

RSL QUEENSLAND Service Overview



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SERVICE DELIVERY*

HEALTH (physical)	HEALTH (mental)	JUSTICE & SAFETY	EMPLOYMENT	EDUCATION & SKILLS	SOCIAL SUPPORT	INCOME & FINANCE	HOUSING
<ul style="list-style-type: none"> • Primary health • Aged care • Hospital care 	<ul style="list-style-type: none"> • Therapy & Counselling • Allied health services 	<ul style="list-style-type: none"> • DVA Claims • Violence support services • Veteran advocacy 	<ul style="list-style-type: none"> • Recognition of prior learning • Resume writing • Employer connections 	<ul style="list-style-type: none"> • Career counselling • Educational bursaries • Advice / pathways 	<ul style="list-style-type: none"> • Community Groups • Mateship events 	<ul style="list-style-type: none"> • Income support payments • Financial aid 	<ul style="list-style-type: none"> • In-service relocation services • Homelessness services
<p>Mates Rehabilitation Services</p> <p>RSL Active</p>	<p>Mates Psychological Services</p> <p>RSL Adjunct + Support Programs</p> <p>Mates Skills for Recovery</p>	<p>RSL Advocacy + Claims</p>	<p>RSL Employment Program</p>	<p>RSL Scholarships</p>	<p>Mates Community Connections</p> <p>RSL Active</p>	<p>RSL Wellbeing – Financial aid</p>	<p>RSL Veteran Homelessness Program</p>

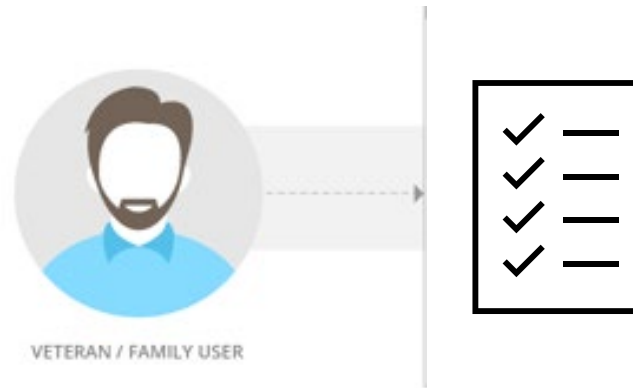
* This is representative of the State Branch service offering only, and is in addition to support and activities provided locally by Sub Branches



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OUR SERVICE APPROACH

Research demonstrates veteran community needs can be classified under these 8 domains of wellbeing









In June 2021 RSL introducing General Intake & Assessment

RSL will facilitate access into services to address needs*



2021 connected to internal services only

	2020			2021		
 Clients supported	5,946	+1,975 Compared to 2019	50% Growth on 2019	6,603	+657 Compared to 2020	11% Growth on 2020
 Enquiries	4,090	+1,092 Compared to 2019	36% Growth on 2019	5,820	+1,730 Compared to 2020	42% Growth on 2020
 Compensation	5,556	+988 Compared to 2019	22% Growth on 2019	7,062	+1,506 Compared to 2020	27% Growth on 2020

	2020			2021		
 Employment	155	+22 Compared to 2019	17% Growth on 2019	282	+127 Compared to 2020	82% Growth on 2020
 Homeless Program	159	+92 Compared to 2019	137% Growth on 2019	211	+52 Compared to 2020	33% Growth on 2020
 Emergency Financial Support	\$783k	+138k Compared to 2019	21% Growth on 2019	\$1.3M	+517k Compared to 2020	66% Growth on 2020



Psychological Services.



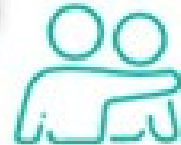
Social Connection Activities.



Physical Rehabilitation and Wellbeing Services.



Skills for Recovery Programs.



ADVOCACY (CLAIMS AND APPEALS)

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Formal training and qualifications

