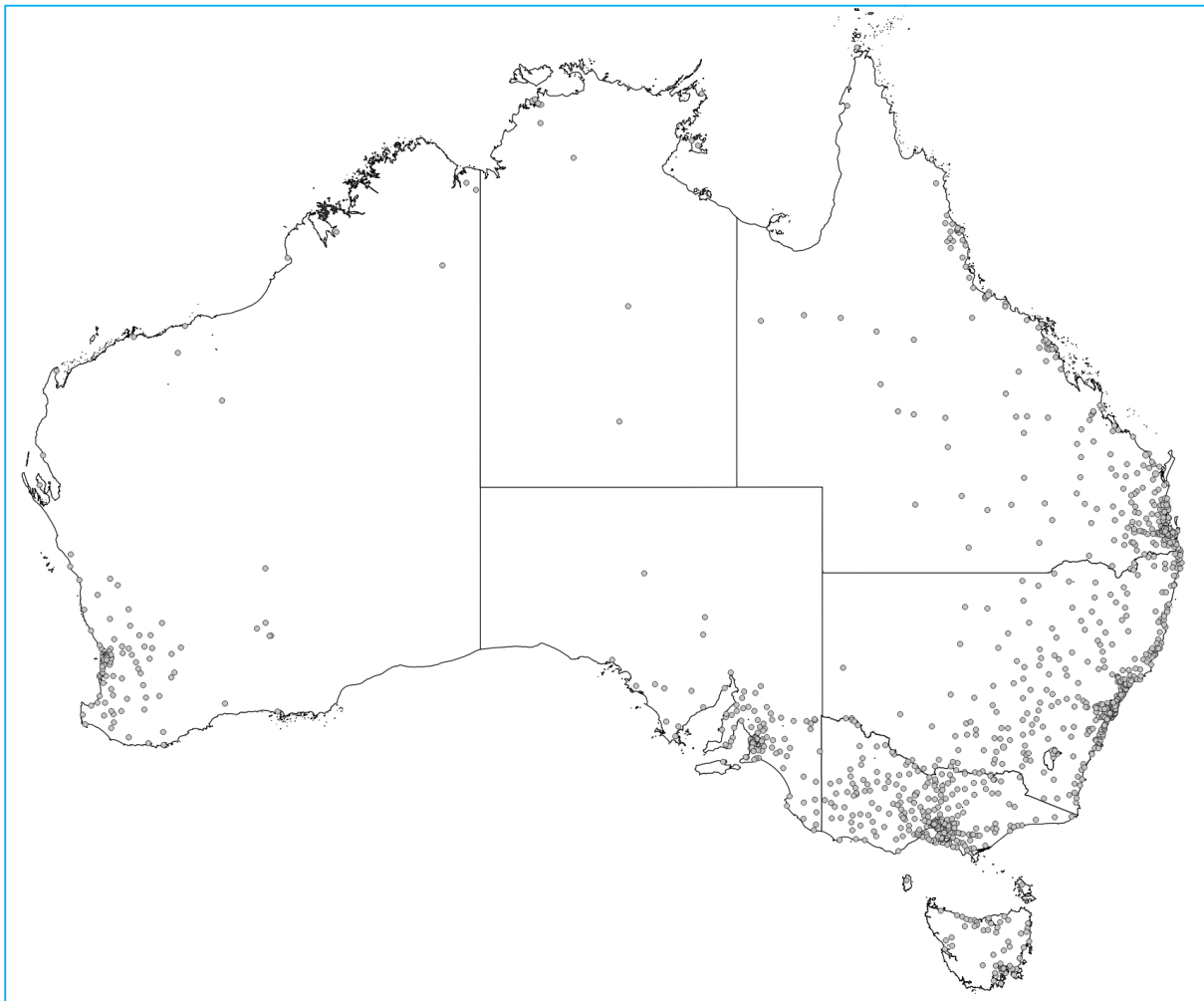


# ESO Services

## ESO Locations

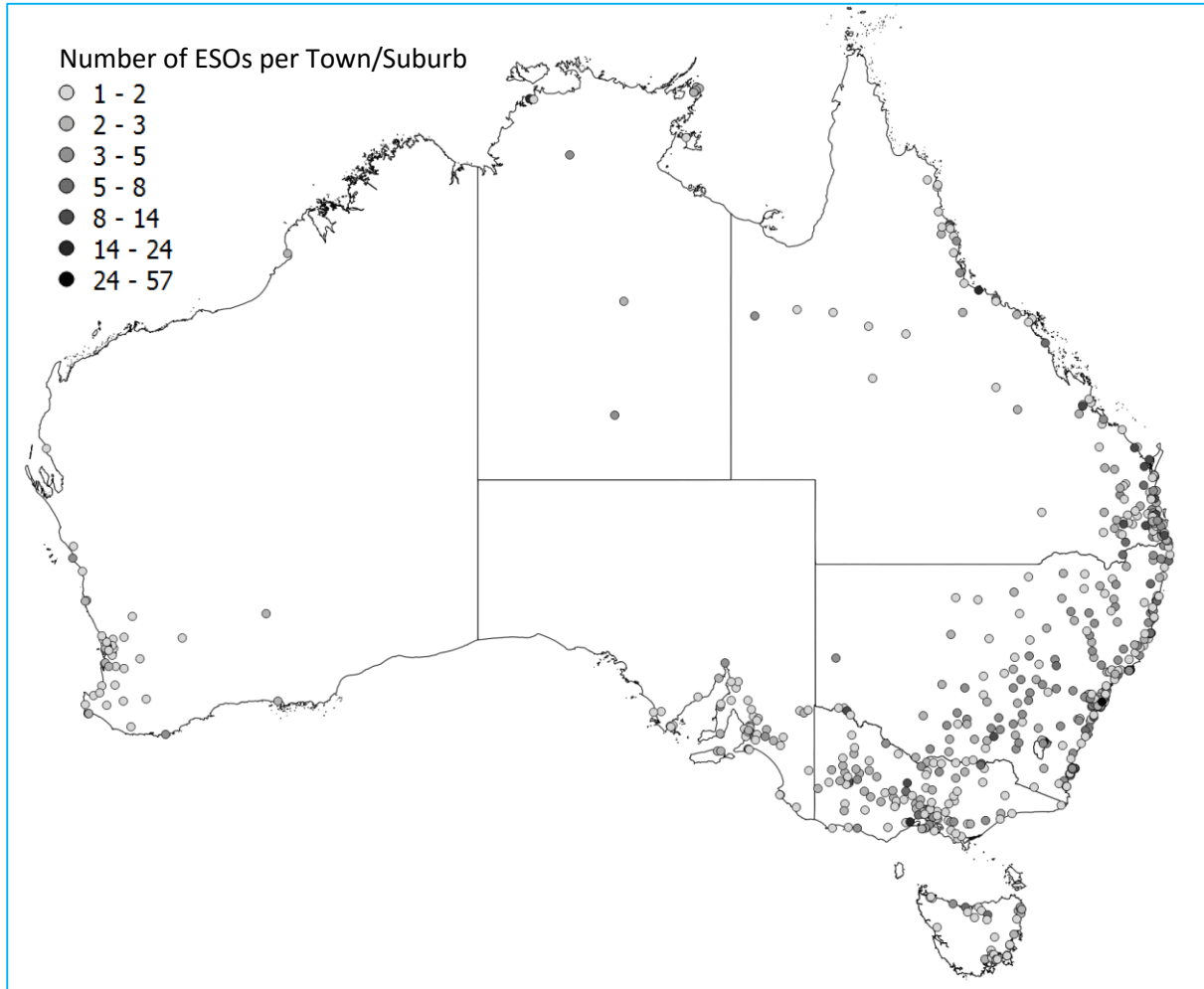
The following maps have been developed from the data provided by organisations responding to the ESO Mapping Project online survey. 605 organisations responded to the ESO Mapping Project survey indicating they operated across 2,780 locations in Australia.

The map below shows the locations of ESOs derived from the online survey.



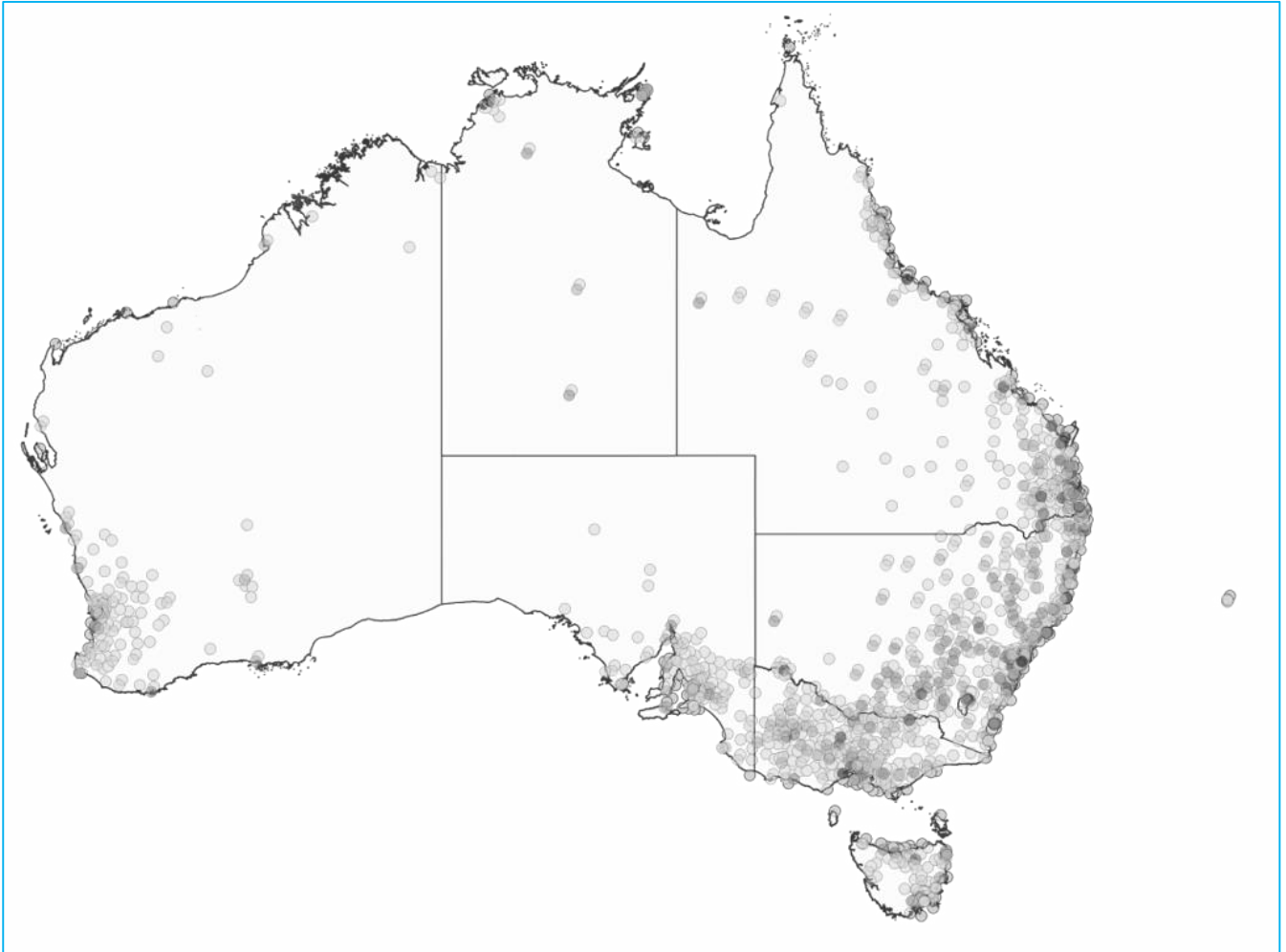
### Multiple ESOs in Locations

In many locations there is more than one ESO. The map below shows those locations with more than one ESO as indicated by the responses to the online survey.



