

GROWING AS ONE

2021 ANNUAL REPORT



RSL
Victoria



A YEAR OF GROWING OUR PEOPLE GROWING OUR SERVICES GROWING OUR SUPPORT OF VETERANS



ABOUT THIS REPORT

This Annual Report reflects RSL Victoria's achievements in 2021. Despite the significant and continued impact of the COVID-19 pandemic, RSL Victoria continued to strive to meet our objects, advance strategic plans, and grow services and support for the Victorian ex-service community, RSL Sub-Branches and members.

The 2021 Annual report is intended as an overview of our achievements. Our audited financials and past Annual Reports are available on our website rslvic.com.au.



Read past
Annual
Reports here

WELCOME	2	SUB-BRANCH SUPPORT	28
ABOUT US	4	Our Sub-Branches	29
STRATEGIC DIRECTION	5	Business Development	29
OUR IMPACT	6	Loyalty Program	30
VETERAN SUPPORT	8	Membership	30
Our Approach to Reporting	8	RSL Victoria Network Representation	32
Collaborative Leadership	10	Governance	32
Connectivity	11	Property	32
Effective Services	14	COMMUNICATIONS	34
Advocacy	16	The New rslvic.com.au	35
Lifelong Commitment	20	FINANCIAL PERFORMANCE	36
Volunteering	20	Financial Snapshot	36
FUNDRAISING	22	GOVERNANCE	39
Annual Appeals	22	RSL Victoria's 106th Annual Conference	39
PUBLIC ADVOCACY	26	The Electoral Reform Advisory Group (ERAG)	39
Advocacy for the Royal Commission Into Defence and Veteran Suicide	26	RSL Victoria's State Executive	40
		RSL Vicotira's Leadership Team	43
		AWARDS	45
		Victorian Branch Awards 2021	45
		A CENTURY OF SERVICE	46

WELCOME

FROM STATE PRESIDENT DR ROBERT WEBSTER OAM

I am pleased to present RSL Victoria's 2021 Annual Report. This Annual Report recaps many specific achievements of RSL Victoria, including our continued response to the pandemic and other pressing challenges within the ex-service community in Victoria.

Our Annual Report ranges across our charitable, commercial and governance achievements. What is not in the report, but what I am most proud of, is that in 2022 we, the volunteers, staff and members of RSL Victoria are still here and excited to do the work of the League despite the challenge of living through the world's toughest lockdown during 2021.

Indeed, it was the challenges of COVID-19 that brought out the best in our organisation. At a Sub-Branch level, we saw all manner of communication methods to keep in touch with members and check in with one another, including phone trees, the mobilisation of social media, and letter writing for those who could not be reached through other means. We also know of Sub-Branches that offered catering via takeout meals, chemist pick-up and delivery, and delivering hampers with essentials for those in need. The list feels endless and speaks to the wonderful community spirit of our RSL.

At RSL Victoria, we responded to the pandemic by expanding our veteran support offering and increasing support services to our Sub-Branch network. The year 2021 also represented a national milestone for the ex-service community, with the establishment of the Royal Commission into Defence and Veteran Suicide; something that RSL Victoria advocated for. Making a meaningful submission to the Commission was a top priority for State Branch in 2021 and I am pleased to report that we did this on 18 November 2021.

A most striking feature of RSL Victoria's overall performance in 2021 was the extraordinary combination of adaptability, innovation, and resilience of our volunteers, staff and members. We are the leading ex-service organisation in Victoria, and it is because of our volunteers, staff and members that we will remain so.

We are the leading ex-service organisation in Victoria, and it is because of our volunteers, staff and members that we will remain so.

Throughout 2020 and 2021, RSL Victoria has been planning for our emergence out of the pandemic and laying the critical groundwork for new strategies to reinvigorate the RSL network, attract new members, re-energise volunteers, and pursue new ways of raising revenue. We've also begun a process for constitutional reform through the establishment of the Electoral Reform Advisory Group (ERAG), which is an important part of our strategic plan.

While this Annual Report is a reflection on 2021, our stakeholders should know that 2022 will be one of the most exciting years at RSL Victoria yet. As this report is published, we've just commemorated our first unrestricted ANZAC Day since the pandemic, which welcomed record crowds across the State. Our Sub-Branches are once again open and able to welcome the community back to their local RSL. Most importantly, we are making up for lost time with the rapid progress and implementation of many of our strategic programs and as an organisation, we are increasingly optimistic about the future.



In summing up 2021, while quite tumultuous with continued COVID-19 disruption, it was also a year of solid work. We have worked hard to establish a great foundation for our future efforts, and our future is bright.

I would like to take this opportunity to thank my colleagues on the State Executive for their vision and contributions to RSL Victoria. The State Executive plays a key role in ensuring our organisation continues to be led with focus and purpose. To all of the volunteers across our network, I say thank you. The significant amount of work, time and effort put into the RSL year after year I cannot overstate. I also thank our Interim CEO, Executive Leadership Team and staff at RSL Victoria, who, throughout 2021, continued to go above and beyond to support RSL Victoria to achieve our objectives. Lastly, I wish to thank the membership; your continual commitment to the RSL lifted our spirits during tough times.

A handwritten signature in black ink that reads "R Webster".

Dr Robert Webster OAM
State President

ABOUT THE RETURNED & SERVICES LEAGUE OF AUSTRALIA (VICTORIA BRANCH)

ABOUT US

RSL Victoria is an ex-service organisation and charity, that was founded in 1916 to provide comradeship and support to Australia's veterans and their families.

OUR MISSION

To provide the best possible support and services to all generations of veterans in Victoria.

OUR VISION

Every veteran in Victoria is respected and supported, together with their families.

OUR VALUES

Empathy, Tradition, Integrity, Mateship, Transparency, Compassion, Respect.

OUR HISTORY

The Returned & Services League of Australia (Victoria Branch) was formed in June 1916 by troops returning from WWI with the purpose of preserving the spirit of mateship formed amidst the carnage and horror of battle, to honour the memory of the fallen and to help each other whenever required.

The underlying philosophy of the League is mateship and this is as true now as it was in 1916.

In 1916, there was no formal government welfare service for veterans and the RSL committed itself to providing for the sick, wounded and needy among those who had served including their dependants.

The RSL was instrumental in creating:

- A Commonwealth repatriation system
- Service, disability and war widow pensions
- Various employment and retraining programs (and for many years operated its own employment bureau)
- Child health programs
- Vocational guidance services.

In effect, the RSL was the first national welfare agency in Australia and welfare remains our prime function today.

OUR ORGANISATION TODAY

Although our core mission has never changed, the RSL's role has evolved over the past century. Today our role is:

- Policy development and public advocacy on behalf of the Returned & Services League (the League) and our members
- To promote, protect and shape the reputation and public perceptions of the League
- Communications
- To deliver and lead veteran services
- Commemoration
- Governance, compliance and risk management leadership
- Fundraising
- Sub-Branch and member support as well as advice to the network
- To authorise the establishment and dis-establishment of Victorian RSL Sub-Branches
- Leadership in living the values and culture of the League.

STRATEGIC DIRECTION RSL VICTORIA STRATEGY 2019–2023

Vision

Every veteran in Victoria is respected & supported, together with their families

Mission

To provide the best possible support & services to all generations of veterans in Victoria

Values



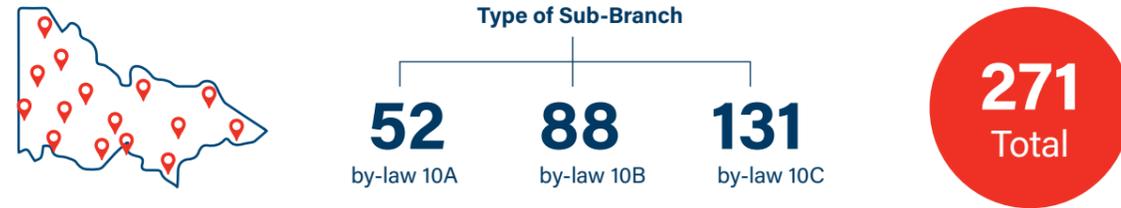
Our Objectives 2019–2023:

1. Engage more effectively with veterans who have served since 1990
2. Attract more veterans who have served since 1975 to be become involved in the active work of the RSL
3. Deliver two major projects, Project 2020 and Project 2022, in an integrated way with a narrative that articulates their inter-dependence and mutual support
4. Successfully develop and implement new and enhanced fundraising strategies and methods
5. Optimise and sustain our strategic footprint across the State
6. Ensure our governance is effective, transparent and contemporary
7. Enable all our objectives with modern IT and digital platforms to share, manage and inform



OUR IMPACT

RSL SUB-BRANCHES



MEMBERSHIP OF THE RSL IN VICTORIA



APPEALS



\$3,897,094
Total amount raised ANZAC Appeal

\$233,373
Total amount raised through the Winter Appeal

\$2,667,820
Total amount raised Poppy Appeal

\$673,690
Total amount raised through the Gifts in Wills program

VETERAN CENTRAL

Number of interactions with veterans through Veteran Central



VETERAN EMPLOYMENT

Number of veterans and their families enrolled in the Veterans Employment Program in 2021



ADVOCACY



OUR VOLUNTEERS



*Registered on RSL Victoria's volunteer management system 'Better Impact.' Volunteers are currently being onboarded onto the Better Impact system, and volunteers and volunteer contribution across the network may be higher than what is reported here.

VETERAN SUPPORT

OUR APPROACH TO REPORTING

For over 100 years, RSL Victoria has been improving the lives of veterans and their families by providing advocacy, wellbeing and welfare support.

In 2020 RSL Victoria undertook a strategic review of our veteran services that has led to the creation of the Resilient Veteran Strategy 2021-2026. Core to the strategy is the desire to provide holistic support that acknowledges the complex interplay between physical, mental and social

supports needed to support veterans and their families to thrive in their post-service lives. The strategy also provides direction for the evolution of veteran services and supports across the RSL Victoria network.

In line with the Resilient Veteran Strategy 2021-2026, RSL Victoria's Annual Report has been structured to reflect the strategic direction of the strategy: Collaborative Leadership, Connectivity, Effective Service, Lifelong Commitment.



