



National Bosun's Call



Vol 1 No 4

Once Navy, Always Navy

October 2020

National Council Annual General Meeting 2020—Outcomes

The NAA National Council held its Annual General Meeting (AGM) on Saturday 19 September via Zoom Video Conference facilities hosted by the Queensland Section. The AGM was to have been held in Adelaide in April but, as you are aware, the COVID 19 pandemic made interstate travel impractical. Consequently the ACT Association Incorporation legislation was amended to permit Associations incorporated under ACT Legislation to conduct their AGM.s via electronic means, even if their Constitution did not provide for that method of conducting meeting.

The agenda for the meeting had been issued in February and that agenda was the basis of the September meeting. Nominations for the National Executive positions closed off on 7 December 2019 with four positions receiving nominations, the remaining four were made from the floor with two nomination being made for National Membership Registrar.

The following members were elected to the National Executive:

National President

David Manolas ACT Section

National Vice Presidents (3)

Gordon Fuller TAS Section

Lorraine Grey NSW Section

Tony Cornell VIC Section

National Secretary

Russell Pettis VIC Section

National Treasurer

Eileen Galway TAS Section

Assistant National Secretary

Patricia McKay QLD Section

National Membership Registrar

Glenn Williams QLD Section

The following results came out of the AGM:

- Subscription for 2021 to remain at \$38.00 to be divided as follows:

Single Membership

Joining Fee	\$ 5.00
National Council	\$17.00
Section Council	\$10.00
Sub-section	\$11.00

Couple Membership

Joining Fee	\$10.00
National Council	\$25.00
Section Council	\$15.00
Sub-section	\$15.00

- A Rules Committee consisting of three members is to be established as a sub-committee of the National Council.
- Access to the Association's books be limited to Full Members..
- The motion for Complimentary Membership for the first year or part thereof was not passed due to its inaccuracy..

Observers comment.

As a first zoom National Council meeting, it went well with the occasional dropout of participants from the proceedings due to NBN shutdown in individual cases. Secret voting was used in the election of the National Executive where necessary but the process was cumbersome and took an inordinate amount of time.

The ambience of face to face meetings was absent and whilst an electronic meeting is comparatively economical, the ability of members from across Australia to achieve informal discussion and understanding was absent. Single issues are ideal for electronic meetings but the National Council meetings are much more than a single issue meeting and is very much a part of the NAA objective of Camaraderie and for maintaining the feeling set in the NAA 100 years ago.

Perhaps to gain benefit from Zoom style meetings in the future, thought could be given to conducting the National Executive meetings by electronic means such as Zoom, leaving the National Council meetings as a face to face event.



National Newsletter of the
Naval Association of Australia

Appointment of interim National Commissioner welcomed

The Hon Darren Chester MP

Thursday, 1 October 2020

The next step has been taken in the Federal Government's efforts to combat suicide in veterans and serving members of the Australian Defence Force with the appointment of the interim National Commissioner for Defence and Veteran Suicide Prevention.

Minister for Veterans' Affairs and Minister for Defence Personnel Darren Chester welcomed the announcement made by the Attorney-General Christian Porter today appointing Dr Bernadette Boss CSC to this important role.

"The health and wellbeing of our veterans and ADF personnel is at the heart of the National Commissioner legislation and is part of the Government's commitment to putting veterans and their families first," Mr Chester said.

"The appointment of an interim commissioner is a significant step forward as we work to ensure our personnel and veterans have the help they need, when and where they need it when it comes to their mental health."

"I congratulate Dr Boss on her appointment as the interim National Commissioner for Defence and Veteran Suicide Prevention who will start working to identify and understand the factors and systemic issues that may contribute to suicide risk and provide recommendations to improve prevention efforts."

"Dr Boss started her career as a nurse, completing a Bachelor of Science in London and later studying law. She had a distinguished military career and has held inquests and hearings into complex deaths, including suicides."

"As a current Magistrate and Coroner in the Australian Capital Territory, Dr Boss has the skills and expertise to examine these tragic instances of ADF and veteran suicides to understand practical actions to reduce suicide risk."

This announcement builds on the Government's ongoing commitment to support the mental health and wellbeing of veterans and their families, including funding free mental health care for any mental health condition, improvements to transition and employment support, and assistance to those veterans particularly at risk.

