Mapping Veteran Services in Australia 2022

A report produced by
Veteran Life Research,
Australian Catholic University

Research Contributors

CHIEF INVESTIGATORS

Dr Jacqueline Laughland-Booÿ

Dr Jonathan Smith

Associate Professor Duncan Cook

Dr Margaret Hutchison

RESEARCH TEAM

Thomas Foster

Robert Edwards

Mark Everett

Maddison Cunningham

Gordana Arnaut

Clare Delany

Laura Woodbridge

Jo-Anne Walker

Benjamin Seskis

ADVISORS

Andrew Condon CSC

Dr Zareh Ghazarian

EMAIL

vlr@acu.edu.au

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LIST OF ABBREVIATIONS

ABN	Australian Business Number
ABR	Australian Business Register
ACN	Australian Company Number
ACNC	Australian Charities and Not-for-profits Commission
ACU	Australian Catholic University
ADF	Australian Defence Force
AGM	Annual General Meeting
ARBN	Australian Registered Body Number
DVA	Department of Veterans' Affairs
ESO	Ex-Service Organisation

Acknowledgement of Country

In recognition of Aboriginal and Torres Strait Islander peoples' deep spiritual connection to Country, and in continuing the university's commitment to reconciliation, it is customary to acknowledge Country as we pass through it.

We acknowledge and pay our respects to the First Peoples, the Traditional Custodians of the lands and waterways where Australian Catholic University campuses are located and thank them for their continued custodianship.

We pay respect to all Aboriginal and Torres Strait Islander men and women who have served and continue to serve with distinction as members of the Australian Defence Force in times of peace and war.

1. Overview

In 2022, as part of the work of the Royal Commission into Defence and Veteran Suicide, Veteran Life Research at Australian Catholic University (ACU) undertook a project to locate, verify, categorise, and map the Australian veteran service provider sector. This project commenced in June 2022 and concluded in December 2022.

In total, 5,437 Australian veteran service providers were verified and arranged into seven major categories:

- Ex-service organisations (2,456)
- Healthcare providers (1,125)
- Veteran-focused organisations (775)
- Non-government organisations (631)
- Commemorative and cultural groups (264)
- Education and training providers (137)
- Government agencies (49)

The information presented in this document is based on publicly available data which pointed to the location of probable veteran service providers.

It must, however, be accompanied by some caveats. It is, for example, important to note that the data used here may only correspond to the service provider's primary location or headquarters. Some providers may have multiple locations, or cover a broad area from a single location, but this may not be reflected in the maps provided. Also, different kinds of services will vary in their geographical reach. For instance, some services may need to be physically close to where their clients live, whereas others can service a much wider area.

Limitations on address data coverage also mean some veteran service providers have only an approximate location which is some distance from their exact location, and some areas may have veteran service providers which were missed in the verification process.

The information provided in this report is, however, still likely to be the most comprehensive summary of Australian veteran service providers that currently exists.

The contents are as follows:

Section 2: Outlines the methodology applied and explains the process of verification and categorisation used.

Section 3: Describes the categories of service providers identified and maps their locations.

Section 4: Broadly compares the locations of the veteran service providers that have been verified with the locations of ex-serving ADF members as identified by the Australian Bureau of Statistics (ABS) in 2021 (ABS, 2022a). The focus is on the three largest major categories identified (ex-service organisations, veteran-focused organisations, and non-government organisations) as well as the aged and residential care subcategory.

2. Methodology

DATA SOURCES

Primary Sources

Records of possible veteran service providers were identified via several publicly available datasets. These included:

- Australian Charities and Not-for-profits Commission (ACNC) datasets:
  a. Charity Register (ACNC, 2022) where a charity has nominated 'veterans and/or their families' as a beneficiary. The register is published weekly. A copy from April 2022 was used for this project.
  b. Annual Information Statements, where a charity has nominated 'veterans and/or their families' as a beneficiary. As the ACNC releases statements approximately 2.5 years after the calendar year they are related to, only the 2019 dataset was available at the start of this project.
- Aspen ESO Mapping Project's 2016 *ESO Master List* (Aspen Foundation, 2016).
- RSL State Branch websites (RSL ACT, 2022; RSL NSW, 2022; RSL Queensland, 2022; RSL South Australia, 2022; RSL Tasmania, 2022; RSL Victoria, 2022; RSLWA, 2022).
- Aged Care Information Service (Department of Health and Aged Care, 2022).
- AusTender Standing Offers lists, including:
  o Provision of Rehabilitation Services to Veterans (Australian Government, 2019).
  o Arranged Passenger Transport Services (Australian Government, 2017).
- Department of Veterans' Affairs (DVA) website, including:
  o Veterans' Home Care assessment agencies and service providers (Department of Veterans' Affairs, 2022b).
  o Community Nursing provider panel (Department of Veterans' Affairs, 2022a).
- Commonwealth, state, and territory grants data, including:
  o Australian Government's *GrantConnect* Grant Awards, where the grant was part of the 'Veterans and Defence' category (Australian Government, 2022).
- Advocacy Training and Development Program's *Advocacy Register* (Advocacy Training and Development Program, 2022).

Supplementary Sources

Several other sources were searched to compliment the primary data. These were from:

1. Australian Government e.g., ABN Lookup (Australian Business Register, 2022)
2. ACT Government e.g., Incorporated Associations Public Register (Access Canberra, 2022)
3. New South Wales Government e.g., Co-operatives Register (NSW Fair Trading, 2022)
4. Queensland Government e.g., Check a charity or association (Queensland Government, 2022)
5. South Australian Government e.g., Incorporated Associations Search (South Australian Government, 2022)
6. Tasmanian Government e.g., Association Extract Search (Tasmanian Government, 2022)
7. Victorian Government e.g., Co-operatives & limited partnerships register (Consumer Affairs Victoria, 2022)

Some organisations were also manually entered. These included Australian universities and TAFE providers, government agencies with a focus on veterans' affairs, organisations identified through other ex-service organisations websites, and other miscellaneous organisations as appropriate.

Consolidation

The next step focused on gathering any information about organisations which would identify duplicate organisation records. These included organisation identifiers, contact details, and other attributes which were unlikely to be shared by organisations. For example:

- Australian Business Numbers (ABNs)
- Australian Company Numbers (ACNs)
- Australian Registered Body Numbers (ARBNs)
- State and territory incorporated association numbers or identifiers
- State and territory cooperative or other organisation numbers and identifiers
- State and territory charitable fundraising license numbers
- Email addresses
- Website URLs
- Phone numbers

Collecting a variety of these identifying data enabled the merging of duplicate records. Coverage of these identifiers varies between different data sources. The Australian Business Register (ABR), for example, lists every entity which has ever had an ABN, but incorporated associations do not necessarily acquire an ABN. Therefore, the greater the number of identifiers collected, the more likely it was that duplicate records could be identified and eliminated.

Table 1. Data Source Identifier Coverage

Source	Legal Name	Other Names	ABN	ACN	Other ID	Email	Postcode	State
ACNC	✓	✓	✓	✗	✓	✓	✓	✓
ABR	✓	✓	✓	✓	✗	✗	✓	✓
AusTender	✓	✗	✓	✗	✗	✗	✓	✓
GrantConnect	✓	✗	✗	✗	✗	✗	✗	✗

VALIDATION

Verifying Organisations as Veteran Service Providers

The next stage of the validation process involved determining whether an organisation was a legitimate veteran service provider. For this purpose, a 'veteran service provider' is an organisation which provides a service that is both:

- Provided on an ongoing or regular basis
- Targeted or tailored towards veterans and/or their families

This definition not only includes veteran-focused organisations, but also organisations which may provide services to the general public yet tailor or specialise those services for veterans. It was intended to exclude organisations which may incidentally provide services to veterans without intentionally targeting or tailoring their services towards veterans and/or their families. The definition also excludes organisations that may have provided services to veterans and/or their families in the past, but do not do so on a current or ongoing basis.

Organisations are deemed to be a veteran service provider if they met at least one of the following criteria:

- The organisation is either an ex-service organisation or a veteran-focused not-for-profit organisation
- The organisation has a contract with DVA for the provision of services to veterans
- The organisation submitted a survey response indicating they provided services to veterans and/or their families

Organisations were deemed to be 'possibly a veteran service provider' if they meet at least one of the following criteria:

- The organisation listed 'veterans and/or their families' as a beneficiary on the ACNC Charity Register
- The organisation reported providing veteran-specific aged care services through MyAgedCare

These criteria alone were not taken to be confirmed evidence that an organisation is a verified veteran service provider because such data are generally self-reported. It was noted that many organisations reported that their activities benefited veterans alongside several other groups. However, an organisation may not be classified as a veteran service provider under our criteria because while veterans may benefit from general services offered by the organisation, it does not specifically offer services targeted or tailored to veterans and/or their families.

Organisations for which there was little evidence of providing a service to veterans were marked as 'possibly not a service provider' until their status could be clarified. Organisations which explicitly did not provide services to veterans were marked as 'not a service provider' and were removed from the data platform.

Verifying Organisations as 'Active'

The process of verifying that an organisation is 'active' was necessary because of the age of the imported datasets (e.g., the Aspen ESO 2016 data) or the time it takes for the names of organisations which have ceased to exist or operate to be removed (e.g., Australian Business Register, ACNC Charity Register).

Organisations deemed to be 'active' meet at least one of the following criteria:

- The organisation has a website that has been updated since 1 January 2021
- The organisation has been recently active on its social media accounts
- A survey response has been received from the organisation
- The organisation has submitted reporting to the ACNC within the past 12 months
- The organisation has held an AGM within the past 12 months
- The organisation has been mentioned in media reports within the past 12 months
- The organisation has received a grant from a Commonwealth, state, or territory government since 1 January 2021
- The organisation is currently a member of a DVA supplier panel
- The organisation has updated its ABN details since 1 January 2021, and the update was not to cancel the ABN
- The organisation has been listed on its parent organisation's website as active
- The organisation participated in an ANZAC Day march in 2022
- The organisation has submitted an Annual Information Statement to the ACNC since 1 January 2021
- Patriotic funds, which only exist in Victoria, are deemed as being active if they are listed as currently registered with Consumer Affairs Victoria

Organisations which met some broader criteria were classified as 'possibly active' and presumed to be active pending further investigation. An organisation was classified as 'possibly active' if it met at least one of the following criteria:

- The organisation is currently registered on the ACNC Charity Register
- The organisation has an active ABN or association number
- The organisation has received a grant from an Australian government since 1 January 2019

These criteria were not necessarily confirmed evidence of an organisation being active because there can be a delay between an organisation ceasing to be active and these registers being updated to reflect that inactivity.

Organisations which did not meet any of the criteria for being 'active' or 'possibly active' were classified as 'possibly inactive', particularly if they meet any of the following criteria:

- ABN is cancelled
- ACNC Annual Information Statements are overdue

None of these criteria were definitive enough to demonstrate an organisation is inactive but suggested that it was likely that the organisation is no longer operating.

Organisations which met any of the following criteria were deemed to be inactive and removed from the platform if:

- The organisation has been removed from the ACNC Charity Register because of closure or merger
- There have been media reports of the organisation closing

While conducting the survey, a small number of organisations informed us that they were no longer operating or were soon to close. These organisations have also been classified as inactive. Please note that at the time this report was prepared, the National Servicemen Association of Australia announced that it would be closing in 2026 (Loram, 2022). As this is more than three years into the future, this association has been treated as being an active organisation.

CATEGORISATION

The final step was to refine the categories of organisations within the data platform. This involved creating new categories where appropriate and merging existing ones in order to provide a more accurate categorisation of veteran service providers. This process was in large part informed by responses from the survey conducted as part of the larger project as it offered insights into how the organisations themselves might categorise the services that they provide.

