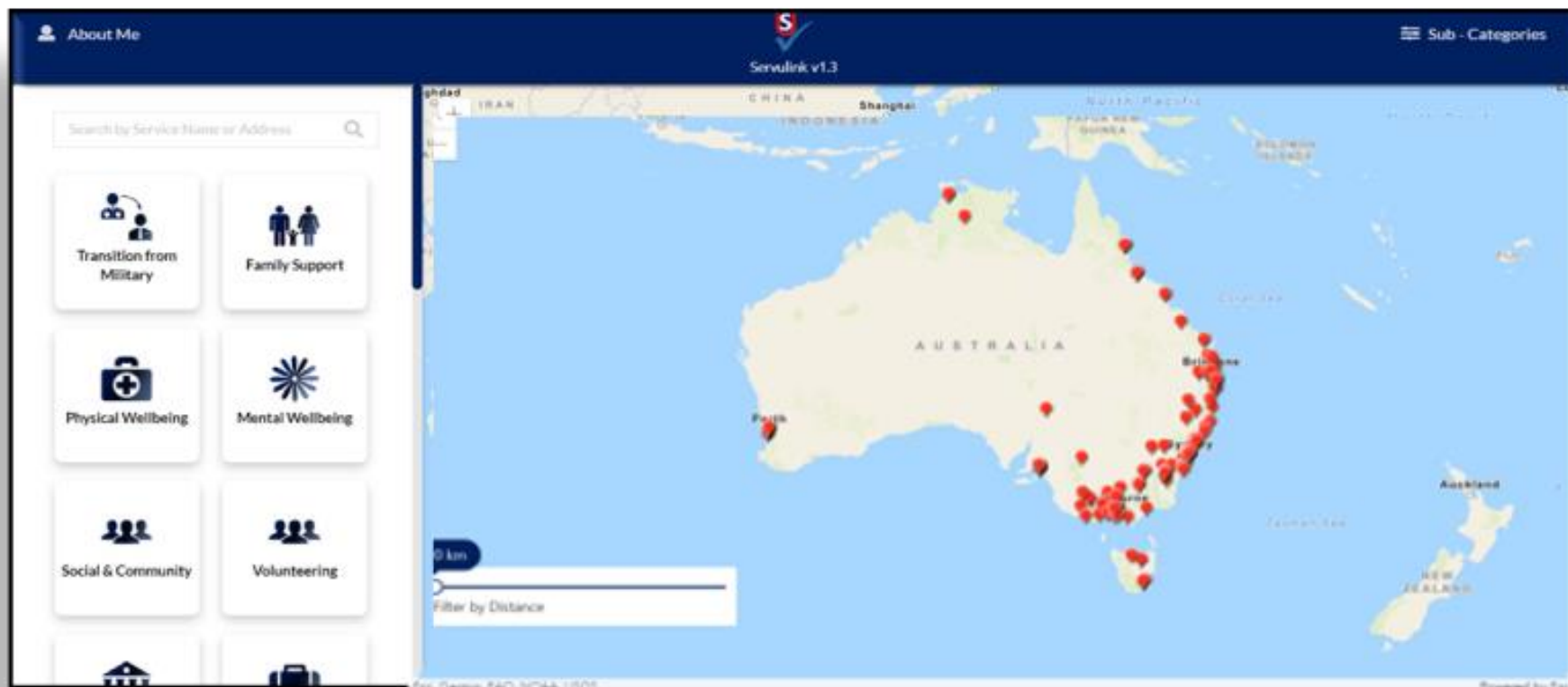
Michelle is a psychologist registered with the Australian Health Practitioner Regulation Agency. She has over thirty years' experience in military mental health and psychology. Michelle has extensive experience in mental health training, counselling, psychological assessment and mental health policy and strategy.

Her professional interest areas include personal resilience, organizational climate and culture, and evidence-informed policy and practice in developing early intervention and preventative strategies.

