



National Bosun's Call



Vol 6 No 1

Once Navy, Always Navy

February 2024

Australia Day Celebration—Sydney



Top photo: HMAS Choules anchored off Sydney Cove with the 3 masted barque James Craig (built in England in 1874—150 years ago) with the RAN Seahawk and underslung ANF inserted at left.

Above: STS Young Endeavour passing HMAS Choules with HMAS Canberra alongside Garden Island.

Photos : LSIS David Cox and ABIS Lucinda Allanson

NSW marked Australia Day 2024 at several sites across Sydney. The RAN, RAAF and Australian Army combined. HMAS Choules was the centre-piece at Sydney Cove, Army fired a 21-gun salute from Olympic Park, Milsons Point and a Royal Australian Air Force F-35A Lightning II aircraft demonstrated its aerial capability followed by a spectacular display by the RAAF Roulettes. During the day, Sydneysiders watched on as a Navy MH-60R Romeo-model Seahawk helicopter carrying an underslung Australian national flag flew over Sydney's beaches and over the Sydney Harbour. In the evening, the Army's Red Berets parachute display team jumped over Sydney Harbour as the sun set before descending into the waters near the Sydney Opera House, coinciding with the Australia Day Live Concert



National Newsletter of the
Naval Association of Australia

Veterans' and Families' Hubs extend into Northern Adelaide

18 January 2024

Veterans and families across Northern Adelaide will soon have greater access to support and services.

Today, the Government awarded Lives Lived Well a \$5 million grant to establish the Northern Adelaide Veterans' and Families' Hub.

The Hub will be open to all current and former Australian Defence Force members, including reservists, and families. It will provide enhanced access to a range of services to support health and wellbeing, advocacy, education, skills and employment, housing and accommodation support, and more.

Lives Lived Well is a not-for-profit organisation with more than 40 years of experience in mental health

and wellbeing support. Lives Lived Well has also recently established the Veterans' and Families' Hub in Caboolture, Queensland.

Lives Lived Well will take its direction from the unique needs of the local veteran community and will partner with several ex-service and other community organisations, and government agencies to deliver the best possible support for veterans and families across Northern Adelaide.

The Northern Adelaide Hub is one of eight new Veterans' and Families' Hubs being established under a \$46.7 million Government commitment to develop a network of Veterans' and Families' Hubs across the country.

Defence Community Dog Program graduation

Defence Community Dogs (DCD) conducted its latest graduation ceremony at the Honour House at the Bathurst Correctional Centre, NSW on 23 October 2023. This activity marks the transfer of the DCD Assistance dogs from their inmate trainers to ADF veterans.

The dogs have undergone 10 months of intensive training by inmates, followed by an 8 day transition

program to the veteran recipient. The assistance dogs help ADF veterans reintegrate into the community and cope with everyday life

Below: Commodore Letitia Van Stralen, AM, CSC, RAN (centre) stands with the Defence Community Dogs team in Bathurst, NSW.

Photo Cpl Dustin Anderson



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

Joint media release - New Hub a Win for Veterans and Families in the Queanbeyan Region

Tuesday, 23 January 2024

The Hon Matt Keogh MP

Minister for Veterans' Affairs
Minister for Defence Personnel

The Hon Kristy McBain MP

Member for Eden-Monaro

Minister for Veterans' Affairs Matt Keogh and Member for Eden-Monaro, Kristy McBain, have today announced RSL LifeCare Veteran Services will receive a \$5.4 million grant to develop a new Veterans' and Families' Hub in Queanbeyan.

This Hub will be established by RSL LifeCare, working in partnership with RSL NSW and other local ex-service organisations, to develop the dedicated space to support veterans and their families.

The Queanbeyan Hub will be developed in a "Hub and Spoke" model across the electorate of Eden-Monaro and the ACT, connecting to 10 RSL sub-branches in the ACT and in nearby NSW to provide outreach services across the region.

With more than 4,500 veterans in the Queanbeyan region and more than 22,000 in the ACT, this unique model will be so important to ensure veterans and their families across the region can access services and supports close to home.

The proposal continues to build on RSL LifeCare Veteran Services' own strong connections to both the NSW and ACT veteran communities through their existing Hubs.

The expansion of the Veterans' and Families' Hubs network in Queanbeyan is part of the Albanese Government's \$46.7 million commitment to deliver ten Veterans' and Families' Hubs across the country.