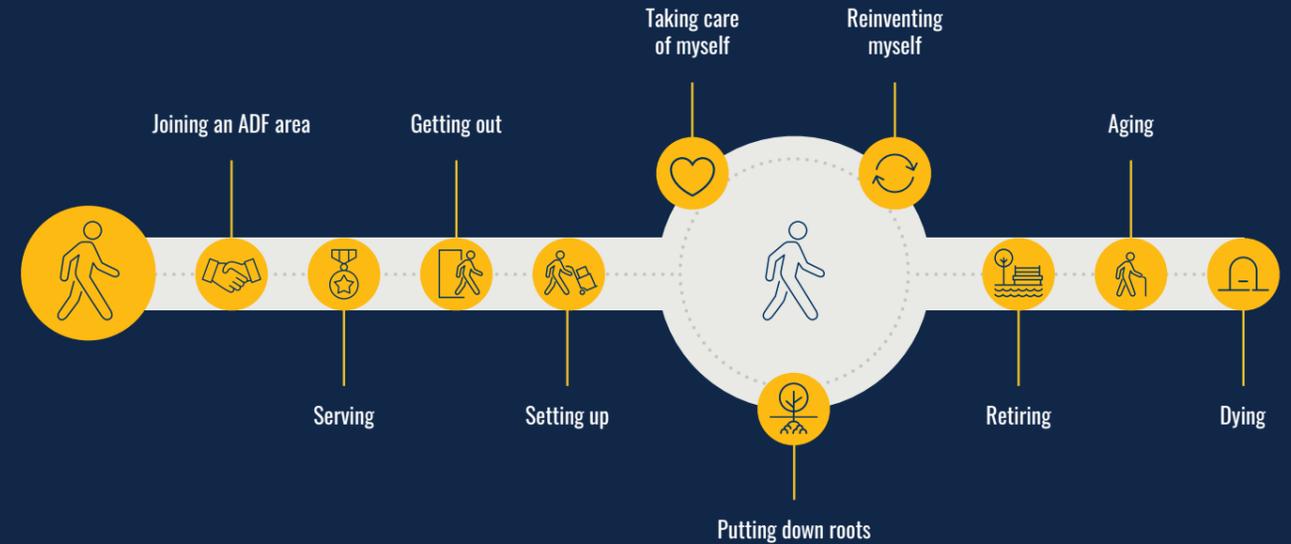
OUR VISION

The resilience of every Victorian veteran and their family is equal to any challenges that take place during transition and throughout their life journey.

OUR MISSION

To empower Victorian veterans and their families with connections and wellbeing choices that enhance their capacity to prosper in all life's circumstances.

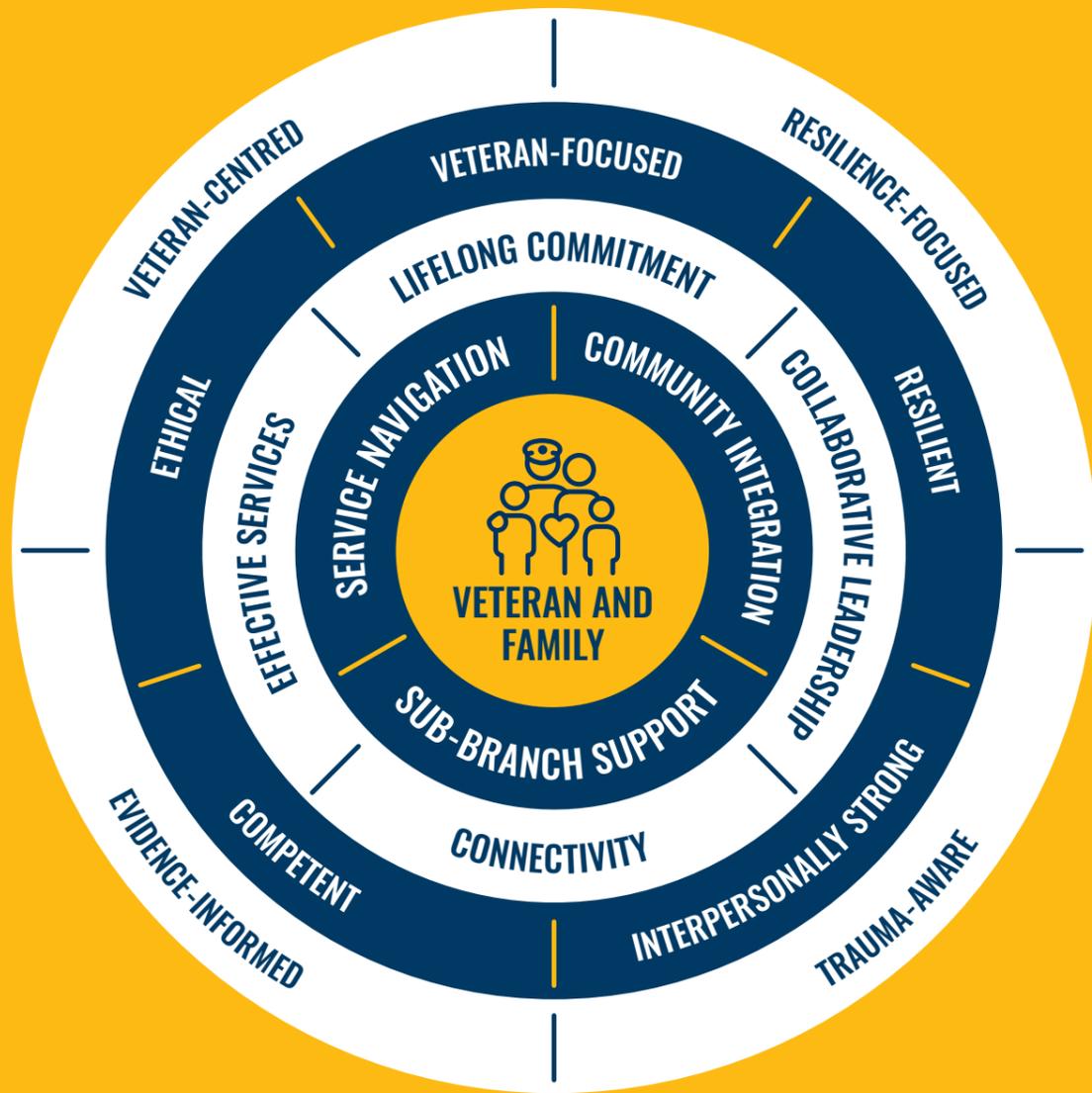
VETERAN JOURNEY MAP



OUR STRATEGIES

The Resilient Veteran Strategy will operate around four central strategic themes to provide cohesive wellbeing support for the veteran at all life stages; connecting them to one of the many support services offered by RSL Victoria, one of our partner organisations or to a veteran-focused government department.

- 1 COLLABORATIVE LEADERSHIP** Lead cross-sector engagement to unify wellbeing supports that reflect the diverse needs of Victorian veterans and their families.
- 2 CONNECTIVITY** Proactively empower veterans and their families to attain a place of connection and belonging within the veterans' and general community.
- 3 EFFECTIVE SERVICE** Provide Victorian veterans and their families with access to credible, safe and effective wellbeing support and service navigation.
- 4 LIFELONG COMMITMENT** Proactively create and maintain a supportive, trusted and enduring relationship with Victorian veterans and their families.



CONNECTIVITY

Key to the Resilient Veteran Strategy 2021–2026 is supporting veterans and their families to form meaningful social connections and support.

In addition to social support being provided through each of the RSL's 271 Sub-Branches, RSL Victoria operates a bespoke program, RSL Active, designed to support veterans to make new friends and improve their physical health and wellbeing.

VETERAN WELLBEING DOMAINS



COLLABORATIVE LEADERSHIP

The Resilient Veteran Strategy 2021–2026 aims to build on RSL Victoria's strengths and allow for collaboration and partnership with others who offer what the RSL does not or cannot deliver.

RSL VICTORIA REPRESENTATION

- Veterans Service Organisation (VSO) Round Table
- National Veterans' Affairs Committee
- DVA Deputy Commissioner quarterly briefing
- Victorian Public Service Veterans' Employment Program
- DVA National Veterans and Families Wellbeing Centre Working Group
- National RSL Veterans' Employment Working Group
- Australian Veterans' Children Assistance Trust (AVCAT)
- Trustee on the Shrine of Remembrance Board
- Australian Defence Force Transition Seminars

RSL ACTIVE

RSL Active is a program from RSL Victoria that provides a range of events and activities for the younger veteran community. In response to the pandemic, 2021 saw a mix of online and in-person RSL Active events occur, including yoga, belly dancing, cooking classes, kayaking tours, guitar lessons and wheelchair basketball.

In 2021, 292 veterans participated in RSL Activities run by RSL Victoria.

Five RSL Sub-Branches also run regular RSL Active activities: Altona RSL, Warragul RSL, Warrnambool RSL, Sale RSL and Bentleigh RSL.



Story:
Quite the
Comeback



Story:
RSL Active's
Melbourne City
Kayaking Tour



Story:
RSL Active
Invites You to Get
Moving Today and
Everyday

WHAT OUR PARTICIPANTS SAY ABOUT RSL ACTIVE

"I enjoy interacting with others in the veteran community."

"Connecting with my community."

"Feeling part of a community."

"Learning, socialising and having fun."

"The people are great and very welcoming. There are always great activities and get togethers."

"Great program, well ran. Keep up the great work."

"The checking in on each other and the unity, shared bond."

"Had some excellent social events with this group, most important to ongoing management of PTSD and PTSI."

"It kept us connected during lockdowns and we formed new friendships with other veterans, not in the same location."

"Keep doing awesomeness. I'm very grateful for the opportunities that are provided. My wellbeing is benefiting from joining this community. Thank you."

"It brings all services whether Army, Navy and Air Force, working together."

"I came across the RSL Active program almost by accident in 2020 during lockdown. The opportunity to participate in the online activities has been very welcome and I have made new connections and friends. Online opportunities have been fantastic for me, living in a rural area, with limited facilities and transport. Joining in face-to-face activities during the year has been delightful and such a boost to my health and wellbeing (physical and mental/emotional). The session facilitators have all been excellent and the communications from the program coordinators are spot on. I am so glad this program exists and would support new/more activities."

"The opportunity to stay connected to the RSL family should not be underestimated, particularly during the last two years. I truly believe that this program has played a pivotal role in supporting both the physical and mental health of all involved."

"I am so grateful for the Active program, my group are so caring and gives a safe place to try out new things like paddleboarding."

"Awesome program, thank you."