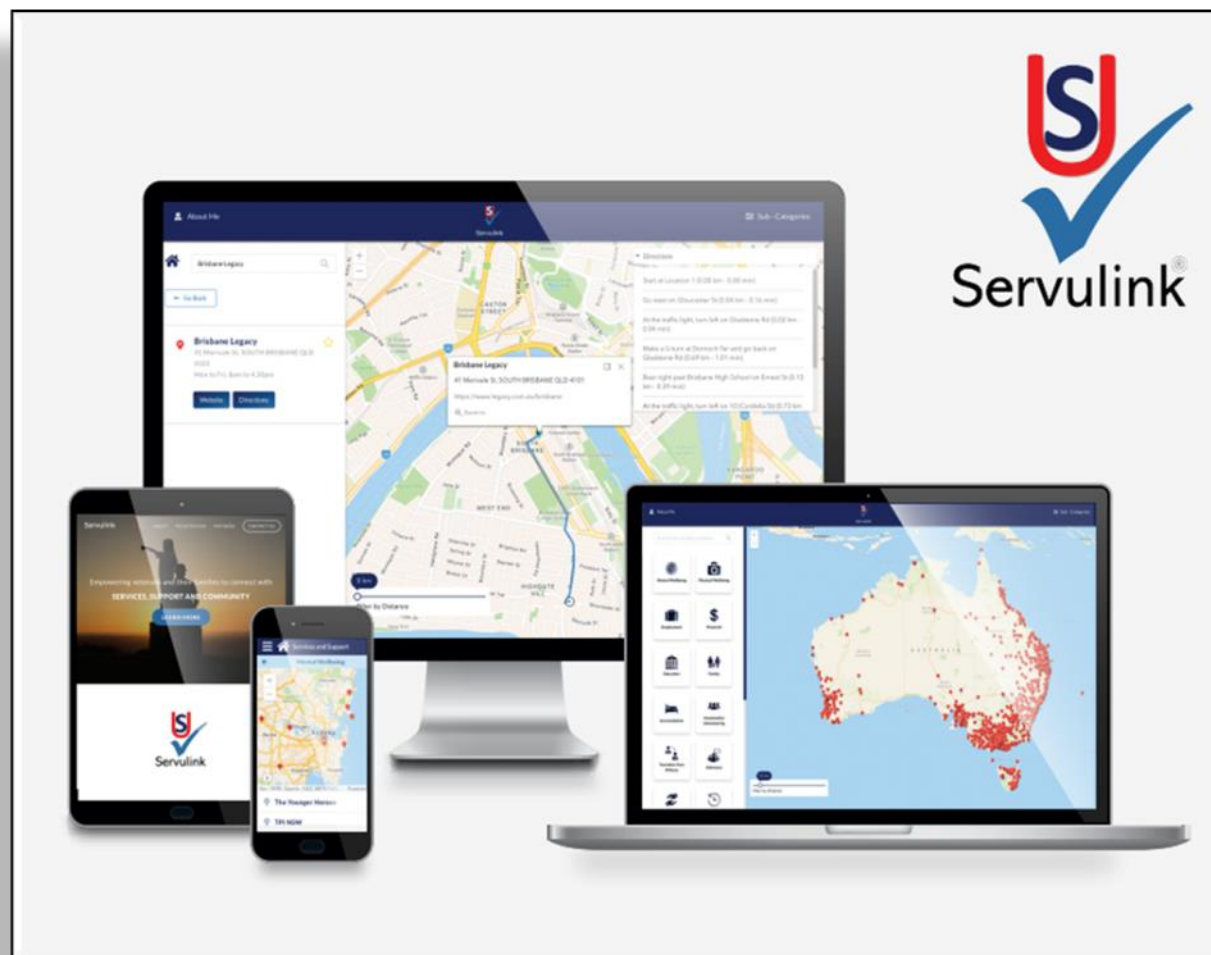
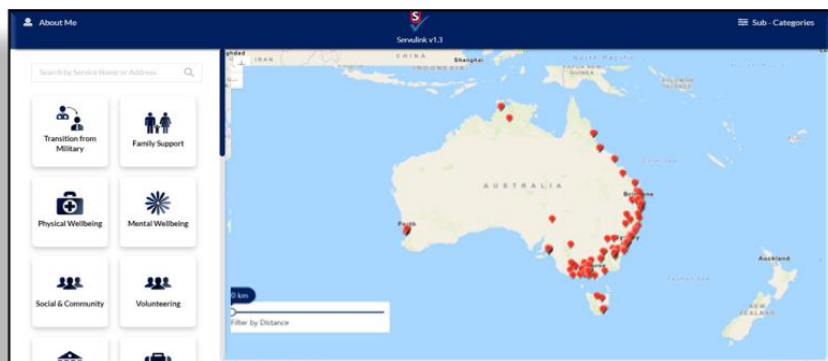
Michelle is passionate about the development of well-being and resilience and using positive psychology in helping individuals reach their true potential and achieve their goals.

Michelle holds a Masters degree in Coaching Psychology from the University of Sydney, a Masters' degree in Public Health, a Masters degree in Health Management and a Bachelor degree in Psychology (Honors) from the University of New South Wales, and a Diploma in Positive Psychology.

Servulink has established an online Catalogue of Services to connect veterans and their families to service and support providers nationally.



Servulink will add all RSL sub-branches (nationally) to the existing service providers to provide an on-line catalogue with over 1,500 veteran focused service providers.