"The Government is providing psychiatric assistance dogs for veterans with PTSD as a supplement to clinical mental health treatment — a pro-

gram that veterans and their family members are telling me is changing their lives and saving lives," Mr Chester said.

"We continue to roll out a national program of more than 45 Open Arms Peer Workers who connect with veterans and family members who may be struggling with their mental health, bringing a lived experience of mental health issues and, importantly, of recovery."

"We have also invested in the Coordinated Client Support program to identify veterans at risk before they transition out of service and provide them with a single point of contact as well as delivering increased employment support for ADF members looking for career development and job placement support as they set up for civilian life."

"In June, the Government extended the Provisional Access to Medical Treatment program, which delivers medical treatment to veterans for the top 20 most commonly accepted conditions while their claim is being considered, and the Wellbeing and Support Program, which provides intensive face-to-face case management services for highly vulnerable veterans who are transitioning or who have complex needs."

While legislation is currently before the Parliament to establish the role permanently, the National Commissioner will begin important work to strengthen our efforts toward suicide prevention, including conducting an independent review of past Defence and veteran suicides.

Following the passage of legislation, the National Commissioner will have enduring power, scope and resources to inquire into deaths by suicide, and will support future wellbeing and suicide prevention efforts, by identifying the need for any system-wide reforms, or new approaches to support ADF members and veterans.

"The National Commissioner will make recommendations to the Government about actions and strategies to prevent future suicides, and will report publicly on their findings to Parliament each year," Mr Chester said.

"The Government will be required to report on the progress of these recommendations, and the National Commissioner will have an ongoing role in monitoring the implementation of the recommendations it makes."

For more information on how the Australian Government is supporting veterans and their families, visit the [DVA web site](#).

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Patron In Chief: HM The Queen of Australia.

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

In-coming National President's Introductory Statement to the NAA Council and Membership

Shipmates,

The circumstances at hand do not allow me to meet you all face to face as I want so much to do, so with your consent may I provide this introductory statement.

I express my thanks to all the members of the Naval Association for affording me this opportunity and in return I pledge to fulfil my responsibilities to you to the best on my ability and very much hope that you will assist me wherever possible for the safeguard and progress of our Association.

It was not until I was asked to consider nominating for the position of National President that I gave this opportunity due consideration. I come to this appointment, one that is steeped in representational privilege and responsibility at a national level, with no entrenched views or opinions or an agenda of my own, nor a vision of my own personal design.

Rather, I have an unwavering belief that the Association is for and of us all, and that naval fellowship is our inherent strength and most valued asset. For myself, I have always strived to adhere to the adage that as a member of the Naval Association I am duty bound to promote and protect but in no way seek self-promotion.

The way ahead has not always been as clear as we would hope. Sometimes that has been due to factors we cannot influence or control, but there are opportunities to have considerable impact on what it is we can do for each other, the Navy and the wider naval community. Our retiring National President, Graham Savage, and the National Secretary Russell Pettis have been exemplary in making it clear to the Prime Minister that we would actively campaign for the award of a VC to Teddy Sheean, and their success in having the White Ensign Magazine made available to all within the Navy. Their efforts light up the way ahead. Hopefully through our Centenary Celebrations we can build upon their work and strengthen our Association for the betterment of each and every member.

My first task is to thank Graham and Russell for your outstanding contribution in what has been a troubled time. Be assured, that in consenting to my nomination, knowing that Russell would still be there as our National Secretary and that Graham would be on hand to offer guidance and support, gave me much encouragement and reassurance.

Graham in your role as President, you have always made me feel so very welcomed and given

so freely of your time and companionship. I have so very much appreciated your wise counsel and that you have always treated me with courtesy and in good humour. At a time when we needed a steady hand at the helm you stepped forward selflessly with no regard for self-promotion or accolades but an inherent sense of duty and love for this Association. Standing steadfastly by your side, Russell took on the responsibilities of the 'Navigator' and together you brought us through that storm and now it is time for our much loved and highly respected 'skipper' to complete his watch. Rest easy in the knowledge that you served us well and that the ship is on a steady course, the watch has been handed over and all are at their allotted stations ready to proceed.

Bravo Zulu Graham on a job well done.

