



The Bosun's Call



Vol 25 No 5

Once Navy, Always Navy

June 2020

HMAS Sydney commissions at sea



The ship's company of HMAS Sydney (V) 'cheer ship' inside Jervis Bay, NSW following the ship's commissioning ceremony at sea.

The Royal Australian Navy has welcomed its newest Air Warfare Destroyer into the Fleet in the first commissioning of an Australian warship at sea since the Second World War.

The ceremony, conducted off the coast of New South Wales on Monday, 18 May 2020, marked the moment the 147-metre long Air Warfare Destroyer HMAS Sydney (V) became one of Her Majesty's Australian Ships.

Chief of Navy, Vice Admiral Michael Noonan, and Commander of the Australian Fleet, Rear Admiral Jonathan Mead, were aboard the guided missile destroyer, to officially welcome Sydney into service.

Vice Admiral Noonan told the commissioning crew that Sydney's history was of a legendary pedigree.

"You will all form part of the HMAS Sydney fabric. You are sailors and officers who will all continue the proud Sydney legacy."

"It is a great responsibility - one I know each and every one of you is capable of honouring and carrying forward into the future."

HMAS Sydney, welcome home, welcome back to our Fleet. Your name once again takes pride and its rightful place in Her Majesty's Fleet," Vice Admiral Noonan said.

Events coming up

18 Jun Fish 'n Chips In parkland adjacent to the CYC Snapper Take Away shop 1200



Newsletter of the ACT Section of the
Naval Association of Australia

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Naval Association of Australia ACT Section

Patron The Hon Sir William Deane AC KBE

Office Bearers

President	Vacant	
A/President	David Manolas	0427 504 564
Vice President	Vacant	
Secretary	Alan Masters	02 6281 5630
Treasurer	Alan Masters	02 6281 5630

Committee Members

Welfare	Vacant	
Membership	Peter Cooke-Russell	02 6258 6892
	John Small	02 6258 1216
	JJ Harrison	02 6258 4512
	Tiger Lyons	02 6254 3453
Editor BC	Peter Cooke-Russell	02 6258 6892
Social Sec	Bev Joce	0412 732 768

Contact Details

The President ACT Section
0427 504 564
stbdstayportgiveway@gmail.com

The Secretary ACT Section

NAA ACT Section
26 Nelson Place,
CURTIN ACT 2605.

secretary.naa.act@gmail.com
Tel 02 6281 5630

Membership Registrar/BC Editor

peter.cookerussell@gmail.com
02 6258 6892

General Meetings Dates and Locations Programme

Should the pandemic be lessened over the next two months the following provisional meetings are advised. The Committee meetings are back.

6 Aug Kaleen Sports Club	1330
3 Sep Kaleen Sports Club	1330
1 Oct Kaleen Sports Club	1330
5 Nov Kaleen Sports Club	1330

Tables are booked for drinks and lunch in the host club from 1200 prior to the meeting.

If you need assistance getting to the meeting and/or functions, call Alan Masters on 6281 5630 who will try to organise transport for you.

A/President's Note

Shipmates,

I am pleased to report the Committee are getting on with business where possible. We had our first 'Committee informal get-together' down by the Lake, on Tuesday 19 May 20. This outing gave us the opportunity to share our news on how our members are generally coping; to all of you we pass on our very best wishes and assurances that as soon as we can conduct a Section Meeting we will seek to do so.

Presently we feel it is prudent to advise that the June Section meeting will not be possible. But should the limitation on the numbers that can gather together be increased to 100 and the Kaleen Sports Club is open, we hope July may be an option.

In the meantime the Committee will be looking at some initiatives to be incorporated into our meetings e.g. Pending your concurrence, it is envisaged we will include an Ode to the Naval Veteran to be said after the Naval Ode of Remembrance at the commencement of our Section Meetings and at the HMAS Canberra Memorial Service. The intent is not to detract in any way from the solemnity of the Naval Ode of Remembrance but not all of the *Canberra's* crew lost their lives in that action, some may have fallen in subsequent operations in other ships but others returned to their loved ones at the end of hostilities. We wish to acknowledge those and all naval veterans, as we hope someone may someday do on our own behalf.