"Connection and restorative body mind moving."

"Connection, good bunch of people who are easy to get along with."

EFFECTIVE SERVICE

Core to the Resilient Veteran Strategy 2021–2026 is the desire to provide holistic support that acknowledges the complex interplay between physical, mental and social supports needed to support veterans and their families to thrive in their post-service lives. All our programs and services are evidence informed.

RSL Victoria's veteran support programs and services focus on justice and safety, housing, income and finance, employment and health.

VETERAN WELLBEING DOMAINS



LEARNING AND DEVELOPMENT

RSL Victoria has worked hard to develop processes and procedures to ensure that all staff and volunteers are trained or provided with the opportunity to access training in providing trauma-informed support.

RSL Victoria's Learning and Development Program aims to provide training education and support to RSL Victoria volunteers. In 2021 RSL Victoria held four workshops. The training and topics included:

- Suicide prevention
- Self-care
- Supporting a person involved in a Royal Commission
- Advocacy education including writing defensible case notes.

Volunteers from many Sub-Branches participated in the Learning and Development Program:

Bentleigh, Highett, Frankston, Torquay, Sale, Hampton, Doreen, East Malvern, Toorak, Montmorency-Eltham, Caroline Springs, Benalla, Waverley, Port Arlington, Traralgon, Warrandyte, Wangaratta, Epping, Returned Nurses Sub-Branch, St. Arnaud, Cobram-Barooga, Seaford, Ararat, Toorak, Darebin, Box Hill, Bacchus Marsh, Geelong, Ararat, Bendigo, Watsonia, Moe, Box Hill, Ballarat, Ringwood, Doreen, Yarrawonga, Waverley, Sunshine, Kyneton, Darebin, Greensborough, Essendon, Koo Wee Rup, Hellenic RSL Sub-Branch, Kilmore-Wallan, Rutherglen, Bairnsdale, Ocean Grove.

VETERAN EMPLOYMENT PROGRAM

In October of 2020, RSL Victoria launched a new veteran employment program as part of a national initiative to offer holistic support services across the country. The RSL's Veteran Employment Program (VEP) supports veterans and their immediate family to find meaningful employment. The program also offers career and financial counselling, interview coaching, and mental health support services to veterans and their families.

Supporting veterans and their families to find meaningful employment is a fundamental part to RSL Victoria's Resilient Veteran Strategy 2021–2026 and to our model for veteran wellbeing.

Veterans*	Immediate family members	Total
66	14	80

*Including reservists and allied veterans.

SERVICES



Help translating your skills for the civilian job market



Interview coaching



Training and development



Help interpreting selection criteria, writing CVs and application letters, and social media profiles



Career counselling



Connections to employers

ADVOCACY

Advocacy is the act of making representations on behalf of another to ensure that they receive a fair hearing of their case or an outcome they seek. In the context of RSL Victoria, this means providing support to veterans and current serving ADF personnel who are seeking entitlements, based on their service, from the DVA.

RSL Victoria's advocates play a vital role in the support of veterans throughout Victoria. The compensation support provided by RSL Victoria's advocates is provided, free of charge, to all members of the serving and ex-service community in Victoria. Despite the challenges presented by the pandemic, RSL Victoria's advocates continued to provide a high standard of advocacy services to veterans and their families.

In 2021, of those who sought advocacy support from RSL Victoria 398 served in the Australian Army, 110 served in the Royal Australian Navy, and 70 served in the Royal Australian Airforce.

In 2021 RSL Victoria's advocates supported veterans with:

578
DVA Applications
(With 1,480 individual medical conditions)

1,200
interviews

42
representations to the Veterans' Review Board

83
DVA Non-Liability Health Care (NLHC) claims

RSL Victoria's advocacy work changes people's lives. Scan the QR codes to read stories from those RSL Victoria has helped.



Story: RSL Advocacy Here for You



Story: One Call to Veteran Central Changed This Veteran's Life



Story: Life After Service

VETERAN CENTRES



In the 1980s, RSL Victoria and the Vietnam Veterans' Association of Australia partnered to create the Regional Veteran Centre Project, which saw the establishment of volunteer-led veteran centres across Victoria. In 2018 RSL Victoria announced plans to formalise services offered by some veteran centres.

In 2021, work continued on the implementation of this new wellbeing centre model including:

- Relocating the Frankston Veterans and their Families Wellbeing Centre from Skye Road facility to inside Frankston RSL

- Transitioning the Surf Coast Veteran Centre into the Geelong Veterans and their Families Wellbeing Centre at Geelong RSL
- Partnering with Melbourne Legacy to create the Vivian Bullwinkel Veterans and Families Wellbeing Centre in Melbourne
- Beginning construction on the Tim Fischer AC Veterans and Families Wellbeing Centre in Wodonga.



1 Frankston
Frankston Veterans and Families Wellbeing Centre

2 Geelong
Geelong Veterans and Families Wellbeing Centre

3 Melbourne
Vivian Bullwinkel Veterans and Families Wellbeing Centre in Melbourne

4 Wodonga
Tim Fischer AC Veterans and Families Wellbeing Centre

5 Warrnambool
The Warrnambool Veterans and Families Wellbeing Centre

WELFARE

RSL Victoria is committed to helping veterans access the support they need and providing emergency benevolent financial assistance when it is required.

Benevolent financial assistance is provided alongside RSL Victoria's support programs and services. In many instances, other forms of support are offered in conjunction with or instead of benevolent financial support.

Every case or request for financial welfare is now developed by one of RSL Victoria's Case Navigators, who work as part of the Veteran Central Program. Case Navigators work through all elements of a request for support with the client before making a recommendation.

Example: A client came to RSL Victoria several years ago from a corrections facility. RSL Victoria helped them get a job, find a house and furnish it. Recently the client came back to RSL Victoria for support with paying a bill. While working through the request with the client, the Case Navigator learned that the client was engaged, had a job and was saving for the wedding.

Instead of paying the bill through the RSL Victoria welfare fund, a solution was proposed to the client that RSL Victoria would arrange an interest-free repayment plan on a loan to pay the bill. This plan was offered in conjunction with other wellbeing and social support from RSL Victoria.

The original bill was less than \$1,000. The Case Navigator and extended veteran support staff spent three days developing and implementing the repayment and support plan with the client. This plan gave the veteran a greater sense of self-reliance, pride and ownership of their future life.

For more information:

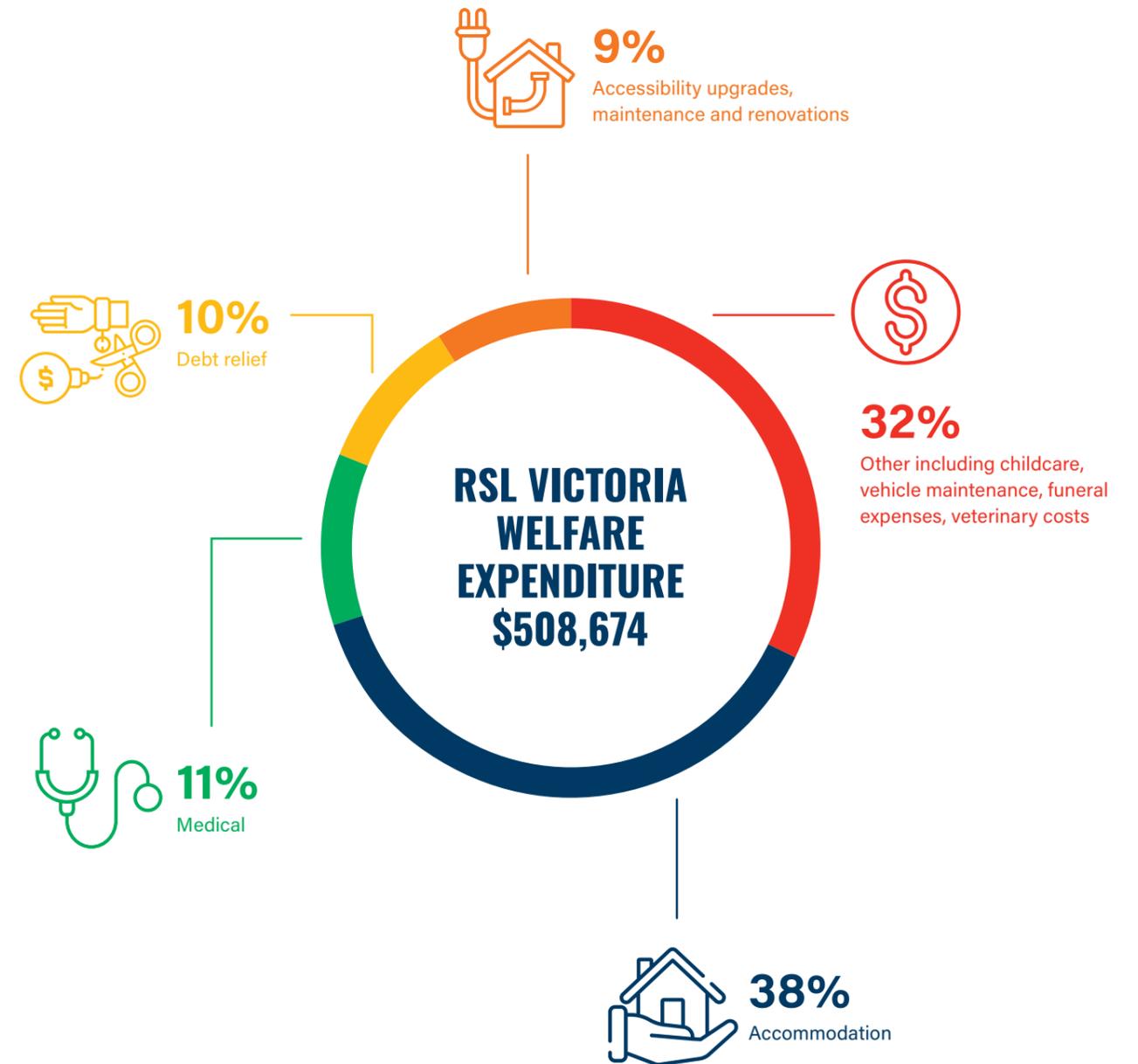


RSL VICTORIA WELFARE EXPENDITURE

RSL Victoria provides welfare payments to veterans and their families, alongside wellbeing programs and advocacy support. With these three programs working together, RSL Victoria helps veterans and their families to live their best lives.

