

Media Release

The Hon Shaun Leane MLC
Minister for Local Government
Minister for Suburban Development
Minister for Veterans



Thursday, 1 October 2020

VETERAN SUPPORT NOW JUST A PHONE CALL AWAY

An advice line backed by the Victorian Government for veterans in need of welfare support and advice on services has received thousands of enquiries since it was established in the response to the coronavirus pandemic in June.

Minister for Veterans Shaun Leane and RSL Victoria today officially launched Veteran Central – or VetCen.

The initiative brings together ex-service organisations across Victoria to provide referrals and emergency relief for veterans in need.

In its initial establishment phase it received more than 11,000 phone calls and emails in the three months to September.

Enquiries included requests for compensation advocacy, accommodation, help with paying bills and buying white goods, emergency food relief, along with mental, physical and medical health support, employment opportunities and vocational training.

The new VetCen number goes live today, meaning veterans and family members now have a single port of call to access aid across a broad range of areas.

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 and funding for Melbourne Legacy and the Victorian Veterans Council.

Veterans and family seeking support can call 1300 MILVET (1300 645 838) during business hours or email veteranservices@rslvic.com.au.

Quotes attributable to Minister for Veterans Shaun Leane

"Post-service life can be difficult and those who have given so much deserve our full support – that's why we're proud to be supporting VetCen as part of our continued commitment to veteran wellbeing."

"This is a vitally important collaboration between the Government, RSL Victoria and other ex-services organisations to provide broad-reaching wraparound services for the entire veteran community now and into the future."

Quote attributable to RSL Victoria President Robert Webster

"RSL Victoria is grateful to the Victorian Government for its support – we are committed to changing the way that veterans are supported throughout Victoria and this is a significant step in that direction."

Quote attributable to RSL Victoria Veteran Services Chief Adam 'Buzz' Lawson

"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."

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