

**Ex-Service  
Organisation (ESO)  
Mapping Project**

**Final  
Report**

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The Executive Summary to this Report is a separate document and is available for download at: <https://www.aspenfoundation.org.au/esomp>

## Introduction

### 1.1 Background

Australia has traditionally supported veterans and their families through government, commercial and community organisations. 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 among those who have served their nation. That strong sense of mateship is the motivation that drives this group to assist veterans and families in need.

Australia has experienced four large waves of military veterans moving into the community. The most recent wave, or fourth generation veterans, includes those who served in East Timor, Pacific Interventions, Iraq and Afghanistan. The previous three generations were World War One, World War Two and the South East and East Asian campaigns that ended in 1975. There is a smaller group of veterans from military operations conducted between the end of the Vietnam War and the intervention in East Timor. This cohort includes significant deployments such as Somalia, Rwanda and Cambodia amongst other smaller operations. For convenience this cohort will be considered part of the fourth generation of veterans.

#### Purpose

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 for veterans and their families.

### 1.2 Scope of Project

The ESO Mapping Project was a research project with a tightly controlled scope based on time and resources available. The Project was launched on 15 December 2015 and concluded around Anzac Day 2016. It was funded for this period through a charitable foundation, independent of the ESO sector and government.

The Project scope was limited to considering the services provided by ESO and ESO like organisations. It did not examine the services available to veterans from Government agencies or commercial service providers. The Project scope was to determine where fourth generation veterans live, where ESO services are available and if there are any gaps in those services based on where veterans live.

There is scope for further complementary work to understand what government and commercial services are provided. Such work will allow all stakeholders to understand all the government, commercial and community services available.

## Objectives

The objectives of the ESO Mapping Project were to:

- Map the needs of veterans and their families.
- Map the focus and services of ESO.
- Identify any gaps and overlaps of ESO services in support of veterans and their families.

### 1.2.1 Definitions

The above Objectives require some clarification for the term 'veteran' and 'ESO' given the widespread usage of these terms.

This Project notes there are various definitions of 'veteran' ranging from the Oxford Dictionary ("an ex-member of the armed forces") through to the Veterans Entitlement Act 1986 ("person who has taken to have rendered eligible war service"), to various definitions included in the Constitutions of the many organisations operating in the ESO sector. For clarity the following definitions are used:

#### 1.2.1.1 *Veteran and/or their family*

This Project uses 'Veteran' in the broadest sense to include anyone who has served in the ADF regardless of their type of service. A veteran's family includes a spouse or partner and their children. It does not include the parents, siblings or extended family of the veteran.

#### 1.2.1.2 *Veteran/Family Needs*

'Needs' is a term not simply defined given individual based variance of 'need', that can also range from 'real' to 'perceived'. There can also be some difficulties confusing 'needs' with 'wants' and with 'expectations'. The 'needs' used for this project have been derived from the considerable research/study literature available on Veteran/Family needs.

#### 1.2.1.3 *ESO – Ex-Service Organisation*

ESOs have traditionally been considered organisations with a membership base of ex-serving ADF service personnel. However, for the purpose of this Project organisations who provide support or services specifically for veterans and/or their families are being included.

A taxonomy of organisations who provide support to veterans and/or their families is discussed later in this report.

## 1.3 Structure of Project

### 1.3.1 Eminent Persons Group

A number of eminent persons were consulted during the ESO Mapping Project concept development and early stakeholder engagement phases.

### 1.3.2 Project Patron

Air Chief Marshal Sir Angus Houston AK, AFC (Ret'd) was the Project Patron.

### 1.3.3 Steering Committee

A Steering Committee was established to provide oversight and guidance for the ESO Mapping Project. Membership of the Steering Committee:

- Chair - Bruce Armstrong,
- Major General Paul Symon AO (Ret'd), and
- Major General Liz Cosson AM, CSC (Ret'd) – until 9 May 2016 when appointed to Deputy Secretary and Chief Operating Officer DVA

### 1.3.4 ESOMP Working Group (ESOMP WG):

Andrew Condon was the working group lead. He was supported by a small number of support personnel working for short periods. Andrew Condon was employed full time by the Aspen Foundation for 6 months to complete this project.

## 1.4 Strategic Stakeholder Engagement

Significant effort was made to engage and seek counsel from key leaders in the ESO sector.

Most ESO Round Table members were provided with a personal briefing on the Project prior to its launch or soon thereafter.

## 1.5 Launch of Project

The ESO Mapping Project was launched in the Captain Reg Saunders Gallery of the Australian War Memorial on 15 December 2015.

Attending the launch were representatives of:

- RSL
- Legacy
- Defence Force Welfare Association
- Vietnam Veterans Federation
- TPI Federation
- Navy Association of Australia
- RAAF Association
- Australian SAS Association
- Australian Commando Association
- SoldierOn
- Homes for Heroes
- Prime Ministers Advisory Council
- ESO Round Table
- Young Veterans Forum
- DVA
- ADF
- Aspen Foundation

## 2 Project Methodology

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### 2.1 Stakeholder Engagement

Raising awareness of the project amongst the leadership of the ESO community was critical to success. Stakeholders were informed about the project and offered the opportunity to provide input on the conduct of the research work.

Stakeholder engagement was done through individual briefings, collective briefings at the Project launch and through a regular project Newsletter that provided periodic updates about the project's progress.

Project Press Releases and Newsletters that were distributed are available as an Annex to this Report.

### 2.2 Needs Research

A detailed 'needs analysis' of Veterans and their families was not within the scope of the project. The scope was limited by the time available for this project which did not include conducting detailed research directly with individual veterans and their families. Such research would also require approval/oversight from either the Defence Research Ethics Committees of the Department of Veterans' Affairs Human Research Ethics Committee (DVA HREC) and or the Australian Defence Human Research Ethics Committee – (ADHREC).

#### 2.2.1 Literature Review

The project conducted a literature review of existing published research literature to develop an understanding of the needs of veterans and their families.

There is a significant amount of domestic and international published research available that describes the needs of veterans and their families. Some of the specific areas of existing research included:

- Aging Veteran Needs
- Vietnam Veteran Needs
- Female Veteran Needs
- Veteran Mental Health Needs
- Reservist Needs
- Veteran Social Health Needs

## 2.3 Needs Model

A simplified Needs Model was developed from the literature review. The Needs Model describes how needs change at different points in the veteran's life. The Needs Model was used to develop a structured understanding of the services provided to veterans and their families by ESOs.

## 2.4 Needs Mapping

Needs mapping was based on our understanding of the demand for services through determining where ex-service personnel live. The demand level for services can be determined by the age demographics of veterans and families. Age is a well-established indicator to forecast health and wellbeing needs.

## 2.5 ESO Service Mapping

### 2.5.1 Organisation Muster/Census

The first step in mapping the services of ESOs was to understand who, what and where all the ESOs are located.

This was a significant task given the number of organisations that support veterans and/or their families.

### 2.5.2 Survey

An online survey was conducted to attempt to better understand who the ESO are, what services they provide, and where they operate. The survey also attempted to understand the demand for the services provided by each organisation.

### 2.5.3 Geospatial Mapping of Need (demand based) and Services Available

Geospatial representations were developed of where ex-service personnel live. The Project used the standard Australian Bureau of Statistics boundary definitions for postcodes and Local Government Areas (LGA). Data sets from the Commonwealth Superannuation Corporation and from DVA were used to map veterans' postal addresses to ABS postcodes and or LGA.

## 2.6 Gap/Overlap Analysis

A Gap Analysis was conducted to understand where veterans and their families live by age cohorts as needs are likely to vary by age. The level of ESO services available in areas where veterans and their families lived was reviewed to identify service delivery gaps and overlaps.

Many younger fourth generation veterans were identified living in remote mining areas where there are minimal veteran support services.

### 3 Literature Review of Veterans and Family's Needs

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DVA's recent work in veteran social health needs was very useful for this Project. In particular, the project was able to understand how addressing these needs contributes to a broader Preventative and Resilience Strategy.

Other recent useful studies included those sponsored by the Australasian Services Care Network and the Victorian Veterans Council.

The important aspect of 'Awareness and Accessibility' to the provision of services by ESOs was raised in a recent report into the Veteran Sector in Victoria.<sup>1</sup> See challenges raised in the Victorian Veterans Council Veterans Sector Study Report listed below.

#### Challenges in awareness and accessibility of available veteran services

Four key stages were identified as influencing veterans' ability to access support services.

**Step 1:** Identify self as a veteran

**Step 2:** Become aware of services and benefits available to veterans

**Step 3:** Become aware of how to access those services and benefits

**Step 4:** Have the ability to access and engage with services

### 4 Needs Modelling – Veterans and Families

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#### 4.1 Life Objective of Veterans/Families

Most veterans and their families have an overall objective to live in a safe environment as valued and contributing member of Australian society with a strong level of wellbeing. However individual veterans and their families have specific needs based on a range of factors, such as level of incapacity.

#### 4.2 Veterans and Family's Needs

Needs change over the lifecycle of a veteran. There are three key phases: In-service, Transition and Ex-Service. ESOs have traditionally focused on the last phase.

Through both the literature search and feedback from stakeholders in the ESO community, the Project team found that there was a wide array of different veteran and family needs. The Project

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<sup>1</sup> Veterans Sector Study Report 2015 Victorian Veterans Council [Grosvenor Management Consulting] December 2015

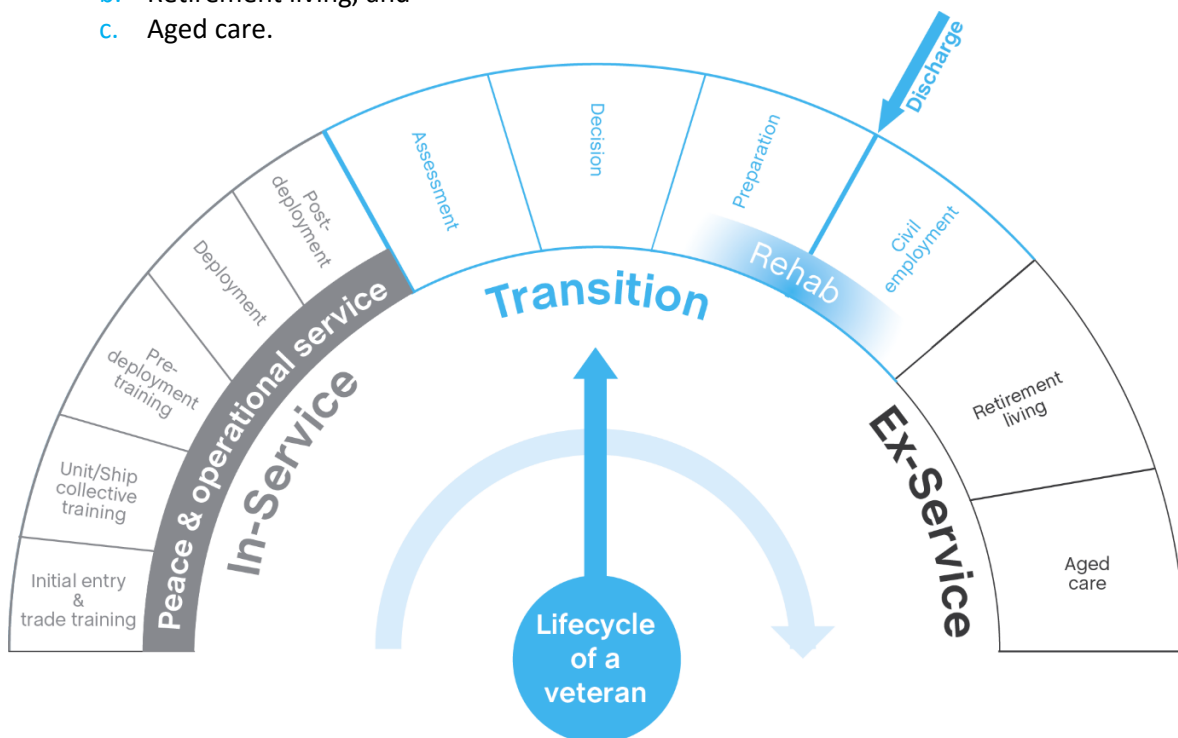
team considered breaking up needs across the lifecycle of a veteran as a useful approach to structure questions in the online survey of ESOs.

There is an opportunity for ESOs to provide more support to veterans’ and families’ needs in the first two phases of the lifecycle of a veteran. Communication, building relationships and providing support in those early phases will enhance the effectiveness of ESO support in later phases.

### 4.3 Phases of Need

Key elements of the life cycle of the veteran include:

1. In Service:
  - a. ADF Training and general peace time Service\* ;
    - i. Initial entry and trade (individual) training,
    - ii. Unit/Ship collective training,
    - iii. general peace time service, and
    - iv. Pre-deployment training.
  - b. Deployment\*.
  - c. ADF service post deployment\*.
2. Transition from ADF Service (up to discharge):
  - a. Transition to civil housing,
  - b. Transition to civil employment, and
  - c. Transition to civil healthcare.
3. Post discharge:
  - a. Civil employment or rehabilitation,
  - b. Retirement living, and
  - c. Aged care.



A Representation (in general terms) of phases of needs are depicted in the diagram above.

\* For families there is also a phase of need when the veteran dies and the partner becomes a widow/er.

## Phases of the Veteran and Family Life Cycle

Service providers need to meet the needs of veterans and their families as they move through these phases.

The Transition Phase has been recognized as critical to the future health and wellbeing of veterans and their families. Transition sets the foundation for life as ex-service personnel. A poor transition can have a direct negative impact on health and wellbeing, whereas a successful transition from the ADF can help establish a healthy civilian life.<sup>2</sup>

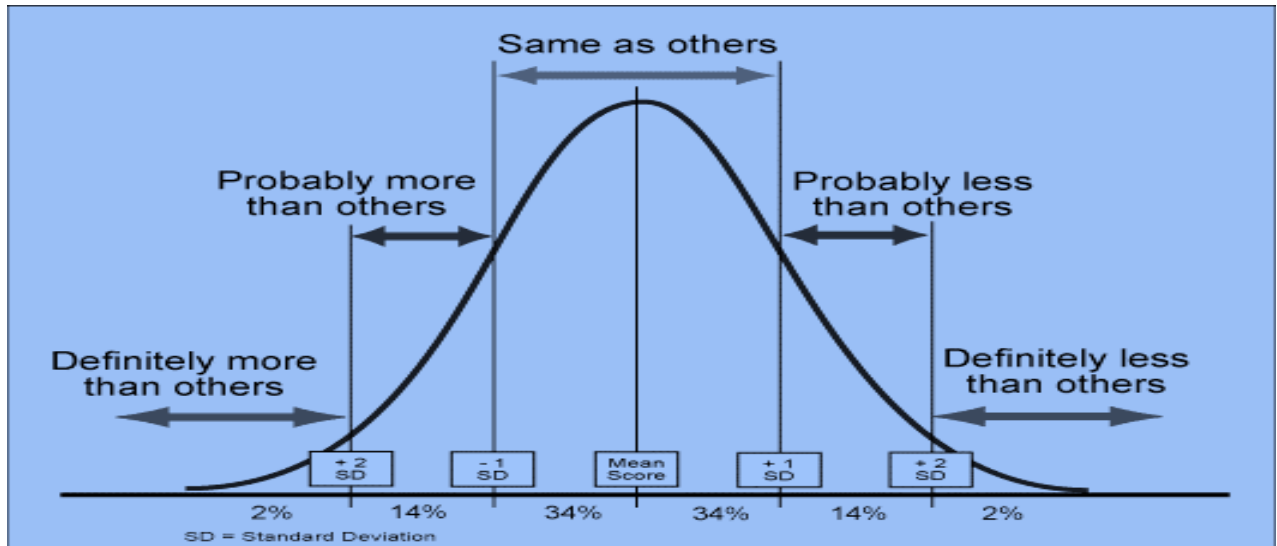
### 4.4 Variance of Need

Veterans and their families will not always have the same needs. Most veterans and families will have limited needs outside those of general Australian population.

There is a distribution of needs in any assessment of a population's need. That variance in need can be depicted in a Normal Distribution Curve, where the majority have a similar level of need, and smaller groups have significantly fewer or greater needs.

In a normal distribution curve around 64% will be very similar, there will be some variance with 28%, and there will be significant variance with 4%.

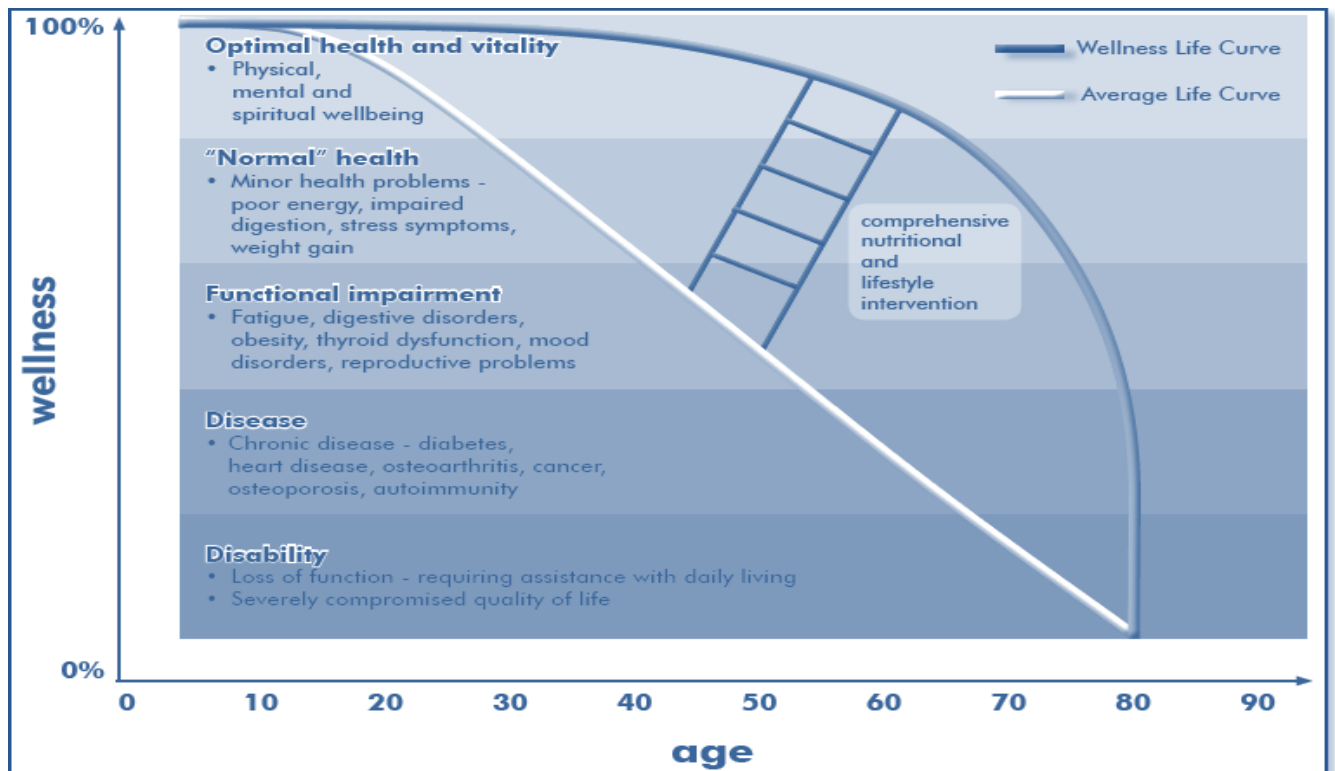
Many factors can influence how a Normal Distribution Curve can be distorted from its general shape.



<sup>2</sup> These themes were widely and frequently raised by a wide variety of stakeholders during the stakeholder engagement process.