Table 2. Major Category and Subcategory Definitions

Government agencies	Includes any government entity (Commonwealth, state, territory, or local) which provides services to veterans and/or their families with the exception of those providing healthcare services or education and training.
Healthcare providers	Provides physical or mental health care, or aged and residential care services. Open to the public but includes services targeted towards veterans and/or their families.
Primary healthcare	Serves as a 'first contact point' with the health system (for both physical and mental health). May provide diagnosis, treatment, monitoring, and/or referral to secondary/allied healthcare practitioners and other providers.
Secondary physical healthcare	Care for previously identified/diagnosed physical health conditions, including treatment, therapies, programs, and equipment. Provided by qualified health professionals, either during or after primary care.
Secondary mental health care	Care for previously identified/diagnosed mental health conditions, including treatment. Therapies provided by qualified health professionals, either during or after primary care.
Aged and residential care	Provides aged, residential, assisted living, or community nursing care.
Education and training providers	Provides education, training, or employment services to veterans and/or their families. Open to the public but may include services that are targeted towards veterans and/or their families.
Universities	Universities and higher education providers.
Vocational training	TAFE and other vocational training providers.
Employment services	Organisations offering employment services, such as job matching, employment transition support, and occupational rehabilitation services.
Commemorative and cultural groups	Commemorates the sacrifice of veterans, promotes military history, or organises cultural activities that acknowledge the shared experience of veterans. Generally open to the public but have veteran-centric interests or offer specific avenues for participation by veterans and/or their families.
Museums	Establishments dedicated to preserving and sharing history (primarily military/wartime history) with the public.
Historical societies	Organisations dedicated to preserving and researching, collecting local history (including a focus on military or wartime history). Membership open to the public.
Memorial trusts and foundations	Organisations facilitating memorial services, or which are dedicated to commemorating specific branches/services/units/ships/individuals.
Arts and culture	Organisations supporting participation in the arts.
Sport and recreation	Organisations supporting participation in sport or recreational activities, not necessarily exclusively for veterans.
Re-enactment groups	Military re-enactment groups, membership open to the public.
Ex-service organisations	Largely membership-based and where the primary basis for membership is previous military service.
Returned and Services League (RSL)	State branches, districts, sub-branches, and chapters of the Returned and Services League of Australia.
Vietnam veteran associations	Members are predominantly veterans of the Vietnam War.
Unit and ship associations	Members are veterans with prior service with a specific unit (i.e., battalion, regiment, or squadron), ship, or similar.

(Table 2 continued)

Partners and families	Membership is exclusive to partners or family members of veterans.
Other ex-service organisations	Membership base does not fit into the other subcategories. Includes ADF branch associations, totally and permanently incapacitated (TPI) veterans' associations, and ex-service associations for specific demographic groups.
Veteran-focused organisations	Provides services not elsewhere classified either exclusively to veterans and/or their families, or through veteran-specific tailoring of services/programs it also offers to the general community. Not typically membership-based, but often run by veteran community.
Legacy	Clubs and groups of Legacy Australia. Volunteers ('Legatees') are mostly veterans or family members but can also include members of the public.
Wellbeing services	Focus on improving veteran wellbeing through a range of services, including rehabilitation, transition, information, and advocacy services.
Patriotic and other funds	Trusts and other funds established to benefit veterans.
Defence community support	Provide community support services predominantly for defence personnel and their families. Often located on or near ADF bases.
Veteran and civilian clubs	Social or services clubs where membership/participation is open to both veterans and civilians.
Other veteran-focused organisations	Offer veteran-focused organisations which do not fit within the other subcategories.
Non-government organisations	Offer services that are accessible to the general community, but veterans and their families are a key beneficiary group.
Emergency subsistence and housing	Provides specific emergency subsistence/relief such as financial aid, food aid, clothing, or emergency accommodation.
General community support	Community organisations (such as community centres or neighbourhood houses), providing miscellaneous services including social groups, educational classes, health and wellbeing activities, childcare, seniors' groups, and community resources.
Men's shed	Provides shared space for manual arts projects (e.g., woodworking) with focus on social interaction and wellbeing. Mainly aimed at men, but some sheds also open to women.
Transport provision	Privately run or community-based transport providers (e.g., including DVA-funded transport for veterans to health appointments).
Peak body or awareness raising	Industry organisations, councils, or networks that promote awareness, provide information, or undertake policy advocacy around issues that may be relevant to veterans.
Religious groups	Churches and other religious organisations providing spiritual services.

Total Validated Service Providers

From this process 5,437 organisations were verified. This number includes 2,456 (45%) ex-service organisations and 775 (14%) veteran-focused organisations. It also includes 1,125 (21%) healthcare providers, 631 (12%) non-government organisations, 264 (5%) commemorative and cultural groups, 137 (3%) education and training providers, and 49 (1%) government agencies.

Table 3. Validated Service Providers by Major Category and Subcategory

Category	Count	Percentage
Government agencies	**49**	**1%**
Healthcare providers	**1,125**	**21%**
Primary healthcare	*80*	*1%*
Secondary physical healthcare	*51*	*1%*
Secondary mental health care	*88*	*2%*
Aged and residential care	*906*	*17%*
Education and training providers	**137**	**3%**
Universities	*45*	*1%*
Vocational training	*49*	*1%*
Employment services	*43*	*1%*
Commemorative and cultural groups	**264**	**5%**
Memorial trusts and foundations	*81*	*1%*
Museums	*47*	*1%*
Re-enactment groups	*21*	*<1%*
Historical societies	*23*	*<1%*
Arts and culture	*32*	*1%*
Sport and recreation	*60*	*1%*
Ex-service organisations	**2,456**	**45%**
Returned and Services League	*1,212*	*22%*
Vietnam veteran associations	*90*	*2%*
Unit and ship associations	*558*	*10%*
Partners and families	*185*	*3%*
Other ex-service organisations	*411*	*8%*
Veteran-focused organisations	**775**	**14%**
Legacy	*126*	*2%*
Wellbeing services	*170*	*3%*
Defence community support	*54*	*1%*
Patriotic and other funds	*310*	*6%*
Veteran and civilian clubs	*19*	*<1%*
Other veteran-focused organisations	*96*	*2%*
Non-government organisations	**631**	**12%**
General community support	*134*	*2%*
Men's shed	*77*	*1%*
Peak body or awareness raising	*76*	*1%*
Emergency subsistence and housing	*28*	*1%*
Transport provision	*266*	*5%*
Religious groups	*50*	*1%*
Total	**5,437**	**100%**

3. Australian Veteran Service Providers

SECTOR OVERVIEW

A total of 5,437 Australian veteran service providers have been verified.[1]

Of that number, 5,424 are located within an Australian state or territory. A further six are in Australia but have not been located within a particular state or territory, and the remaining seven are located overseas. A postcode location has been obtained for 5,067 of these service providers.

Most of these providers are based in New South Wales (1,557; 28%), Victoria (1,421; 26%), and Queensland (1,085; 20%).

Figure 1. Distribution of Veteran Service Providers by State/Territory

ACT	148
NSW	1,557
NT	61
QLD	1,085
SA	463
TAS	212
VIC	1,421
WA	477
Total	**5,424**

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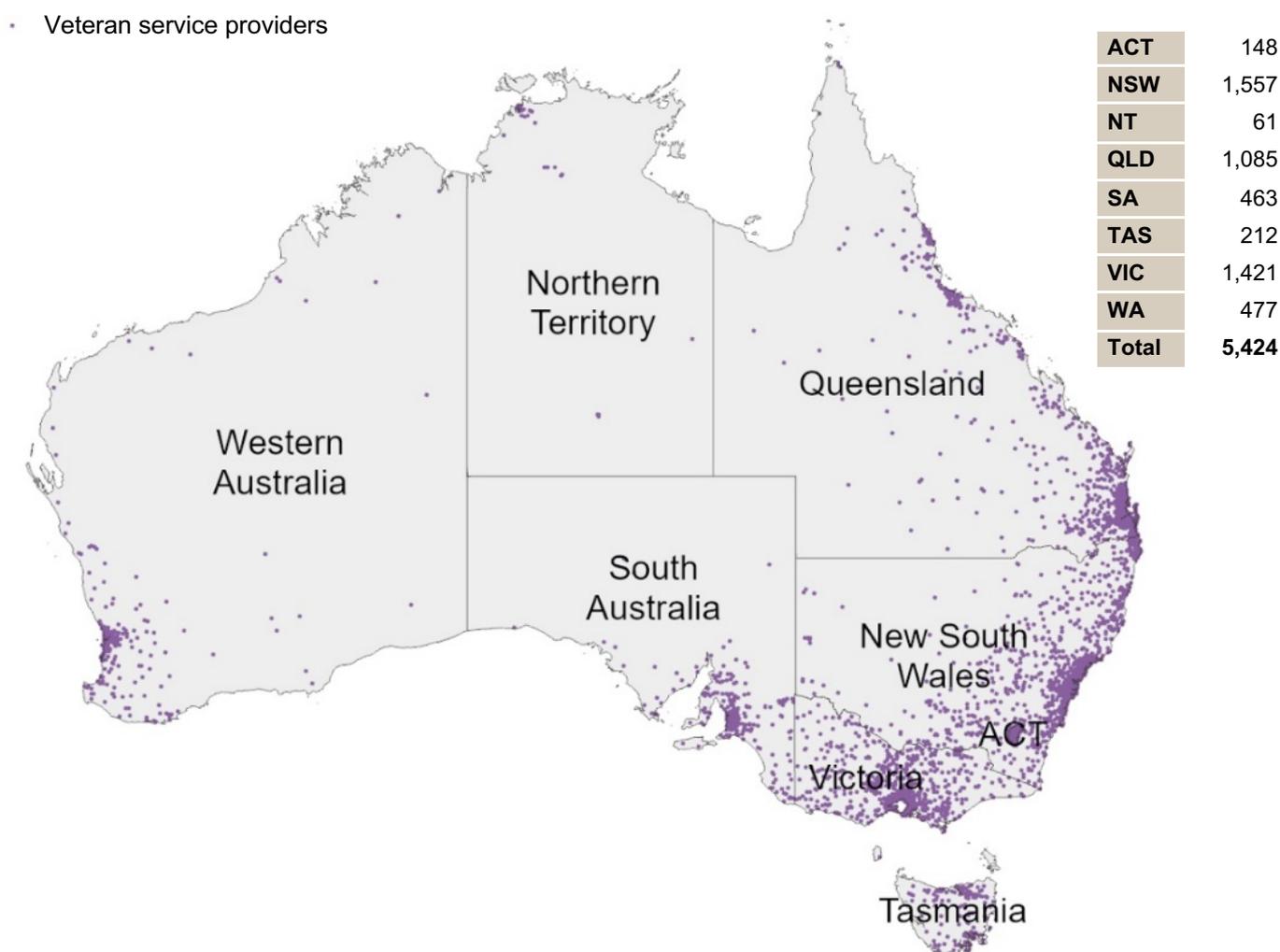
[1] It is important to note that the dots on the following maps represent the density of service providers within local government area boundaries. Each dot represents a single provider, but not their exact location.

The verified Australian veteran service providers have been arranged into seven major categories:

- Ex-service organisations
- Healthcare providers
- Veteran-focused organisations
- Non-government organisations
- Commemorative and cultural groups
- Education and training providers
- Government agencies

The largest major service provider category is ex-service organisations (2,456; 45%) followed by healthcare providers (1,125; 21%), veteran-focused organisations (775; 14%), and non-government organisations (631; 12%).

Table 4. Veteran Service Providers by Major Category

Major Category	Count	Percentage
Ex-service organisations	2,456	45%
Healthcare providers	1,125	21%
Veteran-focused organisations	775	14%
Non-government organisations	631	12%
Commemorative and cultural groups	264	5%
Education and training providers	137	3%
Government agencies	49	1%
Total	**5,437**	**100%**

Overall, 50% of these Australian veteran service providers are registered with the Australian Charities and Not-for-profits Commission (ACNC). The veteran-focused organisations category has the highest proportion of registered charities (68%).