To you all at this our conference; may I congratulate you on your appointments and I look forward to getting to know you and to making whatever contribution I can to the overall success of our joint endeavours. I also wish to express my admiration and appreciation to the incumbent office bearers for all that you are doing on behalf of the members within every Section and Sub-Section. It is my sincere hope that we will all enjoy working together and therein benefit from our collective knowledge and experience and that in naval fellowship we will make a meaningful contribution to the wellbeing of each other, our members, and the Association to which we are so proudly dedicated. It is my earnest wish when circumstances allow, to visit and meet as many of our members in their Sections and Sub-Sections as is possible.

In closing, may I extend my personal thanks to my Shipmates in the ACT Section for their support and forbearance as I embark on this new adventure. I also sincerely thank all within the Association who have afforded me their support and encouragement. For that and your friendship, I am truly appreciative.

Until, '*we meet again don't know where don't know when*', may I wish you all 'a fair wind and a following sea',

Yours Aye,

David Manolas
National President
Naval Association of Australia
19 September 2020

Shared vision for Indo-Pacific



Left: HMAS Hobart, foreground, joins Indian Navy Ships Sahyadri, left, and Karmuk to conduct passage exercises in the North-east Indian Ocean.

Right: HMAS Arunta's crew waves the Philippines flag on the Gun Director Platform during the Officer of the Watch Manoeuvres exercise, as part of Regional Presence Deployment 2020



Australian and Indian warships have conducted a two-day passage exercise in the north-east Indian Ocean.

Together they practised maritime manoeuvres, communication and aviation drills and maritime warfare serials.

Commanding Officer HMAS *Hobart* Commander Ryan Gaskin said the Australian officers and sailors enjoyed working alongside their Indian colleagues because they were professional mariners who share a common goal for the Indo-Pacific.

"The last few years have witnessed closer Australia-India maritime relations and we look forward to any opportunity to exercise with the Indian Navy in the future," Commander Gaskin said.

Commander of the Australian Maritime Task Group Captain Phillipa Hay said improving interoperability between the Australian and Indian navies was important to maintain the positive trajectory of the relationship.

"Navy is committed to ensuring we are able to work seamlessly with all of our partners in the Indo-Pacific in support of our shared vision for the region," Captain Hay said.

"To achieve this, it is important we train and operate together across different platforms as a matter of routine.

"Safe and secure seas are essential for security and growth. The right of access and freedom of navigation in and around the Indian and Pacific is crucial for ensuring peace for the entire region."

HMA Ships *Hobart*, *Stuart*, *Arunta* and *Sirius* are part of a Regional Presence Deployment focused on engaging with partners in the Indo-Pacific region.

So far the Australian ships have exercised with 11 nations from around the region, including Japan, the Republic of Korea, Brunei, Singapore, Indonesia and the Philippines.

Warships from Australia and the Philippines have exercised for the third time in as many months during a Regional Presence Deployment.

HMA Ships *Arunta* and *Stuart* and BRP *Apolinario Mabini* conducted maritime manoeuvres and communication drills in the Celebes Sea.

Arunta's Commanding Officer Commander Troy Duggan said the exercises demonstrated the close relationship between the two navies.

"This exercise has shown what can be achieved between key partners even during a global pandemic," Commander Duggan said.

Commander of the Joint Task Group Captain Phillipa Hay said it was important that Australia continued to demonstrate its commitment to the region.

"I am so pleased we were able to conduct a number of exercises with the Philippines. These were great opportunities to demonstrate our strong friendship during COVID-19," Captain Hay said.

"We remain committed to our partners and to the shared vision of a secure and prosperous Indo-Pacific."

Indian Report

Published on 25 September 2020 LCDR Todd Fitzgerald (author), LSIS Christopher Szumlanski (photographer)

Philippines Report

Published on 23 September 2020 LCDR Todd Fitzgerald (author), LSIS Ernesto Sanchez (photographer)

Imagery is available on the Defence Image Gallery: <https://images.defence.gov.au/S20203032>.

Winds of change in METOC technology

HMAS Canberra, off Australia's east coast in May 2020, encountered very rough conditions but was able to avoid the worst of the weather thanks to up-graded weather forecasting technology used on board the ship by the METOC.



Upgraded weather forecasting technology for Royal Australian Navy meteorologists is getting its first lengthy sea trial during the Regional Presence Deployment 20 (RPD20), offering a boost to capability with quicker and more accurate information.

