



National Bosun's Call



Vol 2 No 10

Once Navy, Always Navy

November 2021

Remembrance Day Australian War Memorial Canberra



Wreath Laying

Left
National President
NAA

Right
Governor
General and
HE Mrs Hurley

Photos
Fliker



Right
NAA Wreath

Below
Stone of
Remembrance



National Newsletter of the
Naval Association of Australia

Applications for commemorative projects close 8 February 2022

19 October 2021

The *Saluting Their Service* Commemorative Grants Program offers funding to assist local communities in honouring the service and sacrifice of Australia's service personnel. The Australian Government has committed an additional \$10 million of funding to the Program over 4 financial years. This brings the total amount of funding in 2021–22 to \$3.5 million.

The upcoming 50th anniversary of Australia's withdrawal from the Vietnam War in 2023 presents a unique opportunity for communities around Australia to conduct projects and activities that commemorate the service and sacrifice of our Vietnam veterans. Organisation are welcome to apply for funding for projects that commemorate this significant anniversary.

Applications are also welcome for projects relating to other wars, conflicts and peacekeeping operations. Types of eligible projects can include:

- updating or restoring your local memorial;

- commissioning an honour board to recognise local service personnel;
- conducting an exhibition of military memorabilia or other unique military-related items; or
- involving local school students in an educational project.

The current batch of applications closes on 8 February 2022.

There are two categories of grants available:

- ***Saluting Their Service – Community Grants:*** Grants to a maximum of \$10,000 for local, community-based projects and activities.
- ***Saluting Their Service – Major Grants:*** Grants between \$10,001 and \$150,000 for major commemorative projects that are significant from a national, state, territory, or regional perspective.

For more information, visit the [Community Grants Hub](#) or [GrantConnect](#).

DSH Insurance launches online quoting tool

31 August 2021

Eligible veterans and serving Australian Defence Force (ADF) personnel can now receive an online quote for their home building insurance at their convenience, any time. DSH Insurance has launched an [online quoting tool](#) that's accessible through its website on all devices.

DVA Secretary Liz Cosson AM CSC says the tool helps customers determine how much their home should be insured for, reducing their risk of underinsurance in the event of an unforeseen incident.

'Estimating the numbers when it comes to home building insurance can be overwhelming,' Ms Cosson says. 'It can be easy to over or underestimate your insurance needs. This new online tool will help remove some of the stress that can be associated with this important risk assessment.'

'This is particularly important for those veterans and ADF members living in areas such as northern Australia, which are at higher risk of cyclones and other natural catastrophes.'

The online tool tailors your policy by asking a series of questions about such things as the location and

features of your home, leaving no room for assumptions. It also confirms eligibility and provides accurate estimates in minutes.

Curious about how DSH Insurance's rates compare to your existing home building insurance policy? Explore our convenient, easy-to-use [quoting tool today!](#)

DSH Insurance is committed to putting our veterans and their families first. Coupled with expansion in eligibility criteria to include all current and former ADF members with at least one day of service, we are delivering on that commitment by providing a more contemporary service experience, while retaining our key strength of personalised approach.

DSH Insurance offers competitive premiums on comprehensive home building insurance tailored specifically for the Defence and veteran community (including reservists and widow(er)s of those ADF members). [Find out if you are eligible.](#)

For more information on DSH Insurance products, [visit the website](#) or call 1300 552 662.

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National Patron His Excellency General The Honourable David Hurley AC DSC Retd Governor General of Australia

Veterans claims system to be overhauled

16 October 2021

The Hon Andrew Gee MP

Minister for Veterans' Affairs

Minister for Defence Personnel

The Minister for Veterans' Affairs and Defence Personnel Andrew Gee has announced the appointment of independent consultants to overhaul the Department of Veterans' Affairs' claims processing system.

Consultants McKinsey & Company will work with families who have lost loved ones to suicide, to formulate recommendations that will overhaul the system to better serve our veterans.

Minister Gee said the backlog of claims is unacceptably high which is delaying veterans and their families access to vital services and funding.

"One of my top priorities is to improve the claims processing system and cut waiting times for veterans and their loved ones, and as such, I have directed that this rebuild takes place as a matter of urgency," Minister Gee said.

"This is not another review.

"McKinsey will immediately examine how the Department can simplify the claims process, how it is currently processing claims, and identify how we can have a faster, more efficient and effective system for all veterans and their families.

"As part of this vitally important work, I have directed McKinsey to hold meetings with families of veterans who have suffered the tragic and devastating loss of a loved one, so that those rebuilding the system can gain a first-hand understanding of the impact of veteran suicide and the importance of a quick and efficient claims processing system.

"We can't wait for the Royal Commission to get cracking on this crucial reform.

"In the recent Budget \$98.5 million was delivered for hundreds of new claims processing officers for veterans which is welcome news. However, I don't want to see these officers dropped into an inefficient system, tangling themselves up in red tape.

