



SUB-BRANCH SIGNAL

May 2021

BUSY TIMES

State Branch has recently introduced new protocols to better accommodate a significant increase in calls from members, Sub-Branches, other stakeholders and the general public since moving into the new ANZAC House Veteran Central.

For example, for the five day work week commencing 3 May 2021, State Branch received more than 500 calls lasting more than 25 hours in total.

State Branch Office has been experiencing an unprecedented volume of incoming calls, especially in the Veteran Services and Membership areas. As such, to reduce waiting times or being put through to message-bank, a new distributor system has been set up to streamline the direction of calls.

When you call our main line 08 9287 3799, you will now get two options:

- Press 1 for RSLWA office (for all RSLWA matters) or;
- Press 2 for ANZAC Club or Function Queries (for all ANZAC Club bookings and function enquiries)

When 1 (RSLWA offices) is selected you will be given 3 options:

- Press 1 for Veteran Services including Advocacy, Welfare and Transition
- Press 2 for Membership

- Press 3 for all other departments

When 2 (ANZAC Club/Function Queries) is selected you will be put straight through to the ANZAC Club team who can assist you. Alternatively you can contact them direct on 08 9287 3777.

We trust this new system will assist in you getting through to the desired department/person in a timelier manner.

RSLWA SUB-Branches & Incorporated Clubs

This is a timely reminder to those Sub-Branches that also have an incorporated club and the need to take required action as soon as possible.

In late 2018, the Board of RSLWA determined that:

- As policy, the removal of incorporated entities from Sub-Branch premises.
- State Branch works with Sub-Branches that have co-located incorporated entities to encourage such entities to un-incorporate.
- Incorporated entities provide RSLWA with a commitment to unincorporate as a condition of current ongoing co-location at Sub-Branch premises.
- Reasonable time is given to achieve the un-incorporation of incorporated entities that are co-located at Sub-Branches.

Notice was forwarded to all Sub-Branches with incorporated clubs that co-locate within an RSLWA Sub-Branch property - of which RSLWA is the registered proprietor.

Given this requirement was made some two and a half years ago, time is quickly running out. Whilst most incorporated clubs have since unincorporated, there are a number which have not.

It is important to remember that an incorporated club co-locating with an RSLWA Sub-Branch is a separate legal entity and not part of RSLWA.

Over the years, RSLWA's insurers had agreed to extend RSLWA insurances to cover the incorporated clubs notwithstanding they were not part of RSLWA. However, this will no longer be continued by our Insurer.

As such, notice is hereby given that, with effect from 1 July 2021, all RSLWA insurance policies will no longer be extended by RSLWA's insurer to cover incorporated clubs co-locating with an RSLWA Sub-Branch.

FROM THE BOARD

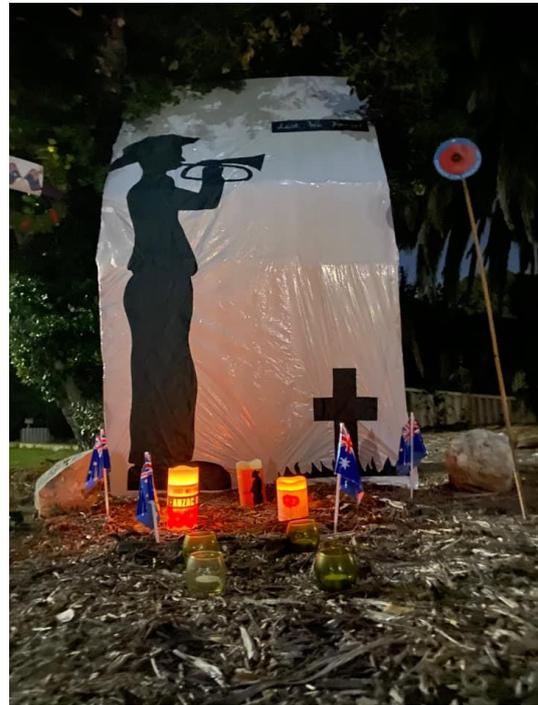
The May meeting of the RSLWA Board noted a number of milestones and activities including the following:

- Strong take-up of occupancy in ANZAC House Veteran Central by Veteran Service Providers (VSPs) including medical, mental health, advocacy, welfare, financial advice, dental and hearing services.
 - Growing use of The ANZAC Club for dining, fellowship and events including a steady growth in corporate membership.
 - The planned roll out of audits of properties owned by RSLWA upon which some 38 Sub-Branches are located. The audit will allow for State Branch to determine the existing condition of buildings and other premises and allow for properties to be recorded on the RSLWA Balance Sheet.
 - Completion of requirements for the staging of State Congress 2021 to be held on Saturday 12 June.
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ANZAC DAY 2021

Due to the sudden lockdown of the Perth and Peel Region just before ANZAC DAY, there were many people who were not able to commemorate the day as planned. Although this came as a disappointment to many, especially after all the hard work that had been put in planning the events, many commemorative services were still able to go ahead outside the Perth and Peel areas.

For the people in the Perth and Peel region, many participated in the 'Light Up the Dawn' Driveway Commemorations. Here are some photos that were sent to RSLWA.



'Light Up the Dawn' Driveway Commemorations in Perth



ANZAC Day Service in Toodyay



INTRODUCING NEW CLAIMS ADVOCATES



Two new Claims Advocates have started with the RSLWA State Branch to assist Veterans navigate the claim submission landscape of DVA. Stacey Bullock and Kristian Lannu both have experience in the preparation and submission of claims having both assisted Veterans previously.

Stacey is passionate about informing Veterans about the claims process and assisting them with the preparation and lodgement of claims. Stacey has firsthand experience with this process through her own journey and with her family who are ex-service members.

Having grown up in a RAAF family, Stacey served as a Clerk, from there she maintained work in customer focused roles in Aviation, Mining and Hospitality, continuing the core value of giving back and assisting others.

She was Treasurer of the Rockingham RSL Sub Branch and also volunteered with the R&R Veteran Transition Centre at Jarrahdale. Stacey has a husband and two children. Showing compassion and understanding of others in life is something Stacey encourages in her children.

Growing up in Rockingham, as his father was in the Royal Australian Navy, Kristian became an apprentice electrician, working with Western Power as a Linesman.

However, Kristian was determined to fulfil a family tradition of military service with family serving in in most major conflicts. He joined the Australian Army, posted to 7RAR. He was working with the Regimental Police when an injury that he had tried to self-manage for months eventually required surgery and eventually lead to medical discharge.

He says transition from the ADF was the hardest situation he had ever faced but he was very fortunate to have assistance from DVA. Through his own experience he became aware that many people in a similar situation were struggling to get such assistance, which is where his passion to assist other Veterans grew.