The role of deployed Meteorology and Oceanographic (METOC) teams is to provide timely advice to Command about the environment's effect on weapons, platforms, and sensors.

Commander Barbra Parker of the Maritime Geospatial Warfare Unit said the upgraded weather forecasting system provided deployed units with a tactical advantage.

"The METOC systems delivered under project SEA 1770 have provided a quantum leap forward in capability.

"These systems include a portable weather detection RADAR, a portable weather station and a deployable weather forecasting system matching the capability of a shore based forecasting centre," Commander Parker said.

The system replaces the dated practice of relying upon public facing open-source information, enhancing the cyber-worthiness of the system as a whole.

The process also ensures that the deployed METOC has access to up to over a week of data at a time, an important factor in strategic and tactical forward planning.

Although the weather forecasting system was first put to use in 2018, work this year at the Maritime Geospatial Warfare Unit has seen this capability come into its own.

A robust pipeline through which model data and weather observations could be transmitted to sea in the most efficient format was developed.

The end result was that more information was able to be transmitted to the deployed METOC more reliably while using the same or less data than previous techniques.

The weather forecasting system uses powerful software which allows the forecaster to properly interrogate weather data to the same level as forecasters do ashore.

The system is being utilised by HMAS *Canberra* and served useful when the ship negotiated rough weather off the coast of Australia in May 2020.

Lieutenant Commander Fiona Simmonds, *Canberra's* METOC officer, said the ship was able to avoid the worst of the weather due to the capability of the new system.

"The forecasting system was instrumental in the provision of METOC advice as we could predict the rough weather in our location without relying on shore-based systems.

"Having the data right there at my fingertips meant that the environment could be considered in the planning process in real-time," Lieutenant Commander Simmonds said.

The capability underpins METOC services to the battle-ready and deployed force, as proven when *Canberra* sailed with a five-ship Task Group in RPD20.

Published on 21 September 2020 LEUT Matthew Bell (author), LCDR Fiona Simmonds (photographer)

HMAS *Cerberus*—100 years old in September 2020

Purchased in 1911 and called Flinders Naval Depot, it was commissioned as HMAS *Cerberus* 10 years later. It comprises numerous training and recreation facilities, two chapels, small marina and attractive grounds.

Construction commenced in 1913 with plans to incorporate a Torpedo School, a Destroyer Base and a Submarine Base, and be capable of accommodating up to 2000 personnel. A wharf and hospital were erected first, followed by A, B and C Blocks. The Wardroom, Warrant Officers' Mess, Captain's and other Officers' residences were built between 1915 and 1917. The Drill Hall, Gunnery School and Torpedo School were established in 1917 at the height of building activity. The power house and other residences were built between 1918 and 1920.

The base was officially opened in September, 1920. The idea of using it as a Fleet Base was soon abandoned and it became known as Flinders Naval Depot in 1921. It was commissioned HMAS *Cerberus* on 1 April 1921.

In 1930, during the Great Depression and a period of Naval retrenchment, the Royal Australian Naval College moved from Jervis Bay to HMAS *Cerberus* where it remained until 1957 when it returned to Jervis Bay in 1958.

The outbreak of World War II found the facilities inadequate to deal with the needs of wartime recruits who were passing through *Cerberus* at the rate of 400 a month. Temporary buildings were erected to cope with the needs of this sudden influx.

The first WRANS arrived in 1942 and, apart from a short post-war break, were a part of the RAN ever until 1985. 1942 also saw the introduction of an Officers' Training School to train selected recruits as officers for war service. The school trained 1000 sailors during the war and closed in 1945.

Since 1945 many of the temporary buildings have been progressively dismantled and replaced.

The Roman Catholic Chapel, Our Lady Star of the Sea, was opened in 1948, followed by St. Mark's Chapel in 1954. Other additions include the present accommodation blocks, cinema, Senior Sail-

ors' Mess, Club *Cerberus*, Gymnasium and Aquatic Centre, Seamanship School and Wharf, Communications School, Recruit School and Health Centre.

The primary role of HMAS *Cerberus* has always been Navy personnel training. Within the establishment today are several tri-service schools training personnel from the three services in addition to traditional naval schools.