In 2021 RSL Victoria spent \$508,674 on providing direct financial assistance to veterans and their families.

RSL Victoria's welfare expenditure can be categorised by:



LIFELONG COMMITMENT

Through the Resilient Veteran Strategy 2021–2026, RSL Victoria is committed to proactively creating and maintaining a supportive, trusted and enduring relationship with Victorian veterans and their families. Our approach is to provide holistic support that can support veterans at any stage and through any challenge.

VETERAN CENTRAL 1300 645 838

Veteran Central is a service for veterans and their families to interact with RSL Victoria and other ex-service, community groups or government organisations and get the support they need to maintain their wellbeing.

The operating model for Veteran Central is based on industry best practice. When a veteran or the family member of a veteran contacts the service via 1300 645 838, their call is answered by an Intake Officer who can offer support for simple enquiries. If the enquiry is complex, the caller is connected with a Case Navigator specialising in offering support that may involve multiple programs and providers.

Case Navigators are experts in connecting veterans and their families to all available supports, whether from RSL Victoria, RSL Sub-Branches, government, other ex-service organisations (ESOs), or community groups. The Case Navigators may also connect those in need of support with RSL Victoria's Social Worker for one-on-one specialised care.

In 2021 the team at Veteran Central supported veterans and their families through:



For more information:



VOLUNTEERING

RSL Victoria seeks to support veterans and to also be veteran led. Our volunteering program aims to develop skills and provide resources to support veterans to lead our organisation.

Data from the Australian National University Centre for Social Research and Methods has suggested that voluntary work was impacted harder by the COVID-19 pandemic than paid work was. This was certainly felt by RSL Victoria as due to COVID-19 restrictions we saw a significant reduction in time donated by volunteers during 2020.

RSL Victoria volunteers are some of the most amazing people you'll ever meet. Not only have many given through Australian Defence Force (ADF) service, but they chose to continue to give through their involvement with RSL Victoria. With an unbreakable connection to the Defence family, and a strong sense of altruism, our volunteers are truly inspiring.

Due to the pandemic, many of our volunteers were unable to volunteer their time to RSL Victoria and the veteran community as they normally would. It is great to see more and more volunteers throughout the network back in 2022 doing what they love to do.



Story:
Meet Poppy Appeal
Volunteer Jacqueline



Story:
Greg Mead 2021
Meritorious Service
Medal Recipient



Story:
A Top Honour
for a Top Bloke

Total number of
volunteers*

3,079

Hours given to providing
Sub-Branch administration
and management

69,243

Hours given to
coordination of DVA
Day Club activities

1,745

Total number of
volunteer hours

186,252

Hours given to providing
support for local community
events and initiatives

11,573

Hours given to providing
wellbeing support for
veterans

3,115

Hours given to the annual
ANZAC and Poppy Appeals

28,774

Hours dedicated to
commemoration and
heritage projects

11,887

Hours given for
Womens, Auxiliary

37,029

*Registered on RSL Victoria's volunteer management system 'Better Impact'. Volunteers are currently being onboarded onto the Better Impact system, and volunteer contribution across the network may be higher than what is reported here.



FUNDRAISING

ANNUAL APPEALS

Following a difficult fundraising year in 2020, the results for the ANZAC and Poppy Appeals in 2021 was most heartening. Much credit goes to Sub-Branch Appeals Officers, committees and volunteers for achieving the amounts raised below:



Poppy Appeal 2021:
\$2,667,820



ANZAC Appeal 2021:
\$3,897,094



RSL Victoria's fundraising efforts continue to use several methods for reaching our supporters and donors. Those methods include: traditional direct mail, electronic direct mail, sms and social media.



Traditional direct mail



Electronic direct mail



SMS



Social media

A Winter Appeal conducted in 2021 using these methods raised \$233,373.

Fundraising Forums engaging with Appeals Officers from our network of Sub-Branches across the State continue to be a successful way to brief on upcoming Appeals as well as providing an opportunity for the exchange and sharing of ideas. Forum venues in both metropolitan and regional locations enable Sub-Branch representatives to attend.

Forums were conducted in February 2021 in Queenscliff, Terang, Casterton, Keilor East, Bendigo, Cobram/Barooga, Box Hill, Upper Yarra and Leongatha. A second series of forums planned for August 2021, leading into the 2021 Poppy Appeal, were unfortunately cancelled due to the COVID-19 restrictions.

RSL Victoria's Sub-Branch network is adapting to the success of cashless giving (the use of EFTPOS terminals) as an alternative to traditional cash donations. While cash will always be welcome, we are increasingly seeing evidence that cashless giving is forming a larger percentage of the overall amount raised at many Sub-Branches during our Appeals.

Card donations as a percentage of overall donations are as high as 30 to 40% at some locations. This trend is likely to continue.



100

1921-2021

Supporting veterans for 100 years

100 YEARS OF THE POPPY APPEAL

RSL Victoria celebrated a milestone in 2021, the centenary of the Poppy Appeal. That's right, for 100 years RSL Victoria has been raising money to provide programs, services and support to veterans and their families when they need it most.



Story:
The Travelling 100:
Part One



Story:
The Travelling 100:
Part Two



Story:
The Travelling 100:
the Final Stop



Story:
RSL Victoria's
Poppy Appeal,
100 Years of Giving



Story:
9News and RSL Victoria
Partner to Celebrate 100
Years of the Poppy Appeal

OUR ANZAC APPEAL AND POPPY APPEAL PARTNERS

RSL Victoria would like to thank our ANZAC Appeal and Poppy Appeal partners and supporter organisations for helping us to raise the much-needed money and awareness for the Victorian veteran community:

- Australian Defence Force personnel, especially from HMAS *Cerberus*, Victoria Barracks, Defence Plaza Melbourne, RAAF Williams and Simpson Barracks
- Australian Football League
- Essendon Football Club
- Collingwood Football Club
- Richmond Football Club
- Melbourne Football Club
- Melbourne Cricket Club
- Melbourne Storm
- Melbourne United
- Officeworks
- Woolworths
- Racing Victoria
- Victorian Racing Club
- Tixstar

BEQUEST PROGRAM

RSL Victoria launched our Gifts in Wills program in 2020. In 2021 we built on this great work. While still in its infancy, this program identified supporters of the RSL's work who were willing and had the capacity to leave a lasting legacy in their will as well many who wished to receive more information. RSL Victoria was humbled by the response received from so many of our loyal and longstanding members.

In the 2021 reporting year, RSL Victoria gratefully received bequests totalling \$673,690.

PUBLIC ADVOCACY

ADVOCACY FOR THE ROYAL COMMISSION INTO DEFENCE AND VETERAN SUICIDE

At RSL Victoria's Annual State Conference in 2020 the RSL Victoria membership voted to advocate for a Royal Commission into Defence and Veteran Suicide. In 2021 RSL Victoria undertook extensive advocacy at both a state and national level in support of the Royal Commission.

On 8 July 2021 the Royal Commission into Defence and Veteran Suicide was established. The Royal Commission is a significant opportunity to address the devastating impact of defence and veteran suicide in Australia.

RSL Victoria, after extensive consultation with our members, made a significant contribution to RSL Australia's (RSLA) submission to the Royal Commission in November of 2021. The submission identifies key areas for action including governance arrangements, legislative change, resourcing and funding, along with targeted mental health programs.



Read RSLA's submission to the Royal Commission



RSL Victoria's 2020 Annual Conference: Members vote to advocate for a Royal Commission into Defence and Veteran Suicide.

26 FEBRUARY 2021

RSL Victoria surveys our members on their reaction into the Federal Government's inquiry into Defence Honours and Awards Tribunal.

10 MARCH 2021

RSL Victoria meets with RSL Australia on our advocacy plans to apply political pressure on the government to call for a Royal Commission into Defence and Veteran Suicide.

22 MARCH 2021

RSL Victoria's State President gives an interview to the *Herald Sun* on why a Defence and Veteran Suicide Royal Commission should be called.

22 MARCH 2021

Victoria's State President writes to Victorian Federal Parliamentarians seeking their support for the Royal Commission into Defence and Veteran Suicide.

23 MARCH 2021

RSL Victoria's State President met with Federal Minister for Veterans' Affairs, the Hon. Darren Chester to advocate on behalf of the RSL membership for the Royal Commission to be called.

23 MARCH 2021

RSL Victoria writes to the membership with an update on the progress of our public advocacy work.

19 APRIL 2021

The Prime Minister, the Hon. Scott Morrison MP announces that: 'The Government will take the step of recommending to the Governor-General the establishment of a Royal Commission into Defence and Veteran Suicide, following a period of consultation on draft Terms of Reference, with the relevant community and state and territory governments.'

4 MAY 2021

RSL Victoria sends a survey to members for their views on the Terms of Reference for the Royal Commission.

1,300 RSL Victoria members respond to the survey.

RSL Victoria provides member responses to RSL Australia to form part of a national submission on the Terms of Reference for the Royal Commission.

21 MAY 2021

RSL Victoria communicates feedback from the survey to the membership.

8 JULY 2021

Royal Commission into Defence and Veteran Suicide is formally established following approval by the Governor-General.

Nick Kaldas APM is appointed as the Chair of the Royal Commission into Defence and Veteran Suicide.

RSL Victoria forms the Royal Commission Advisory Group (later named Working Party) made up of RSL Victoria staff and volunteers from the membership. Group members include: Glen Ferrarotto; Ange Kenos; Adam Lawson; James Weston; Bill Westhead and Eamon Hale.

13 SEPTEMBER 2021

RSL Victoria writes to its Sub-Branches and members to advise them on how to make an individual submission to the Royal Commission and also consider making a contribution to RSL Australia's submission.

26 SEPTEMBER 2021

The Australian Institute of Health and Welfare report on the incidence of suicide among current and former ADF personnel is published.

18 NOVEMBER 2021

RSL Victoria provides its submission to RSL Australia to include in the RSL's National Submission to the Royal Commission into Defence and Veteran Suicide.

SUB-BRANCH SUPPORT

There are 271 RSL Sub-Branches across Victoria. RSL Victoria's professional Sub-Branch support services ensure that the RSL Sub-Branch network, comprised of by-law 10A (10A), by-law 10B (10B) and by-law 10C (10C) Sub-Branches, is well equipped to meet its objectives and comply with legislative and regulatory obligations.



