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The Month That Was

It was another quiet month in August for NZ Veterans all around Australia.

NZ Veterans in Australia (New South Wales) Notices

NZVIA NSW Veterans Attend Chatswood RSL VP Commemoration Friday 13 August 2010



On Friday 13 August 2010 a small contingent of NZ Veterans and their families attended the official VP day lunch held at the Chatswood RSL club.

In attendance were many dignitaries including the State President of the NSW RSL Don Rowe, his Worship the Mayor of Willoughby Pat Reilly, federal and state Ministers and of course the NZVIA NSW President Ron Haira.

It was a very moving lunch and really nice that the club allowed Ron to give a speech on behalf of the NZ Veterans. I must say that the Chatswood RSL are always supportive of NZ Veterans and wherever possible always give us an opportunity to give a speech as part of their many commemorations and services.

NZVIA NSW Veterans Attend VP Day at the Martin Place Cenotaph Sunday 15 August 2010

On Sunday 15 August 2010 a small contingent of NZ Veterans and their families attended the official VP day commemoration at the Martin Place Cenotaph.



In attendance were the Governor of NSW Prof Marie Bashir and many other dignitaries including Greg

Makutu and Indigenous Veteran Sub-Mariner David Williams. Also in attendance were our own NZ Veterans Neville Berridge, Margaret McInroy, Barrie Leslie and Sam Wihongi and his wife.

Unfortunately this year it coincided with the Springwood march and service which some of the other NZ Veterans attended.

Reminder: Remembrance Day Poppy Selling Tuesday 9th - Wednesday 10th November 2010

As with ANZAC Day badge selling, we also sell Poppies on Poppy Day which helps again from a revenue perspective but also in the profiling and promoting of NZ Veterans to the Australian and New Zealand workforce in Sydney. Again this is conducted at the Martin Place station from 0630-0930 over two days followed by a breakfast.



And again we will be assisted by The Sydney Maori Anglican Fellowship Church of Te Wairua Tapu.

Reminder: Remembrance Day Church Service - Sunday 14 November 2010

In 2009, it was a very nice service at the Church for the Veterans and the Church to remember our fallen. Nowadays, we not only remember our fallen but also those of us that remain.



And again we will have a Veterans Remembrance service at the Church the Sunday after Remembrance Day where the symbols



New Zealand Veterans in Australia

NewZletter



of our service will be displayed and the laying of Poppies will also be included.

Note: not only the Korowai and Lemon Squeezer but also the Poppies (l-r: Frank, Ron, Greg, Archdeacon Kaio Karipa, Norman, Taawhi, Neville, Brian).

Dee Why ANZAC Day and ANZAC Sunday Services Request Singer

Dear Veterans, a request has been forwarded on to us via the RNZRSA from Dee Why RSL requesting a singer to sing the NZ National Anthem at their ANZAC Day and ANZAC Sunday services as follows:

From: jbridle@tpg.com.au
Sent: 5 August 2010 6:17 p.m.
Subject: RSA Website Enquiry

Form Submission:
Fullname: John Bridle
Email: jbridle@tpg.com.au
Member: No

Message: I am the Hon Secretary of Dee Why RSL sub-Branch. (Suburb of Sydney) The RSL has recently incorporated the NZ Flag into our memorial services on ANZAC Sunday and

ANZAC Day, and I am looking for a Maori singer if possible resident in the area to sing God Defend NZ and Aotearoa on these days. Are you aware of any NZ ex-servicemen in our area, if so, a contact would be appreciated? I noticed several Maoris at our ANZAC Day Dawn Service on April 25, but do not know who they are.

John Bridle

Veterans, if you can help please contact John as it would be absolutely wonderful to have a NZ Veteran or NZ Citizen sing our National Anthem at their services.

Note: I apologise if my next comments offend anyone. However, I wish to explain that I personally prefer ANZAC spelt in capital letters and have taken the liberty to ensure it is always written this way in the NewZletter. I am aware that Anzac is legal but nevertheless my preference is capitals.

