



Minutes

Agenda Item 1 Welcome, apologies and conflicts of interest

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

The Ode was recited, and members acknowledged the service and sacrifice of all veterans and families.

Agenda Item 2 Action items

Members **NOTED** the minutes from the previous meeting on 7 March 2025 were endorsed out of session and published on the Department of Veterans' Affairs (DVA) website.

Members **AGREED** to close Action Items 2024YVF/A16, 2025YVF/A02, A03, A06 and A07.

Members **AGREED** that Action Items 2024YVF/A05, A10, A14, 2025YVF/A01, A04 and A05 remain in progress.

Members **NOTED** that Action Item 2024YVF/A05 relates to a longstanding action item relating to DVA fee schedule, noting its connection to previous submissions and relevance to Royal Commission into Defence and Veteran Suicide (Royal Commission) recommendations.

It was **NOTED** that while the item remains on the register, there has been limited progress, and a more substantial proposal may be required to support future action.

Members **CONSIDERED** the value of aligning this work with the Ex-Service Organisation Round Table (ESORT) and **AGREED** that the current body of work should be presented to support broader sector discussions.

Members **AGREED** to revise the action item to reflect this direction and ensure it continues to progress meaningfully.

No.	Action	Assigned to
2025YVF/A08	Secretariat to update Action Item 2024YVF/A05 to reflect that the Younger Veterans Forum (YVF) body of work on the DVA Fee Schedule will be presented to ESORT for consideration and advice on how best to progress the matter before any submission to Government is pursued.	Secretariat

Agenda Item 3 Member Submission – Department for Correctional Services (DCS) Veteran Strategy Consultation (The Royal Australian Regiment)

Members **NOTED** the submission submitted by the Royal Australian Regiment concerning the Department for Correctional Services (DCS) Veteran Staff, Prisoner and Offender Strategy and Action Plan 2021 – 2025, in the context of the DCS Veteran Strategy review and future strategy consultation.

Members **NOTED** the update on the recent review of the DSC Veteran Strategy and consult on future strategic direction.

Members **EXPRESSED** strong support for the initiative and **RECOGNISED** the positive outcomes already achieved.

Agenda Item 4 The TAPS Program and Reciprocal Peer Model Overview

Members **LOGGED ON** to the presentation organised by DVA's Veteran Family Advocate (VFA) Commissioner.

Members **NOTED** that the [Tragedy Assistance Program for Survivors \(TAPS\) Australia Postvention Workshop](#) is a first-of-its-kind, one-off, train-the-trainer program designed to support veteran families bereaved by suicide.

Members **NOTED** that delivered in partnership with DVA, the VFA, and a range of trusted national and international partners, the workshop provides an immersive experience focused on healing, peer support training, and co-designing the future of postvention support in Australia.

Members **NOTED** that while the program is not a clinical treatment or research study, it will be evaluated to inform a national postvention strategy and guide the development of future supports. The lived experiences shared through this initiative will help shape systems of care for other families impacted by military suicide.

Agenda Item 5 Member Submission – DVA Fee Schedules: Request for Government Implementation Plan in Response to Royal Commission Recommendation 71 and 72 (Returned and Services League of Australia [RSL])

Members **NOTED** the submission submitted by the RSL requesting a Government Implementation Plan in response to Royal Commission Recommendations 71 and 72, relating to DVA Fee Schedules.

Members **NOTED** the update provided about the Government's response to recommendations 71 and 72 from the Royal Commission.

Members **ACKNOWLEDGED** the structural and operational differences between DVA and National Disability Insurance Scheme (NDIS) arrangements, including broader treatment coverage under DVA, differing funding models, and service delivery pathways.

Members **NOTED** that while aligning DVA fee schedules with NDIS could address allied health services costs, it would not fully capture other clinical services provided under DVA, including medical and specialist care.

Members **NOTED** that changes to DVA health provider fees are subject to whole-of-government budget processes and are not decisions for DVA alone.

