



HEALTH PROVIDERS PARTNERSHIP FORUM (HPPF) MEETING SUMMARY – 20 June 2025
(can be circulated in member newsletters if desired)

Agenda Item	
1. Welcome/ Open Meeting and Action Items update	The Chair welcomed members, proxies and observers and noted apologies and gave an action item update.
2. Wellbeing Policy update	<p>Key points:</p> <ul style="list-style-type: none">• The government provided a response to the Royal Commission's final report in December 2024.<ul style="list-style-type: none">○ The response acknowledges the need to consider veteran health care pricing and system design relating to Recommendation 71.• Defence and Veteran Mental Health and Wellbeing Strategy 2025-2030.<ul style="list-style-type: none">○ The government released a draft strategy in December 2024 in response to the Royal Commission Final Report. The strategy aligns with Recommendations 38 and 39.○ Public consultation ran from 28 January to 7 March 2025.○ First time DVA and Defence have had a joint strategy.○ The strategy focusses on wellbeing rather than ill health.○ Strategy will be supported with two action plans:<ul style="list-style-type: none">▪ Veteran Mental Health and Wellbeing and Veteran Transition▪ Suicide Prevention. <p>The key themes that came out of the public consultation regarding the Exposure Draft Defence and Veteran Mental Health and Wellbeing Strategy were:</p> <ul style="list-style-type: none">• Broad support for a joint mental health and wellbeing strategy for the Defence and veteran community.• Goals outlined in the Exposure Draft are the right focus areas.• Actions that will be taken to achieve the Strategy's goals are the key to success.• Cultural change is needed to improve mental health and wellbeing.• Early intervention and prevention should be prioritised.
3. Compensation Branch update	<p>Key points:</p> <ul style="list-style-type: none">• Pilot project aimed at optimising compensation claims processing was run between December 2024 to February 2025. It aimed to streamline and standardise the collection of medical related evidence, reduce unnecessary investigations and provide a collaborative model. The pilot was successful and will be expanded nationally.• DVA has expanded the providers whose diagnosis can be accepted by DVA for initial liability claims for anxiety or depressive conditions to include clinical psychologists in certain circumstances.



	<ul style="list-style-type: none">• The role of GPs to do the same was also recently reviewed by Commissions and the outcome of that will soon be confirmed. Uptake for the Provider Hotline (launched in September 2024) was relatively low. The pilot will conclude in July 2025; a report will be prepared to address insights from the pilot.• The project to improve medical assessment forms used to support veteran claims has been expanded to include the letters sent to health care providers as part of compensation claim processes. This aligns with the broader effort to simplify and streamline the claims process.• A new module covering PTSD will be released on the VETs HeLP platform later this year.
4. Health Programs and Services update	<p>Key points:</p> <ul style="list-style-type: none">• DVA is continuing to finalise administrative arrangements on psychedelic assisted therapy, including necessary governance and safety standards. Once finalised, DVA will communicate this with relevant providers.• DVA recently introduced a streamlined assessment process to address the increased volume of Medical Expenses Privately Incurred (MEPI) reimbursement requests.• In October 2024, a trial item number MT41 was created to allow radiologists to directly claim for GP requested, clinically required MRI services. The trial has been extended to December 2026.• DVA has removed treatment location criterion for eligible clients aged 79 years or younger who access the Booked Car with Driver service so they can now travel use this service for health appointments for DVA funded care, as long as they meet the criteria.• A new form for Prior approval for pain programs was developed to support streamlining of requests.• DVA requested input to determine the main issues and barriers to Providers determining eligibility themselves, in response to increasing queries to DVA regarding eligibility for health treatments.
5. DVA website enhancement project	<p>Key points:</p> <ul style="list-style-type: none">• DVA is finalising the implementation of the new look DVA website<ul style="list-style-type: none">○ Visual look and feel refresh, more supportive feel whilst staying true to DVA's identity.○ Consistent design system, in line with best practice for digital design and accessibility.○ Some pages have revised content that is easier to read and accessible on all devices/operating software.○ Improved access to information and AI search functionality.○ Improvements for Providers include:<ul style="list-style-type: none">▪ Dedicated spot for Providers on the DVA homepage.▪ Provider forms now available to download on main forms page and can filter by profession.
6. New allied health quick guides	<p>Key points:</p> <ul style="list-style-type: none">• DVA sought feedback on two newly created allied health quick guides:<ul style="list-style-type: none">○ Allied Health Treatment Cycle○ Rehabilitation Appliances Program (RAP)



	<ul style="list-style-type: none">DVA also sought topic suggestions for allied health topic areas to inform future education resources as part of VETs HeLP.
7. Other business	<p>Key points:</p> <ul style="list-style-type: none">Acknowledgment of email received from the Australian Association of Psychologists inc. (AAPi) Open Arms will provide a formal response to AAPi and a meeting will be arranged to discuss further.Noted changes to the Veteran Hearing Services Framework. The changes include an updated audiology form. <p>Links were provided for resources and education in veteran health care:</p> <ul style="list-style-type: none">https://www.racgp.org.au/education/education-providers/curriculum/curriculum-and-syllabus/units/military-and-veteran-healthhttps://www.dva.gov.au/get-support/providers/quick-guides-and-toolshttps://www.racgp.org.au/the-racgp/faculties/specific-interests/recognition-of-extended-skillshttps://medcast.com.au/veterans-health
8. Closing comments/questions and completion of participant survey	Members were given the opportunity to raise questions and make suggestions for future agendas.
9. Meeting close	The next HPPF meeting will be held in-person, Thursday 11 September 2025 .