



Minutes

Agenda Item 1 Welcome, apologies and conflicts of interest

The Chair opened the meeting acknowledging country, veterans, current serving Australian Defence Force Personnel and welcomed observers. Members **NOTED** apologies as listed at Annexure A and no conflicts of interest were raised.

The Chair welcomed new representatives from Returned and Services League of Australia, Legacy Australia and Partners of Veterans' Association of Australia.

Agenda Item 2 Action items

Members **NOTED** the minutes from the previous meeting on 7 November 2024 were endorsed out of session on 12 December 2024 and published on the DVA Website on 18 December 2024.

Members **AGREED** to close action items 2024NACCF/A06, A08, A09, A10, A11, A12, A13 and A14.

UPDATES ON DVA INITIATIVES

Agenda Item 3 Department of Health and Aged Care Update

Members **NOTED** the update from the Department of Health and Aged Care (DoHAC) and **NOTED** an organisational restructure has taken place to implement the 1 July 2025 Aged Care Act reforms.

Members **NOTED** the budget is expected to meet Fair Work Commission decisions of December 2024 to increase award wages for aged care workers through indexation boosts and new grant opportunities.

Members **ACKNOWLEDGED** that DoHAC opened consultation on the national registration scheme in February 2025, which aims to strengthen the aged care workforce, improve quality, improve safety and enhance protections for older people. The staged process encompasses recommendations made by the Royal Commission into Aged Care Quality and Safety. Members **NOTED** the consultation period would end in April 2025.

Action Item and Description	Responsible
2025NACCF/A01 – NACCF members to be provided with an electronic of the new Department of Health and Aged Care organisation chart.	Department of Health and Aged Care

Agenda Item 4 Veteran Hearing Services Framework

Members **NOTED** the update on the new Veteran Hearing Services framework that takes wellbeing factors into consideration including health, employment, volunteer work and social support. This enables DVA to support a broader range of factors previously unidentified.

Members **NOTED** a range of communications material including Frequently Asked Question (FAQs), webinars and fact sheets are being finalised and will assist Veterans to understand the new entitlements and clarify technology available to Veterans with hearing loss concerns.

Agenda Item 5 Simplification of the Booked Car with Driver Service

Members **NOTED** amendments to the Booked Car with Driver Service (BCWD) to simplify and improve clarity for veterans. These changes included threshold access criteria for the BCWD service, removal of treatment location

criteria for clients aged 79 years or younger and the decision to retain medical condition criteria for clients aged 79 years or younger.

Members raised concerns to the wording of the BCWD infographic brochure highlighting the exclusion of General Practitioners from treatment location eligibility. Members **NOTED** that this was the previous infographic, and the treatment location criteria has been removed. All treatment locations, including General Practitioners, are now included.

Members **DISCUSSED** the types of contracted driver services that can be booked under the BCWD and the suitability of Uber in regional areas.

Action Item and Description	Responsible
2025NACCF/A02 – Advice to be provided to specify which contracted driver services can be booked, including Uber, under Booked Car with Driver (BCWD).	Program Delivery

Agenda Item 6 Model of Care Implementation for Open Arms

Members **NOTED** the update on the Open Arms Model of Care and **NOTED** it has been updated to prepare for the Royal Commission into Defence and Veteran Suicide recommendation for an independent review be undertaken of Open Arms in 2027. These updates aim to enhance military aware, trauma informed mental health support, ensuring it is better tailored to the needs of Veterans.

Members **NOTED** Open Arms has recently implemented several changes to the Model of Care, including revisions to the General Practitioner referral pathway, episodes of care and the introduction of engagement periods.

Members **NOTED** Open Arms is exploring the establishment of a Consumer Reference Group (CRG) to ensure that the voices and perspectives of the community are integrated into decision-making processes.

Members **DISCUSSED** support services available to Veterans when transitioning to aged care and the feasibility of incorporating existing community based agencies in this process.

