

**Ex-Service
Organisation (ESO)
Mapping Project**

**Summary
Report**



Foreward

“ Our veterans and their families are a special group of Australians who have been prepared to make important contributions for our country’s national interests.

Every veteran and their family, regardless of their age or experience, should be able to access services that meet their needs. It is imperative that we find the people that are slipping through the gaps, particularly those in regional areas, as they volunteered their services for our country in its time of need.”

*Bruce Armstrong
Chair of ESO Mapping Project Steering Committee*

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Introduction

As Australia moves into the fourth post war period of its history (WW1, WW2, SE Asia, and now Timor/Middle East) it is considered appropriate to take stock and undertake research to better understand how ESOs are organised to support contemporary veterans and their families, regardless of where they live or their needs.

“ By providing a research report for consideration by the ESO community and other stakeholders, we can support their decision making for the benefit of veterans and their families. ”

*Andrew Condon
Head of ESO Mapping Project*



The Aspen Foundation is an independent philanthropic organisation that has a history of funding research projects to address health and wellness in the Australian community.

The Foundation was approached by individual Ex-Service Organisations (ESO) for support. In response the Foundation chose to support veterans, their families and the ESOs that support them through undertaking this research project, and to make it available to all stakeholders.

Purpose & Aims

The purpose of this Project is to provide a body of research and facts that will support the leadership of the ESO community in their deliberation and planning for the future. This will assist the ESO community in its collective aim of being as effective and efficient as possible in its support for veterans and their families.

The aims of the ESO Mapping Project:

- map the needs of veterans and their families
- map the focus and services of ESO
- identify gaps and overlaps in services.

The complete final report can be found online at:

<https://www.aspenfoundation.org.au/esomp>



Summary of Findings

The ESO Mapping Project produced a significant amount of data and information that represents an important body of research. The full (online) version of the Project report addresses the findings and observations, in addition to insights and opportunities.

The ESO Mapping Project was strongly supported by the ESO Community.

Of the 1,533 organisations contacted, 39.5% responded to the survey.

This report represents the most comprehensive census of ESOs in recent decades.

Major Findings



Many younger veterans live in areas with minimal local veteran services

Recent growth in non-member based Veteran Support Organisations (VSOs)

One third of ESOs and VSOs engage veterans pre-discharge from the ADF

3,474 registered charities nominate 'veterans and/or their families' as a beneficiary

Half the ESO pension support volunteer workforce will need to be replaced in the next 10 years

An opportunity exists to map all services (including non ESO services) available to veterans and families