NZ Veterans in Australia (Tasmania) Notices

Veterans Pay Their Respects

In June this year over one hundred Australians and ten New Zealanders made their way to the Malaysian state of Perak to take part in several commemoration services to mark the 50th Anniversary of the cessation of the Malayan Emergency in July 1960.



My wife Susie and I were lucky enough to join the 2010 Australian contingent and were delighted to meet up with some fine representatives and some old friends from our home country of New Zealand. The picture left was taken in the Syuen Hotel in

Ipoh where the majority of the veterans stayed. In the front row are Russell and Nada Byrne and Ripeka (Nicky) Raupita. Second row in the hat is Niwa Kawha, then John Sturgess, Gordon Paku, and Joe Sturmey. At the back are Roger Carter, Graeme Turvey and Susie Carter.

Not all of the above had served in the Malayan Emergency but all the men had served in the region at some stage of their military career. The common thread amongst all of the veterans and wives was to pay their respects to those that had served before them, especially the ones that had paid the supreme sacrifice.

The Malayan Emergency, sometimes called the forgotten war, started in June 1948 following the assassination of three European plantation managers in the state of Perak by communist terrorists of the Malayan Communist Party. In the next twelve years 6,700 guerrillas, 1,800 Malayan and commonwealth troops, over 1,000 Malayan Police and more than 3,000 civilians lost their lives in the conflict. During this time thirty nine Australians and fifteen New Zealanders also lost their lives, though not all due to enemy activity. The emergency became the longest military commitment in Australian history and involved military forces from many countries in the British Commonwealth.

The National Malaya and Borneo Veterans Associations of Australia have been visiting the area around Taiping for several years and have built up a tremendous rapport with the local civic authorities and many ex Malaysian service men and women. I will now briefly summarise the five days of services and functions held in June this year. The first night "roof top party" was a chance to meet and greet old and new friends before breakfast at 0600 hrs the next morning, and then it was off to the



New Zealand Veterans in Australia

NewZletter



Kamunting Road Cemetery near Taiping. This was an impressive service with many dignitaries present. An Australian infantry company travelled down from Butterworth and many wreaths were laid, but for us Kiwis it was especially moving as the brother of Niwa Kawha is resting here and we had the opportunity to pay our respects to other fallen NZ soldiers also. This fine cemetery is now maintained by the Australian War Graves Commission. We gave thanks to their representative Kathy Upton-Mitchell who is responsible for the tidy upkeep of our countrymen's graves and last resting place.



These pictures show part of the Kamunting cemetery and a well maintained a NZ grave.



During an enjoyable lunch and a few Tigers at the Taiping New Club we had the chance to mix with the Australian and Malaysian soldiers. Australia still uses Butterworth airbase as a staging post to other postings like Afghanistan and also for jungle training exercises.

That night we were guests at a sumptuous dinner, including drinks, provided by the Australian Minister for Veteran Affairs the Hon Alan Griffin MP. During the dinner Russell Byrne made an entertaining speech and all the local leaders were given gifts of appreciation. John Sturgess and I were impressed with the personal service of jugs of Tiger.

The next day we assembled at the cenotaph near the Ipoh railway station where an Anzac service is held every year. Dozens of wreaths were laid, and I was impressed with the service to the fallen of two World Wars, the Emergency, Confrontation and the Re-Insurgency. Having lead parts in the service was an Indian Anglican bishop, a Malay imam, a Hindu priest, and two Buddhist monks. Listening to four different languages did not diminish the sincerity of the occasion and the two Gurkha pipers and one bugler from Brunei gave the ceremony added colour.



The Malaysian Police provided a catafalque party and honour guard and the friendly Gurkhas looked resplendent in their tropical whites and tartan trews.

The main Gurkha base is in Dover now and one of the side issues is that many of the locally born recruits do not speak Nepalese or Gurkhali.

The Perak State Government provided lunch and we were treated to an hour long professionally presented cultural show to the delight of all. I was particularly impressed with the controlled playing of a school concert band.

