



HOTLINE

December 2013 Edition

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Branch President's Report

It is pleasing to note that we have had feedback from a couple of members saying that we were the only ESO that bothered to let them know of the veterans issues being raised with the politicians prior to the election, and this was really appreciated. The problem is that we only have the e-mail addresses of about a third of our members and every time we send out to our e-mail list we get multiple rejects. We suspect the main reasons are that people have moved on and have not let us know, or have changed their service providers. We are also in the process of ringing all of our members to see how they are and if they want to provide their e-mail address. We understand the concerns that we will fill inboxes with spam and jokes but we guarantee we will not do that. So when one of our friendly DFWA folk give you a call, please let us have your current e-mail address as that is the easiest and most timely way of getting messages to you.

I continue to represent the DFWA on Queensland Forum of Ex Service Organisations (QFE), DVA's Queensland Consultation Forum and the Anzac Day Commemoration Committee. As a result of the good work by our membership member, John Lewis we now have an information stand at the Defence Transition Seminars. We have attended the last two and I am amazed at how little people know of their entitlements post ADF, and that is a real worry. This is where we come in.

We know through experience that once an ADF member leaves their Service, that is it! The support mechanisms that were in place are no longer there. Although every former ADF member has their own unique circumstances, knowledge of the range of support available is a common starting point for you and your

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Branch President's Report continued...

families and friends of either serving or ex serving personnel. By increasing the level of awareness among the military family, they become an important part of the support mechanisms for the ex-service community. The problem is that in many instances they do not know where to look and how to access the support. To help increase this awareness, I intend to have articles on the support that is available and how to access it in the next few editions of Hotline. The first article is from DVA and is about ***My Account*** and DVA's on line support systems.

Through Young Digger's, we are sponsoring a dog in their companion dog program. We believe this is an excellent program and is actually doing something for those in need. If anyone is interested in Young Diggers check out the Young Diggers web site at <http://www.youngdiggers.com.au/>

We will be taking a break for a month over the Christmas New Year period, but there will be emergency numbers on our phone, so I will take this opportunity to wish everyone a very Merry Christmas and a Happy New year.

Rob Shortridge

President

DFWA Qld Branch

Quality Funeral Services with a Discount

DFWA's major sponsor, **Invocare** is offering a \$500 discount on funeral services for DFWA members and their families. A discount voucher is enclosed and can be used with any Invocare Service Provider. If you require assistance with funeral arrangements for a family member, contact any of the Invocare companies listed below and they will be able to help you.

Metropolitan Funerals, Brisbane # George Hartnett Funerals, Brisbane # Somerville Funerals, Robina, Nerang and Southport # Drysdale Funerals, Tewantin, Nambour and Maroochydore # Burkin Svendsens, Cairns # Mackay Funerals # City Funerals, Mackay # Sarina Funerals, Mackay # Hiram Philp Funerals, Toowoomba, # Gatton Funerals # Beaudesert Funerals # and Guardian Funerals, Ballina, Casino and Lismore.

2013 CHRISTMAS DRAW

We conducted the 2013 Christmas Draw on 19 November 2013 at Victoria Barracks. To ensure impartiality, we invited Mr Keith Victorsen from RUSI to draw the names of the winning members, with Mr D Anderson witnessing proceedings. The results were as follows:

First Prize: 'ANZACS AT WAR' Framed Limited Edition Print...LTCOL JP Coulthard of Noosaville

Second Prize: 50 Scratchies, DFWA Shirt/Cap/Lapel Badge...Mrs JP Williams of Clear Island Waters

Third Prize: 25 Scratchies, DFWA Cap/Lapel Pin...Mr RE Waldie of Palmwoods

CONGRATULATIONS TO ALL OUR WINNERS !

Poppy Service



Most of our members may not be aware that when they pass away they are entitled to a Poppy Service at their funeral. All that is required is the member to have served in any of the three services.

The member must inform his family that they desire a poppy service, on their passing. The family will then need to inform DFWA of the date, time and location of the funeral. The family should also inform the Funeral Director as they will need to incorporate the Poppy Service into the overall funeral program.