In regard to our Meetings, the proposals under consideration are designed to provide a means by which we can offset the time spent on business with some 'other' more light-hearted banter and interaction wherever possible. There will be more to say on this later, but be assured the aim is to make the most of those occasions where are in each other's company.

For now, please continue to take good care of yourselves and remember: *"We'll meet again, don't know where don't know when but I know we'll meet again..... (-: "*

Yours aye,

David M

**Committee meeting CYC
Parkland
1130 Tuesday 2 June 2020**

CN approval leaves permanent mark of respect at Sydney (II) Memorial

The HMAS *Sydney* (II) Memorial at Geraldton in WA has become a place of pilgrimage for 65,000 visitors each year, and a recent decision by the Chief of Navy has added a final special touch to the important commemorative site.

Some 20,000 arrive by sea on cruise ships that come to Geraldton specifically to allow passengers to visit the Memorial.

Many others come because of the reputation of the Memorial as an outstanding example of commemorative art.

It was designed by Western Australian sculptors Charlie and Joan Smith and opened by the then Governor of Western Australia, Lieutenant General John Sanderson, on 19 November 2001.

That was on the 60th anniversary of the loss of the Royal Australian Navy's cruiser in battle with the German raider *Kormoran* off the coast of Western Australia in 1941.

The annual commemoration each November has become a major occasion in the life of Geraldton and attracts relatives of *Sydney*'s sailors, among many others from far and wide who wish to pay their respects to the 645 members of the ship's company who died with HMAS *Sydney* (II).

Until April 2020, the flags flown at the memorial permanently did not include the Australian white Ensign.

Last month, the Warden of the memorial, Mr Don Rolston, made a special request to the Chief of Navy for permission to fly the Australian White Ensign at the Memorial, alongside the Australian National Flag, the State Flag of Western Australia and the flag of the City of Greater Geraldton.



"To see the Australian White Ensign permanently flying pays the highest respects to the 645 men lost and who are now at rest with their ship," he said.

"The HMAS *Sydney* (II) Memorial in Geraldton was designed to memorialise those lost and is recognised as one of the most outstanding in its class.

"It converts its message and focus to all who visit both in-person and through various websites throughout the world.

"The Memorial is an absolute credit to the proponents of the Memorial, the Rotary Club of Geraldton and the creators and designers, Smith Sculptors - Charles Smith and Joan Walsh-Smith.

"Flying the Australian White Ensign adds the final touch so justly deserving of this Memorial of national significance as formally declared so by the Prime Minister of Australia," he said.

HMAS *Sydney* (1)'s mast on the northern shore of Sydney Harbour and her memorial in Geraldton are two of the few places, outside the gates of a Royal Australian Navy shore establishment, where the Australian White Ensign can be permanently flown, by Chief of Navy's permission, ashore.

Pending the lifting of physical distancing requirements, there will be a major commemorative event at the Memorial on 19 November 2021 on the 80th anniversary of the loss of HMAS *Sydney* (II).

More information about the Memorial can be found at: <https://www.hmassydneymemorialgeraldton.com.au/>



Published on 13 May 2020 LCDR Desmond Woods (author), Mr Trevor Ralph (photographer)

Contemporary Terminology

The present lockdown of social and workplace activity has resulted in a continuing stream of a wide variety of items on facebook and other electronic media sources on topics that are very specific presentation and at times may not be suitable for general publication,. I do however think that the verbal cartoon below is amusing and relevant to current trends.

Editor

Just a Mum



A woman, renewing her drivers' licence was asked by the clerk at the registry to state her occupation. She hesitated, unsure as to how to classify herself.

"What I mean is," explained the clerk, "Do you have a job or are you just a"

"Of course I have a job" snapped the woman, "**I'm a Mum.**"

"We don't list 'Mum' as an occupation, as 'house wife' covers it," said the clerk emphatically.

I forgot all about her story until one day I found myself in the same situation.

The clerk was obviously a career woman - poised, efficient, and possessing the high sounding title of 'City Registrar'.

"What is your occupation?" she probed.

The words simply slipped out. What made me say it I simply do not know!

