

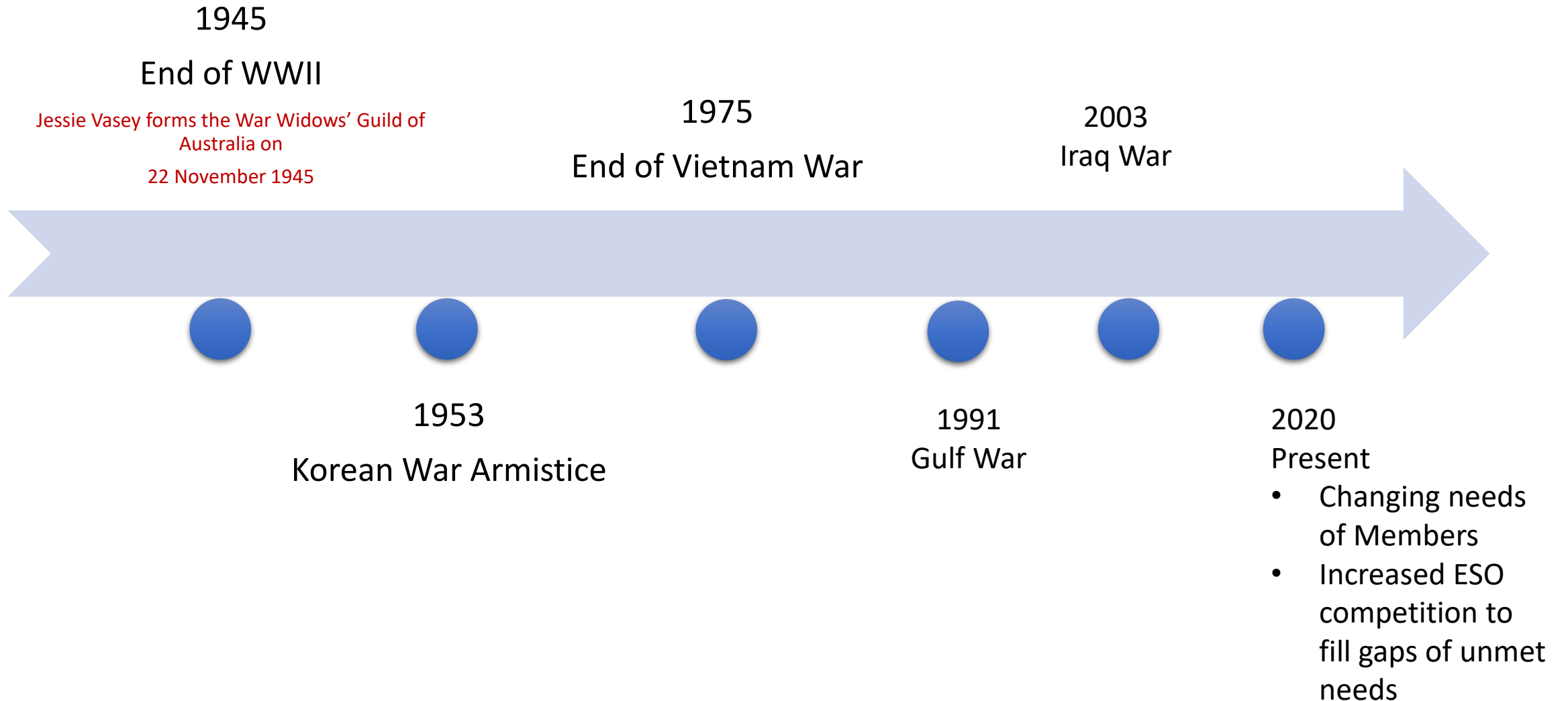


AUSTRALIAN
WAR WIDOWS NSW LTD

AGM 2020

Madeline Dermatossian
Interim Chief Executive Officer

The War Widows has a proud history of providing support to its Members, however over its 75 years of existence, Members' needs have evolved and the organisation has worked hard to keep pace



