

## Media Release

15 December 2015

### Mapping project to inform Australia's Ex-Service Organisations (ESOs) for the 21<sup>st</sup> Century launched in Canberra

A research project aimed at mapping the needs of veterans and families, the focus and services of Ex-Service Organisations (ESO) and identifying the gaps and overlaps of ESO services was launched at the Australian War Memorial in Canberra today, 15 December 2015.

The ESO Mapping Project (ESOMP) will be undertaken by an independent organisation, the Aspen Foundation.

Speaking at the launch, Air Chief Marshal Sir Angus Houston AK, AC (Mil), AFC (Retired) said, "Our veterans and their families are a special group of Australians who have been prepared to make important contributions for our country's national interests.

"Australia has traditionally supported its veterans and their families both at a government and a community level. At the community level that support has primarily been through a network of Ex-Service Organisations, commonly referred to as ESOs. ESOs have traditionally drawn on a strong sense of mateship and comradeship amongst those who have served their nation. That strong sense of mateship is the motivation that drives these organisations to assist veterans and families in need."

ESOs are being invited to take part in a survey. The project team will then develop and publish a report that will enable observations to be made and insights to be gained for consideration by the ESO community. The final report is due for release to the ESO community in April 2016."

The ESO Mapping Project Steering Committee Chair, Mr Bruce Armstrong said, "As Australia moves into the fourth post war period of its history - WW1, WW2, SE Asia, and now Timor/Middle East - it is considered appropriate to take stock and undertake research to better understand how ESOs are organised to support contemporary veterans and their families, regardless of where they live or what their needs are."

All ESOs, NGOs, Charities, Trusts and other community groups that support veterans and families are encouraged to register to contribute to this project through a survey, and then receive a copy of the final report.

Interested ESOs should register at [www.aspenfoundation.org.au/esomp](http://www.aspenfoundation.org.au/esomp)

**ENDS**

**For more information please contact:**

Andrew Condon, Head of Working Group – ESO Mapping Project on [acondon@aspenfoundation.org.au](mailto:acondon@aspenfoundation.org.au) or 0438 889 667

**About the Aspen Foundation**

The team at Aspen Medical has always focussed on giving back to the communities in which they work. In 2010 the founders of Aspen Medical, Glenn Keys and Dr Andrew Walker, created the Aspen Foundation to formalise and increase their support for these communities. A percentage of the profits from Aspen Medical are allocated by the shareholders to the Aspen Foundation.

The Aspen Foundation is a member of Philanthropy Australia, the national peak body for philanthropy and a not-for-profit membership organisation whose mission is to lead an innovative, growing, influential and high performing philanthropic sector in Australia.



## ESO Mapping Project Update

February 2016

### Sir Angus Houston Launches ESOMP

Sir Angus Houston launched the ESO Mapping Project at the Australian War Memorial on 15 December 2015 (see coverage at <http://rsl.org.au/News/ex-service-organisations-research-project-launched> ).

### Online survey open

Further background to this project can be found at <https://www.aspenfoundation.org.au/esomp>

The objectives of the project are to:

- > map needs of veterans and families
- > map ESO services
- > identify gaps in services

In order to map ESO services, the Project Team has begun distributing by email, invitations to organisations to participate in the project via an online survey.

To date invitations to complete the survey have been sent to 1,533 organisations nationally, with 377 responses so far.

If you are aware of any organisation that is yet to receive an invitation to participate in the project survey, please direct them to Andrew Condon of the Project Team at [acondon@aspensfoundation.org.au](mailto:acondon@aspensfoundation.org.au) or they can go directly to the online survey at

<https://www.surveymonkey.com/r/L5NYPG5>

The Project Team is very pleased with the positive response from the ESO community, particularly in regard to completing the survey. One of the outputs of the Project will be a comprehensive list and map of organisations in the ESO space.

All organisations that complete the survey will receive an electronic copy of the Project Final Report.

The project is scheduled to be completed by Anzac Day this year.



Sir Angus said, "Every veteran and their family, regardless of their age or experience, should be able to access services that meet their needs. It is imperative that we find the people that are slipping through the gaps, particularly those in regional areas, as they volunteered their services for our country in its time of need."

The research project is aimed at mapping the needs of veterans and their families, determining the range of services provided by ESOs and identifying any gaps or overlaps in those services. This project will be undertaken by an independent organisation, the Aspen Foundation.

# ESO Mapping Project Update

April 2016

## Strong support from ESO Community

After the launch of the Project by Air Chief Marshal Sir Angus Houston AK, AFC (Ret'd) at the Australian War Memorial on 15 December 2015 (see coverage at <http://rsl.org.au/News/ex-service-organisations-research-project-launched> ), the Project has received strong support from the ESO Community and other stakeholders.

605 organisations contributed to the Project by responding to the ESO Mapping Project Online Survey. The survey had an ambitious 41 questions. 81% of respondents completed the survey.