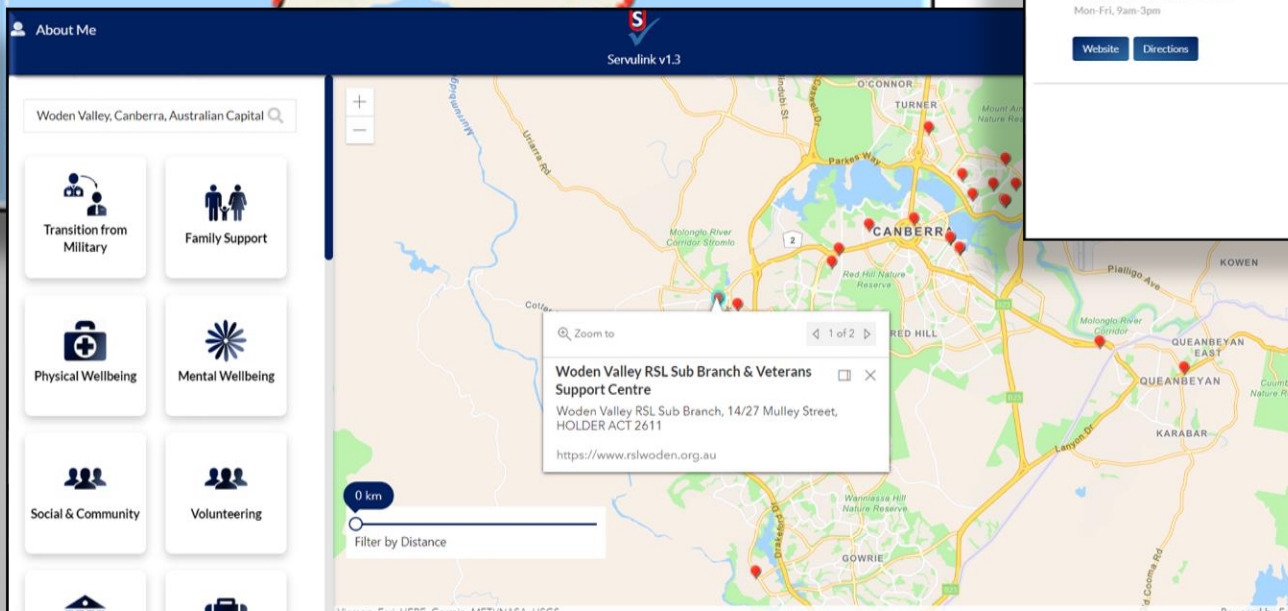
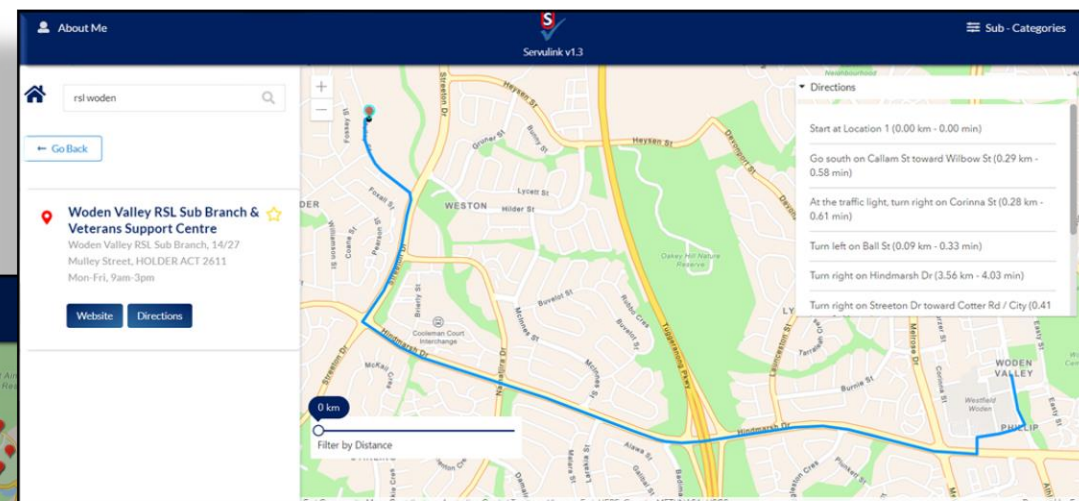
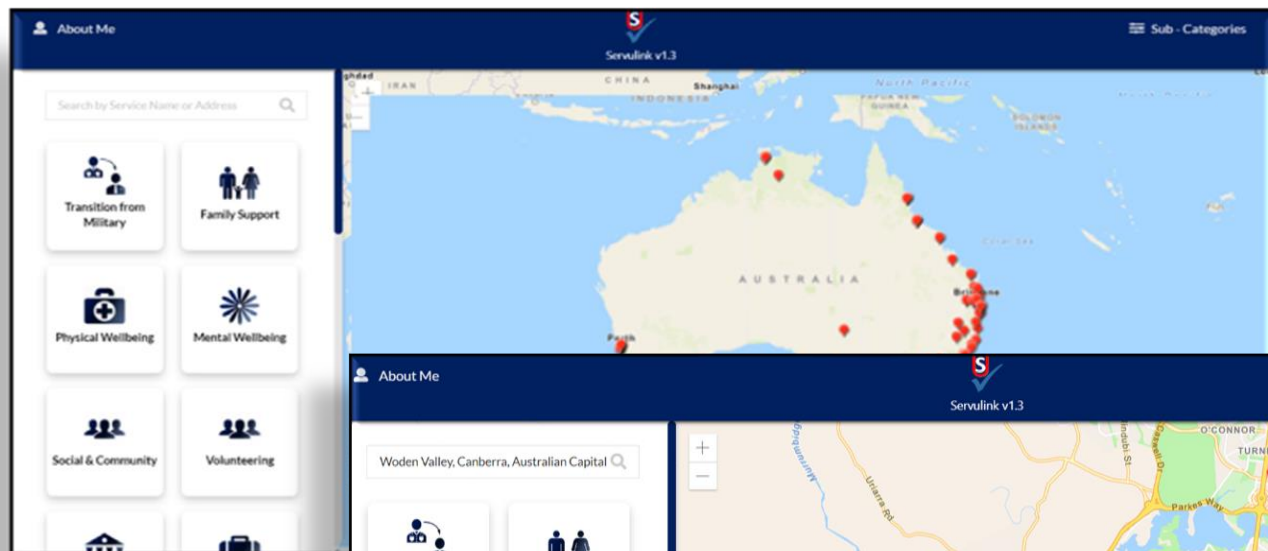