Table 5. Veteran Service Providers Registered as Charities

Major Category	Total	Charity	Percentage
Ex-service organisations	2,456	1,007	41%
Healthcare providers	1,125	638	57%
Veteran-focused organisations	775	526	68%
Non-government organisations	631	343	54%
Commemorative and cultural groups	264	152	58%
Education and training providers	137	70	51%
Government agencies	49	9	18%
Total	**5,437**	**2,745**	**50%**

EX-SERVICE ORGANISATIONS

The term 'ex-service organisation' can have various definitions. For this analysis, an ex-service organisation is defined as a veteran service provider which is largely membership-based and where the primary basis for membership is previous military service. Within this category there are five subcategories:

- Returned and Services League (RSL): State branches, districts, sub-branches, and chapters of the Returned and Services League of Australia.
- Vietnam veteran associations: Members are predominantly veterans of the Vietnam War.
- Unit and ship associations: Members are veterans with prior service with a specific unit (i.e., battalion, regiment, or squadron), ship, or similar.
- Partners and families: Membership is exclusive to partners or family members of veterans.
- Other ex-service organisations: Membership base does not fit into the other subcategories. Includes ADF branch associations, totally and permanently incapacitated (TPI) veterans' associations, and ex-service associations for specific demographic groups.

A total of 2,456 ex-service organisations have been verified. RSL state branches, districts, sub-branches, and chapters comprise approximately half of that number (1,212; 49%), followed by unit and ship associations (558; 23%), and other ex-service organisations (411; 17%).

Table 6. Ex-Service Organisation Subcategories

Subcategory	Count	Percentage
Returned and Services League	1,212	49%
Vietnam veteran associations	90	4%
Unit and ship associations	558	23%
Partners and families	185	8%
Other ex-service organisations	411	17%
Total	**2,456**	**100%**

Overall, 1,007 of the identified ex-service organisations are registered as charities with the ACNC. Of that number, 69% of RSL state branches, districts, sub-branches, and chapters are registered as charities.

Table 7. Ex-Service Organisation Subcategories Registered as Charities

Subcategory	Total	Charity	Percentage
Returned and Services League	1,212	839	69%
Vietnam veteran associations	90	36	40%
Unit and ship associations	558	26	5%
Partners and families	185	48	26%
Other ex-service organisations	411	58	14%

A total of 2,447 ex-service organisations are located within an Australian state or territory. The most ex-service organisations are in New South Wales (735; 30%) followed by Victoria (552; 23%) and Queensland (533; 22%).

Table 8. Ex-Service Organisation Subcategories by State/Territory

Subcategory	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Returned and Services League	11	382	7	248	121	52	270	117	**1,208**
Vietnam veteran associations	0	28	0	19	7	7	26	3	**90**
Unit and ship associations	23	115	5	99	56	18	168	72	**556**
Partners and families	3	96	1	48	8	6	13	8	**183**
Other ex-service organisations	8	114	8	119	29	22	75	35	**410**
Total	**45**	**735**	**21**	**533**	**221**	**105**	**552**	**235**	**2,447**

Figure 2. Distribution of Ex-Service Organisations by State/Territory

ACT	45
NSW	735
NT	21
QLD	533
SA	221
TAS	105
VIC	552
WA	235
Total	**2,447**

Ex-service organisations
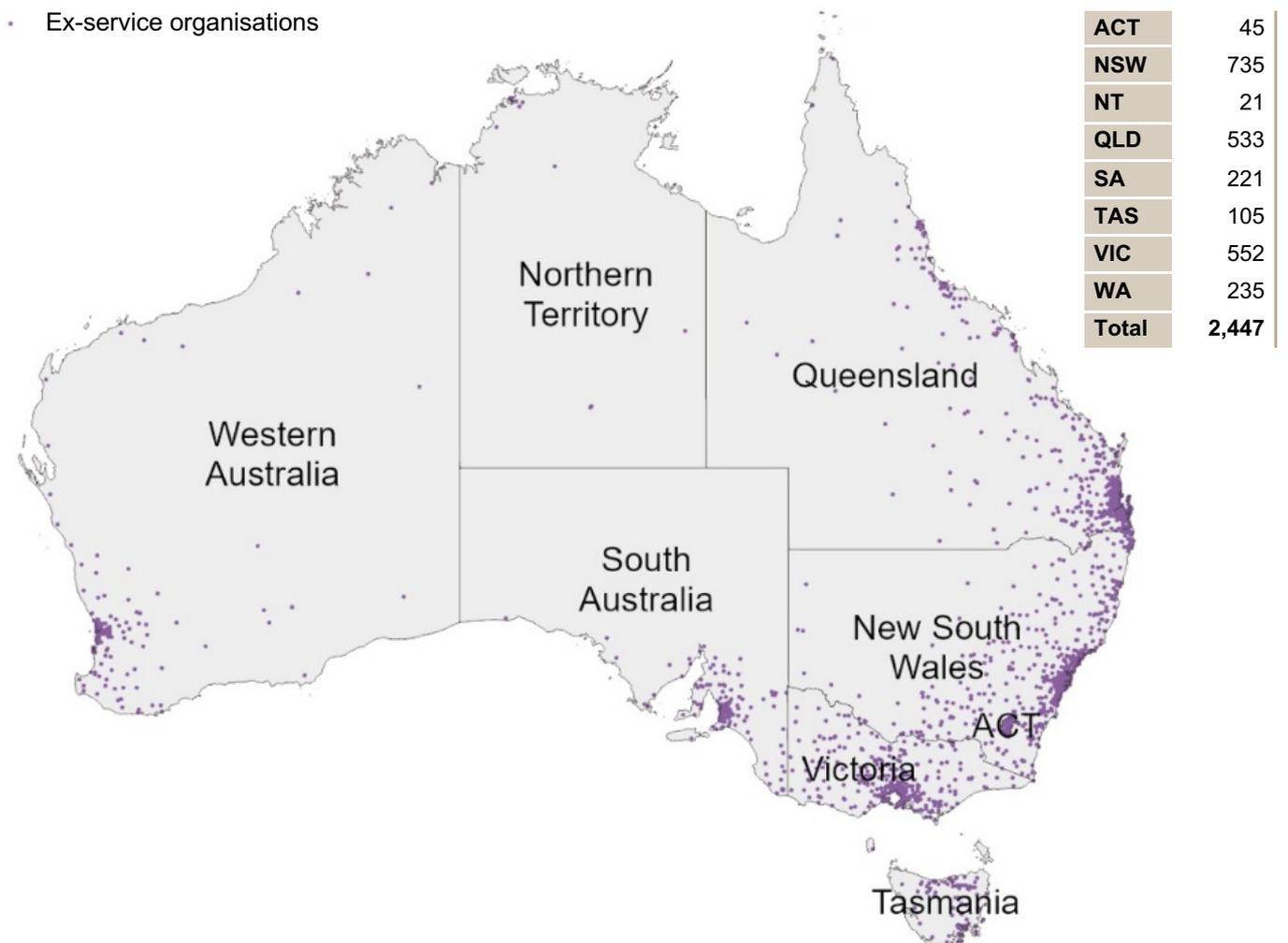
HEALTHCARE PROVIDERS

Healthcare providers offer healthcare (both physical healthcare and mental health care) or aged and residential care services. They are open to the public but offer services targeted towards veterans and/or their families. There are four subcategories of healthcare providers:

- Primary healthcare: Often first contact point with the health system (for both physical and mental health). May provide diagnosis, treatment, monitoring, and/or referral to secondary/allied healthcare practitioners and other treatment providers.
- Secondary physical healthcare: Care for previously identified/diagnosed physical health conditions, including treatment, therapies, programs, and equipment. Provided by qualified health professionals, either during or after primary care.
- Secondary mental health care: Care for previously identified/diagnosed mental health conditions, including treatment. Therapies provided by qualified health professionals, either during or after primary care.
- Aged and residential care: Provides aged, residential, assisted living, or community nursing care.

A total of 1,125 healthcare providers have been verified. Aged and residential care providers are the largest subcategory of healthcare providers (906; 81%).

Table 9. Healthcare Provider Subcategories

Subcategory	Count	Percentage
Primary healthcare	80	7%
Secondary physical healthcare	51	5%
Secondary mental health care	88	8%
Aged and residential care	906	81%
Total	**1,125**	**100%**

Overall, 638 healthcare providers are registered as charities. Within this category, 59% of aged and residential care providers, 55% of secondary physical healthcare providers, and 53% of secondary mental health care providers are registered as charities.

Table 10. Healthcare Provider Subcategories Registered as Charities

Subcategory	Total	Charity	Percentage
Primary healthcare	80	27	34%
Secondary physical healthcare	51	28	55%
Secondary mental health care	88	47	53%
Aged and residential care	906	536	59%

All 1,125 healthcare providers are located within an Australia state or territory. The largest number of healthcare providers are in New South Wales (296; 26%) followed by Victoria (259; 23%) and Queensland (254; 23%).

Table 11. Healthcare Provider Subcategories by State/Territory

Subcategory	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Primary healthcare	2	22	6	12	7	3	23	5	**80**
Secondary physical healthcare	0	14	2	14	3	1	14	3	**51**
Secondary mental health care	5	20	4	30	5	5	10	9	**88**
Aged and residential care	8	240	2	198	132	36	212	78	**906**
Total	**15**	**296**	**14**	**254**	**147**	**45**	**259**	**95**	**1,125**

Figure 3. Distribution of Healthcare Providers by State/Territory

· Healthcare providers

ACT	15
NSW	296
NT	14
QLD	254
SA	147
TAS	45
VIC	259
WA	95
Total	**1,125**
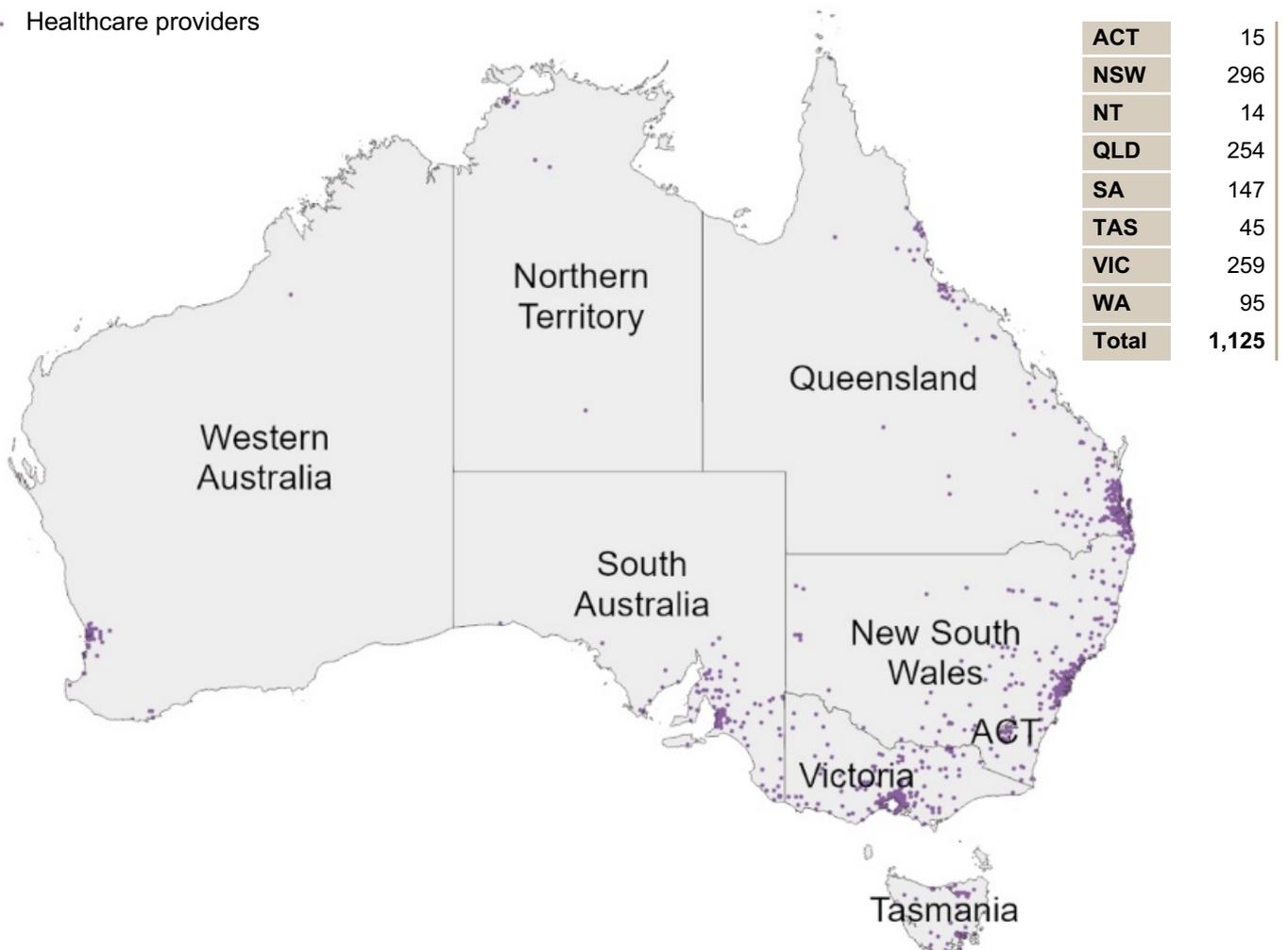
VETERAN-FOCUSED ORGANISATIONS

