



HOTLINE

November 2014 Edition

DFWA Qld Branch Inc

Victoria Barracks Brisbane
ENOGGERA QLD 4051

Email :
qldbranch@dfwa.org.au

Tel: 07 3233 4480

What's Inside:

President's Report	1
What My Medals Mean	2
Wally's Words	3
Bonza Update	4
Members' Draw	4
Are you still where we think you are?	4
VAN Today	5
Do you have the right stuff- TIP Training?	6
Editor's Note	6
Veterans' MATES	7
DFWA Shop	8

Branch President's Report

Well another AGM has come and gone. It was attended by the usual number of suspects and as a result, I am your president for another twelve months. The only change to the committee is that Ray Gibson has stepped down as Executive Vice President, but still remains on the committee and John Lewis has taken over that role. I wish to formally thank Ray for the outstanding work he has done in the role of Executive Vice President and to welcome John Lewis on board.

Workplace Remuneration Arrangement (WRA). The issues surrounding the WRA have been interesting. The DFWA spent time and effort developing a detailed submission to the Defence Force Remuneration Tribunal showing the 1.5% a year pay increase was about half of projected inflation and was manifestly inadequate. Unfortunately, the other premier ESO only managed a four paragraph response that effectively said we do not agree, but as there has already been an agreement, we will support it. The media tends to focus on the negative and there was one article on a digger's comment 'why I am ashamed to be an Australian soldier.' Our VP FNQ Kel Ryan has written an opinion piece on this and it is published in Camaraderie - well worth reading. The silver lining to the WRA case is that it has raised the profile of DFWA with Serving Members, and at the transition seminar in October, many attendees came up and offered their appreciation for what we were doing for them. DFWA National has also seen a significant jump in virtual membership from Serving Members.

Veteran's MATES. One of the advantages of attending the Queensland Consultation Forum (QCF) with DVA is the gems of information that are discussed. There is a Veteran's MATES program to provide veterans and their GPs information about the medications they may be taking. A short overview of Veterans' MATES is included in Hotline. Check it out and see if it can help you or a member of your family.

Meeting with the Secretary of DVA. I was honoured to be invited, with a number of other ESO Leaders, to a lunch meeting with Mr Simon Lewis, the Secretary of DVA. I was staggered to learn that before

...continued Page 2

Mr Lewis became Secretary and ACM Binskin became CDF, Defence and DVA only had one formal meeting a year at that level. Now it is monthly, which is a good sign. Defence and DVA are actively looking for better ways to inform people of support services that may be available to them after they leave the ADF. This is another positive initiative.

Veterans Advice Network. In keeping with my concept of trying to make people aware of the support networks available to them post ADF this Hotline also has an article on the DVA Veterans Advice Network (VAN). My experiences with the VAN have been nothing but good; they provide a very useful information service and can be helpful in assisting veterans' understanding of their options.

We are taking a break over Christmas but there are some emergency numbers on the enclosed Christmas card.

Merry Christmas and a Happy New Year.

Rob Shortridge

President

DFWA Qld Branch



WHAT MY MEDALS MEAN

I'd never worn my medals, they were left there in the draw,
so when I finally took them out, it had been twenty years or more.
My daughter saw me take them out, and asked me what they're for.
I looked at her and calmly said, "They're a reminder of a war".

They remind me of the mates I had, who never made it back;
Who died in a stinking paddy field, or on a jungle track.

They remind me of the troubles, and the hardships we went through.
They remind me why we went there, it was for people just like you.

They remind me of the hellhole, while we were over there.
They remind me of our countrymen, who really didn't care.
They remind me of the mateship, forged in a foreign land.
They remind me of a certain mate, who lost a bloody hand.

They remind me when we went away; we thought the reason was just.
They remind me of when we came back; they turned their backs on us.
They remind me of the time we spent, left there on our own.
They remind that it took twenty years, to welcome us back home.

They remind me of the suffering, the heartache and the pain.
They remind me if we're called upon, we'd do it all again.
They remind me when I wear them next; the thoughts will come thru then,
at the going down of the sun, and in the morning;

"WE WILL REMEMBER THEM"

Then I looked down at her smiling face, and I knew it had not got thru.
I said "Listen love, they're to remind me, I did it all for you.

Jim Egan Ex Delta 4 RAR 1971-72 Vietnam.

Wally's Words...