DFWA Qld Branch will conduct a Poppy Service if requested in SEQLD however elsewhere in Qld the request can be made to the local branch of the RSL.

If the Poppy service is conducted by a member of the DFWA, just before the service he will place on the casket; a hat pertaining to the members service, the members medals, if the member was an enlisted man, a black belt and a black bayonet will be placed on the casket, if the member was an officer a sword will be placed. In both instances a folded Australian Flag is also placed on the casket.

Just before the committal the DFWA Officer will come forward to carry out the Poppy Service. This consists of a short eulogy on the member's service followed by the Last Post – the Ode, 1 minute silence and reveille. The next of kin is then presented with the folded Australian Flag.

Members of the family are then invited forward to lay a poppy on the casket, followed by the rest of the congregation. This concludes the Poppy Service.

Members should also be aware that if they are sick at home, in hospital or nursing home, a DFWA officer will visit them on request.

Harry Mee, DFWA Case Officer.



Australian Partners of Defence (APOD) Defence Discounts Online

APOD - Defence Discounts Online is a membership program exclusively for current and past serving Defence Force personnel and their immediate family.

You must be a registered member to have access to the discounts available through the APOD program.

Each member of a Defence Force family is invited to sign up individually so they have full access to the discounts via their personal computer, tablet or hand held mobile device.

Membership for 2013 is free and includes the following benefits:

- Open to Defence personnel and immediate family
- Easy to access via PC or mobile device
- A wide range of products and services available

The program offers savings on thousands of products and services including accommodation, entertainment and retail outlets. Further information and the sign up process can be accessed via the APOD website here:

www.apod.com.au

Wally's Words...

Words of wisdom from our esteemed Treasurer/Senior Advocate

Wearing my Treasurer's Hat

I wish to thank everyone who took part in our National raffle. It was a huge success and was a considerable help to our finances.

The "big" one went "South", but one of our members, from Ascot, won a consolation price of \$150.00.

A big thank you should also go to all those that declined the tickets and sent us donations instead. Some members have asked not to be sent raffle tickets and this has now been noted on our database. However, as we are all subject to "*Murphy's Law*" the tickets are still likely to find their way into Camaraderie. Once again, if this happens in future, just throw the unwanted tickets away!

**Please Note: Our membership subscriptions will be due on 31 December 2013.
The renewal form is printed on the back of the address sheet.**

Wearing my Advocate's hat.

I have mentioned in previous "*Hotlines*" that DVA will provide health care for certain conditions whilst not necessarily accepting 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, 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.

Note: A veteran might stop being eligible to be provided with treatment under this Part for an injury or disease if the veteran is entitled to treatment under the MRCA for the injury or disease (see sections 85A and 85B of this Act).

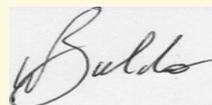
The VEA definition of **Veteran** includes:

- (a) a Commonwealth veteran; and
- (b) an allied veteran; and
- (c) an Australian mariner; and
- (d) an allied mariner; and
- (e) a member of the Forces, or a member of a Peacekeeping Force, as defined by subsection 68(1).

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

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

TL219.2 Application for health care in respect of cancer.



**Treasurer/
Advocate**

STOP PAYING UNNECESSARY FEES!