"I am a **Research Assistant associated in the field of Child Development and Human Resources**".

The clerk paused, pen frozen in mid air then looked up as though she had not heard correctly.

I repeated the title slowly emphasising the most significant words.

Then I stared with wonder as my pronouncement was written in bold, black letters on the official questionnaire.

"Might I ask," said the clerk with renewed interest, "Just what is your field?"

Coolly- and without any hesitation or flutter in my voice, I heard myself reply - "**I have a Continuing Program of Research, (what mother doesn't?) in the Laboratory and in the Field**". (normally I would have said indoors or outside). **I'm working for my Masters..(first the Lord Hubby** 🏰 **and then the family) and I already have four credits**"- (all four are daughters) 🧒🧒🧒🧒



"Of course the job is one of the most demanding in the humanities." (any mother care to disagree). I often work 14 hours a day, (24 hours is more like it) and the job is more challenging than most run-of-the-mill careers. The rewards are more of satisfaction rather than money."

There was an increasing note of respect in the clerk's voice, as she completed the form, stood up and personally ushered me out the door.

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Directorate of Navy Culture celebrates first anniversary

A year of optimising Navy's culture was marked on the first day of April, when the Directorate of Navy Culture celebrated its first anniversary.

The directorate was formed a year ago through the merging of the Directorate Navy Leadership Culture Development and NEXT Generation Navy.

Since then, it has expanded to include Navy's Diversity and Inclusion team and provides valuable assistance to the Navy Women's Strategic Advisor.

Reflecting on the significant achievements over the past 12 months, Director of Navy Culture, Captain Paul Moggach said he had been impressed by the effort and dedication of his team.

"I am very impressed with the team's incredible dedication to Navy People, particularly those serving at the waterfront and our determination to optimise Navy's culture," Captain Moggach said.

DNC's role is to optimise Navy's culture and it does this primarily through the overarching NEXT Generation Navy (NGN) program and the development of Navy's leaders.

Permanent Navy and Navy Reserve NGN program team members produce and deliver a range of products which benefit Navy culture, including leader development workshops; emerging leaders forums, leadership coaching, team culture development, diversity and inclusion, research projects and women's development programs.

Marking DNC's first anniversary, Captain Moggach asked the team to take pride in what they had achieved so far and continue to prepare for the poignant part DNC will play in the continued growth and adaptability of the Navy.

"I ask the team to reflect on our achievements to date and remember that our work has never been more needed than it is right now," Captain Moggach said.



Directorate of Navy Culture team members during the Navy Emerging Leaders Forum held at Esplanade By Rydges in Fremantle, WA, November 2019.



Director, Navy Culture, Captain Paul Moggach, CSC, RAN, welcomes participants to the Navy Emerging Leaders Forum held at Esplanade By Rydges in Fremantle, WA, November 2019.

"Our vision is out to 2035. The command teams and Senior Sailors of the early 2030s are already serving and we must set them up for success."

As Navy adapts to a virtual and potentially isolated workforce, Captain Moggach said it was critical to reiterate that the Chief of Navy's first priority was the health and wellbeing of Navy people and their families.

"Now more than ever it is imperative to remember it is not only about what Navy people do, but how we do it that matters," Captain Moggach said.

"The NGN program's five Culture pillars - Value our People, Develop Leaders who Value their Teams, Enhance Resilience, Instil a Sense of Purpose, and Drive to Professional Mastery - will guide Navy's culture throughout this period."

To assist with this guidance, a dedicated NGN Divisional Support Program is being developed around a theme of Physically Distant, Professionally and Socially Connected.

An initial range of support guides and tools have been delivered through ForceNet and other delivery vehicles. These and more products will continue to evolve and be delivered during the coming months.