"If that budget boost is to have maximum effect we need to make sure that the fundamentals of the claims processing system are right."

Karen Bird, who lost her veteran son Jesse to suicide, said she was eager to participate in the meetings, together with her lawyers who represented the family during the coronial inquest, and hopes that the feedback will provide clear direction on what is required to overhaul the claims processing system, making it a positive experience for veterans and their families.

McKinsey will deliver its action plan in December 2021. Minister Gee has reiterated that he wants to



see immediate progress so that veterans and their families can receive the support they deserve and require.

"McKinsey will be tackling the issue with an independent set of eyes to ensure that claims are processed in a timely manner. I won't be waiting to action this roadmap," Minister Gee said.

"McKinsey will provide recommendations with clear milestones and deliverables that can be tracked, measured and monitored by the Department of Veterans' Affairs and the Australian Government at three, six, 12, 18 and 24-month intervals.

"The Australian Government is currently supporting more than 336,000 veterans and their families and we're committed to ensuring they have the support they need, when and where they need it.

"Our veterans have served our nation with courage and distinction and we must give them the best possible care and support. They deserve nothing less."

If any veteran or their family member has information that will help this process, I encourage them to get in touch by emailing office.ministergee@dva.gov.au.

Media contacts

Minister Gee office: [0459 966 944](tel:0459966944) DVA

Media: [02 6289 6466](tel:0262896466)

Open Arms — Veterans and Families Counselling provides 24/7 free confidential crisis support for current and ex-serving ADF personnel and their families on [1800 011 046](tel:1800011046) (international: [+61 8 8241 4546](tel:+61882414546)) or visit www.OpenArms.gov.au

HMAS *Stalwart* commissioned 13 November 2021

The Royal Australian Navy commissioned its latest ship into service on November 13 at Fleet Base West, Rockingham, Western Australia.

HMAS Stalwart, the second of the Supply-class auxiliary oiler replenishment ships, will provide logistics replenishment to ships at sea, while also having the ability to support the Joint Force on a wider scale.

Chief of Navy Vice Admiral Michael Noonan said the auxiliary oiler replenishment ships bring a significant capability to Navy and Australia's regional partners in terms of providing at-sea support.

"These ships represent a generational shift from the capability provided by previous support ships in that they are equipped with a combat management system that improves information sharing with other ADF and allied assets," Vice Admiral Noonan said. "Both *Stalwart* and *Supply* represent cutting-edge maritime technology and can seamlessly integrate into both national and multinational task groups, which is paramount in the challenging strategic environment."

Stalwart's Commanding Officer Commander Steve McCracken said November 13 marked a significant day in the careers of the entire ship's company.

"To be part of a commissioning crew is a defining moment in the lives of all mariners and often represents the pinnacle of a naval career," Commander McCracken said. "The entire ship's company has worked extremely hard to prepare for today and will continue to do so as we undertake the various sea trials that will allow us to integrate our ship into the fleet."

Able Seaman Rachel Lynch said the day represented a milestone in her career.

"I'm a proud Western Australian and couldn't be more excited to be a member of the commissioning crew for the Navy's newest WA-based ship," she said.

"I joined the Navy in 2018 and I've already experienced so many amazing things in such a short period of time. Being part of a commissioning crew is rare – I feel very fortunate to be able to add this experience to my already exciting naval journey."

Stalwart is the third Royal Australian Navy vessel to carry the name, with the first being an S-class destroyer in the early 20th century, and the second an escort maintenance ship that was decommissioned in 1990.

"The name *Stalwart* has a proud history in our Navy and I am confident that the men and women of this new ship will maintain that tradition as *Stalwart* (III) enters service," Vice Admiral Noonan said.

The new auxiliary oiler replenishment ships were built in Spain by Navantia, with Australian industry playing a key role in both the development and ongoing support of the vessels.

By Lieutenant Gary McHugh



Above:

HMAS Stalwart's Commanding Officer, Commander Steve McCracken, CSM, (Left) receives the Commissioning Ensign from Deputy Fleet Commander, Commodore Jonathan Earley, CSC, during a commissioning ceremony at Fleet Base West, Rockingham.

Left:

The crew of *HMAS Stalwart* line the ship's upper decks during its commissioning ceremony.

Photo: Leading Seaman Ernesto Sanchez

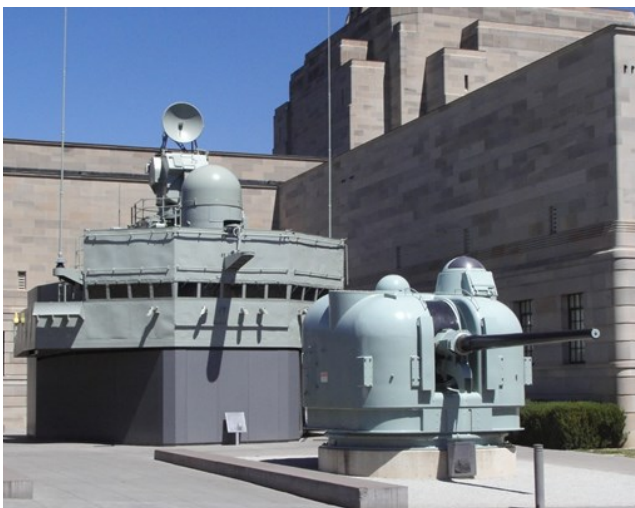


Australian War Memorial redevelopment of the HMAS Brisbane Bridge exhibition. *Received 9 November 2021*

