



BRISBANE WATER (NSW) LEGACY CLUB

MONTHLY BULLETIN

SEPTEMBER 2023

UPCOMING EVENTS

SEPTEMBER 2023		
Tuesday 19 Sept	12noon	<p>Members Monthly Meeting in conjunction with the 72nd Annual General Meeting. Legacy Hall, Point Frederick, 12 noon Menu: Mixed sandwiches, hot savouries followed by a cake and fruit platter. (self serve) RSVP: If you wish to attend, please RSVP to the Legacy office no later than Friday 15 Sept to: E: legacy@bwlegacy.com.au T: 4323 4977 *Please include any dietary requirements.</p>
Tuesday 29 Sept	10am	Pensions Committee Meeting

OCTOBER 2023		
Monday 2 Oct	ALL DAY	Legacy Office closed.
Tuesday 3 Oct	10am	Advocacy Committee Meeting
Tues 10 Oct	10am	FIRM meeting followed by the Board of Directors Meeting – Boardroom (will include a light lunch)
Tuesday 17 Oct	12noon	<p>Members Monthly Meeting. Legacy Hall, Point Frederick, 12 noon Menu: Chicken portions, various salads with bread rolls followed by fruit salad (self serve). RSVP: If you wish to attend, please RSVP to the Legacy office no later than Friday 13 Oct to: E: legacy@bwlegacy.com.au T: 4323 4977 *Please include any dietary requirements.</p>
Tuesday 24 Oct	10am	Pensions Committee Meeting

PRESIDENTS REPORT

Preparations for the Legacy Conference and AGM

On 8 August, a working group comprising Legatees Jenni Bouchier, Elizabeth Ward, Peter Tobin and I met to prepare draft position statements on several topics that will be considered at the 2023 Legacy Conference in October. The working group draft responses will be reviewed at the September Board meeting, after which they and other conference and AGM related matters will be referred to the September Members Meeting for review and approval.

Vietnam Veterans Commemoration

While many of our members were in Canberra for events commemorating the 50th anniversary of the proclamation of the end to Australia's involvement in the Vietnam war, I represented our Club at the commemoration held at Ettalong on 20 August 2023. During the service I laid a wreath on behalf the club. It was an excellent service, which was also attended by several other Legatees including Richard and Pam Gray, Wayne Jennings and Anne Taylor.

Financial Statements

The Financial Statements for the year ended 30 June 2023 were reviewed and accepted by the Board on 22 August 2023. The Club remains financially strong especially as FY 2023 saw markets continue to recover which resulted in improved yields and our investment income returned to levels not seen since 2019. Likewise, our other major income stream, the Chapman Trust, returned to its previous contribution levels. We also received several donations and bequests during the year.

Village Redevelopment Update

The Village Redevelopment Project continues but given the combination of continuing escalations in build costs and disappointing responses to our request for expressions of interest for the sale of Lot 2 of the Village the Board are now considering the way ahead. We will advise members of the options open to the Club in due course. Regardless of the outcome of those deliberations, members should note that the ability to provide emergency and affordable housing for Beneficiaries in need will remain a core objective and capability of our Club.

Vale Sharon Groom

Sadly, Sharon Groom, one of our wonderful long standing staff members, passed away on 25 August 2023. Her funeral service, which was held at Green Point on 1 September, was well attended by her family, friends, colleagues and also many of our Legatees.

Legatee Patrick Gallagher
President

ADVOCACY COMMITTEE

1. Minutes of meeting held 5 September 2023.
2. Report:

A. VALE LIST

ABRAHAMS, Beatrice – Umina	MENKE, Neeltje – Davistown
BEAL, Betty – Erina	ROBINS, Hazel – Ettalong
BEARD, Valerie – Wyoming	TEMPLETON, Joyce – Lisarow
EDWARDS, Joan – Norah Head	TOWN, Valma – Tuggerah
JACKSON, Marion – West Gosford	TYSON, Aileen – Woongarra
JENKINS, Muriel – Woongarra	WATSON, Olga – Erina
KELLY, Iris - Budgewoi	WEIR, Katherine – Erina
MACKIE, Lynne – Wyoming	YOUNG, Leonie – Bateau Bay
MCLACHLAN, Lasminah – Toowoan Bay	