For more information about Veterans' and Families' Hubs, visit: www.dva.gov.au/vfhubs

Quotes attributed to Minister for Veterans' Affairs, Matt Keogh:

"I'm proud to announce that RSL LifeCare Veteran Services, in partnership with RSL NSW will lead the establishment of the Veterans' and Families' Hub in Queanbeyan.

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"This Hub, like those being rolled out around the country, will be unique, set up as a Hub and Spoke model to ensure the more than 26,000 veterans in the region can access the services and supports they need and deserve.

"While each veteran community around the country is different, RSL LifeCare will be able to bring the experiences and insights gleaned at their Nowra Veterans' & Families' Hub and their RSL LifeCare Veteran Wellbeing Centres to Queanbeyan.

"The significant consultation undertaken with the local veteran community in the development of the business case for this Hub and ongoing engagement will ensure it is best set up to serve the local veteran community."

Quotes attributed to Member for Eden-Monaro, Kristy McBain:

"For the thousands of personnel who leave the ADF each year, transition to civilian life requires major readjustments. It's a significant event for Defence members and their families, and it can be both a challenging and traumatic time.

"That's why this new Veterans' and Families' Hub in Queanbeyan is great news for our community, because it means over 26,000 current and former ADF personnel and their families will be able to access support where they live.

"This is a great way for RSL LifeCare Veteran services to expand their footprint and their ability to support veterans and their families in a friendly and welcoming environment – where their experiences are understood and their military service is respected.

"We want to see local veterans and veteran's groups involved in the development of this Hub to make sure it suits the changing needs of current and former ADF members and their families at all stages of service.

"Whether you need a coffee and a chat, access to wellbeing support, or you just want to meet like-minded friends, you'll be welcome at the Veterans' and Families' Wellbeing Hub in Queanbeyan."

Open Arms – Veterans & 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) or the [Open Arms website](#). **Safe Zone Support** provides anonymous counselling on [1800 142 072](tel:1800142072). **Defence All-Hours Support Line** provides support for ADF personnel on [1800 628 036](tel:1800628036) or the [Defence Health Portal](#). **Defence Member and Family Helpline** provides support for Defence families on [1800 624 608](tel:1800624608)



The Department of Veterans' Affairs is pleased to announce that tickets are now available to attend the 2024 Anzac Day Dawn Services in France and Türkiye.

The Anzac Day Dawn Service in Gallipoli, Türkiye will take place at the Anzac Commemorative Site within the Gallipoli Peninsula. This will be followed by a mid-morning Australian Memorial service at

Tickets for international 2024 Anzac Day services now available.

Lone Pine Cemetery, the site of one of the fiercest battles that the Australians fought during the First World War.

The Dawn Service in France will be held at the Australian National Memorial near Villers-Bretonneux, France, followed by a service at the Digger Memorial, just outside the town of Bullecourt. The local French government will hold a series of smaller services in Villers-Bretonneux and Bullecourt throughout the day.

Those planning to attend the Dawn Services can get their free attendance passes online at <https://commemorations.teg.com.au>. Early registration is essential. For entry requirements and travel advice for France and Türkiye, visit smartraveller.gov.au.

For those unable to travel, the services in France and Türkiye will be broadcast live on the ABC.

#AnzacDay2024 #LestWeForget

Role of Veterans' and Families' Hubs

Wellbeing describes how you feel about yourself and your life. It includes a complex combination of biological, lifestyle, socioeconomic, societal and environmental factors. Access to health care, welfare support and other interventions can greatly affect an individual's sense of wellbeing (*Australian Institute of Health and Welfare, 2018*).

The hubs provide a space for veterans' services and advocacy organisations to co-exist and provide integrated support to current and ex-service personnel and families. Hubs provide access to local veteran services, which may include health and mental health services, wellbeing support, advocacy, employment and housing advice, and social connection.

Lead organisations in each location will either provide, or facilitate access to these services, integrating support to veterans and families in partnership with ex service organisations, community and other organisations and state and territory governments.

Accessing Veterans' and Families' Hubs

The hubs and their services are available to all current and former serving Australian Defence Force (ADF) members and reservists, and families.

The organisations that operate the hubs have unique operational and service models based on local needs and will determine their own cost arrangements and charges (if any) to veterans and families. Whilst some services may be free of

charge, services facilitated via the hubs to another service provider may have their own fee structures.

Services provided

Each hub will provide services and support based on local needs and opportunities. These services may include, but are not limited to:

- Transition and employment support
- ESO advocacy services
- Housing and social connectedness
- Mental and physical health services
- Community engagement

Defence Member and Family Support offers a wide range of support services to ADF members and their families.

