

Victorian Ex-Service Organisations' Mapping Project Summary

In 2017, Melbourne Legacy led a first in principal review of Victorian Ex-Service Organisations' services for younger veterans and their families. This one-page summary highlights the analysis and key recommendations. To view the complete report go to www.legacy.com.au/Melbourne

Veteran Profiles

Pre-1991 (e.g. Gulf War, WWI, II, Vietnam)

- ▶ Individuals
- ▶ Aged care and health services
- ▶ Established peer networks
- ▶ Commemorative and social events
- ▶ Keep in touch through meetings and newsletters

▶ **Current state**
Traditional support model working effectively

1991

Post-1991 (e.g. Gulf War, East Timor, Afghanistan, Peace Keeping)

- ▶ Family unit with children
- ▶ Employment
- ▶ Mental health support
- ▶ Activities to build self-esteem
- ▶ Connect via social media

▶ **Current state**
Unaware and confused about support services

ESO Sector Profile



Crowded



Service overlap



No service delivery standards



Low ESO brand awareness in community



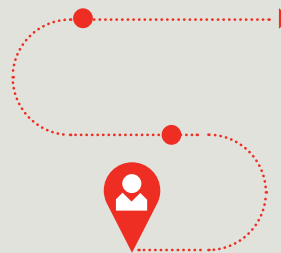
Not meeting needs of young veterans

5 Key Recommendations

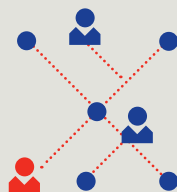
1. Further analysis of veteran geographic locations for deeper understanding of client-directed needs



2. Develop detailed client journey map to identify touch points and risk



3. Victorian ESO agreement to self-regulate and each to provide a clear value proposition



4. Initiate overarching communication and engagement strategy

5. Plan for veterans' insights in 2020 Census