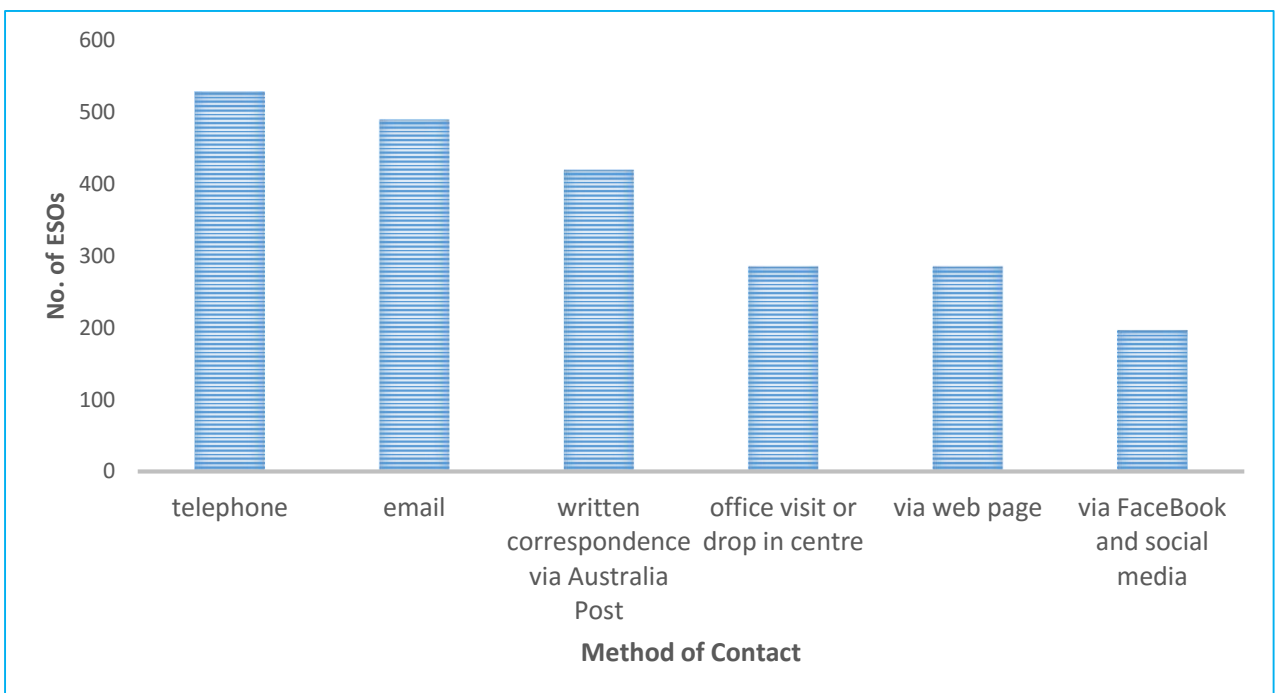
### Heat Map of ESO Locations

To assist gaining an understanding of the density of ESOs by location from a regional perspective, the heat map below of all ESO locations is provided.



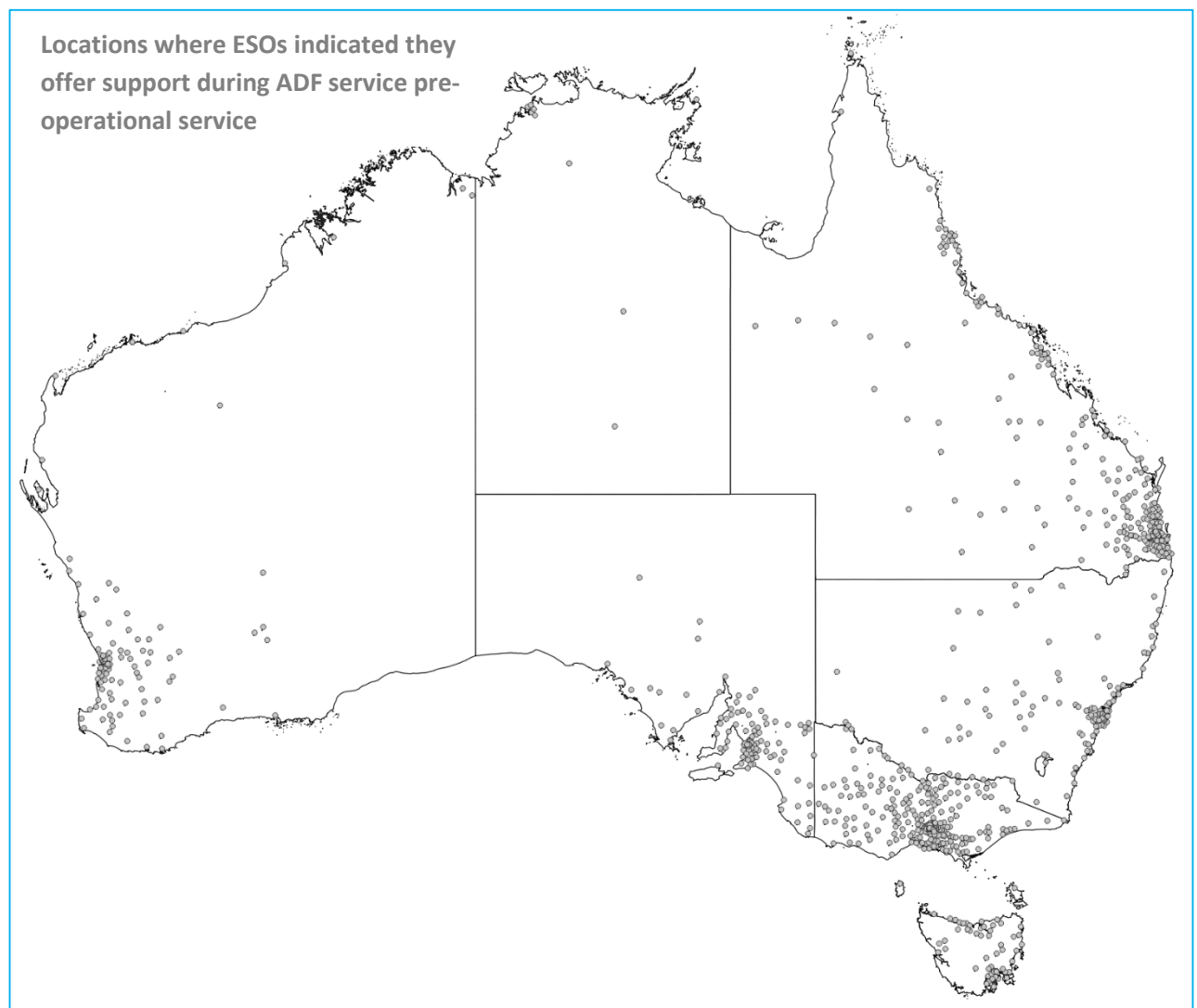
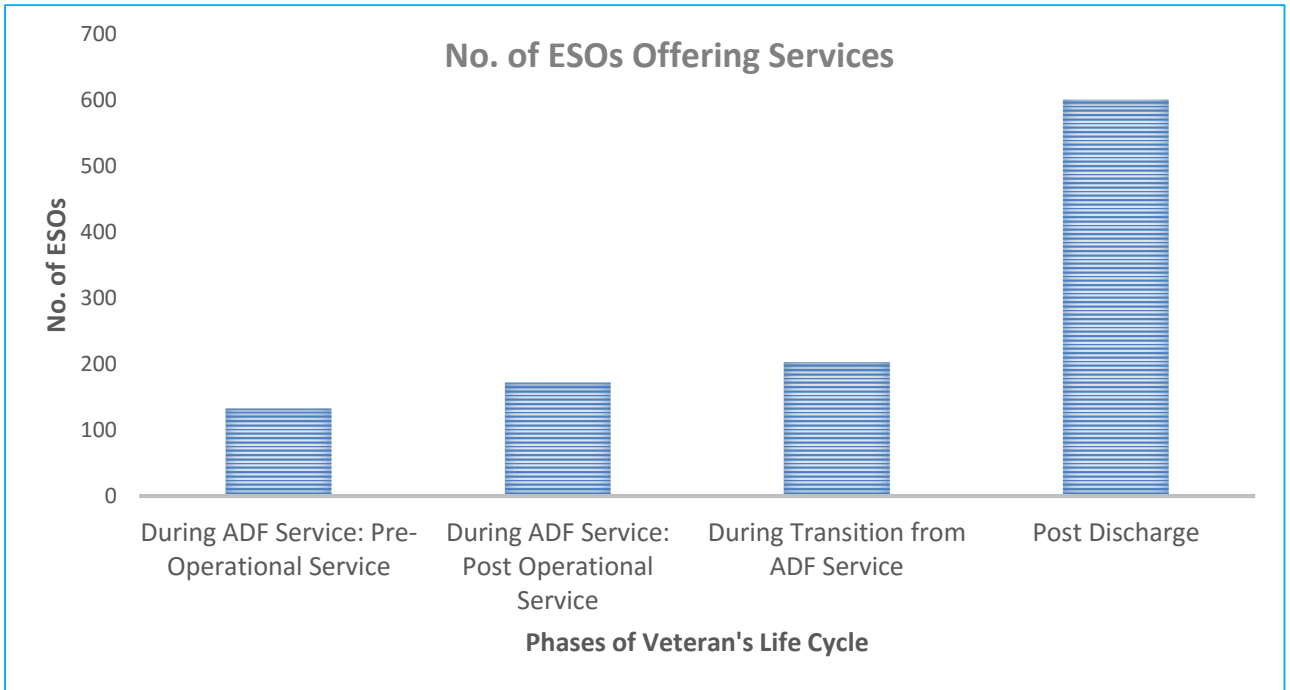
### Contacting an ESO

Organisations indicated a range of methods of how they could be contacted as per the graph below:



## ESO Services and Demand on those Services

Responses to the online survey indicated when services were made available to veterans and or their family's as per the graph below.



### ESO Support for Collective Needs of Veterans/Families

551 organisations responded to the online survey questions regarding support for Collective Needs of veterans/families as per the table below:

	<b>Relevant to during ADF Service</b>	<b>Relevant to during Transition</b>	<b>Relevant to Post Discharge</b>	<b>Nil or not applicable</b>	<b>Total Respondents</b>
Group information services - Digital (e-Newsletter/Web/FaceBook/etc)	<b>23.40%</b> 121	<b>23.60%</b> 122	<b>57.45%</b> 297	<b>40.62%</b> 210	517
Group information services - Magazine/Newsletter (hard copy)	<b>21.24%</b> 106	<b>19.24%</b> 96	<b>58.32%</b> 291	<b>39.68%</b> 198	499
Legislative/Government Policy Advocacy (changes in Legislation)	<b>18.26%</b> 82	<b>19.15%</b> 86	<b>44.77%</b> 201	<b>54.12%</b> 243	449
Government Services Program Advocacy (changes in Government delivery of services)	<b>19.56%</b> 88	<b>20.00%</b> 90	<b>49.78%</b> 224	<b>49.33%</b> 222	450
Enhancing group identity/awareness with public (raising public profile of group)	<b>24.59%</b> 119	<b>23.35%</b> 113	<b>65.29%</b> 316	<b>33.47%</b> 162	484
Enhancing group connectedness with Australian society eg. telling the story(ies) of ADF service personnel to Australian communities.	<b>23.96%</b> 115	<b>22.50%</b> 108	<b>63.96%</b> 307	<b>34.38%</b> 165	480
Group validation of service: publically commemorating 'all' operational service	<b>28.27%</b> 134	<b>25.32%</b> 120	<b>66.46%</b> 315	<b>31.65%</b> 150	474

### ESO Services to support Physiological Needs

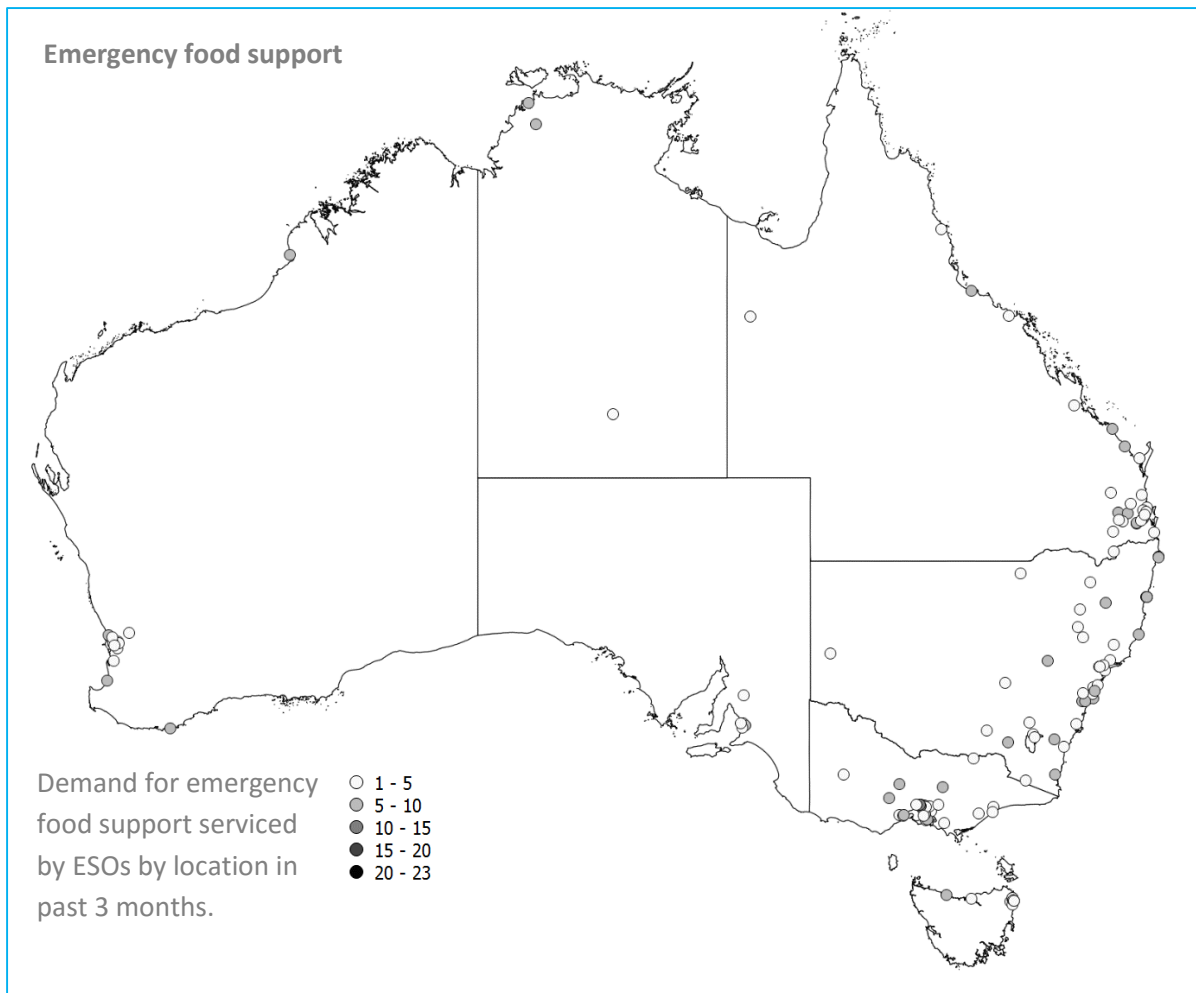
419 organisations responded to the Survey question: **Does your organisation provide services to address Physiological needs of veterans/families?**

