



Welfare and Benevolent Institution

ANNUAL REPORT 2011



DONATIONS to RSL WBI

From sub-Branches

Ashfield	Greek
Auburn	Hamilton
Avalon Beach	Henty
Balgowlah-Seaforth-Clontarf	Hornsby
Ballina RSL	Inverell
Balmain Rozelle	Kensington
Bangalow	Kurri Kurri
Bellinger River	Leeton
Bomaderry	Lidcombe
Bombala	Malabar
Bondi Junction-Waverley	Manilla
Burwood	Maroubra
Callala Beach	Mendooran
Campsie	Merimbula
Canterbury/Hurlstone Park	Miranda
Caringbah	Mudgee
Castle Hill & District	Narrabeen
Chatsworth/Iluka	Newtown
Chester Hill/Carramar	North Bondi
City of Blacktown	Oatley
City of Campbelltown	Old Bar Beach
City of Penrith	Paddington/Woollahra
City of Sydney	Padstow
City of Wollongong	Palm Beach
Clovelly	Pelican Flat
Combined Services	Port Macquarie
Concord District	Ramsgate
Cootamundra	Rose Bay
Cronulla	Sawtell
Culcairn	Seven Hills-Toongabbie-W'Ville
Dee Why	Singleton
Doyalson/Wyee	South Grafton
Enfield/Croydon Park	Taralga
Epping	The Entrance/Long Jetty
Five Dock	Warilla
Forestville	West Wyalong
Gladesville	Westpac
Glenorie	Woolgoolga
Gloucester	Yass
Gosford	Yenda

Thank You

Welfare and Benevolent Institution

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Cover: The Royal Australian Navy newest ship, HMAS Choules, arrived at its homeport, Fleet Base East in Sydney for the first time after being formally commissioned into service in Fremantle on 13 December 2011. Family and friends lined the wharf to welcome the Navy's latest amphibious ship and her crew of 158.

Photo: Royal Australian Navy

Foreword



Chairman
Don Rowe OAM

“We have seen a change in the dynamics of our Pension and Advocacy work now with more MRCA than DVA claims being handled as we see more younger veterans seeking our help”.

I have very much pleasure in presenting on behalf of the Trustees our Annual Report for the Welfare & Benevolent Institution.

As our RSL WBI Annual Report indicates we continue to see more and more requests made to the Welfare and Benevolent Institution for assistance. The Trustees are very pleased that we have been able to support many veterans and their families in the last year and look forward to continuing this commitment. We have seen a change in the dynamics of our Pension and Advocacy work now with more MRCA than DVA claims being handled as we see more younger veterans seeking our help.

The Trustees thank our sub-Branches and Women’s Auxiliaries for their donations that ensure we are able to continue to look after veterans and their families in need, whether it be through family tragedy, illness or being affected by natural disasters.

The Trustees would particularly like to thank our dedicated staff who have gone out of their way to ensure that our aims and objects are met in providing this welfare work. We thank all for their support for 2011 and look forward to this continuing in 2012.

Trustees Report

Don Rowe OAM
Trustee

Rod White AM, RFD
Trustee

Chris Perrin
Trustee



The RSL Welfare and Benevolent Institution has had another successful year as the primary ESO provider of care and support to veterans, their dependants and increasingly, as the major support provider, to serving members of the Australian Defence Force and their families.

The WBI team continues to strengthen its links with regular and reserve units of the ADF, particularly through defence rehabilitation and welfare channels. The Trustees frequently meet to consider opportunities to provide financial assistance and other means of support, including rehabilitation equipment, through these facilities. Close liaison between our staff from the Community Welfare Support Division and those within Defence Personnel Support, ensures effective and meaningful action plans are implemented at either personal or unit level.

The Trustees have also commenced an overall review of the WBI operations to ensure an appropriate structure and relevant resources are provided to meet the increasing demand from all sectors of the Institution's operations where advice and assistance is sought. To continue this significant level of support the Trustees are extremely grateful for the financial contributions made by those who wish to be part of a dedicated focus of supporting those who served our nation and those who continue to this day. We thank the RSL sub-Branches, RSL Women's Auxiliaries, RSL and Service Clubs and many other benefactors.

