



Minutes

Agenda Item 1 Welcome, apologies, conflicts of interest and Action Items

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

Members **NOTED** the Minutes from the previous meeting on 21 February 2025 were endorsed out of session and published on the Department of Veterans' Affairs (DVA) website.

Members **AGREED** to close action items 2025OWP/A01, A02, A04, A05, A06, A07, A08, A09, A10, A11, A12, A13, A14, A15 and A16.

Agenda Item 2 Legislative Reform Transition Process Update

Members **NOTED** the presentation on the Veterans' legislation reform.

Members **ACKNOWLEDGED** two training streams are being developed for release by September 2025: modular updates for current advocates and an updated course in Military Advocacy for new advocates.

Members **DISCUSSED** proposed training modules and the value of scenario-based learning tools. Members **AGREED** to liaise with their cohorts and provide consolidated feedback by 24 July 2025 on:

- additional training modules
- topics requiring further public education and explanation
- identified mis or dis-information about the new arrangements to facilitate publication of corrections
- preferred approach for engaging OWP members in the CLIK refresh project

Members **DISCUSSED** the overhaul of the CLIK policy library to align with the new Act. Members discussed their preferred option to review CLIK content and **AGREED** to include this as a standing agenda item until the conclusion of the project.

Members **DISCUSSED** incorrect social media commentary regarding Schedule 9 of the *Veterans' Entitlements, Treatment and Support (Simplification and Harmonisation) Act 2025* and the Defence Veterans Service Commission, particularly claims relating to pension cuts. The Chair **AGREED** to provide members with a rebuttal document to assist them to clarify information.

Members **PROPOSED** DVA consider producing and distributing information to ESO Advocates to summarise key changes to claims processing and updates to dispel persistent misinterpretations of the Claims Assessment Process.

Action Item and Description	Responsible
2025OWP/A17 – Members to provide feedback on proposed training modules (including any additions) by 24 July 2025 to OWP Secretariat.	OWP Members & Secretariat
2025OWP/A18 – CLIK upgrade engagement to be added as a standing OWP agenda item until conclusion of project.	Secretariat
2025OWP/A19 – Circulate to OWP members document to assist ESOs to rebut social media commentary regarding Schedule 9 of the <i>Veterans' Entitlements, Treatment and Support (Simplification and Harmonisation) Act 2025</i> .	Secretariat
2025OWP/A20 – DVA to consider producing and distributing information to ESO Advocates summarising key updates and changes to claims processing.	Deputy Chair

Agenda Item 2.1 Proposed amendments to GARP M

Members **NOTED** the presentation outlining proposed technical changes to GARP M and **ACKNOWLEDGED** the methodology aims to streamline assessments and increase beneficial outcomes for veterans.

Members **AGREED** to liaise with their cohorts and provide consolidated feedback on the proposed GARP M changes and methodologies by 24 July 2025.

Action Item and Description	Responsible
2025OWP/A21 – Members to provide feedback on proposed GARP M technical changes and methodologies by 24 July 2025 to OWP Secretariat.	OWP Members & Secretariat

Agenda Item 2.2 Approach to Presumptive Liability

Members **NOTED** the presentation on presumptive liability arrangements and **ACKNOWLEDGED** government has determined an initial list of conditions and that any future additions will be legislated as needed.

Members **AGREED** to liaise with their cohorts and provide consolidated feedback on the proposed presumptive liability conditions changes by 24 July 2025.

Members **ACKNOWLEDGED** DVA will maintain a register of presumptive liability conditions for future consideration.

Vietnam Veterans' Federation of Australia **DISCUSSED** the potential for additional conditions related to Agent Orange exposure to be added to the presumptive liability register.

Members **NOTED** insufficient time for discussion of the remainder of the agenda and **AGREED** to defer the remaining items to a future meeting.

Action Item and Description	Responsible
2025OWP/A22 – Members to provide feedback on presumptive liability approach by 24 July 2025 to OWP Secretariat.	OWP Members & Secretariat
2025OWP/A23 – Vietnam Veterans' Federation of Australia to submit the list of additional Agent Orange-linked conditions for consideration.	Vietnam Veterans' Federation of Australia
2025OWP/A24 – Remaining agenda items to be held over until next OWP meeting.	Secretariat

Agenda Item 3 OWP Communique

Members **AGREED** to endorse OWP Communique out-of-session.

Action Item and Description	Responsible
2025OWP/A25 – Members will endorse OWP Communique out-of-session.	Secretariat

THE FOLLOWING ITEM WAS PROVIDED FOR INFORMATION AND WAS DISCUSSED BY EXCEPTION

Agenda Item 6 Claims Processing Update

Members **NOTED** the most recent claims reporting data as outlined in the brief.

Members **NOTED** this data is available through the DVA Claims Processing Webpage at <https://www.dva.gov.au/claim-processing>, and is updated on the 15th of every month.

Meeting closed: 1:30 pm

Annexure A

Members	
Andrew Kefford PSM	Chair, Deputy Secretary, Policy and Programs
Tara Cavanagh	Deputy Chair, First Assistant Secretary, Client Benefits
Vanessa Cheng	Air Force Association
FLTLT Rod Hutchings	Australian Peacekeeper and Peacemaker Veterans' Association
Michael Carlon JP	Australian Special Air Services Association
Bob Connor	Legacy Canberra
Narelle Bromhead OAM	Partners of Veterans Association of Australia Inc.
Keely Dreghorn	Returned and Services League of Australia
Clem Russell OAM	The Royal Australian Regiment Corporation
Max Ball	Vietnam Veterans' Association of Australia
Bill Roberts OAM JP	Vietnam Veterans' Federation of Australia
Presenters	
Luke Brown	First Assistant Secretary, Policy Division
Jacqui Derriman	A/g Director, Customer Contact Management Project
Observers	
Rod Henderson	CEO Australian Peacekeeper and Peacemaker Veterans' Association
Sophie Gribbin	A/g Assistant Secretary, Benefits Policy Branch
Secretariat	
Brad Clarke	Assistant Director, International & Stakeholder Relations
Julie Hackett	Senior Secretariat Officer, International & Stakeholder Relations
Apologies	
Michael Harper	Assistant Secretary, VEA Compensation and Support
Jenny Gregory OAM	Australian War Widows Inc
John McNeill	Australian Veterans Alliance

Next Meeting – 29 August 2025 (Virtual)