Today I am 'out' but am undertaking a Navy Reserve Role with the Sea Power Centre-Australia as the Australian War Memorial Navy Fellow. I am seconded to the AWM for the \$498M Development Project....part of which is upgrading the existing HMAS *Brisbane* Bridge exhibit with the intention of including more information about all three DDGs, the personnel who sailed in them and the operations they undertook.

Right now, the HMAS *Brisbane* exhibit mostly tells the story of *Brisbane* on the Gunline in Vietnam as well as on planeguard duty during the First Gulf War. That story is important and will continue to be included but I have been at pains to have the Gallery Development Teams understand that the three ships did much more than deploying to these two conflicts. I have managed to convince the Gallery Development folks that a valuable second part to the display should be the stories of all those personnel who make the ship function on a daily basis (the stokers, stewards, cooks, medics, storibies, greenies, dibbies, chippies, OOW, boxpackers, RPs, ROs, UWs, Coxns, bunting tossers etc). The idea is to paint the picture that the ship is a community and that it is not just the bridge and ops room teams that contribute to fighting the ship.....it takes all 330-odd personnel to achieve the end game.

To achieve this the AWM is planning on presenting a 'cut-away' line-drawing (much like those from the Damage Control Board) of the ship on a large interactive screen (approx. 5m x 3m) so that it is possible to see all (most) of the compartments within the ship. People visiting the exhibit would be invited to 'touch' a compartment on the screen and an image of a person who worked/lived there would pop up and then start into a brief interview with that person. The interview would describe what the sailor/officer did in the ship on a daily basis...they may also want to include an interesting anecdote (perhaps a recollection of something that happened that was amusing, a port visit, ops with other ships, a highlight of their career in DDGs etc etc etc). Clearly, such anecdotes would need to be suitable for a conservative audience!



Obviously, AWM will need to source a bunch of DDG personnel who are willing to be interviewed and who would be comfortable in front of a camera briefly explaining their role on board etc. It would also be excellent if the volunteers had a picture of themselves, preferably in uniform, onboard whichever DDG they served.....that may be the picture that 'Pops-up' on the interactive screen within the exhibit (and they would be immortalised within the AWM)!

Once AWM has a list of volunteers, across as many different ranks and categories as possible, we will look at making an initial contact with them to discuss with each person what we have in mind to enable them to shape the types of information they would like to share. We would then make arrangements to conduct a recorded interview; this may be a team visiting the individual and recording an interview or it may be a 'zoom' online type interview (much like what we often see on TV during the nightly news). The exact method of conducting the interview has not been determined just yet but will most likely be advised when AWM makes contact with the volunteers.

We are looking for all ranks and all rates from the life of all three DDGs commission. For those who would like to be interviewed they can express their interest by emailing or phoning me on the following:

Email: Andrew.schroder@awm.gov.au

Mob: 0400 801 824

Should you need additional information please feel free to contact me using the same details.

We are hoping to have a sizeable list of volunteers by **the end of November 2021**.

Band Presents Centenary March to NAA

Director of Music-Navy (DMUS-N), Commander Cassandra Mohapp, RAN presented a set of commemorative discs to the National President of the Naval Association of Australia, Mr David Manolas. The discs feature the studio recording of a new quick march 'Once Navy, Always Navy', composed as a tribute to the NAA in their centenary year.

Throughout 2020/21, the Royal Australian Navy Band has engaged with the Naval Association of Australia (NAA) in a variety of events in celebration of its centenary year, which comes to a close on 19 November 2021. A significant part of this engagement has been the composition of the march 'Once Navy, Always Navy' by Chief Petty Officer Musician Martyn Hancock, CSM. The quick march is commissioned by DMUS-N specifically to mark the NAA centenary and is written for military marching band. It draws from sources including previous compositions, orchestral film music, and nautical melodies and forms a piece of legacy that makes up our Australian Navy history – 'Once Navy, Always Navy'

Action is in hand to have the music made available on the NAA Website and in due course, discs will be provided to Sections for use at NAA commemorative and other Association events. We can expect to see NAA National Executive and National Council meetings beginning with the playing of the NAA's March.

We are much indebted to Brian, Martyn and the RAN Band and we congratulate them on this magnificent undertaking. We thank them for what they

have done for the NAA, for this is now embedded in the ongoing and shared history of our Association and that of the Navy. I don't know if other ESOs have their own march, but I do believe this will serve to put a '*spring in our step as we steam ahead*' into the new year and beyond.