The Trustees wish to acknowledge the dedication and commitment provided by our staff and volunteers at ANZAC House Sydney, throughout our sub-Branches and elsewhere.

*"Our lives are in their hands...
Their welfare in ours".*

Community
Welfare
Support
Division



Community
Support Manager
Louise
Summerhayes

*“The widow
begins her
financial struggle
finding funds for a
funeral; perhaps
moving costs ...”*

A report on the work of the Community Welfare Support Division is probably best presented by citing some examples of the people that the Division has been privileged to assist during the past year.

Young serving & ex-serving families:

Four young men were diagnosed with incurable diseases. Their wives became their spouse’s carer and faced the sadness of grieving the loss of a loving partner and father of their children. Their ongoing challenge was to accept widowhood and become a sole parent.

The financial struggle began with finding funds for the funeral. It continued with moving costs, particularly where the family had lived in a Defence home or the mortgage could not be met on one wage.

RSL WBI assisted these families in various ways with practical support and linked them with appropriate services and financial assistance. Support greatly appreciated, particularly if the cause of death could not be linked to the deceased’s military service. In this case the widow does not receive any benefits from the Department of Defence nor Veterans’ Affairs.

WWII Veteran: After 16 years living in the same rental accommodation our veteran was advised that the property was to be sold. WBI assisted in finding new accommodation in the same suburb. The veteran was also a hoarder so WBI provided some case management, financial assistance and organised a removalist.

Parents of serving members: While a single male parent was deployed overseas for six months his mother cared for his two children. When he returned home there was little contact between the serving member and his mother who was devastated by the absence of the grandchildren. WBI provided counselling for the mother and at her request, mediation was provided.



Vietnam Veteran: A rural sub-Branch submitted a referral concerning a veteran who had passed on in necessitous circumstances and who had no next of kin. WBI arranged and covered funeral costs.



War Widow: After hospitalisation, the widow found that the internal stairs were too difficult for her and WBI provided a cleaner to assist. Later a handyman was hired to close off the stairwell for her safety, thus allowing the widow to maintain her independence.

Serving Members: Husband and wife, serving members, sustained severe injuries in a motor vehicle accident in 2008. In 2011, he was diagnosed with severe spinal injuries which required surgery and left him with ongoing severe pain to his head, neck and shoulders. She also underwent surgery. Both serving members had great difficulty with household chores and most activities. WBI provided short term assistance with cleaning and lawn mowing services.



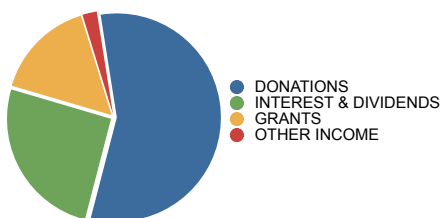
Financial Report

2011

STATEMENT OF COMPREHENSIVE INCOME

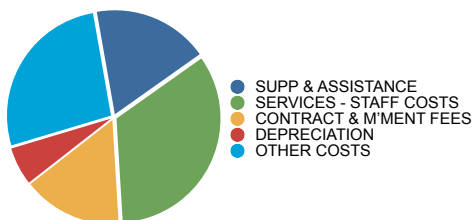
WHAT WE RECEIVED

	\$
Donations	1,013,081
Interest & Dividends	457,290
Grants	281,071
Other Income	40,310
Total Revenue	1,791,752



WHAT WE SPENT

	\$
Support & Assistance	262,667
Provision of Services -	
Staff Costs	494,673
Contract & Management Fees	225,285
Depreciation & Amortization	86,494
Other Costs	392,554
Total Expenditure	1,461,673



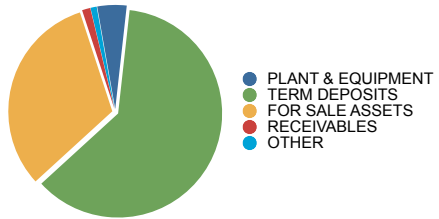
Net Operating Surplus 330,079

The complete financial statements are on the www.rslnsw.org.au

STATEMENT OF FINANCIAL POSITION

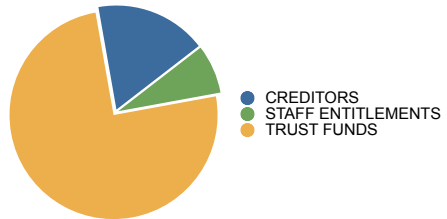
WHAT WE OWN

	\$
Plant & Equipment	365,011
Cash & Short Term Deposits	4,931,289
Available-for-sale Assets	2,547,081
Receivables	103,726
Other	77,912
	8,025,019