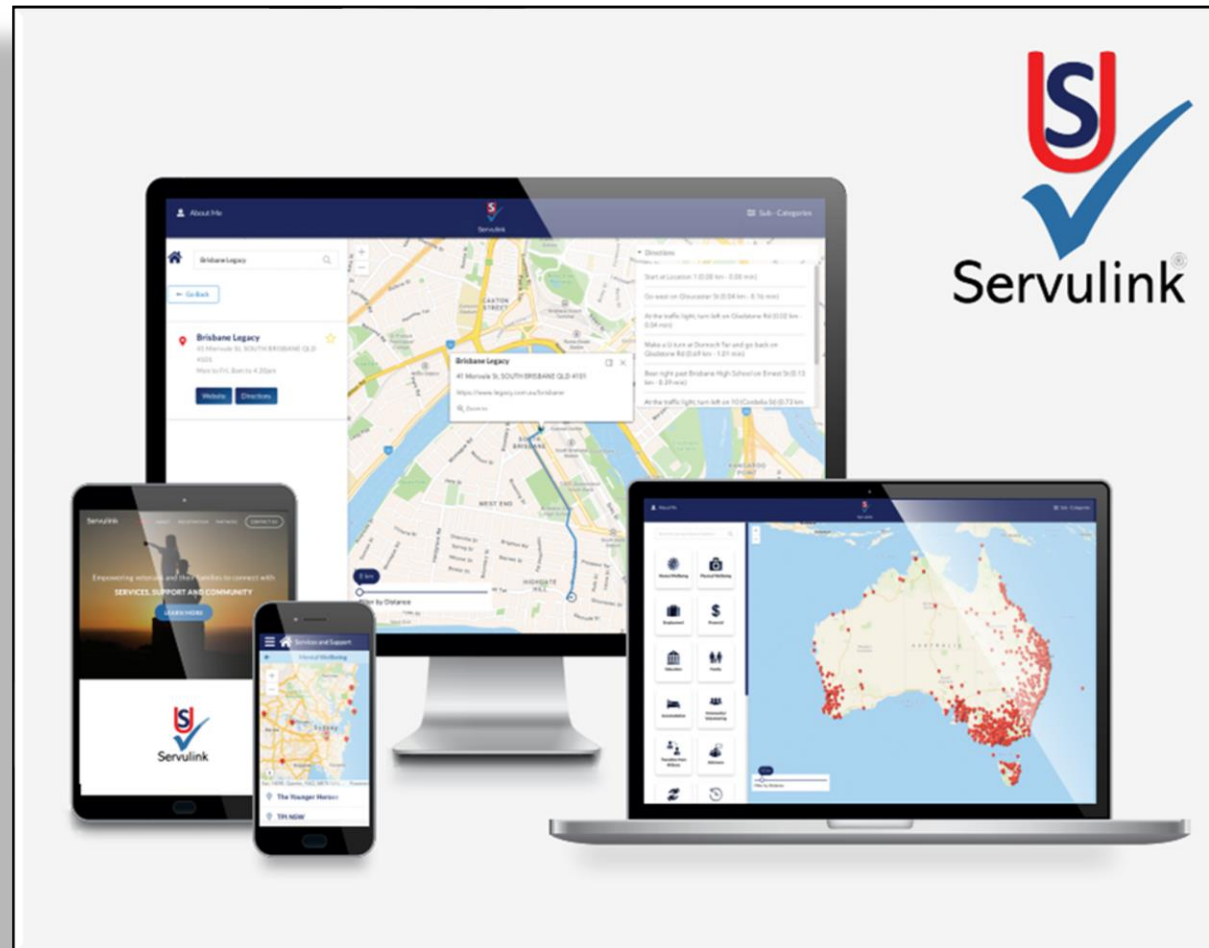
Your RSL sub-branch will be found by name, unique capabilities, address, physical proximity to those looking for you and on-line capabilities.



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Catalogue of Services is accessible to veterans and their families through their phones, tablets and desktops.



The Collaboration Pilot program has commenced (July 2022) and will be undertaken in three phases
(1) Stakeholder engagement, (2) Deployment and (3) Review of Pilot

Planning

May/June 2022

Stakeholder engagement

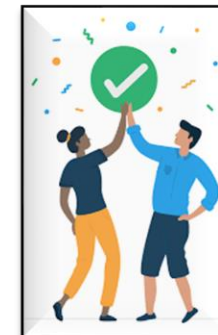
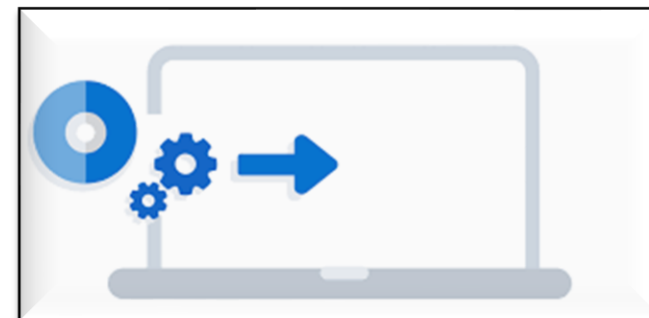
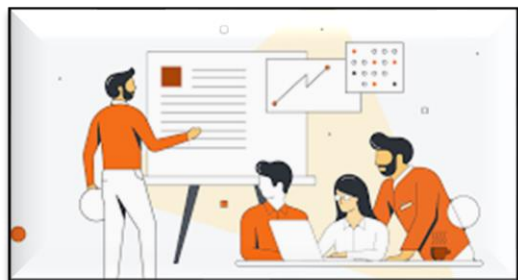
July 2022 through and including October 2022

Deployment

November 2022 through and including April 2023

Review

June 2023





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Planning
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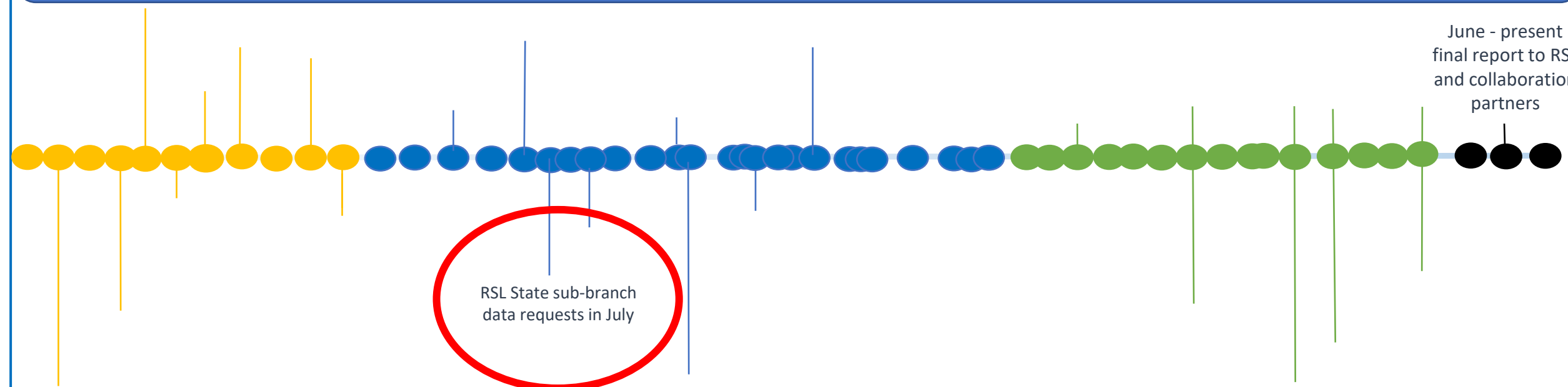
Stakeholder engagement
July 2022 through and including October 2022