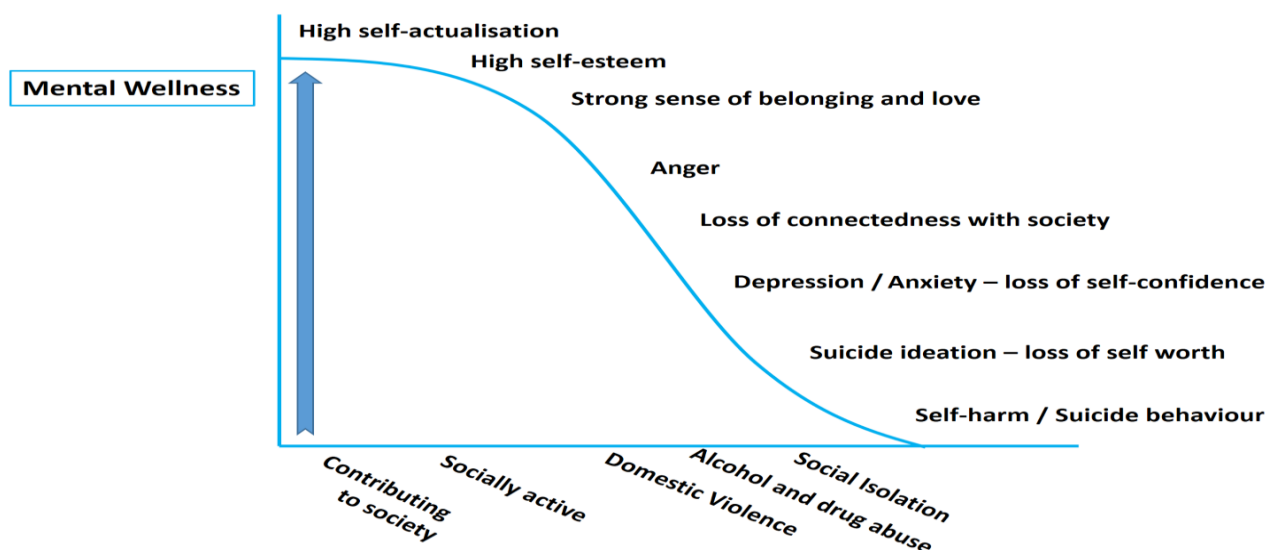
## 4.5 Wellbeing Curve

Another concept that is useful in articulating need is that of the “Wellbeing Curve”. Veterans and their family’s needs’ will vary over time due to aging and other factors.



The diagram is an indicative Wellness Life Curve that highlights some factors for extending time in the higher zones of the wellness curve.

However other factors may also affect wellbeing, especially mental health wellbeing, such as unemployment or loss of a spouse. The diagram below represents a possible mental health wellbeing curve that an individual may experience.



## 4.6 Categories / Classifications of Needs

To assist in understanding the nature of veteran and family needs, and how ESOs may address those needs, those needs identified in the literature search were categorised as ‘Collective’ or ‘Individual’ for the purpose of the survey.

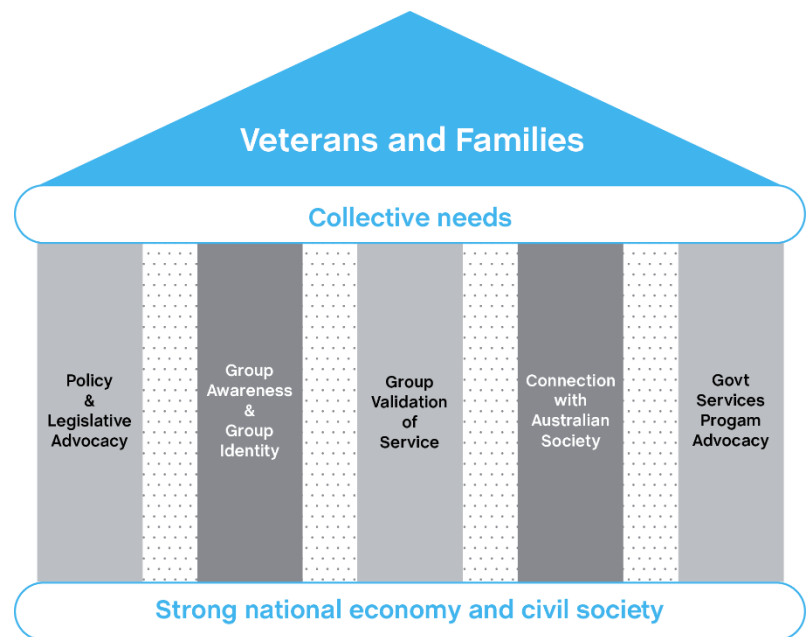
Categorising and classifying needs assisted the mapping exercise.

### 4.6.1 Collective Needs

The Project team drew heavily on recent work by DVA on ‘Social Health’ to identify collective needs, with ‘Group validation of service’ being a key collective need.

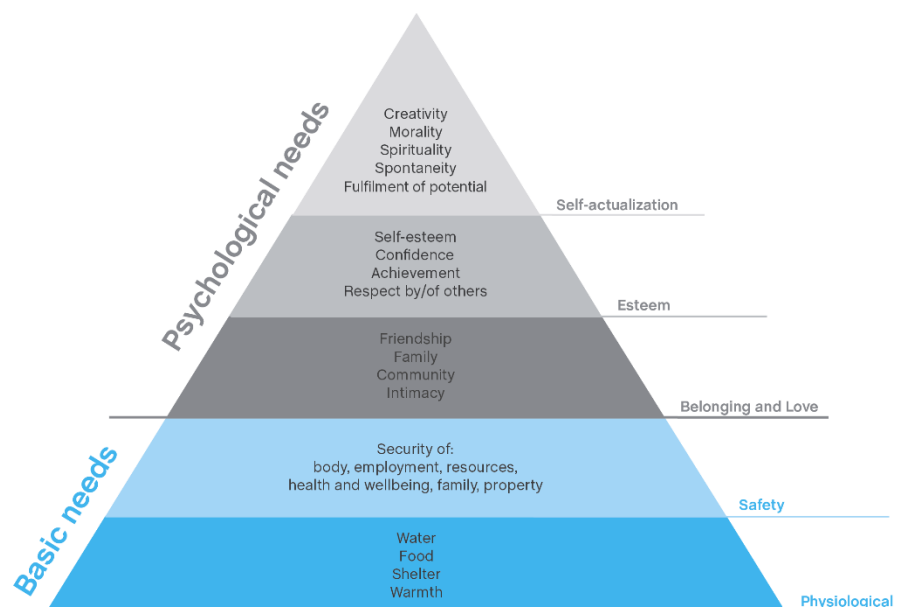
Collective Needs are extensive, but for the purpose of this Project, sub-categories used are:

- Policy & legislative advocacy,
- Government services advocacy,
- Group awareness/identity,
- Connection with Australian society, and
- Group validation of service.



### 4.6.2 Individual Needs

When searching for a model to use for addressing individual needs, the Project team drew on the 1954 Maslow’s Hierarchy of Needs model. The literature search did not find a better alternate option for modelling individual needs than this classic approach.



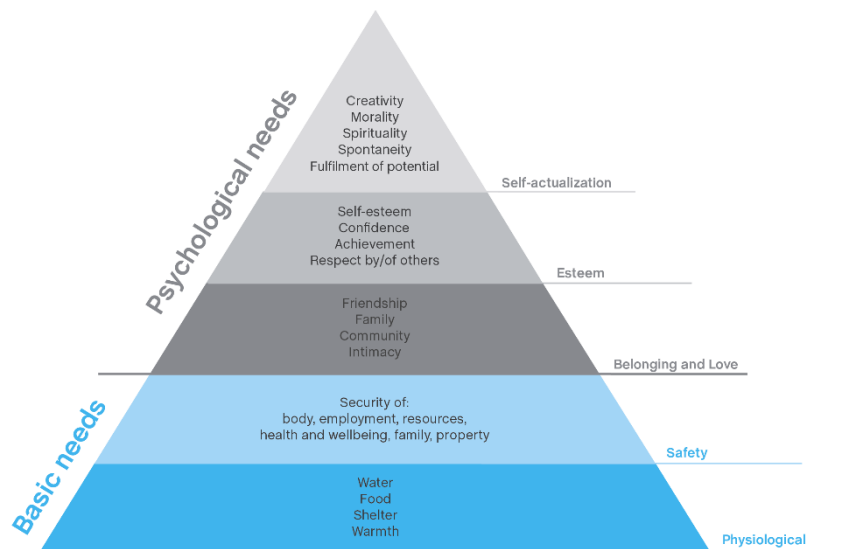
### 4.6.3 Phases Through a Needs Prism

The Project team considered the support ESOs could provide veterans and families through the ‘prism’ of Maslow’s Hierarchy of Individual Needs, for each of the phases of the veteran’s lifecycle. This methodology was useful to ensure all aspects of veteran and family individual needs are addressed.

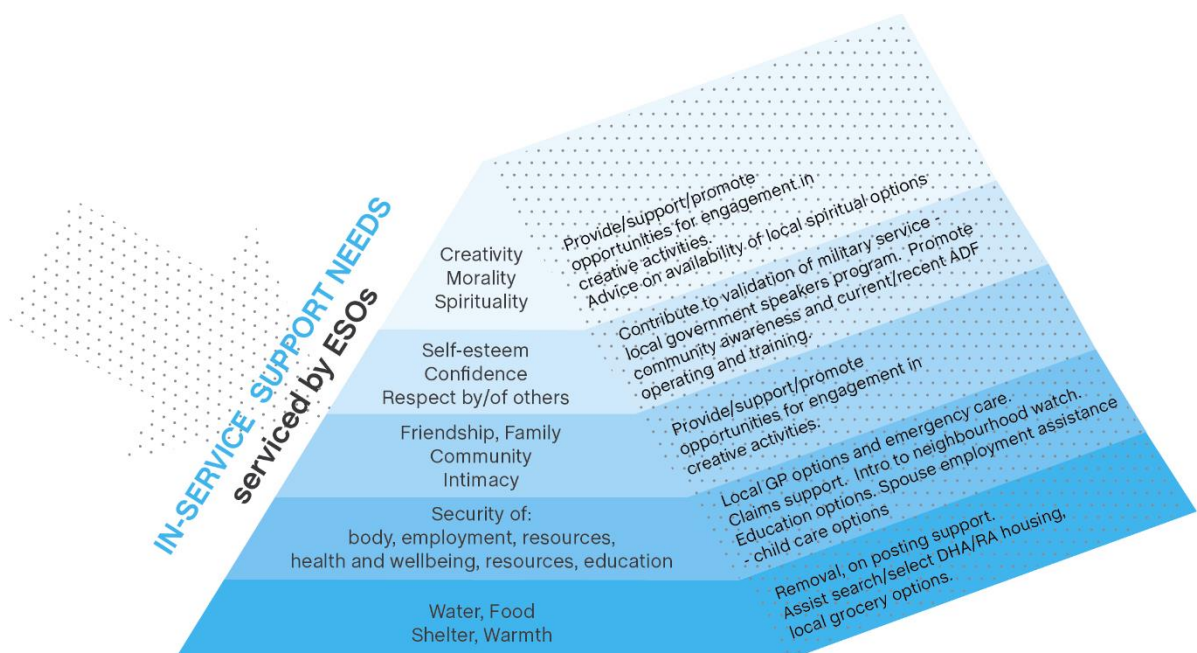
Each phase is examined through what could be called a Needs Prism.

That Needs Prism being Maslow’s Hierarchy of Needs model.

#### 4.6.3.1 Needs Prism

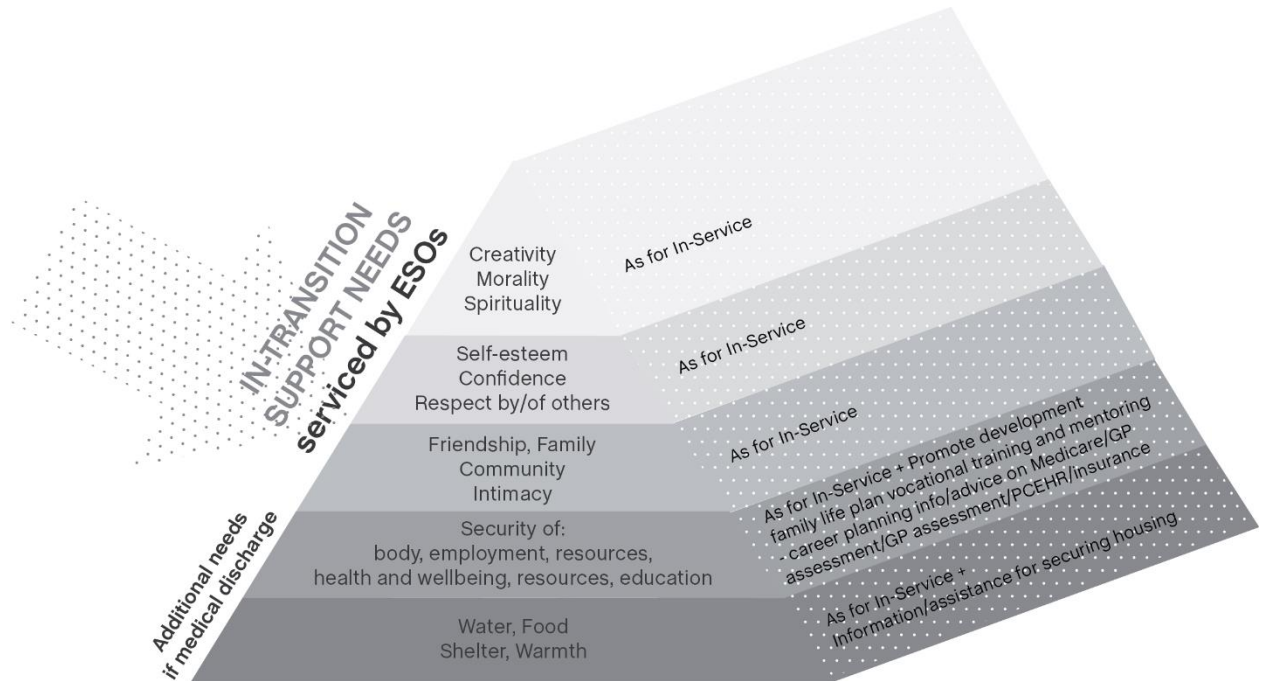


#### 4.6.3.2 In-Service Phase Needs (through the Needs Prism)



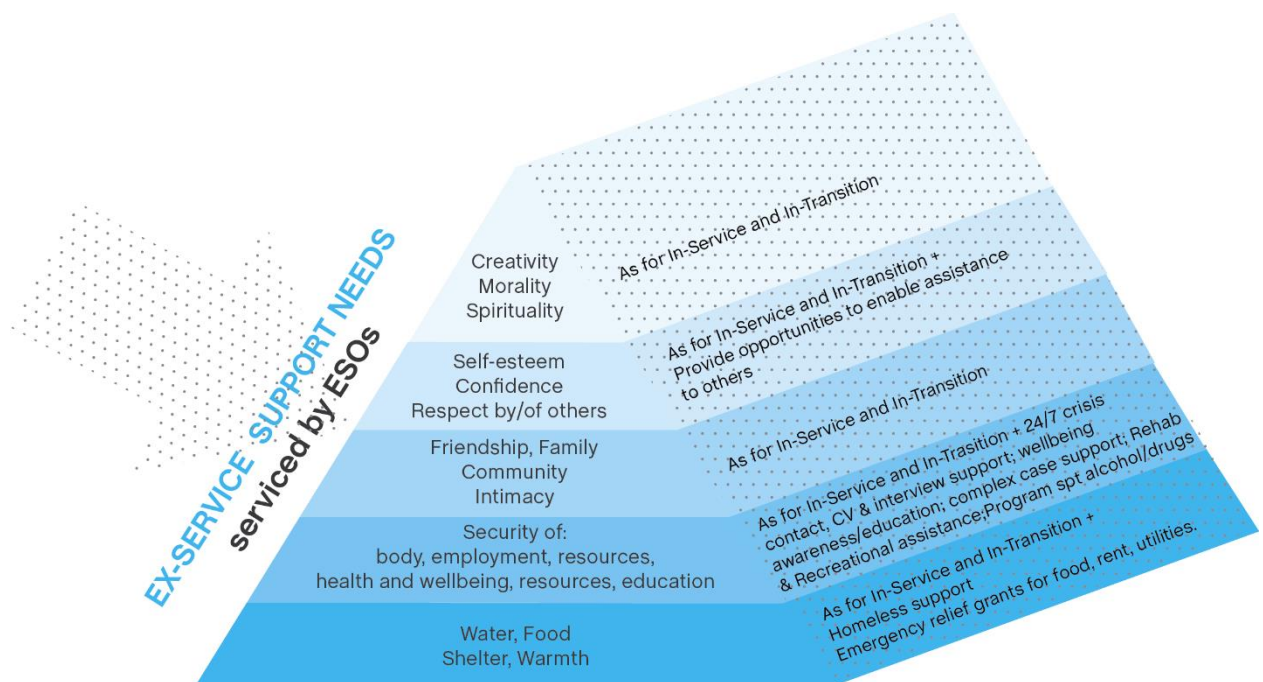
#### 4.6.3.3 Transition Phase Needs (through the Needs Prism)

Each phase does present some commonality, however there is clearly a requirement for individualised approaches to suit the specific needs of each veteran and family. More work could be undertaken to refine the support required in each of the phases where services are currently shown as common.



There was sufficient variation in each phase to warrant this approach, even in this first rudimentary activity, to identify the support ESOs could provide in each phase.

#### 4.6.3.4 Ex-Service Phase Needs (through the Needs Prism)



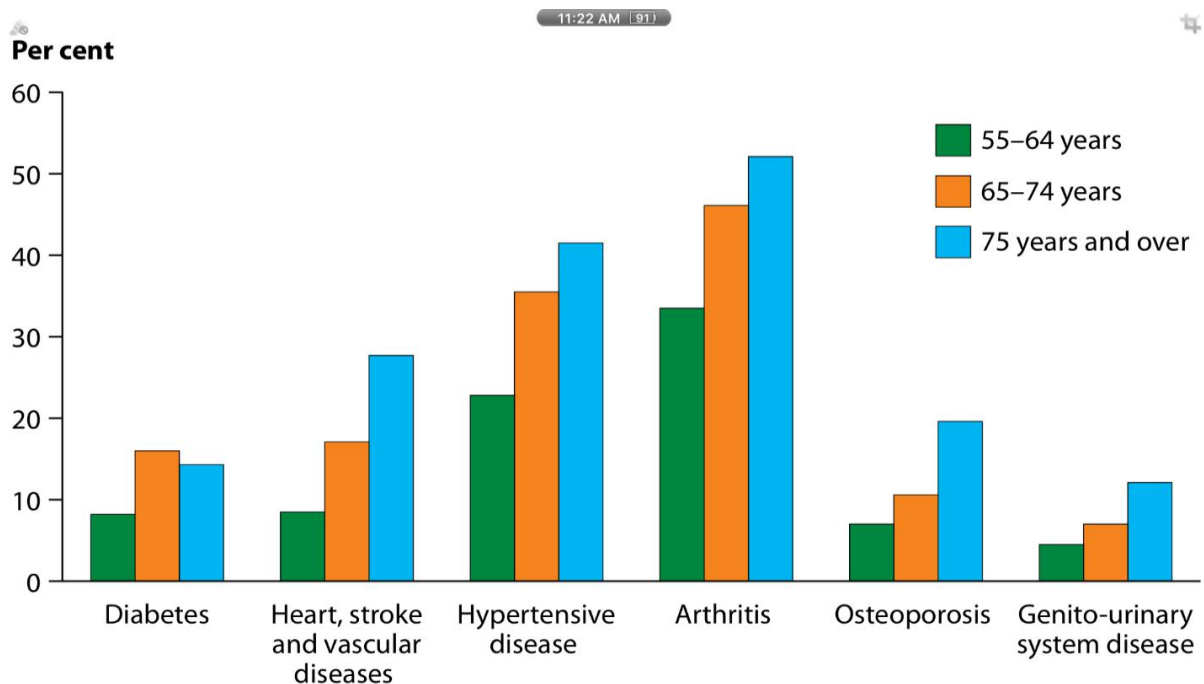
## 5 Needs Mapping

The project undertook the following two key tasks to understand and map the demand for ESO services:

- the locations where veterans live by age cohort, and
- where existing ESO services are accessible by location.

### Age Based Forecasting of Health Needs

Age is a very useful general indicator of likely needs, particularly for healthcare. There is well established data for the likely prevalence rates for specific health conditions as individuals pass through the age brackets of 55, 65, and 75. Some examples are provided in the diagram below.



Source: AIHW analysis of ABS 2012a.