For more information on page 5 and other DMFS services visit our website or contact the all-hours

Defence Member and Family Helpline.



1800 624 608



memberandfamilyhelpline@defence.gov.au



[ADF Members & Families](#)



[DefenceMemberFamilySupport](#)



[DMFS AusDefence](#)

Support for ADF Members and their families

Defence Member and Family Support (DMFS) offers a range of programs and services to help Defence members and their families manage the challenges and opportunities of military life.

The best way to access these services or gain referral to a local DMFS office is to contact the all-hours Defence Member and Family Helpline at memberandfamilyhelpline@defence.gov.au or on 1800 624 608.

DMFS is available 24/7 through the Defence Member and Family Helpline, which is staffed by qualified human services professionals, including social workers and psychologists.

WHY CONTACT DMFS?

Defence Member and Family Support is for ADF members, their partners, children and relatives for whom the member has primary responsibility.

DMFS offers a range of programs and services to help Defence members and their families manage the challenges and opportunities of each stage of military life.

24 HR DEFENCE MEMBER AND FAMILY HELPLINE

ADF members and their families can contact qualified human services professionals any time of the day or night—anonously if preferred—to talk to staff who are familiar with the Defence way of life.

Helpline staff can assist members and their families to solve problems, find information, find a subject matter expert, and link with community groups and services in the local area.

The Helpline provides one convenient channel for Defence families to access this broad range of services.

ADF members and their families are encouraged to contact the Helpline for:

- Support and advice to manage deployment, posting and relocation
- Referral to your local DMFS office or education liaison officer
- Support for partner employment
- Assistance with children's education and childcare priority access coordination
- Assistance for resident family or recognised other persons with special needs
- Help during crisis and emergency
- Access to transition coaching and the Defence Force Transition Program
- Connection with community groups, organisations and resources in the local community
- Professional counselling for personal, relationship and family problems

- Access to information sessions and social/support groups
- Support for Reservists
- Support for parents of serving members

DMFS SOCIAL WORKERS

If you require additional support for your family during this process, Defence Member and Family Helpline can facilitate a referral to a Defence Social Worker's (DSW) in your area. DSW's are located all around Australia, on most bases and in all capital cities.

DSW's provide short term case work and emotional support and are experienced in aspects of the military lifestyle, including issues arising from posting and managing the demands of absences and other stressors but they are also a great support avenue for people who may be requiring extra support.

DSW's can help problem solve and assist you to develop short/long term strategies for the future and link members and their families with appropriate support services if required.

OTHER PROGRAMS AND SERVICES

In addition to these primary psychosocial services, DMFS offers range of other services and programs including access to:

- Support during deployment, posting or relocation
- Defence supported childcare centres
- Connection with community groups and local area resources
- Assistance for family with special needs
- Access to transition coaching
- Referral to Education Liaison Officers (ELO's) – provide education and schooling advice to Defence families as they move around the country
- Referral to Family Liaison Officers (FLO's) – provide has extensive knowledge of local services, resources and communities and can provide advice and information before or during posting
- Access to Partner's Employment Assistance Program (PEAP) – provides support and funding for eligible ADF partners for initiative aimed at improving employability.

CONTACTING DMFS

To access any DMFS services and support contact the Helpline on:

1800 624 608 or via email at: memberandfamilyhelpline@defence.gov.au

New ship to replace STS *Young Endeavour*

A new sail training ship will be built in Australia over the next three years, to replace STS *Young Endeavour*.

The original brigantine is now 35 years old, and has been delivering sail training voyages in Australia since 1988.

The new ship will be a barquentine rig, with square sails rigged on the foremast and fore-and-aft sails rigged on the fore, main and mizzen masts (yes, three masts!).

It will accommodate up to 42 youth crew on each voyage. It will also be able to undertake more voyages per year, meaning more young Australians will be able to access this unique development program.

Over a thirty year life the ship will have capacity to embark tens of thousands of youth to participate in the world-recognised Young Endeavour Youth Development Program, and a similar number of youth to participate in Community Day Sails around Australia

Australian shipbuilder Birdon will construct the replacement ship in Port Macquarie, New South Wales, to a state-of-the-art barquentine design by the experienced team at Dykstra Naval Architects.

Birdon will be working with Dykstra on the core vessel design, and will also have responsibility for the design, engineering, and integration of the vessel's systems, including mechanical, electrical, propulsion, communication and navigation systems.