Deployment
November 2022 through and including April 2023

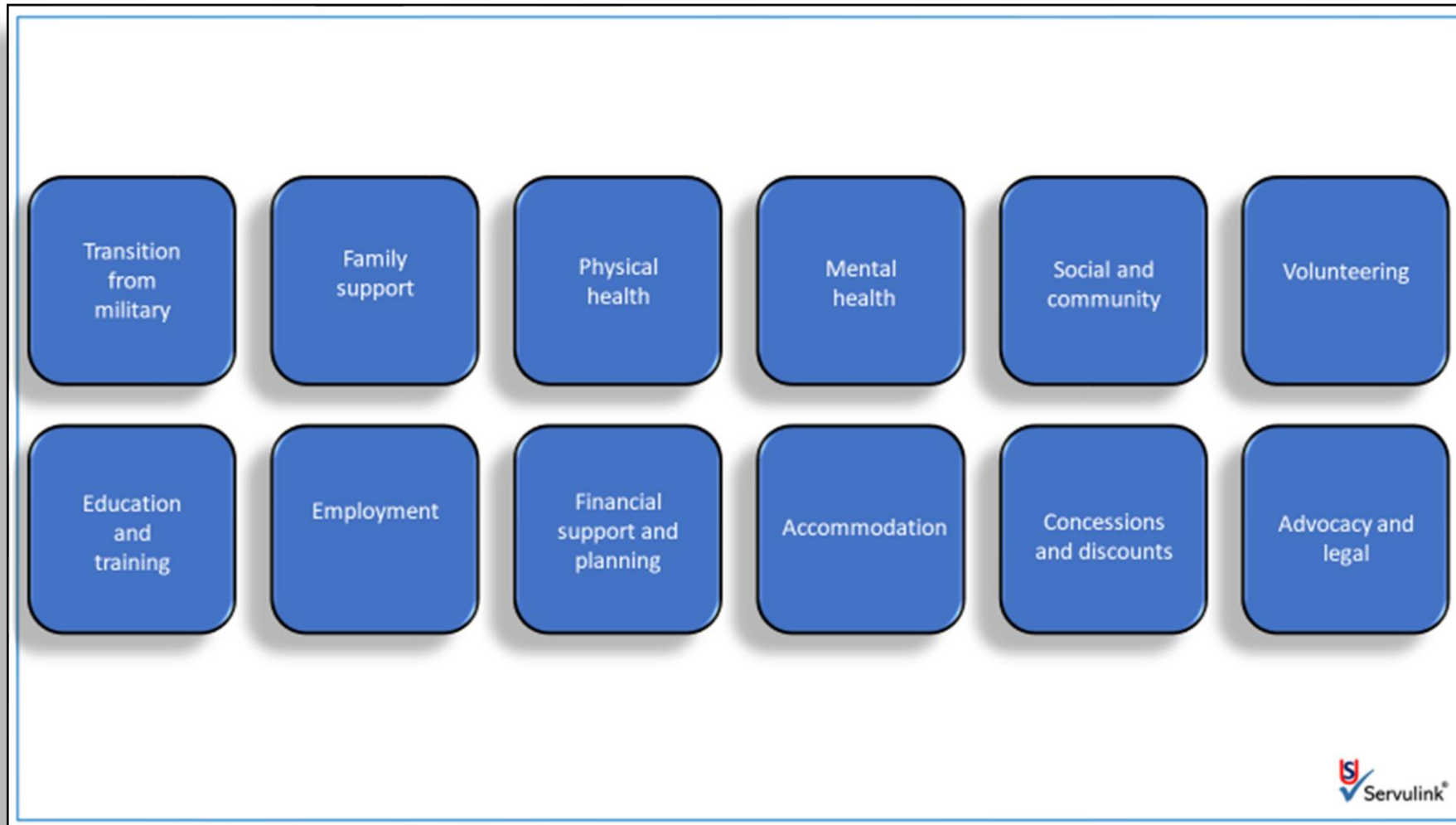
Review
June 2023

June - present
final report to RSL
and collaboration
partners

RSL State sub-branch
data requests in July

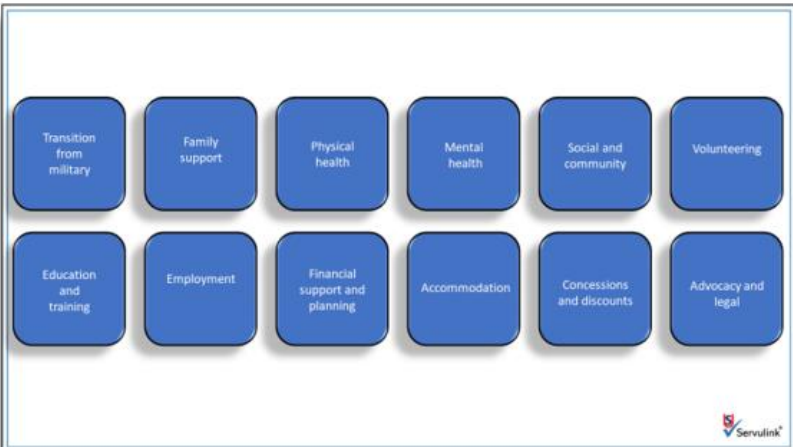


What do we need from RSL sub-branches – confirm your address and nominate your unique capabilities (what do you do best)!