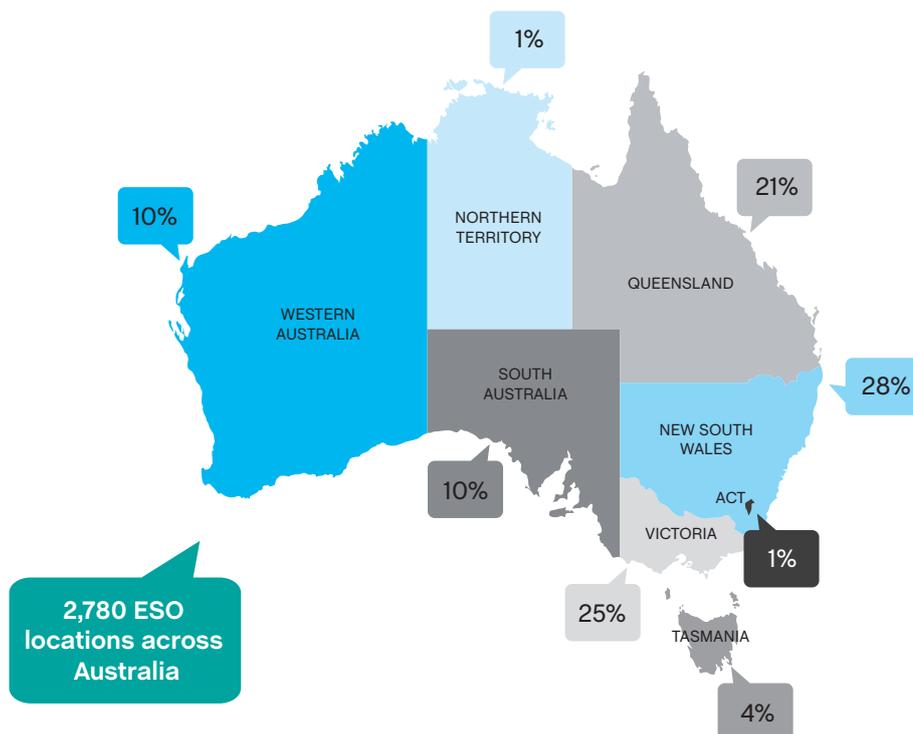
Project Methodology

The project methodology included stakeholder engagement, literature research, an online survey and mapping relevant data.

For the purpose of this Project a taxonomy was developed to describe in general terms the organisations that make up the ESO community:

- ESOs - member-based organisations supporting veterans and/or families
- Veteran Service Organisations (VSOs) - non-member based organisations supporting veterans and/or families
- Veteran Trusts - trusts dedicated to supporting veterans and/or families
- Veteran Charities - charities dedicated to supporting veterans and/or families.

Percentage of ESOs by State/Territory



How many Trusts and Charities are there?

