



MEDIA STATEMENT

28 September 2020

RSL Victoria announces Veteran Central, a streamlined approach to accessing Victorian veteran services

RSL Victoria is proud to announce the launch of its new veteran support service, Veteran Central (VetCen).

Supported by the Victorian Government, VetCen is a new centralised service for Victorian veterans and their families that will help to simplify and streamline veteran access to welfare and wellbeing support service from RSL Victoria, government and other ex-service organisations in Victoria.

A key feature of the new VetCen service is the 1300MILVET (1300 645 838) phone number, which is a 9 am to 5 pm, Monday to Friday, call centre service for veterans and their families to contact for immediate support.

RSL Victoria State President, Dr Robert Webster OAM said “For over 100 years the RSL has supported veterans when they have needed help. Now we are moving forward into a new phase of collaborative veteran support that connects veterans with not only RSL support services but also with other ex-service organisations and government support services.”

RSL Victoria’s Chief of Veteran Services, Adam Lawson added that VetCen would provide veterans and their families with holistic support. “VetCen provides veterans and their families with holistic case management and a vital connection point to welfare and wellbeing supports that will, in turn, empower them to prosper in all life circumstances,” Mr Lawson said.

Victorian Government support for VetCen is in addition to the \$2.2 million provided earlier this year for welfare support for veterans and their families, which included \$1.5 million for the RSL’s Anzac Appeal. Minister for Veterans Shaun Leane said “Post-service life can be difficult and those who have given so much deserve our full support – that’s why we are so proud to be supporting VetCen as part of our continued commitment to veteran wellbeing.” “This service is a vitally important collaboration between the Victorian Government, RSL Victoria and other ex-services organisations to provide broad-reaching wraparound services that will benefit the entire veteran community now and into the future.”

Dr Webster thanked the Victorian Government for their support, “RSL Victoria is grateful to the Victorian Government for its support of our new Veteran Central facility. Though VetCen, we are changing the way that veterans are supported throughout Victoria, and this is a significant step in that direction,” Dr Webster said.

Veterans and their families in need of support are encouraged to call 1300MILVET (1300 645 838) between the hours of 9 am to 5 pm, Monday to Friday. For after-hours emergency support, OpenArms veteran and families counselling service remains available via 1800 011 046.

ENDS

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RSL Victoria State President, Dr Robert Webster OAM and Chief of Veteran Service, Mr Adam Lawson are available for media interviews.