Words of wisdom from our esteemed Treasurer/Senior Advocate

Wearing my *Treasurer's* hat:

I would like to thank all those who took part in the annual raffle and those who elected to make a donation. The raffle could well be the best fund raiser for all State Branches. It also provides a good opportunity to remind members who are behind in their subscription. We had quite a few renewals because of the raffle. No prizes came to Queensland this time, but after all, that's the luck of the draw.

The "direct debit system" works well with just one slight glitch. Unfortunately, at least four members haven't followed up their deposit with their contact details, so I know their names but I haven't got a clue as to where I should send the receipt, or for that matter where to send the next issue of "Camaraderie". Because of the Privacy Act, the banks will not give me their addresses. So if anyone out there knows where the following members may be please let me know:

John Ison,
Malcolm Poor
Barry Rodgers
Alan Strelow

Wearing my advocacy hat:

You should be aware of some changes to two Statement of Principles (SOP).

The SOP concerning "prostate cancer" has a new factor added to it:

- ca) for current smokers only, smoking at least 40 pack-years of cigarettes, or the equivalent thereof in other tobacco products, before the clinical onset of malignant neoplasm of the prostate.

The SOP concerning PTSD will soon have an additional "stressor" or change of wording as a result of a submission sponsored by the Vietnam Veterans' Federation. The Specialist Medical Review Council decided that PTSD might be caused by having a reasonable perception of threat and/or harm to the integrity of the self or a colleague as a consequence of being in any or all of a threatening, hostile, hazardous and/or menacing situation and/or environment.

I still come across a lot of Veterans and ex-service people, both female and male, who are not aware of what assistance is available to them from DVA, so at the risk of sounding like a cracked record:

DVA will provide health care for certain conditions even though they will not be necessarily accept them as having been service caused. This treatment is provided under Section 85 (2) of the Veterans' Entitlement Act (VEA) which states:

85. Veterans eligible to be provided with treatment:

- (2) A veteran is eligible to be provided with treatment under this Part for **malignant neoplasia, (any type of cancers) pulmonary tuberculosis or post-traumatic stress disorder** from and including the date that is 3 months before the date on which the application to be provided with that treatment is lodged at an office of the Department in Australia in accordance with section 5T.

The VEA definition of Veteran is on the DVA website, but basically it is interpreted as every ex-service person is a Veteran.

The forms required to obtain the treatment can be found on the DVA website and are called:

1. TL219.1 Application for health care in respect of Post-Traumatic Stress Disorder (PTSD);
2. TL219.2 Application for health care in respect of cancer.

Also, if you are a retired serviceman or woman in receipt of a disability pension from DVA, but not entitled to a Service Pension, when you reach the age of 65 and get the old age pension, have it paid through DVA rather than CentreLink. CentreLink deems your disability pension as income and will deduct \$0.50 for every dollar. If your age pension is paid through DVA you will not be penalised \$0.50 in the dollar.

Until next time, take care.





BONZA PROMOTES DFWA

In our March Edition of Hotline we included an article on Bonza, a veteran assistance dog that DFWA QLD sponsored through the Young Diggers Program. The feedback we have received on Bonza and the assistance dog program generally is that they are filling a vital need in the veteran community. DFWA will consider a further sponsorship opportunity next year.

Bonza is shown here sporting his new DFWA patch.

2014 MEMBERS DRAW

It's that time of year once more and the good folk at RUSI again assisted with the drawing of the lucky winners in our annual Members' Draw. The results are as follows:

1st Prize: 100 Instant Scratch Tickets + a DFWA Clothing Pack; Mr Trevor Dixon – Toowong

2nd Prize: 50 Instant Scratch Tickets + a DFWA Clothing Pack; Mrs Helen Prewett –Cooktown

3rd Prize: 25 Instant Scratch Tickets + a DFWA Pack; Mrs Marie Jones - Sunnybank

The **DFWA Clothing Pack** consists of a choice of a monogrammed Bisley Shirt or Polo shirt, plus a monogrammed cap, lapel pin, various stickers and a satchel bag. The **DFWA Pack** consists of a cap, a pin and car stickers.

Congratulations to the winners, and don't forget to renew your membership in 2015 to be in the next draw.

Are you still where we think you are?

Please help us stay in touch with you by filling out the slip below and sending it to us whenever any of your contact details change. Alternatively send us a quick email or call our office.

DFWA Qld Branch Inc

Victoria Barracks Brisbane

ENOGGERA QLD 4051

Please update my DFWA member contact details as follows:

Name: _____

Address: _____

Phone: _____ Mobile: _____

Email: _____

VAN TODAY

The **Veterans Access Network (VAN)** is often the first point of contact for veterans and the general community about services available from the Department of Veterans' Affairs (DVA) and how to access them.