– formerly TIP, now ATDP

Mix of military service and client care experience

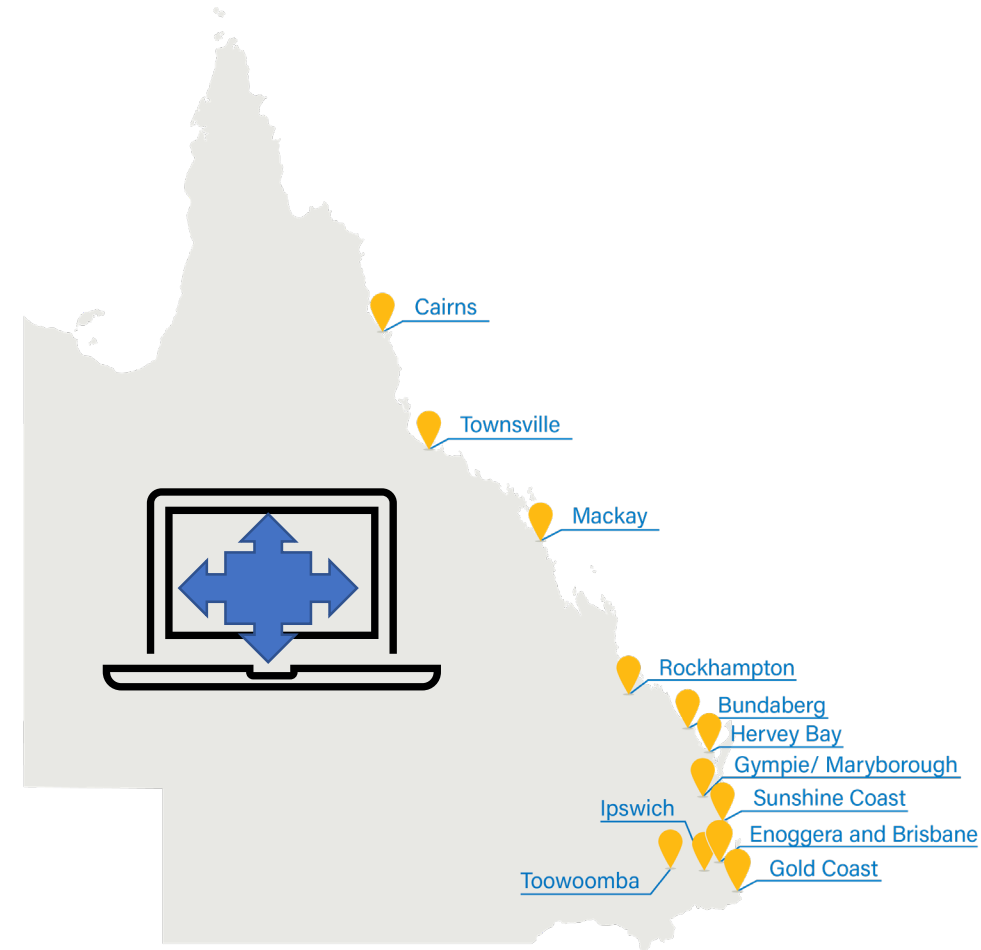
Professional standards

– collective knowledge, mentorship & regular QA

Strong relationships with DVA, ADF & other agencies

Virtual Service Delivery

– online claims service now available



WELLBEING SERVICES

- Veteran Services arm established to deliver critical welfare services including financial aid and the RSL homelessness programs.
- Service assists current and former personnel and their families with complex needs
- Established in 2017, the Wellbeing program employs a case management approach, providing direct assistance as well as referring clients to specialty services as required



Current serving personnel requiring crisis/welfare assistance must contact DCO
for referral to RSL Queensland services



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RSL EMPLOYMENT PROGRAM

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- Provides employment services to **partners of current serving members**
- Can support **Transition pathways** for separating personnel
- Creates an employment plan based on career aspiration and existing qualifications

<https://www.rslqld.org/Find-Help/Employment>



The right role can give you purpose and direction and help you progress in a fulfilling career.