A veteran-focused organisation predominantly provides services to the veteran community. These organisations are not typically membership-based and may be run by veterans and non-veterans. There are six subcategories of veteran-focused organisations:

- Legacy: Clubs and groups of Legacy Australia. Volunteers ('Legatees') are mostly veterans or family members but can also include members of the public.
- Wellbeing services: Focus on improving veteran wellbeing through a range of services, including rehabilitation, transition, information, and advocacy services.
- Patriotic and other funds: Trusts and other funds established to benefit veterans.
- Defence community support: Provide community support services predominantly for defence personnel and their families. Often located on or near ADF bases.
- Veteran and civilian clubs: Social or services clubs where membership is open to both veterans and civilians.
- Other veteran-focused organisations: Offer veteran-focused services which do not fit within the other subcategories.

A total of 775 veteran-focused organisations have been verified. Patriotic and other funds are the largest subcategory (310; 40%) followed by wellbeing services (170; 22%) and Legacy (126; 16%).

Table 12. Veteran-Focused Organisation Subcategories

Subcategory	Count	Percentage
Legacy	126	16%
Wellbeing services	170	22%
Patriotic and other funds	310	40%
Defence community support	54	7%
Veteran and civilian clubs	19	2%
Other veteran-focused organisations	96	12%
Total	**775**	**100%**

Overall, 526 veteran-focused organisations are registered as charities. The patriotic and other funds subcategory has the highest proportion of registered charities (95%).

Table 13. Veteran-Focused Organisation Subcategories Registered as Charities

Subcategory	Total	Charity	Percentage
Legacy	126	65	52%
Wellbeing services	170	97	57%
Patriotic and other funds	310	295	95%
Defence community support services	54	12	22%
Veteran and civilian clubs	19	0	0%
Other veteran-focused organisations	96	57	59%

Of the 775 veteran-focused organisations, 773 are located within an Australian state or territory. The most veteran-focused organisations are in Victoria (355; 46%) followed by New South Wales (181; 23%) and Queensland (101; 13%).

Table 14. Veteran-Focused Organisation Subcategories by State/Territory

Subcategory	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Legacy[2]	1	78	1	11	1	2	31	1	**126**
Wellbeing services	15	34	4	54	11	4	32	16	**170**
Defence community support	4	19	5	9	1	2	8	6	**54**
Veteran and civilian clubs	0	2	0	1	1	6	7	1	**18**
Other veteran-focused organisations	10	32	4	21	11	0	13	4	**95**
Subtotal	**30**	**165**	**14**	**96**	**25**	**14**	**91**	**28**	**463**
Patriotic and other funds[3]	11	16	1	5	3	1	264	9	**310**
Total	**41**	**181**	**15**	**101**	**28**	**15**	**355**	**37**	**773**

Figure 4. Distribution of Veteran-Focused Organisations by State/Territory

ACT	41
NSW	181
NT	15
QLD	101
SA	28
TAS	15
VIC	355
WA	37
Total	**773**

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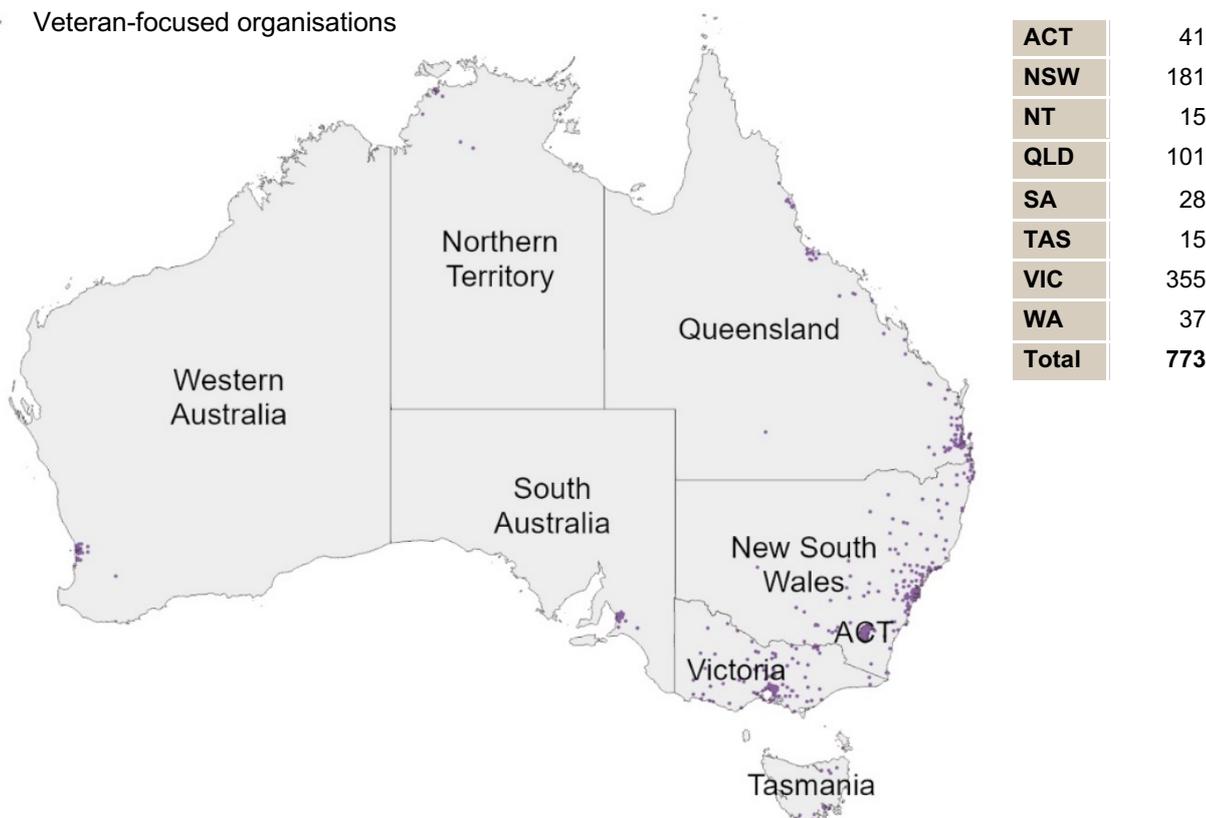
[2] In some states, Legacy is consolidated into a single state-wide organisation, while in others there are separate Legacy clubs in each city and often smaller local groups associated with these larger clubs.

[3] Patriotic funds are a specific type of fund in Victoria for purposes related to veterans and their families, governed by the *Veterans Act 2005*. Patriotic funds existed historically in other states but have been abolished.

Figure 5. Distribution of Veteran-Focused Organisations by State/Territory (Patriotic and Other Funds Subcategory Removed)

Veteran-focused organisations
(Patriotic and other funds removed)

ACT	30
NSW	165
NT	14
QLD	96
SA	25
TAS	14
VIC	91
WA	28
Total	**463**
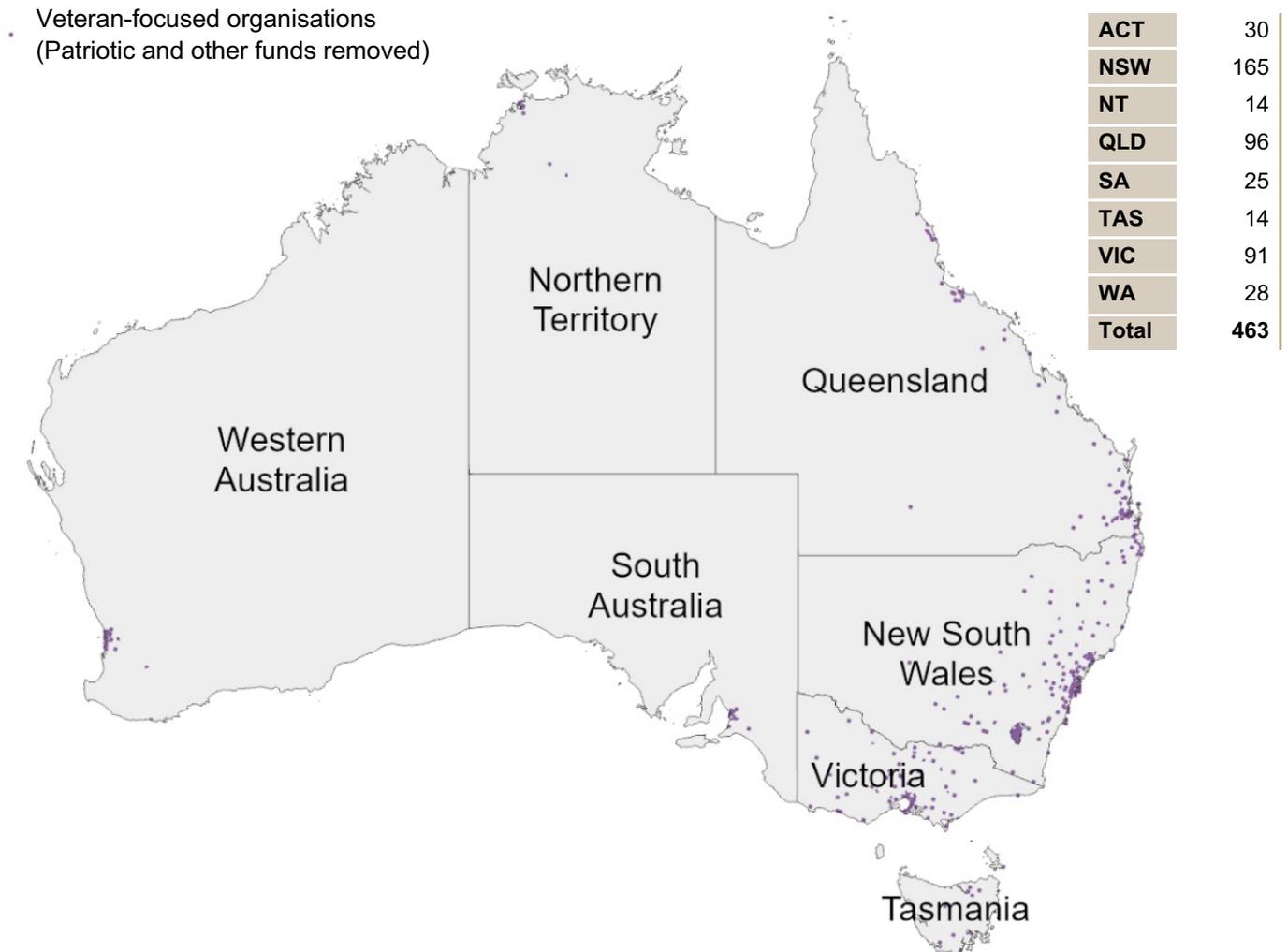
NON-GOVERNMENT ORGANISATIONS

Non-government organisations offer services that are accessible to the general community, but veterans and their families are a key beneficiary group. There are six non-government organisation subcategories:

- Emergency subsistence and housing: Specific emergency subsistence/relief such as financial aid, food aid, clothing, or emergency accommodation.
- General community support: Community organisations (such as community centres or neighbourhood houses), providing miscellaneous services including social groups, educational classes, health and wellbeing activities, childcare, seniors' groups, and community resources.
- Men's shed: Provides shared space for manual arts projects (e.g., woodworking) with focus on social interaction and wellbeing. Mainly aimed at men, but some sheds also open to women.
- Transport provision: Privately run or community-based transport (e.g., including DVA-funded transport for veterans to health appointments).
- Peak body or awareness raising: Industry organisations, councils, or networks that promote awareness, provide information, or undertake policy advocacy around issues that may be relevant to veterans.
- Religious groups: Churches and other religious organisations providing spiritual services.