The evening was free but knowing that reveille was at 0500 hrs, the intake of tiger, nasi goreng, satay sticks and other Malaysian delights in a local market was kept to a minimum so that our aging bodies could get the amount of sleep that they required.

Next day a leisurely one hour drive through the early morning mist brought us to the lovely hospital chapel at Batu Gajah, where, after prayers and much hymn singing we walked over to the Christian cemetery aptly named Gods Little Acre. It is here that the three bodies of the planters killed in 1948 by the communist terrorists lay, and this service is organised by the local people and the Malaysian Palm Oil Association every year. We also managed to find a couple of kiwi headstones one dating from 1937 and another from 1941.



On the left is a general view of the large cross erected by the Perak Planters Association.

Below left shows Colonel Paul Curry the NZ Defence Adviser to Malaysia and Brunei, accompanied by Mr Brian Smythe, the NZ Deputy High Commissioner to Malaysia accepting a wreath from a police cadet for laying at the cross.

At the bottom right Mr John Sturgess from Flaxmere, representing the NZ Malayan Veterans Association moves forward to lay a wreath on our behalf.





New Zealand Veterans in Australia

NewZletter



After a refreshing drink and welcome snacks in the chapel ground, the convoy of four buses and assorted official cars headed off to the Royal Malaysian Rangers camp at Syed Putra. Upon arrival we were greeted by every officer and SNCO before we settled down under a large tent for a Gurkha Remembrance Ceremony.



One of the first buildings sighted at Kem Syed Putra was the rugby club, bringing back many memories of late afternoon games followed by a good pint in the NAAFI. The extra long line of welcoming officers and SNCO's had me alternating between Good Morning, Selamat Pagi and Apa Kabar. I received some strange looks but it somehow made the unbearable heat go away. The gentleman in the dark shirt below is Mr Bill Adamson from Perth. Bill was born at Batu Gajah in 1937 and his first language was Chinese as he was initially raised by his Chinese amah. The last photo shows the official wreath bearers in the large Gurkha cemetery.



The Malaysian Rangers farewelled us with cold drinks and sandwiches then it was off to the Royal Ipoh Club for lunch and many beers put on by the Malaysian Palm Oil Association of Perak. The lunch was interrupted by a power cut and speeches, and then our departure was delayed by a severe tropical downpour. Surface flooding was all around us so there was no choice but to stay inside and have another one.

On the other side of the Padang we could see the old FMS Hotel where many a kiwi soldier had spent a few happy hours in the bar with hosts Uncle and Nephew. I had always thought that the names uncle and nephew were coined by the soldiers, but apparently they were well known by the locals by those names. I was informed that Uncle died many years ago but Nephew had only died the week before we were there. The FMS is now closed but it will be fully restored as a historic building under a

UNESCO plan. Many older parts of Penang and Malacca are also being preserved in the same way; so many old soldiers will feel at home when they return to check out their old stamping grounds. Just don't expect the prices to be the same.....or the girls!!

That concluded the official part of the proceedings and in the evening we all enjoyed a few free drinks at our hotel. The NZ contingent departed Ipoh in the morning, and that evening the large Australian party were guests of Colonel Yunis Ali (Rtd), at his large house on the edge of a beautiful golf course. Yunis actually took over the grounds of three adjacent houses as well and we all a great time. I had forgotten what hot work it is drinking outside in the tropics.

A special mention must be made of Steve Toon and his assistant John Plenty who ran the whole show without any major hiccups. It was an enormous task to liaise with all involved and we must thank Steve and his wife Lyn sincerely for all of their efforts.

Roger Carter
8 Arthur St
Port Huon
Tasmania 7116
August 2010

NZ Veterans in Australia (Victoria) Notices

A Request from RNZN Veteran Wayne Harris

Dear Veterans, Wayne Harris has asked for a comment to be placed in the NewZletter as follows:

"I am trying to gather some stats about how many ex-Navy guys live in Australia many who have now died are they or their Families are receiving pensions, who has Died, and what they died of?"