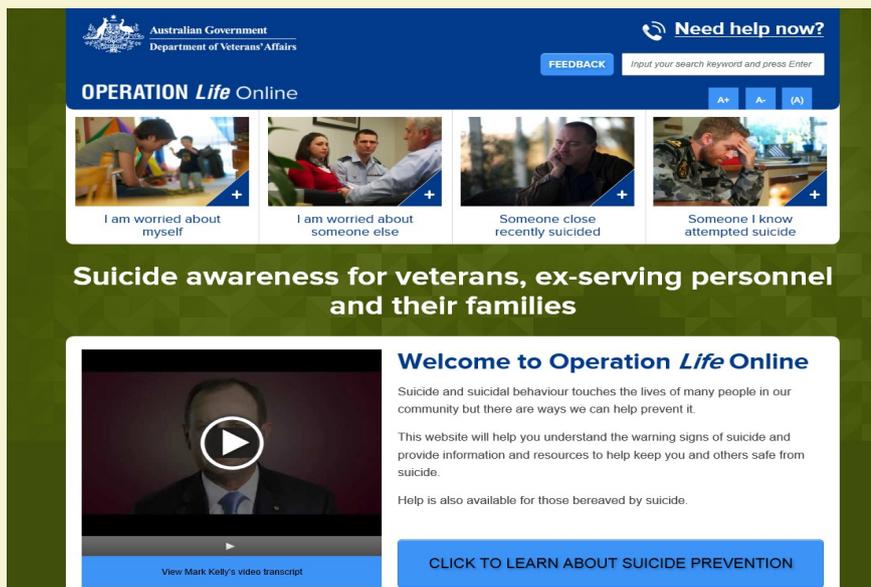
Whether you are renewing your membership, buying something from the DFWA Shop or making a donation or other payment, using the direct debit facility from your Bank Account is a simple way of avoiding the charges associated with money orders or bank cheques. All you need to do is go to your Bank, Credit Union or nearest Bank of Queensland Branch and ask for the money to be debited from your account and deposited into our DFWA account. DFWA account details are:

Account Name: Defence Force Welfare Association, Queensland Branch Inc;
Account Number: 10480398; **BSB:** 124-076.

Operation Life Online

Suicide and suicide behaviour touches the lives of many people in our community but there are ways we can help prevent it. DVA has launched a new website to provide online support for those who need information or assistance. It is an excellent resource and well worth checking out and sharing with your friends.

The website address is shown below.



OPERATION Life Online

Suicide awareness for veterans, ex-serving personnel and their families

Welcome to Operation Life Online

Suicide and suicidal behaviour touches the lives of many people in our community but there are ways we can help prevent it.

This website will help you understand the warning signs of suicide and provide information and resources to help keep you and others safe from suicide.

Help is also available for those bereaved by suicide.

[CLICK TO LEARN ABOUT SUICIDE PREVENTION](#)

DFWA Calling!

We have started a program of touching base with all our members by telephone simply to say hello, ask for any comments you might have about DFWA, and remind you we are here to help if necessary. We will also check your current address and email address to make sure our records are accurate. The feedback we have received from our members so far has been excellent. So, if you hear a friendly DFWA voice on the phone in coming months, don't be concerned. We will not be selling anything!



Bookings:
(07) 5448 4911



The Sunshine Coast's only award winning three star holiday resort, is offering 10% discount off standard rates to current and ex-service members' and families when booking direct with Maroochy River Resort and Bungalows. Visit the website www.maroochyriverbungalows.com.au

Quote: Defence Force Welfare Association for discount when booking.

DVA RELEASES NEW ONLINE SERVICES



DVA has released even more features with its new online facility **MyAccount**. With **MyAccount**, DVA clients can do even more DVA business quickly and easily at a time and place that suits them.

Since Department of Veterans' Affairs new online service 'MyAccount', was created in May 2012, **17,000 clients have registered** to use this simple and convenient service. This number continues to grow as clients and their nominated representatives discover great new services being brought on line.

The average MyAccount member is 65 however clients range in age from 12 – to 110. Since the start of DVA online services **almost 100,000 transactions** have been completed through MyAccount.

MyAccount for Nominated Representatives

This year DVA introduced MyAccount for Nominated Representatives. DVA clients can now go online and lodge a request for someone to represent them with DVA. This may be an agent, Power of Attorney, a friend or a family member permitted to act or enquire. They can easily update proof of identity and the representative authority. Once DVA has approved the request, the **representative can get their own MyAccount** to conduct DVA business on behalf of the client.

Enhanced Transport Services

Travel claims are by far the most popular of all the MyAccount online services. DVA has enhanced transport services so that **all DVA clients** – eligible across all Acts – can **claim online for reimbursement** of medical travel costs. DVA has also removed the 100km limit for VEA clients who can now claim online for accommodation costs. This is particularly beneficial for regional clients that have to travel some distance for treatment.