There are 631 non-government organisations which have been verified. Transport provision is the largest subcategory (266; 42%) followed by general community support (134; 21%).

Table 15. Non-Government Organisation Subcategories

Subcategory	Count	Percentage
Emergency subsistence and housing	28	4%
General community support	134	21%
Men's shed	77	12%
Transport provision	266	42%
Peak body or awareness raising	76	12%
Religious groups	50	8%
Total	**631**	**100%**

Overall, 343 non-government organisations are registered as charities. All emergency subsistence and housing service providers are charities followed by general community support (96%), peak body or awareness raising (96%), and religious groups (92%).

Table 16. Non-Government Organisation Subcategories Registered as Charities

Subcategory	Total	Charity	Percentage
Emergency subsistence and housing	28	28	100%
General community support	134	128	96%
Men's shed	77	58	75%
Transport provision	266	10	4%
Peak body or awareness raising	76	73	96%
Religious groups	50	46	92%

All 631 non-government organisations are located within an Australian state or territory. The most non-government organisations are in New South Wales (219; 35%) followed by Victoria (152; 24%) and Queensland (107; 17%).

Table 17. Non-Government Organisation Subcategories by State/Territory

Subcategory	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Emergency subsistence and housing	0	8	0	5	1	0	9	5	**28**
General community support	7	39	1	26	6	8	30	17	**134**
Men's shed	2	15	0	16	6	1	17	20	**77**
Transport provision	3	122	1	38	11	11	71	9	**266**
Peak body or awareness raising	7	20	2	14	7	1	14	11	**76**
Religious groups	5	15	1	8	3	3	11	4	**50**
Total	**24**	**219**	**5**	**107**	**34**	**24**	**152**	**66**	**631**

Figure 6. Distribution of Non-Government Organisations by State/Territory

ACT	24
NSW	219
NT	5
QLD	107
SA	34
TAS	24
VIC	152
WA	66
Total	**631**
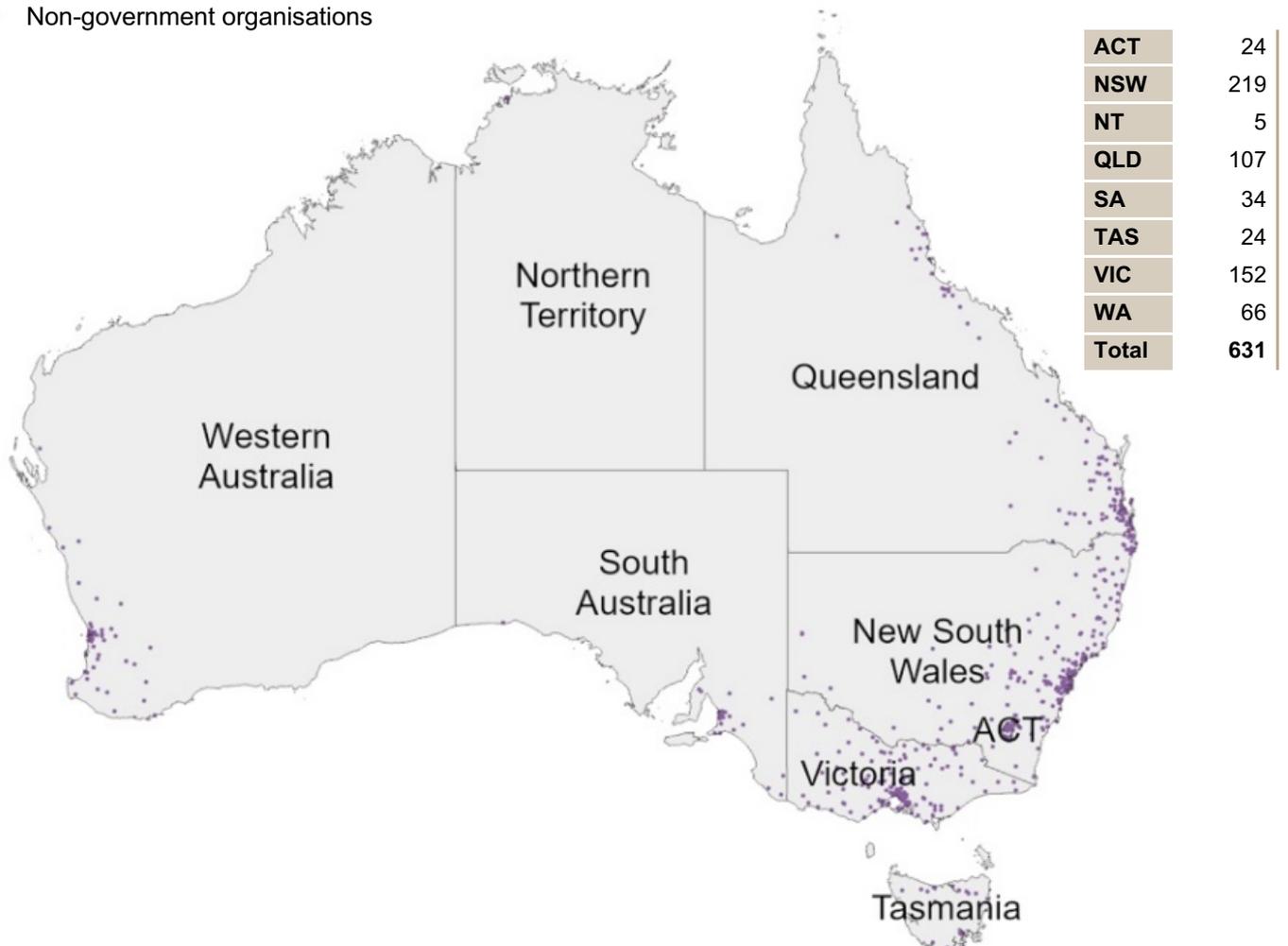
COMMEMORATIVE AND CULTURAL GROUPS

Commemorative and cultural groups honour the sacrifice of veterans, promote military history, or organise cultural activities that acknowledge the shared experiences of veterans. They are generally open to the public but have veteran-centric interests or offer specific avenues for participation by veterans and/or their families. Within this major category there are six subcategories:

- Museums: Establishments dedicated to preserving and sharing history (primarily military/wartime history) with the public.
- Historical societies: Organisations dedicated to preserving and researching, collecting local history (including a focus on military or wartime history). Membership open to the public.
- Memorial trusts and foundations: Organisations facilitating memorial services, or which are dedicated to commemorating specific branches/services/units/ships/individuals.
- Arts and culture: Organisations supporting participation in the arts.
- Sport and recreation: Organisations supporting participation in sport or recreational activities, not necessarily exclusively for veterans.
- Re-enactment groups: Military re-enactment groups, membership open to the public.

A total of 264 commemorative and cultural groups have been verified. The largest subcategory of commemorative and cultural groups is memorial trusts and foundations (81; 31%) followed by sport and recreation (60; 23%) and museums (47; 18%).

Table 18. Commemorative and Cultural Group Subcategories

Subcategory	Count	Percentage
Museums	47	18%
Historical societies	23	9%
Memorial trusts and foundations	81	31%
Arts and culture	32	12%
Sport and recreation	60	23%
Re-enactment groups	21	8%
Total	**264**	**100%**

There are 152 commemorative and cultural groups registered as charities. A total of 84% within the arts and culture subcategory, 83% of the historical societies, and 77% of the museums are registered as charities.

Table 19. Commemorative and Cultural Group Subcategories Registered as Charities

Subcategory	Total	Charity	Percentage
Museums	47	36	77%
Historical societies	23	19	83%
Memorial trusts and foundations	81	46	57%
Arts and culture	32	27	84%
Sport and recreation	60	21	35%
Re-enactment groups	21	3	14%

Of the 264 commemorative and cultural groups, 263 are located within an Australian state or territory. New South Wales has the most commemorative and cultural groups (83; 32%) followed by Queensland (65; 25%) and Victoria (51; 19%).

Table 20. Commemorative and Cultural Group Subcategories by State/Territory

Subcategory	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Museums	0	12	1	14	4	6	9	1	**47**
Historical societies	0	5	0	6	2	1	7	2	**23**
Memorial trusts and foundations	1	24	0	14	4	7	26	4	**80**
Arts and culture	4	14	1	4	0	2	2	5	**32**
Sport and recreation	4	23	0	20	5	0	5	3	**60**
Re-enactment groups	0	5	0	7	0	3	2	4	**21**
Total	**9**	**83**	**2**	**65**	**15**	**19**	**51**	**19**	**263**

Figure 7. Distribution of Commemorative and Cultural Groups by State/Territory

ACT	9
NSW	83
NT	2
QLD	65
SA	15
TAS	19
VIC	51
WA	19
Total	263
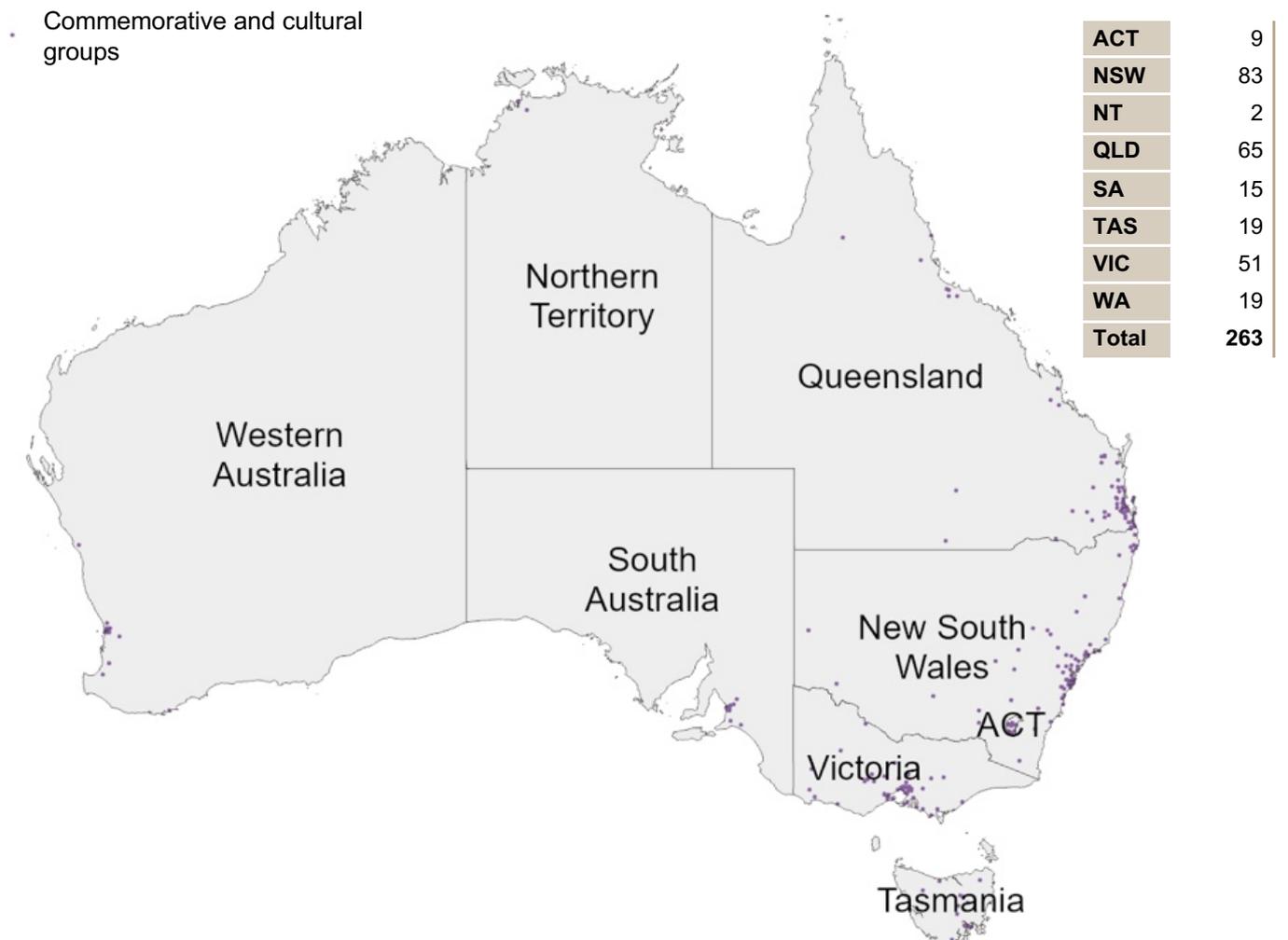
EDUCATION AND TRAINING PROVIDERS

