



**Australian Government**  
**Department of Veterans' Affairs**

**DVA Contracted Private Hospital  
Veteran Liaison Officer**

The Department of Veterans' Affairs (DVA) contracts with private hospitals who nominate a staff member(s) within the hospital to be the Veteran Liaison Officer (VLO).

DVA acknowledges that every hospital's VLO plays a vital role in ensuring that DVA clients are supported during their hospital stay. A VLO will be required to use their knowledge to assist DVA clients navigate hospital services on admission and communicate with them when needed to monitor their progress throughout their hospital stay. The VLO should be aware of the needs of DVA clients and coordinate with hospital staff to enhance the treatment and service provided to veteran patients.

The role of the VLO will include, but not limited to, the following:

Ensure that DVA clients, their families and carers are aware of the support provided by the hospital's VLO

[www.dva.gov.au/get-support/health-support/local-or-overseas-medical-care/hospital-services](http://www.dva.gov.au/get-support/health-support/local-or-overseas-medical-care/hospital-services)

Act as a single point of contact for DVA clients, their families and carers, Ex-Service Organisations and DVA with regard to resolution of concerns and problems

Provide pre-admission and Discharge Planning support

[www.dva.gov.au/sites/default/files/2023-03/discharge\\_planning\\_resource\\_guide.pdf](http://www.dva.gov.au/sites/default/files/2023-03/discharge_planning_resource_guide.pdf)

[www.dva.gov.au/sites/default/files/files/providers/hospitals/discharge\\_planning\\_checklist.pdf](http://www.dva.gov.au/sites/default/files/files/providers/hospitals/discharge_planning_checklist.pdf)

Assist in the coordination and streamlining of episodes of care

Refer DVA clients to appropriate services or resources

[www.dva.gov.au/get-support/providers](http://www.dva.gov.au/get-support/providers)

[www.dva.gov.au/get-support/providers/quick-guides-and-tools](http://www.dva.gov.au/get-support/providers/quick-guides-and-tools)

[www.dva.gov.au/get-support/health-support](http://www.dva.gov.au/get-support/health-support)

In conjunction with Ex-Service Organisations and subject to the consent of the DVA patient, coordinate visiting and information services, establish and maintain communication and linkages between the hospital and veteran community

[www.dva.gov.au/get-support/advocacy-representation-advice](http://www.dva.gov.au/get-support/advocacy-representation-advice)

Provide general health and lifestyle education and counselling, subject to available resources, this may include identification, development and implementation of health promotion programs relevant to the veterans

• [www.dva.gov.au/get-support/health-support/work-and-social-life-programs](http://www.dva.gov.au/get-support/health-support/work-and-social-life-programs)

Subject to the consent of veteran patients, ensure the veteran community is made aware of the range of services, programs and facilities available at the hospital

DVA offers a range of training options and courses to assist health professionals in understanding and caring for veterans. For further training please refer to [www.dva.gov.au/get-support/providers/training-research/training#veterans-mental-health](http://www.dva.gov.au/get-support/providers/training-research/training#veterans-mental-health)

It is a contractual obligation for all contracted private hospitals to have a nominated VLO, it is important that contracted private hospitals inform DVA via email at [HospitalContracting@dva.gov.au](mailto:HospitalContracting@dva.gov.au) of changes to the VLO including contact details.

You may find it helpful to discuss the role and responsibilities of the VLO within your organisation.

For additional information on services offered by DVA please refer to [www.dva.gov.au/get-support/providers/quick-guides-and-tools](http://www.dva.gov.au/get-support/providers/quick-guides-and-tools)