Published on 29 April 2020 LCDR Rebecca Wilson (author), LSIS Kylie Jagiello (photographer)

BOOK REVIEW

WE NEED TO TALK ABOUT MUM AND DAD – A PRACTICAL GUIDE TO PARENTING OUR AGEING PARENTS BY JEAN KITTSON



If you read Jean Kittson's latest book you will find the answers to all those unknown questions about growing old. It is titled 'We need to talk about Mum & Dad'. While it is nominally targeted at younger people to help them look after their ageing parents it is a great resource for seniors who should be making their life decisions for themselves. In fact I would go as far to say it is a better resource for seniors than the mass of Government publications and dare I say it even the official advice of our own Association. I should know as the ACT policy Advisory Group in the ACT spent a year looking at My Aged Care and put out a "How to" guide for our local members. But our publication pales into insignificance besides its treatment in Jean Kittson's little book.

Apart from anything else it is a great read. Beautifully written with a great deal of humor and irreverence, it is brutally clear in its recommendations of what should be done. I particularly like her key recommendation to keep a notebook and record everything about dealing with Governments and agencies so that you can come back any time and pick up where you left off in dealing with a complex and daunting bureaucracy.

Jean starts from the premise 'Old people are not a burden They are people who will be us in the blink of an eye.' So it behoves us all to listen and take account of what she has to say from the benefit of her detailed research and personal experience.

Having personally been through a lot of the issues she talks about from dealing with Centrelink, winding your way through My Aged Care, consulting lawyers and financial advisers, downsizing, confrontation with Emergency Departments at hospitals to just getting plain old I can affirm the soundness of Jean's advice and encouragement.



Her PS. at the end is telling. 'Perhaps it is best not to share this guidebook with your elders. Alarmed, they may hotwire a Winnebago, pack an Esky and a pair of hot water bottles, and take to the back roads.'

The book would be great gift to give yourself, your partner or even your adult children.



Bill Donovan
Chair
ACT Policy Advisory Group, National Seniors

National Senior's has a slogan 'You don't know what you don't know'.

What is a Retirement Village

Downsizing from the family home to a retirement village is becoming an increasingly popular choice for Canberrans. There are a number of new villages springing up, which is a testament to the growing interest in this style of living. From a marketing perspective, the 'lifestyle choice' is the main promotional tool of village operators - and is a compelling reason - but there are other aspects which need to be understood before making the final decision.

It is important to understand the difference between retirement villages and residential care (nursing homes). They are quite different.

Retirement villages were initially created solely for those able to live independently but some operators are now offering a greater number of support services to allow residents to delay entry into residential care. Two new Canberra villages are blurring the lines by having their own on-site home care service. Care services are provided to residents in their own units by on-site staff which maximises the value of a home care package and supports the resident's independence.

Many villages do not offer any support services but a resident can arrange their own Home Care Package as they would if living in their own home.

In essence, a retirement village is a collection of dwellings on one site forming a community for people aged over 55. A retirement village is usually run by a village operator who provides ongoing management and maintenance. A unit is often referred to as an ILL (independent living unit) because it is for people who can live independently although some villages now provide assistance if living services are required. These services would usually incur an extra charge.

One village in Canberra has serviced apartments which includes meals and cleaning services for the residents. Village residents are permitted to bring in their own support services, e.g. assistance through a Home Care Package, as they would in their own home.

Although originally aimed at people aged over 55, the average age of village residents is currently around 70 to 80 years of age with some evidence showing that the community lifestyle offered in a village is allowing residents to live independent and active lives well into their 90s.

In the ACT, retirement villages are regulated by the ACT Retirement Village Act 2012. More detailed information on the rights and responsibilities of village residents and operators can be found on the Access Canberra website: [accesscanberra.act.gov.au/app/#!/a_nswe rs/d eta i l/a_id/2124/kw/retirement%20villages](https://www.accesscanberra.act.gov.au/app/#!/a_nswe rs/d eta i l/a_id/2124/kw/retirement%20villages)

Retirement villages are independent operations governed by state or territory legislation. Residential care (a nursing home) is subsidised by the Com-

monwealth and regulated by Australian Government legislation.

Retirement villages can be co-located on one site with residential care facilities (nursing homes) and all run by the same operator, but it must be kept in mind that they are two separate entities.

There is no automatic transition from a retirement village to residential care even if they are on the same site. Entry to a residential care facility must be made through My Aged Care with an Aged Care Assessment Team (ACAT) assessment for eligibility and new contracts signed and fees paid.