Providers within this category deliver education, training, or employment services to veterans and/or their families. They are open to the public but may offer services that are targeted towards veterans and/or their families. Within this major category there are three subcategories:

- Universities: Universities and higher education providers.
- Vocational training: TAFE and other vocational training providers.
- Employment services: Organisations offering employment services, such as job matching, employment transition support, and occupational rehabilitation services.

A total of 137 education and training providers have been verified.

Table 21. Education and Training Provider Subcategories

Subcategory	Count	Percentage
Universities	45	33%
Vocational training	49	36%
Employment services	43	31%
Total	**137**	**100%**

There are 70 education and training providers registered as charities. The subcategory with the highest percentage of providers registered as charities is universities (43; 96%).

Table 22. Education and Training Provider Subcategories Registered as Charities

Subcategory	Total	Charity	Percentage
Universities	45	43	96%
Vocational training	49	19	39%
Employment services	43	8	19%

All 137 education and training providers are located within an Australia state or territory. Most are in New South Wales (39; 28%) and Victoria (38; 28%).

Table 23. Education and Training Provider Subcategories by State/Territory

Subcategory	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Universities	2	13	1	8	5	1	10	5	**45**
Vocational training	2	12	0	3	2	1	19	10	**49**
Employment services	0	14	1	7	6	0	9	6	**43**
Total	**4**	**39**	**2**	**18**	**13**	**2**	**38**	**21**	**137**

Figure 8. Distribution of Education and Training Providers by State/Territory

- Education and training providers

ACT	4
NSW	39
NT	2
QLD	18
SA	13
TAS	2
VIC	38
WA	21
Total	**137**

GOVERNMENT AGENCIES

The government agencies category includes any government entity (Commonwealth, state, territory, or local) which provides services to veterans and/or their families with the exception of those providing healthcare services or education and training. A total of 49 government agencies have been verified. All but one of these government agencies are located within an Australian state or territory. The most government agencies are in Victoria (14; 29%) followed by the Australian Capital Territory (10; 21%) and Queensland (7; 15%).

Figure 9. Distribution of Government Agencies by State/Territory

- Government agencies

ACT	10
NSW	4
NT	2
QLD	7
SA	5
TAS	2
VIC	14
WA	4
Total	**48**

4. Identifying Geographical Gaps in Veteran Service Provision

The term 'veteran' is defined in the Letters Patent of the Royal Commission into Defence and Veteran Suicide as any serving or ex-serving members of the ADF who have served for at least one day (Commonwealth of Australia, 2021). The Commission divides this cohort into two groups:

- Serving ADF member: Any person currently serving as a member of the Australian Defence Force, whether permanent forces or reserves, and who has served at least one day.
- Ex-serving ADF member: Any person who has served in the Australian Defence Force, whether permanent forces or reserves, and who served at least one day and has since discharged from the Australian Defence Force (Royal Commission into Defence and Veteran Suicide, 2022).

This section broadly compares the locations of the veteran service providers that have been verified with the locations of ex-serving ADF members as identified by the ABS in 2021 (ABS, 2022a). The focus is on the three largest major categories identified (ex-service organisations, veteran-focused organisations, and non-government organisations) as well as the aged and residential care subcategory.
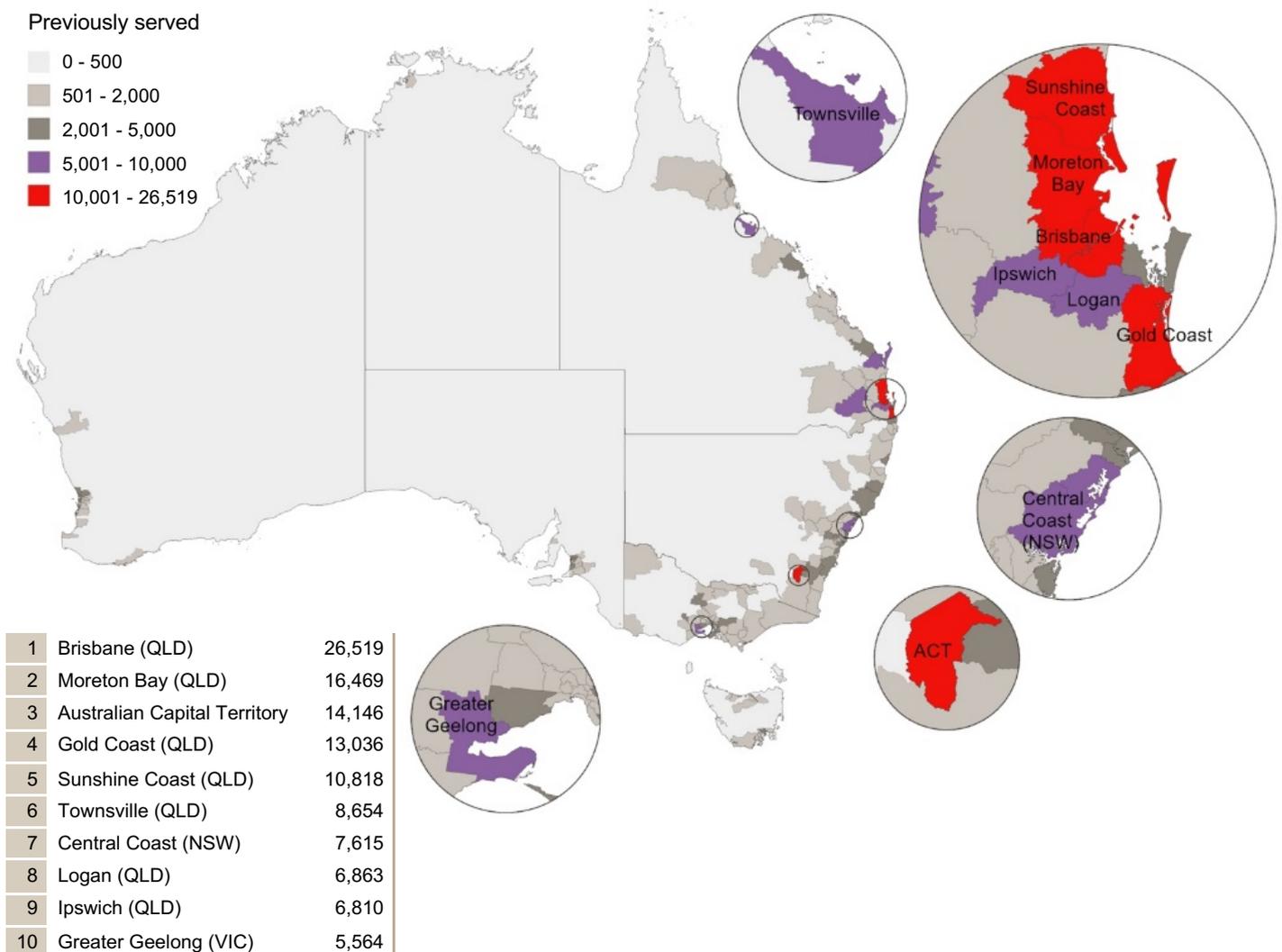
EX-SERVING MEMBERS: TOTAL

According to the ABS (2022a), there are 496,276 individuals in Australia who have previously served and are not currently serving. The Australian state with the largest population of ex-serving ADF members is Queensland (139,973) followed by New South Wales (127,657) and Victoria (94,393).[4]

Table 24. All Previously Served ADF Members by State/Territory

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
All previously served	14,164	127,657	5,110	139,973	41,861	17,515	94,393	55,507	**496,276**

The local government area (LGA) with the most ex-serving ADF members is Brisbane (26,519) followed by Moreton Bay (16,469) and Australian Capital Territory (14,146).

Figure 10. Distribution of All Previously Served ADF Members by LGA

1	Brisbane (QLD)	26,519
2	Moreton Bay (QLD)	16,469
3	Australian Capital Territory	14,146
4	Gold Coast (QLD)	13,036
5	Sunshine Coast (QLD)	10,818
6	Townsville (QLD)	8,654
7	Central Coast (NSW)	7,615
8	Logan (QLD)	6,863
9	Ipswich (QLD)	6,810
10	Greater Geelong (VIC)	5,564

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[4] Note that national totals in the state/territory breakdown tables also include other territories of Australia (ABS, 2021). State/territory totals are subject to data perturbation by the ABS for privacy of individuals and therefore will not total exactly to national figures (ABS, 2022b).

STATE DISTRIBUTION OF SERVICE PROVIDERS

Each state or territory's share of ex-serving members of the ADF population has been compared to its share of veteran service providers.

Relative to its share of those who have previously served (28%), Queensland is underrepresented in ex-service organisations (22%), veteran-focused organisations (21%), non-government organisations (17%), and aged and residential care providers (22%). Victoria, with 19% of the total number of ex-serving members, is overrepresented among ex-service organisations (23%), veteran-focused organisations (20%), non-government organisations (24%), and aged and residential care providers (23%).

Table 25. State/Territory Shares of Previously Served Population and Service Provider Categories

State	Previously served	Ex-service organisations	Veteran-focused organisations	Non-government organisations	Aged and residential care
ACT	3%	2%	6%	4%	1%
NSW	26%	30%	38%	35%	26%
NT	1%	1%	3%	1%	<1%
QLD	28%	22%	21%	17%	22%
SA	8%	9%	5%	5%	15%
TAS	4%	4%	3%	4%	4%
VIC	19%	23%	20%	24%	23%
WA	11%	10%	6%	10%	9%
Total	**100%**	**100%**	**100%**	**100%**	**100%**

While offering a broad indicator, these patterns are not uniform within each state or territory. The analyses in the subsequent sections account for this by mapping the correspondence between ex-serving members of the ADF and veteran service providers at the local government area level.

EX-SERVICE ORGANISATIONS

Across Australia, there is an average of 203 ex-serving members for each verified ex-service organisation. Tasmania (167), Victoria (171), New South Wales (174), and South Australia (189) have fewer ex-serving members for each ex-service organisation than the national average. Western Australia (236), the Northern Territory (243), Queensland (263), and the Australian Capital Territory (315) have higher average numbers of ex-serving members for each ex-service organisation.