RSL will be circulating the links to a questionnaire to all sub-Branches (more on this later).

What do we need from RSL sub-branches – confirm your address and nominate your unique capabilities (what do you do best)?



Transition from military

Family support

Physical health

Mental health

Social and community

Volunteering

Education and training


Employment

Financial support and planning

Accommodation

Concessions and discounts

Advocacy and legal



Physical Health – includes services related to advice on, or treatment of, existing health conditions, preventative health and health maintenance (fitness programs, sporting activities etc).

Mental Health – services related to advice on, or treatment of, existing mental health issues or activities designed to maintain good mental health

Social and Community – for RSL sub-branches this would cover everything from the operation of a licenced club and/or dining facilities to active involvement in organising local community events (memorial services, balls, fetes, annual shows etc)

Volunteering – could be activities that the sub-branch runs or provides volunteer support for directly or links with local volunteer organisations that allow the sub-branch to easily connect veterans with activities suited to their interests.

Concessions and Discounts – this category is mainly intended to provide awareness of numerous concessions available to veterans, particularly by Government, which are not widely known. May not be relevant to many sub-branches unless they are directly involved in discounts linked to RSL membership.

Transition from Military – primarily covers those organisations directly involved in the transitions process (DMFS, DVA, JTA etc) Most services RSL sub-branches would provide in this area are probably covered under other categories.

Family Support – Many of these will overlap with other categories, but sub-branches may want to highlight that they have services or activities specifically tailored for family members of veterans.

Accommodation – could range from advice or assistance in seeking temporary or permanent accommodation to assistance finding, or actual provision of emergency accommodation.



Financial Support & Planning – covers training and advice services on financial management and planning through to assistance in obtaining financial support (ie how to access government emergency assistance packages, loans available through veterans charity organisations etc)

Employment – this category covers services that provide advice or assistance for veterans seeking employment for example assistance in preparing resumes or preparing for interviews although some sub-branches may have programs that actively assist veterans in finding job placements.

Advocacy and Legal Support – intended to capture organisations offering legal advice, services and advocacy tailored to veterans needs. May not be relevant to sub-branches unless they have a direct link to such organisations.

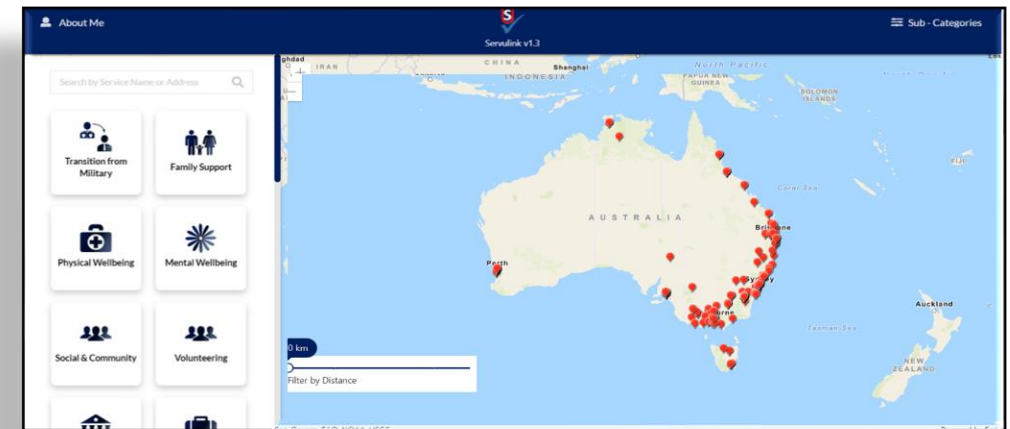

What do we need from RSL sub-branches – confirm your address and nominate your unique capabilities (tell us what do you do best) so we will include these into the catalogue by sub-branch.