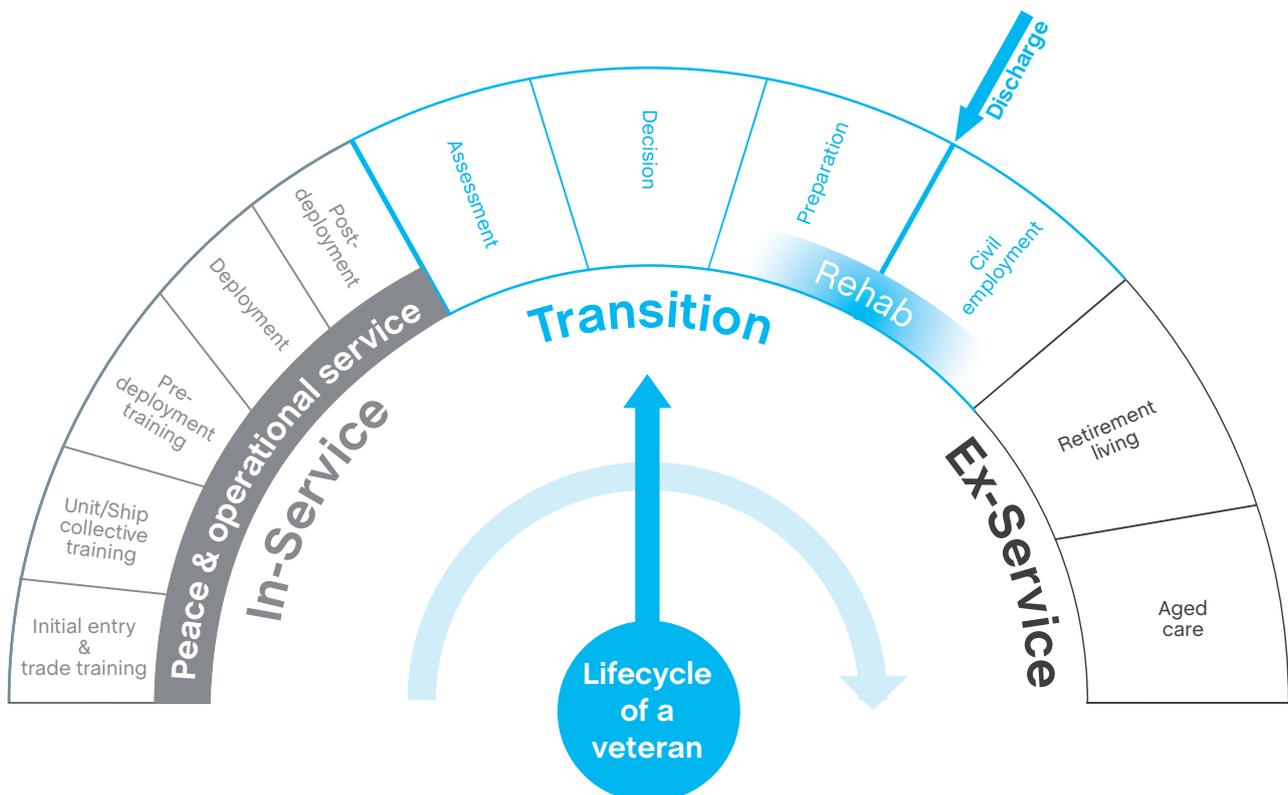


Veteran and Family Needs

Needs change over the lifecycle of a veteran. There are three key phases: In-service, Transition and Ex-Service. ESOs have traditionally focussed on the last phase.

Through both the literature search and feedback from stakeholders in the ESO community, the Project team found that there was a wide array of different veteran and family needs. The Project team considered breaking up needs across the lifecycle of a veteran as a useful approach to structure questions in the online survey of ESOs.

There is an opportunity for ESOs to provide more support to veterans' and families' needs in the first two phases of the lifecycle of a veteran. Communication, building relationships and providing support in those early phases will enhance the effectiveness of ESO support in later phases.

