

PORT STEPHENS VETERANS NETWORK

PO BOX 130, TANILBA BAY, NSW 2319

Legacy Club Services
47 York Street
Sydney NSW 2000

6 July 2021

Distribution

Mr John Hutcheson CEO
Ms. Julie Anggono
Ms. Melissa Dao
Ms. Cathy Every

ACQUITTAL OF BEST GRANT ROUND 22 AND FINAL REPORT 1 JULY 2020 TO 30 JUNE 2021

Please find enclosed the Port Stephens Veterans Network Acquittal of BEST Grant Round 22 and Final Report for the period 1 July 2020 to 30 June 2021. This grant provided funding to Port Stephens Veterans Network (PSVN) to deliver the BEST Programme performance objectives for financial year 2020 / 2021. Please note that the total grant of this grant was \$62721.55 from which the Administration Component of \$20000 was paid to PSVN with the residue retained by and managed by LCS.

PSVN has overspent our administrative allocation by \$281.96 as of 30 June 2021 and is effectively unfunded to service our current 155 cases in progress. This overspend was required for the urgent updating of computer hardware and increased NBN dependency of Advocates working from home due to current COVID 19 restrictions. I ask that LCS urgently consider a cash advance from our current Round 23 BEST Application to enable PSVN to continue to provide services to these and other clients pending receipt of our BEST Round 23 Grant.

The increasing demand to provide advocacy services to serving Australian Defence Force (ADF) personnel referred to PSVN by Williamstown RAAF Base, School of Infantry Singleton, Bullecourt Barracks Adamstown Transition Centres and the ADF Rehabilitation Program; DVA VAN Newcastle, the PSVN Website and word of mouth continues to increase the workload of PSVN despite the restrictions of COVID 19. It is essential to note that PSVN has applied for increase to our salary budget to provide a full-time administrative officer / pension officer in our currently lodged Application for BEST Grant Round 23. It is unlikely PSVN will be able to sustain this increase in clients seeking our assistance unless further support is provided in future BEST Funding Allocations. The introduction of ATDP and CPD has significantly increased the workload of volunteer

Advocates and Administration staff, the effect being an increased reliance on the support of our part time salaried Advocate.

Thank you for your attention to this report. Should you require further information or clarification please contact me.

Kind Regards

Major James Horton OAM JP
Chairman Port Stephens Veterans Network
Mobile 0408863546
Email psvnadvocate@hotmail.com

Final Report



Australian Government

Community
Grants Hub
Improving your grant experience



Building Excellence in Support and Training (BEST)

Final Report

To be completed and returned to the Community Grants Hub in accordance with Item E.5 of your Grant Agreement.

Please return the completed Final Report via email to DVA.Manage@communitygrants.gov.au

Or by post to: Community Grants Hub

GPO Box 9820

Adelaide SA 5001

Program Objectives and Outcomes

The objective of the *Building Excellence in Support and Training* Program is to assist the veteran and defence communities by providing support and resources to ex-service organisation (ESO) practitioners for pensions, advocacy and/or welfare work.

The objectives of the program are to assist ESOs to:

- improve the quality of claims received by DVA at the primary determining level
- reduce the rate of appeals to the Veterans' Review Board (VRB) and the Administrative Appeals Tribunal (AAT)
- promote the provision of welfare services to the veteran and defence community.

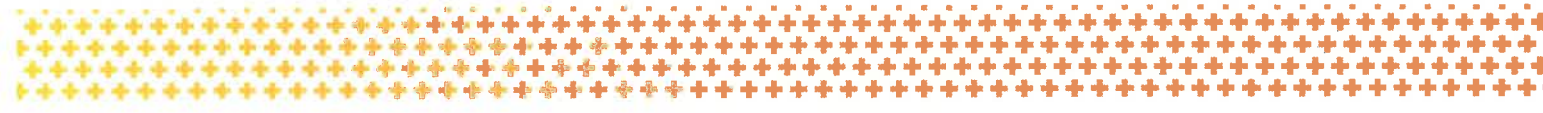
The intended outcomes of the program are to ensure:

- the veteran and defence communities are able to benefit from having better informed ESO practitioners who can ensure claims lodged with DVA are of a high standard and contain all required information to enable timely and quality decisions
 - ESO practitioners will assist in improving claims assessment efficiency
 - the veteran and defence communities will have access to appropriate compensation and welfare advocacy services.
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Grantee Full Legal Name:	<i>As listed within the table on pg.2 of your Grant Agreement</i>
Activity Name:	Building Excellence in Support and Training (BEST) 2020-21
Activity ID:	<i>As provided on the top left hand corner on pg.5 of your Grant Agreement</i>
Reporting Period:	1 July 2020 to 30 June 2021
Total Amount of the Grant (GST Exclusive):	<i>\$0.00 - As provided under Item D of your Grant Agreement</i>