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Types of Tenure in Canberra

In Canberra, the majority of villages operate on a Loan-Licence Agreement. This involves payment of an in-going contribution (a loan) and recurrent management fees paid to the village operator in return for a licence to live in the dwelling. When the contract is terminated there will be a Deferred Management Fee (DMF) or Exit Fee payable to the operator. This is an amount agreed to in the initial contract and is usually deducted from the original in-going contribution with the balance being refunded to the resident.

There are different options offered under Loan-Licence Agreements by various operators and contract terms, and fees may be negotiable. This may include such things as what happens to the capital gain on departure, who is responsible for refurbishment, variable adjustments on the amount of the in-going contribution and the recurrent charges etc. It is very important that the terms of the contract are understood and the person going into the agreement has the best options available. It is strongly recommended to have independent legal advice on the contract and ensure all the conditions and potential consequences are understood.

The resident does not own the property, they have licence to live there. Therefore they are not listed on the title deed and are not liable for stamp duty, which can be a major saving on the up-front costs. Nor will they be responsible for the maintenance of the property which can be a major liability in an ageing family home.

Less common in Canberra is the Unit Title Village. The management of these villages is governed by two legislations, the Unit Titles (Management) Act

(Continued on page 8)

What is a Retirement Village

(Continued from page 7)

2011 and the Retirement Villages Act 2012. The purchaser becomes a registered interest owner of the premises and also contracts with the operator for the retirement village services.

Residents pay levies to the owners' corporation for managing and maintaining common property under the Unit Titles (Management) Act 2011 and these levies are set yearly by the owners' corporation at the annual general meeting. The Act also requires residents to comply with the rules of the owners' corporation known as by-laws. They appoint an executive committee to manage and exercise the functions of the owners' corporation.

As a registered interest owner, the resident will be on the title deed of the property and liable for stamp duty, rates and levies for the owners' corporation. There is a pensioners discount on stamp duty in the ACT and currently properties valued at less than \$420,000 are exempt until 30 June 2020. Check with ACT Revenue Office for other terms and conditions.

Residents also pay recurrent charges to the village operator under the Retirement Villages Act 2012 for the services provided under the contract e.g. the operation of the village clubhouse, trips and outings and other events organised by the village operator.

Rental agreements

Rental agreements are not common in Canberra retirement villages. They are at the discretion of the operator and are currently not publicly promoted. People wishing to rent will need to make their own enquiries directly to the village operators. Residents under these agreements are bound by the provisions of the Residential Tenancies Act 1997.

What are the costs?

Buying into a retirement village is not like buying a house or unit. There are multiple different costs involved and it is strongly recommended you seek independent legal and financial advice before committing yourself. Everyone's situation is different and every contract will be individualised. It's worthwhile having some personal financial modelling done to show if it is viable for you to invest in a retirement property. The modelling will help to see what your financial situation will look like moving forward.

Considering or comparing property costs - three main elements to consider

This is a very broad and general overview of retirement village contracts. Each village and contract is different and the cost of independent legal and financial advice is well worth your peace of mind to allow you to enjoy your new home.

- **Ingoing costs:** The Entry Contribution or Buy-in Price. This cost will usually reflect the purchase price of similar individual properties in the

local area based on size, type of property (unit, villa or townhouse) number of bedrooms, bathrooms, car accommodation.

- **Ongoing costs:** Also known as Recurrent Charges or Management Fees. This is a monthly or fortnightly charge contributing to the maintenance and management of the facility. The services covered by these costs will vary from village to village. The operator should present an annual budget to the residents committee indicating the charges for the coming year. The residents are able to have some input into whether or not the budget is acceptable.
- **Departure costs:** Deferred Management Fee (DMF), Departure Fee or Exit Fee. This is the charge that creates the most contention and confusion. It is very important that you understand what the rate is and how it is calculated. Everyone has a different contract so don't assume they are all the same. Usually the DMF is presented as a percentage of the entry contribution or as a percentage of the sale price. The DMF is often set at a maximum after a specified number of years e.g. a fee of 6% of the incoming cost will be incurred annually for a maximum of 10 years. After 10 years it no longer accrues. (Figures used are not actual and used for example only.)