Members **NOTED** the establishment of a Commonwealth-led taskforce within the Department of Prime Minister and Cabinet (PM&C) to oversee the development of a whole-of-government approach to implementing Royal Commission recommendations.

Members **NOTED** that the taskforce is responsible for sequencing, advising on, and overseeing the government's response to the recommendations, including 71 and 72, and that DVA is actively engaged in this process.

Members **RAISED** concerns that a narrow focus on fee alignment risks overlooking critical systemic issues, including administrative delays, service accessibility, and the experience of both veterans and providers.

Members **AGREED** that reducing administrative burdens – such as delays caused by complex forms – is a key priority and noted ongoing work to streamline these processes.

Members **NOTED** the valuable input of veterans with lived experience in reviewing administrative practices and shaping meaningful reform.

Members **RAISED** the need for practical and tangible improvements that address barriers to access and support clinicians who treat veterans, particularly in regional areas.

Members **AGREED** that clearer communication of government responses and timeframes for implementing recommendations is essential to maintain confidence and transparency within the veteran community.

Members **AGREED** to escalate key matters for consideration to ESORT to support strategic progression of implementation efforts.

No.	Action	Assigned to
2025YVF/A09	An update to be provided at the next meeting on work underway to streamline DVA forms and administrative processes affecting service delivery.	Program Delivery

Agenda Item 6 Member Submission - DVA Claim Submission Strategy: Request for Update on MyOrg Advocate Portal and Future System Enhancements (RSL)

Members **NOTED** submission submitted by the RSL requesting an update on the MyOrg Advocate Portal and future system enhancements.

Members were **ADVISED** that use of MyOrg is encouraged for claim lodgement to reduce pressure on internal resources and streamline processing.

Members **NOTED** that there are currently seven claim lodgement channels, with plans to streamline these under the upcoming *Veterans' Entitlements Act 1986* (VETS Act) reforms in 2026.

Members were **INFORMED** that while MyOrg will not be mandated at this stage, further Information and Communications Technology (ICT) investment is planned to improve its functionality.

Members **RAISED** the importance of retaining access to the PRODA summary function via the Ex-Service Organisation (ESO) portal and **NOTED** this remains a high priority, noting it is dependent on Services Australia's funding and will be transitioned to MyOrg.

Members **DISCUSSED** support available to help navigate MyOrg and **NOTED** that step-by-step guides, presentations, and one-on-one assistance can be provided on request.

Members **RAISED** concerns from advocates regarding the level of personal information visible in MyOrg required for claims and the associated risk of fraud, particularly in cases where the veteran has passed away or when another person is appointed to manage their affairs. It was suggested that much of the information currently accessible is not required for advocates to support claims.

Members **NOTED** that upcoming system upgrades will aim to improve data handling and risk mitigation.

Members **NOTED** that current funding limitations prevent the development of a separate client management system. MyOrg will remain the central platform for claim lodgement and advocate engagement.

Members **ACKNOWLEDGED** that while MyOrg represents a positive step forward, continued collaboration is needed to overcome remaining challenges and ensure effective implementation.

Members **REQUESTED** a link through which to provide feedback on the needs of Advocates and **AGREED** that the link should be distributed via the YVF Secretariat.

No.	Action	Assigned to
2025YVF/A10	Provide members with a link to submit feedback on the needs of Advocates.	Client Benefits

Agenda Item 7 Fitness Passport Provisions and Access Enhancements

Members **AGREED** to defer this item to the next YVF meeting.

No.	Action	Assigned to
2025YVF/A11	Fitness Passport Provisions and Access Enhancements to be added to the agenda for the next meeting.	Veteran Experience and Transition

Agenda Item 8 Update on DVA Actions for mTBI and Blast Overpressure Exposure

Members **NOTED** that DVA will continue to provide stakeholders with updates on mild traumatic brain injury (mTBI) related projects underway and **NOTED** that DVA has developed a mTBI factsheet for the veteran community.

Members **NOTED** that the Repatriation Medical Authority (RMA) has commenced an investigation into blast-induced mTBI, with the consultation period now closed.