Details of ALL Practitioner Claims Activity for the Report Period

Activity	Client	
	Total	<u>OPTIONAL</u> No. of clients identifying as <i>homeless</i>
Number of Multi Act Claims	126	
VEA		
No. of Lodged Primary Claims	102	
No. of lodged AFI Claims	36	
No. of Successful S31 Appeals	Nil	
No. of Lodged VRB Appeals	18	
No. of Lodged AAT Appeals	Nil	
MRCA		
No. of Lodged Claims	428	
No. of Lodged Reviews	10	
No. of Lodged VRB Appeals	1	
SRCA		
No. of Claims	185	
Income Support		
No. of Lodged Claims	2	
Cancer / PTSD NLHC		
No. of Lodged Claims	69	
ComSuper		
No of Claims Submitted	19	
WWP & Death Claims		
No of Claims Submitted	12	



Other		
No of Claims Submitted	37	
Qualifying Service		
No of Claims Submitted	29	

Lump Sum Compensation Payments

Widows and Children MRCA / DRCA Death Claims	\$1,000,930.00
Veterans MRCA / DRCA Permanent Impairment	\$5,565,645.00
Total	\$6,566,575.00

Details of Paid Practitioner Claims Activity for the Report Period

Activity	Client	
	Total	<u>OPTIONAL</u> No. of clients identifying as <i><u>homeless</u></i>
Number of Multi Act Claims	94	
VEA		
No. of Lodged Primary Claims	71	
No. of lodged AFI Claims	25	
No. of Successful S31 Appeals	Nil	
No. of Lodged VRB Appeals	12	
No. of Lodged AAT Appeals	Nil	
MRCA		
No. of Lodged Claims	299	
No. of Lodged Reviews	7	
No. of Lodged VRB Appeals	1	
SRCA		
No. of Claims	129	
Income Support		
No. of Lodged Claims	Nil	
Cancer / PTSD NLHC		
No of Lodged Claims	48	
ComSuper		
No of Lodged Claims	13	
Other		
No of Lodged Claims	26	
Qualifying Service		
No of Lodged Claims	20	

Details of Volunteer Practitioner Claims Activity for the Report Period

Activity	Client	
	Total	<u>OPTIONAL</u> No. of clients identifying as <u>homeless</u>
Number of Multi Act Claims	32	
VEA		
No. of Lodged Primary Claims	31	
No. of lodged AFI Claims	11	
No. of Successful S31 Appeals	Nil	
No. of Lodged VRB Appeals	6	
No. of Lodged AAT Appeals	Nil	
MRCA		
No. of Lodged Claims	129	
No. of Lodged Reviews	3	
No. of Lodged VRB Appeals	Nil	
SRCA		
No. of Claims	56	
Income Support		
No. of Lodged Claims	2	
Cancer / PTSD NLHC		
No of Lodged Claims	21	
ComSuper		
No of Lodged Claims	6	
Other		
No Of Lodged Claims	11	
Qualifying Service		
No of Lodged Claims	9	
War Widows Pensions		
No Of Lodged Claims	12	



Details of Practitioner Welfare Activity for the Report Period

Activity	Total Number of Hours Per Week
Welfare Assistance	
Visits	2
Transporting veterans	.25
Welfare Advocacy	
Housing / Accommodation	.25
Problem / Crisis	.5
Transport services – eligibility advice or referrals	.25
Bereavement / Funerals	.25
<p>Other – Please describe:</p> <div style="border: 1px solid black; padding: 5px;"> <p>Port Stephens Veterans Network (PSVN) has one Welfare Officer Level 2 qualified under ATDP who has completed Continuing Professional Development modules to maintain currency in these qualifications.</p> <p>Welfare work specific to PSVN is contained in the table above. A segment of the initial interview regarding the request by the claimant for Pensions and Compensation Advocacy is devoted to welfare matters and is dealt with at the time as part of the claimant's case file.</p> <p>Welfare work specific to our associated RSL Sub Branches and Legacy Groups is referred to and dealt with by them through their own resources</p> </div>	
Overall total number of hours <u>per week</u>	3.5



Has all identified workload been undertaken by practitioners with the appropriate level of ATDP / TIP Training?

Yes No

If NO, provide Details:

Has funding been spent only on eligible expenses as outlined in Appendix A of the BEST 2020-21 Grant Opportunity Guidelines?

Yes No