Like *Young Endeavour*, the new ship is expected to be steel hulled, have timber deck covering, and be rigged with aluminium masts and spars. The *Young Endeavour* staff crew are also looking for-

ward to additional features – including increased endurance at sea, and air conditioning throughout the ship!

STS Young Endeavour

STS *Young Endeavour* was constructed in 1986-87 in Lowestoft, England, and embarked on her maiden voyage to Australia on 3 August 1987. Crewed by 12 young Australians, 12 British youth and a merchant navy crew, the ship arrived in Perth late that year, then sailed around the southern coast of Australia to Sydney. *Young Endeavour* was formally gifted to the Australian people in Sydney Harbour on 25 January 1988.

Since then, *Young Endeavour* has delivered a world class sail training program developed by the Young Endeavour Youth Scheme, embarking crews of 24 young Australians for voyages along the Australian coast. The ship has circumnavigated Australia four times, and twice sailed around the world.

Sail training voyages provide experiential learning at sea, focused on personal development. The Young Endeavour Youth Development Program builds skills and attributes to develop each participant into a better team player, a more effective communicator and a leader – skills which are readily transferable to everyday life and career settings. The program has long-lasting benefits for both individual participants and their communities.

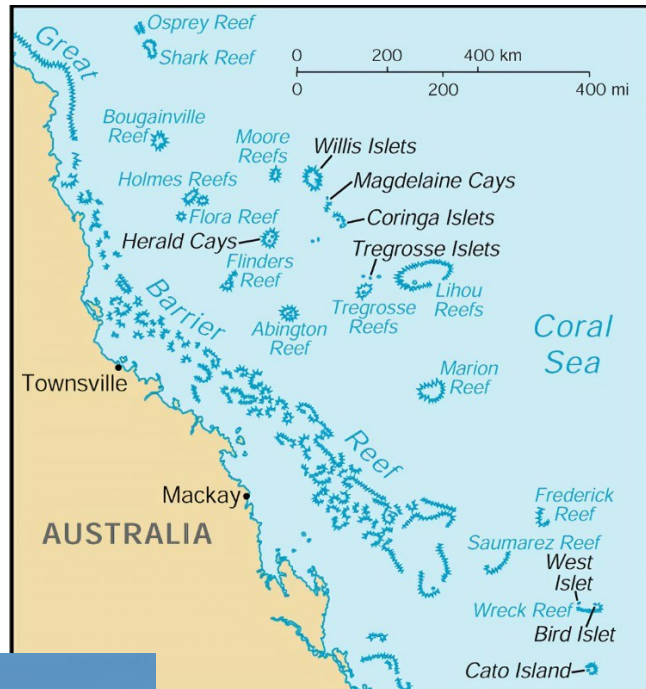
By Young Endeavour Youth Scheme



Bureau of Meteorology staff evacuated from Willis Island

On 9 December 2023 the guided missile destroyer HMAS Brisbane evacuated four Bureau of Meteorology (The Bureau) personnel from the remote weather station on Willis Island, located approximately 480 kms off Cape Tribulation in Far North Queensland, directly in the path of the approaching Tropical Cyclone Jasper. The evacuation, undertaken in challenging weather conditions via the ship's embarked MH-60R Seahawk helicopter, was done under the Defence Aid to the Civil Community (DACC) arrangements, which are invoked for such rescues when the capabilities of the Australian Defence Force are required to preserve the Safety of Life At Sea.

HMAS Brisbane was returning from a three-month Indo-Pacific regional presence deployment, during which the ship participated in training, exercises and other engagements with Australia's regional partners along with HMA Ships Stalwart and Too-woomba



HMAS Brisbane's embarked MH-60R helicopter approaching Willis Island off the coast of Queensland in support of an evacuation of Bureau of Meteorology staff.

Photo below : LSA Matthew Perry



Tips for avoiding scams when buying and selling second-hand items online

13 July 2023

Buying and selling second-hand items online can be a great way to save or make a bit of extra money – but it can be an easy way to fall victim to scammers, too. In fact, purchasing scams are on the rise, with the [latest figures from the ABS](#) showing the amount of people exposed to buying and selling scams increased from 9.2% in 2020-2021 to 18% in 2021-2022 – that 18% equates to 3.7 million people.

These scams can occur via popular and well-established ecommerce platforms including Facebook Marketplace (and related Buy Swap Sell groups), eBay and Gumtree, and generally involve scammers trying to obtain money, personal information, or items without paying for them.