Members **NOTED** the establishment of joined DVA and Defence External Advisory Panel to support the development of a brain injury program, with representatives from medical and scientific fields.

Members **NOTED** the upcoming conference around September 2025 and the finalisation of the first commissioned research report by December 2025.

Members **NOTED** that research findings will inform ongoing treatment programs and policy discussions, and updates will be shared every six months.

Members **DISCUSSED** the importance of aligning with international research and leveraging work undertaken by Five Eyes allies to support program development.

Members **RAISED** concerns about misinformation on mTBI and the need for clear, consolidated communication from DVA to counter confusion.

Members **AGREED** on the need for a comprehensive factsheet to address misinformation and clarify treatment options and pathways.

Members **HIGHLIGHTED** that loss of consciousness is not a prerequisite for mTBI and that the inability to point to a period of unconsciousness due to memory loss should not preclude veterans from accessing treatment. Consistent exposure to blast or concussive force (common among military personnel and athletes) can result in mTBI even without loss of consciousness.

Members **RAISED** the need for clarification on how clients can demonstrate a probable cause when 'blast injury' is not considered a diagnosis, despite having a recognised of Statements of Principles (SOP).

Members also **RAISED** that DVA's request for a diagnosis or probable cause from treating practitioners may create barriers for access.

Members **DISCUSSED** the importance of Department of Defence and DVA jointly leading in the development of evidence-based treatment responses, noting that fragmentation across agencies undermines the research base.

Members **EXPRESSED** their strong support for the ADF and DVA leadership in progressing an Australian veteran-centric approach to the prevention, identification and treatment of mTBI.

No.	Action	Assigned to
2025YVF/A12	Members to provide input on key content to be included in the DVA mTBI factsheet to address misinformation by 26 August 2025	YVF members
2025YVF/A13	Update on DVA Actions for mTBI and Blast Overpressure Exposure to be provided at the next ESORT meeting.	Policy

Agenda Item 9 Future of CLIK Database

Members **NOTED** the information provided regarding the Consolidated Library of Information and Knowledge (CLIK) and the planned approach for updating the resource with the impending implementation of the VETS Act and the enhanced *Military Rehabilitation and Compensation Act 2004* (MRCA).

Members **RAISED** concerns that CLIK, once a highly trusted source of information for advocates, has declined in reliability and usability over the past decade, particularly for those outside the Department and **NOTED** that increasing volumes of information appear to be inaccessible to the broader community.

Members **ACKNOWLEDGED** that efforts to modernise CLIK are positive and that maintaining access to all existing information is critical.

Members **AGREED** that simplification must not come at the cost of omitting vital information required by the veteran.

Members **HIGHLIGHTED** the importance of ensuring the revised system uses plain language and avoids excessive legal terminology, so that it is accessible to a broad audience, including those without legal or technical expertise.

Members **NOTED** that while MRCA will become the primary Act from 1 July 2026, legacy claims under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA) and the *Veterans' Entitlements Act 1986* (VEA) will require some historical content to remain accessible through CLIK.

Members **RAISED** that understanding the complexity of this transition will require time and guidance and **AGREED** that this presented a challenge that should not be underestimated.

Comparisons were **RAISED** between CLIK and other user-focused platforms, such as Defence's Pay and Conditions Manual (PACMAN), the ADF's paying conditions manual, which is considered clear and user-friendly.

Members **SUGGESTED** exploring whether usability features from PACMAN could be adapted for CLIK to improve user experience, particularly for veterans accustomed to that format.

Members **DISCUSSED** the importance of marking outdated content clearly, while maintaining access to historical materials for reference and context.

Members **NOTED** that content development procedures and style standards will be introduced to ensure information is written consistently and accessibility.

Agenda Item 10 Veteran and Family – Learning and Innovation Network of Knowledge (VF-Link)

Members **NOTED** that DVA is implementing the Veteran and Family Learning and Innovation Network of Knowledge (VF-LINK), a new research and evaluation model.