### Prevalence of selected self-reported health conditions among people aged 55 and over, by age group, 2011-12

### 5.1.1 Mapping where Veterans Live by Age

This Project used the following two data sets to understand and map where veterans live in Australia:

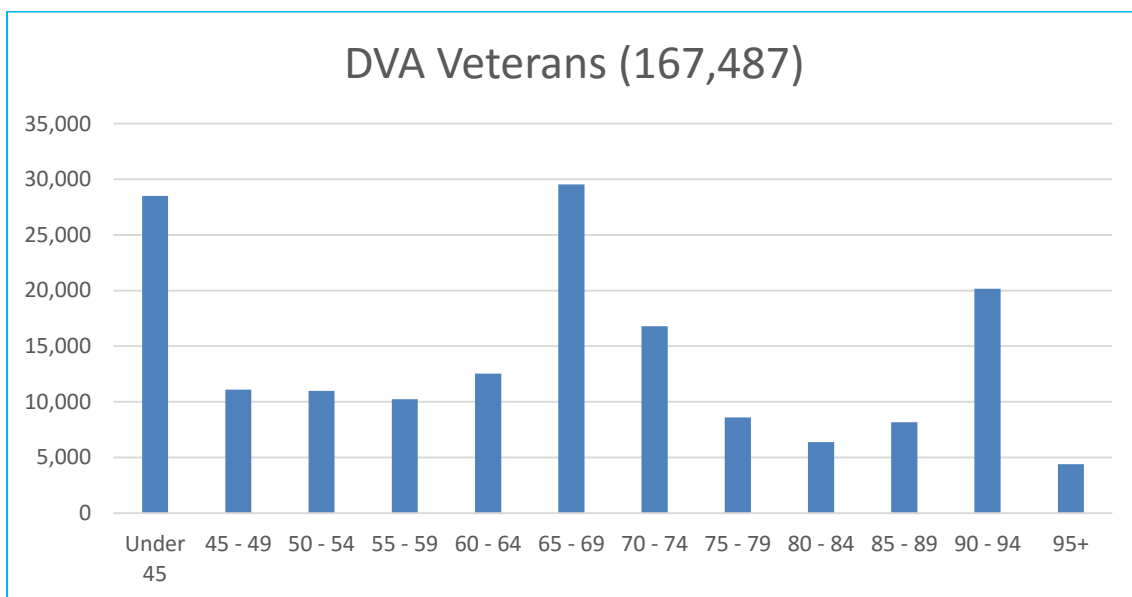
- Department of Veterans' Affairs (DVA), and
- Commonwealth Superannuation Corporation (CSC).

Each data set contains over 150,000 veterans and thus the data sets are considered statically significant for identifying trends in the veteran population.

#### 5.1.1.1 DVA Data Set

DVA provides data sets of where DVA Veterans (ie a veteran with a successful DVA Claim) live by Local Government Area (LGA) in age cohorts. This data set is limited because it predominantly captures data of veterans who have made a claim or otherwise registered with DVA.

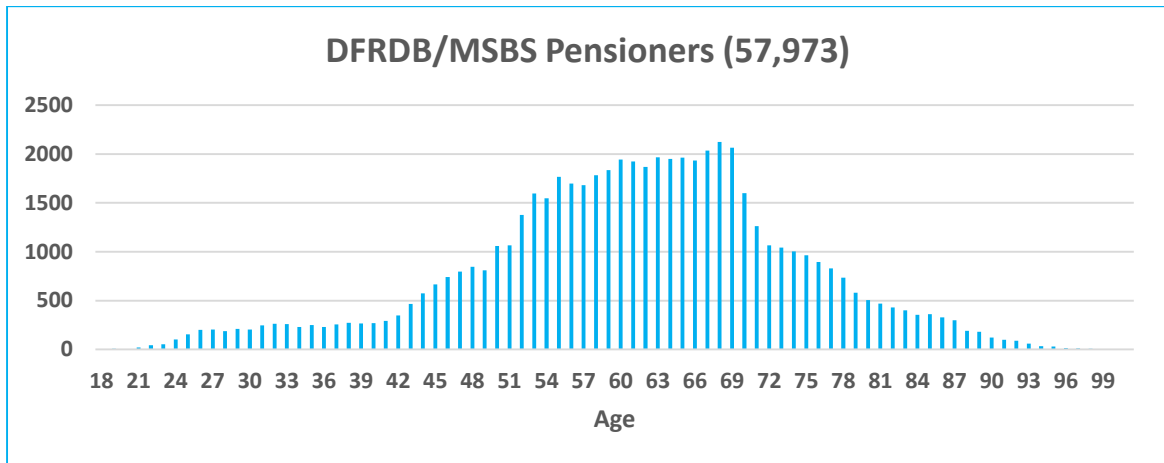
The DVA data set includes 95,213 DVA Veterans over 65 years.



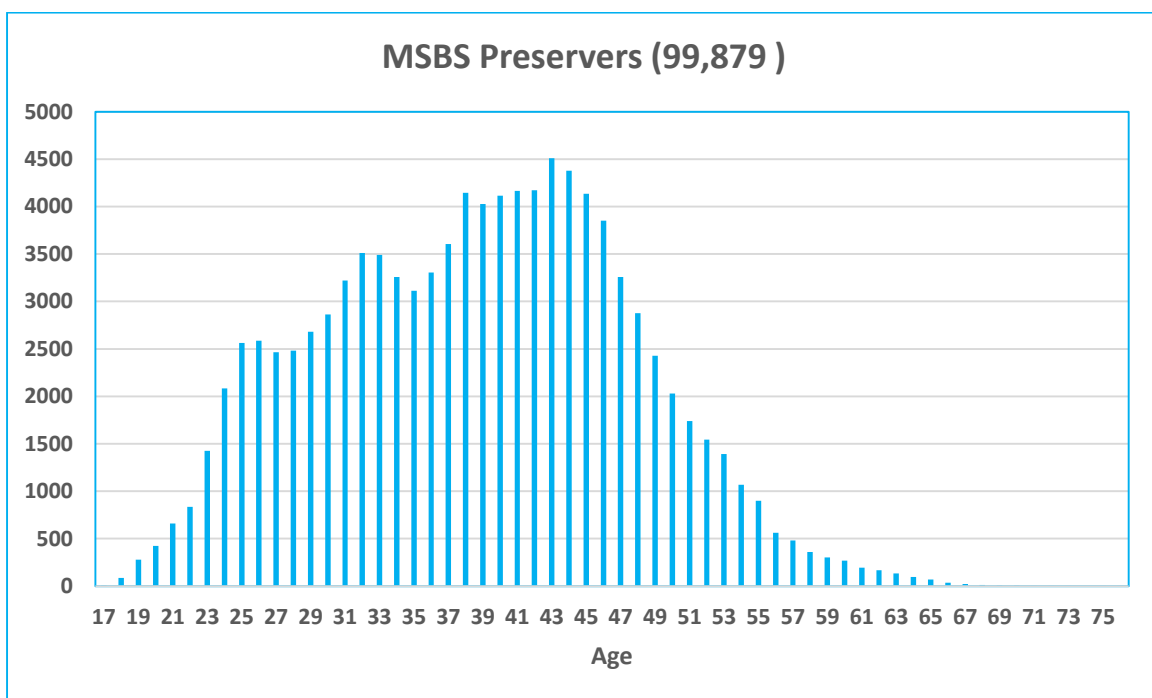
### 5.1.1.2 Commonwealth Superannuation Corporation (CSC) Data Set

The CSC data set tracks ex-service personnel who receive a military pension from DFRDB, a pension from MSBS or have funds preserved in MSBS. The DFRDB scheme commenced in 1972 and MSBS was commenced in 1991.

The CSC data includes the ex-service personnel's postal address<sup>3</sup> by postcode and their age.

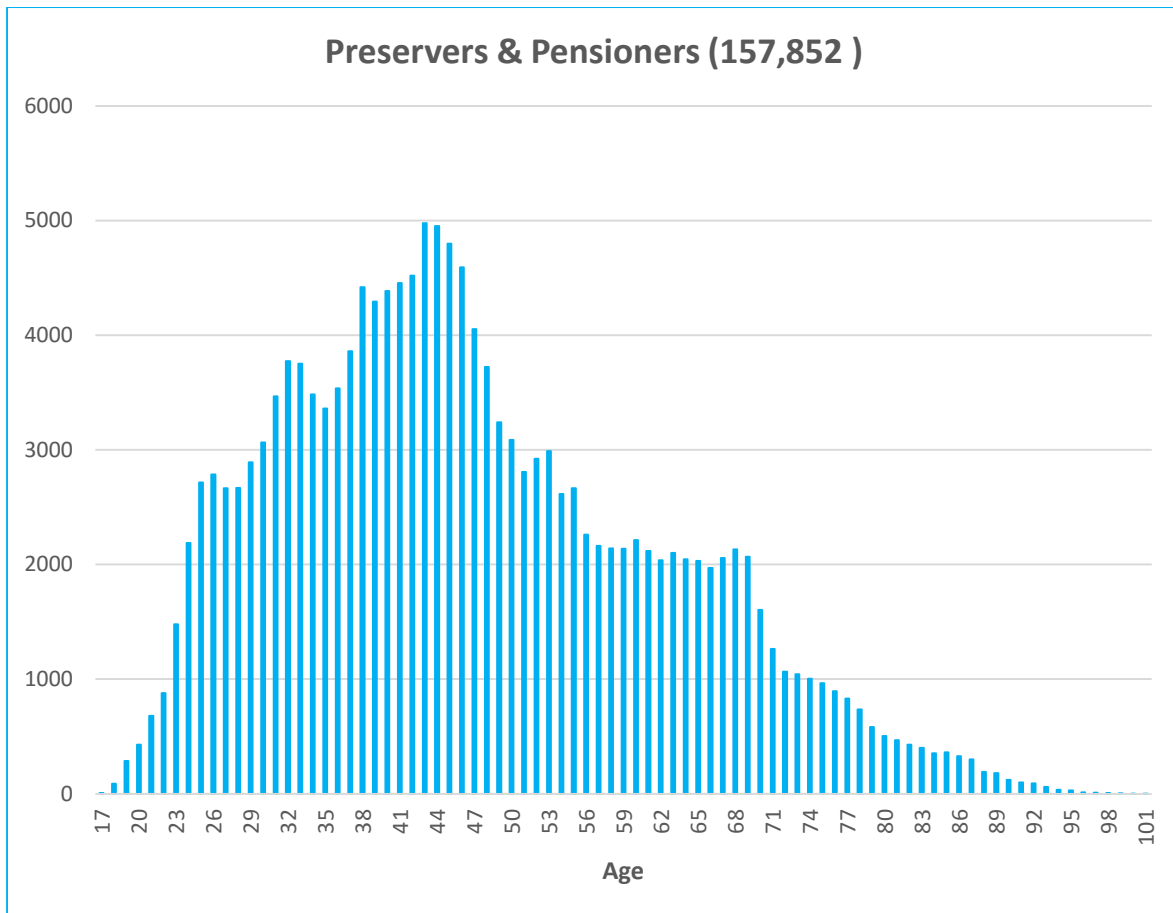


The average age of DFRDB/MSBS Pensioners is 61.1 years.



The average age of MSBS Preservers is 38.7 years.

<sup>3</sup> The Project assumes that individuals live at or in close proximity to their postal address, or return to that location frequently. As a result of this assumption we accept postal address as a proxy for where ex-service personnel live.



The CSC data set represents 157,852 ex-service personnel with an average age of 46.8 years.

In this data set 112,114 ex-servicemen are under 55 years of age.

There is some overlap between the two data sets as some younger DVA veterans will have Military Super pensions or preserved superannuation funds. It was beyond the scope of this Project and its resources to eliminate any overlap between the two data sets.

### 5.1.2 Mapping Age Based Cohorts

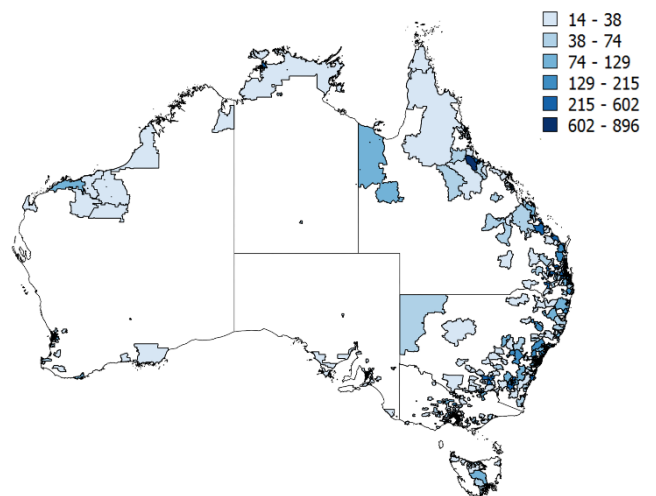
The project used an open source GIS product called QGIS, to map where veterans live. The project mapped both the CSC (Pensioners/Preservers) and the DVA (DVA Veterans) data sets for the following age cohorts:

- Under 45,
- 45 – 54,
- 55 – 64,
- 65 – 74, and
- 75 and over.

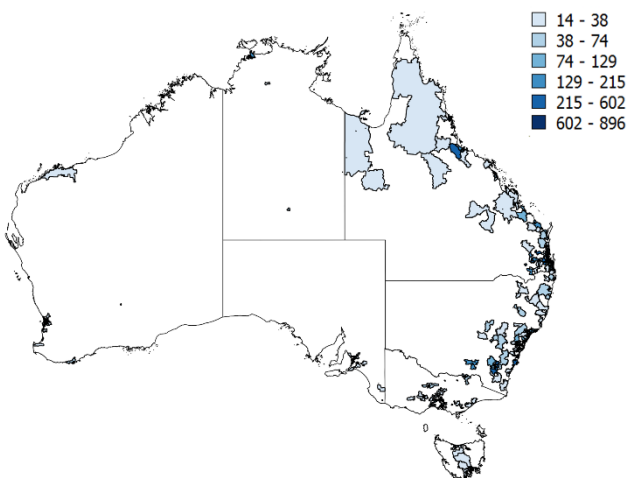
A map of each cohort is provided below:

\*Please note maps are produced on a larger scale in the Annexes.

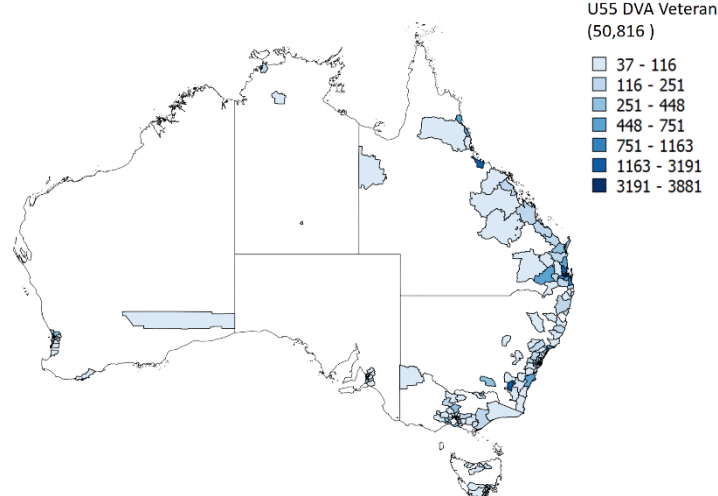
U45 Pensioners/Preservers  
(77,947)

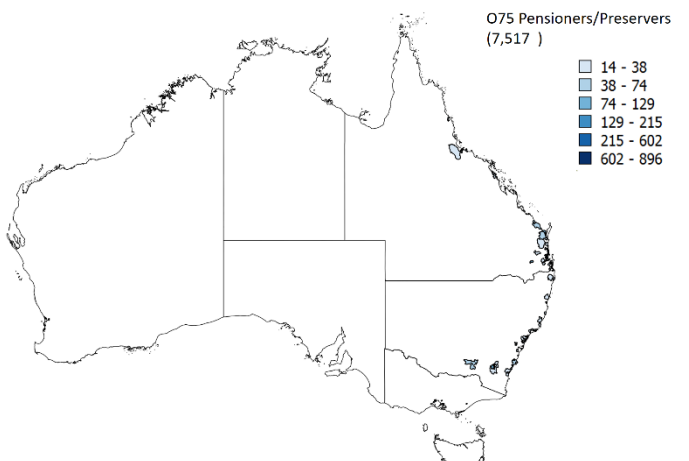
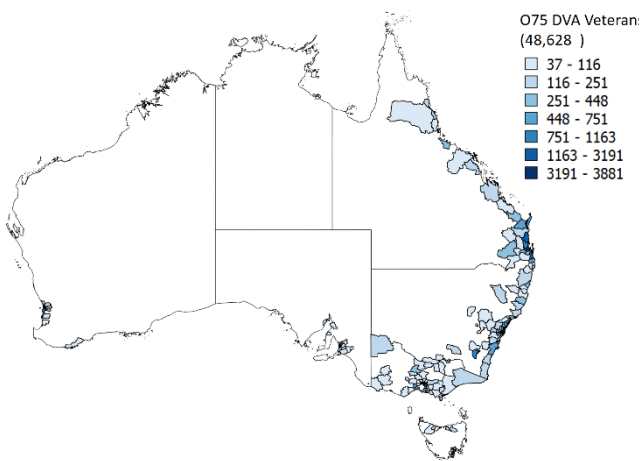
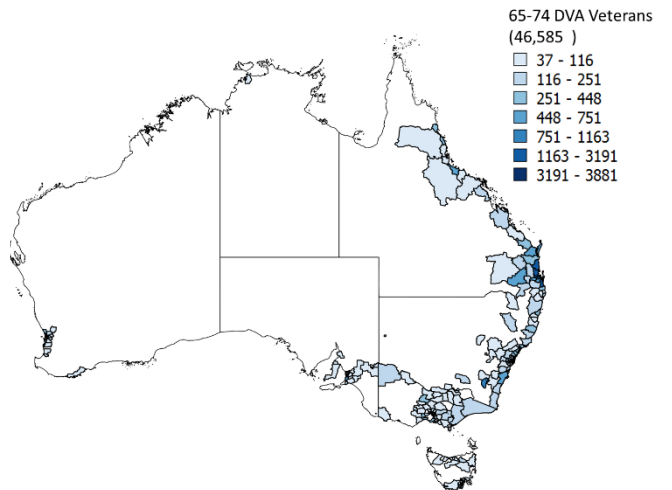
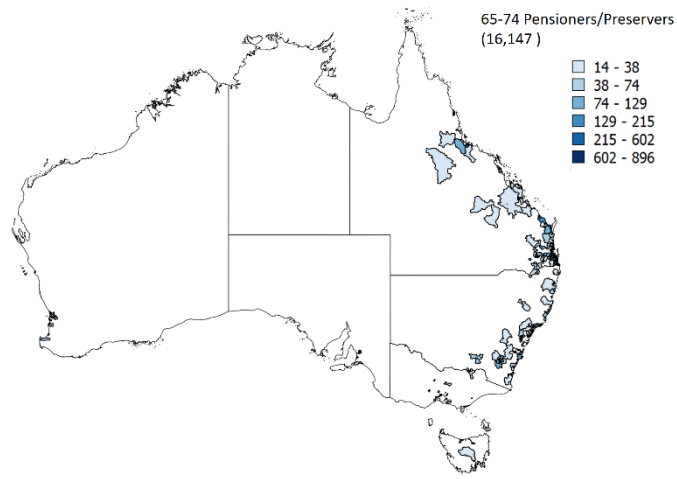
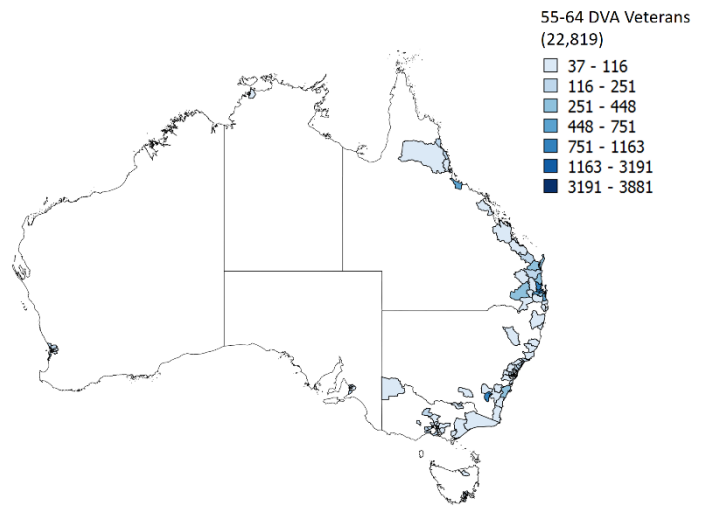
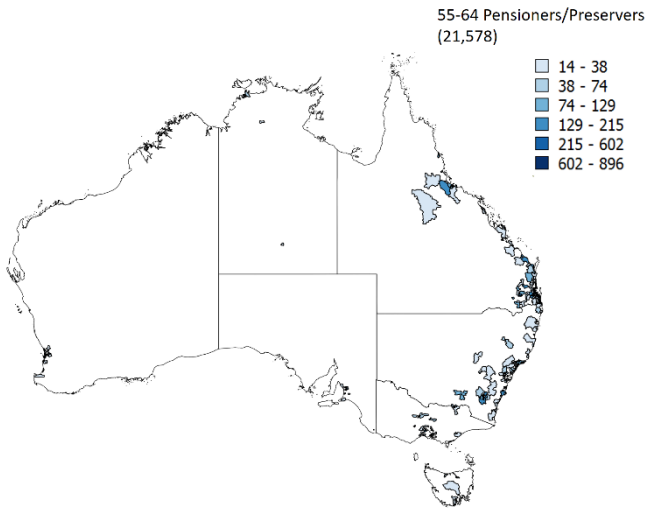


45-54 Pensioners/Preservers  
(34,167)



U55 DVA Veterans  
(50,816)

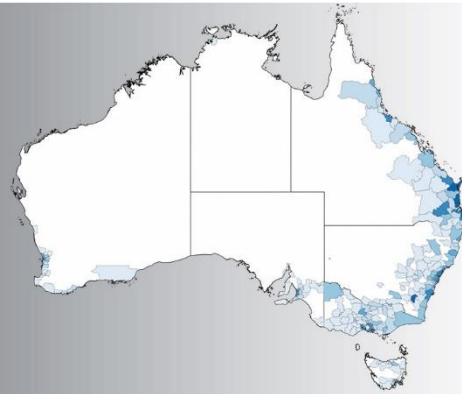




### 5.1.3 Geospatial Analysis of Veteran Populations – Where is the Need?

#### Where do the older veterans live?

Older veterans (over 65) live in locations consistent with the general Australian population.