This is a very fitting end to our NAA Centenary Year Celebrations. I thank the Members of the NAA for your efforts throughout the year in ensuring the wider naval, veteran and general communities were presented with an insight into our Association, the work we do in support of our members, serving members and others, our ethos and the value we place on 'naval fellowship'.

As we approach the festive season may we all emerge from what perhaps began as an extended make-and-mend, progressing into an assisted maintenance period (AMP) and then verging in parts on being a full-refit or modernisation period, with renewed resolve. Whatever our thoughts on the covid experience, we must surely all agree we have kept in-touch and watched over each other to the best of our ability.

The NAA can continue to proudly and affectively go about that which only we can do; to afford each other and all who would wish to share and experience, 'Naval Fellowship'.

David Manolas

March can be heard on Youtube via the NAA Website



Above; Left to Right - Naval Association of Australia National President, Mr David Manolas, Vice President Lorraine Grey, and NSW Section President Keith Grimley hold 'Once Navy, Always Navy' commemorative compact discs featuring the professional studio recording of the new quick march, at Fleet Base East, NSW.

Right: Director of Music-Navy, Commander Cassandra Mohapp, Royal Australian Navy holds one of the 'Once Navy, Always Navy' commemorative compact discs



Photos ABIS Benjamin Ricketts

The mystery of HMAS *Sydney*'s 'Unknown Sailor' is finally solved almost 80 years to the day since he died

Able Seaman Thomas Welsby Clark



SPC-RAN

One of Australia's greatest mysteries has finally been solved thanks to advances in DNA technology, with the 'Unknown Sailor' finally identified almost 80 years after he died.

Thomas Welsby Clark was 21 years old and an able seaman on HMAS *Sydney* when it was sunk on November 19, 1941, about 200km off Western Australia.

He had trained as an accountant in Brisbane, then on 14 March 1939 enlisted in the Militia (Army Reserve) as a private in the Queensland Cameron Highlanders. He was discharged from the Militia on 19 August 1940 in order to join the RAN. He joined *Sydney* on 19 August 1941.

His remains were washed up on Christmas Island, on 6 February 1942, 11 weeks after *Sydney* was lost. But who he was would remain a mystery for another 80 years. His name would probably still be unknown were it not for the tenacity of a woman determined to find out who he was.

Glenys MacDonald spent more than 20 years trying to give the Unknown Sailor the dignity of having a name. That she finally succeeded is down to her

hard work, Chief of Navy Michael Noonan and advances in DNA technology.

AB Clark's unidentified body was buried on Christmas Island before the Australian outpost was evacuated and the Japanese took it over. He was later interred in the Commonwealth War Graves Cemetery, Geraldton WA.

The breakthrough came when specialists managed to extract mitochondrial DNA from his teeth.

Two of his direct living relatives were identified and this allowed Admiral Noonan to break the news to the family last week that the Unknown Sailor was a part of their family.

The Office of Australian War Graves has advised that next year Tom's grave in Geraldton War Cemetery will be marked by a new headstone bearing his name. He will be 'unknown' no longer."

It's such a very tragic story of service and fortitude in the face of adversity,' Vice Admiral Noonan said. 'Certainly as far as the navy is concerned, we are just so pleased to be able to identify this sailor and give him back to his family.'

Maritime partnerships strengthened—Exercise Malabar

The Royal Australian Navy this month joined key partners Japan, the United States and the United Kingdom for the Maritime Partnership Exercise in the Indian Ocean.

Anzac-class frigate HMAS *Ballarat* and replenishment oiler HMAS *Sirius*, with ships and aircraft from the other participating nations, engaged in complex multi-domain training in the Bay of Bengal from October 11-14.

This followed the first phase of the exercise, held in August near Guam.

Commander of the Australian Fleet Rear Admiral Mark Hammond said the Maritime Partnership Exercise reinforced effective habits of cooperation between participating forces.

"The Maritime Partnership Exercise demonstrated our capacity to work together to support the security and resilience of the Indo-Pacific," Rear Admiral Hammond said.

"The Royal Australian Navy has benefited from multiple engagements with regional navies this

year, sharing in the knowledge and experience of our partners, and enhancing our interoperability in the maritime domain.

"Close cooperation with key partners made the Maritime Partnership Exercise all the more valuable, and I thank our fellow navies for this opportunity to work together.

"Notably, this exercise included the UK's Carrier Strike Group for its Indo-Pacific deployment.

"We are pleased to see our European partners strengthening their engagement in the region and supporting our shared interest in safeguarding the rules-based international order."

HMAS *Ballarat* is home-ported at Fleet Base West in Western Australia and has spent significant time deployed throughout the Indo-Pacific working with regional partners.



Ships and aircraft from the navies of Australia, Japan, the United Kingdom and the United States participate in training in the Indian Ocean during the Maritime Partnership Exercise.