Despite the addition of modern buildings, the historic character of HMAS *Cerberus* remains. Its historic presence, heritage buildings, chapels, sports facilities and gardens are conducive to an effective training environment.

Historic quotes. (from a Naval Historical Society Paper)

Rear Admiral Creswell, 1917: "One great advantage of the Flinders Naval Base is the climate. Of course, we can get willing work anywhere, but I have in the course of my work experienced every climate in Australia.....and I think there is no place where you can stand so much drill without fatigue as in a bracing climate like that down here."

Rear Admiral Creswell - (First Naval Member) 21st February 1917: "Generally speaking, my view of the place is, and always has been, that it should be the main place for the producing of trained human war material for the Navy in Australia.....One of the most important features to be realized in connection with the establishment of FNB is the suitability of the climate for the purpose for which the Base is chiefly proposed. I consider that we can get 50% more work out of a man, and with less fatigue, at Westernport, that we would get from the same men in almost any other locality that might be selected. Climatic conditions at Jervis bay are good.....but the climatic conditions at Westernport are pre-eminently fine and bracing. At Jervis Bay, during a portion of the year, the climate is rather relaxing.

Mr Marks (M.P. - Federal) 15 th) May 1924: "It is a pity that the Admiral who recommended that Flinders should be a sub-naval base did not, on the way down, slip on a piece of orange peel or a banana skin, because Flinders is the worst place in Australia for such a purpose."



Wardroom
HMAS *Cerberus* 1921
AWM 304303

HMAS Cerberus—100 years old in September 2020



Left; Main Gate into Cerberus until about 2014. The Friday Leave Train track can be seen in the foreground



Right; View taken over the back of the Wardroom looking towards Crib Point and covering the Ensign Mast, Gunnery School and Stores area



Left; Cerberus in the early 1950's and

Below, in 2014 showing the new main entrance at the old Inner West Gate at the bottom of the picture



From cryptanalysis to centenarian

Reaching a milestone 100th birthday has led to a day of celebration and reflections, for a member of the Australian Navy family.

Mrs Charmian Gladstone, widow of Rear Admiral Geoffrey Gladstone AO, DSC and Bar, RAN, celebrated her 100th birthday in Sydney last month.

Friends and family, including several from the Royal Australian Navy, joined Mrs Gladstone in a series of COVID-safe mini celebrations in the garden of her home.

Mrs Gladstone has long been a member of the Navy community since her marriage to Rear Admiral Gladstone in 1942.

However, she made her own fascinating contribution to the war effort, decoding and encrypting messages at the famous Bletchley Park, and tending to wounded soldiers.

The original plan of a large event surrounding her birthday was replaced by a series of small celebrations, attended by guests who arrived and departed punctually, following a plan drawn up in accordance with NSW regulations on public gatherings.

Her son Kay and daughter-in-law Rosa Maria had recently been released from hotel quarantine after their arrival from London and were familiar with the importance of these precautions and the vital role played by the ADF during Operation COVID-19 ASSIST.

"We felt very safe after being checked into our hotel by Australian Navy sailors and checked out by the Australian Army, and we are very impressed by their professional care and attention," Kay said.

Mrs Gladstone, née Prendergast, grew up in a family with closer links to the British Army than to the Royal Navy. Her grandfather was General Sir Harry Prendergast VC, GCB.



Charmian Gladstone, with her grandson Ivan and son Kay, in front of a portrait of Charmian's husband, Rear Admiral Geoffrey Gladstone AO, DSC and Bar, RAN.

On the outbreak of World War II in 1939, Mrs Gladstone started work as a Voluntary Aid Detachment nurse, caring for injured soldiers.

She met Rear Admiral (then Lieutenant) Gladstone at a party for Commonwealth Forces.

"We became engaged a year later in the summer of 1942, and married on 8 November 1942," she said.

Within a month of their marriage, the then Lieutenant Gladstone embarked on the recently commissioned HMAS *Quickmatch* as the ship's Gunnery Officer.

"Neither of us knew when or where we would see each other again," Mrs Gladstone said.

It was not until many years later, after her arrival in Australia in 1948, that Mrs Gladstone revealed that she had spent fifteen months of their almost two year separation working at Bletchley Park, the principal centre of Allied code-breaking.

Mrs Gladstone hastens to let it be known that she worked within the Foreign Office Secret Intelligence Service in Hut 10, and was not involved in the Ultra and Enigma machine programme.