Here are red flags to watch out for and some tips to minimise the risk when using these platforms.

State 'cash only' when selling items

One common scam doing the rounds on Facebook Marketplace and Gumtree right now relates to PayID. A PayID is a piece of information that is unique to you, such as a mobile number or ABN, that you can use to accept payments.

Scammers will ask to pay for an item using PayID, then claim the payment didn't work and request your email address. Victims then receive a legitimate-looking email stating that there's a refundable fee needed to set up a PayID account (there isn't), or sometimes the scammers falsely claim they have overpaid via PayID and ask victims to "reimburse" them.

There's often a lot of confusing back-and-forth communication with the scammers, who can seem like genuine buyers. One of the easiest ways to avoid this is to state 'cash only' or 'no PayID' on your listings, and only accept cash on pick-up (pick-up can be in a public place).

Check sellers profiles when buying items

If you're buying something through Facebook Marketplace, eBay or Gumtree, it's worth checking the seller's profile first to see if any-



thing looks suspicious. eBay sellers have ratings, so you can easily check their feedback scores and the number of items they've sold – be wary if the seller's account was previously only used for buying but is now selling a lot of expensive items.

On Facebook Marketplace, you can click on 'Seller Details' to check their ratings, reviews and other listings, then click their name to view their actual Facebook profile. Has the profile been very recently created? Do

they have a limited number of friends?

Does their 'About' information seem dubious? These could all be indications that the account is fake. Gumtree seller profiles show the date they joined the platform, and they will have community feedback scores if they've sold a lot of items. Each platform has an option for reporting fraudulent sellers.

How to spot a scammer

The following are some red flags that could indicate you're dealing with a scammer. Avoid buyers or sellers who do any of the following:

- Request any type of personal identification documents, such as driver's license, passport or Medicare card
- Request for payment to be made via gift cards or cryptocurrency.
- Request to communicate via WhatsApp or Google Hangouts rather than via the buying/selling platform.
- Request extra money that is going to be 'reimbursed', such as extra shipping fees, import taxes or 'overpayments'.
- Send you a scheduled payment receipt – this can easily be canceled later and is not the same as a confirmation of transfer.

It is possible to safely buy and sell second-hand items online if you're aware of these common tricks and remember to never give out your personal information.

You can find out more about avoiding and reporting scams via the

[Australian Competition and Consumer Commission's Scamwatch website](#).

How to set your home up for an electric vehicle

29 May 2023

One of the great attractions of an electric vehicle (EV) is the ability to 'fill it up' at home, reducing or even eliminating your reliance on public charging stations.

But how do you set your home up so it's ready for an EV? Here's what you need to know.

Can I plug my EV into the wall socket?

Yes, you can plug your EV into the wall socket, but it can take up to 24 hours to fully charge your EV from empty. Big batteries can take even longer.

According to the [Australian Bureau of Statistics \(ABS\)](#), the average Australian drives 35 kilometres per day. A wall-socket charge times run at about 12 kilometres of range per hour. The trusty wall socket can be enough to keep many EV owners going.

"However, dedicated EV chargers have some big advantages, such as:"

- convenience of faster charging
- cheaper or free charging option – if paired with a solar setup, and
- more safety – many household socket setups can be at risk of overheating.

A pro-tip if you take the simple wall-socket route, is to hire a licensed electrician to give your home's electrical system a once-over.

How do I install a dedicated EV charger?

It's easier than ever to set up your home for an EV now that aftermarket and independent companies are joining EV manufacturers in offering EV-charging options to Australian consumers.

There are some things to keep in mind when installing an EV charger at home.

Consider the type of charger

The first step is to check your home's power supply, as this will dictate the kind of charger you'll need.

Single-phase chargers can charge an EV at a 7.2 kilowatt-hour (kWh) rate or approximately 40km of range an hour.

Three-phase units bump things up to 22kWh for about 120km of range an hour.



Consider the charger location

Most EV chargers are fully weatherproof, meaning you can ultimately put it where it's most convenient.

However, you'll need your EV to have a strong Wi-Fi signal as most chargers include a smartphone app as part of their user interface and communicate via the web.

How much will I pay?

EV charger costs

The average single-phase charger costs approximately \$1,000. Three-phase units' price can start from \$1,500.

Installation costs

The next step is to organise the charger's installation and the dedicated EV-circuit to be fit into your home's electrical system. This job must be completed by a qualified electrician.