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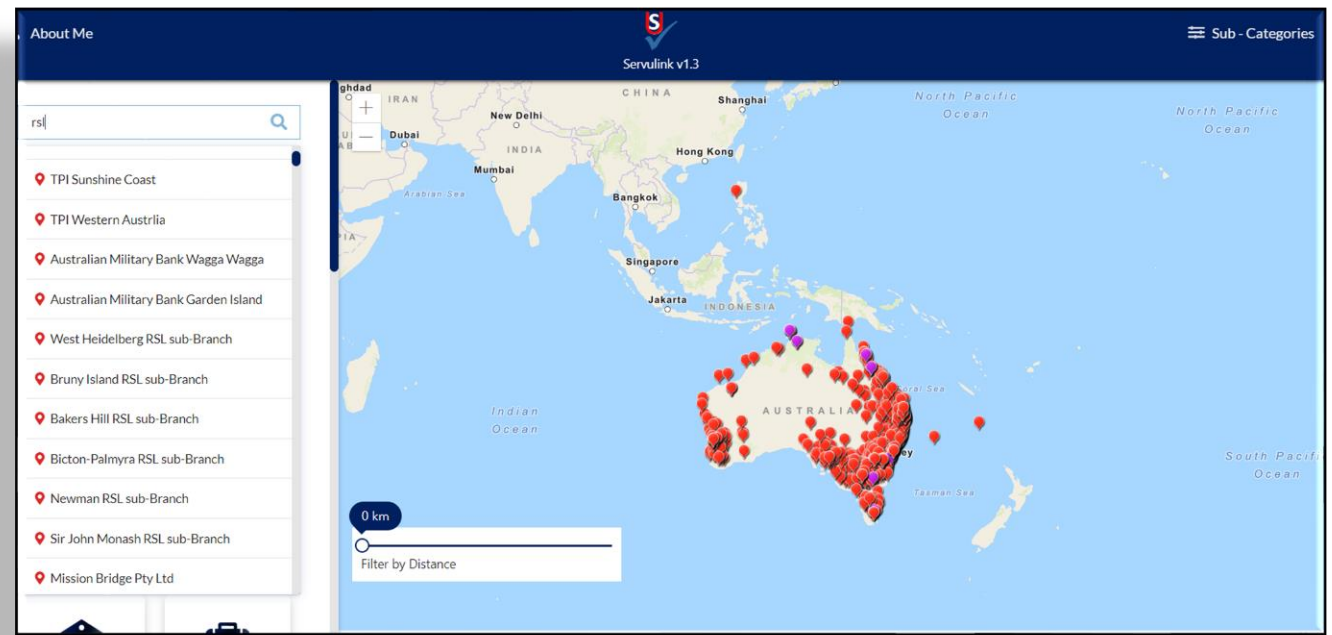
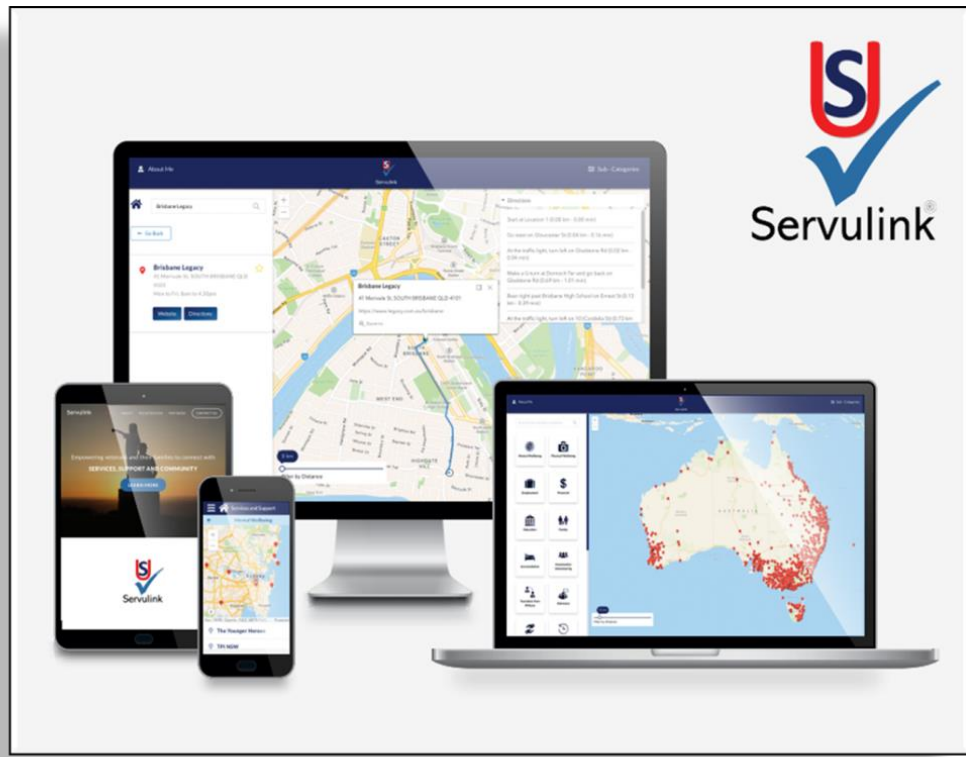


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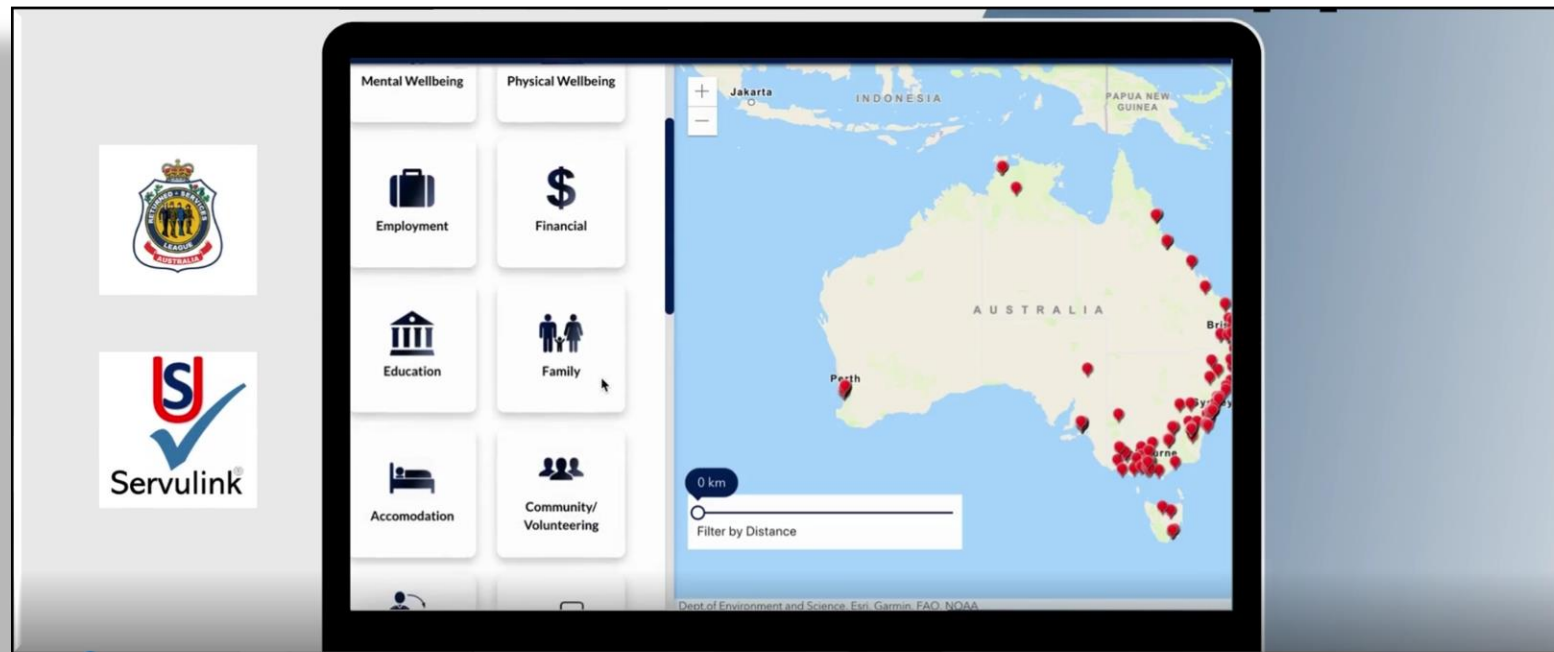
Transition from military	Family support	Physical health	Mental health	Social and community	Volunteering
Education and training	Employment	Financial support and planning	Accommodation	Concessions and discounts	Advocacy and legal