Has this service been provided by your organisation in past 12 months ?						
	Service not provided	Provide referrals to other organisations	During ADF service & post discharge	During transition & post discharge	Post discharge only	Total
Emergency food vouchers/cash/loan	50.37% 205	18.67% 76	4.67% 19	4.42% 18	21.87% 89	407
Crisis payment of energy bills for warmth/cooling	51.52% 203	17.01% 67	6.09% 24	3.05% 12	22.34% 88	394

How many ADF/Ex-ADF personnel/families have been provided this service in the past 3 months ?				
	Nil	1 to 5	more than 5	Total
Emergency food vouchers/cash/loan	55.86% 181	29.63% 96	14.51% 47	324
Crisis payment of energy bills for warmth/cooling	61.56% 189	24.43% 75	14.01% 43	307

Based on survey responses, the locations where these services have been actively provided are indicated in the following maps:



Organisations that responded to the survey providing:

## Emergency food vouchers/cash/loan

### During ADF service & post discharge

#### 1 to 5 times in the past 3 months

Brooklyn RSL Sub-Branch  
Cairns RSL Sub Branch  
Defence Force Welfare Association  
Geelong RSL Sub-branch  
Redcliffe RSL  
Royal Australian Engineer Association of WA  
RSL Care SA  
Woden Valley RSL Sub-Branch

#### More than 5 times in the past 3 months

Bentleigh RSL incorporating Cheltenham RSL  
DefenceCare  
Ingleburn RSL Sub Branch  
Operation PTSD Support Inc.  
Red Shield Defence Services (The Salvation Army)  
Returned & Service League (Queensland Branch)  
Returned & Services League of Australia  
RSL (Queensland Branch)  
RSL Vic Branch

### During transition & post discharge

#### 1 to 5 times in the past 3 months

Boolaroo Speers Point RSL sub-Branch  
Kilcoy RSL Sub-Branch Inc  
The Royal Australian Regiment Association (Victoria) Inc  
Wagga Wagga RSL Sub-Branch

#### More than 5 times in the past 3 months

Box Hill RSL Sub-Branch  
Broome RSL Sub Branch  
Carry On (Victoria)  
RSL - SA Branch  
Sydney Legacy Club  
V360 Australia Ltd.  
Walking Wounded

### Post discharge only

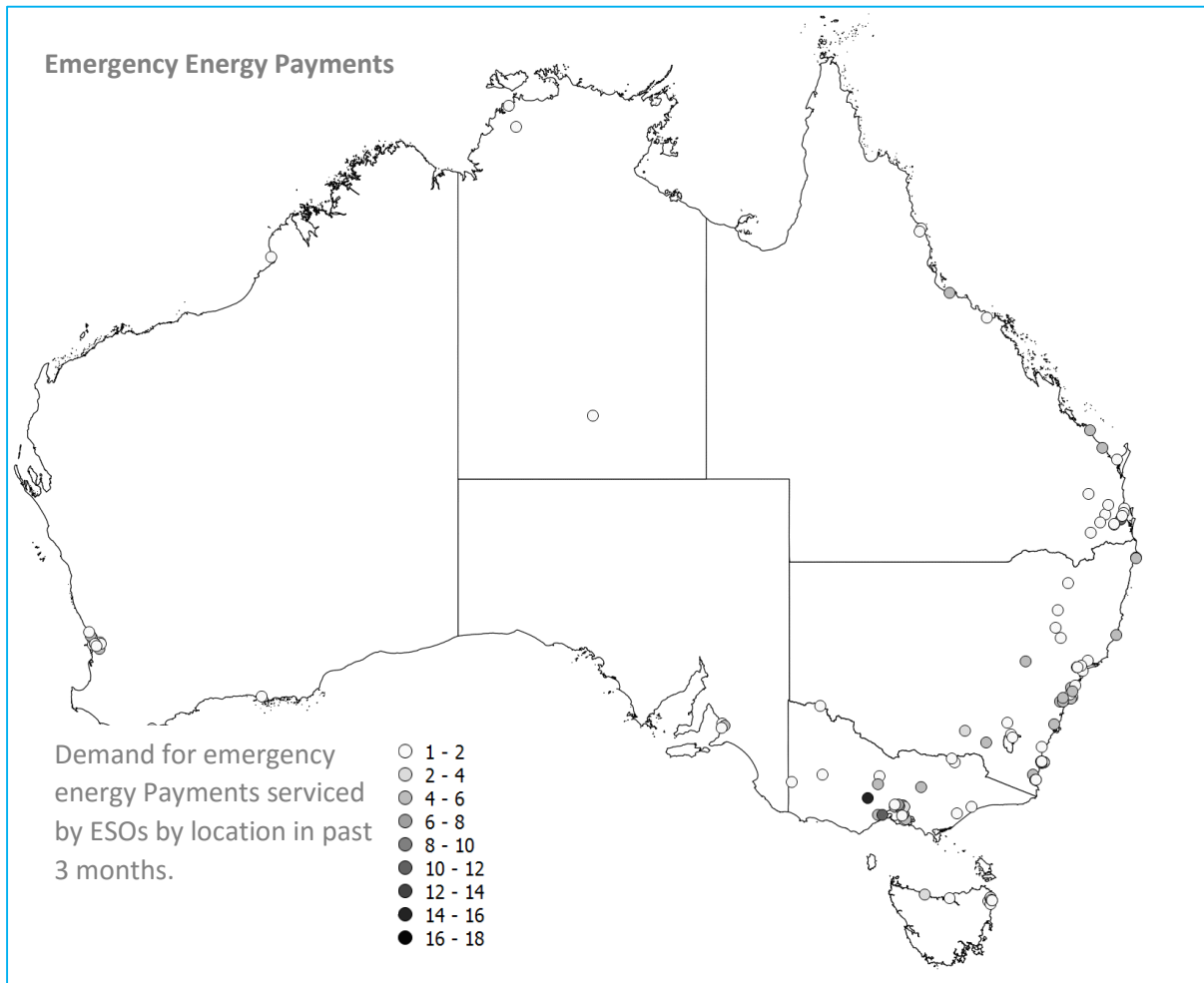
#### 1 to 5 times in the past 3 months

Australian Special Air Service Association (ASASA)  
Ballarat RSL Inc  
Batemans Bay RSL Sub-Branch  
Beachmere RSL Sub Branch  
Belconnen RSL Sub Branch  
Berwick RSL sub branch  
City of Perth RSL Sub-branch  
Collarenebri RSL Sub-Branch  
Deception Bay, Peninsula and Districts Nasho's  
Defence Force Welfare Association, WA Branch  
Dungog RSL Sub-Branch  
Far North Coast Legacy Club  
Far North Coast Legacy Club  
Forbes RSL Sub Branch of RSL  
Frankston District Sub Branch VVAA  
Fraser Burnett Legacy  
Hervey Bay RSL Sub Branch  
Highgate RSL Sub Branch  
HMAS Canberra-Shropshire Asn.  
Horsham RSL Sub Branch  
Hunter Legacy Club  
Inverell Legacy  
Korumburra RSL Sub-Branch  
Legacy Club of Adelaide Incorporated  
Legacy Club of Wagga Wagga  
loch sport rsl sub branch  
Mornington Peninsula Legacy Club Inc.  
Mount Isa RSL Sub-Branch INC.  
Nabiac RSL Sub Branch  
Nambour RSL Sub-Branch Inc

Newcastle Legacy  
RSL (Tasmania Branch) Inc.  
RSL Queensland Bowen Sub-branch  
RSL SA (NT)  
RSL(QLD) Gatton Sub Branch Inc  
RSLWA  
RSLWA  
Sandgate RSL Sub Branch Inc  
Semaphore & Port Adelaide RSL Sub-Branch INC  
Submarines Association Australia  
Tamworth Legacy  
The Australian Special Air Service Association (WA Branch)  
The Australian Special Air Service Association (WA Branch)  
The Legacy Club of Wollongong & South Coast Inc  
Toodyay R S L  
Upper Yarra RSL Sub Branch Inc.  
Veterans Support Group [founded by Vietnam Veterans Federation]  
Wanneroo/Joondalup RSL  
Waverley RSL Sub Branch  
Waverley RSL Sub Branch Inc.  
Werris Creek RSL Sub branch NSW  
Yass RSL sub-Branch

#### More than 5 times in the past 3 months

APPVA  
Armidale RSL Sub-branch  
Australian Veterans Assistance League  
Batlow RSL Sub-branch  
Braidwood RSL Sub-Branch NSW.  
British South Africa Police Regimental Association  
Bundaberg Legacy Inc  
Coffs Coast Legacy  
Geelong Legacy Club  
Legacy club of Ipswich Inc  
Legacy NT  
Melbourne Legacy  
Port Macquarie Hastings Legacy Club Ltd  
Veterans Off The Streets - Australia



Organisations that responded to the survey providing:

## Crisis payment of energy bills for warmth/cooling

### During ADF service & post discharge

#### 1 to 5 times in the past 3 months

Australian Special Air Service Association (ASASA)  
 Belconnen RSL Sub Branch  
 Cairns RSL Sub Branch  
 Kalamunda RSL Sub-Branch  
 North Bondi RSL Sub-Branch  
 Red Shield Defence Services (The Salvation Army)  
 Redcliffe RSL  
 Royal Australian Engineer Association of WA  
 RSL Care SA  
 Walking Wounded  
 Woden Valley RSL Sub-Branch

#### More than 5 times in the past 3 months

Bentleigh RSL incorporating Cheltenham RSL  
 Brooklyn RSL Sub-Branch  
 Carry On (Victoria)  
 DefenceCare  
 Frankston RSL Sub-Branch Inc.  
 Geelong RSL Sub-branch  
 Ingleburn RSL Sub Branch  
 Returned & Service League (Queensland Branch)  
 Returned & Services League of Australia  
 RSL (Queensland Branch)  
 RSL Vic Branch

### During transition & post discharge

#### 1 to 5 times in the past 3 months

Broome RSL Sub Branch

Sandgate RSL Sub Branch  
 Wagga Wagga RSL Sub-Branch

#### More than 5 times in the past 3 months

Bendigo Legacy  
 Box Hill RSL Sub-Branch  
 V360 Australia Ltd.