Table 26. Average Number of Previously Served ADF Members for Each Verified Ex-Service Organisation by State/Territory

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Ex-service organisations	45	735	21	533	221	105	552	235	**2,447**
Previously served	14,164	127,657	5,110	139,973	41,861	17,515	94,393	55,507	**496,276**
Average	315	174	243	263	189	167	171	236	**203**

Nationally, there is an average of 4.9 ex-service organisations per 1,000 ex-serving members of the ADF. Most local government areas are around this national average. Local government areas around the state capital cities tend to be below the national average (reflecting a denser population of ex-serving members) while regional local government areas are slightly above the national average.

Given their small populations, many rural and remote local government areas either have a high number of ex-service organisations per 1,000 ex-serving ADF members (often one ex-service organisation serving a small number of ex-serving members) or no ex-service organisations at all (perhaps meaning the population of ex-serving members is too small and sparse to sustain any ex-service organisations). Some remote local government areas, notably in remote South Australia and Western Australia (marked with diagonal lines), have no known population of ex-serving members.[5]

A total of 104 local government areas have fewer than one ex-service organisation per 1,000 ex-serving members of the ADF. The local government areas of Cockburn (2,079), Gosnells (1,847), and Palmerston (1,199) have the largest populations of ex-serving members served by no more than one ex-service organisation.

*Table 27. LGAs with 0-1 Verified Ex-Service Organisations by Population of Previously Served (10 Most Populated)*

LGA	No. Previously Served
Cockburn (WA)	2,079
Gosnells (WA)	1,847
Palmerston (NT)	1,199
Busselton (WA)	1,101
Brighton (TAS)	514
Dardanup (WA)	359
Chittering (WA)	203
East Fremantle (WA)	201
Strathfield (NSW)	186
Ashburton (WA)	142

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[5] The ABS performs data perturbation (small random adjustments) to maintain confidentiality of census results. It is possible that these local government areas have a small number of veterans, but data adjustments mean that the veteran population has been reported as zero.

Figure 11. Distribution of Ex-Service Organisations by Distribution of Previously Served ADF Members (LGA)

Ex-service organisations per 1,000
previously served

- 0 - 1.00
- 1.01 - 5.00
- 5.01 - 10.00
- 10.01 - 15.00
- >15
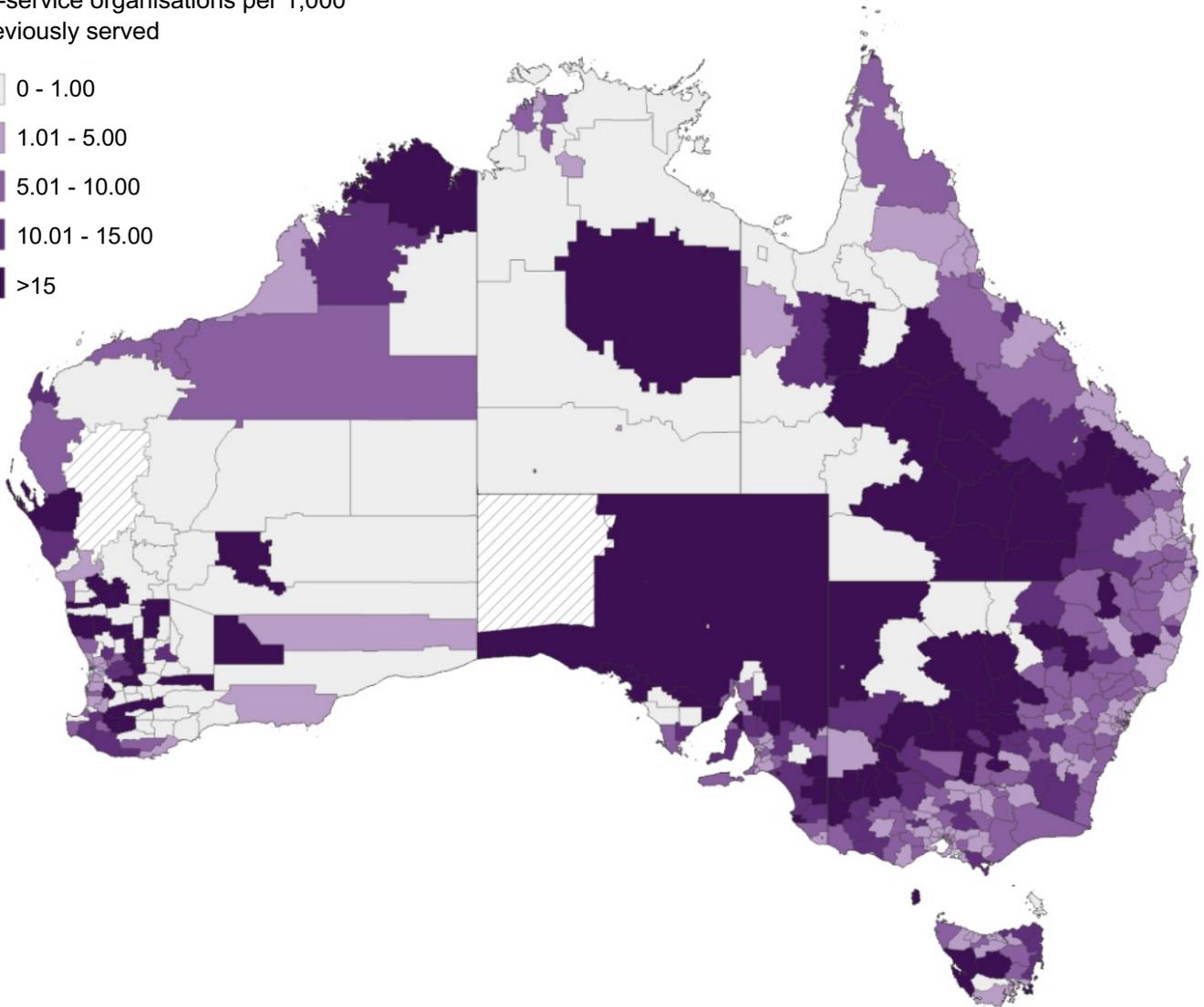
VETERAN-FOCUSED ORGANISATIONS

Across Australia, there is an average of 1,072 ex-serving ADF members for each verified veteran-focused organisation (excluding patriotic and other funds). Victoria (1,037), New South Wales (774), the Australian Capital Territory (472), and the Northern Territory (365) have fewer ex-serving members than the national average, while Queensland (1,458), South Australia (1,674), Tasmania (1,251), and Western Australia (1,982) are all above the national average.

Table 28. Average Number of Previously Served ADF Members for Each Verified Veteran-Focused Organisation by State/Territory

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Australia
Veteran-focused organisations	30	165	14	96	25	14	91	28	**463**
Previously served	14,164	127,657	5,110	139,973	41,861	17,515	94,393	55,507	**496,276**
Average	472	774	365	1,458	1,674	1,251	1,037	1,982	**1,072**

Nationally, there is an average of fewer than one veteran-focused organisation per 1,000 ex-serving ADF members (excluding patriotic and other funds). Local government areas with an above average number of veteran-focused organisations per 1,000 ex-serving members are mainly located in regional New South Wales and Victoria, as well as parts of central Queensland.

Most local government areas have fewer than one veteran-focused organisation per 1,000 ex-serving members. Moreton Bay (16,496), Gold Coast (13,036), and Sunshine Coast (10,818) have the largest population of ex-serving members with fewer than one veteran-focused organisation per 1,000.

Table 29. LGAs with 0-1 Verified Veteran-Focused Organisations by Population of Previously Served (10 Most Populated)

LGA	No. Previously Served
Moreton Bay (QLD)	16,496
Gold Coast (QLD)	13,036
Sunshine Coast (QLD)	10,818
Central Coast (NSW)	7,615
Logan (QLD)	6,863
Ipswich (QLD)	6,810
Greater Geelong (VIC)	5,564
Toowoomba (QLD)	5,521
Lake Macquarie (NSW)	5,435
Fraser Coast (QLD)	5,103

Figure 12. Distribution of Veteran-Focused Organisations by Distribution of Previously Served ADF Members (LGA)

Veteran-focused organisations per 1,000
previously served

- 0 - 1.00
- 1.01 - 5.00
- 5.01 - 10.00
- 10.01 - 15.00
- >15
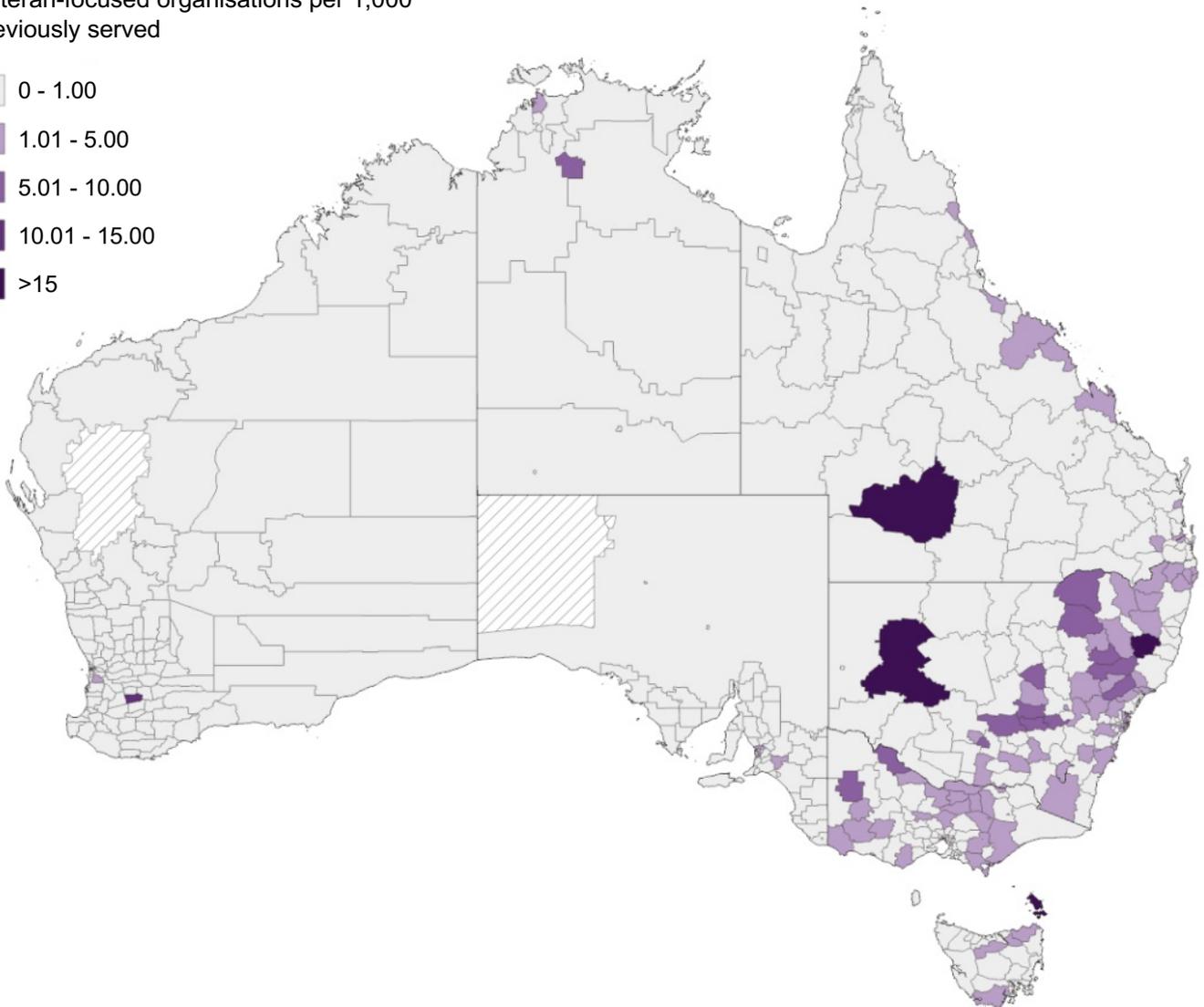
NON-GOVERNMENT ORGANISATIONS

Across Australia, there is an average of 786 ex-serving ADF members for each non-government organisation. The Australian Capital Territory (590), New South Wales (583), Tasmania (730), and Victoria (621) all have fewer ex-serving members per non-government organisation than the national average, while the Northern Territory (1,022), Queensland (1,308), South Australia (1,231), and Western Australia (841) are all above the national average.

