



R S L N S W

Respecting, supporting and remembering
our veterans and their families

Nowra Veterans' Wellbeing Centre

Business Case Development Project Background Information

Introduction

The Commonwealth Government is moving towards a *wellbeing model* that seeks to enable and empower veterans to achieve greater independence for themselves and their families. All current and former serving Australian Defence Force (ADF) members (veterans) and their families should have convenient access to affordable, high quality, comprehensive wellbeing services. Good support through accessing a range of wellbeing services provided in local communities will help veterans and their families live their best lives during and after their service.

Access to a broad range of support services for veterans and their families at a local level is important. It can be fostered through Ex-Service Organisations (ESOs), business, community, non-government organisations, local, state and federal governments working in partnership in locations where there are significant numbers of still serving veterans living in the community, transitioning from military to civilian life, and living and working in the community after completing ADF service.

In honouring its 2019 election commitment, the Commonwealth Government has announced an investment of \$30m to pilot a national network of six Veterans' Wellbeing Centres (VWCs) to be located in Townsville, Perth, Adelaide, Wodonga, Darwin and Nowra. The Nowra VWC has been allocated \$5m in funds for its establishment over a 3 year period from July 2019 to June 2022 and sustained over the next 10 years.

Role of the Nowra VWC

Currently there are many businesses, government, ESOs and community organisations involved in supporting key elements of support in fostering the wellbeing of veterans and their families. The **role** of the Veterans' Wellbeing Centres is to **facilitate, co-ordinate and enable integrated support** to local veterans and their families, while helping DVA to reach out with core services. It provides an opportunity to leverage complementary service channels and **link support services together** to create streamlined access to them.

RSLNSW is the lead Ex-Service Organisation in NSW established under legislation (*RSLNSW Act 2018*) with its Constitution focused on the Charitable Purpose of respecting, supporting and remembering veterans and their families. In accordance with its welfare charter, RSLNSW embraces a holistic approach to wellbeing of veterans through its programs and services.

DVA, with advice from NSW Office of Veterans' Affairs (OVA), has identified RSLNSW as the lead organisation for the formation of a VWC in Nowra NSW. RSLNSW has appointed its Central Southern Districts Council (CSDC) to develop a Business Case for the establishment, development and sustainable operation of the Nowra VWC.

Development of Business Case for the Nowra VWC

This project aims to prepare a Business Case and related documentation to obtain Department of Veterans Affairs (DVA) funding which seeks to achieve the vision and objectives of the Veterans' Wellbeing Centre (VWC) Program through the establishment, development and sustainable operation over 10 years of the Nowra VWC within an establishment budget of \$5m budget to be expended by 30 June 2022. The Nowra VWC is located in the RSLNSW Central Southern District which has 31 sub-Branches and will form part of a national network of Veterans' Wellbeing Centres.

It is important that key service providers delivering the wellbeing elements of *health, education and skills, housing, social support and connection, employment, income and finance, recognition and respect* and the ex-service veteran community are informed, involved and updated on progress with the Project.

Through this project, key service providers and key stakeholders are encouraged to engage and participate throughout the process to inform the design and development of a Business Case for funding the establishment of the Nowra VWC. Contact us to register interest at NowraVWCProject@rslnsw.org.au.

The process requires a current state analysis of service delivery, identification of gaps and synergies, and an assessment of needs and priorities of local veterans and their families. This analysis will inform future service model options to recommend a service profile, modes of service delivery and design concept for the Nowra VWC is based on best available information. From this, the Business Case for funding the establishment of the Nowra VWC will be developed in consultation with key service providers and key stakeholders and build broad community support. A Steering Committee, Working Group and Reference Group comprising key service providers and key stakeholders have been formed to facilitate the project.

Consultation Process for the Nowra VWC

The consultation focus areas for the Nowra VWC include:

- **Identification of local service needs and gaps:** current needs for health and wellbeing services, current services provided that meet the demand for wellbeing services in the local community, current gaps and synergies in wellbeing services, and in addition to essential services the desirable and connected services that could be offered to meet local needs.
- **Proposed service model and functional (building) requirements:** proposed list of services (service profile) to be offered through the Nowra VWC based on consultation, proposed modes of service delivery to be offered by Nowra VWC, proposed location of Nowra VWC, and the proposed list of facilities and amenities for the Nowra VWC.
- **Facility Design Concept:** feedback from stakeholders on agreed location for Nowra VWC and concept drawing for Nowra VWC.
- **Formal Opening:** feedback from stakeholders on the style of formal opening, timing and format.

The consultation process to be conducted over the next six months is outlined as follows:

- **Initial Key Stakeholder Consultation:** to provide introduction and background briefings (Nov-Dec)
- **Consultation Workshops Phase 1:** to analyse the current situation, establish service needs and priorities, explore opportunities for design of the Nowra VWC (Jan-Feb)
- **Feedback on Draft *State Analysis and Future State Design Report*** for Nowra VWC (Feb-Mar)
- **Key Stakeholder Briefings:** on Draft *State Analysis and Future State Design Report* (Mar-Apr)
- **Consultation Workshops Phase 2:** to gain input into the development of the draft Business Case for funding the establishment of the Nowra VWC (Mar-Apr)
- **Feedback on Draft Business Case** for funding the establishment of the Nowra VWC (Apr-May).
- **Key Stakeholder Briefings:** on Draft *Business Case* (May)

More Information and Contact Us

Website Links Nowra RSL sub-Branch: <https://www.nowrarslsb.org.au/> DVA <https://www.dva.gov.au/health-and-wellbeing/wellbeing/veterans-wellbeing-centres> Contact Us: NowraVWCProject@rslnsw.org.au