### Post discharge only

#### 1 to 5 times in the past 3 months

Air Force Association ( Vic) Division  
 Batemans Bay RSL Sub-Branch  
 Boolaroo Speers Point RSL sub-Branch  
 City of Perth RSL Sub-branch  
 City of South Perth RSL Sub-Branch  
 Defence Force Welfare Association, WA Branch  
 Dungog RSL Sub-Branch  
 Esperance R&S.L. Sub Branch.  
 Frankston District Sub Branch  
 VVAA  
 Fraser Burnett Legacy  
 Hervey Bay RSL Sub Branch  
 Highgate RSL Sub Branch  
 Horsham RSL Sub Branch  
 Hunter Legacy Club  
 Kiewa Sub-Branch RSL (Victorian Branch Inc)  
 Legacy club of Ipswich Inc  
 Legacy NT  
 Manilla RSL Sub-Branch  
 Mildura Legacy Club  
 Mornington Peninsula Legacy Club Inc.  
 Narooma RSL Sub Branch  
 Newcastle Legacy  
 Ocean Reef RSL Sub-Branch  
 RSL (Tasmania Branch) Inc.  
 RSL Queensland Bowen Sub-branch Inc.  
 RSL SA (NT)  
 RSL(QLD) Gatton Sub Branch Inc

RSLWA  
 RSLWA  
 Sale RSL & Community Club  
 South West Slopes Vietnam Veterans Sub-Branch  
 Sunshine RSL  
 The Australian Special Air Service Association (WA Branch)  
 The Australian Special Air Service Association (WA Branch)  
 Waverley RSL Sub Branch  
 Waverley RSL Sub Branch Inc.  
 Werris Creek RSL Sub branch  
 NSW RSL  
 Yanchep and Two Rocks RSL  
 Yass RSL sub-Branch

#### More than 5 times in the past 3 months

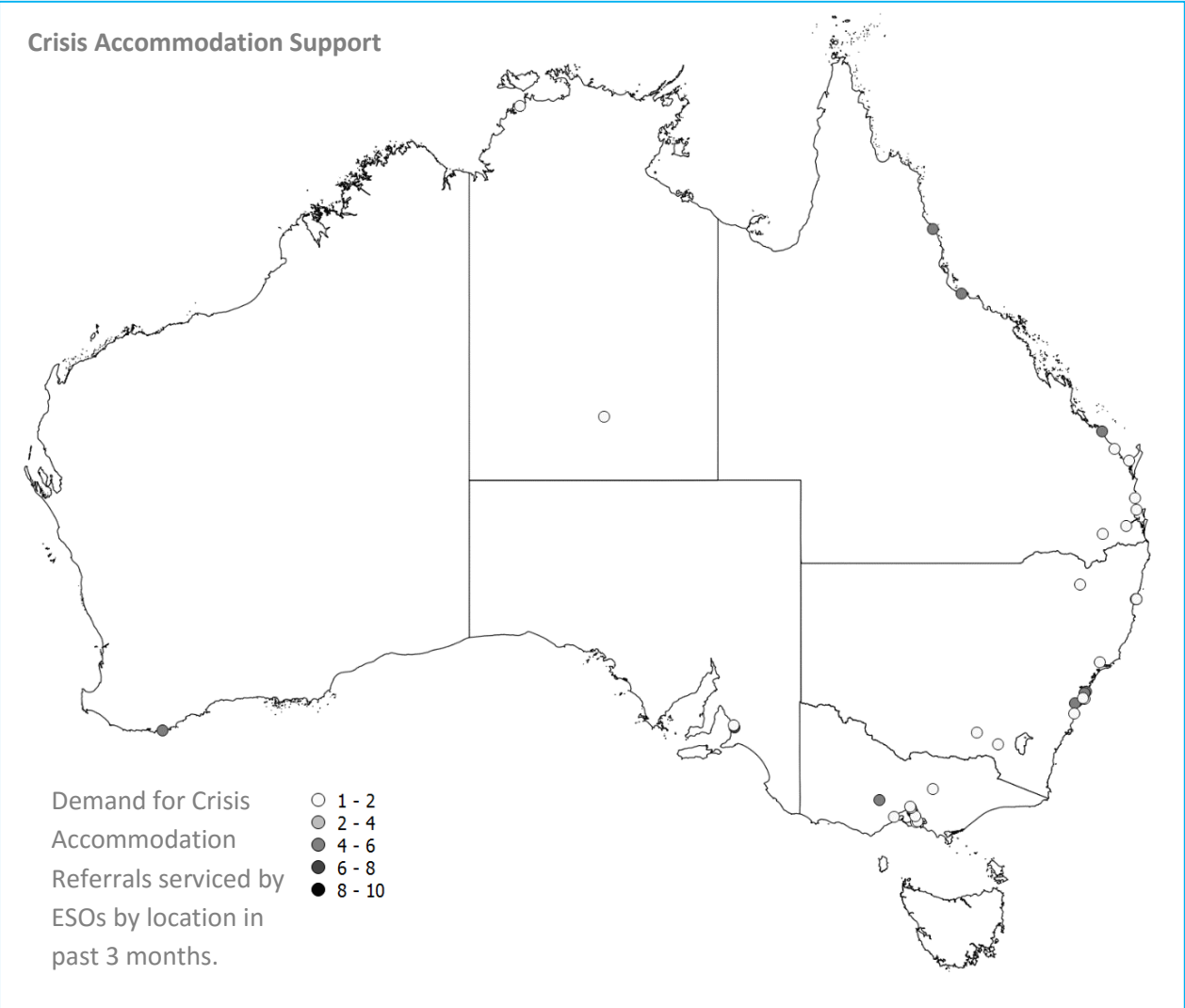
APPVA  
 Australian Veterans Assistance League  
 Ballarat RSL Inc  
 Bundaberg Legacy Inc  
 Geelong Legacy Club  
 Legacy Club of Adelaide Incorporated  
 Legacy Club of Wagga Wagga  
 Melbourne Legacy  
 Port Macquarie Hastings Legacy Club Ltd  
 RSL - SA Branch  
 Sydney Legacy Club  
 Tamworth Legacy  
 The Legacy Club of Wollongong & South Coast Inc  
 VVAA Melb. West Sub (inc. Bay West Vet Cent)  
 VVAA Victorian Branch

## Housing Support

80 organisation responded to the survey indicating they provided some form of housing support as per the table below when answering the question: **What support services does your organisation provide to address housing needs of veterans/families?**

Has this service been provided by your organisation in past 12 months ?						
	Service not provided	Provide referrals to other organisations	During ADF service & post discharge	During transition & post discharge	Post discharge only	Total
Crisis Accommodation referrals/coordination/funding	32.05% 25	14.10% 11	12.82% 10	11.54% 9	29.49% 23	78
Provision of crisis accommodation	41.56% 32	11.69% 9	7.79% 6	11.69% 9	27.27% 21	77
Emergency Rent payments	44.16% 34	10.39% 8	12.99% 10	5.19% 4	27.27% 21	77
Relocation Assistance (assist moving/settling into a new area)	44.16% 34	11.69% 9	9.09% 7	5.19% 4	29.87% 23	77
Housing loans / rental subsidies (long term)	62.34% 48	7.79% 6	1.30% 1	3.90% 3	24.68% 19	77
House maintenance/cleaning assistance	37.18% 29	11.54% 9	8.97% 7	6.41% 5	35.90% 28	78
Retirement living services - subsidised rates	57.14% 44	2.60% 2	1.30% 1	3.90% 3	35.06% 27	77
Retirement living services - commercial rates	76.32% 58	6.58% 5	1.32% 1	2.63% 2	13.16% 10	76
Aged care living services - subsidised rates	62.03% 49	11.39% 9	1.27% 1	1.27% 1	24.05% 19	79
Aged care living services - commercial rates	70.13% 54	6.49% 5	1.30% 1	1.30% 1	20.78% 16	77
How many veterans/families have been provided this service in the past 3 months ?						
	Nil	1 to 5	more than 5	Total		
Crisis Accommodation referrals/coordination/funding	50.00% 38	32.89% 25	17.11% 13	76		
Provision of crisis accommodation	56.58% 43	28.95% 22	14.47% 11	76		
Emergency Rent payments	65.33% 49	18.67% 14	16.00% 12	75		
Relocation Assistance (assist moving/settling into a new area)	58.67% 44	36.00% 27	5.33% 4	75		
Housing loans / rental subsidies (long term)	76.00% 57	12.00% 9	12.00% 9	75		
House maintenance/cleaning assistance	44.00% 33	29.33% 22	26.67% 20	75		
Retirement living services - subsidised rates	62.34% 48	15.58% 12	22.08% 17	77		
Retirement living services - commercial rates	87.32% 62	8.45% 6	4.23% 3	71		
Aged care living services - subsidised rates	72.37% 55	14.47% 11	13.16% 10	76		
Aged care living services - commercial rates	82.19% 60	9.59% 7	8.22% 6	73		

Based on survey responses, the locations where these services have been actively provided are indicated in the following maps:



Organisations that responded to the survey providing:

## Provision of crisis accommodation

### During ADF service & post discharge

#### 1 to 5 times in the past 3 months

Frankston RSL Sub-Branch Inc.

#### More than 5 times in the past 3 months

Ingleburn RSL Sub Branch  
Returned & Service League (Queensland Branch)  
RSL (Queensland Branch)

### During transition & post discharge

#### 1 to 5 times in the past 3 months

North Bondi RSL Sub-Branch  
Operation PTSD Support Inc.  
Returned & Services League of Australia  
RSL Vic Branch  
Wagga Wagga RSL Sub-Branch  
Walking Wounded

#### More than 5 times in the past 3 months

V360 Australia Ltd.  
Veterans Off The Streets - Australia

### Post discharge only

#### 1 to 5 times in the past 3 months

APPVA  
Berwick RSL sub branch  
Cairns RSL Sub Branch  
Carry On (Victoria)  
City of Wollongong RSL sub-

Branch  
Clifton RSL Sub-Branch Inc  
Dungog RSL Sub-Branch  
Geelong Legacy Club  
Geelong RSL Sub-branch  
Hervey Bay RSL Sub Branch  
Horsham RSL Sub Branch  
RSL Care SA  
Vasey RSL Care

#### More than 5 times in the past 3 months

Bundaberg Legacy Inc  
Legacy Australia Incorporated  
RSL - SA Branch  
Vasey RSL Care Limited

## Emergency Rent payments

### During ADF service & post discharge

#### 1 to 5 times in the past 3 months

Clifton RSL Sub-Branch Inc  
Frankston RSL Sub-Branch Inc.

#### More than 5 times in the past 3 months

DefenceCare  
Ingleburn RSL Sub Branch  
Returned & Service League (Queensland Branch)  
RSL (Queensland Branch)  
RSL Vic Branch

### During transition & post discharge

#### 1 to 5 times in the past 3 months

Geelong RSL Sub-branch  
North Bondi RSL Sub-Branch  
Wagga Wagga RSL Sub-Branch

### Post discharge only

#### 1 to 5 times in the past 3 months

Cairns RSL Sub Branch  
City of Wollongong RSL sub-Branch  
Frankston District Sub Branch VVAA  
Hervey Bay RSL Sub Branch  
Horsham RSL Sub Branch  
RSL - SA Branch  
RSL (Tasmania Branch) Inc.  
RSL SA (NT)  
RSL(QLD) Gatton Sub Branch Inc

#### More than 5 times in the past 3 months

APPVA  
Carry On (Victoria)  
Legacy Australia Incorporated  
Port Macquarie Hastings Legacy Club

**Safety and Security Needs: Financial Security**

159 organisations responded to the survey question: **What support services does your organisation provide to address Financial Security needs of veterans/families?**

<b>Has this service been provided by your organisation in past 12 months ?</b>						
	<b>Service not provided</b>	<b>Provide referrals to other organisations</b>	<b>During ADF service &amp; post discharge</b>	<b>During transition &amp; post discharge</b>	<b>Post discharge only</b>	<b>Total</b>
Crisis financial support	<b>35.29%</b> 54	<b>14.38%</b> 22	<b>11.76%</b> 18	<b>2.61%</b> 4	<b>35.95%</b> 55	153
Referrals to Financial Counselling/Advice	<b>32.67%</b> 49	<b>29.33%</b> 44	<b>7.33%</b> 11	<b>5.33%</b> 8	<b>25.33%</b> 38	150
Financial Assistance/Guidance/Counselling services	<b>43.33%</b> 65	<b>22.00%</b> 33	<b>8.67%</b> 13	<b>2.67%</b> 4	<b>23.33%</b> 35	150
Financial Adviser (Registered) services (including Superannuation Advice)	<b>67.79%</b> 101	<b>18.79%</b> 28	<b>2.68%</b> 4	<b>1.34%</b> 2	<b>9.40%</b> 14	149
Financial Management services	<b>72.48%</b> 108	<b>19.46%</b> 29	<b>2.01%</b> 3	<b>2.01%</b> 3	<b>4.03%</b> 6	149
Loans (low interest or no interest and/or loan security)	<b>60.00%</b> 90	<b>11.33%</b> 17	<b>7.33%</b> 11	<b>2.00%</b> 3	<b>19.33%</b> 29	150

<b>How many veterans/families have been provided this service in the past 3 months ?</b>				
	<b>Nil</b>	<b>1 to 5</b>	<b>more than 5</b>	<b>Total</b>
Crisis financial support	<b>40.00%</b> 50	<b>44.00%</b> 55	<b>16.00%</b> 20	125
Referrals to Financial Counselling/Advice	<b>40.65%</b> 50	<b>43.09%</b> 53	<b>16.26%</b> 20	123
Financial Assistance/Guidance/Counselling services	<b>51.69%</b> 61	<b>37.29%</b> 44	<b>11.02%</b> 13	118
Financial Adviser (Registered) services (including Superannuation Advice)	<b>72.38%</b> 76	<b>20.00%</b> 21	<b>7.62%</b> 8	105
Financial Management services	<b>78.43%</b> 80	<b>15.69%</b> 16	<b>5.88%</b> 6	102
Loans (low interest or no interest and/or loan security)	<b>62.26%</b> 66	<b>26.42%</b> 28	<b>11.32%</b> 12	106