She worked decoding and encrypting messages, which came to Bletchley Park. With a book to help her, she got to know some of the basic codes for messages that were normally in French, Dutch and sometimes Norwegian.

Her husband, Rear Admiral Gladstone, retired from the Navy in 1977 having served as the Fleet Commander; sadly he passed away on 7 September 1999.

Mrs Gladstone continues to thrive, living independently, gardening every day except during the winter months, which until recently were always spent visiting family in the United Kingdom.

Her recipe for a long and fulfilling life? An interest in the world around her, and a refreshing drink each day!

*Published on 5 October 2020
Ms Emily McFarlane (author)*

Mrs Charmian Gladstone, with her son Kay, at her former workplace - Hut 10 at Bletchley Park, in Buckinghamshire, UK, in 2019.



COVID-19: Overseas financial assistance

Support for vulnerable Australian citizens whose return to Australia has been impacted by the pandemic.

23 September 2020

On 2 September, the Australian Government announced additional support for vulnerable Australian citizens whose return to Australia has been impacted by the pandemic.

If you are unable to return to Australia due to COVID-19 restrictions and you are experiencing financial distress, you may be eligible to access financial support from the Australian Government.

The support comes in the form of both *loans* and *grants*. It aims to help cover living costs and/or a flight back to Australia.

Living costs

You may be eligible for a one-off *loan* to help cover **emergency living costs** until a commercial flight becomes available.

If you're an Australian pension holder, you may be eligible to receive a *grant* instead of a loan. This means you wouldn't have to pay it back.

Flight back to Australia

You may be eligible for a one-off *loan* to help cover part of the **cost of a flight back to Australia**. The loan amount is equivalent to a standard one-way economy class airfare from the region you're in. See the table below for the amounts.

- The Australian Government will pay for the difference between the economy class component and the remaining cost of the ticket.
- If you're an Australian pension holder you may be eligible to receive a *grant* instead of a loan. This means you wouldn't have to pay it back.

Minors (child under 18 years or age) may also be covered by a *grant*, which does not have to be repaid.

More information is available on the [Smart Traveler website](#).

HMAS Penguin's dress and bearing focal points

Among the many enhancements taking place at HMAS Penguin, a number of the more notable and innovative inclusions has been the introduction of boot cleaning stations in main locations around the establishment.

Three of the former pylons from the original 1942-built jetty have been given a new life. The pylons have been cleaned and restored to their former glory. They will take on a new purpose as boot cleaning stations located outside the Administration Building, the new Weapons Training Systems Facility and the Leadership School.

information for veterans about health

We may have The NILE Virus (Type C)

We think you would want to know about this virus. We think it might have been around for a while! Even the most advanced computer programs from Norton, McAfee, and others cannot take care of this one.

It appears to target those who were born prior to 1948. The lockdown seems to be increasing the chances of being affected!

Virus Symptoms

1. Causes you to send the same e-mail twice.
2. Causes you to send a blank e-mail.
3. Causes you to send an e-mail to the wrong person.
4. Causes you to send it back to the person who sent it to you.
5. Causes you to forget to attach the attachment.
6. Causes you to hit SEND before you've finished.
7. Causes you to hit DELETE instead of SEND.
8. Causes you to hit SEND when you should DELETE.

This virus is called the C-NILE virus! A lot of us have already been inflicted with this deadly disease and unfortunately as we age it gets worse.

And if you can't admit to doing any of the above, you've obviously caught the other strain - the D-NILE virus



Petty Officer Boatswain Brendon Chafer demonstrates one of three boot cleaning stations recently installed at HMAS Penguin, Sydney.

New Open Arms office in Melbourne

The Hon Darren Chester MP

Minister for Veterans' Affairs

Minister for Defence Personnel

Monday, 21 September 2020

New Open Arms office in Melbourne

VETERANS and their families in Melbourne will have easier access to Open Arms – Veterans & Families Counselling (Open Arms) with the office relocating to 303 Collins Street.

Minister for Veterans' Affairs Darren Chester said despite the current coronavirus restrictions in Melbourne, work had continued on outfitting the new office space so veterans and their families would have improved access to support when face-to-face counselling resumes.