SCHOLARSHIPS

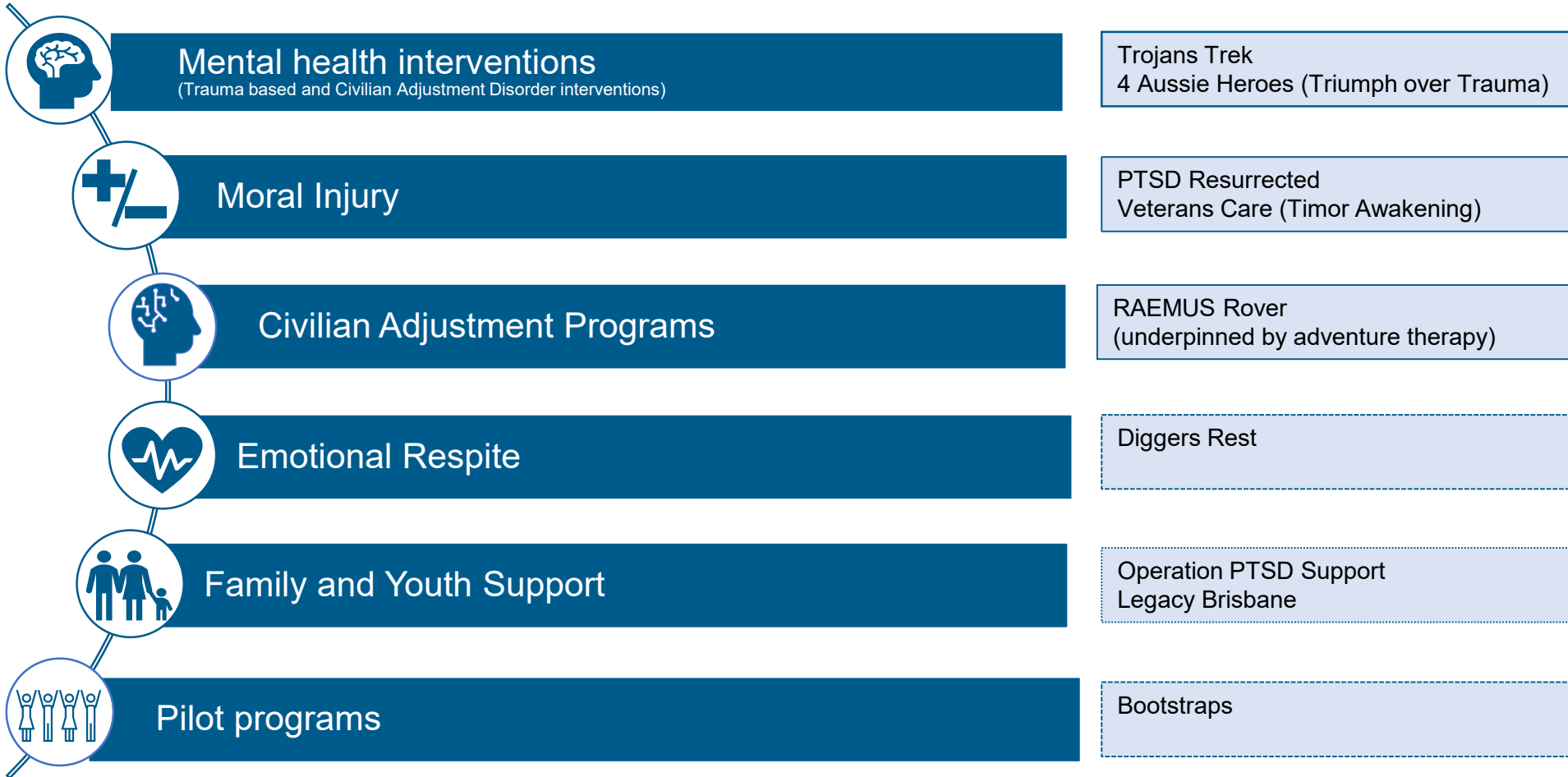
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- Educational scholarships for partners, ex-defence members and Yr 12 aged children of ex-Defence personnel
- Each scholarship is valued at up to \$12,000 for up to three years
- Independent of RSL Employment Program

<https://www.rslqld.org/Find-Help/Scholarships>



ADJUNCT & SUPPORT PROGRAMS



RSL Queensland partners with external organisations to deliver peer-to-peer, adjunct interventions, either free or at a nominal cost to participants



No intervention deployed or evidenced in these support programs

ON-BASE INITIATIVES

- Human Performance Initiatives
 - Funding to support cognitive functioning initiatives
 - Physical dimension initiatives
 - Socio-cultural dimension initiatives
- Unit Engagements and on base family events
- Path to Wellbeing series, in partnership with DCO



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SPOUSE AND FAMILY SUPPORT PATH TO WELLBEING

- Series of educative forums for current Defence members and their families
- Practical strategies and advice on facing common challenges such as:
 - mental health challenges for serving personnel
 - parenting in the ADF
 - keeping your relationship connected



STUDIES UNDERWAY

VETERAN MH INITIATIVE



- RSL Queensland in partnership with GMRF launched the Go Beyond program in May 24th
- Go Beyond is a free online program which offers practical support to help all Australian veterans with adjusting to civilian life after service
- Veterans will learn about the psychological and cultural factors that may either be supporting or impeding their adjustment experience and be given activities and resources in their own personalised program
- In 2021 we are pushing for the **final 200 current serving members in the transition process** so we can validate the research in this cohort and deliver a 'Transition Readiness Tool'



Research delivering



GO BEYOND
NAVIGATING LIFE BEYOND SERVICE

powered by



Bespoke ADF
Transition Programs



THANK YOU

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