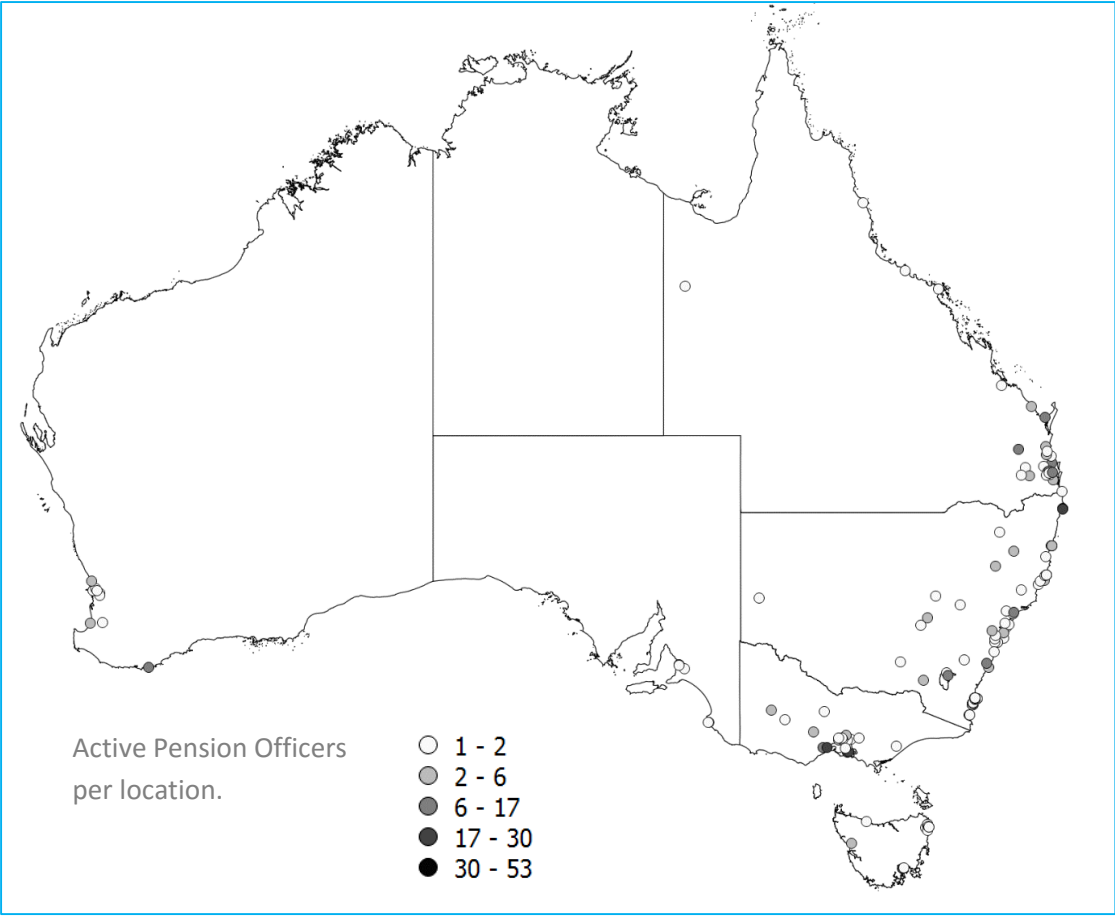
## Pension Services

173 organisations responded to the survey question: **What support services does your organisation provide to address Pensions support needs of ADF/Ex-ADF personnel/families?**

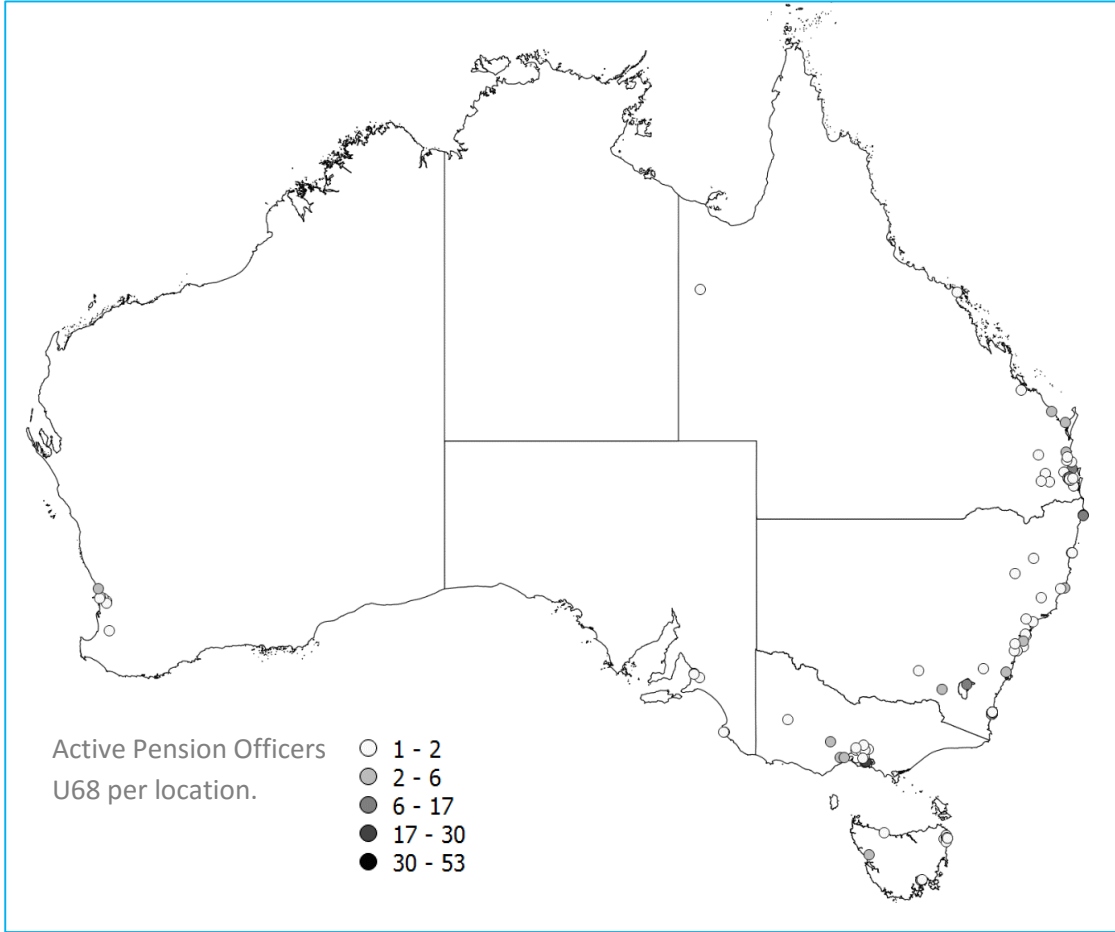
Has this service been provided by your organisation in past 12 months ?						
	Service not provided	Provide referrals to other organisations	During ADF service & post discharge	During transition & post discharge	Post discharge only	Total
Referrals to Pension Claims services (including other ESOs/VSOs)	12.12% 20	20.61% 34	21.21% 35	13.33% 22	32.73% 54	165
Assistance establishing personal DVA MyAccount	27.61% 45	9.82% 16	20.86% 34	10.43% 17	31.29% 51	163
Provision of general DVA Claims advice	12.50% 21	10.12% 17	30.36% 51	10.12% 17	36.90% 62	168
Provision of general claims advice from non-DVA Government Departments	34.18% 54	18.99% 30	16.46% 26	6.96% 11	23.42% 37	158
Claim preparation interviews and claim form preparation	11.24% 19	11.24% 19	26.63% 45	14.20% 24	36.69% 62	169
Claim form checking (quality assurance) and lodgement	18.40% 30	10.43% 17	25.15% 41	12.88% 21	33.13% 54	163
Appeal Form preparation	23.75% 38	15.00% 24	23.75% 38	9.38% 15	28.13% 45	160
Appeal Form checking (quality assurance) and lodgement	27.50% 44	13.75% 22	25.00% 40	7.50% 12	26.25% 42	160
Veterans Review Board Representation (VRB Advocate) at VRB hearings	32.50% 52	14.37% 23	23.75% 38	5.63% 9	23.75% 38	160
Administration Appeals Tribunal Application preparation/lodgement	33.13% 53	17.50% 28	21.88% 35	6.25% 10	21.25% 34	160
Funding legal practitioner for Administration Appeals Tribunal hearing	66.45% 103	18.06% 28	4.52% 7	1.94% 3	9.03% 14	155
Provision of legal practitioner for Administration Appeals Tribunal hearing	63.69% 100	18.47% 29	5.73% 9	2.55% 4	9.55% 15	157

<b>How many veterans/families have been provided this service in the past 3 months ?</b>				
	<b>Nil</b>	<b>1 to 5</b>	<b>more than 5</b>	<b>Total</b>
Referrals to Pension Claims services (including other ESOs/VSOs)	<b>22.36%</b> 36	<b>35.40%</b> 57	<b>42.24%</b> 68	161
Assistance establishing personal DVA MyAccount	<b>34.67%</b> 52	<b>32.67%</b> 49	<b>32.67%</b> 49	150
Provision of general DVA Claims advice	<b>20.25%</b> 33	<b>28.22%</b> 46	<b>51.53%</b> 84	163
Provision of general claims advice from non-DVA Government Departments	<b>42.96%</b> 61	<b>22.54%</b> 32	<b>34.51%</b> 49	142
Claim preparation interviews and claim form preparation	<b>21.43%</b> 36	<b>31.55%</b> 53	<b>47.02%</b> 79	168
Claim form checking (quality assurance) and lodgement	<b>28.30%</b> 45	<b>27.04%</b> 43	<b>44.65%</b> 71	159
Appeal Form preparation	<b>41.06%</b> 62	<b>35.10%</b> 53	<b>23.84%</b> 36	151
Appeal Form checking (quality assurance) and lodgement	<b>45.10%</b> 69	<b>30.07%</b> 46	<b>24.84%</b> 38	153
Veterans Review Board Representation (VRB Advocate) at VRB hearings	<b>54.30%</b> 82	<b>25.17%</b> 38	<b>20.53%</b> 31	151
Administration Appeals Tribunal Application preparation/lodgement	<b>64.00%</b> 96	<b>21.33%</b> 32	<b>14.67%</b> 22	150
Funding legal practitioner for Administration Appeals Tribunal hearing	<b>87.60%</b> 113	<b>7.75%</b> 10	<b>4.65%</b> 6	129
Provision of legal practitioner for Administration Appeals Tribunal hearing	<b>85.38%</b> 111	<b>10.77%</b> 14	<b>3.85%</b> 5	130

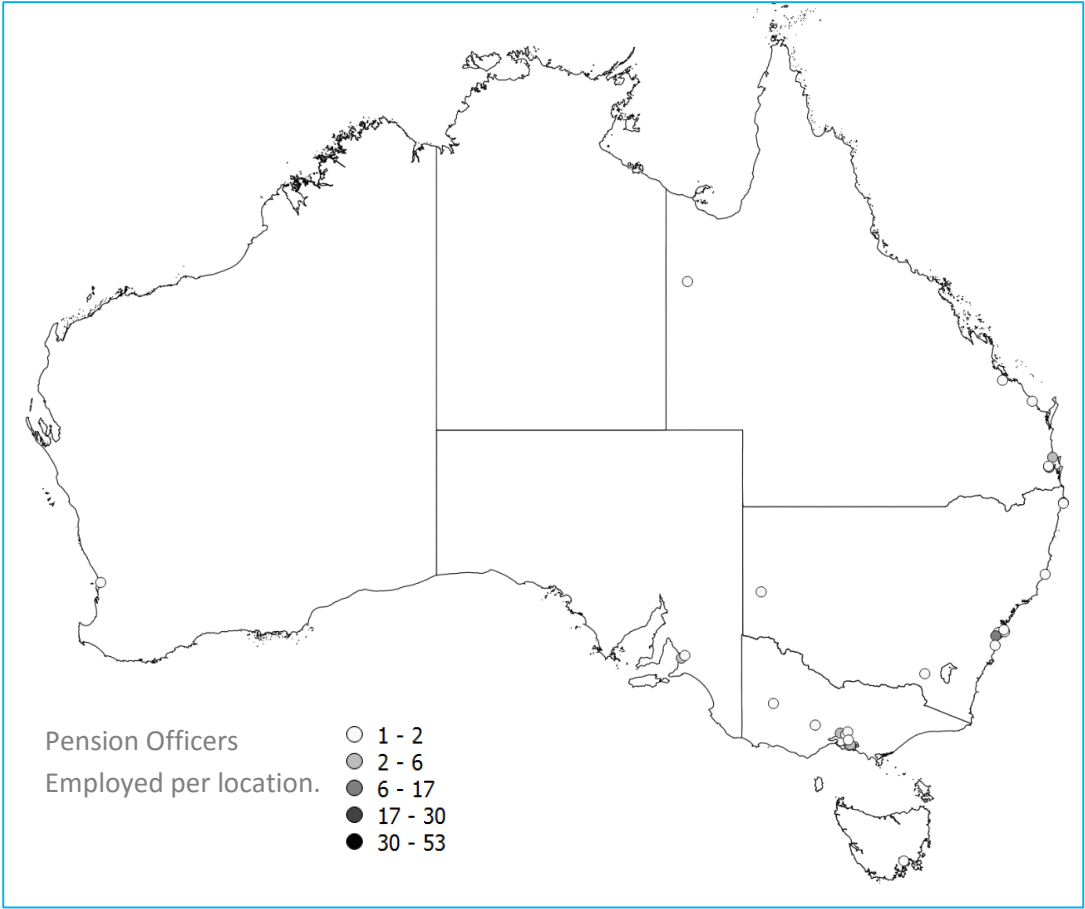
The locations of active Pension Officers are provided on the map below:



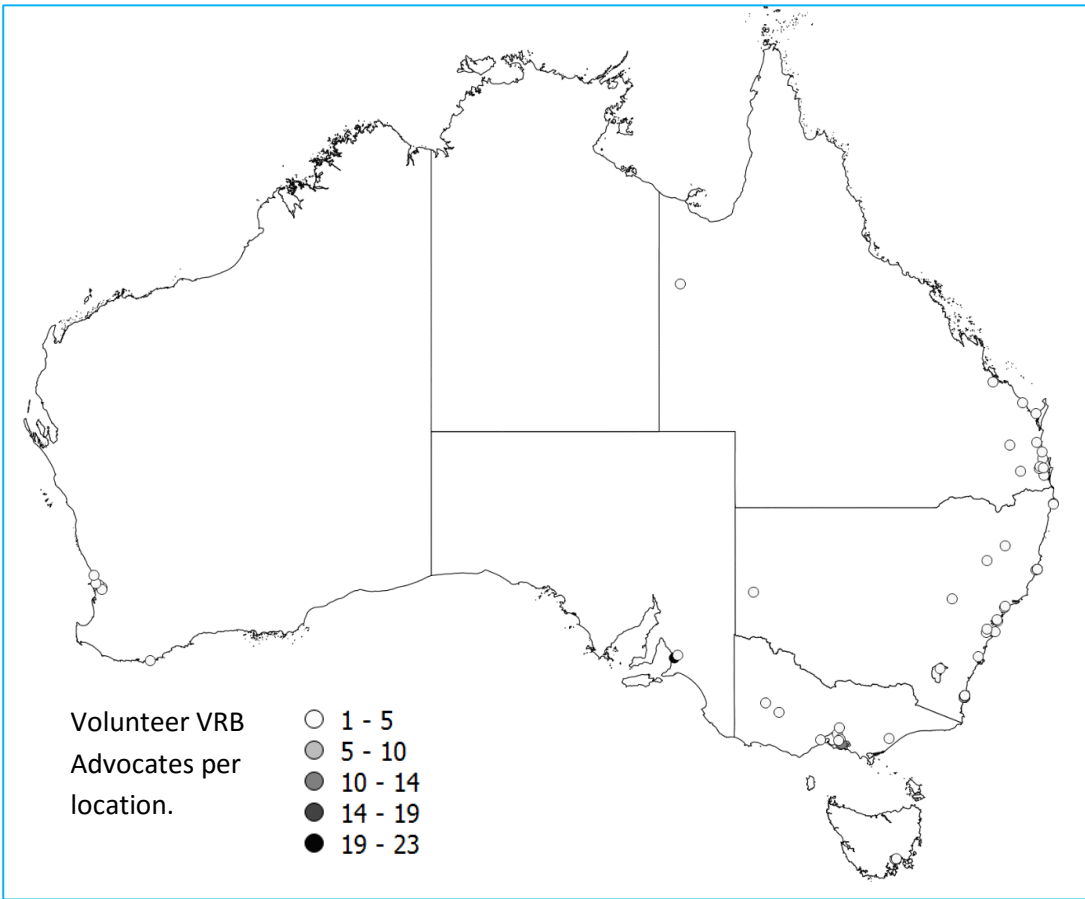
Active Volunteer Pension Officers Under 68



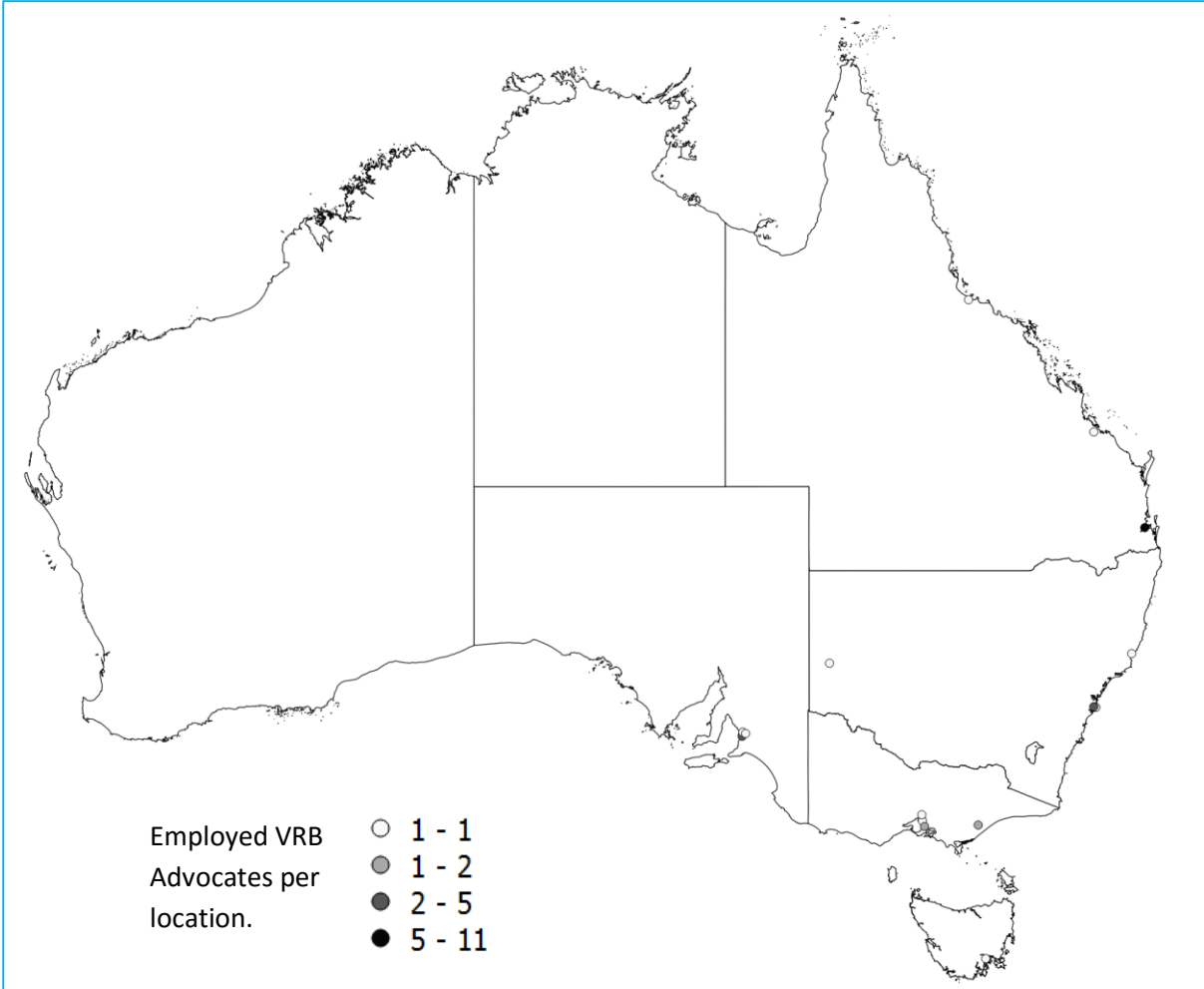
Employed Pension Officers



Volunteer VRB Advocates



Employed VRB Advocate



Organisations that responded to the survey indicating they provided:

**Claim preparation interviews and claim form preparation with active Volunteer Pension Officers (TIP trained):**

**During ADF service & post discharge**

APPVA  
 Armidale RSL Sub-branch  
 Australian Special Air Service Associati  
 Beenleigh RSL  
 Bentleigh RSL incorporating  
 Cheltenham RSL  
 Cairns RSL Sub Branch  
 City of Wollongong RSL sub-Branch  
 Collie-Cardiff RSL Sub Branch  
 Defence Force Welfare Association  
 Defence Force Welfare Association  
 Defence Force Welfare Association (SA Branch)  
 Defence Force Welfare Association, WA Branch  
 DefenceCare  
 Frankston RSL Sub-Branch Inc.  
 Geelong RSL Sub-branch  
 Geelong Surfcoast Veteran Centre  
 Gosford RSL Sub Branch  
 Greensborough RSL Sub-Branch  
 Huskisson rsl Sub Branch  
 Ingleburn RSL Sub Branch  
 Naval Association of Australia  
 North Bondi RSL Sub-Branch  
 Northern Suburbs Veterans Support Centre Inc.  
 Peninsula Young Veterans Wellbeing Centre Inc.  
 RAN Clearance Divers Association.  
 Royal Australian Air Force Association (WA Div)

RSL - SA Branch  
 RSL (Tasmania Branch) Inc.  
 RSL Dayboro Sub Branch Inc  
 RSL Fremantle Sub Branch  
 RSL(QLD) Gatton Sub Branch Inc  
 Sale RSL & Community Club  
 Serpentine-Jarrahdale RSL  
 Tailem Bend RSL Sub Branch Inc  
 Tamworth RSL sub-Branch  
 The Australian Special Air Service Association (WA Branch)  
 The Entrance Long Jetty RSL sub-Branch  
 The Fourth Battalion Royal, Australian Regiment Association, Queensland Incorporated  
 Toowoomba Legacy Incorporated  
 VVPPAA Mudgee & Districts Sub-branch  
 Woden Valley RSL Sub-Branch

**During transition & post discharge**

APPVA  
 Armadale RSL Sub-Branch  
 Ashgrove RSL Sub Branch  
 Boolaroo Speers Point RSL sub-Branch  
 Bribie Island RSL Sub Branch  
 Caloundra RSL Sub Branch  
 Cessnock RSL Sub-Branch  
 Colonel Light Gardens Community RSL  
 Cooroy Pomona RSL Sub Branch  
 Dubbo RSL Sub Branch  
 Harrington Crowdy Head RSL Sub-branch  
 Lindisfarne RSL Sub-Br (Inc)  
 Seven  
 Hills/Toongabbie/Wentworthville RSL Sub-branch  
 Sydney Legacy Club  
 The Newcastle & Hunter Region  
 Vietnam Veterans.  
 Veterans of Australia Association Inc.  
 Veterans Support Centre/  
 Vietnam Veterans Federation  
 Townsville Inc.

Vietnam Veterans Association of Australia Inc  
 Vietnam Veterans Federation of Australia WA Branch  
 VVAA - Bundaberg & Defence Veterans Drop In Centre  
 VVAA Melb. West Sub (inc. Bay West Vet Cent)  
 Windsor & District RSL sub-Branch

**Post discharge only**

Air Force Association ( Vic) Division  
 Ballarat RSL Inc  
 Bass Hill RSL Sub-branch  
 Beachmere RSL Sub Branch  
 Belconnen RSL Sub Branch  
 Bermagui (Sub-Branch) of the RSL  
 Broken Hill RSL Sub Branch  
 Bundaberg Legacy Inc  
 Centenary Suburbs RSL Sub Branch  
 Coffs Coast Legacy  
 Coolamon RSL Sub Branch  
 Coolangatta/Tweed HEads Legacy Club  
 Diamond Valley Vietnam Veterans Sub Branch VVAA Vic  
 Far North Coast Legacy Club  
 Far North Coast Legacy Club  
 Forbes RSL Sub Branch of RSL  
 Frankston District Sub Branch VVAA  
 Fraser Burnett Legacy  
 Geelong Zillmere Bald Hills Aspley Sub Branch Inc.  
 Geelong Legacy Club  
 Goulburn Legacy  
 H.M.A.S. Sydney & Vietnam Logistic Support Veterans Assoc Vic  
 Hervey Bay RSL Sub Branch  
 Holland Park Mt Gravatt Sub Branch RSL  
 Horsham RSL Sub Branch  
 Inverell Legacy  
 Legacy Australia Incorporated  
 Legacy Club of Adelaide Incorporated

Legacy Club of Wagga Wagga  
 Macksville RSL Sub Branch  
 Merimbula RSL sub-Branch  
 Mornington Peninsula Legacy Club Inc.  
 Mount Isa RSL Sub-Branch INC.  
 Narooma RSL Sub Branch  
 Outer Eastern Melbourne Vietnam Veterans Association Subbranch  
 Parkes RSL Sub Branch  
 Port Macquarie Hastings Legacy Club Ltd  
 Returned & Services League of Australia (Queensland Branch)  
 Calliope Sub Branch Inc.  
 Robe RSL Sub-Branch  
 Rockhampton and CQ Legacy Fund Inc.  
 Royal Australian Armoured Corps Association WA Inc.  
 RSL Bunbury Sub Branch  
 RSL Sub Branch, City - New Farm, Brisbane, QLD  
 RSL UNLEY SUB BRANCH Inc  
 Stawell RSL  
 Submarines Association Australia  
 Tamworth Legacy  
 The City of Liverpool RSL sub-Branch  
 The Legacy Club of Wollongong & South Coast Inc  
 the National Malaya & Borneo Veterans' Association Australia Inc  
 Torquay RSL Sub-Branch  
 Upper Yarra RSL Sub Branch Inc.  
 Veterans Support Centre Port Macquarie  
 Vietnam Logistic Support Veterans Association WA Inc  
 Vietnam Veterans Assoc of Aust East Coast (TAS) Sub Branch  
 Vietnam Veterans Association of Australia  
 Whitsunday / Airlie Beach RSL Sub Branch Inc.  
 Yarrawonga-Mulwala RSL Sub-Branch

Organisations that responded to the survey indicating they provided:

### Claim preparation interviews and claim form preparation with Employed Pension Officer (TIP course trained)

#### During ADF service & post discharge

APPVA  
 Bentleigh RSL incorporating Cheltenham RSL  
 City of Wollongong RSL sub-Branch  
 DefenceCare  
 Frankston RSL Sub-Branch Inc.  
 North Bondi RSL Sub-Branch  
 RSL - SA Branch  
 RSL (Queensland Branch)  
 RSL (Tasmania Branch) Inc.  
 Tea Tree Gully RSL Sub-Branch

#### During transition & post discharge

APPVA  
 ASHGROVERSL SUB BRANCH  
 Colonel Light Gardens Community RSL  
 Mosman RSL sub-Branch  
 Sydney Legacy Club  
 VVAA Melb. West Sub (inc. Bay West Vet Cent)

#### Post discharge only

Broken Hill RSL Sub Branch  
 Bundaberg Legacy Inc  
 Horsham RSL Sub Branch  
 Legacy Australia Incorporated  
 Legacy Club of Adelaide Incorporated  
 Legacy Club of Wagga Wagga  
 Melbourne Legacy  
 Mount Isa RSL Sub-Branch INC.