Table 30. Average Number of Previously Served ADF Members for Each Verified Non-Government Organisation by State/Territory

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Non-government organisations	24	219	5	107	34	24	152	66	**631**
Previously served	14,164	127,657	5,110	139,973	41,861	17,515	94,393	55,507	**496,276**
Average	590	583	1,022	1,308	1,231	730	621	841	**786**

Nationally, there are approximately 1.3 non-government organisations per 1,000 ex-serving ADF members. A total of 326 local government areas, however, have fewer than 1 non-government organisation per 1,000 ex-serving members. Brisbane (25,519), Moreton Bay (16,469), and Gold Coast (13,036) have the largest populations of ex-serving members with fewer than one non-government organisation per 1,000.

Table 31. LGAs with 0-1 Verified Non-Government Organisations by Population of Previously Served (10 Most Populated)

LGA	No. Previously Served
Brisbane (QLD)	26,519
Moreton Bay (QLD)	16,469
Gold Coast (QLD)	13,036
Sunshine Coast (QLD)	10,818
Townsville (QLD)	8,654
Central Coast (NSW)	7,615
Logan (QLD)	6,836
Ipswich (QLD)	6,810
Toowoomba (QLD)	5,521
Lake Macquarie (NSW)	5,543

Figure 13. Distribution of Non-Government Organisations by Distribution of Previously Served ADF Members (LGA)

Non-government organisations per 1,000
previously served

- 0 - 1.00
- 1.01 - 5.00
- 5.01 - 10.00
- 10.01 - 15.00
- >15
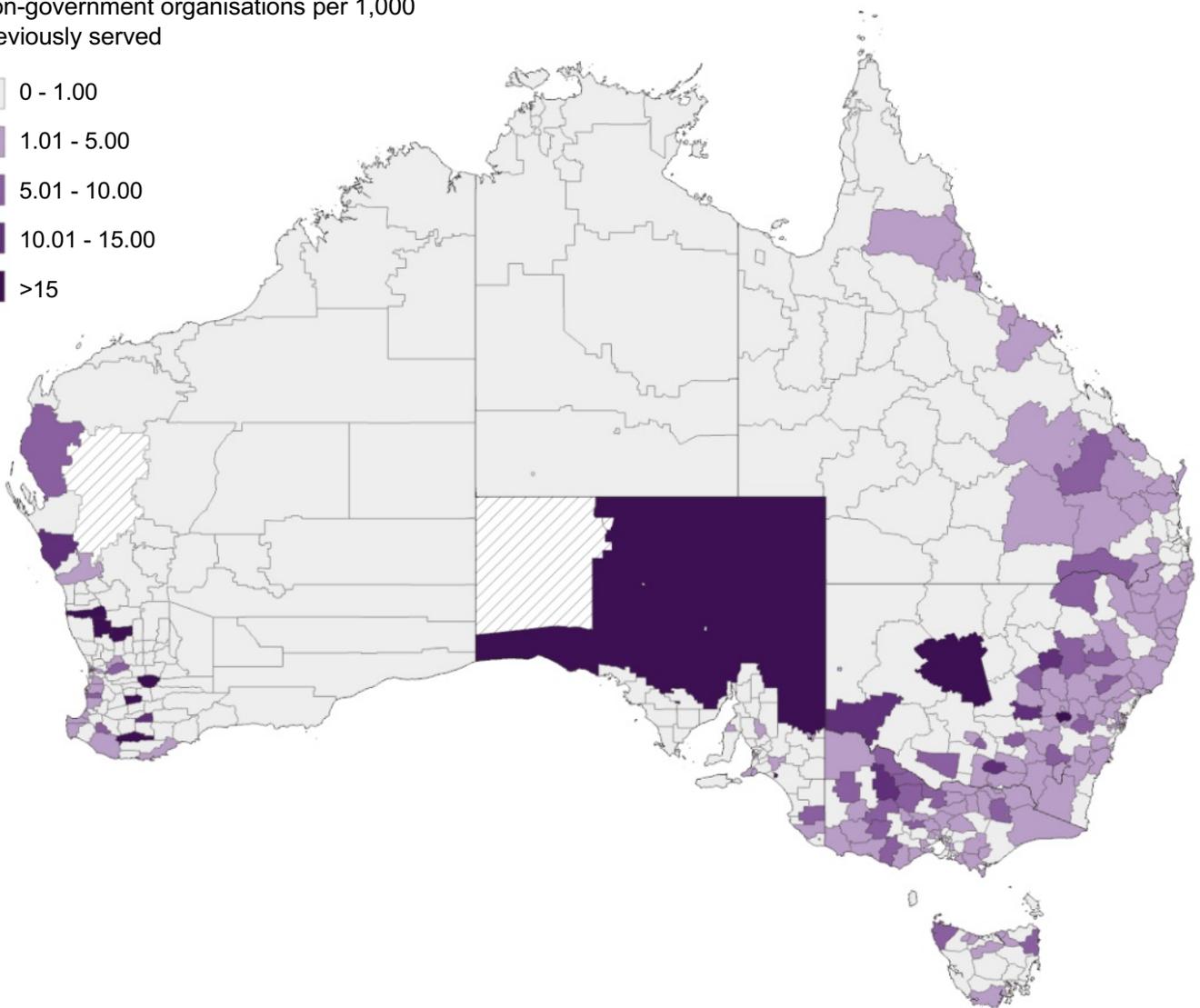
AGED AND RESIDENTIAL CARE PROVIDERS

Across Australia, there is an average of 238 ex-serving members aged 70 and over for each aged and residential care provider that offers specific services to veterans. South Australia (147), Tasmania (200), and Victoria (213) all have fewer ex-serving members aged 70 and over for each provider than the national average, while New South Wales (250), Queensland (282), and Western Australia (290) are above the national average. Australian Capital Territory (489), and the Northern Territory (465) are well above the national average.

Table 32. Veterans Aged Over 70 Per Aged and Residential Care Provider by State/Territory

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Aged and residential care providers	8	240	2	198	132	36	212	78	**906**
Veterans aged over 70 years	3,911	60,084	930	55,863	19,399	7,205	45,075	22,611	**215,571**
Veterans aged over 70 years per aged and residential care provider	489	250	465	282	147	200	213	290	**238**

Nationally, there are an average of 4.2 aged and residential care providers per 1,000 ex-serving members aged 70 and over. A total of 272 local government areas have fewer than one aged and residential care provider per 1,000 ex-serving members aged 70 and over. Penrith (1,177), Rockingham (1,150), and Ballarat (1,105) have the largest populations of ex-serving members aged 70 and over, with fewer than one aged and residential care provider per 1,000.

As with other categories, regional and remote local government areas tend to either have many aged care providers per 1,000 ex-serving members aged 70 years and over (often one facility and a small population of ex-serving members 70 years and over), or no aged care providers at all (the population of ex-serving members is too small to sustain aged care facilities). Many remote local government areas have no ex-serving members aged 70 years or older, although as noted above in relation to ex-service organisations, this could reflect ABS data perturbation artifacts in some cases.

Table 33. LGAs with 0-1 Verified Aged Care Providers by Population of Previously Served ADF Members Aged 70 Years and Over (10 Most Populated)

LGA	No. Previously Served
Penrith (NSW)	1,177
Rockingham (WA)	1,150
Ballarat (VIC)	1,105
Ku-ring-gai (NSW)	1,049
Blue Mountains (NSW)	975
East Gippsland (VIC)	966
Maitland (NSW)	826
Gosnells (WA)	713
Macedon Ranges (VIC)	553
Cessnock (NSW)	536

Figure 14. Distribution of Verified Aged Care Providers by Distribution of Previously Served ADF Members Aged 70 Years and Over (LGA)

Aged and residential care providers per 1,000
previously served 70 years and over

- 0 - 1.00
- 1.01 - 5.00
- 5.01 - 10.00
- 10.01 - 15.00
- >15
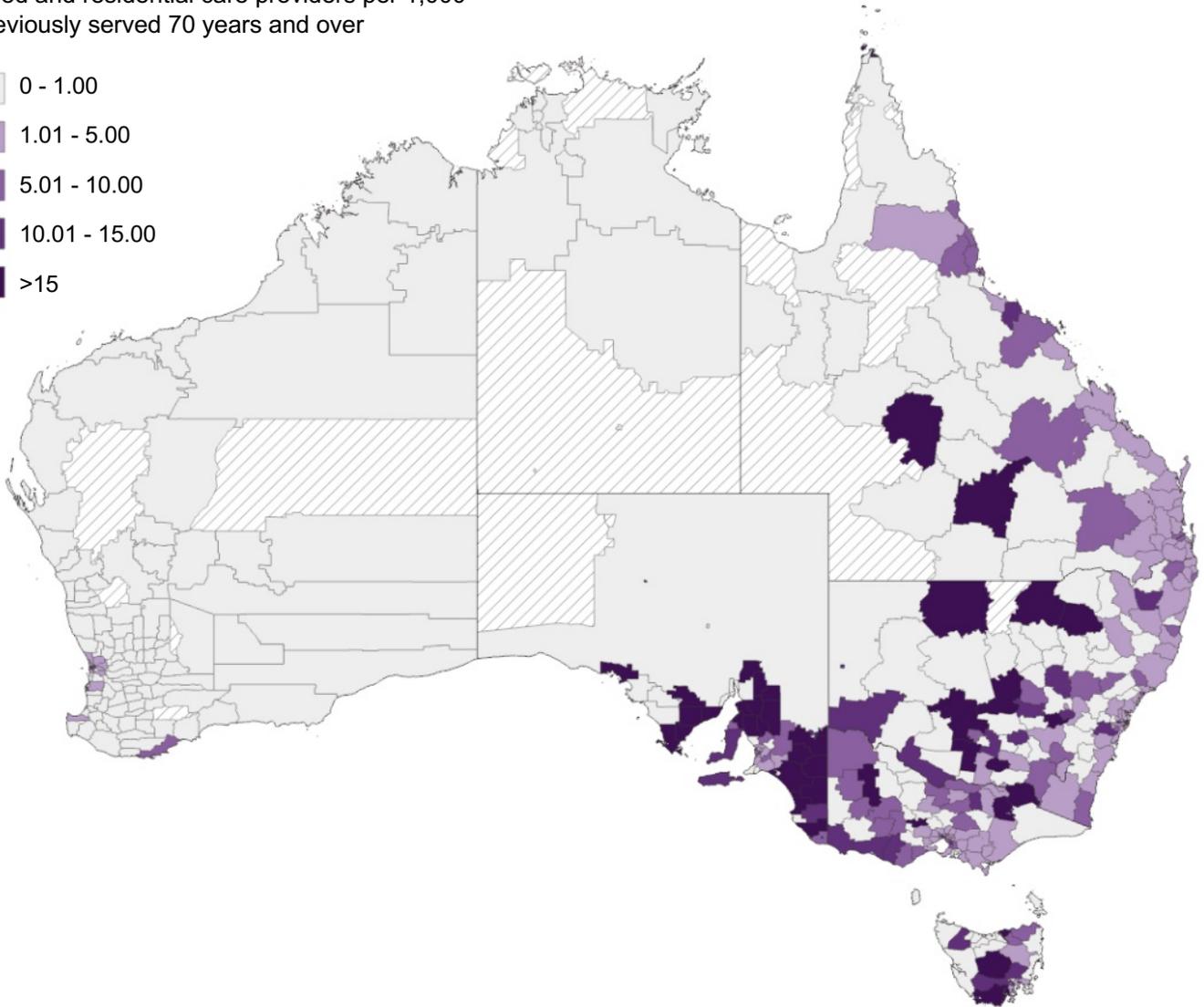
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