"Open Arms' Melbourne office has seen a 25 per cent increase in clients in the last 12 months, and this increase is expected to continue throughout the pandemic," Mr Chester said.

"With this in mind, the new location at 303 Collins Street, Melbourne is conveniently close to Flinders Street Station, tram and bus routes and offers veterans and their families a modern, well equipped and family friendly site with additional counselling rooms and large open office spaces to ensure they are well-looked after.

"It is incredibly important that this relocation to improved office space is completed so our Victorian veterans and their families can access the right facilities and services when they need to."

Open Arms is Australia's leading provider of high quality mental health assessment and clinical counselling services for Australian veterans and their families.

"If you are a veteran or family member who may be



struggling or in need of additional support, I encourage you to call Open Arms 24/7 on [1800 011 046](tel:1800011046) or visit OpenArms.gov.au to find more about services available."

Open Arms was founded by our Vietnam veterans and is their enduring legacy of ensuring all veterans and their families can access free and confidential mental health support.

The Melbourne Open Arms office is one of five in Victoria. For further information on Open Arms locations, visit [Open Arms website](http://OpenArms.website).

Media contacts

Rachel Tharratt: 02 6277 7820

DVA Media: 02 6289 6466

Office of the Hon Darren Chester, Canberra ACT

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

DVA Main Telephone Number Change

DVA's new number 1800 VETERAN (1800 838 372) will become DVA's primary access number for veterans and their families.

This change is part of DVA's Veteran Centric Reform Program which includes improvements to our telephone channel to make it easier for veterans and their families to speak to the right person at the first point of contact.

You will start to see 1800 VETERAN (1800 838 372) rather than the previous general enquiry number 1800 555 254 in our publications and correspondence and on our website and other online portals. This is a gradual process and 1800 555 254 will remain active for some time yet until 1800 VETERAN (1800 838 372) is well embedded. Some other external-facing numbers will remain for specific needs, including the transport bookings and Ex-service Organisation lines.

Phone numbers for other non-DVA services will stay the same. For example, the current phone numbers for Open Arms and the Veterans' Review Board, will stay the same.

I appreciate your support when communicating with your members to please start referring them to 1800 VETERAN (1800 838 372) as the primary contact number for DVA.

Catching a Phish

Phishing is when scammers deliberately create an email designed to trick you into sharing your security and personal information.

Incidents of phishing are on the increase and are becoming more sophisticated and targeted. They may even appear to be from a genuine company and could use your name, along with logos and disclaimers that look familiar. So pause before opening every email and stay safe with these tips.

Tip 1: Stop before you click, and think Suspect, Search, Ignore.

- Suspect - the scammer's strategy is to create emails that appear to come from those we trust.
- Search — a quick web search usually reveals whether it is authentic or a trick.
- Ignore – don't click on or respond to anything suspicious.

Tip 2: Look for signs that it is a trick

- Is the email address it's from genuine?
- Is the website they're sending you to genuine?
- Is the company's logo genuine?
- Does it contain poor grammar or spelling errors?
- Has it no content except for a hyperlink?
- Has it asked for personal details?
- Has it asked for details the authentic company would never ask for, such as PINs, passwords and bank account details?

Tip 3: Be prepared for cyber attack

- Be secure by making your computer's firewall, anti-spyware and anti-virus software is kept up to date. Stay alert, to steal from you, scammers pretend to be those you trust.

For more information, go to

www.staysmartonline.gov.au

which provides online guides and information to protect yourself and your computer from cyber security threats.

Canberra Legacy Newsletter August 2020



2021 Australian Census

The Hon Darren Chester MP Minister for Veterans' Affairs

8 September 2020

Monday 10 August marked the one year countdown to the 2021 Australian Census.

Next year's Census is of great importance to DVA as it will include a question about service in the Australian Defence Force (ADF).

'The Census will provide better data to help guide services and support for Australia's veterans, and will help inform our policy response to issues facing veterans, such as health, housing and employment.

The data will also have the potential to help state and territory government agencies and ex-service organisations better target and improve services and support.

The exact wording of the question is yet to be finalised. Information on the 'test' question (which separated out permanent and reserve service, along with current or previous service) is on the ABS website at www.abs.gov.au/census.

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 \(1800 838 372\)](tel:1800VETERAN)

International callers:

[+61 2 6289 1133](tel:+61262891133)

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