B. REPORTS

- a. Pension Sub Committee Report:
 - i) Legatee Smith Report:

AUGUST 2023

New Claims	
Claims Under Investigations	3
Freedom of Information Received (DVA / Dept Defence)	1
Claims Lodged	3
Claims Accepted	3
Appeal / Reconsideration Accepted	1
Appeal / Reconsideration Rejected	1
Cases Closed	1
Cases Ongoing from Previous Months	
Submitted Claims Awaiting DVA Decision	5
Appeals/Reconsiderations Awaiting VRB (Appeal) Decision	3
Appeals Awaiting AAT Decision	1
Ongoing Claims Under Investigations	7
Previously Enrolled Widows (Internal File Review)	
<i>These statistics are included in the report above where appropriate</i>	8

- ii) National Advocacy Forum

The National Advocacy Forum was held in Canberra on the 10th & 11th August 2023. Legatees Bouchier, Taylor and Smith attended. The forum was very well attended and was informative and provided an excellent platform for discussion.

Speakers were:

- Ms Alison Frame - Secretary DVA. Speaking about the DVA Environment and ongoing DVA projects.
- Legatee Gavin Briggs Chairman LA inc. Advocacy Committee, discussed National Advocacy Matters
- Ms Jane Anderson, Principal Member Veterans Review Board (VRB) & Ms Katrina Harry National Registrar, Veterans Review Board.

Discussed the history of the VRB; the success of the Alternate Dispute Resolution process; Online Dispute Resolution process; Annual report and managing not to have a backlog of cases at the end of the financial year.

- Ms Gwen Chern - Veteran Family Advocate Repatriation
Explained her role and her ongoing Action Plan, requesting input into the action plan from the advocates.
- Professor Terry Campbell Chairman Repatriation Medical Authority & Dr Edwin Nicoll Principal Medical Officer, Repatriation Medical Authority (RMA)
Discussed their products - Statement of Principles; their ongoing work; the history of RMA
- Ms Clair Vernon - Acting Assistant Secretary Operations, Royal Commission and Veterans Suicide
- Discussed where the commission is up to at the present time; Submissions Hearing Blocks & Private sessions; the principals around keeping the participants safe from trauma; what they have heard and learned and the need for a permanent entity to oversee the implementation of the recommendations; What is still to come - submissions close on the 13th October.
- Mr Matt Granger - CEO Perth Legacy Western Australia & Ms Cherylee Williams Community Services Manager Legacy Club of South Australia & Broken Hill
- Discussed Legacy's role in supporting families associated with incarcerated Veterans.
- Mr Brendan Cox CEO Legacy Club Brisbane –
- Presented their Family Assist Program Review - A Model.
- Mr Brendan Cox, Ms Annabelle Wilson & Shawn Bergquist
- Lead a panel discussion and questions from the floor on support of veterans' families.
- Legatee Kenny Egan - Member Steering Committee Bendigo Club Committee
- Presented a draft paper on Service Delivery Standards 2023.
- Discussing the how when and why the standard is important and how it works in a group of Victorian clubs where clubs remain autonomous but work together as one entity. This paper will be also presented at the Legacy National conference.
- Legatee John Mcinerney Chair National Advocacy Working Group
- Discussed the National Advocacy Working Group Projects; among those - War Widow Pension erosion; Policy Submission will be reintroduced this year; Legacy Induction Program; Establishment of guidelines related to families of Veterans who gave their Health; Domestic Violence & Elder Abuse
- Mr Shawn Bergquist - Legacy Aged Care Advisor
- Discussed the need and how Legacy can be more involved with the organisations involving older people ie. The Council of elders; Nation Aged Care Alliance and others. Shawn is a member of some of these and the human right committee.
- Legatee Gavin Briggs – Lead an Open Forum / Discussion with questions and comments coming from the floor.