Photo: Leading Seaman Ernesto Sanchez



Pathway to Defence industry popular

The Defence Industry Pathways Program has been a hit in Western Australia, as people of all ages take up the chance to get a taste of life in the state's Defence industry.

The program aims to give school-leavers and others an initial experience in Defence industry through placements with relevant employers.

It also provides participants with a Certificate III in Defence Industry Pathways from Western Australia's South Metropolitan TAFE.

Running over 12 months, with up to 120 trainees taking part through to 2023, the goal is to build the nation's future Defence industry workforce by showing school-leavers and those looking for a career change what Defence industry options are available, as well as introducing them to its workplace culture.

The program was developed with input from South Metropolitan TAFE and the Western Australian maritime Defence industry.

To date, 50 employers have applied to train and mentor the applicants, including L3 Harris Technologies, Austal, BAE, BRE Engineering, and Nihar Consultants.

It is hoped the wide range of businesses taking part in the program will give the successful applicants exposure to a variety of sectors within Defence industry, providing them as many options as possible as they decide on the best path to take in the sector.

However, it is not just employers in Western Australia who are enthusiastic about the program.

Within 90 minutes of its launch in June, the program had more than 100 applications.

According to data from the first two intakes, they were a diverse group.

While more than half of those accepted into the program were aged 18-21, almost a third were aged over 30, and about a third of the group were female.

Head Maritime Systems Rear Admiral Wendy Malcolm said the popularity of the program across all age groups showed the strong interest in working in Defence industry.

"There are so many opportunities over future years in this industry, and the Defence Industry Pathways Program is a great way to attract people to the sector, whether it is school-leavers, people looking for a career change, or those who are just exploring opportunities," Rear Admiral Malcolm said.

"Ultimately, we all benefit from this program, since we will be able to grow the size of our Defence industry workforce to meet the challenges of the future."

Applications for the January 2022 intake of the Defence Industry Pathways Program are currently open through the website [Programmed](#).

By Captain Angela Bond

Below: Minister for Defence Industry Melissa Price, Rear Admiral Wendy Malcolm, and CIVMEC Executive Chairman Jim Fitzgerald with Year 12 students and South Metropolitan TAFE students at Henderson shipyard, WA.

Photo: Petty Officer Yuri Ramsey



Former French mayor Dr Patrick Simon honoured

3 July 2021

As a lasting legacy to a man who has done so much to preserve the memory of Australian First World War veterans and for Franco-Australian relations, former Mayor of Villers-Bretonneux, Dr Patrick Simon AO, has had a room dedicated in his name at the Sir John Monash Centre (SJMC).

Secretary of the Department of Veterans' Affairs Liz Cosson AM CSC, said this is a fitting tribute at the centre of Australia's Anzac Centenary legacy on the Western Front, the SJMC.

"Former Mayor Simon was known fondly as a friend to Australia, going above and beyond to strengthen relations between our two countries, with much of his efforts focussing on ensuring Australian service on the Western Front is never forgotten," Ms Cosson said.

"He led and participated in numerous activities including the renovations of the Franco-Australian Museum in Villers-Bretonneux which holds a significant collection of Australian artefacts; signing of the twinning charter between Villers-Bretonneux and the Australian town of Robinvale; and most

recently before his passing, fundraising for the victims of the Australian bushfires."

At an official ceremony, the Australian Ambassador to France, H.E. Gillian Bird, unveiled the 'Patrick Simon AO Room' in the presence of his widow, family members and local French dignitaries.

Ambassador Bird, in paying tribute to Patrick Simon, acknowledged "his commitment to the Franco-Australian friendship and to the memory of the Anzacs in France."

"The Patrick Simon AO Room will be the location of hands-on and engaging activities for visiting school children, as they come to the SJMC to learn of Australia's involvement in the First World War, and how the nearby town of Villers-Bretonneux was saved," Ambassador Bird said.

"The name of Patrick Simon will oversee the continuing education of younger generations and ensure the historical links of this region of France, one he proudly called home, and of the Australian soldiers who fought there, live on."

Learn more about the SJMC at HomeJSirJohnMonashCentre.com | Sometimes harrowing, often moving (sjmc.gov.au)



Set in the grounds of the Villers-Bretonneux Military Cemetery in northern France, and adjacent to the Australian National Memorial, the Sir John Monash Centre is the hub of the Australian Remembrance Trail along the Western Front, and establishes a lasting international legacy of Australia's Centenary of ANZAC 2014-2018

DVA

We support those who serve or have served in defence of our nation, and their families.

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1800 624 608

**Defence
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Support Line**



1800 628 036

Remembrance Day

*President ACT War Widows
Guild Dr Kathryn Spurling
Member ACT Section NAA*

NAA National President David Manolas

**11 November
2021**

*National President TPI
Pat McCabe President
eFleet Sub-section NAA*



Photos: Flickr



Afghan refugees rolling up their sleeves for disaster relief

18 October 2021 DVA

In December 2019, devastating bushfires ripped through the Adelaide Hills, destroying 86 houses and damaging around 160 more as well as burning through hundreds of hectares of farmland and vineyards.