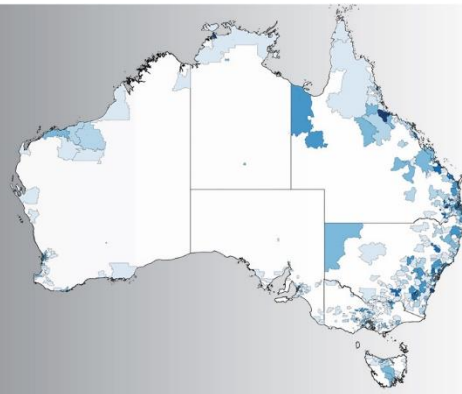


The above map shows where the 95,213 DVA Veterans over 65 years of age live. It shows the density of DVA Veterans in Local Government Areas (LGAs). Note some LGAs are large in area such as that of Esperance.

#### Where do the younger veterans live?

Trends identified:

- remote mining locations
- proximity to ADF bases.



Using the CSC (MilSuper) data set of 112,114 ex-servicemen under 55 years of age, the following table illustrates examples of the trends identified for this age cohort.

Remote/Regional Locations	U55s	Proximity to ADF Base	U55s
Port Headland	329	Townsville	4761
Geraldton	119	Ipswich	2482
Darwin/Top End	2621	Wagga	534
Katherine	134	Albury/Wodonga	950
Kalgoorlie	135	Williamstown	2395
Emerald/Gladstone	949	ACT/Queanbeyan	5046
Mt Isa	131	Elisabeth SA	1473
Broken Hill	78	Townsville	4761
Alice Springs	116		

## 6 Service Mapping

### 6.1 Identifying Organisations Operating in the Ex-Service Organisations Sector

The number of organisations operating in the Ex-Service Organisation Sector is significant. There is no specific agreed definition of an Ex-Service Organisation in Australia.

#### 6.1.1 Taxonomy of Organisations providing Services for Veterans and their Families

A taxonomy of organisations was developed to better understand and classify the wide range of organisations providing services to veterans and families.

Taxonomy	
Ex-Service Organisations (ESOs)	Non-Government Organisations (NGOs) – Non Veteran specific
Veteran Support Organisations (VSOs)	
Trusts	Commercial service providers
Unit/Ship Associations	
Social Media Groups	Government services
Charities <ul style="list-style-type: none"> <li>• Veteran Charities</li> <li>• Charities – non Veteran specific</li> </ul>	

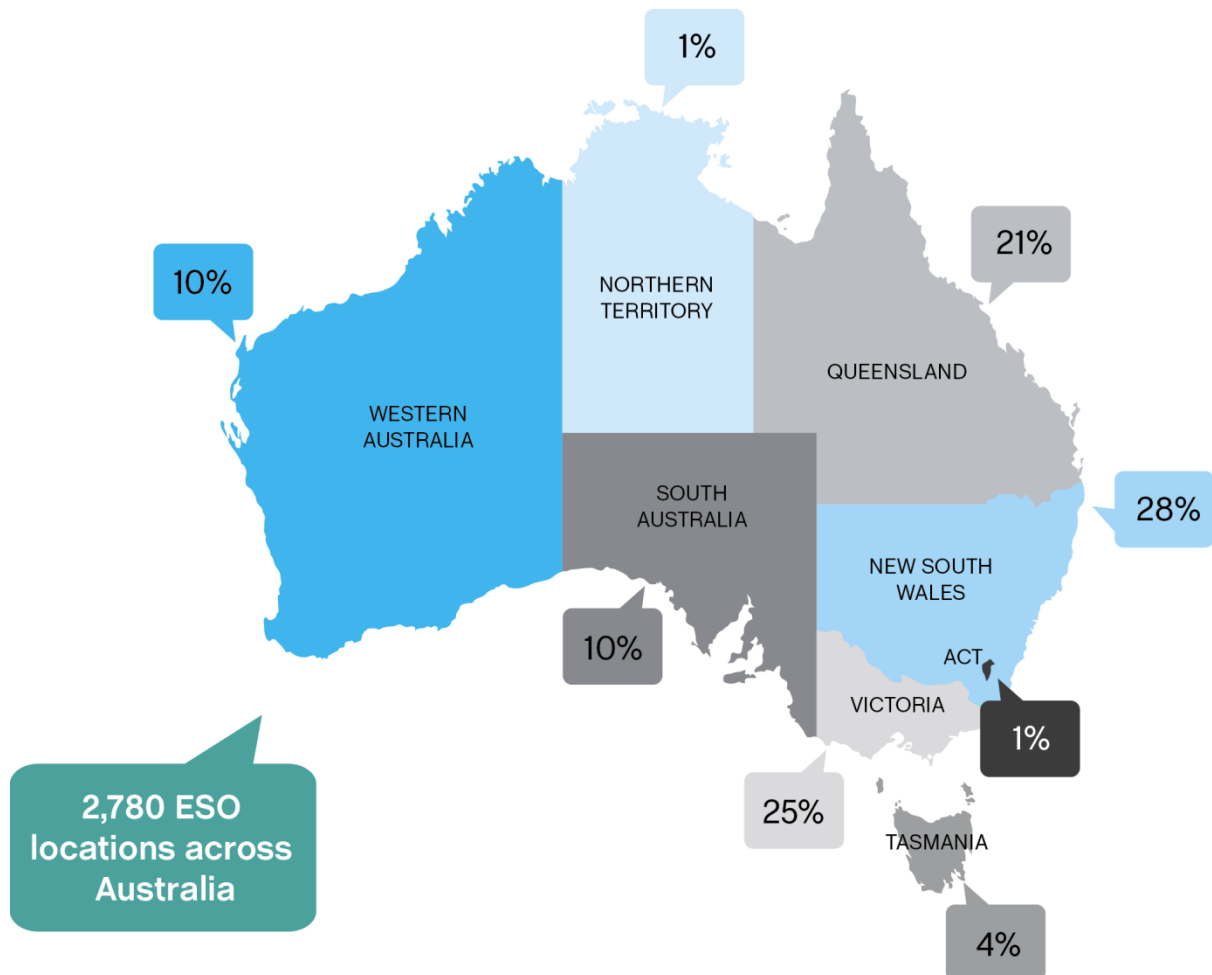
The scope of this project is focused on the following:

- Ex-Service Organisations (ESOs).
  - Member based organisations of primarily Ex-Service personnel with the sole purpose of supporting veterans and/or their families.
- Veteran Support Organisations (VSOs).
  - Organisations for the sole purpose of supporting veterans and/or their families without a membership base of ex-service personnel.
- Trusts.
  - Trust with the sole purpose supporting veterans and or their families
- Unit/Ship Associations.
  - A voluntary group of former members of a unit or ship.
- Social Media Groups.
  - FaceBook and other social media platforms are increasingly being used to provide support services .
- Veteran specific Charities.
  - A charity registered with the Australian Charities and Not For Profit Commission that has nominated as the single beneficiary ‘veterans and or their families’.

### 6.1.2 A Muster of ESOs (The Census)

The first step in mapping the services of ESOs was to understand who, what and where all the ESOs are.

This task is significant because there are a large number and type of organisations delivering services to veterans and/or their families.



A significant effort was made to identify all ESOs, VSOs, Trusts, Service/Unit/Ship Associations and Social Media groups supporting veterans and families.

The following three maps give an indication of those organisations operating in the ESO Sector.

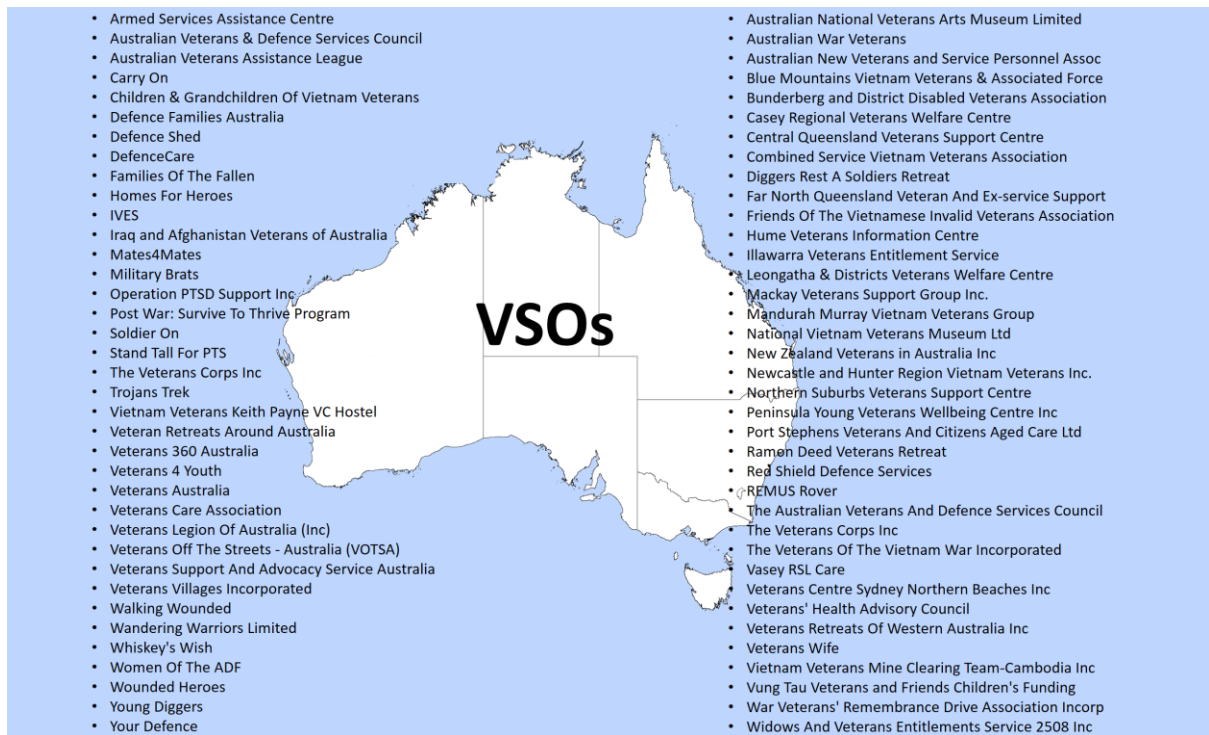
\* Note: The lists for the three figures were largely based on responses to the ESO Mapping Project Online Survey.

### National ESOs



### Legend

- APPVA Australian Peacekeeper and Peacemaker Veterans' Association
- ASASA Australian Special Air Service Association
- DFWA Defence Force Welfare Association
- EDA Extreme Disability War Veterans Association
- NSA National Serviceman Association
- NAA Naval Association of Australia
- PVA Partners of Veterans Australia
- RAR Royal Australian Regiment Association
- RSL Returned & Services League of Australia
- TPI TPI Federation Australia
- VVAA Vietnam Veterans Association of Australia
- VVFA Vietnam Veterans Federation of Australia
- WWG War Widows Guild
- WVNA Women Veterans Network Australia



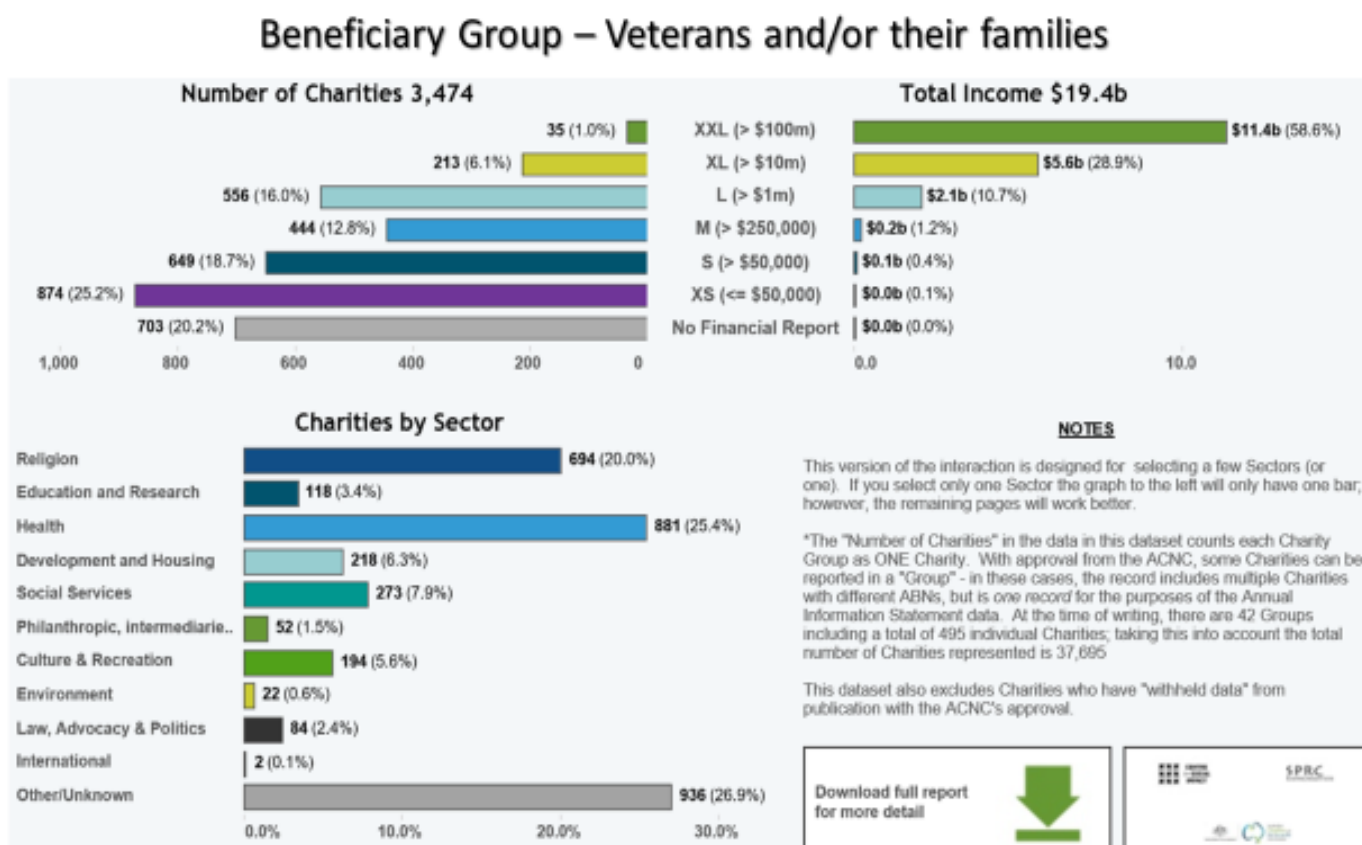
### 6.1.3 Charities Supporting Veterans and/or their Families

Not all organisation operating in this space are charities.

The Australian Charities and Not For Profit Commission (ACNC) is the regulator of all charities and not for profit organisations. ACNC provides access to data for organisations registered as a charity that has nominated “Veterans and/or their families” as a beneficiary.

There are currently 3,474 registered charities that have nominated “Veterans and/or their families” as a beneficiary.

Some of the data available about these charities is provided in the diagram below:



Number of Charities*	Total Income	Total Staff	Estimated Volunteers	With DGR Status
3,474	\$19.4b	195,874	213,950	42.2%

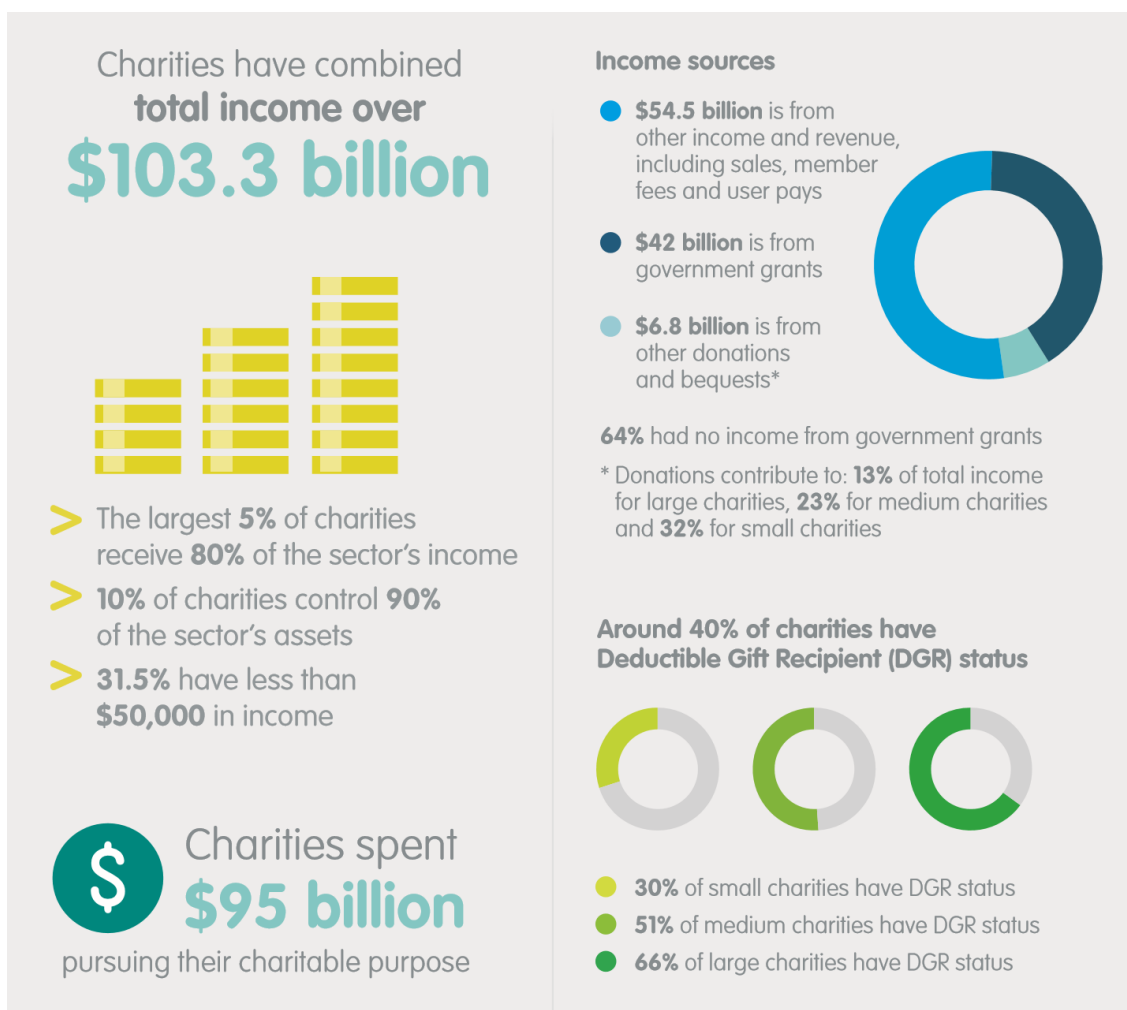
### 6.1.4 Veteran Charities in context of the Charity Sector