You can contact the VAN by visiting one of the six shopfronts located in Queensland or by phoning 133 254, or from regional Australia, free call 1800 555 254.

VAN teams across the country can assist the veteran community through answering questions and providing information about the full range of support services, benefits, pensions and allowances provided by the Department. VAN staff can also help veterans access both DVA and non-DVA health and support services that are available to the veteran community.

In Queensland, the six VAN offices are located in Brisbane, Townsville, Toowoomba, Gold Coast (Broadbeach), the Sunshine Coast (Maroochydore) and Tweed Heads and are open for business from 8.30am to 4.30pm Monday to Friday.

The VAN Managers in Brisbane and Townsville, and the Senior Client Contact Offices in each of the regional VAN Offices, manage a small team delivering outreach services to the local community. Key staff contacts are:

VAN Manager South East Queensland – Marion Milne

VAN Manager Townsville – Susan Ferguson

Senior Client Contact Officer Gold Coast – Adrian Tjerks

Senior Client Contact Officer Tweed Heads – Bronwyn Fenton

Senior Client Contact Officer Maroochydore – Wendy Latham

Senior Client Contact Officer Toowoomba – Pam Robinson



The VAN offices in Maroochydore and Gold Coast are co-located in the same building with the Veterans and Veterans Families Counselling Service providing improved access for clients.

VAN staff in Queensland are happy to offer assistance on queries regarding benefits and services for the veteran community. In person interviews are also available by appointment. The teams also have capacity to provide outreach services which may entail interviews or information sessions where there is sufficient demand.

With the changing veteran community, new avenues of service delivery continue to be explored. The main points of access for veterans are by the National Phone Network (133 254), by e-mail (generalenquiries@dva.gov.au) and also through our on-line service, MyAccount.

The National Phone Network answers an average of 13,000 calls each week, around 28% of these calls are from Queensland. Staff in the Network are able to answer most queries at first point of contact, though some of the more complex queries are transferred to the different business groups for response.

MyAccount is an online service that is the Department's response to the challenge of delivering greater choice, control and convenience in the way that its clients can manage their DVA business. By using MyAccount you can claim travel costs quickly and easily; update DVA of changes to your circumstances; view your current details, letters, current and past payments and claims; manage medical transport; request contact from a DVA officer and download forms and publications. New functionality is being added to DVA's online services every six months to enhance the breadth of transactions clients can conduct with DVA online.

.....Continued Page 6

VAN TODAYcontinued from page 5

Information on support available by DVA is also available through selected Centrelink offices through the Veterans Information Service, at many of the Defence bases across the country through the On Base Advisory Service, as well as online at www.dva.gov.au

Another area that comes under the VAN banner is the Community Support Section. The aim of this section is to engage and support veterans and the wider community in making positive and informed lifestyle choices by group education or information sessions by providing information and resources and supporting groups to identify needs within their local programs offered are Mens' Health Peer Education, Day Clubs, Cooking for One or Two, Veterans Health Week and Heart Health. The Community Support Manager is Ms Nikki Wood.

If you need any assistance or advice with support and services available through DVA please contact the VAN or visit www.dva.gov.au

Do you have the right stuff...or know someone who does?

TIP TRAINING – FUTURE DFWA QLD NEEDS. There is a growing need to have a new breed of Advocates and Welfare Officers trained to take over these responsibilities from our long-serving older personnel and to have the new generation of Advocates and Welfare Officers mentored by our existing experienced advocates while they are still capable of taking on such responsibilities.

At present, DFWA Advocates and Welfare Officers (we only have two of each) are centred on the Brisbane area while our QLD membership of some 700 people stretches from the NSW border in the south to Cape York in the north, and out to the Northern Territory border. The Branch needs a few more members from across the State to take up advocate and welfare responsibilities.

In discussions with participants at recent Transition seminars, it was obvious that the new client base is around the mid-thirties to mid-forties age group. This is the membership target demographic that we need to attract and this is also the age group that can best serve as advocates in our organisation in the future. Why? Because they relate better to the new client group.

So, two things need to be addressed:

We need to recruit younger members to the organisations – that's a given that all ESOs agree with; and

We need to provide a "reason" for younger people to join – ie have something more meaningful for them to do other than attending the occasional morning tea at Victoria Barracks Brisbane.