C. STATISTICS

Widow Statistics						
Previous	Month	New enrol	T/In	T/Out	Deaths	TOTAL
899	Mar-22	2	0	2	11	888
888	Apr-22	4	1	3	30	860
860	May-22	4	1	1	15	849
849	June -22	0	1	1	6	843
843	Jul - 22	1	1	1	19	825
825	Aug – 22	1	6	2	28	802
802	Sep – 22	3	3	2	10	796
796	Oct – 22	1	0	0	10	787
787	Nov - 22	1	0	2	11	775

775	Dec – 22	5	1	2	12	767
767	Feb - 23	4	2	2	13	758
758	Mar – 23	5	3	2	11	753
753	Apr-23	1	4	1	8	749
749	May-23	1	1	1	7	743
743	Jul-23	0	4	5	22	720
720	Aug-23	0	1	1	5	715
715	Sept-23	4	2	2	17	702

Legatee Michael Hickey
Chairman

MEMBERSHIP

1. 2023/2024 Committee Composition. L/Bourchier outlined proposed committees, with further review and inclusion in Members handbook for distribution after AGM.
2. L/Rex Ward has advised he won't be continuing as a member of the Board of Directors. The President thanked Rex for his contributions.

SCHOLARSHIP COMMITTEE

1. Meeting re: promotions of Scholarships program.

GENERAL BUSINESS

i. Legacy Australia AGM.

Details as included in Notice of AGM

i. Appointment of Brisbane Water (NSW) Legacy Delegate.

L/Patrick Gallagher appointed as delegate for this Club, and to vote in accordance with Director's recommendations.

In the event of an additional or change to a motion, L/Gallagher and L/Lowry to determine and vote in best interests of this Club.

Moved: L/AJ Morton

Second: L/IM Kent

CARRIED

100th SOUVENIR EDITION - CHATTERBOX

If you wish to submit an article for our **100th Souvenir Edition of Chatterbox** the deadline is Monday 30th of October 2023.

You can email your contribution to maree.brown@bwlegacy.com.au or leave it at the office at your earliest convenience, but no later than the 30th of October.

Legatee David Ferry
Editor



ANNUAL GENERAL MEETING NOTICE

Annual General Meeting: A formal Notice of Annual General Meeting was sent to all Legatees on 23 August 2023. The AGM will be held in conjunction with the September Members Monthly Meeting on Tuesday 19 September 2023.



Hello!

Bill and I are opening our garden for the Wyong Garden Competition. We have had success in the past and we are hoping to do well again this year. There are a few new bits of Bill's eclectic art work he has added, and we have been talking to the trees, plants and veggies so they know to put on their best display.

Of course, the Legacy Girls will be there with their sumptuous cakes, slices, scones and surprises for you to enjoy, so mark it in your diaries, phones or just on the fridge, and come along, enjoy a cuppa by the river after you view the garden.

Date:	Sunday 24 September 2023
Time:	9:30am to 3:00pm
Address:	17 McDonagh Road, Wyong NSW 2259
Cost:	There is no cost for viewing the gardens.
Refreshments:	\$10.00 per person (you won't be disappointed)

Bill and Carolyn

*Happy Birthday to our Legatees who celebrate their
birthday in October*



**Legatees Ray Brailey, Mark Gattenhof, Tony Lord,
Peter Tobin and Elizabeth Ward**

BRISBANE WATER (NSW) LEGACY CONTACT DETAILS

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EAST GOSFORD NSW 2250

Street Address:

Legacy Village 51-57 Masons Parade
POINT FREDERICK NSW 2250

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Free Call: 1800 LEGACY (1800 534 229)
Email: legacy@bwlegacy.com.au
Web: www.legacy.com.au/brisbanewater

OFFICE HOURS: Monday to Friday
8:30am to 1:00pm (office closed at 1pm however staff are onsite)
2:00pm to 4:00pm



LEGACY AUSTRALIA INCORPORATED NOTICE OF ANNUAL GENERAL MEETING

In accordance with Rules 31 and 32 of the Constitution of Legacy Australia Inc. notice is hereby given that the Annual General Meeting of Legacy Australia Incorporated will be held on Sunday, 15 October 2023, at the Pullman on the Park, 192 Wellington Parade, Melbourne commencing at 1300 hrs (AEDT)

BUSINESS TO BE CONDUCTED:

1. To accept the minutes of the previous Annual General Meeting of Legacy Australia Inc. held 19 October 2022 as a true and accurate record of the meeting.
2. To accept the minutes of the Special General Meeting of Legacy Australia Inc. held 13 April 2023 as a true and accurate record of the meeting.
3. To receive and consider the 2022/2023 Annual Report. *[The 2022/2023 Annual Report will be available to the Member Clubs not later than 01 October 2023].*
4. To receive and consider the Financial Reports and the Independent Auditor Report for the year ended 30 June 2023. *[The Financial Report and the Independent Auditor Report will be included in the 2022/2023 Annual Report and will be available to the Member Clubs not later than 01 October 2023. It is requested that any questions regarding the Financial Report and Independent Auditor Report are forwarded in writing to the Treasurer seven (7) days before the meeting to ensure that correct and comprehensive information is provided when addressing the query].*
5. To consider and accept the 2023/2024 Annual Subscription of \$600 (plus GST) per member Club in accordance with Rule 12.1 and Rule 28.4 (c) of the Constitution of Legacy Australia Inc.
6. To consider and accept the 2023/2024 annual levy for Public and Association Liability insurances for those participating Clubs in accordance with Bylaw 3.2 of the Bylaws of Legacy Australia Inc.
7. Appointment of Auditors for the 2023/2024 Financial Year.

Legacy Australia Incorporated
Supporting our veterans' families

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Email: office@legacy.com.au
legacy.com.au
ABN: 59 205 621 411

Patron: His Excellency General the Honourable David Hurley AC DSC (Retd)

8. To confirm the Directors of the Board of Legacy Australia Inc. commencing 30 November 2023.
9. To consider the Special Resolution set out below:
 - A. Special resolution to Amend Appendix B to the Constitution of Legacy Australia Incorporated submitted by the Brisbane Water (NSW) Legacy Club
10. To consider the Motion set out below:
 - B. Motion to Amend Appendix 2-B Development of Legacy submitted by the Board of Legacy Australia Inc.
11. To receive the Report from the Centenary of Legacy Committee.
12. To receive the Report from the Legacy 2030 Steering Committee including a presentation by the preferred funds manager for the Aggregated Investment Model, Morgan Stanley.
13. To receive and answer questions from Member Clubs. *[It is requested that questions are forwarded in writing to the Secretary seven (7) days before the meeting to allow for gathering of any information in order to better address the questions].*
14. To deal with any other General Business that may be dealt with at the AGM.
15. Conclusion of meeting - 1600hrs



By order of the Secretary of Legacy Australia Inc.
Legatee Sarnia Birch
Dated: 1 September 2023

Saturday 14 October 2023

Speakers, syndicate work, panel and discussion

Objective 1 - Strengthening our service delivery

Agreeing a service delivery framework that is responsive to the changing beneficiary profile

Speakers

- Gwen Cherne - personal story of a 'contemporary widow'
- Chloe Trevor - personal story of "traditional" Legacy model of support
- Joel Sardi - personal story of "contemporary" Legacy model of support
- Brendan Cox - Contemporary models of care and collaboration within the ex-service sector and veteran community

Workshop response by nominated group of clubs

Suggested discussion points:

- Consistency in interactions with beneficiaries
- Consistency in the assessment of eligibility for support
- Consistency in the information provided regarding support and/or referral services appropriate to the beneficiary
- Consistency in service delivery standards across Legacy clubs
- Consistency for beneficiaries in understanding the support network of Legacy clubs
- Consistency for beneficiaries in provision of support from Legacy clubs
- A consistent approach to the recognition of Legacy's responsibility to provide support to post 1991 families of veterans

Panel

- Gwen Cherne
- Chloe Trevor
- Joel Sardi
- Brendan Cox

Legacy
National Conference
13-15 October 2023

Saturday 14 October 2023

Speakers, syndicate work, panel and discussion

Objective 2 – Working together for common purpose

Leveraging the benefits of the Legacy Club and ESO networks; and those of government agencies

Speakers

- Colonel Catherine (Bunny) Carrigan – Transitioning from the ADF and understanding the ex-service organisation environment
- Aaron Coutts – the role government plays supporting veterans, their families and ex-service organisations and the importance of collaboration in the sector.
- Ken Tsirigotis - sharing lived experiences during service and transition.