OUR SUB-BRANCHES



10A Sub-Branches

These Sub-Branches perform all the required roles of an RSL Sub-Branch and additionally operate with a commercial hospitality offering additional obligations to the community.



COMMEMORATION



VETERAN SUPPORT



HOSPITALITY AND ENTERTAINMENT



10B Sub-Branches

These Sub-Branches perform all the required roles of an RSL Sub-Branch and additionally operate limited food and beverage services.



COMMEMORATION



VETERAN SUPPORT



LIMITED HOSPITALITY



10C Sub-Branches

These Sub-Branches perform all the required roles of an RSL Sub-Branch.



COMMEMORATION



VETERAN SUPPORT

BUSINESS DEVELOPMENT

Much like 2020, throughout 2021 the Sub-Branch network was again heavily impacted by the COVID-19 pandemic. Even more so in 2021, when the operational and financial challenges for the network were enormous. RSL Victoria's dedicated Network Service and Support Team continued to provide advice and guidance to the Sub-Branches to assist them navigate the regular and often extremely challenging government mandates and re-opening plans. Re-engaging with staff and maintaining the workforce to deliver the expected levels of service for RSL members and guests were also priorities for the Sub-Branches and Network Service and Support Team.

RSL Victoria's Business Support Managers continued to provide up-to-date advice to the Sub-Branch network in all areas, including governance, customer service standards, financial performance, legislative and operational compliance.

RSL Victoria's Business Support Managers are an integral part of RSL Victoria's service-centric model.



Story:
RSL Sub-Branches Hit Hard by Omicron



Story:
From Melbourne to the Regions : Hear How Our Sub-Branches are Getting Back Into the Swing of Things

ONGOING MODEL FOR SUPPORT

Throughout 2021 RSL Victoria worked hard to develop strategies to support the Sub-Branch network's emergence from the pandemic, and to grow support and membership at RSL Sub-Branches.

RSL Victoria is excited to implement our strategies in 2022.

LOYALTY PROGRAM

RSL Victoria's Loyalty program RSL Rewards provides members with a loyalty program infrastructure to support their purchases within Victorian RSL Sub-Branches. All financial members have access to the program in participating Sub-Branches throughout Victoria. The system allows all members to earn points on food and beverage within participating Sub-Branches. Members can redeem points on food and beverage, as well as exclusive items on the RSL Rewards website.

For much of 2021 RSL Victoria's members were unable to earn RSL Rewards points due to the pandemic and related lockdown.

Number of points issued

156,627,228

Number of participants in the program

128,091

Number of visits to the RSL Rewards website

25,532

MEMBERSHIP

RSL Victoria administers, in conjunction with our 271 Sub-Branches, five different categories of membership:



Life membership

Bestowed upon certain members for exceptional duration of membership and contribution to the organisation.



Service membership

Available to any person who has served in the ADF or its allies.



Affiliate membership

Available to any person who has a family member eligible for service membership.



Social membership

Available to any member of the public via 10A and 10B Sub-Branches.



Community membership

Available to any member of the public via 10A Sub-Branches only.

The RSL Victoria network closed the year with 183,160 members.



A significant proportion of the administrative work relating to membership management is completed by Sub-Branch staff and volunteers, with the additional central oversight and support of RSL Victoria staff.

In 2021, RSL Victoria Member Services fielded:

1,950 phone enquiries **7,950** email enquiries

2,850 membership transfers from one Sub-Branch to another

The Member Services Team also processed over 10,000 renewal and new member applications.

RSL VICTORIA NETWORK REPRESENTATION

RSL Victoria represents the RSL Sub-Branch network on various Victorian Responsible Gambling Foundation committees and working groups:

- Biannual Venue Support Program Reference Group Committee meetings
- Quarterly land-based gambling and industry issues-based forums
- Quarterly Gambling Harm Awareness Week Committee meetings
- Responsible Gambling Ministerial Advisory Council representation
- Quarterly meeting with the Minister for Consumer Affairs, Gaming and Liquor Regulation.

GOVERNANCE

In 2021 RSL Victoria provided the following governance supports to 10A, 10B and 10C Sub-Branches to help the Sub-Branches manage their legislative and charitable reporting obligations:

- Holding multiple governance e-learning training sessions throughout the year. eLearning participants were from Sub-Branches across the State

47 Governance eLearning enrolments from 10A Sub-Branches

19 Governance eLearning enrolments from 10B Sub-Branches

32 Governance eLearning enrolments from 10C Sub-Branches

- A total of 62 Sub-Branch Committee members completed the online Sub-Branch Governance training in 2021

- Supporting 87.2% of Sub-Branches to make their Patriotic Funds Annual Information Statements 2020 submissions by 30 June 2021
- Supporting 97.7% of Sub-Branches to make their General Accounts Annual Information Statements 2020 submissions by 30 June 2021
- Phone and email assistance with submissions was provided by RSL Victoria to over 271 Sub-Branch entities
- RSL Victoria visited 20 RSL Sub-Branches to assist the Sub-Branches finalising their reports and provide volunteer training. Please note that the ability to visit Sub-Branches was impacted by COVID-19 lockdowns in Victoria.

*Please note, all Victorian RSL committees are volunteer led, but guided by the professional staff at RSL Victoria and the League's rules and by-laws.

PROPERTY

RSL Victoria operates using a unique model whereby the majority of RSL Sub-Branch buildings are owned in a Patriotic Fund.* This means that the buildings are subject to various laws and legislation underpinning their use, maintenance, development and renovation, where appropriate.

To ensure compliance across the network**, RSL Victoria requires RSL Sub-Branches who wish to undertake capital works to Patriotic Fund assets, to submit their plans to both the Property and Legal Team at RSL Victoria, and the RSL Victoria State Executive Property Committee for approval. In 2021 The RSL Victoria State Executive Property Committee considered 56 matters.

In addition to supporting Sub-Branches with their Patriotic Fund requirements, RSL Victoria also offers support to Sub-Branches seeking grants to undertake building works. In 2021 many RSL Sub-Branches received funding through the State Government's 'Victoria Remembers' grant program.

*Patriotic Funds are a type of trust fund created after WWI, when Victorian communities raised money to assist soldiers and their families. They provide welfare services and clubrooms for returned service personnel and their dependants.

**With the obligations of any trust deeds and the broader regulatory, compliance and legislative framework.

PROPERTY CONTINUED

2021 Victoria Remembers grant recipients

Piangil RSL Sub-Branch	Repairs and maintenance to RSL premises	\$38,366.20
Bentleigh RSL Sub-Branch	Solar installation at Cheltenham property	\$28,850.00
Seymour RSL Sub-Branch Building Patriotic Fund	Hall upgrade	\$40,430.00
Geelong RSL Sub-Branch — Geelong Veterans Centre	Veteran and Family Wellbeing Hub	\$24,900.00
Drysdale RSL Sub-Branch	Building extension	\$18,000.00
Inverloch RSL Sub-Branch	Improving the property's sustainability and safety values	\$13,556.79
Oakleigh-Carnegie RSL Sub-Branch	Installation of solar panel system	\$27,509.00
Bacchus Marsh RSL Sub-Branch	Veterans' support facilities	\$30,000.00
Balmoral RSL Sub-Branch	Electrical and plumbing upgrades	\$8,646.66
Beechworth RSL Sub-Branch	Replacement of interior carpet	\$23,442.00
Benalla RSL Sub-Branch	Installation of emergency exits and solar panel system	\$2,514.81
Briarolong RSL Sub-Branch	Septic tank upgrade	\$18,000.00
Coburg RSL Sub-Branch	Outdoor works including ramp compliance	\$48,902.29
Flemington-Kensington RSL Sub-Branch	Building improvements	\$38,684.09
Foster RSL Sub-Branch	Clubroom upgrade and repair	\$15,058.00
Heyfield RSL Sub-Branch	Upgrades to RSL Hall	\$19,171.00
Leongatha RSL Sub-Branch	Accessibility works	\$50,000.00
Maldon RSL Sub-Branch	Exterior Works Project	\$16,420.00
Manangatang RSL Sub-Branch	Hall repairs and amenities	\$11,359.68
Myrtleford RSL Sub-Branch	Roof replacement	\$32,487.00
Numurkah RSL Sub-Branch	Replacement of inefficient evaporative cooling	\$15,000.00
Queenscliff-Point Lonsdale RSL Sub-Branch	Toilet upgrades	\$50,000.00
St Arnaud RSL Sub-Branch	Airconditioning of the hall	\$33,545.00
Tongala RSL Sub-Branch	Stabilisation of property's brickworks and foundation	\$34,600.00
Wedderburn-Korong Vale RSL Sub-Branch	Solar system installation	\$6,000.00

COMMUNICATIONS

SUB-BRANCH COMMUNICATIONS

15
editions of the RSL Victoria e-news

11 standard editions

4 special editions

35,000
words

35
additional Sub-Branch communications

Topics include ANZAC Day 2021, Annual Conference, COVID-19-related information for Sub-Branches, the Royal Commission into Defence and Veteran Suicide, veteran grants including grants from Victoria Remembers.