Veterans transitioning from the ADF will be introduced to the Catalogue of Services.
Veterans connected with local sub-Branches and informed of what services their local sub-Branches provide.



Veterans and their families will be able to find you and access your services.



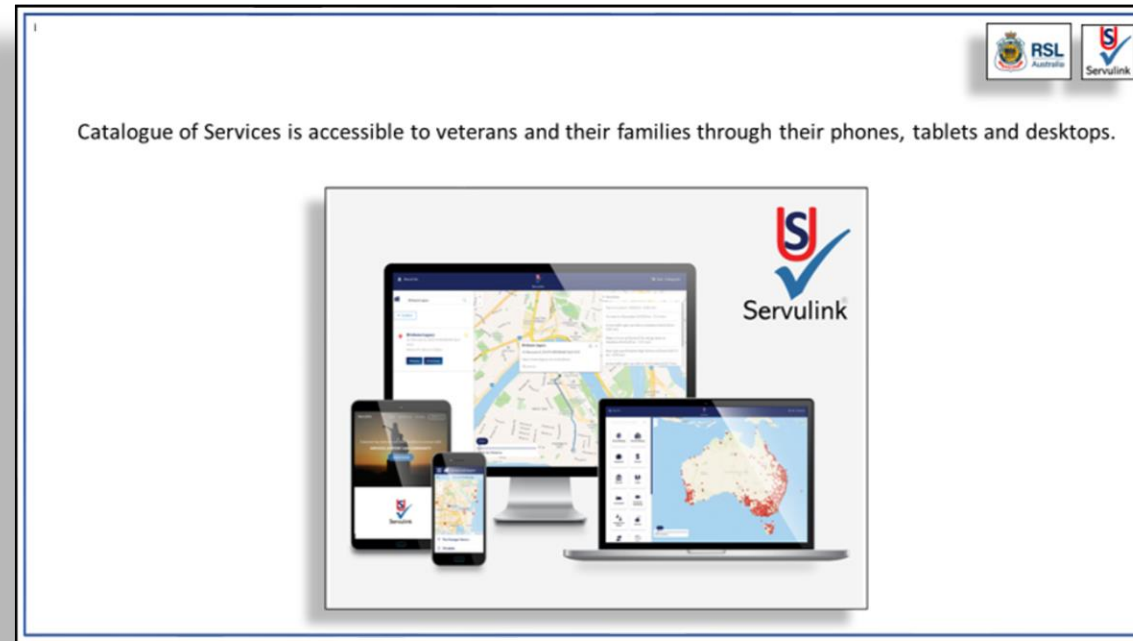


Sub-branch Veteran advocates are also empowered by the Catalogue of Services to provide even more advice and direction to Veterans and their families.

The screenshot displays the Servulink v1.3 application interface. On the left side, there is a vertical list of service categories, each with a location pin icon. The categories listed are: Colac Legacy, Commando Welfare Trust, Commonwealth Superannuation Corporation, Defence Health CNSW, Defence Health Ltd - Tasmania, Defence Health Ltd - Tasmania - Anglesea Barracks, Defence Health Ltd - Tasmania - Derwent Barracks, Defence Health SA, Defence Health Victoria, Defence Joint Transition Authority, and Far North Coast Legacy. The top of the interface features a dark blue header with the Servulink logo, the text 'Servulink v1.3', and a 'Sub - Categories' menu icon. The main area is dominated by a map of Australia and its surrounding regions, including parts of Indonesia, Papua New Guinea, the Solomon Islands, and New Zealand. Numerous red location pins are scattered across the map, primarily concentrated along the eastern and southern coasts of Australia. A 'Filter by Distance' slider is visible at the bottom left of the map area, currently set to 0 km. The map is powered by Esri, with data from Garmin, FAO, NOAA, and USGS.

CATALOGUE OF SERVICES

- Q and A with Servulink



CATALOGUE OF SERVICES

- RSL will be circulating the links to the questionnaire to all sub-Branch Presidents and Secretaries on Monday 11th July and request that these are completed on or before the Monday 1st August.
 - We will also be attaching a recording of this meeting for those who have been unable to attend and for you to revisit if you wish.
 - If there are any other questions, please do not hesitate to contact me at astensel@rslnsw.org.au and I will respond as soon as possible.
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CATALOGUE OF SERVICES

- Meeting closed.
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