Wayne is aware of information that indicates that there may be anomalies with the treatment that Navy Veterans are receiving from illnesses that are preventable or treatable if detected early.

Please contact Wayne at wayne_seekar@optusnet.com.au



New Zealand Veterans in Australia

NewZletter



Other Notices

NZ Veterans in New Zealand Notices

NZ Malaya, Borneo and Singapore Veterans Invited to Tour

Veterans are reminded that there are still seats available to tour Malaya, Borneo and Singapore departing on 21 September 2010 and returning on 4 October 2010. The complete cost is \$4200. Contact details are as follows:

For information contact Matu Clendon:

Phone: +64 9 267 0959

Email: matclem@xtra.co.nz

CMT and National Service Association Notice

Greetings from the North City Branch of the CMT and National Service Assn.

We have just held our AGM and have had an update on progress with the manuscript on the History of CMT and National Service.

Accordingly, could you please arrange for the following short item to be published in the Australian NZ Sub-Branch NewZletter:

"NZ CMT men and NZ National Servicemen in Australia are encouraged to contact the author of a manuscript on CMT and National Service, Mr Peter Cooke PO Box 9724, Wellington 6141 or at petercooke@paradise.net.nz. Peter is interested in personal accounts, photos, memorabilia etc. He can also supply a Questionnaire Form that can be filled in.

The manuscript should be completed early in 2011 and Book Publication is being planned for August 2011, circa the 62nd Anniversary of the passing of the Military Training Referendum. The project is being sponsored by the North City Branch of the CMT and National Service Assn."

Regards,

Malcolm Faulls
Vice President
North City Branch
CMT and NS Assn

Reunion Notices

1NZ Regiment 1961-1963 Pearce Battalion Reunion 23-24 October 2010

Although this is primarily a message for those who served in the Pearce Battalion, 1NZ Regiment 1961-63 Malaya, we would appreciate your assistance.

There is a plan afoot to hold a "Pearce Bn" reunion in Christchurch over Labour Weekend this year, 2010. We have been asked to promulgate the following information and attached Registration Form, to all on our email network, which includes not only members of the Pearce Battalion 1NZ Regiment 1961-63 Malaya, but also those who served in Malaya/Malaysia during 1957-1971, plus other NZ Army personnel, in the hope that those not 1961-63 but who know members of that Battalion, will pass on this information and the Registration Form.

Unfortunately, although we have the names of those personnel of the "Pearce Bn" recorded in our database, we do not have contact details for all, and putting out a 'help please' may be the only way we will be able to let them know about this coming reunion.

"The suggested format is:

Saturday 23 October 2010, Registration and Get-together at Christchurch RSA, with a dance in the evening (dinner can be purchased in the RSA).

Sunday 24 October 2010, Visit to Burnham Camp including a Church Parade at the Chapel, lunch and a Parade "March Out" through the Camp Gates.

Arrival back at the RSA will signal the formal ending of the Reunion, however, the RSA Bar will be open and the Restaurant serving meals into the evening.

Please note that details could be changed but the broad outline will remain.

Please also note that Registration Forms must be returned no later than six weeks before Labour Weekend, that is, no later than 10 September 2010."

A Registration Form is attached to this NewZletter and your co-operation will be greatly appreciated. However, please note Cheques should be made out to Pearce Battalion.



New Zealand Veterans in Australia

NewZletter



W3 Reunion – Proposed Date 19-22 November 2010



Veterans, please be advised that W3 will be holding a Reunion during the period 19-22 November 2010 in Christchurch. W3 served in Vietnam from 1969-1970. It will be their 40th year reunion and as with the many other reunions, as the ranks diminish, the memorable value of such reunions gets stronger for those that remain. The proposed programme was listed in the December NewZletter.