STAFF COMMUNICATIONS

250
staff hub posts

9
presentations from staff to staff

6
Town Hall (all staff meetings)

42
'weekly wrap-up' newsletter emails to staff

SOCIAL MEDIA



RSL VIC Facebook

644,095
engaged users

9,150,966
page reach

392
total posts

ANZAC Appeal Facebook

254,607
engaged users

3,056,428
page reach

75
total posts

Poppy Appeal Facebook

323,043
engaged users

8,276,287
page reach

74
total posts

WEBSITE USERS

127K
RSL Victoria

21K
ANZAC Appeal

37K
Poppy Appeal

27K
RSL Rewards

MUFTI

2

editions of RSL Victoria's member magazine, *Mufti* were produced and sent in 2021. Each edition is read by more than

60,000
members



THE NEW RSLVIC.COM.AU

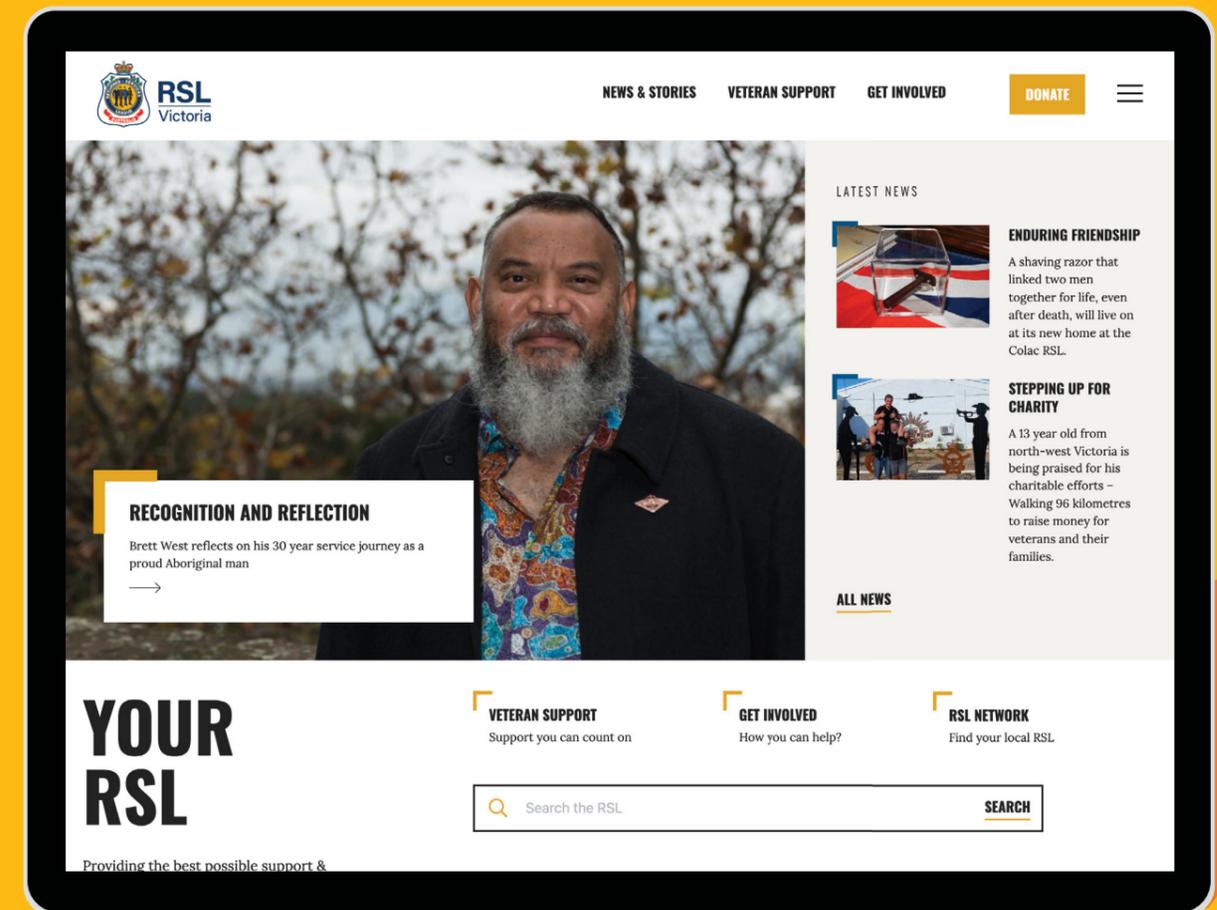
In 2021 RSL Victoria built a new website. The new rslvic.com.au has a contemporary look and feel, and is more content led than ever before.

Staff, volunteers, members and Sub-Branches were consulted during the website build to ensure that it would meet the needs of all of RSL Victoria's stakeholders who would use the site.

Underpinning the new website is our strategy to 'tell our story in our words'. By creating a powerful publishing tool, RSL Victoria has the platform to publish news and stories about us, our people and our programs.



Visit
rslvic.com.au
today



FINANCIAL PERFORMANCE

The finances of RSL Victoria are represented by five entities.

- 1 Returned & Services League of Australia (Victorian Branch) Inc.
ABN 73 941 765 364
- 2 RSL Victoria General Appeals Patriotic Fund
ABN 85 107 546 293
- 3 RSL Victoria House Building Fund
ABN 53 294 327 597
- 4 Returned & Services League of Australia Statewide Building Patriotic Fund
ABN 58 414 029 878
- 5 Returned & Services League of Australia (Victoria Branch) Welfare Trust Fund
ABN 39 275 302 584



The audited financials of four of the five entities are available on RSL Victoria's website

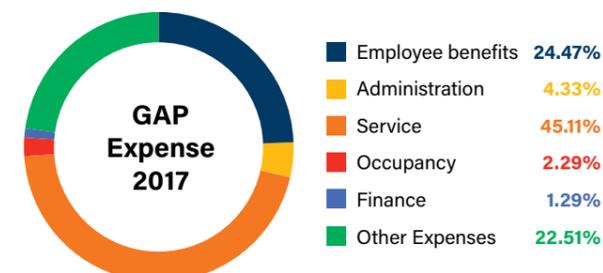
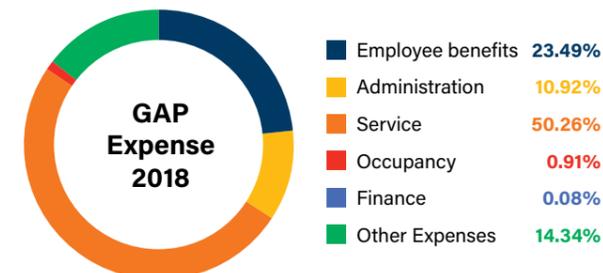
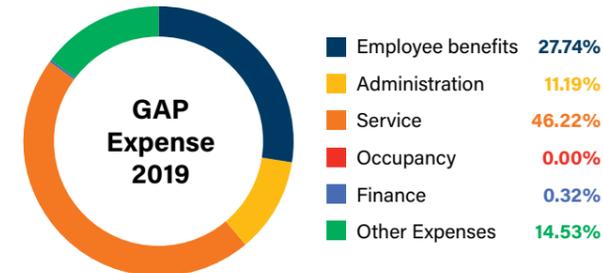
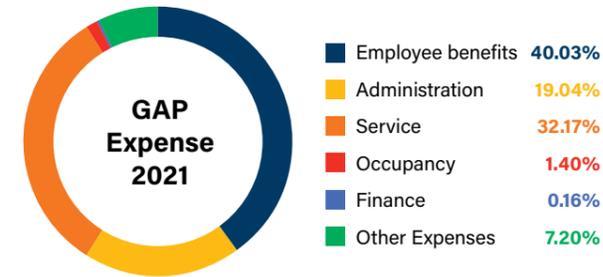


FINANCIAL SNAPSHOT

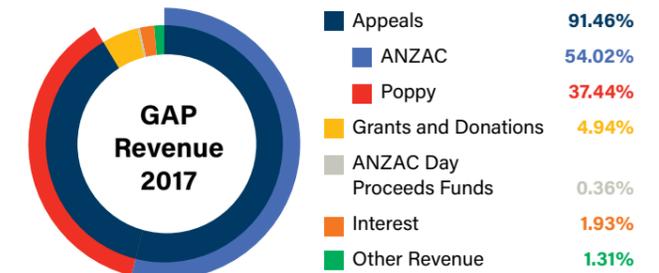
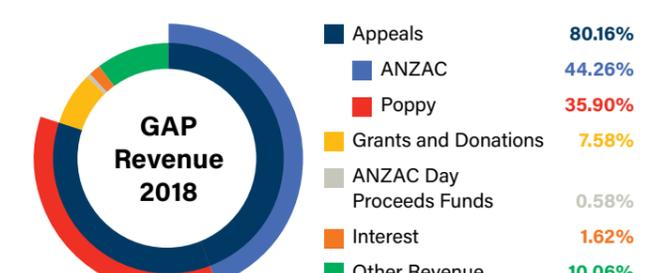
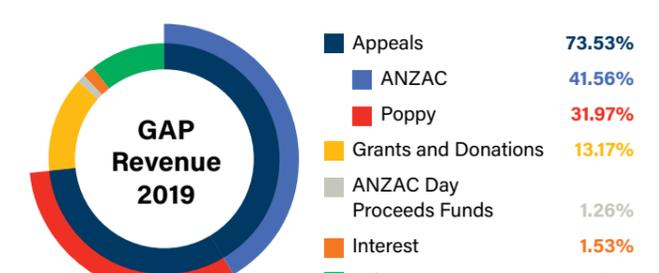
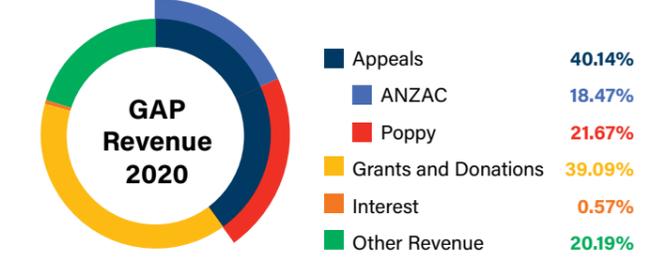
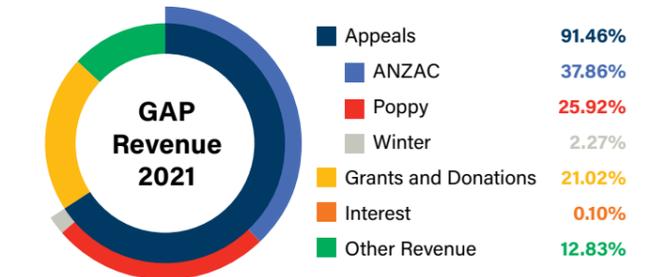
RSL Victoria's mission and strategic priorities guide our delivery of services and supports. RSL Victoria is focused on balancing services and supports with financial sustainability. RSL Victoria's State Executive and Executive Leadership Team work collaboratively to explore innovation and alternative funding models that might enhance our service delivery outcomes; this is something to which RSL Victoria has a long commitment.

COVID-19 could have had a devastating impact on RSL Victoria, but it is through our prudent financial management, both before the pandemic and during it, that RSL Victoria is in a position to make a strong rebound. To demonstrate this, we have included a five-year snapshot of the financial positions (revenue and expenses) the General Appeals Patriotic Fund and the Returned & Services League of Australia (Victorian Branch) Inc.