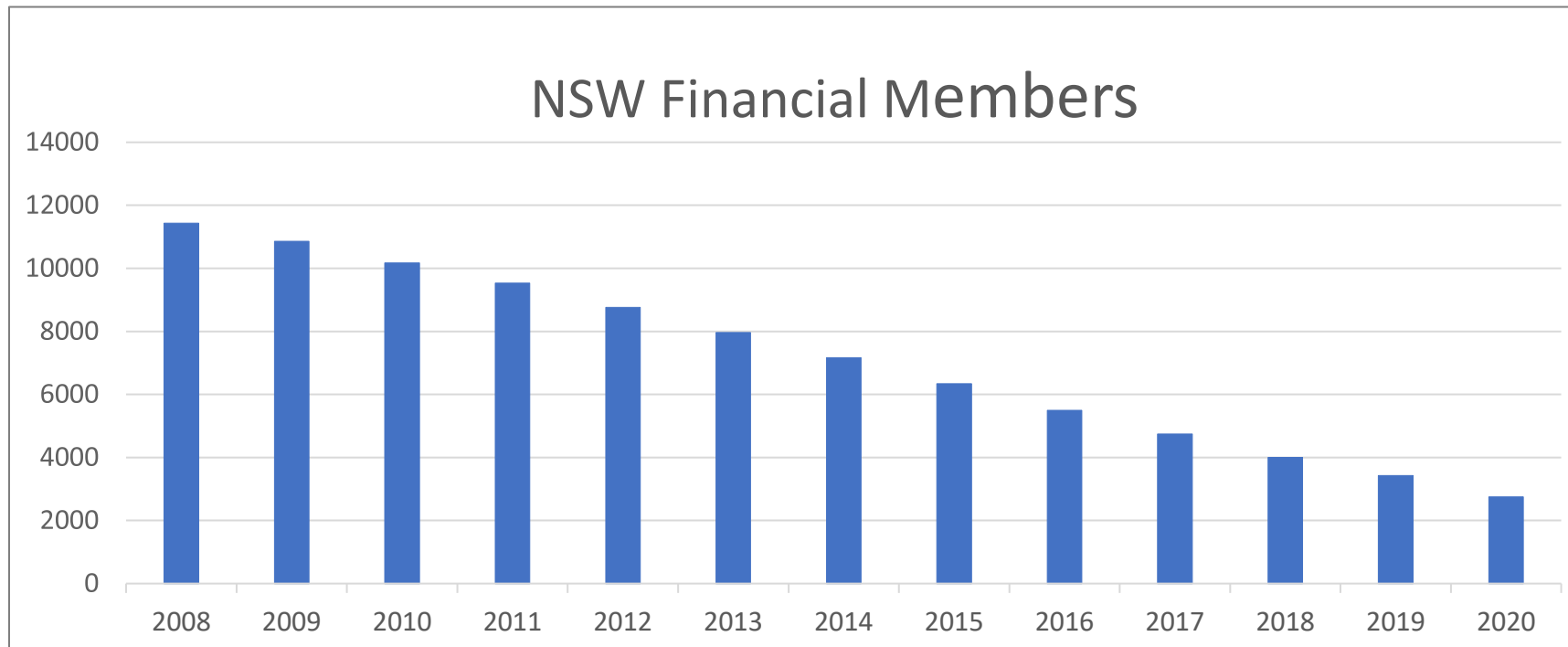
Addressing our challenges

Internal challenges	External challenges
<ul style="list-style-type: none">• Ageing membership has led to approximately 25% per annum decline in membership over the past 3 years	<ul style="list-style-type: none">• Needs of members has changed and we must maintain relevance in a complex operating environment
<ul style="list-style-type: none">• Increasing services that align with member needs	<ul style="list-style-type: none">• Veteran support system is complex and inefficient, failing to match available support to those in need
<ul style="list-style-type: none">• Federation model	<ul style="list-style-type: none">• Ever increasing number of ESO's means duplication and inefficiencies in service delivery



2020 Membership Update

- March 2008 - 11,431 members
- March 2019 - 4,005 members
- March 2020 - 2,859 members
- August 2020 - 2,176 members



OUR PURPOSE

A bright future
and enduring
legacy for all
War Widows
and their
families



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WAR WIDOWS' GUILD
OF AUSTRALIA NSW LTD

OUR VISION

To be the most valued and trusted partner to enrich our Members' and their family's quality of life



WAR WIDOWS' GUILD
OF AUSTRALIA NSW LTD

OUR GOALS

Relevance

Transform the lives of Members so their Quality of Life matches that of the general population

Influence

Become the leading voice representing War Widows and their families

Sustainability

Continue to grow a financially viable and sustainable organisation that allows relevance and influence to flourish



What does this mean

- We will **grow our membership**
- We will **increase services and support**
- Develop a **brand that will be relevant** amongst the veteran community
- We will **advocate strongly** on issues affecting our Defence family and **provide leadership** in a crowded ESO landscape.



Achievements

- **Transformed a traditional organisation to a modern operation**
- **Reduced Operating Expenditure by 40% pa = circa \$600,000**
- **Relocated Office to Chatswood**
- **Finalised sale of property portfolio and achieved an additional \$1.3 million for the organisation**
- **Implemented new Database and revised IT infrastructure**
- **Streamlined Office Staff in line with contracted organisation**
- **Partnered with Western Sydney University (at no cost) to expand wellbeing calls to all Members**
- **Strengthened the Governance & Investment Framework**
- **Expanded Welfare Services to better support Members and their needs**
- **Successfully transitioned the operations of the organisation in response to COVID19**