Action Item and Description	Responsible
2025NACCF/A03 – Program Delivery to liaise with the Wellbeing and ESO Peak Body Taskforce about better care of Veterans as they transition to aged care and the use of existing community-based agencies.	Program Delivery

Agenda Item 7 Women Veterans' Strategy

Members **NOTED** the update on the Women Veterans' Strategy and that the strategy will consider health, suicide, leadership, identity, gender-based violence, economic equality, unpaid care and the commissioning of research into exploring women veterans' experiences accessing service supports.

Members were **ENCOURAGED** to direct any questions or input on the Strategy via email to women@dva.gov.au.

Agenda Item 8 NACCF Communique

Members were provided an opportunity to view the NACCF Communique and **NOTED** it will be distributed following the meeting.

Agenda Item 9 Other Business

Members **DISCUSSED** the eligibility of veteran widow/widowers to partner gold card benefits.

Members **DISCUSSED** delays to veteran queries on accessing home care and occupational therapist support particularly in regional areas.

Members **DISCUSSED** the increase in private companies charging Veterans for aged care placement services.

Action Item and Description	Responsible
2025NACCF/A04 – Program Delivery to liaise with Department of Health and Aged Care around legitimacy of service providers charging to assist Veterans in securing placement in aged care.	Program Delivery

THE FOLLOWING ITEMS WERE PROVIDED FOR INFORMATION AND WERE DISCUSSED BY EXCEPTION

Agenda Item 10 Legislative Reform Update

Members **NOTED** the update on legislation reform was provided for information.

Agenda Item 11 Veterans' Acute Housing Program Update

Members **NOTED** the update on the Veterans' Acute Housing Program was provided for information.

Agenda Item 12 Claims Processing Update

Members **NOTED** the new standard claims processing update moving forward will be as per the paper circulated to members.

Agenda Item 13 Aged Care Update

Members **NOTED** the update on Aged Care was provided for information.

Meeting closed: 10:15 am

Members	
Andrew Kefford PSM	Chair, Deputy Secretary, Policy & Programs, Department of Veteran's Affairs
Anna Colwell	Deputy Chief Health Officer, Department of Veterans' Affairs (Proxy)
Terry Roe JP	Vietnam Veterans' Association of Australia
Kate Hazelton	Legacy Australia
Mark Shen	Department of Health and Aged Care
CMDR RAN Rtd Ward Gainey MIEAUST JP	Vietnam Veterans Federation of Australia
Emily Cook	Australian War Widows Inc. (Proxy)
Pauline Cameron	Partners of Veterans' Association of Australia Inc
Keely Dreghorn	Returned and Services League of Australia
Presenters	
Chantelle Stratford	First Assistant Secretary, Women Veterans' Strategy
Brook Shearer	Senior Director, Open Arms
Jennifer Buckler	Assistant Secretary, Rehabilitation and Families
Dylan Kurtz	Assistant Secretary, Home and Community Care
Adam Weideman	Assistant Secretary, Benefit Policy
Observers	
Michael Harper	A/g First Assistant Secretary, Program Delivery
Kathy Shay	Home Support Programs Section, Department of Health and Aged Care
Danielle Wickens	Home Support Programs Section, Department of Health and Aged Care
Heidi Moses	Office of the Veteran Family Advocate Commissioner (Proxy)
Jacqueline Boyd	Director, Transport and Coordinated Veterans' Care Programs
Liza Harris	Assistant Director, Strategic Hearing Act
Jacqueline Hair	Assistant Director, Transport and Coordinated Veterans' Care Programs
Secretariat	
Morgan South	Assistant Director, International & Stakeholder Relations
Julie Hackett	Senior Secretariat Officer, International & Stakeholder Relations
Apologies	
Peta Langeveld	Deputy Chair, First Assistant Secretary, Program Delivery
Kahlil Fegan DSC AM	Repatriation Commissioner
Professor Jenny Firman AM	Chief Health Officer, Department of Veterans' Affairs
Jenny Gregory OAM	Australian War Widows Inc.

Next Meeting – NACCF 21 August 2025 (in person)