The graphic below provides some context for a comparison of veteran charities with all registered and reporting ACNC charities

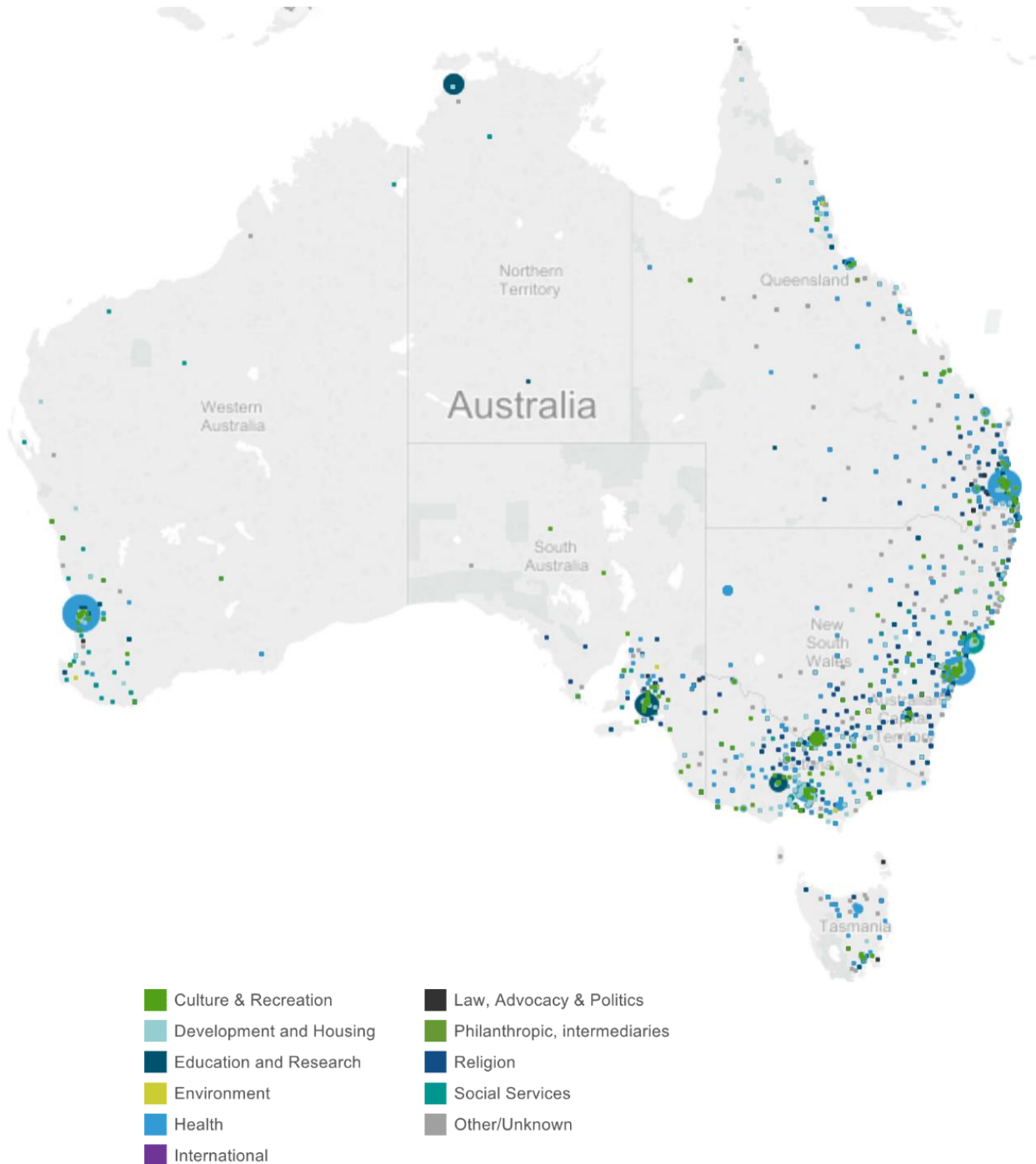
The graphic below is taken from the Australian Charities Report 2014. This report provides context for Veteran Charities. The Report was produced by the Centre for Social Impact in partnership with the Social Policy Research Centre at the University of New South Wales. The Report analysed data submitted through the 2014 Annual Information Statement from almost 38,000 charities registered with the ACNC.

## Australian Charities Report 2014

Number of Charities*	Total Income	Total Staff	Estimated Volunteers	With DGR Status
37,242	\$101.9b	1,045,676	1,806,495	39.8%



The location (and sub-sector) of the 3,474 registered charities that have nominated “Veterans and/or their families” as a beneficiary are provided on the map below.



## 6.2 Survey of Organisations

An online survey using the 'Survey Monkey' platform was undertaken to better understand the demand on ESO services and the services ESOs provide.

Some 1,533 organisations were invited by a direct email to participate in this Project and contribute via the online survey. Organisations were also provided the opportunity to complete a hard copy, off-line version of the survey. Links to the online survey were also distributed via web pages and social media. The RSL provided coverage of the Project and the Survey on its national web page and also in RSL State Branch publications.

The Project received 605 responses representing a strong response rate of 39.5%.

The survey consisted of 41 questions and 81% of respondents completed the survey. The Survey questions are provided as an Annex to this report.

The survey approach was to have organisations to identify the services they provide in response to the Collective and Individual Needs models developed by the Project.

The ESO Mapping Project thanks the ESO leadership for their support, and all participants in the online survey for their contribution to this research project.

Organisations who contributed to this research project by participating in the online survey are acknowledged by organisation name in the Acknowledgements section of this report.

### 6.2.1 Survey Results

The survey was strongly supported by the ESO community.

- 1,533 invitations were sent to organisations identified as providing support in the ESO sector,
- 605 survey responses were received, and
- 81% of responders completed the survey.

The complete survey results were compiled by the Survey Monkey Platform.

Both the Summarised Survey Results (graphed and tabulated) and the un-processed survey response data (Excel format) are provided as an annex to this report.

**Key Results** of the survey are listed below:

- **Type** of organisations responding to the survey:
  - 302 (50%) responses were from sub-branches (or equivalent),
  - 502 responses considered their organisations as a 'Member based ESO', and
  - 404 organisations responded as a registered charity.
- **When** in the veteran life cycle phases does the organisation provide support services:
  - 133 organisations during ADF service prior to deployment (operational service),
  - 172 organisations during ADF service post deployment,
  - 203 organisations during transition from ADF, and
  - Close to all organisations during post discharge, retirement living and aged care.
- **Where:**
  - 74 organisations do not have a physical presence in at least one location.
- **Contacting** the organisation. ADF/Ex-ADF personnel contact the organisation:
  - 529 by telephone,
  - 490 by email,
  - 420 by written correspondence via Australia Post,
  - 286 by office visit or drop in centre,
  - 286 via web page, and
  - 197 via FaceBook and social media.
- **Collective Needs** (or a range of these) addressed for veterans/families by:
  - 80-130 organisations during ADF service, and
  - 201-314 post discharge.
- **Demand for Crisis support services.** The number of organisations that actioned these types of service requests in the last 3 months were:
  - Food: 143 organisations,
  - Energy Bills: 128 organisations, and
  - Accommodation: 36 organisations.
- **Demand for Financial support services.** The number of organisations that actioned requests for financial support in the last 3 months:
  - 57 organisations.
- **Demand for Pension Claim support services** The number of organisations that actioned these types of service requests in the last 3 months were:
  - 167 organisations.
- **Volunteer Pension Officers** (TIP Course trained) The number of these types of service requests actioned in the last 3 months were:
  - Total: 507,
  - Under 68: 247 (49%).

- **Employed Pension Officer** (TIP course trained) The number of these types of service requests actioned in the last 3 months were:
  - Total: 66
  - Under 68: 57 (86%)
  
- **Volunteer VRB Advocate** (TIP course trained) The number of these types of service requests actioned in the last 3 months were:
  - Total: 121,
  - Under age 68: 51 (42%).
  
- **Employed VRB Advocate** (TIP course trained) The number of these types of service requests actioned in the last 3 months were:
  - Total: 37,
  - Under age 68: 33 (89%).
  
- **Demand for personal security and legal support services** The number of organisations that actioned these types of service requests in the last 3 months were:
  - 73 organisations.
  
- **Demand for Employment support services** The number of organisations that actioned these types of service requests in the last 3 months were:
  - 12 organisations.
  
- **Demand for Health and Wellbeing support services** The number of organisations that actioned these types of service requests in the last 3 months were:
  - Welfare Officer (TIP trained): 90 organisations, and
  - Welfare Practitioner (Minimum Cert IV): 39 organisations.
  
- **Demand for Crisis Wellbeing support services** The number of organisations that actioned these types of service requests in the last 3 months were:
  - 24/7 Phone Hot Line service: 17 organisations,
  - Crisis accommodation: 32 organisations, and
  - Crisis case management: 28 organisations.
  
- **Demand for Family support** The number of organisations that actioned these types of service requests in the last 3 months were:
  - Assistance for families engaging the local community: 66 organisations,
  - Family drop in centre: 35, and
  - Education assistance: 30 organisations.

## 6.3 Geospatial Mapping of Organisations, Services and Demand

### 6.3.1 Locations of ESOs

The list of identified organisations in the ESO Sector have been tabulated (provided as an annex to this report).

The locations (meeting location, office, interviews conducted, drop in centre, places activities conducted, peer support locations, etc) of ESOs that responded to the ESO Mapping Project Survey are provided in the diagram below.



### 6.3.2 Services of ESOs

Maps and tables of ESO services as provided by the ESOs in their response to the ESO Mapping Project are provided as an annex to this report.

### 6.3.3 Mapping Demand on ESO Services

The ESO Mapping Project used the results of the online survey to map demand on ESO services by location.

A complete and comprehensive picture of service delivery was dependent on the survey results. The survey response rate of 39.5% gives the project confidence that it was able to develop a very useful indicative map of ESO services. A more complete and precise picture of current demand on ESO services will require a much higher survey response rate. The project is confident that these 'indicative' maps are useful for making informed judgements.

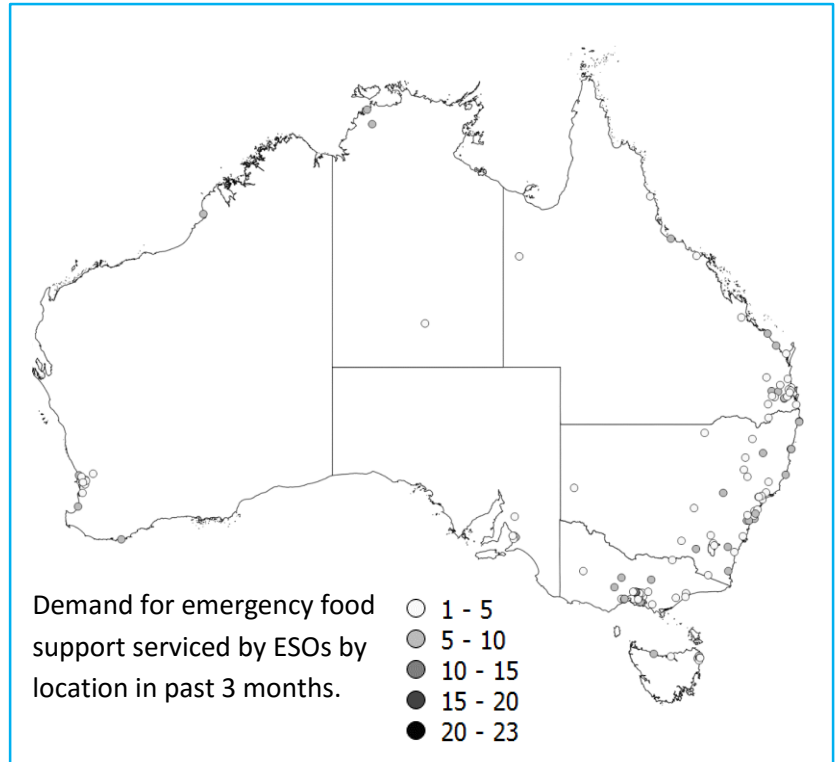
Maps and tables capturing the indications of demand on ESO services drawn from responses to ESO Mapping Project survey are provided as an annex to this report. A sample of key outcomes is captured in the following Maps.

\*Please note maps are produced on a larger scale in the Annexes.

## Demand for ESO Services

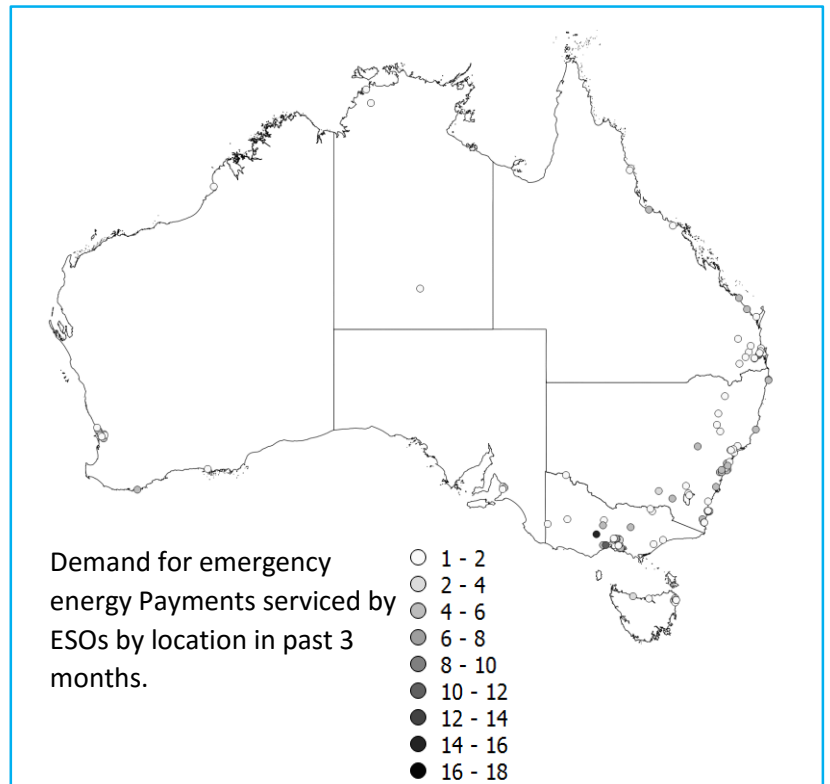
Locations ESOs have experienced demand in past three months for **emergency food support**.

- The strongest demand for these services was serviced by ESOs in proximity of the greater metropolitan areas of Brisbane, Melbourne and Sydney.



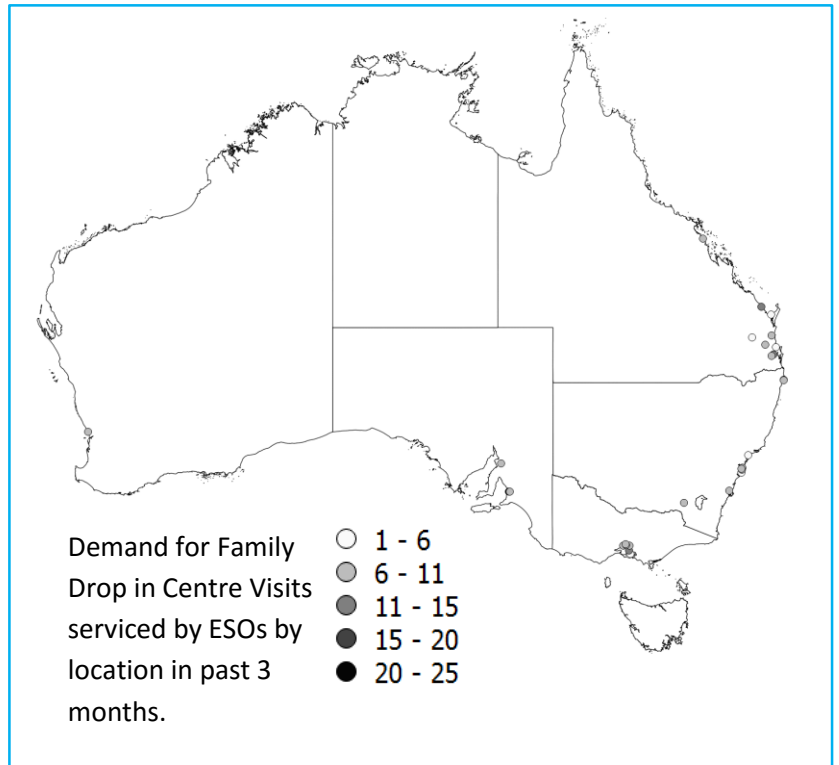
Demand for **emergency energy payments** in each location in the past three months.

- These services were in greatest demand in the greater metropolitan areas of Brisbane, Melbourne and Sydney.

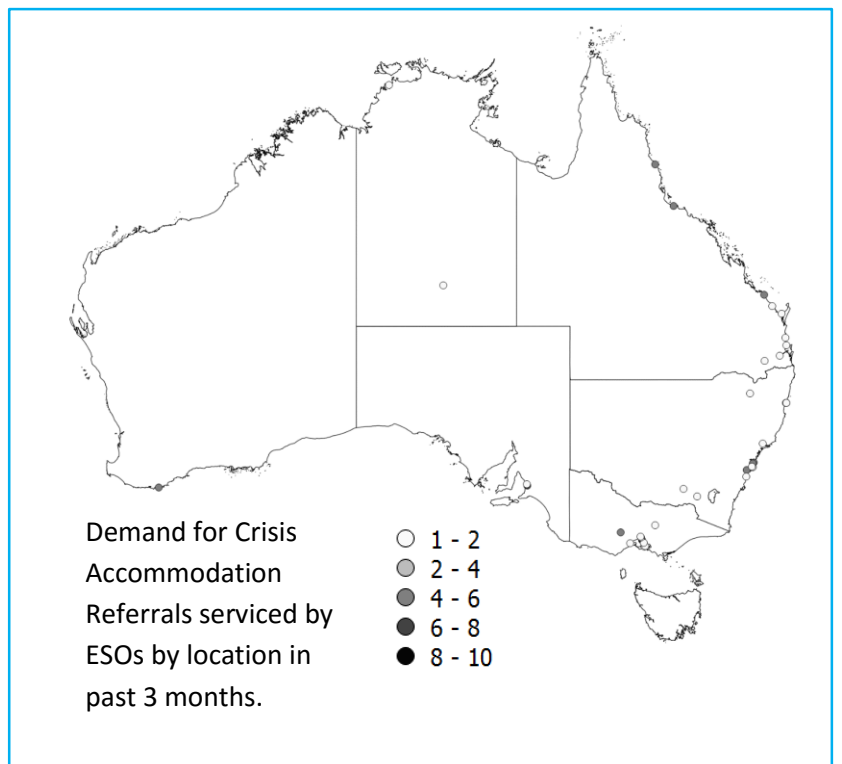


Family **Drop in Centre Visits** in the last three months.

- These services were in greatest demand in the Brisbane, Melbourne and Sydney.