We encourage all of our members to seek out potential trainee advocate candidates and let the Branch Office know of anyone who is willing to discuss and possibly undertake future training.

A Note from the Editor...

As the Branch President noted in his report, after some 4 years in the role of Exec VP, I decided to retire from the role at the last AGM. My decision was partly driven by personal circumstances but also because I believe that after a good period of stable leadership in any outfit, it is important for succession planning in the management team and continued organisational health to bring an infusion of fresh thinking into the Executive. The time was right for this to happen in DFWA QLD Branch. I have enjoyed working with the Committee for the benefit of our members and the Defence family more broadly, and I have greatly appreciated the support of Rob and the Committee over the years. I think we accomplished much. But of course there is a lot more to be done and I will continue to contribute to the work of the Committee as far as possible. I will also continue as *Hotline* Editor until another *willing volunteer* accepts the role. I know John will do a great job as Executive Vice President and I wish him every success.



Ray Gibson

Veterans' Medicines Advice and Therapeutics Education Services (Veterans' MATES)



You may have seen references to or heard about the Veterans' MATES program through various veteran channels, but do you really understand what the program can do for you?

The Veterans' MATES program sounds like another *SoldierOn* or *Mates4Mates* but in fact it is a DVA sponsored website provided by the **University of South Australia; Quality Use of Medicines and Pharmacy Research Centre**.

The website, **Veterans' Medicines Advice and Therapeutics Education Services (Veterans' MATES)** has been developed to assist in managing medicine use in the veteran community. This not a DVA site and you may have a little difficulty finding it if you are browsing the DVA website without more specific information. Here's the link www.veteransmates.net.au

Veterans' MATES provides up-to-date health and medicine information for health professionals and veterans. A team of clinical experts contribute to the writing of this information which is specifically tailored for veterans and their health professionals.

Veterans' MATES uses data from prescription claims to identify members of the veteran community who may be at risk of medication misadventure and provides information which may assist in improving the management of their medicines. This information is tailored to an individual doctor's practice. The log-on facility allows registered practitioners to obtain their practice specific information. This information is available for doctors only. **Veterans' MATES** topics cover a range of conditions and medicines and have included:

warfarin

diabetes

insomnia

heart failure

falls

gout

home medicines review.

The Australian veteran population is on average 83 years of age with 5 or more chronic conditions. In many cases, veterans take a variety of prescription medications on a regular basis. Whilst all of the MATES topics may be of interest, the *Home Medicines Review* (Topic 9) provides an opportunity for you, your doctor and your pharmacist to discuss your medicines in the privacy of your own home. This may be a good place to start if there are any concerns about the suite of prescription medications being taken.

(The topic materials available on the website reflect information current at the time of distribution.)



DFWA SHOP

Our Contact Details:

DFWA QLD INC Victoria
Barracks Brisbane
ENOGGERA QLD 4051

Phone: 07 3233 4480
Email: qldbranch@dfwa.org.au

Your Order Details:

Title.....Initials.....Surname.....
Address:
.....
Phone No.....Email:

Item	Size	Quantity	Postage	Unit	Total
Bisley Blue Shirt - Men's 	XL, L M, S		xxxxxxx	\$39.95	
Bisley Blue Shirt —Women's	XL, L, M, S		xxxxxxx	\$39.95	
DFWA Cap with embroidered badge 	xxxxx		(See Notes)	\$15.00	
DFWA Lapel Badge 	xxxxx		(See Notes)	\$5.00	
DFWA Polo Shirt (JB's Wear) 	XXL XL, L M, S		(See Notes)	\$30.00	
DFWA Satchel 	xxxxx		xxxxxxx	\$5.00	
DFWA Cloth Pocket Badge 	xxxxx		xxxxxxx	\$10.00	

Notes:
 1. **Shirt Size Code:** Extra Extra Large XXL; Extra Large XL; Large L; Medium M; Small S.
 2. Please note that Bisley shirts are generally one size larger than most other brands.
 3. **Postage:** Bisley shirt prices include posting and handling. If ordering other items with shirts, no additional postage is required. If ordering a cap together with a badge, cap postage only is required.
 4. **With increases in postages charges, we now calculate postage (when applicable) based on the mailing address. Please check with your post office or contact us in advance for postage costs for your location.**

Subtotal: \$.....
Postage: \$.....
Balance Due: \$.....

Payment: Internet Banking/Direct Debit: Bank of QLD BSB 124 076 Account: 10 480 398
 OR Enclose Cheque/Money Order: \$.....Signature:.....Date:/...../.....