You can also choose to unlock the long-term cost benefits of running your EV off solar.

Many organisations now offer one-stop installation deals to make things simple. Prices can range from \$1,000 to \$3,000, depending on the solar setup you choose.

What if I live in an apartment?

New developments might be set up for EV charging, which can make installation relatively simple.

Older buildings might not have the appropriate set up, which may rule out the at home EV charging possibility.

In any case, it's best to speak to the building manager to determine your building's EV-charging policy.

How long does it take to charge an electric car?

Generally, if you divide the size of the battery by the amount of power you are putting in, you'll get a pretty clear indication. The slowest is a regular power point as it can charge up to 2.4kW. If your car has a 50kW battery, it will take about 21 hours to charge it from flat.

[EV Charging Guide for Australia \(drive.com.au\)](https://drive.com.au)

Sailors evolve with capability

14 December 2023

Recent graduations from the Maritime Communications and Information Systems Wing marked the end of an era and start of another for the Communications and Information Systems (CIS) workgroup.

On November 30, CIS Session 30 graduated as the final course of generalist CIS sailors straight from initial entry training.

These members will not conduct specialised streamed training until they commence their first career progression courses as able seamen.

The first streamed-on-entry CIS sailors graduated on November 9.

Aligning with the CIS Workgroup Remediation Action Plan, CIS initial entry training will be conducted in separate courses to represent the different streams of communications specialists and information systems specialists.

The new structure of streaming on entry ensures the CIS workgroup remains agile and capable of delivering a workforce that meets emerging demands.

The disciplines and skills of these specialist sailors are skill sets tailored to the particular stream; however, both work in collaboration with one another in maintaining assured communications at sea.

The role of an information systems specialist is to work within deployed ICT networks within a maritime environment, providing command with the vital computer networks to fight and win at sea.

Due to the increasing sophistication of IT systems – combined with the complexity of the operating environment – a streamed information system specialist is one who can act quickly and decisively.

The role of a communications specialist is to establish and maintain tactical and strategic communications links ashore and at sea.

Right: OIC, Defence Force School of Signals, Maritime Communication and Information Systems Wing, LCDR Nathan Cole, OAM, RAN speaking during the RAN Communication and Information Systems Initial Employment Course No. 030 graduation at HMAS Cerberus

Photo: LSIS James McDougall

Navy has a vital need for co-operation with partner nations, which combined with rapidly changing technology requires streamed communications specialists who can provide the necessary links to pass critical information to fight and win in the maritime environment.

These changes to the CIS workgroup are in line with Navy's push into information warfare and the pillar of assured command and control at sea.

Lieutenant Commander Nathan Cole is the current Officer Commanding of the Maritime Communications and Information Systems Wing.

"This marks an important milestone in the evolution of naval communications and the move towards streamed mastery pathways for the CIS workgroup," he said.

"It's critical that the whole of Navy understands how the new generation of CIS are employed and consequently results in a more refined information warfare capability."

Further information on communications and information systems sailors streams can be found at [ADF Careers - Networks Operator](#), [ADF Careers - Communications Operator](#) and [ADF Careers - Communication Networks Operator Submariner](#).

By Sub Lieutenant Cinaed Final

Graduation marks a sailors' readiness for employment as Communication Information Systems sailors in the Royal Australian Navy after more than 12 months of recruit and category training. On completion, graduating sailors undertake Equipment Application Courses and then proceed to major Fleet units and shore Establishments to commence their careers



Navy One Sydney—Hobart Yacht Race 2023



Above: The crew of Navy One before departing for the Rolex Sydney to Hobart Yacht Race at the Royal Australian Navy Sailing Association, Darling Point, NSW.

Right: Navy One Skipper, Lieutenant Tori Costello

Photos: LSIS David Cox



Navy One, the Royal Australian Navy's sail training yacht, was part of the fleet for the 2023 Rolex Sydney to Hobart Yacht Race. The crew consisted of five Officers and five Sailors with a diverse range of experience. Navy One and her crew lined up for the race start of the Rolex Sydney to Hobart Yacht Race on Boxing Day, 26th of December 2023

Navy One was the 52nd yacht to cross the finishing line on 31 Dec at 06:23:24 AM taking 04 days:17h:23m:24s to get there. Twelve yachts withdrew during the race. Based on her handicap, she was placed 8th in IRC Division 4 of those that finished.