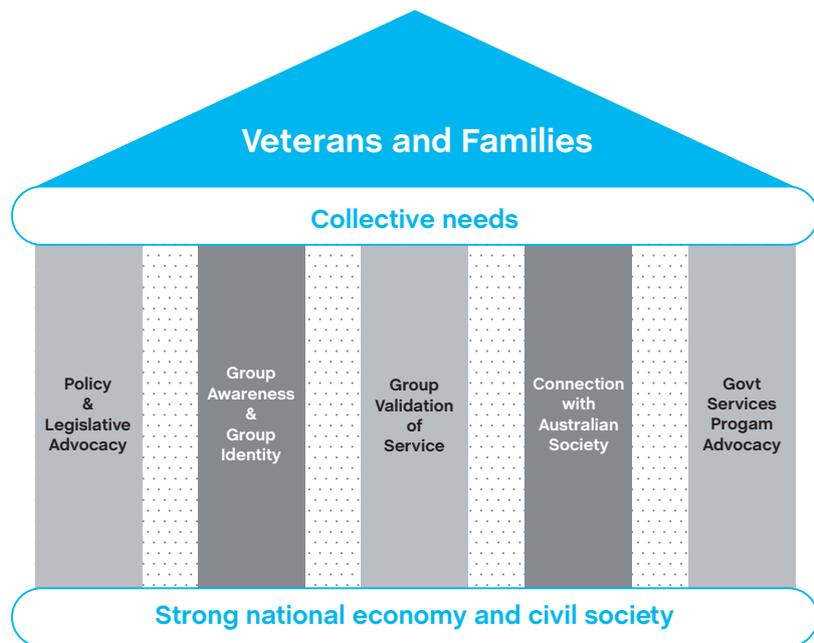


Categorising Needs

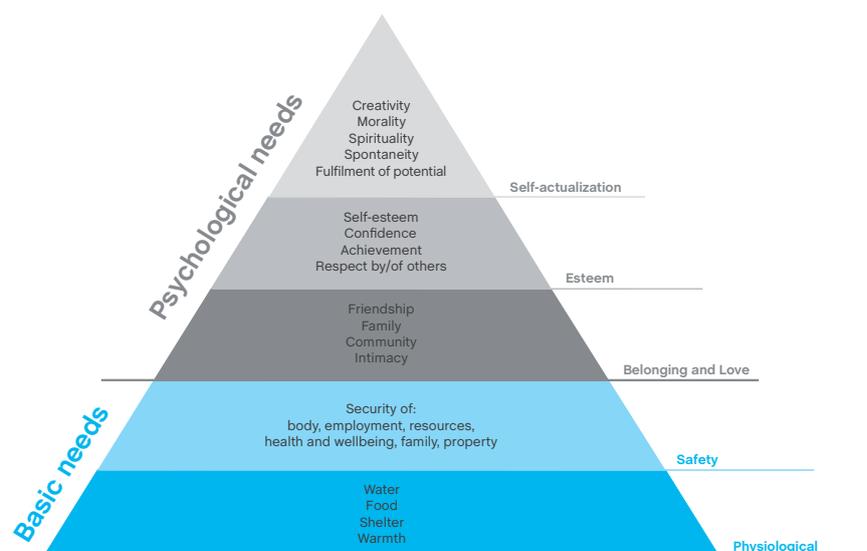


To assist in understanding the nature of veteran and family needs, and how ESOs may address those needs, those needs identified in the literature search were categorised as 'Collective' or 'Individual' for the purpose of the survey.

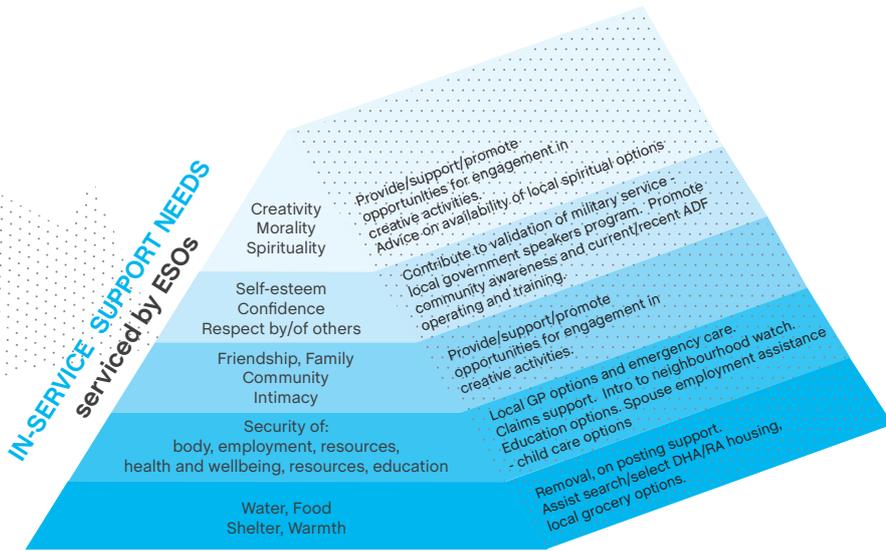
The Project team drew heavily on recent work by DVA on 'Social Health' to identify collective needs, with 'Group validation of service' being a key collective need.



When searching for a model to use for addressing individual needs, the Project team drew on the 1954 Maslow's Hierarchy of Needs model. The literature search did not find a better alternate option for modelling individual needs than this classic approach.