Workshop response by nominated group of clubs

Suggested discussion points

- A consistent approach to the sharing of Legacy resources between clubs
- Leveraging the resources capacities of Legacy clubs
- A coordinated approach to the recruiting and employment of new Legatees
- A collaboration with other ESOs and social service organisations
- Seamless referrals between Legacy clubs
- Transitioning from 'traditional' beneficiaries to 'contemporary' beneficiaries
- Establishing, sharing and maintaining essential governance standards
- Services that should be available to beneficiaries across the Legacy Club network (Note: this is not about defining minimum standards of service that every Legacy Club must provide, it is about developing services that beneficiaries can access by Clubs working collaboratively).
- That effective and relevant services undertaken by individual clubs are applied more consistently across the Legacy club network.

Panel

- Colonel Catherine (Bunny) Carrigan
- Ken Tsirigotis
- Aaron Coutts

Legacy
National Conference
13-15 October 2023

Sunday 15 October 2023

Speakers, syndicate work, panel and discussion

Objective 3 – A vision for Legacy

Shaping a vision for Legacy in a changing charities and business environment

Speakers

- Major General Jason Blain – Overview of the ADF today. What the ADF expects of ex-service organisations for transitioning personnel vs reality and what needs to change
- Annabelle Wilson – A personal and professional overview of the importance in being able to navigate services of ex-service organisations and how consistency in service deliver is a key requirement to meeting beneficiary needs
- Legatee Peter Keane – An overview of the 2030 Committee objectives and vision.

Workshop response by nominated group of clubs

Shaping a vision for Legacy in a changing charities and business environment

Suggested discussion points:

- A preferred structural model for Legacy addressing command and control, governance and viability
- Levels of service delivery expected of a Legacy club
- Role and capabilities of the national office and national board
- What is 'best practice'? other options
- The Charter and Constitution of Legacy Australia – perceived weaknesses
- The Legatee for the next decade
- Role of the Legatee and the professional staff
- Defining a Legacy club

Panel

- Major General Jason Blain, DSC, AM, CSC
- Annabelle Wilson
- Legatee Peter Keane

Legacy
National Conference
13-15 October 2023

2023 Legacy Conference Questions Position Paper

Overarching Principles Informing BWLC position

- Confirm Legacy's (current and future) core purpose or vision (Why/Who, What and How?)
- Communicate that core purpose to all individual, collective, private and public stakeholders.
- Clarify and confirm Legacy Australia's national peak body leadership role and responsibilities.
- Develop agreed evidence-based criteria for assessing Legacy club viability and support from LA.
- Standardise eligibility criteria for beneficiary enrolment, needs assessment and benefits receipt.
- Base service design, service delivery and minimum standards on evidence (data and analysis).
- Implement national database to capture club and national data relating to numbers, locations and needs of beneficiaries and services delivered (noting privacy requirements).
- Implement co-designed case management arrangements with agreed measurable outcomes.
- Consider not only current/future beneficiaries but also the sources of current/future Legatees.
- Implement transparent reporting at national and local club levels for members, donors and to the wider community. (This goes beyond compliance with the baseline ACNC requirements.)
- Ensure that all proposed strategies, plans and related solutions are financially sustainable.

Objective 1 - Strengthening our service delivery

Agreeing a service delivery framework that is responsive to the changing beneficiary profile

Key Points

- Legacy's service delivery framework must be underpinned by data and evidence relating to current and future beneficiary and legatee demographics, locations, needs and expectations.
- Legacy needs to move to an integrated approach to service delivery, which means LA needs to review its role in setting policy, defining minimum standards and measuring outcomes.
- Framework should address eligibility criteria, needs assessment, case management models, outcomes measurement, shared service delivery and inter-club transfer arrangements.
- Legacy needs to consider a combination of approaches to service delivery including digital portals and lodging in physical hubs with other ESOs, VSOs, relevant government agencies, other external professional support providers and allied health services.
- Legacy needs to set minimum standards and manage delivery against those standards with an enterprise-wide ISO 9001 Quality Management System.

