

Personal Reference for Glenn Nicholls

To whom it may concern

In my role as a Director of RSL LifeCare and Chair of the Board, I have known Glenn Nicholls for the past four years through his association with the War Veterans village (Anzac Village) at Narrabeen.

Glenn has provided pest control services (Contractor - Pest Controller) for the War Vets for the past 33 years. While his Pest Control services over time have extended to other RSL LifeCare sites in the Greater Sydney area, I wish to specifically acknowledge his association with the War Vets for over 3 decades.

Glenn is well known and loved by the 1500 residents and staff at the War Vets for his very personable and authentic caring approach in all his dealings with them. He always takes the time to say hello to residents and will go out of his way to listen to their stories and their concerns.

He has been an active volunteer within the War Vets community.

In 2018 he was awarded the Milne-Wood Medal. Milne and Wood were two of the 'founding fathers' of the War Vets in 1930s. The Milne-Wood Medal is an honorary citation presented by the Board of RSL LifeCare in recognition of an individual (resident, volunteer and/or staff member) having a history of consistent delivery of an exceptional standard of service to RSL LifeCare. The Milne Wood Medal is auspiced by the Board of Directors for RSL LifeCare and is presented to the successful recipient/s at the Annual Thank You Luncheon usually following the Annual General Meeting in October/November each year. Nominees for the Award require to demonstrate achievement at a high level with RSL LifeCare service. They be exemplary in the service/support they provide and held in high esteem by their peers.

Glenn has had a special interest in supporting residents and veterans. He is accredited as an international press photographer. In addition to his professional life, Glenn has dedicated many hours of his time to the project of documenting many of RSL LifeCare's special events, creating photographic archives that will live on to tell the story and record the history of RSL LifeCare. Glenn has made so many friends of RSL LifeCare residents over the years and knows an extraordinary number by name. Glenn has an infectious passion for living and is kind, friendly, helpful and caring, with a genuine desire to make people happy. He goes out of his way to make people feel special. Glenn has been known to visit residents who just need someone to talk to and is always willing to stop what he is doing to focus on someone who needs a hug or a chat. When he knows someone is lonely he will make time to drop in for a cuppa. He has invited members of the War Vets who are without family at Christmas time, at times up to 25 residents and veterans, to his own family Christmas lunch.

In 2004 Glenn became president of the Northern Beaches Social Riders Club and today is still a member of this club. Glenn and the Social Riders visit our village every year during the Village Festival, riding into the homes to give the residents a glimpse into their youth – there are many 90year olds who get to sit on a motorbike for the first time because Glenn takes the time to make sure it happens. Glenn has been known to make birthday wishes come true with many a bike ride on the side car or on the back of the bike.

Glenn is gracious and humble. He shies away from recognition and thanks but is the first to acknowledge others' efforts and achievements. Glenn attends virtually every activity and event within the village as a volunteer photographer. If you speak about the "RSL LifeCare photographer", people know exactly who you are referring to even if they don't know him by name. He volunteers so frequently that some people actually think he works here and is employed by RSL LifeCare. He has been known to delay an overseas trip and change flights simply so that he can be in attendance at a function. Glenn forever gives. Photos, time, advice where it is welcome, He seeks out residents to ensure they have photos to give to their family members. He was instrumental in setting up a photo kiosk for residents to collect their treasured memories in print. Glenn joined the inaugural 2014 RSL LifeCare trip to Sandakan, Borneo. He volunteered to pay for his trip so that he could join in this important cultural experience. He

also funded two veterans to participate in the trip. He knew it would be a special moment in the story of RSL LifeCare. Glenn spent his time running up ahead and joining those at the back and reaching out to help and all the time taking photographs to make fabulous memories. But, more importantly, Glenn reached out to the veterans on the trek and took his time to speak to them, listen to them and be a shoulder to lean on. One of the veterans was in a particularly difficult space. He and Glenn got off to a rugged start but by the end of the trek his attitude and outlook had changed immensely, and he felt valued and was delightful to be with. This was largely due to Glenn's quiet but unwavering persistence, just letting him know that he was there if needed. He is a very special person with an immense capacity to give of himself. If you are in Glenn's company, the sense of love and caring is very close. Glenn has been active in the H4H program, initiating social activities that create an inclusive community. He would check up on them and keeps them company.

The citation that accompanied the awarding of the Milne-Wood Medal to Glenn was as follows:

" Glenn Nicholls – Photographer and volunteer

Glenn has been associated with RSL LifeCare for over 25 years, both in his professional capacity as a pest control contractor and, snake catcher but more importantly as a volunteer, supporting veterans and residents/staff. Glenn is a professional photographer but volunteers his time and attends every event. He has been known to delay an overseas trip simply to "be here". To acknowledge his work with the Milne-Wood award is to acknowledge a life of volunteering, commitment to humanity and a history of consistent delivery of an exceptional standard of service to RSL LifeCare and the greater community. Glenn is also heavily involved with Heart Kids and Cure our Kids Foundation as well as with Father Chris Riley. Glenn believes that a little love goes a long way."

Yours sincerely,

Andrew Condon
0438 889 667

7 July 2021