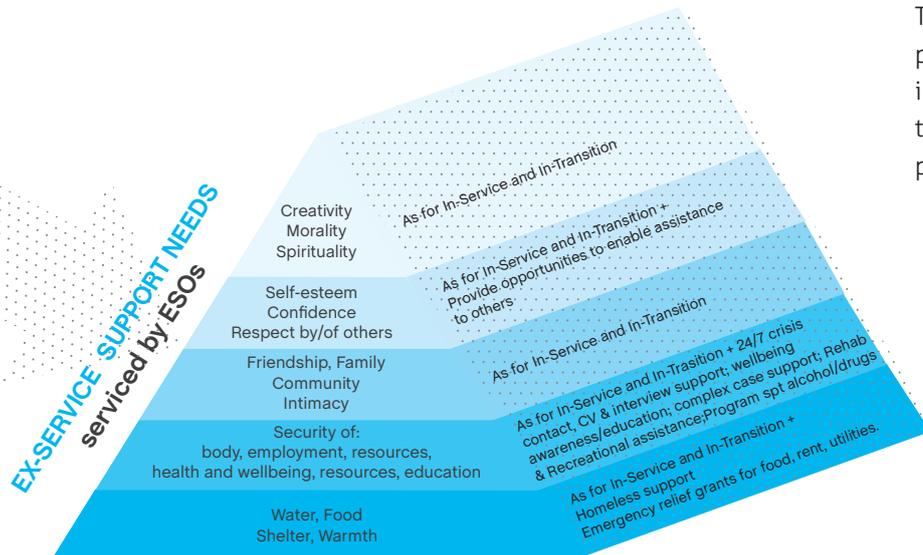
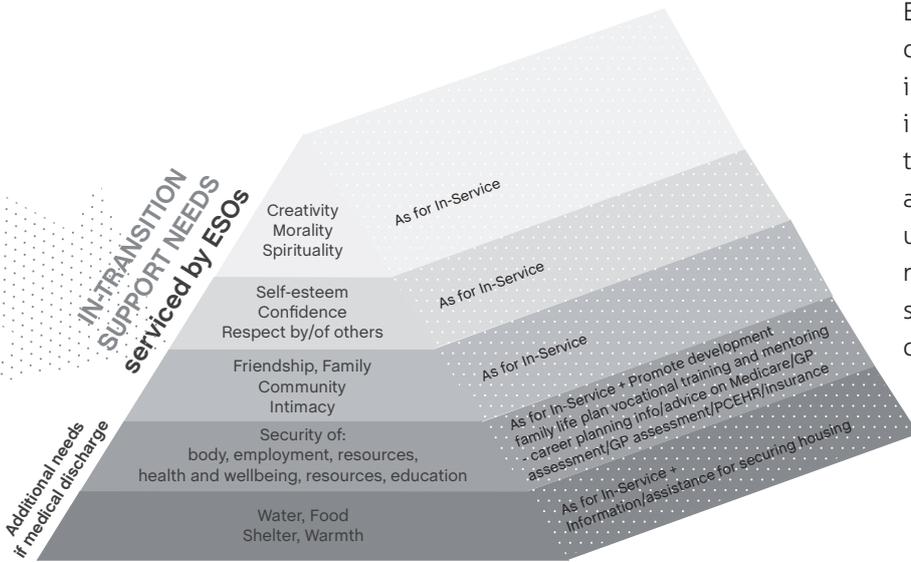
Phases Through a Needs Prism



The Project team considered the support ESOs could provide veterans and families through the 'prism' of Maslow's Hierarchy of Individual Needs, for each of the phases of the veteran's lifecycle. This methodology was useful to ensure all aspects of veteran and family individual needs are addressed.

Each phase does present some commonality, however there is clearly a requirement for individualised approaches to suit the specific needs of each veteran and family. More work could be undertaken to refine the support required in each of the phases where services are currently shown as common.

There was sufficient variation in each phase to warrant this approach, even in this first rudimentary activity, to identify the support ESOs could provide in each phase.

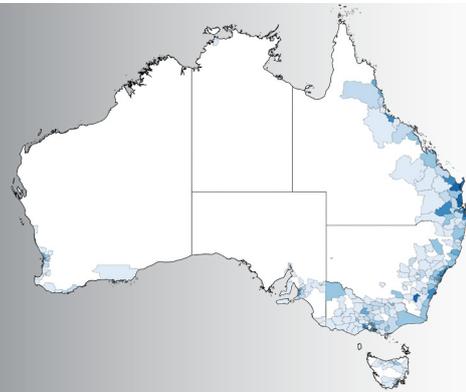




Mapping DVA veteran data, Commonwealth Superannuation Corporation data and ESO location data builds a picture to assist comprehending and understanding the geospatial relationships.