Originally launched as *Lunchtime Legend* for Queenslander Robbo Robertson in August 2011

she won IRC Division 2 of the Rolex Trophy Rating Series and scored third in IRC Division 4 of the Rolex Sydney Hobart that year – finishing with the exact same corrected overall time as sistership, *Two True*, winner of the 2009 Rolex Sydney Hobart. In 2012, Robbo won IRC Division 3 after finishing 17th overall in the 2012 Hobart.

The yacht was sold and became *Outlaw* and the Navy then renamed her *Navy One*, after purchasing her four years ago for initial entry officer sail training for the RAN at HMAS Creswell in Jervis Bay. In the 2019 Rolex Sydney Hobart, *Navy One*, with Nathan Lockhart in command, won the Oggin Cup and plaque for the first Armed Services Yacht on corrected time.

DVA—Heart Health Program

Last updated:

24 May 2023

Keeping your heart healthy is important for your wellbeing. The Heart Health Program can help you to keep fit and improve your wellbeing.

What is the Heart Health Program

The Heart Health Program is a free, year-long program. It can help you improve your physical health through:

- practical exercise
- nutritional education
- lifestyle management.

The goal of the program is to help get you started with a daily routine of exercise and balanced nutrition.

The program is delivered by [Corporate Health Management](#) (CHM).

Who can access it

You can access the Heart Health Program if both of the following apply:

- you are a returned veteran or peacekeeper, OR
- an ADF Fire Fighter, AND
- you have not yet taken part in the program.

You may not be eligible for the program if you either:

- are not a returned veteran
- do not have operational or peacekeeping service.

An [eligibility checker](#) is available on the [Heart Health Program website](#).

You will need medical clearance from your general practitioner (GP) before you can begin.

Speak with your GP about completing a [Veteran Health Check](#) prior to participating in the Heart Health Program. Your GP will review your current physical and mental wellbeing. They will also connect you with support after your transition from the ADF.

You can also find information about [managing injuries and maintaining health](#) on our website.

What the program includes

There are 2 forms of the Heart Health Program:

- The Heart Health Group Program.
- The Individual Heart Health Program (for those veterans who are unable to participate in a group program).

Both forms run over 12 months (52 weeks). The program includes weekly tailored exercise ses-

sions and 12 health education seminars over the course of the year.

Both programs include:

- access to a team of health and fitness experts to support you
- custom food diary reviews by a nutritionist
- a participant manual
- an achievement certificate upon completion.

We cannot pay the travel costs to attend program sessions.

The Heart Health Group Program

You will meet regularly at a gym with a group of about 10 to 15 participants for activity sessions and educational seminars, which are run by experienced health and exercise professionals.

The group program includes:

- weekly group exercise sessions
- monthly health education workshops.

The Individual Heart Health Program

The individual program is delivered through phone, web and mail. You will be supported through the program by your GP and a health coach.

The individual program includes:

- fortnightly phone sessions with your health coach
- access to monthly health education modules
- a personalised exercise program
- exercise resources
- fortnightly health articles.

How you access

To take part in the Heart Health Program, call Corporate Health Management (CHM) on [1300 246 262](tel:1300246262).

You can find program locations on the [Heart Health Program website](#) which also has [forms](#) you may need throughout your participation in the program.

What other help is available

[Open Arms - Veterans & Families Counselling](#)

A health and wellbeing portal that provides resources for you and your family.

[Veteran Health Check](#)

A health check with your GP that can help optimise physical and mental health and wellbeing and connect you with support after you transition from the ADF.

[Free mental health care for veterans](#)

We can cover the cost of treatment for all mental health conditions without having to prove the conditions relate to your ADF service.

Statement from the Secretary of DVA on the Veterans' MATES Program

12 February 2024

The Department is aware that the withdrawal of Defence and Department of Veterans' Affairs (DVA) Human Research Ethics Committee approval on Monday, 5 February 2024 has increased concerns in the veteran community regarding the Veterans' MATES Program (MATES), particularly in relation to the sharing of data. MATES has sought to support veterans and their families to manage their health and aligns strongly with DVA's objective to proactively support the health and wellbeing of veterans.

It is important to note that there has not been any unauthorised access of veteran data. The data has not been made available publicly or for nefarious purposes. DVA only ever provided client data for the purposes of MATES to a trusted organisation, the University of South Australia (UniSA) under strict data security and access policies.