Following these unprecedented Black Summer bushfires, Disaster Relief Australia (DRA), initiated dozens of operations around the country to help clean up after the devastation and get communities back on their feet. DRA's Operation Hannaford in the Adelaide Hills lasted for several weeks from mid-January 2020.

Among the dozens of volunteers who took part in Operation Hannaford were four Afghans. They'd had no prior involvement with DRA, they weren't veterans or first-responders, they were simply refugees who felt it was their duty to help the country that had welcomed them.

One of these was Fatema Hassani. She and her family fled Afghanistan when she was five. Fatema spent much of her life in Pakistan until she and her daughters joined her husband in Adelaide. She is currently training to become a bus operator.

Though she wasn't directly affected by the bushfires, Fatema says she was very upset by what she saw on the news and looked into becoming a firefighter. The South Australian Fire Service then put her in touch with DRA. As part of Operation Hannaford, she worked three or four days a week in the Cuddlee Creek area helping to clear debris from fire-damaged properties and rebuild fences for surviving livestock.

'The local people were very happy with our work,' Fatema says. 'They did not expect that we would get so much done in so short a time. The important thing for me was the smiles and happiness from the residents.' She felt very welcome and appreciated by her fellow DRA volunteers. 'I was the only Afghan lady, but everyone was very friendly. It was like working with my own brothers and sisters.'

She also enjoyed talking to those volunteers who had served in Afghanistan with the Australian Defence Force (ADF). Given Fatema hadn't lived in Afghanistan since she was a child, some of the ex-soldiers was able to update her on what was going on there, even using a few words of Dari – Afghan's most widely used language.

A fellow Afghan who took part in Operation Hannaford was 36-year-old Abdula Azimi. He fled Afghanistan 13 years ago and settled in Adelaide with his wife and four children after a spell in Western Australia. A welder and tiler, he feels very welcomed by the Australian community, just as Fatema does. His reason for getting involved was the same as hers.

'Australia saved my life and my children's lives,' he says. 'I should do something for Australia. Australian

ans are like my family.'

Andy Young is a public relations officer with DRA. He worked with the Afghans taking part in Hannaford.

'They're such lovely people,' he says. 'When Abdula saw on the news that the Red Cross were saying a family had lost their car in the fires, he contacted the Red Cross and offered to donate his own Mazda 6.'

When Andy was in the Army, he was deployed to Afghanistan every year from 2010 to 2014, and again in 2016.

'How good is it that we can work alongside Afghans who've sought refuge in Australia and are willing to get out and demonstrate their support for this country. Every one of them I spoke to said how appreciative they are of this entirely new life and how they want to give back to the community.'

Following the end of the war in Afghanistan, DRA is making more of an effort to connect with Afghan communities across Australia and invite them to get involved.

Andy is enthusiastic. 'Engaging with them like that has a dual-benefit – for us as veterans of Afghanistan, and for the Afghans. DRA provides a community for volunteers, it gives you a sense of purpose, it gives you camaraderie. Working alongside Afghans who are now living meaningful lives here in Australia makes you realise there was a benefit from our deployment to Afghanistan, and that the 20 years Australia was there wasn't wasted.'

Geoff Evans, CEO of DRA, takes the same view. He was in the Army for 19 years, many of those as a Commando, and did two tours of Afghanistan where he was wounded in action.

'Afghanistan holds bitter-sweet memories for me,' he says. 'I was privileged to lead Australian soldiers in combat and help the people of Afghanistan, but we lost two mates there – it can be hard to reconcile.'

'Veterans who deploy with DRA find that sense of purpose and belonging they miss when they leave the ADF. But that is also true for our Afghan friends. I think with the fall of Afghanistan there is an additional obligation on us to extend our services to the refugees who have been forced to flee more recently. Who better to help them integrate than those they served beside?'



The four Afghans who volunteered for Operation Hannaford, including Fatema Hassani (second from left) and Abdula Azimi (second from right), along with DRA public relations officer, Andy Young.

Super News in Superannuation

COTA Australia's Treasury submission heralds big changes and great things

COTA ACT magazine Spring 2021

If you've been employed in Australia at any time since 1992, chances are you have (or had) some employer-funded savings accumulating in a superannuation ('super') fund account - perhaps more than one. Currently, Australians have collectively saved around \$3 trillion (yes, trillion!) for their retirement in super funds.

An important change is coming to help people plan for their retirement and live off their savings in super (in addition to what they may be entitled to under the Aged Pension). It's a proposed 'Retirement Income Covenant', which will require non-self-managed super funds to create specific solutions for retirees. These will differ from the current focus on building nest eggs over many decades, suitable for younger fund members who have plenty of time to save and don't yet have retirement plans on the horizon. Under the new Covenant, funds will need to offer super pension solutions that focus more on preserving capital and generating income that retirees can live off. We're still waiting for the draft legislation, but

we expect the Covenant to be in place by 1 July 2022.