For ex-Members of W3 please log on to <http://www.w3vietnam.org.nz/>

RF Cadet 24th Anniversary Reunion 2010 (Thorpe Class)



Well there seems to be a number of RF Cadet Reunions coming up which is great as the RF Cadets produced some very high calibre and high profile soldiers so it makes sense that ex-RF Cadets are so proud of their involvement. And the Thorpe Class are also intending to hold a reunion in 2010. So for you Thorpe Class members please email Andrew (Simmo) Simpson with your support and camaraderie and I do hope your reunion goes ahead and is not only enjoyable, but full of memories of your younger Cadet years. Contact Andrew by email below:

sgtsimo@hotmail.com
asimpson@tanknology.com.au

I do hope Thorpe Class and Bennett Class (below) members can support their respective reunions and I wish you all the best for your celebrations.

1 Battalion RNZIR Reunion Singapore 22-29 April 2011



Dear Veterans, attached to this NewZletter is a Reunion Newsletter for those Veterans that served in 1RNZIR in Singapore. There are also very nice Polo Shirts available for purchase in memory of the Reunion.

V3 1 Battalion RNZIR Reunion 3-6 June 2011

Following the very successful V3 Company reunion held in Te Araroa last year it has been decided to hold a further reunion in Greymouth over Queen's Birthday Weekend 2011. All members of the V3 family are most welcome to attend. Full details can be found on the reunion website <http://www.premierstrategies.com/victor3/victor3.html>

RNZN Reunion in Gold Coast 2011

RNZN Veterans please be advised that the next reunion will be held in the Gold Coast in 2011. The reunions are blessed with a large attendance of Navy veterans and I am sure the 2011 reunion will also be the same.

For more information please go to www.nzvia.com.au

RF Cadet 50th Anniversary Reunion 2013 (Bennett Class)

Reminder for any RF Cadet Bennett Class veterans to please contact Roy Jones or Ben Hadfield as follows:



Ben Hadfield benzza@iprimus.com.au.
Roy Jones royvjones@dreamtilt.com.au.

Ex-Malaya Veterans



Please be advised that the NZ Malaya Veterans Association Inc has a new website <http://www.malayavets.co.nz/>

Ex-Vietnam Services Association Inc

Reminder for all NZ Vietnam Veterans to keep in touch with your fellow comrades and keep up to date with the latest information through your association.



The website address as follows:

www.evsa.org.nz

NZVIA NSW Veteran Membership 2010



NSW Veterans are reminded that the 2010 RSL and NZ Sub-Branch (NSW) membership renewal is due.



As stated in my email, the NZ Sub-Branch (NSW) would welcome your contribution to the operations of the association regardless of whether you retain your voting and speaking rights with your parent Sub-Branch and remain as an associate member of the NZ Sub-Branch (NSW) (picture above new Members Peter and Jan Dicken receiving their membership badge from Lindsay Taylor 2009). So for \$5 please send in your



New Zealand Veterans in Australia

NewZletter



application form for Associate Membership. For current full service members please send \$29 (of which \$24 goes to the NSW RSL). For new members wanting associate or full service membership let me know and I will send you an application form. Application forms are also on the NZVIA NSW page of the www.nzvia.com.au website. Just scroll down to the end of the Membership column or email nsw@nzvia.com.au

Now that the NewZletter goes to Veterans in other States, I have been asked how they can become involved in the NZ Sub-Branch (NSW).

Please note the following:

1. Interstate veterans can join the NSW Branch of the RSL via the NZ Sub-Branch (NSW) as Service members, if you are not currently Service Members interstate;
2. If you are currently Service Members interstate you can:-
 - a. transfer to the NZ Sub-Branch (NSW); or
 - b. become "Associate" members of the NZ Sub-Branch for \$5 BUT you can only speak, vote & hold office at one RSL sub-Branch in Australia.

Whilst we would gladly accept your membership I would request you contact me so we can discuss your expectations against what is achievable.

Just a reminder, the NZ Sub-Branch is the legal entity for the NZ Veterans in Australia NSW so membership must remain with the NZ Sub-Branch in regards to its association with the NSW RSL.