## Release of final Project Report

The Project is close to finishing. The initial intent was to formally release the Project Report at a public event close to Anzac Day. However, given the availability of key stakeholders over the Anzac period, the formal release of the Project Report by Sir Angus Houston has been scheduled for 23 May 2016. At that time all organisations who participated in the online survey will be sent an electronic copy of the Report. The Project Report will also be made available for online download.

## Interim Project Findings

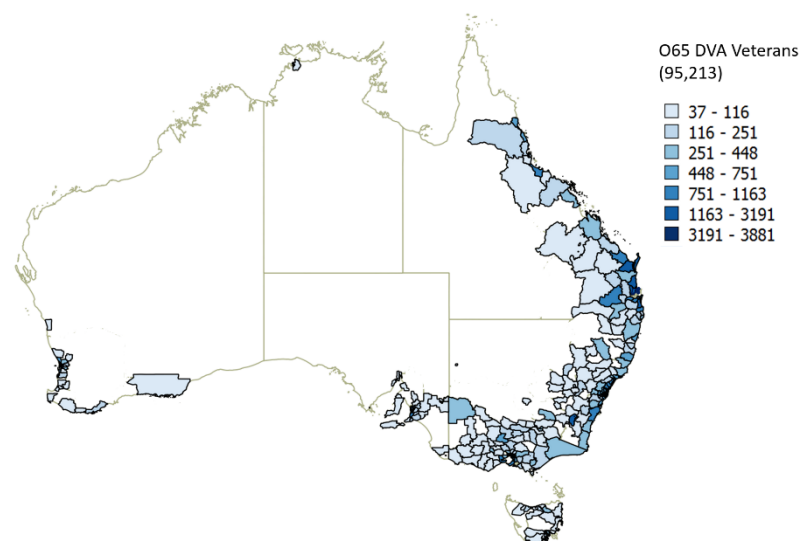
With the Project Report release now scheduled for 23 May, the ESO Mapping Project Steering Committee has agreed to publish in this Update a small example of the initial findings of the Project Report.

### Where do veterans live?

Data sets (non-identifiable location data) from both DVA and the Commonwealth Superannuation Corporation were utilised to understand where veterans live based on age cohort. Age is a useful general indicator of health needs, and hence where support might be needed.

The adjacent map is of the 95,213 DVA Veterans over 65 years of age, by numbers of DVA Veterans in Local Government Areas (LGAs), indicate a trend of Vietnam and older veterans living in geographic locations reasonably consistent with the general Australian population.

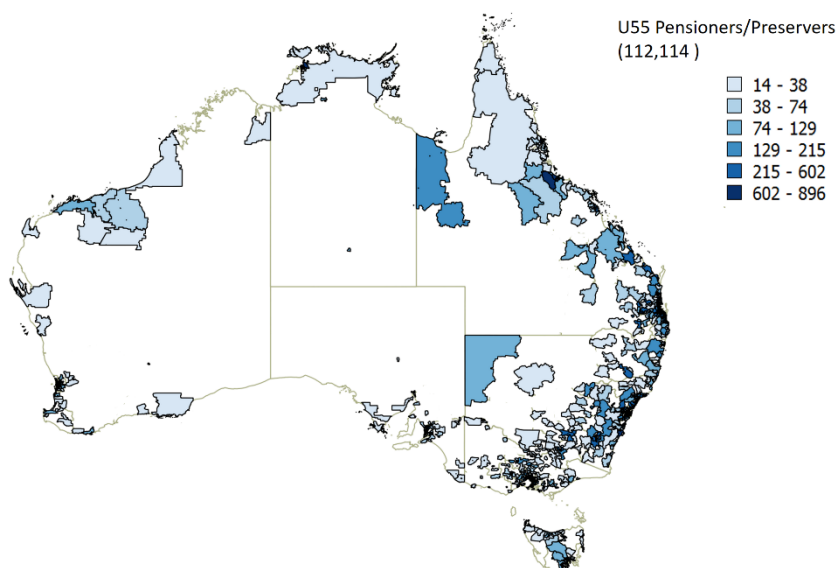
Note some LGAs are large in area such as Esperance.



## Where do younger veterans live?

Large numbers of younger veterans are not yet registered with DVA. Non-identified location data from military superannuation schemes was used to map where ex-service personnel under 55 years of age live.

The adjacent map shows, by density of postcodes, where 112,114 of the Under 55 years of age group live. Two immediate trends from this map indicate that many in this age group live in remote mining areas, and around existing large military bases.