COTA has been involved in this important development and has long advocated that super funds move beyond their 'nest egg' focus to look after the specific needs of retirees. We've suggested to Treasury (as it drafts the new rules) that the law specifically state the purpose of super to be to generate retirement income. And we've asked Treasury to consider compelling funds to move beyond just telling fund members their total super account balance, to also estimate the retirement income (super pension) that can be funded from this balance. That would give much more meaningful information to those planning for, or in, retirement — a welcome step forward in what can be a complex financial season in a person's life.

*You can check out COTA's full submission to Treasury on the COTA Australia website: **Retirement Income Covenant - COTA Australia***

Computer takeover scams on the rise

ONE COTA magazine Spring September—November 2021

According to the ACCC's Scamwatch, almost 6,500 Australians have reported phone calls from scammers trying to convince them to download software that gives access to home computers and their bank accounts.

Commonly called remote access scams, scammers pretend to be from well-known organisations such as Telstra, eBay, NBN Co, Amazon, banks, government organisations, police, and computer and IT support organisations.

"Remote access scams are one of the largest growing scam types in Australia. Scammers take advantage of the digital world and the fear of fraud and cybercrime to access people's devices and steal their money," ACCC Deputy Chair Delia Rickard said.

Scams of this nature will often be an unexpected phone call saying you've been billed for a purchase you didn't make, your device has been compromised, or your account has been hacked. The scammer will pretend to assist you or ask you to assist them to catch the scammer. They will tell you to download remote control software

such as AnyDesk or TeamViewer. Once the scammer has control of your computer or device, they will ask you to log into applications such as emails, internet banking or PayPal accounts, which will allow the scammer to access your banking and personal information to impersonate you or steal your money.

"If you receive contact from someone claiming to be from a telecommunications company, a technical support service provider or online marketplace, hang up.

People who think they may have been scammed should contact their bank or financial institution as soon as possible. If they installed any apps or programs, they should also delete them from the device. Support in recovering from these scams including how to check if your identity and computer is secure is available through IDCARE on 1800 595 160 or www.idcare.org

People can make a report on the Scamwatch website www.scamwatch.gov.au

They can also follow @scamwatch_ gov on Twitter and subscribe to Scamwatch radar alerts.

Oldies are goldies

The secret spending power of our senior community

COTA ACT magazine Spring 2021

It's a fact that's been hiding in plain sight for quite some time, but data on consumer habits from the World Data Lab (2021)* has shown that the spending of older people is a vital part of our economy. It is also anticipated that this group of consumers, dubbed 'the silver economy', will play an integral part in the post-COVID-19 economic recovery in the years to come. So why aren't marketing companies paying attention to the huge spending power of our seniors?

As the advertising world continues to perpetuate images of youthful models in an attempt to sell products and services, it seems many companies are falling short of expected sales targets. There is disquiet amongst those consumer watchdogs who champion diversity and inclusion, and the conversation around the representation of older people within advertising is beginning to build to a gentle roar.

The silver economy, classed as those consumers 65 years and above, is currently projected to make up 66% of all consumer spending by the end of this decade. This figure outpaces all other age groups, whose spending is projected to increase by only 41% over the same time period. This is partly due to the fact that the number of those people classed as seniors is increasing by 3.2% each year compared to a 0.8% increase in the overall population, but it is also due to the capacity and willingness of these seniors to spend more. In one of many sector examples, the US motor industry has consistently employed youthful stereotypes within their advertising campaigns over the past few decades, but the tide has shifted recently to represent the actual age and spending power of their major buyers, resulting in greater sales and a design aesthetic in line with the tastes of an older market. Says Don Esmond, senior vice president of Toyota Division:

"These are consumers looking for adventure. They will want to head out on the highway to travel, camp and perhaps run a little wild. They want Choppers, not walkers, minibuses with flowers painted on the side, and God knows what else. Auto makers, better get your motor runnin'."

The various factors in the increased power of the silver economy include the rise of the senior professional, those in the community who

stay in employment, often in executive positions, past an age at which retirement is often considered. This leads to greater wealth and spending capacity, which boosts the economy as the mighty spending power of these seniors injects funds into a variety of goods and services across the community.

It is this same age group that gained assets and wealth through low fixed mortgage rates in the 60s, the availability of defined benefit pension plans, as well as the ample opportunity to invest in stocks and bonds with healthy returns.

Comparative economic data has shown across the generations that the younger demographic have less access to these options, greater financial pressures and are less confident they will secure financial stability later in life, leaning heavily on the support of banks and other lending institutions, as well as their own families for assistance. Again, it is the power of the silver economy at work here, an aged population whose funds are required and leveraged by the young to service longer and less financially secure lives.