DVA provided the data to UniSA in accordance with the ethics approvals in place at the time. This was done via a secure and carefully controlled channel. UniSA stored the data in a secure facility. Billing data was automatically de-identified before being accessed by researchers for the thematic review under the MATES program. The data did not include doctor's notes. Identifying data was only used to communicate with the veteran them-

selves, as well as their doctor, in the event that the analysis of the de-identified data revealed risks to the veteran's health. The letters that went to veterans and their doctors provided invaluable insights that supported those veterans receiving the most appropriate treatment possible.

Following an Office of the Australian Information Commissioner decision in April 2023, an external review was conducted concerning the administration of opt-out procedures in the MATES program. The review concluded all other such requests received by DVA to opt out of MATES had been properly implemented.

DVA takes its obligations under the Privacy Act extremely seriously and in August 2023 paused any provision of data to UniSA to enable a thorough examination of the existing arrangements. Since this time, no data transfers have occurred.

On 9 February, the Minister for Veterans' Affairs asked the Department to close down the MATES program and examine options for possible future programs that provide health benefits to the veteran community while meeting community and stakeholder expectations around ethical and data use requirements. Any future program would be subject to a new Ethics Committee approval.

Alison Frame
Secretary

What is Corporate Health Management (CHM)?

Corporate health, also known as corporate well-being or workplace wellness, is the holistic health of a company and its employees.

It encompasses a variety of initiatives and strategies implemented by businesses to foster the physical, mental, and emotional well-being of their workforce. These programs can be tailored to suit the specific needs and goals of any organisation and its workforce.

Corporate health programs aim to cultivate a robust, productive, and happy workplace, which adds advantages for both employees and the organisation. In today's competitive job market, health and well-being programs are increasingly considered an essential part of the overall compensation and benefits provided by employers.

Key components of corporate health management at CHM include (not limited to):

- Physical Health:** Encouraging employees to adopt healthy lifestyles through activities such as exercise, nutrition, and regular health check-ups. This can include providing gym facilities, offering nutritious snacks in the workplace, and organising fitness challenges or wellness seminars.

- Mental Health:** Addressing the mental well-being of employees by offering resources, support, and education to manage stress, anxiety, and other mental health issues. Mental health programs may include Employee Assistance Programs (EAPs), counselling services, and stress management workshops.

- Emotional Health:** Fostering emotional resilience, social support, and a positive workplace culture. This can be achieved through leadership training, conflict resolution programs, and initiatives aimed at building a supportive and inclusive work environment.

- Preventive Health:** Regular health screenings, and vaccinations to prevent illnesses. Companies may offer flu shots, health assessments, executive health assessments, annual skin checks and other preventive health measures to reduce the spread of illnesses and maintain a healthy workforce.

- Health Education:** Providing employees with information and resources to make informed decisions about their health and overall wellbeing. This can include workshops, seminars, and access to resources that educate employees about healthy living and lifestyle choices.

DVA CONTACTS

Provider enquiry numbers

- Provider invoicing & billing enquiries: 1300 550 017
- Provider enquiries: 1800 550 457
- Transport bookings: 1800 550 455
- Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC): 1800 552 580

Hearing or speech impairment assistance

- If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service (NRS):
- Talk To You (TTY) users phone 1800 555 677 then ask for 1800 838 372
- Speak and Listen users phone 1800 555 727 then ask for 1800 838 372
- Internet relay users connect to the NRS then ask for 1800 838 372

Claim Processing

Where things are at

In the month of December 2023 we:

- made 6,076 decisions on claims
- received claims from 4,478 veterans

As at 31 December 2023 we:

- were working on 65,960 claims
- had 9,842 active claims not yet allocated to an officer for processing (known as the claims backlog), lodged by 5,979 veterans

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

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

Claims will take a variety of times to complete based on whether or not the claim is prioritised for allocation to a decision maker and the complexity of the claim itself. For example, if the service of the individual crosses two or more Acts or contains a lot of health conditions and injuries or both. This results in some claims being decided faster than the average time, while some claims take longer.

For any condition, to make the claiming process smoother, follow these 3 steps:

- **Step 1:** Get your medical practitioner to confirm your diagnosis.
- **Step 2:** Supply the documents you need to;
- **Step 3:** Check if you are already eligible for free health care and treatment.

OPEN
Veterans & Families
Counselling
ARMS
1800 011 046



**SAFE ZONE
SUPPORT**

FREE ANONYMOUS
COUNSELLING LINE
CALL 1800 142 072

**Defence
Family
Helpline**



1800 624 608

**Defence
All-hours
Support Line**



1800 628 036