CONFIDENTIAL
HEALESVILLE RSL SUB-BRANCH INC.
MEMBERS ONLY

ANNUAL GENERAL MEETING
11.00am SUNDAY 24th March 2019

Support Services Report on 2018

Vales

Mr. Mr V. E. Williams	Mrs M. Zagorc,	Mr. M. Doolan	Mr. L.J. Mathews
Mr. M.Stevenson	Mrs.M. Laracy	Mrs. N. Coyne	Mrs C. Cairns
Mr. Mr J. Watt	Mr. V. Taylor	Mr. J. Plevko	Mrs. Z. Postlethwaite

Summary

2018 was a busy year for the Support Services Team. We gained new volunteers to help out, we had record sales of appeals tokens for both ANZAC day and Remembrance Day. The number of cases we assisted during the year increased, we introduced new activities like the Veterans Social outings, a new memorial was established and we rebranded our old "Welfare" name into Support Services for Veterans and their Families to better reflect the range of services we provide. Our total Service and Affiliate members for 2018 was 308.

Cases

Throughout the year Support Services directly assisted the following members:

Members	Transport	Home Help	Financial Assistance	Home Visits	Meals	Other
Service -13	8	4	5	5	1	3
Affiliate - 6	4	3	2	4	2	1

Social Care

Support Services managed and provided a range of services which include free room use, free driver, bus and fuel, light refreshments, photocopying and more for the following social care activities:

Group	Number of Events
Veterans Social Bus trips	10
Mahjong	46
Veteran Lunches	11
Members Social bus trips	21
Valley Vets Morning Teas	11
Bridge Club	46
Legacy Lunches	11
Day Club	48
Bingo	95

Volunteer Hours

Volunteers are vital to the work of the RSL and in particular Support Services. The hours contributed and the dollar value of those hours is included in our Community Benefit Report to Government. The table below details the 2018 volunteer hours and their value.

Area	Total Hours	$ value @ $20 per Hour
Veteran Support	254	$ 5,080
Appeals	230	$ 4,600
Committee	400	$ 8,000
Social	189	$ 3,780
Memorabilia	28	$ 560
		$22,020

Commemorations

Commemorations during the year centred around ANZAC Day and Remembrance day, Vietnam Veterans Day. A Dawn service followed by the Traditional “Gunfire Breakfast” was held. An estimated 1,000 people attended the Dawn service with around 220 receiving the Free Gunfire breakfast. The main service was, as usual, well attended with around 2,000 people. The parade up the main street being the highlight was led by restored Jeeps followed by almost every community group and school in Healesville.

Art work commemorating the RSL and ex-service persons of Healesville WW1 Honour Board, was unveiled along with an information plaque outlining the origins of the Memorial hall, on Remembrance Day Eve.

Remembrance Day was observed with the traditional ceremony at our memorial and this year was not as well attended with around 100 people joining us. Light refreshments were served following the service.

Medal Assistance

Support Services assisted veterans and their families to identify medals and honours bestowed, and provided assistance to apply for replacements, repair and restoration or purchase replicas of those received.

Three members were assisted to order replacements of lost Life, Service or Affiliate badges.

Family History

Assistance was given to over thirteen family members and ex service men and women to trace service records and medals and honours.

Memorials

Assistance was provided to three families of veterans to acquire and place a personal memorial plaque on the RSL’s Memorial.

A new memorial commemorating Indigenous men and women who served their country was inaugurated with a simple ceremony which was well attended.

Financial

Subsidised memberships for 157 Service members valued at $6280.
Support Services expenditure in our Sub Branch Operations was $20,024 for the year, $4,860 in our Patriotic Fund and $9569 in Agency for Appeals**.**
We also provided 13,846 seniors meals at an average 40% subsidy equalling over $77,000.

Thank you to our Healesville RSL Staff for the valuable contribution they make in their day to day work in the RSL supporting Welfare advice and assistance to everyone who enters our RSL. A big thank you, especially, to all the volunteers who without their hours and hours of time, much of what we do would not be possible. Lastly to the RSL Committee for their work and support during the year.

Carol Ralis

Support Services Manager