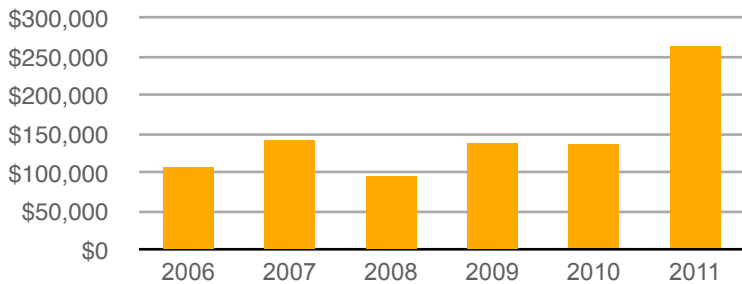
WHAT WE OWE

	\$
Creditors	104,800
Staff Entitlements	45,906
Trust Funds	454,577
	605,283



Net Assets **7,419,736**

SUPPORT AND ASSISTANCE



Defence
Service
Assistance
Centre



Principal Veterans'
Affairs Advisor
John Hodges

“In 2011 we assisted 485 serving personnel and 47 ex-serving members with their Disability or Compensation claims”.

Trained Pension Officers at the Defence Service Assistance Centre (DSAC) offer advice and assistance for Disability Pensions under the Veterans' Entitlement Act (VEA) and compensation claims under either the Military Compensation and Rehabilitation Act (MRCA) or the Safety, Rehabilitation and Compensation Act (SRCA).

If a Disability or Compensation Claim has been rejected at the primary level by the Department of Veterans' Affairs, our Advocates prepare and represent the Claimant at the Veterans' Review Board.

In 2011 we assisted 485 serving personnel and 47 ex-serving members with their Disability or Compensation Claims. We received 109 requests for representation at the Veterans' Review Board and represented 119 Applicants at the Board.

The majority of the serving personnel we assisted was through the Integrated People Support Strategy (IPSS). The ADF initiative should ensure that serving members who have Defence-caused illness or injury have access to trained Pension Officers to assist them with their claims for Compensation. Our Pension Officers regularly visit the Army Base at Holsworthy, RAAF Base at Richmond and Defence Plaza in Sydney.

DONATIONS to RSL WBI

From Women's Auxiliaries

Adamstown	Doyalson/Wyee	Nowra/
Albion Park	Dubbo	Greenwell Point
Baradine	Emmaville	Parkes
Bass Hill	Far North Coast	Pelican Flat
Batemans Bay	Area Group	Port Macquarie
Bathurst	Forster/Tuncurry	Portland
Batlow	Gladesville	Richmond
Bellinger River	Gloucester	Rooty Hill
Bexley	Gunnedah	Ryde District
Bingara	Henty	Singleton
Bonalbo	Holbrook	Smithfield
Bondi Junction/ Waverley	Huskisson	South Hurstville
Brewarrina	Ingleburn	South Lake Macquarie
Bundeena	Inverell	St Marys
Burwood	Kandos	Stockton
Byron Bay	Kingsgrove	Sussex Inlet
Callala Beach	Lidcombe	Tamworth
Cardiff	Macleay	Taree
Casino	Malabar	Temora
Chester Hill/Carramar	Maroubra	The Entrance/
City of Blacktown	Mascot	Long Jetty
City of Campbelltown	Matraville	Tocumwal
City of Fairfield	Mendooran	Uralla
City of Lismore	Miranda	Wangi Wangi
City of Penrith	Moree	Wellington
City of Wollongong	Mortdale	Wentworthville
Combined RSL W/Aux	Mullumbimby	West Wyalong
Eastern Group	Nambucca Heads	Windsor
Concord District	Narrandera	Wingham
Coonabarabran	Nelson Bay	Woolgoolga
Davistown	Norfolk Island	Woonona/Bulli
	North Ryde	Wyong
		Yass

Thank You



*"Our lives are in their hands...
Their welfare in ours".*