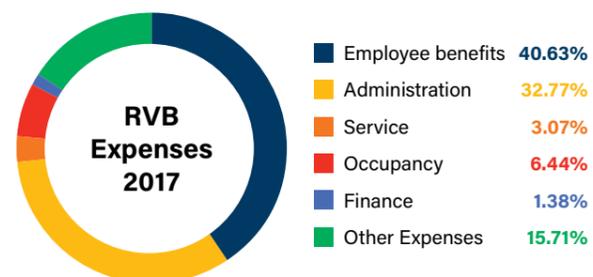
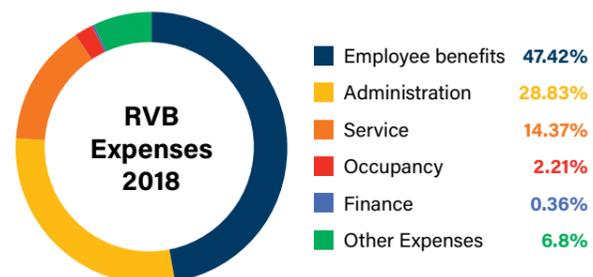
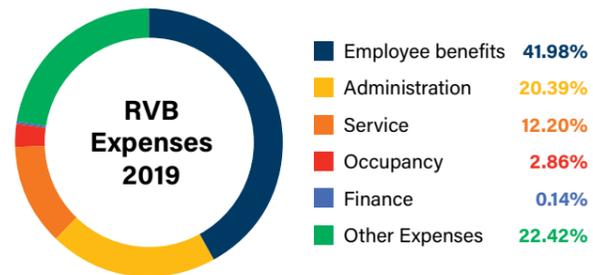
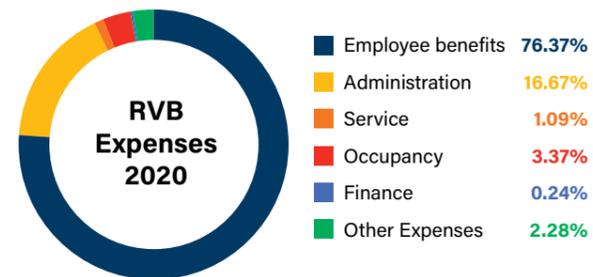
GAP EXPENSES GRAPHS 2021 TO 2017



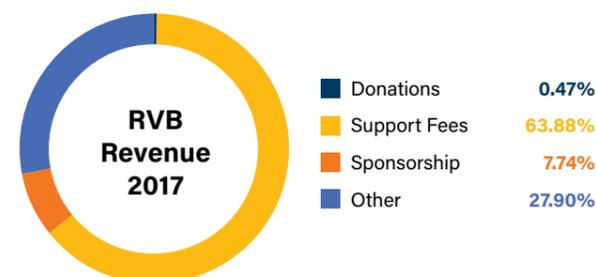
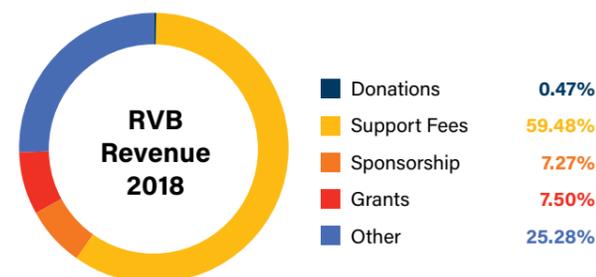
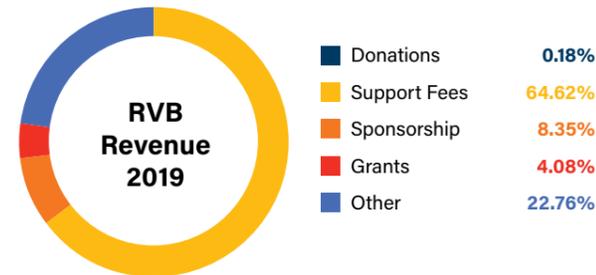
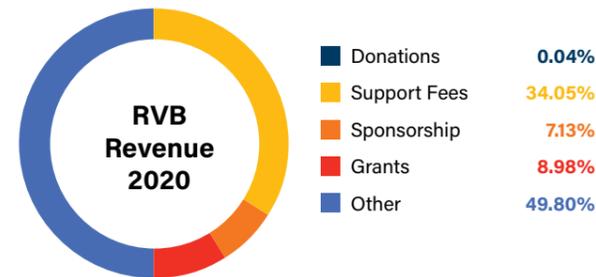
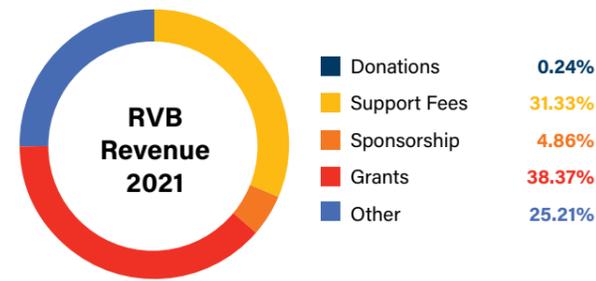
GAP REVENUE GRAPHS 2021 TO 2017



RVB EXPENSES GRAPHS 2021 TO 2017



RVB REVENUE GRAPHS 2021 TO 2017



GOVERNANCE

RSL Victoria's State Executive (The Board) is responsible for the governance and strategic direction of RSL Victoria.

The State President is the Chair of the State Executive. The State Executive's responsibilities include:

- Approving the mission and strategic direction of RSL Victoria
- Appointing and monitoring the performance of the Chief Executive Officer of RSL Victoria
- Overseeing and reviewing the management and performance of RSL Victoria
- Overseeing risk management across the League
- Overseeing veteran support activities
- Supporting significant commercial activities
- Establishing and issuing charters to RSL Sub-Branches and overseeing the provision of a range of services to these Sub-Branches, as the member organisations of the State Branch.

RSL Victoria's State Executive is responsible for the administration of a number of funds and entities and its Board Members are trustees for a number of funds/entities including the:

- Returned & Services League of Australia (Victorian Branch) Inc.
- RSL General Appeals Patriotic Fund
- RSL Statewide Building Patriotic Fund
- Welfare Trust Fund
- a large volume of Sub-Branch Patriotic Funds.

RSL VICTORIA'S 106TH ANNUAL CONFERENCE

The 106th Annual Conference saw over 230 registered delegates from 98 Sub-Branches participating online, and close to 100 viewers via the live stream on YouTube. At the conference Mr Desmond Callaghan OAM BJ JP and Mr Terence Makings AM were elected to the positions of State Senior Vice President and State Vice President. Mr Lee Webb OAM formally retired from the State Executive at the conference.

Holding the Annual Conference each year is an important part of RSL Victoria's governance.

Please note the 2021 Conference was held online in response to the Government-mandated lockdown in Victoria.

THE ELECTORAL REFORM ADVISORY GROUP (ERAG)

Members of the State Executive also chair and provide oversight to many RSL Victoria committees and advisory groups.

In 2021 a new advisory group was established, the ERAG.

ERAG was established in September 2021 when the Terms of Reference for the Group were approved and initial membership confirmed. The purpose of the group is to review and modify our constitutional structure and arrangements on an ongoing basis to ensure that they facilitate the best outcomes for our stakeholders and deliver our strategic Mission and Vision.

Our organisational and operational structures will be reviewed and modified to reflect the changing needs and expectations of our stakeholders and to deliver our initiatives.

A review of the constitutional structure for RSL Victoria was proposed in RSL Victoria's Strategic Plan 2019-2023.

In 2021 ERAG was exceedingly productive, specifically:

- Producing two Rule Remits for consideration at the 2022 State Annual Conference
- Securing a dedicated 'Open Forum' agenda item for the 2022 State Annual Conference on the future of the '1-service member, 1-vote' Rule Remit proposal
- Reviewing and analysing of alternative governance models. Analysis included engagement with RSL NSW, RSL QLD, and Surf Life Saving Australia.
- Reviewing RSL Victoria's electoral oversight - including Independent Returning Officer's report on the 2021 State Annual Conference election.
- Establishing contact with Victorian Electoral Commission regarding 'best practice' and potential approaches
- Producing two network-wide surveys on awareness of and attitudes toward State Branch Rules, governance processes, potential models, etc.
- Presenting a full report on ERAG's work to the State Executive.

ERAG will continue its work in 2022.

RSL VICTORIA'S STATE EXECUTIVE



STATE PRESIDENT DR ROBERT WEBSTER OAM

RSL Victoria's State President, Dr Robert Webster OAM, was called up for national service in 1969. He served in Vietnam with 26 Transport Company, Royal Australian Army Service Corps, from February 1970 until February 1971. Rob has been a member of the Returned & Services League for 49 years, with his original Sub-Branch being Henley and Grange (South Australia). Rob joined the State Executive of RSL Victoria in 1989, and he was elected to the position of State President of RSL Victoria in February of 2017, and re-elected for a third term in November of 2020. Rob is passionate about the RSL and its role in supporting Australian veterans and leading national commemoration.

Rob has been a member of the Returned & Services League for 49 years. He is passionate about the RSL and our role in supporting Australian veterans and leading national commemoration.



SENIOR VICE PRESIDENT MR LEE WEBB OAM

RSL Victoria Senior State Vice President, Lee Webb OAM, served in the Australian Regular Army from 1968 to 1988. He became a member of the Greensborough RSL in 1992, where he has served as Sub-Branch, President since 1996. Lee joined the RSL State Executive in 2012 and has served on the Property Committee, and Commercial Business Committee since. Lee is passionate about supporting veterans and their families and was awarded an OAM for his service to the Victorian ex-service community.



STATE SENIOR VICE PRESIDENT DESMOND (DES) ANTHONY CALLAGHAN OAM BJ JP

Desmond (Des) Callaghan OAM, was called up for national service in 1968. He served in Vietnam with the 104th Signals Squadron from 1969–1970. Since his discharge from the ADF in 1970, Des has committed himself to serving the community. Des has been a Legacy member since 1997, an RSL member since 1978, a Bail Justice since 1990 and a Justice of the Peace since 1998. In 2000 he was awarded Lifetime membership to the RSL, and in 2011 he was awarded the RSL's highest honour, the Meritorious Service Medal. Des has served on the RSL Victoria State Executive since his election in 2016.