Where do the older veterans live?

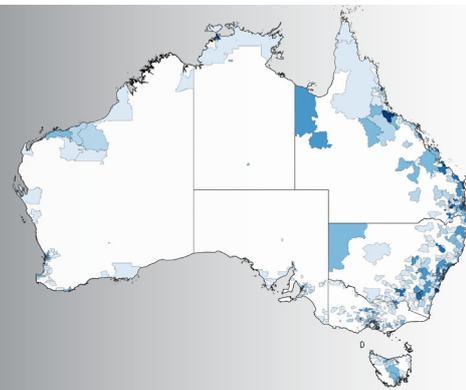
Older veterans (over 65) live in locations consistent with the general Australian population.



Where do the younger veterans live?

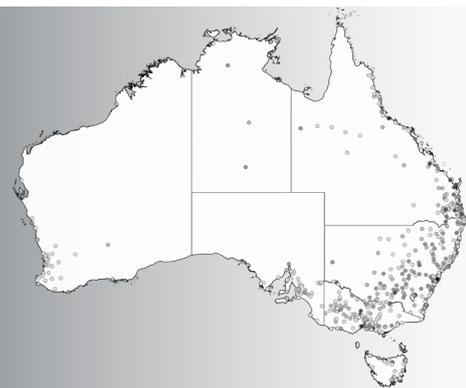
Trends identified:

- remote mining locations
- proximity to ADF bases.



Where are the ESOs?

Generally consistent with the Australian population.





About the Survey



The ESO Mapping Project emailed invitations to 1,533 organisations requesting that they participate in an online survey using the Survey Monkey platform. Hard copy versions of the survey were made available to organisations on request.

The survey was strongly supported by the ESO sector with responses from 605 organisations representing a response rate of 39.5%.

The ESO Mapping Project thanks the ESO leadership for their support and all participants in the online survey for their contribution to this research project. Each of the organisations that participated in the survey are acknowledged in the Project report.

Acknowledgements



The ESO Mapping Project and this Report would not have been possible without the support of many organisations and individuals.

The following are acknowledged for their support and/or contributions:

- Aspen Foundation Board
- Air Chief Marshal Sir Angus Houston AK, AFC (Ret'd)
- ESO Mapping Project Steering Committee
 - Bruce Armstrong, Chair
 - MAJ GEN Paul Symon AO (Ret'd)
 - MAJ GEN Elizabeth Cosson AM, CSC (Ret'd) (until 9 May 2016)
- ESO Mapping Project Working Group
 - Andrew Condon, Head of Working Group
 - Eamonn Quinn
 - Maritta Heiler
 - Anton Kuruc
 - Jamie Smith
 - Yolanda Kuruc
- The Leadership of ESO organisations
- All 605 ESOs, VSOs, Trusts, Charities and Unit/Ship Associations who responded to the ESO Mapping Project Online Survey
 - A complete list of all those organisations who contributed to this Project through their participation in the online survey are listed in the full online report
- ACT-based ESOs/VSOs who beta tested the ESO Mapping Project Survey
- State Veteran Councils in each State
- Members and supporting staff of the national DVA Consultative Forums who received Project briefs:
 - ESO Round Table (ESORT)
 - Young Veterans Forum (YVF)
- ESOs and VSOs who promoted the Project through their internal publications (hard copy and online), in particular the RSL
- DVA leadership group and staff members
- ADF Head People Capability and staff
- Deputy Commissioner and staff of Australian Charities and Not For Profit Commission
- Grip Fast Consulting
- We-do-IT
- Quantum GIS
- Australian War Memorial and Poppy's Café

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DOWNLOAD

Instructions for downloading the ESO Mapping Project Report can be found at: <https://www.aspenfoundation.org.au/esomp>