How to choose a village?

There is no formula to choosing a village. Each one is different, offer different types of accommodation and services and will have unique fee structures. It's wise to look at a number of villages to see what is on offer and see what appeals to you. This will place you in a better position to make your own wise choice.

Please remember that buying into a retirement village is not an investment in the financial sense.

The amount returned at the end will almost certainly be less than the cost to go in. You are investing in the value of living in a community which promotes and supports a healthy, active and independent retirement -the lifestyle choice.

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Council on the Ageing (COTA) Magazine

Autumn 2020

For more information visit the ACT Revenue Office revenue.act.gov.au and Access Canberra accesscanberra.act.gov.au or phone 13 22 81

ACT Section—Current Membership—May 2020

Full Members

AARON	John	KAMBAH	ACT
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ORT	Matt	YARRALUMLA	ACT
SALISBURY	David	YARRALUMLA	ACT

Committee Meeting 20 May 2020—CYC Grounds

From: stbdstayportgiveway@gmail.com

Informal Committee Meeting 19 May 20 - Outcomes

To: 'Secretary NAA ACT' <secretary.naa.act@gmail.com>; 'PETER COOKE-RUSSELL' <peter.cookerussell@gmail.com>; 'John Harrison' <jjblueh@iinet.net.au>; 'John Small' <jwen44@bigpond.com>; 'Dennis & Sue' <dlyo.6547@bigpond.com>; 'Beverly & Donald JOCE' <joce1936@optusnet.com.au>

Shipmates,

Thank you for your company and assistance at the meeting on Tues 19 May 20; those Present: A/Pres; Sec; Peter C/R and Tiger Lyons, apologies from JJ, John and Bev.

So as to bring Committee Members up to-date and provide a Record of The Proceedings, the following information is provided (please advise me if I have missed anything):

1. It was agreed we would seek concurrence from our members to include a Veterans Ode at our meetings and for the HMAS Canberra Memorial Service i.e. following the Naval Ode of Remembrance (They have no grave but the ...) we would also recite one of the three Naval Veteran Odes we currently have available at each meeting. This will give the members the opportunity to hear and perhaps decide which one they favour the most;
2. We agreed we would continue with the planning for the HMAS Canberra Memorial Service scheduled to be conducted on Friday 07 August 2020; Alan will provide a letter/email message to the VIPs, Navy and CO Harman providing a heads-up as to the date / location etc and acknowledging that we may have to cancel or modify because of weather or on-going coronavirus restrictions (Thank you Alan);
3. The initial DRAFT of a new ACT Section web-page featuring an 'Invitation to New Members' (a recruiting initiative) to be promulgated on the NAA web-site was favourably received by those present and this too will be provided to yourselves and our members for consideration and concurrence in due course;
4. It was agreed we should provide formal advice to our Members via the Bosun's Call that the June Section meeting is cancelled. Pending advice that the numbers permitted for gatherings in the ACT is increased to 100

and the Kalen Sports Club can cater for the conduct of our meeting, we hope we might be able to conduct a Section Meeting in July or August

5. There was some discussion as to how we may approach the matter of awarding someone 'Honorary Membership' in the future wherein having decided upon making such an award we would speak to the prospective recipient to confirm they will accept the award and fully appreciate what that means e.g. loss of voting rights. This is a matter we can raise at our next Section Meeting; and,
6. Advice is provided that the Committee members will aim to conduct another 'Informal Committee Meeting' at Snappers at 1130 on TUES 02 June 2020. It is fully appreciated that not all of us may be able to attend such meetings; be assured we will keep you up to-date as to the proceedings.
7. The Acting President provide an overview of a further project he is working on wherein: after we have attended to the matters of business we might enjoy some light-hearted banter in the form of a 'reminder' as to the origins of naval terms and expressions; a look at ships of our era and more modern warships; and, some other matters that he hopes will offset the business side of our gatherings.

The intent is to make the most of every opportunity we have to gather together in each other's company *to the extent that we may each have to reserve a seat because of the demand* (-: .