There's a call to action by various consumer groups and authorities such as the ACCC, to recognise the power of senior spending using less ageist and more appropriate advertising. Large companies such as Google have invested in market research which reveals that ageism in advertising reinforces toxic prejudices at work and in the community. The research also reveals that curating advertising practices to exclude the aged sector reaps very real and measurable financial detriments. And with these silver spenders in a real position to lead a post-COVID-19 economic recovery, it is the right time to celebrate our seniors, acknowledge the wealth and activity they inject into the economy, and to bring marketing and advertising in line with diversity, inclusivity and overall best practice.

**World Data Lab is a data enterprise which produces consistent and credible estimates of spending and demography, using global, granular and forward-looking data models.*



How to get proof of your COVID-19 vaccinations

Services Australia
ABN - 90 794 605 008

Find the best way to get proof of your COVID-19 vaccinations for your situation.

If you're a veteran

If you're a veteran, there's support to get proof of your COVID-19 vaccinations.

If you're a DVA gold card holder and you have a Medicare number, you can access your COVID-19 digital certificate through either:

- Your Medicare online account through myGov
- ***The Express Plus Medicare mobile app.***

If You do not have an online Medicare Account go to the internet; go to myGov and select Create a MyGov account;

- ***take Step 1: create an account ; and***
- ***then follow the directions on the screen.***

If you're a DVA gold card holder and don't have a Medicare number, you'll need to access your My Health Record and link it to your myGov account. This way, you'll be able to get proof of your COVID-19 vaccinations.

To do this, you'll need to call the My Health Record enquiries line. They'll verify your identity and give you an access code, also called an Identity Verification Code, to link your accounts.

My Health Record enquiries

My Health Record help line: 1800 723 471 (option 1), available 24 hours a day, 7 days a week.

Find out how to get COVID-19 vaccination proof through My Health Record from the Australian Digital Health Agency website.

If you can't get proof online, you can also call the Australian Immunisation Register. Select option 4 for the AIR veteran and defence support line. Then ask us to send your proof to you. It can take up to 14 days for your statement or certificate to arrive in the post.

Updated: 19 October 2021

myGov is used to access Centrelink, Medicare and Child Support, all in one place. This guide shows you how to create a myGov account.

Recognising the signs of coercive control

5 October 2021

When you think of family and domestic violence, verbal and physical abuse are what usually comes to mind. However, there are other forms of violence where the abuser does not have to lift their hand, yet it can still be as detrimental and have long-lasting effects on a person's life.

It is important we understand that anyone in the community can perpetrate violence, just as anyone in the community can experience violence. The Family Well-being Study (2018) found that abuse by a partner in the veteran community is similar to the rest of the Australian community.

What is coercive control?

Coercive control is a type of domestic violence where an abuser demonstrates a pattern of controlling and manipulating behaviour designed to intimidate, isolate and control a person¹. This creates an unequal power dynamic in the relationship, giving the abuser greater power over their partner, making it difficult for that partner to leave.² It is often a process that happens slowly over time and can be nuanced, making it difficult to identify.

What are the signs? How to recognise coercive control?

The following are just a few examples of coercive controlling behaviour:

- **Isolation:** Cutting off or limiting contact with family and friends, so a supportive network is lost.
- **Denying freedom/autonomy:** Controlling freedom of movement and independence. Some methods include not allowing the survivor to go to work or school, restricting access to transport, stalking or confiscating phones.
- **Gaslighting:** Abuser twists a scenario to make themselves right and will force the survivor to question their own memory and apologise.
- **Financial control:** Abuser withholds or limits access to money to restrict the ability to leave the relationship and making the survivor financially dependent on the abuser.³
- **Monitoring:** Wanting to know the survivor's location and whom they are with, calling/texting them excessively, placing cameras/recording devices around or tracking movements with GPS software.
- **Body control:** Dictating the survivor's clothing, diet and physical presentation. Extreme cases may involve controlling sleep and medical care.

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:

Telephone:
1800 VETERAN (1800 838 372)

International callers:

+61 2 6289 1133

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

- **Jealousy/Possessiveness:** Abuser might constantly accuse the survivor of cheating on them, making them feel guilty about spending time away from them or not allowing them to attend social events.⁴

Where to turn for help?

There are a range of family and domestic violence supports and services available to those experiencing coercive control:

1800 RESPECT: 1800 737 732

Mensline Aust: 1300 789 978

Open Arms – Veterans & Families Counselling:
1800 011 046

Kids Help Line: 1800 55 1800

Lifeline: 13 11 14

References

- 1: https://www.aph.gov.au/Parliamentary_Business/Committees/House/Social_Policy_and_Legal_Affairs/Familyviolence/Report/section?id=committees%2Freportrep%2F024577%2F75463
- 2: <https://www.medicalnewstoday.com/articles/coercive-control>
- 3: <https://www.healthline.com/health/coercive-control#getting-out>
- 4: <https://www.raq.org.au/blog/what-coercive-control>
- 5: <https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/coercive-control/>
- 6: https://www.aic.gov.au/sites/default/files/2021-03/sb30_experiences_of_coercive_control_among_australian_women_v2.pdf