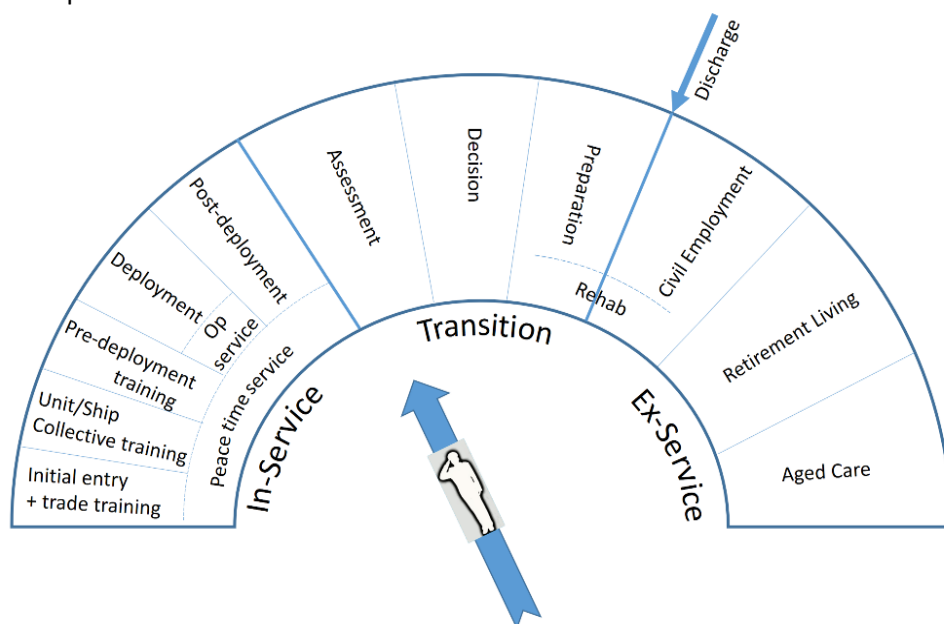


## Veteran Charities

The Charity regulator (ACNC) was approached to gather data on Veterans' Charities. The ACNC data revealed 3,474 charities have nominated 'Veterans and/or their Families' as at least one of their beneficiary groups. Analysis of this data indicates that many of these charities would not be considered ESOs and therefore the Project Report recognises that a further body of work is needed to better understand what support these charities provide to veterans and families.

## Veteran and Family Needs

The Project has identified veteran and family needs change over the life cycle of a veteran. In an attempt to illustrate the various phases of need, the adjacent diagram was developed as a means of promoting discussion and consideration of needs across the various phases.



## Online Survey Results

One of the specific issues identified by the Survey is the age of ESO volunteer Pension Officers (TIP trained). Of the 605 organisations who responded to the survey, 171 indicated they had a total of 507 volunteer Pension Officers (TIP trained). These organisations further indicated that 247 (48.7%) of the 507 volunteer Pension Officers were under the age of 68 years. Given the time to recruit, train, mentor and gain experience as volunteer Pension Officers, it was observed that significant effort will be required to replace close to half the current work force over the next 10 years.

## Thankyou

The ESO Mapping Project Team and the Steering Committee wish to thank all organisations and stakeholders for their substantial support and contributions to this Project. Aspen Foundation looks forward to releasing the Project Report to the ESO Community as a means of assisting ESOs to enhance their support services for veterans and families.

## Media Release

23 May 2016

### Summary report into mapping project to inform Australia's Ex-Service Organisations for the 21<sup>st</sup> Century released

A summary report containing key findings aimed at mapping the needs of veterans and families, the focus and services of Ex-Service Organisations (ESO) and identifying the gaps and overlaps of ESO services was released at the Australian War Memorial in Canberra today, 23 May 2016. The release of the report was attended by members of the ESO community and the patron of the ESO Mapping Project, Air Chief Marshal Sir Angus Houston AK, AFC (Ret'd)

Launched in December 2015, the ESO Mapping Project (ESOMP) has been undertaken by an organisation independent of the ESO sector, the Aspen Foundation.

Speaking at the event, Mr Bruce Armstrong, Chair of the ESO Mapping Project Steering Committee, said, "In the first instance we would like to thank all those organisations that took part in what is the most comprehensive census of ESOs in decades. Forty per cent of those organisations contacted responded to an online survey.

"The purpose of this Project is to provide a body of research and facts that will support the leadership of the ESO community in their deliberation and planning for the future. This will assist the ESO community in its collective aim of being as effective and efficient as possible in its support of veterans and their families."

Key findings of the report include:

- many younger veterans live in areas with minimal local veteran services
- recent growth in non-member based Veteran Support Organisations (VSOs)
- one third of ESOs and VSOs engage veterans pre-discharge from the ADF
- 3,474 registered charities nominate 'veterans and/or their families' as a beneficiary
- half the ESO pension support volunteer workforce will need to be replaced in the next 10 years
- an opportunity exists to map all services (including non-ESO services) available to veterans and families.

The summary report can be downloaded at [www.aspenfoundation.org.au/esomp](http://www.aspenfoundation.org.au/esomp) from 11am today with the full report available 24 hours later at the same web address.

**ENDS**

**For more information please contact:**

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