Port Macquarie Hastings Legacy Club Ltd  
 Returned & Services League of Australia (Queensland Branch)  
 Calliope Sub Branch Inc.  
 Rockhampton and CQ Legacy Fund Inc.  
 Sydney Legacy

### Safety and Security Needs: Employment Security

30 organisations responded to the following question: **What support services does your organisation provide to address Employment Security needs of ADF/Ex-ADF personnel/families?**

Has this service been provided by your organisation in past 12 months ?						
	Service not provided	Provide referrals to other organisations	During ADF service & post discharge	During transition & post discharge	Post discharge only	Total
Referrals to Resume service (including pro bono and in-kind services)	27.59% 8	13.79% 4	31.03% 9	10.34% 3	17.24% 5	29
Funding Resume service for individuals	42.31% 11	11.54% 3	23.08% 6	3.85% 1	19.23% 5	26
Provision of Resume service	40.74% 11	18.52% 5	22.22% 6	14.81% 4	3.70% 1	27
Referrals to recruitment employment / work placement services provider	18.52% 5	18.52% 5	29.63% 8	22.22% 6	11.11% 3	27
Funding recruitment employment / work placement services for individuals	57.69% 15	15.38% 4	19.23% 5	3.85% 1	3.85% 1	26
Assistance with recognition of prior learning and identifying qualifications	33.33% 9	29.63% 8	14.81% 4	18.52% 5	3.70% 1	27
Mentoring support for job placement	22.22% 6	22.22% 6	22.22% 6	18.52% 5	14.81% 4	27
Partner / Carer Employment support services	36.00% 9	28.00% 7	24.00% 6	12.00% 3	0.00% 0	25
Referrals to Childcare services	50.00% 13	23.08% 6	15.38% 4	0.00% 0	11.54% 3	26
Childcare services	76.00% 19	20.00% 5	0.00% 0	0.00% 0	4.00% 1	25
Transition to civilian work place planning	34.62% 9	19.23% 5	19.23% 5	15.38% 4	11.54% 3	26
Funding vocational training services	44.44% 12	18.52% 5	7.41% 2	11.11% 3	18.52% 5	27
Promotion of collective recognition of value of employing ex-service personnel	26.92% 7	11.54% 3	30.77% 8	26.92% 7	3.85% 1	26

How many veterans/families have been provided this service in the past 3 months ?				
	Nil	1 to 5	more than 5	Total
Referrals to Resume service (including pro bono and in-kind services)	50.00% 14	28.57% 8	21.43% 6	28
Funding Resume service for individuals	68.18% 15	18.18% 4	13.64% 3	22
Provision of Resume service	54.17% 13	29.17% 7	16.67% 4	24
Referrals to recruitment employment / work placement services provider	28.00% 7	48.00% 12	24.00% 6	25
Funding recruitment employment / work placement services for individuals	63.64% 14	31.82% 7	4.55% 1	22
Assistance with recognition of prior learning and identifying qualifications	52.00% 13	28.00% 7	20.00% 5	25
Mentoring support for job placement	34.62% 9	50.00% 13	15.38% 4	26
Partner / Carer Employment support services	58.33% 14	29.17% 7	12.50% 3	24
Referrals to Childcare services	69.57% 16	30.43% 7	0.00% 0	23
Childcare services	90.48% 19	9.52% 2	0.00% 0	21
Transition to civilian work place planning	50.00% 13	30.77% 8	19.23% 5	26
Funding vocational training services	54.55% 12	31.82% 7	13.64% 3	22
Promotion of collective recognition of value of employing ex-service personnel	39.13% 9	34.78% 8	26.09% 6	23

**Safety and Security Needs: Health and Wellbeing** - gaining and maintaining the health and welfare of ADF/Ex-ADF personnel/families.

516 organisations responded to the question: **Does your organisation provide any support services to the address health and wellbeing security needs of ADF/Ex-ADF personnel/families (including crisis support and family support)?**

Answer Choices	Responses
Yes	34.50% 178
Referrals only	32.36% 167
No	33.14% 171
<b>Total</b>	<b>516</b>

169 organisations responded to question: **What support services does your organisation provide to address Health and Wellbeing Security needs of ADF/Ex-ADF personnel/families?**

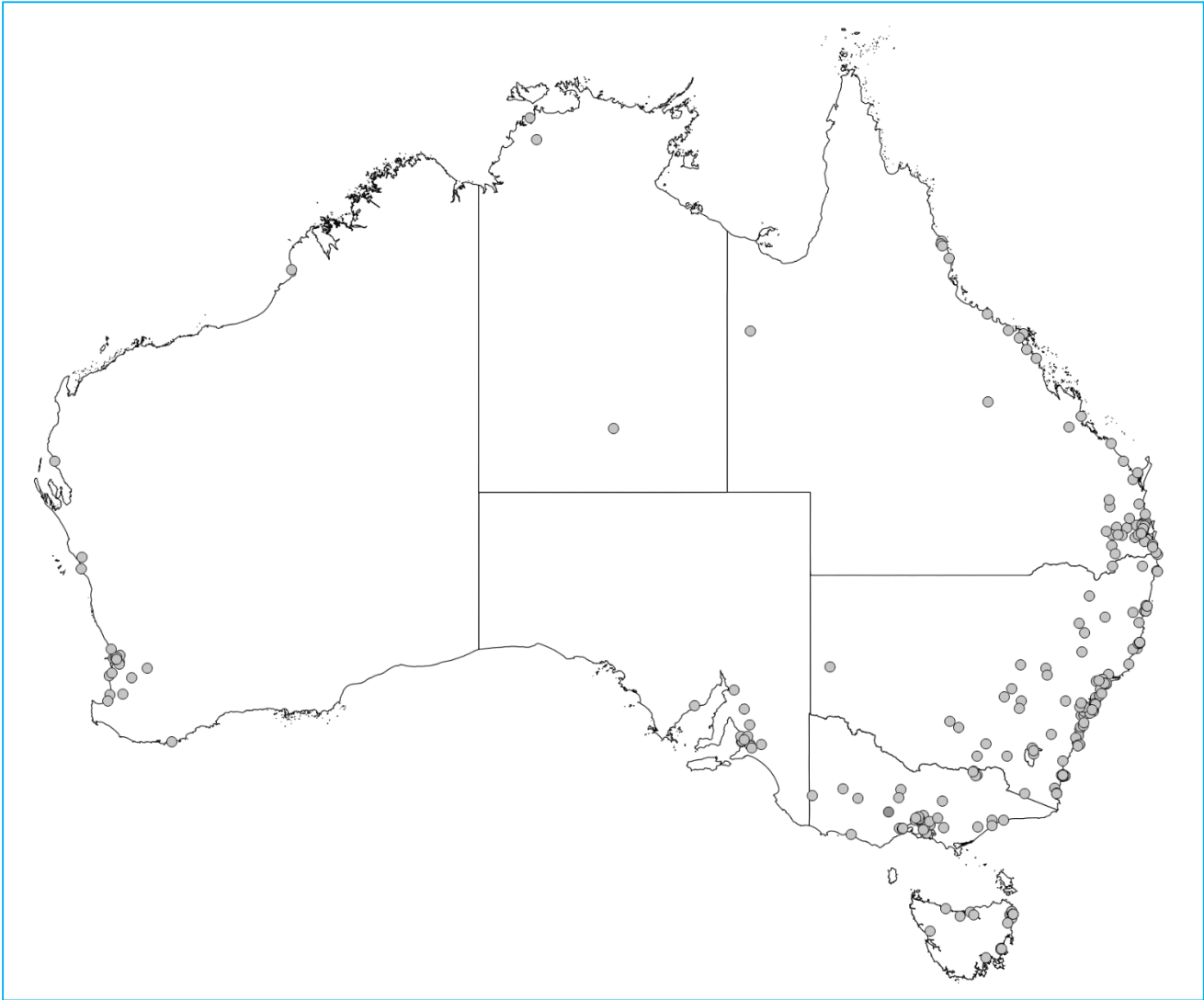
Has this service been provided by your organisation in past 12 months ?						
	Service not provided	Provide referrals to other organisations	During ADF service & post discharge	During transition & post discharge	Post discharge only	Total
Pre-discharge advice/planning support	65.63% 105	8.75% 14	15.63% 25	6.88% 11	3.13% 5	160
Liability established/accepted pre-discharge for any injuries/illness	67.95% 106	10.90% 17	14.10% 22	4.49% 7	2.56% 4	156
Post Discharge Check List/Advice	67.52% 106	8.92% 14	10.83% 17	7.01% 11	5.73% 9	157
Assistance establishing non-defence health (GP & Medicare Card) support	54.90% 84	16.34% 25	10.46% 16	6.54% 10	11.76% 18	153
Wellbeing awareness/education service - information materials	28.30% 45	18.24% 29	16.35% 26	10.69% 17	26.42% 42	159
Wellbeing awareness/education service - Para Practitioner (TIP Welfare Officer)	32.10% 52	12.35% 20	20.37% 33	9.88% 16	25.31% 41	162
Wellbeing awareness/education service - Practitioner (min Cert IV qualified)	63.46% 99	15.38% 24	8.33% 13	1.92% 3	10.90% 17	156
Wellbeing Needs Assessment - Practitioner (min Cert IV qualified)	65.38% 102	16.03% 25	8.97% 14	1.92% 3	7.69% 12	156
Wellbeing advice/planning service	40.51% 64	27.22% 43	10.13% 16	6.96% 11	15.19% 24	158
Affordable social engagement advice/referrals	46.50% 73	16.56% 26	12.74% 20	5.73% 9	18.47% 29	157
Peer support group referrals	30.57% 48	21.02% 33	14.65% 23	10.19% 16	23.57% 37	157
Peer support groups	30.82% 49	12.58% 20	16.35% 26	8.81% 14	31.45% 50	159
Holiday support services/facilities	64.71% 99	16.34% 25	4.58% 7	1.96% 3	12.42% 19	153
Respite service funding	68.59% 107	19.87% 31	2.56% 4	0.00% 0	8.97% 14	156
Respite services	67.31% 105	23.08% 36	1.28% 2	0.64% 1	7.69% 12	156
Referrals to clinical medical services	47.77% 75	22.93% 36	7.64% 12	3.18% 5	18.47% 29	157
Funding Clinical medical services	75.48% 117	10.97% 17	3.23% 5	0.65% 1	9.68% 15	155
Clinical medical services	75.64% 118	17.95% 28	2.56% 4	0.64% 1	3.21% 5	156
Referrals to clinical psychological services	46.75% 72	23.38% 36	12.34% 19	3.25% 5	14.29% 22	154
Funding clinical psychological services	79.49% 124	11.54% 18	3.85% 6	0.64% 1	4.49% 7	156
Provision of clinical psychological services	79.49% 124	12.18% 19	5.77% 9	0.64% 1	1.92% 3	156
Health Insurance advice	70.32% 109	20.00% 31	1.29% 2	1.29% 2	7.10% 11	155
Funding health insurance	85.62% 131	9.15% 14	1.31% 2	0.00% 0	3.92% 6	153
Staying active referrals	52.94% 81	22.22% 34	4.58% 7	5.23% 8	15.03% 23	153
Staying active services	57.62% 87	15.89% 24	5.96% 9	4.64% 7	15.89% 24	151
Staying active services for injured/ill/disabled	55.77% 87	23.72% 37	7.69% 12	1.92% 3	10.90% 17	156
Home aged care services	50.97% 79	30.97% 48	1.94% 3	1.29% 2	14.84% 23	155