NZVIA VIC Veteran Membership 2010



VIC Veterans are reminded that the 2010 RSL and NZ Sub-Branch (Vic) membership renewal is due. As stated in my email, the NZ Sub-Branch (Vic) would welcome your contribution to the operations of the association



regardless of whether you retain your voting and speaking rights with your parent Sub-Branch and remain as a member of the NZ Sub-Branch (Vic). So for \$35 please send in your application form. Forms are available from the NZVIA Victoria page of the www.nzvia.com.au website. Just scroll down to the end of the Membership column.

Just a reminder, the NZ Sub-Branch is the legal entity for the NZ Veterans in Australia VIC so membership must remain with

the NZ Sub-Branch in regards to its association with the VIC RSL.

Acknowledgements / Personal Notices

Happy Birthday to: **Wally Butt, Janet Barclay, Frank Harlow, Maj (Retd) Bob Wood POW, Vaughan Malins, Allan Watt, Valarie Brae, Bob McKenzie, Ken Stevenson and Ken Frank.**

The Last Post

Last Post Reminder

Veterans, I can honestly say (albeit with great sadness) that after attending many funerals in NSW, the families have been overwhelmingly grateful, appreciative and welcomed our ability to coordinate the military aspects of the funeral for our fallen comrade. It is incredibly moving to see the pride in the families not only when they hear and sometimes first learn of our fallen comrade's military service, but also when they see the Casket covered with the NZ Flag, respective service hat (Army, Airforce or Navy) and Korowai. Furthermore, all the families I have coordinated funeral details with have also been very comfortable with photos being taken knowing the reason for such photos e.g. veteran only distribution. You would have seen such photos in previous NewZletters.

Therefore, please let us know as veterans pass away in Australia so I can advise all the veterans in Australia. For NSW veterans, we try to attend wherever possible funerals of our comrades so please keep us informed.

Lest we forget



New Zealand Veterans in Australia

NewZletter



Other News



Navy ships homeward bound



HMNZS TE KAHA at the Canadian Navy's 100th anniversary celebrations (WN 10-0145-006).

10 August 2010

After a four and a half months overseas deployment the sailors onboard warship HMNZS TE KAHA and tanker HMNZS ENDEAVOUR will arrive home to be reunited with their family and friends at the Devonport Naval Base at 9:45 am on Wednesday 11 August 2010.

The past four and a half months have seen TE KAHA and ENDEAVOUR take part in EXERCISE BERSAMA SHIELD off Singapore.

The two ships were part of the Canadian Navy's 100th Anniversary celebrations which included an International Fleet Review. The ships then visited ports on the west coast of Canada and the United States of America. TE KAHA was also in Shanghai for the World Expo in May.

Chief of Navy, Rear Admiral Tony Parr and the Maritime Component Commander, Commodore Ross Smith will be in attendance at the base to welcome the ships home. TE KAHA will fire a 17-gun salute to the Chief of Navy's Personal Flag at approx 9:35 am on 11 August and PHILOMEL will return a 7-gun salute.

- [Merchant Navy Day ceremony](#)
- [Change of command for Navy frigate](#)
- [HMNZS TAUPO visits Gisborne](#)
- [Navy ships homeward bound](#)
- [Nelson student wins trip on high seas with Navy](#)
- [HMNZS CANTERBURY open to Nelson public](#)

www.navy.mil.nz

NZ soldier killed in Bamyan Province, Afghanistan

4 August 2010

The New Zealand Defence Force is presently informing next of kin that a soldier serving in Afghanistan has been killed in an attack on a New Zealand Provincial Reconstruction Team patrol in Bamyan province.

Two other Defence Force personnel taking part in the patrol have been wounded.

The Defence Force is currently consolidating information from the area.

There will be a media conference at Defence Force HQ at approx 7.10am.

When: 4 August to begin at approx 7.10am

Where: NZDF HQ Aitken St, off Molesworth St.