**Crisis Accommodation** Referrals by ESOs in past three months.

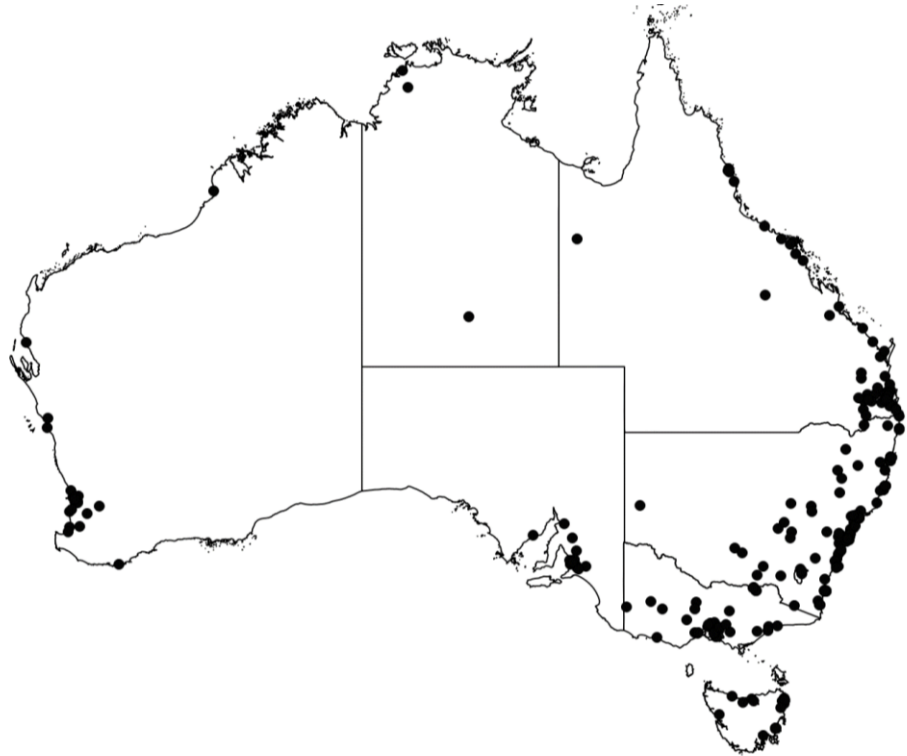


### ESO Services

Maps and tables capturing the ESO services drawn from responses to ESO Mapping Project survey are provided as an annex to this report. A sample of key outcomes is captured in the following Maps.

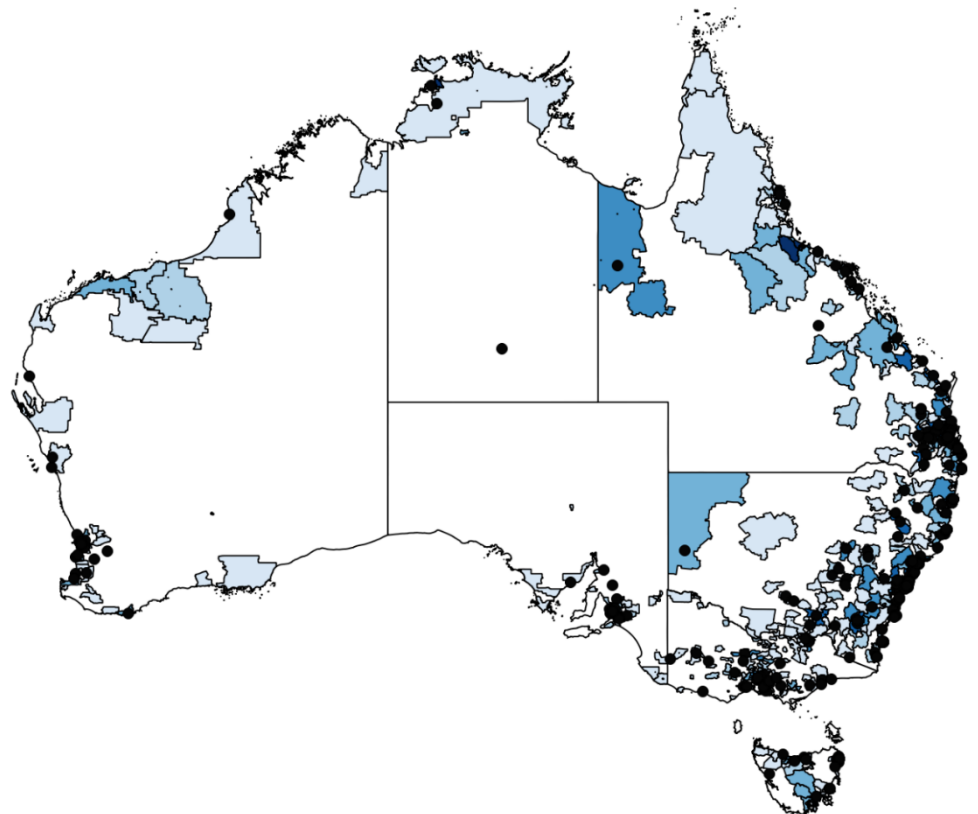
### ESO Locations

Locations where Veterans/Families can visit an Office or Family Drop in Centre to make contact with the ESO (as reported by organisations responding to the ESO Mapping Project online survey).



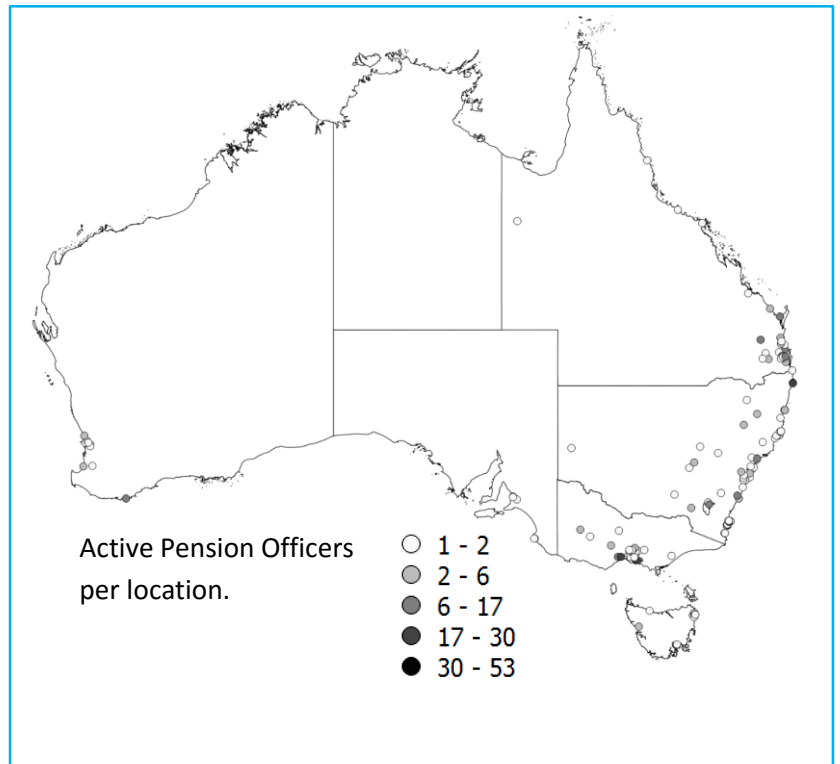
### ESO Locations and where young veterans live

ESO Office locations and Family Drop In Centres overlaid onto the locations of U55 Veterans.



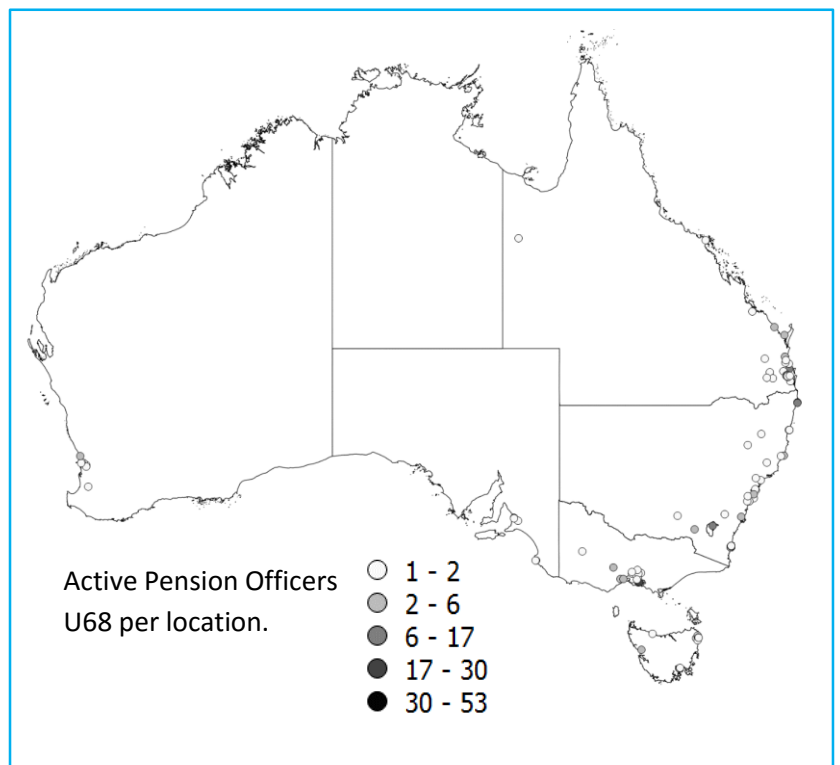
### Active Pension Officer locations

These locations are generally consistent with the concentrations of older veterans.



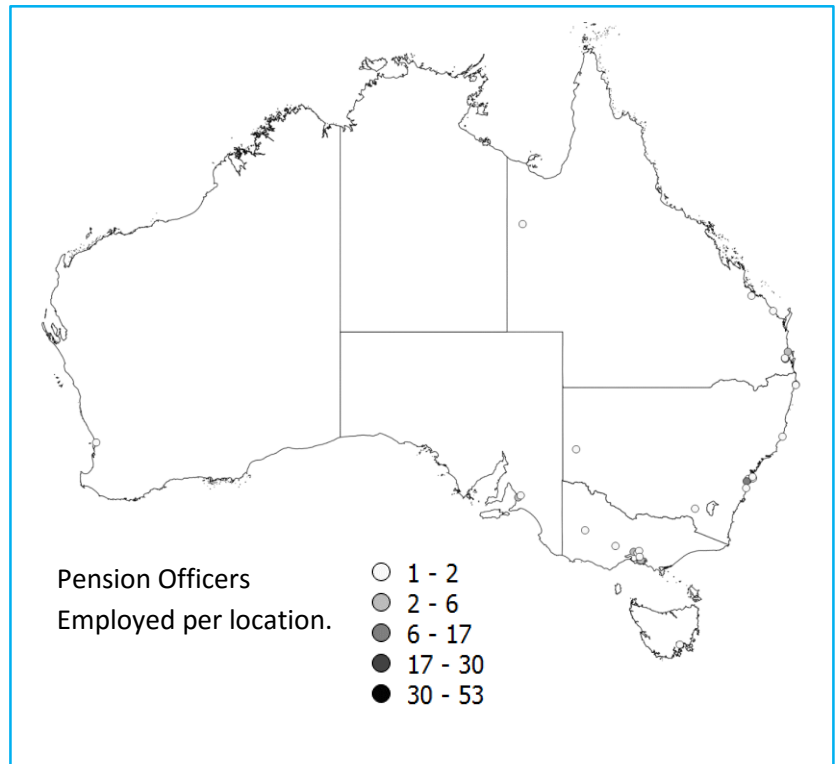
### Active Pension Officers Under 68

These locations are generally consistent with the concentrations of older veterans.

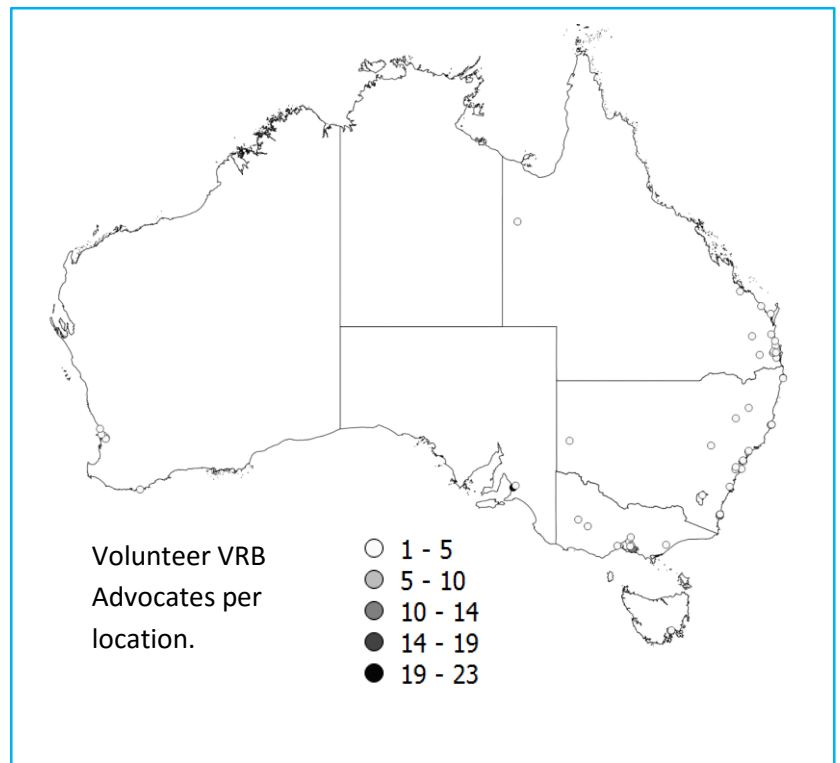


### Employed Pension Officers

ESO employed pension officers are primarily in capital city locations.



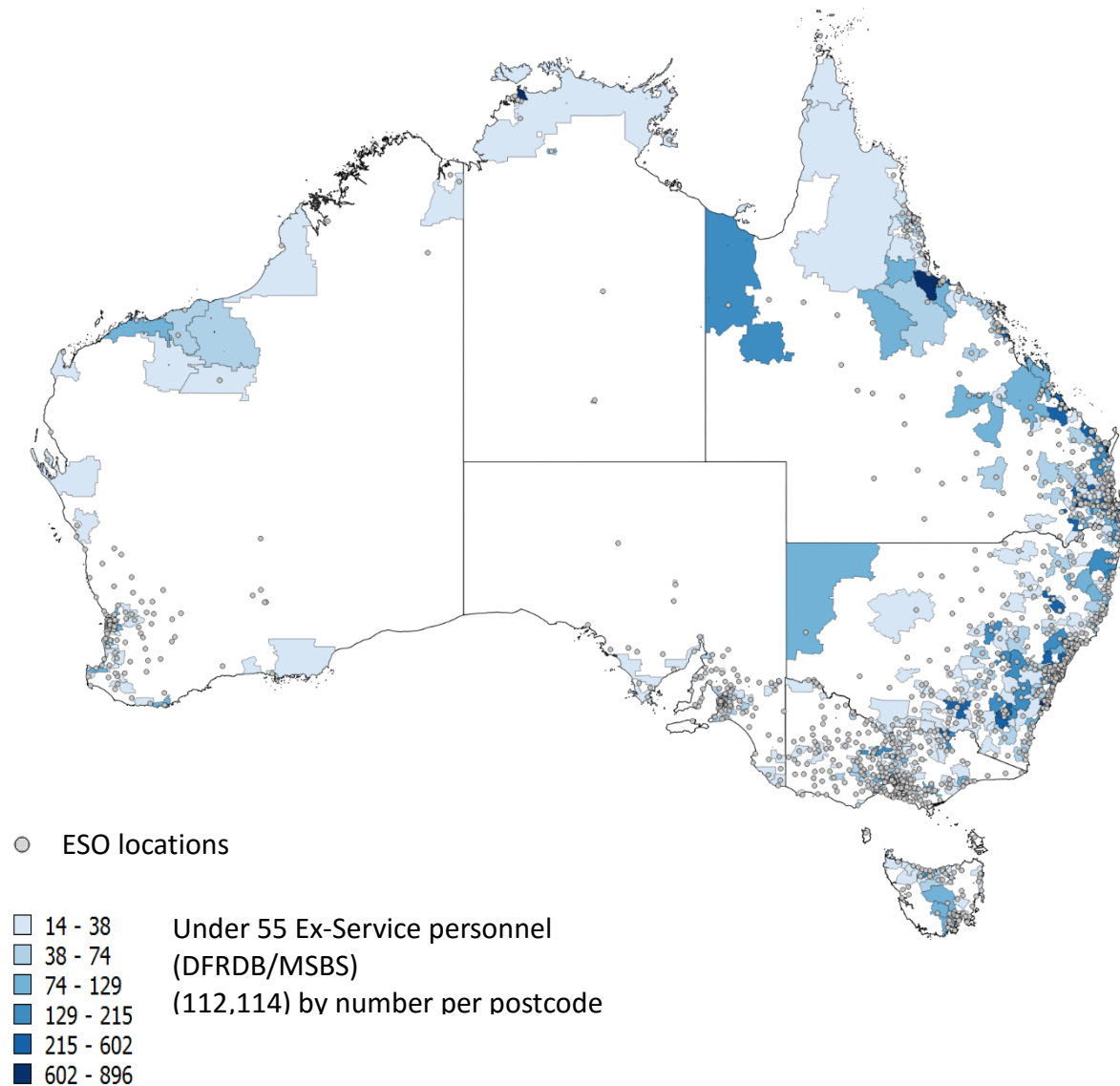
### Volunteer VRB Advocates



## 7 Where are the Gaps/Overlaps?

The key focus of the Gap Analysis is to understand where veterans and families live by age segments (based on the premise that needs vary by age) and review the ESO services available in those areas.

The initial finding is that many younger veterans are living in remote mining areas where there are minimal support services for veterans. Not surprisingly the majority of ESOs are based in locations with older generations of veterans.



The map above clearly shows areas around remote mining locations where there are numbers of young veterans with minimal ESOs in those areas. Where in contrast, in areas on the eastern seaboard of Australia there are high concentrations of ESOs. Key findings from the mapping undertaken in the project are covered in the next section of the report.

## 8 Key Findings and Observations

### Findings and Observations

- Demographics
- Needs of Veterans and Families
- Veteran Charities
- ESO Community
- ESO Support Services
- Service Delivery Standards

## Demographics

### Findings and Observations

- Trends identified from DVA data sets indicate older veterans (over 65) live in areas and in densities consistent with the general Australian population.
- Trends identified from Military Superannuation data sets indicate significant numbers of younger veterans (under 55) live in:
  - remote mining areas where there are minimal support services for veterans.
  - proximity to large ADF bases where Defence-related employment opportunities exist, there is continuity of education for children and spouse employment.
- As older veterans age and pass on there is likely to be a net change in locations of veteran populations from South East Australia to Queensland (location of most of the large ADF bases and mining jobs).

**Many younger veterans live in areas with minimal local veteran services**

### Insights and Opportunities

- Opportunities exist to establish local veteran services on a permanent or fly in fly out bases in remote mining locations.
- Ensure veteran support services are available in proximity to large ADF bases.
- Prepare to meet a change in demand for services as the veteran population grows in QLD and declines in South Eastern Australia.
- Utilise age cohort mapping to forecast change in demand for healthcare needs using veteran and ABS data.

## Needs of Veterans and Families

### Findings and Observations

- Veteran and family needs can be classified as:
  - > Collective, or
  - > Individual
- This Project utilised Maslow's Hierarchy of Needs (1954) as a methodology to examine Individual needs.
- The Project identified three key phases of the lifecycle of a veteran and their family (In-Service, Transition & Discharge, Post Discharge):
  - > Needs will change through the many phases of the lifecycle of a veteran.
  - > Ageing is a significant factor in needs changing.
  - > Variance in needs will exist in the veteran and family population.
- Not all needs of veterans and families are serviced by the ESO Community, e.g. General Practitioner services and most clinical services.
- ESOs responding to the ESO Mapping Project Online Survey indicated one third of them provided support to veterans and families pre-discharge from the ADF.

One third of ESOs and VSOs engage veterans pre-discharge from the ADF

### Insights and Opportunities

- There is value in attempting to better define those needs that are unique to veterans and their families:
  - > There is an opportunity to refine the needs model developed and utilised in this Project.
  - > A good and simple Veteran Needs Model is an excellent tool to communicate, learn, understand needs, and use to develop support services.
- There is scope for the ESO community to engage with veterans and families earlier in their life cycle, ie in the pre-discharge phases of In-Service and Transition.
- Earlier engagement enables more effective support, particularly if a crisis develops, but also earlier engagement is more likely to provide a stabilising and preventive effect, thus reducing the likelihood of a crisis situation developing.

## Veteran Charities

### Findings and Observations

- 3,474 Charities who have registered with the Charities regulator (ACNC) have nominated 'Veterans and/or their Families' as at least one of their beneficiaries.
  - Analysis of this data indicates that many of these charities could not be considered ESOs, particularly the 250 charities who generate an annual income over \$10mil.
- 519 registered charities have nominated 'Veterans and/or their Families' as their sole beneficiary.

**3,474 registered charities  
nominate 'veterans and/  
or their families' as a  
beneficiary**

### Insights and Opportunities

- The support services available to veterans and/or their families from these 3,474 charities are not clear. The potential exists that a significant body of support services are available from these organisations with charitable status that are not being accessed by veterans and/or their families.
- An opportunity exists to undertake a further body of work to better understand what support these non-ESO charities provide to veterans and families, and how to access that support.