Take care and again my thanks,

David M
Acting President
NAA ACT Section

20 May 2020



*Artist's view of the Arafura Class
Offshore Patrol Vessel*

MEMBERSHIP RENEWALS 2020

Action to renew membership for 2020 can now undertaken in a number of different ways. The following, in order of preference for the Treasurer, are listed below, but any of them can be utilised. The use of e-banking provides for ease of payment and your bank records act as your receipt. The annual subscription for 2020 is \$38

1. Direct transfer of funds to the NAA (ACT Section). Using e-bank facilities, transfer funds to Naval Association of Australia –ACT Section Account **BSB: 633 000 . Account Number 162 834 097** **Please ensure you have identified yourself as the payer in order that the Treasurer can correctly credit your payment.**

2. Payment using the mail system. Please do not send cash through the mail system. Cheques can be forwarded to Membership Registrar, 4 McEachern Crescent, MELBA ACT 2615. Receipts will NOT be mailed to payers.

3. Direct payment to Treasurer. The Treasurer will gladly accept cheques or cash from members at General Meetings. A receipt will be given to payers.

IF YOU HAVE CHANGED ANY OF YOUR CONTACT DETAILS SUCH AS HOME ADDRESS, E-MAIL ADDRESS, TELEPHONE NUMBERS PLEASE ADVISE THE MEMBERSHIP REGISTRAR.

Social Program

Fish 'n Chips is on.

Whilst Snapper is only take away, there is plenty of parkland nearby to set up a NAA group, more groups if necessary and bring your own chair.

The July Christmas lunch is still doubtful.

18 Jun Fish 'n Chips CYC 1200

9 Jul Christmas in July lunch

16 Jul Fish 'n Chips CYC 1200

20 Aug Fish 'n Chips CYC 1200

17 Sep Fish 'n Chips CYC 1200

15 Oct Fish 'n Chips CYC 1200

19 Nov Fish 'n Chips CYC 1200

3 Dec Christmas lunch

17 Dec Fish 'n Chips CYC 1200

DVA CONTACTS

Information on health services may be obtained from DVA. The contact numbers for health care providers requiring further information or prior financial authorisation for all States & Territories are listed below:

PHONE NUMBER:

1800 550 457 (Select Option 3, then Option 1)

POSTAL ADDRESS FOR ALL STATES AND TERRITORIES:

Health Approvals & Home Care Section department of Veterans' Affairs

GPO Box 9998

BRISBANE QLD 4001

DVA WEBSITE:

<http://www.dva.gov.au/providers/allied-healthprofessionals>

DVA email for prior financial authorisation: health.approval@dva.gov.au

The appropriate prior approval request form can be found at: <https://www.dva.gov.au/providers/servicesrequiring-prior-approval>

CLAIMS FOR PAYMENT

For information about claims for payment visit: www.dva.gov.au/providers/how-claim

Claim Enquiries: 1300 550 017
(Option 2 Allied Health)



HAPPY BIRTHDAY

**A Happy Birthday to you in
June 2020**

17 Peter McNay

21 Colin Fitzgerald

25 Bob Ridgway

Older Persons ACT Legal Service (OPALS)

The new Older Persons ACT Legal Service (OPALS) is a specialist service within Legal Aid ACT offering flexible legal assistance to older people. OPALS can help in many situations, such as if you:

- have concerns about your safety
- are being pressured to change your living arrangements, sign documents, or provide details of your finances
- are having money taken from you without your permission
- owe money and are not sure how you will pay
- are being abused, threatened or bullied
- are being denied access to grandchildren, other members of your family or support services
- are being discriminated because of your age

OPALS has a strong community legal education and outreach component and provides information and referral services to concerned family, friends and workers. OPALS draws on the expertise of other practices in Legal Aid ACT when providing advice and representation services.

OPALS is a **free** service and all cases are treated in confidence. We can also help make referrals to other specialist services if you choose not to take legal action.

If you think you need legal advice, please feel free to contact OPALS:

Address: 2 Allsop Street, Canberra, ACT; or

Telephone: (02) 6243 3436 or 1800 353 374

Email: opals@legalaidact.org.au

www.legalaidact.org.au/opals



If undeliverable return to
NAA ACT Section
26 Nelson Place
Curtin ACT 2605

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