



## 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. 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 access to a range of wellbeing services provided in local communities will help veterans and their families live their best lives.

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 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 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.

#### Role of the Nowra VWC

Currently many agencies are involved in providing key elements of support to foster 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 the Department of Veterans Affairs (DVA) to reach out with core services. It provides an opportunity to leverage complementary services, **link support services together**, and streamline access.

RSLNSW is the lead ESO 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 the wellbeing of veterans.

DVA, with advice from NSW Office of Veterans' Affairs (OVA), identified RSLNSW as the lead organisation for the formation of a VWC in Nowra NSW. RSLNSW appointed its Central Southern Districts Council (CSDC) to develop a Business Case for the establishment, development and sustainable operation of the Nowra VWC. The proposed Nowra VWC is located in the RSLNSW Central Southern District, which has 31 sub-Branches; the Nowra VWC will form part of a national network of Veterans' Wellbeing Centres.

## Development of Business Case for the Nowra VWC

This project aims to prepare a Business Case and related documentation to obtain DVA funding which seeks to achieve the vision and objectives of the Veterans' Wellbeing Centre Program. The Nowra VWC has been allocated \$5M in grant funds for its establishment over a 3 year period from July 2019 to June 2022, subject to DVA approval. The Nowra VWC project will need to demonstrate how the VWC will be sustained over the next 10 years without further DVA funding support.

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 to help the design and development the Nowra VWC that will inform a Business Case for funding the establishment of the Nowra VWC.

The DVA mandated 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 that 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. A Steering Committee, Working Group and Reference Group, comprising key service providers and key stakeholders, have been formed to facilitate the project.

### Major Project Milestones

- 28 Feb Current State Analysis & Service Profile Report finalised.
- 11 and 12 Mar conduct Phase 2 Consultation Workshops: Nowra Veterans Wellbeing Centre Establishment Business Case Development at the Nowra RSL sub-Branch.
- 31 Mar conduct Phase 2 Consultation Workshop: Nowra Veterans Wellbeing Centre Establishment Business Case Development at the Anzac House, Sydney
- 3 Apr issue Expressions of Interest (EOI) released
- Mid Apr – seek formal invitation from DVA to RSL NSW to apply (required 6 weeks before BC submission to DVA)
- 24 Apr EOI close
- 1 May - Validate (from EOI responses) and complete Business Case, including financial modelling of options
- 13 May - Lodge BC for RSL NSW board approval (Through RSL NSW Management)
- 27 May – RSL NSW board meeting
- 29 May Lodge Business Case with DVA for approval (if Board approves)
- 15 Jun - Issue Request for Proposal(s) (RFPs)
- 29 Jun – Estimated time for Business Case approval by DVA
- 13 Jul – RFP response date
- 26 August – RSL Board Meeting - successful proposal selected

### More Information and Contact Us

*Website Links* Nowra RSL sub-Branch: <https://www.nowrarlsb.org.au/> DVA <https://www.dva.gov.au/health-and-wellbeing/wellbeing/veterans-wellbeing-centres> *Contact Us:* [NowraVWCProject@rslnsw.org.au](mailto:NowraVWCProject@rslnsw.org.au)