More claims can be lodged online

Through MyAccount, DVA clients are now able to lodge any of up to **13 different claims** for cards, for service pension and claims following the death of a spouse. Claiming through MyAccount means that information DVA already holds will be **pre-populated into the form** – so there will be less information to type in. People who are not yet DVA clients can also lodge claims via the DVA website.

MyAccount users can easily update details

As well as accessing DVA's traditional face-to-face, phone, email, mail and fax services, MyAccount users, can now **quickly and easily update online their income and assets information** and change their **bank account** details. Rather than waiting some time for forms to be manually processed, simple changes can be available immediately for viewing by MyAccount users on the computer screen.

Try out MyAccount

If DVA clients or their representatives haven't yet explored what they can do on MyAccount, DVA encourages them to do so. For help, clients can simply phone or drop in and visit **DVA staff who would be happy to guide** them through MyAccount registration and show the benefits of doing DVA business easily online.

There are also many fact sheets and videos available on www.myaccount.dva.gov.au to help.

MyAccount

Your DVA services online

Committee Member Bio: John Lewis - Membership Member



Hi, I'm John Lewis and I am on the Qld Committee. I started out in Defence as an ATC cadet in 1960 and remained in uniform of one sort or another until 1998. In that time, I served in the RAAF Reserve in Qld University Sqn, then National Service, staying a tad longer than 2 years, serving initially in Infantry, then Army Aviation, Education Corps and ended up in RAEME as a Lt Col.

In 1990, I transferred to the Brit Army serving in Ordnance which later became the Royal Logistic Corps. Had a wonderful time in the one job for about 8 years, heading up a System Support Team which supported British and NATO forces deployed world-wide on operations including the Gulf, Africa, Bosnia, Croatia and various Middle Eastern places. I left the British Army in 1998, becoming a dreaded consultant working in IT security, intelligence and Defence for the Brits, NATO and some middle eastern places. I finally decided to return to Oz in 2011, settling near Brisbane, where my three sons tend to base themselves.

I'd been a Life Member of DFWA for 20 years and decided I'd better do something a bit more positive than just reading Camaraderie and the press and going into Grumpy Old Man mode – hence have ended up on the Committee, learning the ropes.

One of the first things I learned was that I'd been entitled to a DVA disability pension for about 20 years but was not aware. Talking with ex-Nasho and Vietnam mates, I have found there is a lot of "unawareness" out there. The same can be said about currently serving members. I think a major issue is to somehow engage currently serving and younger people in the "Defence Family", if we are to be useful and remain relevant. In making representations to politicians and ministers regarding currently serving and younger ex-service personnel benefits, we need to be sure we have the input and the backing of those we are representing. I think this is a major challenge.

DFWA Website Upgrade

DFWA has launched its new website. It is much improved on the old website and well worth checking out. The website address is the same as before:

www.dfwa.org.au/

You may need to refresh your browser to see the new website the first time you go to the DFWA address. As part of the update, the QLD Branch web pages have also been updated. You can access them through the DFWA Home Page. Just click on *Branches* in the main menu and the *QLD* in the drop-down menu.





**Defence
Force
Welfare
Association**

DFWA SHOP

Our Contact Details:

DFWA QLD INC
Victoria Barracks, Brisbane

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

Your Order Details:

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

Item	Size Code	Quantity	Postage	Unit Price	Total
Bisley Blue Shirt - Men's 	XL, L M, S		xxxxxxx	\$39.95 including postage	
Bisley Blue Shirt —Women's	XL, L, M, S		xxxxxxx	\$39.95 including postage	
DFWA Cap with embroidered badge 	xxxxx		\$7.00	\$15.00	
DFWA Lapel Badge 	xxxxx		\$2.00	\$5.00	
DFWA Polo Shirt (JB's Wear) 	XXL XL, L M, S		\$5.00	\$30.00	
DFWA Satchel 	xxxxx		xxxxxxx	\$5.00 including postage	

Shirt Size Code: Extra Extra Large XXL; Extra Large XL; Large L; Medium M; Small S. Please note that Bisley shirts are generally one size larger than most other brands.

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.

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:/...../.....