## ESO Community

### Findings and Observations

- The ESO community of organisations is significant, with new organisations emerging with each new generation of veterans.
- No specific definition for an ESO was identified.
- ESOs have traditionally been member based organisations; however, it was noted that:
  - There has been a growing trend among the new organisations to be constituted and structured as non-member based.
  - These new non-members based organisations are more appropriately categorised as Veteran Support Organisations (VSOs).
- Veteran Trusts have always existed and new veteran Trusts have emerged with the newest generation of veterans.

Recent growth in  
non-member based  
Veteran Support  
Organisations (VSOs)

### Insights and Opportunities

- Growth of ESOs/VSOs risk:
  - Duplication of services.
  - Increasing governance, administration and other back office overheads resulting in less efficient use of limited resources.
  - Reducing effectiveness of ESO advocacy to Government.
  - Confusing key messaging to the Australian public.
  - Confusing messaging to veterans and families.
- There is an opportunity to examine:
  - Why there has been a growth in ESOs/VSOs.
  - How best to both articulate and mitigate the risk from the growth in new ESOs/VSOs.

- > Development of models for ESO  
Community service delivery in terms of such matters as:

- Quality assurance
  - > Monitoring
  - > Evaluation
  - > Accreditation
  - > Service Charter
    - Codes of conduct
    - Minimum level of service delivery
    - Response times
    - Referrals
    - Hand over protocols
  - > ESO Sector self-regulation

**There is an  
opportunity for ESO  
sector self-regulation**

## ESO Support Services

### Findings and Observations

- ESOs are not the only organisations that are able to provide support services to veterans and families:
  - > A number of Non-Government Organisations (NGOs), often with charitable status, offer services for veterans. NGOs in the mental health space and the homeless space are also likely to be accessed by veterans.
  - > Commercial providers are offering veteran specific services, particularly employment services and in the legal space for pension claims.
  - > Government Departments/Agencies and government funded service providers provide services at federal, state and local government levels to veterans and families.
- Just over half of the ESO pension support workforce capability (51% of TIP Pension Officers, and 58% of volunteer VRB advocates), are 68 years of age or older.
  - > With a 10 year planning horizon, most of those volunteer pension officers and VRB advocate volunteers will not be as active in 10 years' time as they are now, thus reducing the capacity of this national capability.

- Significant effort is required to ensure there is another generation of volunteers being recruited, trained and mentored (while they gain experience) to continue this important work.
- Awareness and accessibility of ESO
  - Services are potential barriers of support to veterans and/or their families.
  - The Victorian Veterans Council commissioned a study, released in December 2015, that identifies a number of potential barriers to veterans and their families accessing veteran support services including veterans:
    - Not identifying as a veteran,
    - Not being aware of the veteran services available,
    - Not being aware of how to access veteran services, and
    - Not having the ability to access veteran services.

**Half the ESO pension support volunteer workforce will need to be replaced in the next 10 years**

**Insights and Opportunities**

- An opportunity exists to develop mapping overlays of services available for veterans/families provided by:
  - Government Departments and agencies,
  - non-veteran exclusive veteran charities,
  - NGOs with support service programs available to general public including veterans and families.
- There is an opportunity to examine means and ways to address potential barriers to veterans and families accessing services available to them.

**An opportunity exists to map all services (including non ESO services) available to veterans and families**

## Support Service Delivery Standards

### Findings and Observations

- The Australasian Services Care Network (ASCN) study into veterans' healthcare needs completed in December 2015 makes the point of 'an apparent lack of evaluation of effectiveness of the many programs on offer' by ESOs. In addition, amongst ESOs there is an apparent lack of agreed:
  - > standards for services,
  - > codes of practice or Service Charter,
  - > formal communication/referral structure, and
  - > single system entry point (point of contact) at time of crisis.
- Compliance regimes have begun to be implemented by a number of ESO such as Police Checks and Working with Children Checks. However, the status of implementation is not known.

There is an opportunity for evaluation of the effectiveness of ESO support services

### Insights and Opportunities

- There is significant opportunity for ESOs to collaborate.
  - > More effective collaboration (facilities, learning, resources, engagement/messaging to public and government/ADF/DVA) will enhance the effectiveness and efficiency of the support services for veterans and families.
- There is an opportunity to develop organisational and service delivery models to enable more effective use of ESO effort and resources.
  - > Collaborative organisational concepts/models/options for consideration could include:
    - Developing and committing to agreed common standards for support service delivery,
    - Alliances/MOUs between ESOs,
    - Forming ESO cooperatives with ESOs as members of the Cooperative,
    - Merging some organisations,
    - Sector self-regulation with Quality Assurance regimes (similar to age care sector).

## 9 Conclusions

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The ESO Mapping Project was a research project a tightly controlled scope based on time and resources available. The concept for the Report was strongly supported by the ESO community.

**ESO Mapping Project  
strongly supported by the  
ESO community**

The purpose of the Project was not to make recommendations that address specific issues.

Rather, this Project was a fact finding mission to geographically determine where veterans and their families are and what ESO services are available to them.

The observations and insights drawn from this project are being made available to the ESO community for their own consideration and assessment. Additional research, review, consultation, planning, application of resources and action taken, subsequent to this project, is the prerogative of the ESO community and other stakeholders to determine.

The ESO Mapping Project is an important body of work that achieved the following:

- Identified where ex-service personnel are living particularly when viewed by age cohort.
- Highlighted that veteran and family's needs will vary over the phases of the life cycle of a veteran:
  - Transition from Defence being a critical phase that impacts all subsequent phases.
- Developed a conceptual model for collective and individual needs.
- Engaged the ESO Community through an extensive (41 questions) online survey:
  - Essentially conducted a muster (census) of organisations in the ESO sector that has provided an insight into the number and nature of organisations in the veteran and family space and the services provided.
- Engaged the Charities Regulator (ACNC) to identify the registered charities who have nominated 'veterans and/or their families' as at least one of their beneficiaries.
- Engaged key stakeholders and senior leadership in the Ex-Service Community, DVA and Defence, and
- Provided a body independent of the ESO community, DVA and Defence to fund and conduct the project

**Most comprehensive  
census of ESO in recent  
decades**

In summary, the project has essentially been a muster/census of ESOs on a national basis. While the muster is not likely to have captured 100% of the organisations in the ESO sector, it is almost certainly the most comprehensive census of ESOs in recent decades.

This project has achieved its purpose of being a fact finding activity, to inform, enable and encourage further consideration of the planning and actions, required to ensure the future of the ESO sector is as effective and efficient as possible in its support for veterans and families.

The ESO community is now significantly better informed with current situational awareness of the locations and needs of veterans and families, and the organisations that comprise the contemporary ESO sector.

The Aspen Foundation believes this project has been a positive and worthwhile investment.

The ESO Mapping Project produced a significant amount of data and information that represents an important body of research available to support all leaders and key stakeholders in their deliberation and planning for the optimum delivery of veteran services now and into the future. While those who contributed to the research come from many different organisations, ultimately, we all want the same outcome ... that is, to be as effective and efficient as possible in serving our veterans and their families and in so doing, minimize gaps and overlaps as much as possible. It is our sincere hope that this Report will assist this process.

## 10 Acknowledgements

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The ESO Mapping Project and this Report would not have been possible without the support of many organisations and individuals.

The following are acknowledged for their support and/or contributions:

- Aspen Foundation Board
- Air Chief Marshal Sir Angus Houston AK, AFC (Ret'd)
- ESO Mapping Project Steering Committee
  - Bruce Armstrong, Chair
  - MAJ GEN Paul Symon AO (Ret'd)
  - MAJ GEN Elizabeth Cosson AM, CSC (Ret'd) (until 9 May 2016)
- ESO Mapping Project Working Group
  - Andrew Condon, Head of Working Group
  - Eamonn Quinn
  - Maritta Heiler
  - Anton Kuruc
  - Jamie Smith
  - Yolanda Kuruc
- The Leadership of ESO organisations
- All 605 ESOs, VSOs, Trusts, Charities and Unit/Ship Associations who responded to the ESO Mapping Project Online Survey – see following pages for a complete list of all those organisations who contributed to this Project through their participation in the online survey. The organisations are listed in the order in which their responses were received.
- ACT-based ESOs/VSOs who beta tested the ESO Mapping Project Survey
- State Veteran Councils in each State
- Members and supporting staff of the national DVA Consultative Forums who received Project briefs:
  - ESO Round Table (ESORT)
  - Young Veterans Forum (YVF)
- ESOs and VSOs who promoted the Project through their internal publications (hard copy and online), in particular the RSL
- DVA leadership group and staff members
- ADF Head People Capability and staff
- Deputy Commissioner and staff of Australian Charities and Not For Profit Commission
- Grip Fast Consulting
- We-do-IT
- Quantum GIS
- Australian War Memorial and Poppy's Café

Inverell Legacy  
RSLWA  
The Legacy Club of Wollongong & South Coast  
Defence Force Welfare Association, WA Branch  
Vietnam Veterans Association of Australia Inc  
Ramon Deed Veterans Retreat  
Bundaberg Legacy Inc  
Geelong Legacy Club  
Goulburn Legacy  
Cairns Legacy Inc  
Mornington Peninsula Legacy Club Inc.  
Great Lakes Vietnam Veterans  
Stand Tall For PTS  
RSL Care SA  
Belconnen RSL Sub Branch  
ACT TPI Association  
CQ VVAA  
RSL Mannum Sub Branch  
RSL Macclesfield Sub Branch  
RSL SA Millicent Sub Branch  
Robe RSL Sub-Branch  
Riverton RSL Sub Branch  
Gen Sir John Monash RSL Sub-Branch  
Bunyip RSL Sub Branch  
RSL Care WA  
Shenton Park RSL Sub Branch  
Magill RSL Sub Branch  
Eastern Regional Sub Branch RSL  
Highgate RSL Sub Branch  
Wongan Hills RSL Sub Branch  
Nairne RSL Sub-Branch  
Semaphore & Port Adelaide RSL Sub-Branch Inc  
Northam Sub Branch RSL  
Zeehan RSL Sub Branch  
V360 Australia Ltd.  
RSL - Eildon Sub Branch  
Kiewa Sub-Branch RSL (Victorian Branch Inc)  
RAAF Veterans' Residences Trust  
7th Battalion The Royal Australian Regiment  
Association  
Lindisfarne RSL Sub-Br (Inc)  
Toowoomba Legacy Incorporated  
Coolangatta/Tweed Heads Legacy Club  
Boddington RSL Sub Branch  
Army Relief Trust Fund  
Toodyay RSL  
Bordertown RSL  
Australian Commando Association  
8th Battalion Royal Australian Regiment Association  
Sunshine RSL  
Freeling RSL Sub-Branch  
Ballarat RSL Inc  
Horsham RSL Sub Branch  
Veterans'Health Advisory Council  
War Widows' Guild of Australia WA Inc.  
RAEME Association - WA  
Capel RSL Sub-Branch  
RSL SA (NT)  
Air Force Cadets Alumni  
Upwey-Belgrave RSL  
Northern Midlands RSL Sub Branch  
Royal United Services Institute of Australia Inc  
RSL Ex-Servicewomen's Sub-Branch WA  
Mates4Mates  
RAAMC Association Inc.  
Far East Strategic Reserve Navy Association  
Ex Pow Assn Western Australia  
Royal Australian Armoured Corps Association WA Inc.  
HMAS Bataan/Tribal Class Destroyers assoc.  
Queensland Veterans Advisory Council  
Vietnam Logistic Support Veterans Assoc. WA Inc  
Northern Suburbs Veterans Support Centre Inc.  
Serpentine-Jarrahdale RSL  
12 Field Regiment (Vietnam) Association

St Helens-St Marys RSL Sub Branch  
City of South Perth RSL Sub-Branch  
N' Class Destroyers Association W.A. (Inc)  
City of Perth RSL Sub-Branch  
Royal Australian Engineer Association of WA  
Brookton Sub-Branch of RSL WA  
Bentleigh RSL Sub Branch Incorporated  
The Legacy Club of Armidale Inc  
Brighton RSL Sub-Branch  
Hume Veterans' Information Centre  
Berwick RSL Sub Branch  
VVPAA Mudgee & Districts Sub-Branch  
Royal Naval Association Perth WA Branch Inc.  
APPVA Tas Branch  
APPVA  
Vasey RSL Care  
Footscray RSL Sub-Branch  
Lachlan Legacy Inc  
Partners Of Veterans Association Of Australia South  
Australia Branch Inc  
South West Slopes Vietnam Veterans Sub-Branch  
Bellevue RSL Sub Branch  
RSL Applecross  
Morphett Vale RSL Sub Branch  
Murray Bridge RSL Sub Branch  
2/4th Machine Gun Battalion  
Women Veterans Network Australia  
Hobart Legacy inc  
Trojan's Trek Foundation Limited  
Fremantle Legacy  
Frankston RSL Sub-Branch Inc.  
Operation PTSD Support Inc.  
HMAS Sydney & VLSV Assoc. (Inc. Vic)  
Upper Yarra RSL Sub Branch Inc.  
Nambour RSL Sub-Branch Inc  
Sydney Legacy Club  
Wimmera Legacy Club Inc  
Esk RSL Sub Branch Inc  
Maryborough Sub Branch Inc. RSL (Qld Branch)  
National Servicemen's Assoc. Canberra Branch  
Pittsworth RSL Sub Branch  
Sandgate RSL Sub Branch Inc  
TPI Federation of Australia  
Redcliffe RSL  
RSL Capricornia & R'ton Region Sub Branch Inc.  
Navy League of Australia  
Helidon RSL  
RSL of Australia Home Hill Sub Branch Inc.  
Innisfail RSL  
RSL Darra & District Sub-Branch Inc.  
Pascoe Vale R&SL Sub Branch  
Palmwoods & District RSL Sub Branch  
Ballarat & Districts Sub Branch National Servicemen's  
Association of Australia  
Holland Park Mt Gravatt Sub Branch RSL  
Stradbroke RSL - a chapter of Redlands RSL  
Association of Queensland Korea Veterans Inc  
Ex-Servicewomen's RSL Sub Branch (Queensland)  
Cannon Hill District and Vietnam Services RSL Sub-  
Branch  
Toogoolawah RSL Sub-Branch Inc  
National Servicemens Assoc. Broken Hill Sub Branch  
Beenleigh RSL  
Oakley RSL Inc.  
St Helens Sub-Branch RSL QLD  
Northern Central Area Sub Branch National  
Servicemen's Association SA  
RSL Queensland Bowen Sub-Branch Inc.  
Mackay Veterans Support Group  
National Servicemens Association/ Mandurah Murray  
branch  
RSL Emu Park Sub Branch Inc  
Lakes Entrance RSL Sub-Branch Inc  
Logan Village RSL Sub Branch  
WRANS-Naval Women's Association (ACT)  
Extremely Disabled War Veterans Association. (EDA)

Tweed Valley-Murwillumbah National Servicemen's  
Assn (sub branch)  
RSL Queensland - Wondai Sub Branch  
Stawell RSL  
Royal Marine Association [WA Branch]  
Burleigh Heads RSL Sub-Branch Inc.  
Crystal Brook RSL Sub-Branch  
Blackwood & District RSL Sub-Branch Inc  
Bardon R.S.L. Sub Branch (INC. )  
RAAF Transport Flight Vietnam / 35 SQN. Association  
Australian National Veterans Arts Museum  
Edmonton Sub-Branch, RSL Qld  
Geelong & District Vietnam Veterans Ass. of Australia  
Gilles Plains and Hampstead R.S.L.  
Vietnam Veterans Association Bribie Island  
West Gippsland Sub Branch VVAA  
Royal Australian Navy Communications Branch  
Hervey Bay RSL Sub Branch  
Kenmore-Moggill RSL Sub-Branch  
Geebung Zillmere Bald Hills Aspley Sub Branch  
Tramways East Melbourne RSL Sub Branch  
Loch Sport RSL Sub Branch  
Frankston District Sub Branch VVAA  
SA Peacekeepers RSL Sub-Branch  
Kilcoy RSL Sub-Branch Inc  
Renmark Sub Branch RSL of Australia (SA Branch) Inc.  
Parkes RSL Sub Branch  
Seven Hills/Toongabbie/Wentworthville RSL Sub-Branch  
Abermain RSL Sub Branch  
Harrington Crowdy Head RSL Sub-Branch  
Urunga RSL Sub-Branch  
Mandurah Murray Vietnam Veterans Group  
Ingleburn RSL Sub Branch  
Braidwood RSL Sub-Branch NSW.  
Medowie RSL NSW Sub Branch  
South Lake Macquarie RSL Sub Branch  
Candelo RSL Sub Branch  
Collarenebri RSL Sub-Branch  
Ourimbah Lisarow RSL Sub Branch  
Fraser Burnett Legacy  
Cowra RSL Sub-Branch  
Pottsville Beach & Dist. RSL Sub-Branch  
Westpac R & SL Sub-Branch  
Adamstown RSL Sub Branch and Newcastle District Council of RSL Sub Branches  
Yass RSL Sub-Branch  
Albion Park RSL Sub Branch  
Botany RSL Sub Branch  
St Georges Basin RSL Sub-Branch  
Macksville RSL Sub Branch  
Scone RSL Sub-Branch  
Bundeena RSL Sub-Branch  
Returned & Service League (Queensland Branch)  
Armidale RSL Sub-Branch  
Rooy Hill RSL Sub Branch  
Canowindra RSL Sub Branch  
Blackheath-Mt.Victoria RSL Sub-Branch  
VVAA Victorian Branch  
Bass Hill RSL Sub-Branch  
IVES  
Gresford RSL Sub Branch  
Fish Creek RSL  
Atherton RSL Sub Branch Inc  
Deniliquin RSL Sub-Branch  
Belmont RSL Sub-Branch  
Defence Force Welfare Association - QLD  
Legacy club of Ipswich Inc  
Waratah-Mayfield-Islington RSL Sub Branch  
Engadine RSL Sub-Branch  
North Bondi RSL Sub-Branch  
Batlow RSL Sub Branch  
RSL (Queensland Branch)  
Boolaroo Speers Point RSL Sub-Branch  
Gayndah RSL Sub Branch  
Boggabri Sub-Branch RSL Australia NSW Branch

Gordonvale RSL Sub Branch  
Veterans Centre - Sydney Northern Beaches  
RSL WA Dawesville Sub-Branch  
The Australian Commando Association  
Dorrigo RSL Sub Branch  
Narooma RSL Sub Branch  
Coffs Harbour RSL Sub-Branch  
Batemans Bay RSL Sub-Branch  
Cessnock RSL Sub-Branch  
Ashgrove RSL Sub Branch  
Brooklyn RSL Sub-Branch  
Kirribilli RSL Sub-Branch  
Goulburn RSL Sub Branch  
Avalon RSL Sub- Avalon Sub-Branch & Veterans' Centre Sydney Northern Beaches  
Woolgoolga Sub Branch RSL  
Ex W.R.A.A.F Group  
RSL(Qld)Highfields Sub-Branch Inc  
South African Military Veterans Organisation of Australasia  
RAAOC Assn ACT  
HMAS Sydney, Escorts and Vietnam Logistics Support Veterans Association (ACT)  
RAAF Association (SA Div)  
NSSA. Rockhampton Branch.  
Mersey Leven Vietnam Veterans Sub-Branch  
RAAF Vietnam Veterans Assoc of WA Inc.  
Vietnamese Navy Veterans Association in SA Inc.  
The Royal Australian Regiment Association (SA) Inc  
RAEMUS Rover Racing  
107 Battery Association  
ACT Branch, Australian Special Air Service Assoc.  
Veterans Support Group [founded by Vietnam Veterans Federation]  
Veteran's Support and Advocacy Services Australia Inc.  
The South Africa Military Veterans Association of Australasia  
Veterans Off The Streets - Australia  
H.M.A.S. SYDNEY & Vietnam Logistic Support Veterans Assoc Vic  
Mount Isa RSL Sub-Branch INC.  
Red Shield Defence Services (The Salvation Army)  
No 2 Squadron (RAAF) Association Inc  
Diggers Rest A Soldiers Retreat (Diggers Rest @ Quails Ridge Pty Ltd)  
VVAA Granite Belt Sub-Branch  
DefenceCare  
Canungra RSL Sub Branch Inc  
No. 2 Squadron (RAAF) Association  
Defence Force Welfare Association  
Ballarat Legacy Club Inc  
8th Division AASC & Petrol Company  
Vietnam veterans Assn of Australia Jervis Bay Sub-Branch  
No22 (City of Sydney) Squadron Association  
Tramways Sub-Branch RSL  
Legacy Club of Adelaide Incorporated  
Defence Force Welfare Association (SA Branch)  
Babinda RSL Sub Branch  
Vietnam Veterans Federation of Australia WA Branch  
City of Blacktown RSL Sub-Branch  
Branxton Sub Branch RSL  
AATTV Australian Army Training Team Vietnam  
Royal Australian Navy Band Association  
Strathalbyn RSL Sub Branch  
Emerald RSL Sub Branch (Qld)  
Veterans of Australia Association Inc.  
2/28th Battalion & 24th Anti-Tank Coy Association Inc  
Emmaville RSL Sub Branch  
WRANS - Naval Women's Association (ACT)  
Kangaroo Island RSL Sub Branch  
Ocean Reef RSL Sub-Branch  
RSL Halls Creek Sub branch  
Rollingstone RSL  
HeadQuarters 1st Australian Task Force Association  
R&SLA (Queensland Branch) Mossman Sub Branch Inc.  
Beaconsfield RSL Sub-Branch  
Vietnam Veterans' Federation of Australia  
Riverstone-Schofields RSL Sub-Branch  
Ramsgate RSL  
9 Sqn (RAAF) Association  
RAAF UBON GROUP (WA)