Background:

There are currently 670 NZDF personnel in 14 different operations, exercises, deployments and UN missions in 10 countries around the world.

- [Defence Force provides innovative apprentice scheme](#)
- [20th anniversary of Army tragedy on Mt Ruapehu](#)
- [Chief of Defence Force's words at funeral of LT O'Donnell](#)
- [Funeral of LT O'Donnell to be held at Linton camp](#)
- [NZ Army Band opens Diamond Jubilee Royal Edinburgh Military Tattoo](#)
- [Return home of LT Tim O'Donnell - Release 10](#)
- [NZDF personnel injured in Afghanistan - Release 9](#)
- [Public opportunity to send message of condolence](#)
- [NZ soldier killed in Bamyan province, Afghanistan - release 6](#)
- [NZ soldier killed in Bamyan province, Afghanistan - release 5](#)
- [NZ soldier killed in Bamyan province, Afghanistan - release 4](#)
- [NZ soldier killed in Bamyan province, Afghanistan - release 3](#)
- [NZ soldier killed in Bamyan province, Afghanistan - release 2](#)
- [NZ soldier killed in Bamyan Province, Afghanistan](#)



New Zealand Veterans in Australia

NewZletter



[NZ Army Band performs on Royal Yacht Britannia, Scotland](#)
[Golden results for army shooters](#)

Please also note, this will be the only time I will include it in this NewZletter so please register with the RNZRSA.

www.army.mil.nz

IN REMEMBRANCE



For those NZ Veterans interested in keeping up to date on the RNZRSA, please see attached a copy of the RNZRSA FlagStaff Magazine and the note below:

Attention Local RSAs, Branches, RSA Clubs and Affiliates
PLEASE PASS THIS INFORMATION TO YOUR
EXECUTIVE COMMITTEE AND ALL RSA MEMBERS
FYI: RNZRSA National Executive and District Secretaries

Welcome to the August edition of Flagstaff

We have been busy over the winter months and are now preparing for National Council in Spring. In this issue you will read about our hospitality conference, how the National Council meeting is shaping up, our business plan and initial findings from our research project.

Have you subscribed yet to the email Flagstaff? It's easy just email us at flagstaff@rnzrsa.org.nz

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Thank you
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Secretarial Assistant
RNZRSA

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http://www.rsa.org.nz/private_site/hq/index.cfm

Welcome to the August edition of Flagstaff

We have been busy over the winter months and are now preparing for National Council in Spring. In this issue you will read about our hospitality conference, how the National Council meeting is shaping up, our business plan and initial findings from our research project.

Have you subscribed yet to the email Flagstaff? It's easy just email us at flagstaff@rnzrsa.org.nz

'Raising the Flag' – Hospitality RSA 2010

Over 100 RSA Club Presidents, Managers and senior staff recently attended the RSA's inaugural hospitality conference 'Raising the Flag' – Hospitality RSA 2010 held in Wellington 13-15 July.

The aim of the conference was to arm local RSAs with new skills and knowledge needed to continue to raise our flag in the community.

In recent years clubs have dwindled, amalgamations have sometimes been forced, as opposed to agreed, and some clubs have closed. The one constant has been change and RSA members want the skills and tools needed to ensure their clubs are viable in the future.

Key themes from the conference were based around:

- The demands of hospitality today with a focus on business operations and the development of strategic and business plans, good governance and management practices, training, understanding your offering and looking at new products



Delegates and guests enjoy the chance to discuss the conference events



- Legislative requirements including the Sale of Liquor and Gambling Acts, Compliance issues, gaming in the future and industry updates
- Operational tools like centralised accounting systems, new bar assessment software, and ATM machines
- Marketing and communication practices such as club loyalty programmes, marketing plans and reaching your audience through the media (TV, radio, newspapers, websites and social media networks)

Recent examples of these themes in action were reinforced by presentations by Tauranga and Opotiki RSA delegates.