VICE PRESIDENT TERRY MAKINGS AM

Terry Makings is a proud member of Geelong RSL Sub-Branch. His Royal Australian Navy experience commenced as a cadet at TS Barwon, Geelong. Terry served for over 20 years. Terry was awarded Member of the Order of Australia (Military Division) in 1985. On leaving the Navy he held senior appointments at City of Melbourne and City of Greater Geelong, before becoming a consultant. He is a Governor — Shrine of Remembrance and President of several ex-Navy associations. He holds a Master of Business degree, is a graduate of the Australian Institute of Company Directors and a Fellow of the Institution of Engineers Australia. He is Chair — RSL Veteran Affairs Committee, Deputy Chair — RSL Finance Committee and also the RSL Risk, Audit and Governance Committee.



STATE HONORARY TREASURER TIMOTHY HOLDEN FCA GAICD RITP

Timothy enlisted with the Royal Australian Navy in 1979, and was granted an honourable discharge in 1982 at the rank of Able Seaman. Timothy has been a member of Beaumaris RSL Sub-Branch since August 2013 and has served as Treasurer of the Sub-Branch since October 2017. In May 2021, Timothy was appointed State Honorary Treasurer of RSL Victoria. Timothy is a Chartered Account, a registered Trustee in Bankruptcy and Registered Liquidator. Timothy has taken hundreds of appointments as an External Administrator of companies and incorporated associations or as the Trustee of debtors' affairs. In late 2018, Timothy joined the Australian Institute of Company Directors and passed the Company Directors Course with an Order of Merit in January 2019.



DAVID MARTIN OAM

David Martin joined the Australian Army in 1964 at the age of 15, via the Army Apprenticeship School. David resigned from the Australian Army after 21 years of service, during which he rose to the rank of Captain. David has been a member of Rutherglen RSL Sub-Branch since 1985 and served as its President on three occasions. David was elected to the RSL Victoria State Executive in July 2018. David was awarded Life membership to the RSL in 2004, and he received the RSL's highest honour, the Meritorious Service Medal in 2016. Outside of his RSL commitments, David has strong ties the community. He has been a Legatee for more than 20 years and has given his time as a Victorian Bail Justice and as a Councillor on the Rutherglen Council.



SIMON THORN

Simon Thorn joined the RSL Victoria State Executive in November of 2020 following his election at the Annual State Conference. Simon is a former commissioned Australian Regular Army Officer who served in a wide variety of roles including in Iraq and Afghanistan. He has held senior roles at the Office of Police Integrity and the Independent Broad-based Anti-corruption Commission. Simon was previously the Senior Executive responsible for regulation of the apprenticeship and vocational education sectors in Victoria. Simon is currently a Senior Executive in the national vocational education regulator. Simon holds a Master of Business Administration from Latrobe University, is a graduate of the Australian Institute of Company Directors and an ANZSOG Executive Fellow.



GLEN FERRAROTTO

Glen Ferrarotto served in the Australian Army for more than a decade before discharging in 2008. Since then, Glen has dedicated much of his time to supporting veterans. In 2012, Glen Ferrarotto founded Australia's first dedicated recruitment agency for veterans, Ironside Recruitment. Since that time, he has paved the way for a large number of Australian veterans to access and develop long-term, meaningful careers outside of the ADF. Glen joined the Montmorency-Eltham RSL Sub-Branch in 2015, and has served as Sub-Branch Senior Vice President since 2017. Glen was elected to the RSL Victoria State Executive in 2018.



ANDREW HANNS

Andrew Hanns was elected to the RSL Victoria State Executive in November of 2020. Andrew served as a Reserve Forces rifleman at Geelong Deakin University Company in 1992, he later joining the regular Army and became an ASLAV Armoured Vehicle Crew Commander. Andrew was deployed to East Timor INTERFET 1999. Outside service Andrew has worked in the construction industry for a decade to pursue helping veterans as a Wellbeing Advocate at the Geelong RSL Sub-Branch. During this time has served three terms as Sub-Branch President.



ANGE KENOS

Ange Kenos joined the RSL Victoria State Executive in November of 2020 following his election at the Annual State Conference. Ange is a former Naval Reserve diver and Navigating Officer, he is also a former higher education teacher. Ange is a motivated volunteer and has served on many boards and committees including the RACV, Eye and Ear Hospital, SIO/GIO Consumer Appeals, Centre Lemnos Gallipoli Commemorative Committee, the Battle of Crete and Greece Commemorative Council, and the Greek Committee.

RSL VICTORIA'S EXECUTIVE LEADERSHIP TEAM



INTERIM CHIEF EXECUTIVE OFFICER BRIAN CAIRNS

Mr Brian Cairns has a very distinguished 30-year association with the RSL and is the current Interim Chief Executive Officer at RSL Victoria providing leadership, governance and direction to both the organisation and the network. In 2008 Brian joined RSL Victoria as the LSBA Executive Officer and in 2012 he became the Manager of Commercial Operations. In 2015 Brian was appointed the Chief Operations Officer. Brian currently leads the Executive Leadership Team that comprises the CEO's Office, Veteran Services, and Operations and Finance departments.



CHIEF FINANCIAL OFFICER DAVID RIDLEY

Mr David Ridley who is a qualified chartered accountant commenced employment with RSL Victoria in 2012 as a Business Analyst after decades of various commercial experience. Within his current role as Chief Financial Officer, David is responsible for providing leadership to the Finance, Property and Legal, and Fundraising Teams. David has the aptitude to translate strategy into achievable goals. He delivers strong strategic recommendations to the CEO and Executive Management Team.



ACTING CHIEF OPERATING OFFICER CLINT BREWSTER

Mr Clint Brewster has a comprehensive background in team development, coaching and growth. His experience in hospitality, retail, risk management, auditing and compliance is extensive. Clint commenced with RSL Victoria in 2012 as Business Development Manager. In 2016 he was appointed to the role of Governance, Compliance and Risk Manager. In 2021 he started the new role of Senior Manager — Network, Services and Support. Clint currently holds the position of Acting Chief Operations Officer.



CHIEF OF VETERAN SERVICES
ADAM LAWSON

Adam Lawson joined RSL Victoria as the Chief of Veteran Services in February 2020. Adam is a former Air Combat Officer with more than 20 years of experience in both the Royal Australian Airforce and the Royal Air Force in the United Kingdom. Adam has served in multiple overseas deployments, including two deployments to Afghanistan. Adam left the Airforce in 2010. This was a challenging experience that led him to his role at RSL Victoria today.



EXECUTIVE OFFICER
KYLE PRASSER

Kyle Prasser joined RSL Victoria as Executive Officer in March 2021, with responsibility for supporting the State Executive in a Branch Secretary capacity. Kyle has worked at executive/senior leadership level within disability, mental health, aged care, public health and homelessness services and has served as Company Secretary for a number of charities both locally and interstate. Kyle is a member of the Australian Institute of Company Directors and an Affiliate Member of the RSL.

AWARDS

VICTORIAN BRANCH AWARDS 2021

Meritorious Service Medal

- Gregory Mead (Phillip Island)
- Thomas Murphy (Romsey-Lancefield)
- Kevin Pitts (Myrtleford)
- John Wells (Dandenong)
- Roger Boness (Mt Evelyn)
- Douglas Nolte (Port Fairy)
- Noel Morse (Hurstbridge)
- Ian Caines (Moe)

Life Membership with Gold Badge

- William Telfer (Greensborough)
- John Miles (Warrnambool)
- Robert Cross (Darebin)
- Maurice Keating (Ballarat)

National Certificate of Merit with Gold Badge

- Ugo Lo Iacono (Clunes)
- Pamela Rowler (Dromana-Red Hill)
- James Slattery (Lilydale)
- Terry Power (Epping)

National Certificate of Appreciation

- Nil

Life Membership

- Robert Richardson (Lilydale)
- Eric Dosser (Lilydale)
- Stephen Davies (Lilydale)
- Carole O'Donovan (Flemington-Kensington)
- Gabrielle Berkeley (Flemington-Kensington)
- John (Jake) Arnold (Warracknabeal)
- Robert Lambie (Inverloch)
- Peter Allen (Inverloch)
- Keith Wesley (Bacchus Marsh)
- Jeffrey Lewis (Benalla)
- Maurice (John) Haward (Box Hill)
- Donald McKirdy (Box Hill)
- Bruce Bingham (Mansfield)
- John Cooper (Dandenong-Cranbourne)
- Kevin Allender (Combined Tramways East Melbourne)
- Daryl Christie (Combined Tramways East Melbourne)
- Peter Thomas (Torquay)
- Lesley Lucas (Berwick)
- Robert Wilkie (Shepparton)

Honorary Life Membership

- Nil

Life Membership – Womens' Auxiliary

- Christine Walsh (Rutherglen)
- Thomasina (Seena) Marshall (Sebastopol)

50-Year Long Service Award

- Arthur (Bruce) Heard (Cohuna-Leitchville)
- Kenneth Rogers (Bacchus Marsh)
- Kenneth Barclay (Mildura)
- Gregory Walkley (Rochester)
- Ian Guy (Mildura)
- Russell Topp (Greensborough)
- Terry Walsh (Beechworth)

60-Year Long Service Award

- Nil

75-Year Long Service Award

- Bruce Forbes (Nagambie)
- Eric Causer (Macarthur)

ANZAC of the Year Award 2021

- Nil

Australia Day Achievement Medallion

- Ian Caines
- Craig Hancock
- Peter Heerey
- Bruce Turner

A CENTURY OF SERVICE

The following Sub-Branches turned 100 in 2021.

BEECHWORTH

(formation/charter date 21 February 1921)

COHUNA

(formation/charter date 1 July 1921)

COLAC

(formation/charter date 1 July 1921)

COLERAINE

(formation/charter date 1 June 1921)

CORRYONG

(formation/charter date 1 June 1921)

FISH CREEK

(formation/charter date 1 March 1921)

HASTINGS

(formation/charter date 1 June 1921)

HEYFIELD

(formation/charter date 1 May 1921)

KILMORE

(formation/charter date 1 June 1921)

MAFFRA

(formation/charter date 1 May 1921)

MATHOURA

(formation/charter date 1 July 1921)

NATHALIA

(formation/charter date 1 March 1921)

OUYEN

(formation/charter date 1 June 1921)

PAKENHAM

(formation/charter date 1 May 1921)

ROCHESTER

(charter date 1 June 1921 — formation date 15 March 1918)

STRATFORD

(formation/charter date 1 May 1921)

SWAN HILL

(formation/charter date 1 June 1921)

TERANG

(formation/charter date 1 May 1921)

YALLOURN

(formation/charter date 28 April 1921)

RSL VICTORIA

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