RAAOC Association WA Inc  
RSL Dayboro Sub Branch Inc  
The Vietnamese Air Force Veteran Assoc. in SA  
RSL ACT Branch  
Women's Royal Australian Army Corps Association W.A.  
Vietnam Veterans Association of Australia  
Kendall RSL Sub-Branch  
Griffith RSL Sub Branch  
RAAF Association (NSW)  
Vietnam Veterans Keith Payne VC Hostel  
Veterans Care  
Weston RSL Sub-Branch  
2/8th Australian Field Regiment Association  
Lord Howe Island RSL Sub-Branch  
RSL National  
Manilla RSL Sub-Branch  
Padstow RSL Sub-Branch  
131 Locators Association  
Woonona Bulli RSL Sub Branch  
Returned & Services League of Australia - SA  
Nabiac RSL Sub Branch  
Castlemaine RSL  
Tumut RSL Sub Branch  
Taillem Bend RSL Sub Branch Inc  
Glenroy RSL  
Tamworth Legacy  
R.S.L. National Servicemen's Sub Branch  
RSL (Tasmania Branch) Inc.  
Bravery Trust  
Army Military Forces Relief Trust Fund  
Murtoa RSL  
Australian Peacekeeper & Peacemaker veterans Assoc  
RAAFA Queensland Division  
Mount Morgan RSL Sub Branch  
National servicemen's Association (Qld) Inc. Toowoomba branch  
Railton RSL Sub-Branch Inc  
NSAA (Qld) Inc. - Tableland Branch  
Coffs Coast Legacy  
Rhodesian Services Association of W.A.  
Naval Association of Australia Rockingham City Sub-section  
RSL Unley Sub Branch Inc  
Tea Tree Gully RSL Sub-Branch  
National Servicemens Association Cairns Branch  
Bullsbrook & Districts RSL Sub-Branch  
Vietnam Veterans Assoc Illawarra Sub Branch  
The Partners of Veterans Assoc. NSW Branch Inc.  
RSL(QLD) Gatton Sub Branch Inc  
Fleet Air Arm Association (Vic)  
Gloucester RSL Sub Branch  
Kyogle RSL Sub-Branch  
5th Battalion The Royal Australian Regiment Association  
APPVA - NSW  
Vietnam Veterans Assoc of Aust East Coast (TAS) Sub Branch  
Mildura Legacy Club  
City of Wollongong RSL Sub-Branch  
Young RSL Sub Branch  
Association of Far North Coast Ex-Service Organisations Inc  
Applecross RSL Sub Branch  
Legacy Club of Wagga Wagga  
City of Fairfield RSL Sub-Branch  
Oatlands RSL Sub Branch (Tas)  
Rainbow Beach RSL Sub Branch  
Proserpine RSL Sub Branch  
Dunalley RSL Sub Branch Tasmania  
National Malaya Borneo Timor Veterans Assoc SA Inc  
NZ RSL Sub-Branch  
2/2 Commando Association of Australia. Inc  
VVAA South West NSW & Wagga Inc.  
Dwellingup RSL Sub-Branch  
Collie-Cardiff RSL Sub Branch  
Cavendish Sub-Branch RSL  
Darlington Point / Coleambally RSL Sub Branch  
Marion RSL  
Sale RSL & Community Club  
Veterans Support Centre Belconnen

Outer Eastern Melbourne Vietnam Veterans Association Sub Branch  
AMC/LSI Assoc of Vic  
Peninsula Young Veterans Wellbeing Centre Inc.  
Royal Western Regiment Association  
Mallacoota RSL Sub Branch  
Yorketown RSL Sub-Branch  
Tingha RSL Sub Branch  
Holyoake  
Torquay RSL Sub-Branch  
Exeter RSL  
Australian Commando Association (NSW) Inc  
Korumburra RSL Sub-Branch  
Diamond Valley Vietnam Veterans Sub Branch VVAA Vic  
RSL Kambalda Sub branch  
St George RSL Sub-Branch  
Cummins-Yeelanna RSL Sub-Branch  
Naval Association of Australia  
RSL Sub Branch, City - New Farm, Brisbane, QLD  
Whittlesea R&SL Sub-Branch  
Kalamunda RSL Sub-Branch  
Leeton Sub Branch RSL  
Forbes RSL Sub Branch of RSL  
VVAA QLD Branch  
VVAA - Bundaberg & Defence Veterans Drop In Centre  
VVAA Melb. West Sub (inc. Bay West Vet Cent)  
Veterans 4 Youth  
Lake Cargelligo RSL Sub Branch  
Coogee Randwick Clovelly RSL Sub-Branch  
Australian legion of Ex-servicemen and Women  
Molong R.S.L. Sub Branch  
Veterans' Health Advisory Council  
Partners of Veterans Association Western Australia Inc  
Armadale RSL Sub-Branch  
Coolamon RSL Sub Branch  
Victoria Park RSL Branch  
National Malaya & Borneo Veterans' Association Australia Inc  
Australian Veterans Assistance League  
Laura RSL Sub-Branch S.A.  
RSLWA  
Stanhope RSL Sub Branch  
Deception Bay, Peninsula and Districts Nasho's Soldier On  
Griffith RSL Sub-Branch  
Ararat Legacy Inc.  
Tamworth RSL Sub-Branch  
2nd 4th Australian General Hospital  
ANZAC Day Commemoration Committee  
Vasey RSL Care Limited  
Vietnam Veterans, Peacekeepers and Peacemakers Association of Australia (NSW Branch) Inc  
Kingscliff RSL Sub Branch  
Greensborough RSL Sub-Branch  
Waverley RSL Sub Branch  
Geelong RSL Sub-Branch  
The Albert Coates Memorial Trust  
Runaway Bay RSL Sub Branch Inc.  
RSL Vic Branch  
Caloundra RSL Sub Branch  
Townsville Legacy Inc  
Murray Border Association Vietnam Veterans  
The Royal Australian Signals Assoc. W. A. (inc)  
Yanched and Two Rocks RSL  
Waverley RSL Sub Branch Inc.  
RSL - National Veterans' Affairs Advisor  
AATTV Association - Victoria  
British South African Police Regimental Association  
Vietnam Veterans Assoc of Aust S A Sub Branch  
NSW National Servicemen's Association  
Carry On (Victoria)  
War Widows' Guild of Australia(Vic) Inc  
Nannup Sub Branch RSL  
Royal Australian Regiment Association - Victoria Inc.  
Newcastle Legacy  
Korea Veterans' Association of Australia Incorporated.  
Partners of Veterans Association of Australia Inc.  
Wagga Wagga RSL Sub-Branch

RAN Clearance Divers Association.  
 Bentleigh RSL incorporating Cheltenham RSL  
 Air Force Association (Vic) Division  
 RSL - SA Branch  
 Vietnam Veterans Association of Australia Western  
 Australian Branch Inc.  
 Caulfield RSL  
 The Newcastle & Hunter Region Vietnam Veterans  
 The Melbourne Naval Centre  
 Port Macquarie Hastings Legacy Club Ltd  
 Box Hill RSL Sub-Branch  
 Werris Creek RSL Sub branch NSW RSL  
 The Royal Australian Regiment Association (Victoria)  
 Inc  
 Defence Force Welfare Association Victoria Branch  
 Hunter Legacy Club  
 Malaya & Borneo Veterans Association  
 Walgett R.S.L. Sub-Branch  
 Merimbula RSL Sub-Branch  
 Delegate RSL Sub-Branch  
 Huskisson RSL Sub Branch  
 Goodna RSL Sub Branch  
 Legacy NT  
 RSL Gascoyne Sub Branch  
 3 Sqn Association Inc  
 2 Sqn Association Inc  
 War Widows' Guild of Australia Inc  
 RSL of Australia Port Augusta Sub-Branch  
 HMAS Sydney & VLSVA  
 Walking Wounded  
 Davistown RSL Sub Branch  
 Yarrowonga-Mulwala RSL Sub-Branch  
 Bendigo Legacy Club  
 War Widows' Guild of Australia (S.A.) Inc  
 War Widows' Guild of Australia (QLD) Inc  
 Colonel Light Gardens Community RSL  
 Coburg RSL Sub Branch  
 War Widows' Guild of Australia (ACT) Inc  
 Dapto RSL Sub Branch  
 Pinjarra RSL Sub-Branch  
 Agnes Water/1770 Sub Branch Inc  
 NMBVAA Inc  
 National Servicemen's Assoc. of Australia (Qld) Inc  
 Rockhampton and CQ Legacy Fund Inc.  
 Harlaxton RSL Sub Branch Inc  
 Bribie Island RSL Sub Branch  
 Cairns RSL Sub Branch  
 Centenary Suburbs RSL Sub Branch  
 Beachmere RSL Sub Branch  
 Toowong Private Hospital  
 Clayton RSL Sub-Branch Inc  
 TPI Victoria Inc  
 Australian Water Transport Association (Victorian  
 Division)  
 Bendigo Legacy  
 Returned & Services League of Australia  
 (Queensland Branch) Calliope Sub Branch Inc.  
 Dee Why RSL of Australia (NSW Branch)  
 Moss Vale R.S.L Sub Branch  
 South Hurstville RSL Sub Branch  
 RSL Bunbury Sub Branch  
 Bedford Morley RSL Sub Branch  
 Submarines Association Australia  
 RSL St Morris  
 Jurien Bay RSL Sub Branch  
 Royal Australian Navy Writers Assoc. Inc.  
 South Arm RSL Sub-Branch  
 RSL Fremantle Sub Branch  
 Whyalla RSL Sub-Branch  
 Dubbo RSL Sub Branch  
 North Beach RSL Sub Branch  
 Gosford RSL Sub Branch  
 Dungog RSL Sub-Branch  
 Spring Bay RSL Sub Branch  
 Kojonup RSL Sub Branch  
 Gulgong RSL Sub-Branch  
 VVAA VIC Warrnambool Sub Branch  
 Cooroy Pomona RSL Sub Branch  
 RSL Largs Bay Sub-Branch Inc

Goulburn Valley Vietnam Veterans Assoc. Inc.  
 The City of Liverpool RSL Sub-Branch  
 HMAS Perth National Association Inc (ACT Area)  
 War Widows' Guild of Australia NSW Ltd  
 Mudgee RSL Sub-Branch  
 Woodgate Beach RSL Sub Branch Inc  
 RSL Nuriootpa Sub-Branch  
 Cowell RSL Sub Branch  
 Far East Strategic Reserve Navy Association  
 Box Hill RSL  
 Mundubbera RSL Sub Branch Inc.  
 Broome RSL Sub Branch  
 The Australian Special Air Service Association (WA Branch)  
 Broken Hill RSL Sub Branch  
 Howlong RS&L Sub-Branch & Brocklesby Chapter  
 RSL Sub Branch Temora  
 Blaxland-Glenbrook RSL Sub-Branch  
 Bute RSL  
 2/108th General Transport  
 Woden Valley RSL Sub-Branch  
 Vietnam Veterans Association of Australia  
 Esperance R&S.L. Sub Branch.  
 Chatsworth Is Iluka RSL Sub-Branch  
 Scrap Iron Flotilla Association  
 RSL Sub Branch Deloraine  
 Veterans Retreats of WA Inc  
 Homebush-Strathfield RSL Sub-Branch  
 The Entrance Long Jetty RSL Sub-Branch  
 Armed Services Assistance Centre Inc.  
 Warwick RSL Sub-Branch Inc.  
 NE Vic TPI Social Club  
 St Marys RSL Sub-Branch  
 Clifton RSL Sub-Branch Inc  
 City of Mandurah RSL Sub Branch Western Australia  
 Bermagui (Sub-Branch) of the RSL  
 Six Battalion Association  
 Gull Force 2/21 Bn. Association Inc.  
 Vendetta Veterans Association (Qld)  
 National Servicemen's Association of Australia (QLD) Inc  
 Ipswich & West Moreton District Branch  
 RAA Association (NSW) Inc  
 Vietnam Veterans Assoc of Australia Tas Branch Inc  
 Whitsunday / Airlie Beach RSL Sub Branch Inc.  
 Australian Army Apprentice Association  
 MCC War Veterans Group  
 Veterans Recreation Centre Campbelltown  
 RSL Macleay Island Sub Branch  
 HMAS Canberra-Shropshire Asn.  
 Wanneroo/Joondalup RSL  
 Balmain Rozelle RSL Sub Branch  
 Australian Special Air Service Association (ASASA)  
 Homes for Heroes  
 Meeniyana and District RSL  
 The Fourth Battalion RAR Assoc. Qld Inc  
 Windsor & District RSL Sub-Branch  
 Legacy Australia Incorporated  
 Huon RSL  
 Gippsland Sub-Branch Vietnam Veterans' Association of  
 Australia  
 Australian Veterans and Defence Services Council (Vic)  
 Veterans wife  
 Clunes R&SL Sub-Branch  
 South Australian Indian Defence Veterans Association  
 Berry RSL Sub-Branch  
 Far North Coast Legacy Club  
 Pittwater RSL Sub-Branch  
 Royal Australian Air Force Association (WA Div)  
 Wandering Warriors  
 Australian Flying Corps and Royal Australian Air Force  
 Association  
 Mosman RSL Sub-Branch  
 Melbourne Legacy  
 Descendants of 14th Battalion 1st AIF 'Jacka's Mob'  
 Partners of Veterans Association of Australia Inc.  
 The Royal Australian Regiment Corporation  
 Defence Reserves Association  
 2/3 Machine Gunners & Relatives Association of WA Inc.  
 TPI Queensland

Geelong Surfcoast Veteran Centre  
 Military Police Association Australia  
 Veterans Support Centre Port Macquarie  
 South Australian Police RSL Sub-Branch  
 The Royal Australian Armoured Corps Corporation  
 Kensington Park RSL  
 MIFNQ  
 Overwatch Support Association Australia  
 McLaren Vale & Districts RSL Sub-Branch  
 Veterans Support Centre/ Vietnam Veterans  
 Federation Townsville Inc.

## 11 Bibliography

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19	Understanding Veterans in the Community: Who are they and what are their health care needs? Australasian Services Care Network Gripfast Consulting Dec 2015
18	SENATE INQUIRY INTO MENTAL HEALTH OF RETURNED ADF PERSONNEL Submission by Department of Veterans' Affairs Jun 2015
17	Mental and Social Health Action Plan 2015 and 2016 Department of Veterans' Affairs
16	Social Health Strategy 2015–2023 for the Veteran and Ex-service Community Department of Veterans' Affairs
15	Vietnam Veterans Family Study (VVFS) Department of Veterans' Affairs Oct 2014

14	<p>Veteran Mental Health Strategy</p> <p>A TEN YEAR FRAMEWORK</p> <p>Department of Veterans' Affairs</p> <p>2013 – 2023</p>
13	<p>Exploring future service needs of Australian Defence Force Reservists</p> <p>Final Report September 2013</p> <p>Dr Samantha Cromptvoets</p> <p>Medical School</p> <p>The Australian National University</p>
12	<p>The ADF Service Women Steering Committee</p> <p>Report to Commissions</p> <p>2013</p>
11	<p>Memorandum of Understanding between the Department of Defence (ABN 68 706 814 312) and the Department of Veterans' Affairs (ABN 23 964 290 824) for the Cooperative Delivery of Care and Support to Eligible Persons</p> <p>Dec 2013</p>
10	<p>Better Outcomes Better Lives</p> <p>Service Needs of Contemporary DVA Clients</p> <p>Roger West / Sue Warth, WestWood Spice</p> <p>Department of Veterans' Affairs</p> <p>Contemporary DVA client research project</p> <p>STAGE 2 REPORT</p> <p>26 Mar 12</p>

9	Timor-Leste Family Study Department of Veterans' Affairs 2012
8	Middle East Area of Operations (MEAO) Health Studies 2012
7	The Health and Wellbeing of Female Vietnam and Contemporary Veterans Final Report Jun 2012 Dr Samantha Crompvoets
6	Middle East Area of Operations (MEAO) Prospective Study Dec 2012
5	2011 ADF Mental Health and Wellbeing Strategy
4	Fourth Nation Mental Health Plan Implementation Strategy Nov 10
3	INDEPENDENT STUDY INTO SUICIDE IN THE EX-SERVICE COMMUNITY GOVERNMENT RESPONSE Minister for Veterans' Affairs, the Hon Alan Griffin MP May 2009
2	Independent Study into Suicide in the Ex-service Community Professor Dunt 2009

1	<p data-bbox="331 194 632 226">"Your Lives, Your Needs"</p> <p data-bbox="331 264 1321 338">Findings from the 2006 Survey of Entitled Veterans, War Widow(er)s, SRCA Clients and their Carers commissioned by The Department of Veterans' Affairs</p>
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## 12 Glossary

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ACNC	Australian Charities and Not For Profit Commission
ADF	Australian Defence Force
APPVA	Australian Peacekeeper and Peacemaker Veterans' Association
ASASA	Australian Special Air Service Association
CSC	Commonwealth Superannuation Corporation
DFRDB	Defence Force Retirement and Death Benefit
DFWA	Defence Force Welfare Association
DVA	Department of Veterans' Affairs
EDA	Extreme Disability War Veterans Association
ESO	Ex-Service Organisation
LGA	Local Government Area
MSBS	Military Superannuation and Benefits Scheme
NAA	Naval Association of Australia
NGO	Non Government Organisation
NSA	National Serviceman Association
PVA	Partners of Veterans Australia
RAR	Royal Australian Regiment Association
RSL	Returned & Services League of Australia
TPI	The Australian Federation Totally and Permanently Incapacitated Ex Servicemen and Women
VSO	Veteran Support Organisation
VVAA	Vietnam Veterans Association of Australia
VVCS	Veterans and Veterans' Families Counselling Service
VVFA	Vietnam Veterans Federation of Australia
WVNA	Women Veterans Network Australia
WWG	War Widows Guild

## 13 Annexes

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The annexes listed below will be available for download at:

<https://www.aspenfoundation.org.au/esomp>

### 13.1 Stakeholder Engagement Communications

**Press Release – Launch of ESO Mapping Project**

**Newsletter February 2016 – ESO Mapping Project**

**Newsletter April 2016 – ESO Mapping Project**

**Press Release – Formal Release of ESO Mapping Report**

### 13.2 ESO Mapping Project Online Survey

**Survey Questions**

**Survey Summarised (graphed and tabulated) Results**

**Survey Response Data Un-Processed (Excel format)**

### 13.3 List of ESOs/VSOs/Trusts identified by ESO Mapping Project

### 13.4 ACNC List of Charities with Veteran and/or Families as beneficiaries

### 13.5 ESO Services identified by ESO Mapping Project based on responses to online survey

### 13.6 Demand on ESO Services identified by ESO Mapping Project based on responses to online survey

### 13.7 State based presentation/analysis of research data

**NSW**

**Victoria**

**Queensland**

**South Australia**

**Western Australia**

**Tasmania**

**ACT**

**Northern Territory**

## CONTACT

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## DOWNLOAD

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Instructions for downloading the ESO Mapping Project Report can be found at: <https://www.aspenfoundation.org.au/esomp>