Additional Points

- Traditional legatee widow interaction forms cultural basis of what Legacy does and how Legatees see themselves; both these perspectives will experience change in the years to come.
- Case management is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet a beneficiary's needs.
- Younger veterans and families distinguish between ESOs and VSOs, with the latter regarded by them as more peer oriented and therefore more sympathetic and relevant to their needs.
- Example demographic data:
 - 2021 Census data shows there are 581,139 Australians who have served or who serve currently in the ADF.
 - Regarding Military Connected Families, the Census showed 5.3% of household dwellings had at least one person who had served or who is serving in the ADF.
 - Based on the assumption that each person has at least one immediate family member, this would indicate that conservatively, there are between 500,000 and 600,000 Military Connected Families in the wider Australian community.
 - DVA client numbers, both veterans and families of 338,004 (March 2022), of which 85,000 are family members, suggest many Military Connected Families, their needs, issues and experiences remain invisible to DVA, ESOs, VSOs and Service Providers like Legacy and also to the wider Australian community.
 - 2021 Census data also shows the number of people with previous ADF service living in the Central Coast Local Government Area totals 7,612. At the time of the Census, there were 822 Legacy beneficiaries on the Central Coast.
 - This means that, leaving aside currently serving ADF that may be resident on the Central Coast, it appears many members of Military Connected Families on the Central Coast are also invisible to DVA, ESOs, VSOs and the relevant government service providers.

Objective 2 - Working together for a common purpose

Leveraging the benefits of the Legacy Club and ESO (and VSO) networks; and those of government agencies

Key Points

- Common purpose is assumed. What is the common purpose for all? Can a government agency be a collaborator in this context? If so, what is its role? Who is/has the coordinating authority?
- Importance of understanding relationships between capability and capacity within clubs (their viability) and the efficiency and effectiveness of the delivery of services or advice by clubs.
- How will Legacy clubs work together? How will they manage referrals to external organisations? How will collaboration with other Legacy clubs be coordinated?
- There are many organisations which can support beneficiary needs and they operate well beyond the DVA, ESO, VSO, etc, environment; for example, Lifeline Australia and others.
- The impacts on current policies and procedures and compliance arrangements within LA and within clubs will need to be assessed and managed in a coordinated fashion.

Additional Points

- Any discussion involving "leveraging" and "networking" will need to consider issues such as economies of scale, economies of scope, opportunity costs, shared services and financial sustainability.
- Younger veterans and families distinguish between ESOs and VSOs, with the latter regarded by them as more peer oriented and therefore more sympathetic and relevant to their needs.
- Current and future roles of information and communications technologies, data and information management, and artificial intelligence in the delivery of services also need to be considered.

Objective 3 - A vision for Legacy

Shaping a vision for Legacy in a changing charities and business environment

Key Points

- Consider that Legacy's operating environment is broader than business and charities, it includes government at all levels, government agencies at all levels, and individual and collective donors.
- Legacy's vision must be shaped by an understanding of current and future beneficiary, legatee and staff numbers, locations, needs, expectations and social contexts (evidence-based).
- Recognise "social connection" will be a larger and more complex issue in the future, especially as 4G beneficiaries use social media for and to facilitate social connection.
- Define what constitutes a Legacy Club, including the capability and capacity needed to deliver the agreed standard minimum services, and ways in which services should be delivered.
- Understand role of technology as an enabler for the delivery of Legacy services and for referrals to relevant providers, as well as the role of legatees and staff as both facilitators and advisors.

Additional Points

- The preferred structural (business and operating) model needs to comprehend:
 - Governance arrangements prescribed by the ACNC (and ASIC) and increasing regulatory and public scrutiny of charities.
 - Demographic shifts underway that will change the nature, numbers and locations of beneficiaries, legatees and staff.
 - Quality management of services and service delivery to meet the needs and expectations of beneficiaries, legatees, staff, donors and regulators.
 - Current and future roles of information and communications technologies, information management and artificial intelligence in the delivery of services.
 - Linking the network of Legacy structures and processes to provide standardised and financially sustainable services, and to manage and support the interactions between clubs (or LA or LCS) and beneficiaries.
- Additional questions:
 - Are current Legatee practices appropriate for the future?
 - What steps need to be taken to future proof Legacy?

BUS TRIPS