RSA Tauranga delegates provided an insight into seizing an opportunity and converting a motor inn into a new club. The Opotiki RSA told conference members how

amalgamation can be a mutually beneficial process for both parties provided that the right planning is done.

Delegates were able to take away with them:

- The tools to create a strategic plan
- A software application to assist chefs with menus and food costs
- An update on the liquor licensing laws and how they need to be applied
- Information on benefits associated with an ATM and a centralised accounting system

General feedback from delegates indicated a need for continued education and professional development opportunities.

National Office will shortly have key points available for RSAs and these will be emailed out in September.

National Council Meeting 2010, Michael Fowler Centre, Wellington

Monday 11 October – Wednesday 13 October

This year's annual National Council Meeting will be held in Wellington from Monday 11 October to Wednesday 13 October 2010.

We have received 29 remits for consideration during the business sessions.

Important presentations include the findings from the Nielsen Research into RSA Membership and its practical application over the next decade, as well as presentations on how the RSA needs to review its structure and improve its governance practices.

The Pensions and Welfare Workshop on Monday morning will take delegates through the War Pensions process with the assistance of key individuals: Greg Crott (Deputy Secretary for War Pensions) David McGregor (Chair of the War Pensions Appeal Board) and Dr Anne Campbell (health/medical issues). At the Forum in the afternoon delegates will hear from Rick Ottaway (General Manager VANZ) and can participate in a Q&A session.

The just completed Hospitality RSA Conference enables the Business Forum to devote its attention to two major issues facing RSAs in 2011. The first issue is the liquor licence legislation. The second is the Rugby World Cup 2011 Tournament and how both the RSA and the RWC can benefit.

The Council programme will be completed by Friday, 10 September and available via the private site, emailed directly to you or published in the next Flagstaff.



National Office 2010/11 Business Plan Update

Our business plan has been developed from last year's Future Forum at National Council and the NEC Strategy Workshop. The plan is in direct response to the National Council's directive to use increased capitation to create new benefits for RSAs and members.

Flagstaff will provide monthly progress reports against the agreed key deliverables.

For July/August the following was achieved:

Analyse our market potential: Nielsen Research commissioned, project commenced and some initial findings made available

Advocate for War Pensions Act Rewrite: Law Commission's report on the re-write of the War Pensions Act 1954 tabled in Parliament – RSA advice provided

Increase benefits to clubs and grow better clubs: 'Raising the Flag' Hospitality RSA 2010 Conference

Upgrade communication methods and systems: Communication audit completed, communication strategy under development, Flagstaff e-newsletter launched

Improve relations with RSAs: Visited 10 RSAs in West Auckland

Clarify roles and responsibilities of National Office: Review commenced August 2010

A copy of the business plan can be downloaded at <http://www.rsa.org.nz/about/publications.html>

Nielsen Research: Initial Findings

What is the research project about?

The research project seeks to find out what people think about the RSA, why they join, why they don't, what appeals and what doesn't. The results will inform ongoing strategic work on the RSA brand and help us determine the shape of the RSA for the next 5-10 years.

Who are they talking to?

Nielsen researches have been talking to RSA members and non-members, service and non-service personnel across the country.

When will we know the outcome?

Top level findings will be presented at the National Council Meeting this October.

Some initial research findings

- The RSA is competing in the hospitality sector where competition is intense. Barriers to visiting or joining an RSA are linked to perceptions of old fashioned premises, big open spaces, unsophisticated dining and restrictive membership rules.
- People want an RSA that looks to the future, reflects modern kiwi culture and celebrates life, with up-to-date facilities, that is progressive and vibrant whilst still respecting traditional values around remembrance.
- People want a welcoming and inclusive membership policy and equality was a popular theme (non- service members can feel like they are intruding).
- People want to support the RSA and what it stands for, but not necessarily join a club.
- Remembrance is a valued point of difference for the RSA (there is respect for war heroes and people felt proud of what we had become as a nation) but it is too focussed on the past.
- The RSA's welfare work has a very low profile outside the veteran community.

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