<b>How many veterans/families have been provided this service in the past 3 months ?</b>				
	<b>Nil</b>	<b>1 to 5</b>	<b>more than 5</b>	<b>Total</b>
Pre-discharge advice/planning support	<b>73.19%</b> 101	<b>12.32%</b> 17	<b>14.49%</b> 20	138
Liability established/accepted pre-discharge for any injuries/illness	<b>75.00%</b> 99	<b>13.64%</b> 18	<b>11.36%</b> 15	132
Post Discharge Check List/Advice	<b>75.57%</b> 99	<b>9.16%</b> 12	<b>15.27%</b> 20	131
Assistance establishing non-defence health (GP & Medicare Card) support	<b>64.23%</b> 88	<b>17.52%</b> 24	<b>18.25%</b> 25	137
Wellbeing awareness/education service - information materials	<b>40.27%</b> 60	<b>23.49%</b> 35	<b>36.24%</b> 54	149
Wellbeing awareness/education service - Para Practitioner (TIP Welfare Officer)	<b>38.26%</b> 57	<b>30.20%</b> 45	<b>31.54%</b> 47	149
Wellbeing awareness/education service - Practitioner (min Cert IV qualified)	<b>74.07%</b> 100	<b>11.11%</b> 15	<b>14.81%</b> 20	135
Wellbeing Needs Assessment - Practitioner (min Cert IV qualified)	<b>75.37%</b> 101	<b>11.19%</b> 15	<b>13.43%</b> 18	134
Wellbeing advice/planning service	<b>54.42%</b> 80	<b>22.45%</b> 33	<b>23.13%</b> 34	147
Affordable social engagement advice/referrals	<b>58.04%</b> 83	<b>11.89%</b> 17	<b>30.07%</b> 43	143
Peer support group referrals	<b>45.95%</b> 68	<b>27.03%</b> 40	<b>27.03%</b> 40	148
Peer support groups	<b>43.71%</b> 66	<b>27.81%</b> 42	<b>28.48%</b> 43	151
Holiday support services/facilities	<b>72.99%</b> 100	<b>13.87%</b> 19	<b>13.14%</b> 18	137
Respite service funding	<b>83.70%</b> 113	<b>12.59%</b> 17	<b>3.70%</b> 5	135
Respite services	<b>76.12%</b> 102	<b>16.42%</b> 22	<b>7.46%</b> 10	134
Referrals to clinical medical services	<b>61.97%</b> 88	<b>19.72%</b> 28	<b>18.31%</b> 26	142
Funding Clinical medical services	<b>85.93%</b> 116	<b>9.63%</b> 13	<b>4.44%</b> 6	135
Clinical medical services	<b>83.72%</b> 108	<b>8.53%</b> 11	<b>7.75%</b> 10	129
Referrals to clinical psychological services	<b>58.99%</b> 82	<b>20.86%</b> 29	<b>20.14%</b> 28	139
Funding clinical psychological services	<b>91.79%</b> 123	<b>4.48%</b> 6	<b>3.73%</b> 5	134
Provision of clinical psychological services	<b>86.26%</b> 113	<b>5.34%</b> 7	<b>8.40%</b> 11	131
Health Insurance advice	<b>79.70%</b> 106	<b>12.78%</b> 17	<b>7.52%</b> 10	133
Funding health insurance	<b>94.53%</b> 121	<b>3.13%</b> 4	<b>2.34%</b> 3	128
Staying active referrals	<b>65.47%</b> 91	<b>20.14%</b> 28	<b>14.39%</b> 20	139
Staying active services	<b>69.57%</b> 96	<b>15.22%</b> 21	<b>15.22%</b> 21	138
Staying active services for injured/ill/disabled	<b>68.38%</b> 93	<b>18.38%</b> 25	<b>13.24%</b> 18	136
Home aged care services	<b>61.97%</b> 88	<b>20.42%</b> 29	<b>17.61%</b> 25	142

159 organisations responded to the question: **What support services does your organisation provide to address Health and Wellbeing Family Support Security needs of ADF/Ex-ADF personnel/families?**

<b>Has this service been provided by your organisation in past 12 months ?</b>					
	<b>Service not provided</b>	<b>During ADF service &amp; post discharge</b>	<b>During transition &amp; post discharge</b>	<b>Post discharge only</b>	<b>Total</b>
Advice/referrals for engaging with local community - sporting, religious, social groups	<b>39.74%</b> 62	<b>21.15%</b> 33	<b>7.05%</b> 11	<b>32.05%</b> 50	156
Family drop in centre	<b>69.33%</b> 104	<b>12.00%</b> 18	<b>4.67%</b> 7	<b>14.00%</b> 21	150
School placement assistance	<b>85.14%</b> 126	<b>3.38%</b> 5	<b>0.68%</b> 1	<b>10.81%</b> 16	148
Education support - tutoring referrals	<b>84.00%</b> 126	<b>3.33%</b> 5	<b>2.67%</b> 4	<b>10.00%</b> 15	150
Education support - tutoring funding	<b>82.00%</b> 123	<b>3.33%</b> 5	<b>1.33%</b> 2	<b>13.33%</b> 20	150
Education support - school/university/tafe expenses	<b>74.67%</b> 112	<b>6.00%</b> 9	<b>2.00%</b> 3	<b>17.33%</b> 26	150
Education support - scholarships	<b>69.13%</b> 103	<b>9.40%</b> 14	<b>2.01%</b> 3	<b>19.46%</b> 29	149
Funeral support - ceremonial service assistance	<b>30.97%</b> 48	<b>20.00%</b> 31	<b>5.16%</b> 8	<b>43.87%</b> 68	155
Funeral support - funding funeral expenses	<b>58.82%</b> 90	<b>12.42%</b> 19	<b>2.61%</b> 4	<b>26.14%</b> 40	153
<b>How many veterans/families have been provided this service in the past 3 months ?</b>					<b>Total</b>
	<b>Nil</b>	<b>1 to 5</b>	<b>more than 5</b>		
Advice/referrals for engaging with local community - sporting, religious, social groups	<b>50.74%</b> 69	<b>24.26%</b> 33	<b>25.00%</b> 34	136	
Family drop in centre	<b>71.07%</b> 86	<b>5.79%</b> 7	<b>23.14%</b> 28	121	
School placement assistance	<b>88.39%</b> 99	<b>7.14%</b> 8	<b>4.46%</b> 5	112	
Education support - tutoring referrals	<b>92.24%</b> 107	<b>4.31%</b> 5	<b>3.45%</b> 4	116	
Education support - tutoring funding	<b>87.29%</b> 103	<b>8.47%</b> 10	<b>4.24%</b> 5	118	
Education support - school/university/tafe expenses	<b>75.41%</b> 92	<b>16.39%</b> 20	<b>8.20%</b> 10	122	
Education support - scholarships	<b>68.29%</b> 84	<b>26.02%</b> 32	<b>5.69%</b> 7	123	
Funeral support - ceremonial service assistance	<b>41.43%</b> 58	<b>36.43%</b> 51	<b>22.14%</b> 31	140	
Funeral support - funding funeral expenses	<b>75.00%</b> 96	<b>21.88%</b> 28	<b>3.13%</b> 4	128	

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



Organisations that responded to the survey indicating they provided:

**Wellbeing awareness/education service - Para Practitioner (TIP Welfare Officer)**

**During ADF service & post discharge**

Australian Special Air Service Association (ASASA)  
 APPVA  
 Avalon RSL sub- Avalon sub-Branch & Veterans' Centre  
 Sydney Northern Beaches Clifton RSL Sub-Branch Inc  
 Coolamon RSL Sub Branch  
 Defence Force Welfare Association  
 Frankston RSL Sub-Branch Inc.  
 Geelong RSL Sub-branch  
 Ingleburn RSL Sub Branch  
 North Bondi RSL Sub-Branch  
 Northern Suburbs Veterans Support Centre Inc.  
 Operation PTSD Support Inc.  
 Partners of Veterans Association of Australia Inc.  
 RSL  
 RSL (Queensland Branch)  
 RSL (Tasmania Branch) Inc.  
 RSL Queensland - Wondai sub branch  
 RSL(QLD) Gatton Sub Branch Inc  
 Semaphore & Port Adelaide RSL Sub-Branch INC  
 Tea Tree Gully RSL Sub-Branch  
 The Entrance Long Jetty RSL sub-Branch  
 Veterans Care  
 Veterans Centre - Sydney  
 Northern Beaches  
 Veterans Support Center  
 Belconnen  
 Vietnam Veterans, Peacekeepers and Peacemakers Association of

Australia (NSW Branch) Inc  
 VVAA Melb. West Sub (inc. Bay West Vet Cent)  
 VVPPAA Mudgee & Districts Sub-branch  
 Woden Valley RSL Sub-Branch

**During transition & post discharge**

Bribie Isdland RSL Sub Branch  
 Air Force Association ( Vic) Division  
 Cooroy Pomona RSL Sub Branch  
 Gulgong RSL Sub-branch  
 Kenmore-Moggill RSL Sub-Branch  
 Kilcoy RSL Sub-Branch Inc  
 Leeton Sub Branch RSL  
 Lindisfarne RSL Sub-Br (Inc)  
 RAAF Association (SA Div)  
 Returned & Services League of Australia  
 RSL Vic Branch  
 The Royal Australian Regiment Corporation  
 Veterans Support Group [founded by Vietnam Veterans Federation]  
 Vietnam Veterans Association of Australia Inc

**Post discharge only**

ACT TPI Association  
 Batemans Bay RSL Sub-Branch  
 Batlow RSL Sub Br  
 Boolaroo Speers Point RSL sub-Branch  
 Bundaberg Legacy Inc  
 Centenary Suburbs RSL Sub Branch  
 Coffs Coast Legacy  
 Far North Coast Legacy Club  
 Far North Coast Legacy Club  
 Frankston District Sub Branch  
 VVAA  
 Fraser Burnett Legacy  
 Geelong & District Vietnam Veterans Ass. of Australia  
 Goulburn Valley Vietnam veterans Association In.

Harlaxton RSL Sub Branch Inc  
 Legacy Australia Incorporated  
 Mackay Veterans Support Group  
 Melbourne Legacy  
 Merimbula RSL sub-Branch  
 Mount Isa RSL Sub-Branch INC.  
 Outer Eastern Melbourne  
 Vietnam Veterans Association Subbranch  
 Partners Of Veterans Association Of Australia South Australia Branch Inc  
 Port Macquarie Hastings Legacy Club Ltd  
 Rockhampton and CQ Legacy Fund Inc.  
 Rooty Hill RSL Sub Branch  
 Royal Australian Navy Communications Branch  
 RSL ACT Branch  
 RSL Bunbury Sub Branch  
 Stawell RSL  
 Tamworth Legacy  
 Torquay RSL Sub-Branch  
 Tramways East Melbourne RSL sub branch  
 Upper Yarra RSL Sub Branch Inc.  
 Veterans Retreats of WA Inc  
 Vietnam Logistic Support  
 Veterans Association WA Inc  
 Vietnam Veterans Association  
 Bribie Island  
 Woolgoolga Sub Branch RSL

**Wellbeing awareness/education service - Practitioner (min Cert IV qualified)**

**During ADF service & post discharge**

APPVA  
 Avalon RSL sub- Avalon sub-Branch & Veterans' Centre  
 Sydney Northern Beaches  
 DefenceCare  
 North Bondi Rsl Sub-Branch  
 Operation PTSD Support Inc.

Toowong Private Hospital  
 Veterans Care  
 Veterans Support Center  
 Belconnen  
 Woden Valley RSL Sub-Branch

**During transition & post discharge**

Avalon RSL sub- Branch & Avalon sub-Branch & Veterans' Centre  
 Sydney Northern Beaches  
 Cooroy Pomona RSL Sub Branch  
 Crystal Brook RSL Sub-Branch  
 Kilcoy RSL Sub-Branch Inc  
 V360 Australia Ltd.  
 Walking Wounded

**During transition & post discharge**

The Royal Australian Regiment Corporation  
 RSL Vic Branch

**Post discharge only**

**Post discharge only**

Coffs Coast Legacy  
 Far North Coast Legacy Club  
 Geelong & District Vietnam Veterans Australia  
 Gulgong RSL Sub-branch  
 Melbourne Legacy  
 Port Macquarie Hastings Legacy Club  
 RSL ACT Branch  
 RSL Bunbury Sub Branch  
 Vasey RSL Care  
 Vietnam Veterans Association Bribie Island  
 VVAA - Bundaberg & Defence Veterans Centre

Boolaroo Speers Point RSL sub-Branch  
 Fraser Burnett Legacy  
 Torquay RSL Sub-Branch  
 Bundaberg Legacy Inc  
 Far North Coast Legacy Club  
 Far North Coast Legacy Club  
 Frankston District Sub Branch  
 VVAA  
 Legacy Australia Incorporated  
 Legacy Club of Wagga Wagga  
 Mackay Veterans Support Group  
 The Legacy Club of Wollongong & South Coast Inc  
 The Royal Australian Regiment Association (SA) Inc  
 Vietnam Veterans Association of Australia Inc  
 VVAA - Bundaberg & Defence Veterans Drop In Centre  
 Waverley RSL Sub Branch

**Family drop in centre visits**

**During ADF service & post discharge**

APPVA  
 Australian Special Air Service Association (ASASA)  
 Frankston RSL Sub-Branch Inc.  
 Ingleburn RSL Sub Branch  
 Kenmore-Moggill RSL Sub-Branch  
 Mates4Mates  
 North Bondi Rsl Sub-Branch  
 Northern Suburbs Veterans Support Centre Inc.  
 Soldier On  
 The Australian Special Air Service Association (WA Branch)  
 Veterans Care  
 Veterans Centre - Sydney Northern Beaches  
 Vietnam Veterans Association Bribie Island  
 VVAA Melb. West Sub (inc. Bay West Vet Cent)