Agenda Item 11 DVA Strategic Update

Members **NOTED** the update provided by Secretary Frame, including:

- The continued intensive work on the Royal Commission response and broader cross-agency engagement.
- DVA's leadership on co-design work, particularly Recommendation 87, with ongoing consultation and sector engagement.
- The role of the Institute of Advocates, its external leadership and a focus on lived experience, and its positive reception across the veteran community.
- The record levels of claims processing and significant reductions in older claims.
- The ongoing ICT improvements and use of AI tools (currently not using veteran data) to enhance efficiency.
- The strong participation in commemorations and growing interest in future events.
- DVA's intent to raising awareness about trusted, no cost advocacy options through proactive communications.
- DVA's intent to seek an obligation on Advocacy entities to consistently provide 'transparent declarations' of all connections and associations to other service providers, to address on-referral and cost stacking.

Members **RAISED** concerns about delays in processing urgent claims and identified instances where communication breakdowns had affected outcomes for veterans.

Members **NOTED** a significant increase in claim volumes and **ACKNOWLEDGED** that some teams are under considerable pressure due to high demand.

Members **DISCUSSED** the escalation of urgent claims and the need for greater clarity and consistency in identifying and prioritising urgent matters.

Members **RAISED** concerns regarding the inappropriate and abusive conduct of some paid advocates towards departmental staff.

Members **NOTED** the correlation between financial incentives and the use of menacing language, and the negative impact this has on staff wellbeing and departmental responsiveness.

Members **AGREED** on the need to ensure respectful behaviour towards staff and for stronger communications to educate the veteran community on trusted advocacy sources.

Members **DISCUSSED** the importance of clear guidelines for identifying misconduct by advocacy organisations.

Members **NOTED** that DVA has been streamlining business claims processes and continues to pursue ICT funding to enhance systems rather than increase staffing, with efforts to improve efficiency through automation and revised workflows.

Members **DISCUSSED** the issue of decision-making autonomy within health approval teams, with concerns that staff may lack discretion to make practical decisions even when alternative options could be faster and most cost-effective.

Members **AGREED** to identify and send examples of such cases to the Repatriation Commissioner to support further review and process refinement.

No.	Action	Assigned to
2025YVF/A14	YVF members to identify and provide examples of complex or specific assistance requests within the DVA health approvals process where alternative, common-sense decisions may have been overlooked due to rigid procedures and submit these by 26 August 2025.	YVF members

Agenda Item 12 Wandering Warrior Education Proposal

Members **NOTED** the update from Mr Quentin Masson, Chief Executive Officer, Wandering Warriors on the Wandering Warrior Education Proposal, which delivers education and career transition support to veterans and their families through an almost entirely volunteer-led model.

Members **NOTED** the proposed structure and funding approach of the initiative, including the role of the Steering Committee and Future Generation Fund.

Members **NOTED** the initiative's planned delivery of education support to all Services and its request for ESO and government support to create and sustain the initiative.

Members **DISCUSSED** the organisation's financial operations, including operating costs, and **NOTED** the funding model relies heavily on in-kind contributions and gifted scholarships, resulting in minimal direct program expenditure.

Members **RAISED** questions regarding scalability and **NOTED** the initiative's reported flexibility and ability to leverage partnerships to deliver high education outcomes value with low cost.

Members **NOTED** that the program aims to support a wide range of cohorts, including current serving members, veteran families, spouses, and children, with implementation to occur progressively.

Members **DISCUSSED** the alignment of this initiative with other education programs and **NOTED** the stated potential to enhance family retention and readiness by investing in veteran and family education.

Members **NOTED** the intention to expand the fund to support a broader range of education pathways, including those related to school-aged children, subject to future growth.

Members **NOTED** that program eligibility is intended to be inclusive of all ADF members and families, regardless of service category, and the competitive scholarship-based criteria would be used to determine allocation based on impact.

Members **AGREED** that ESO support is critical and **DISCUSSED** approaches to ensure collective ESO backing of the initiative.

Members **AGREED** in principle to prepare a formal letter of support of the initiative and **NOTED** strong support for the proposal and **INTEREST** in having the initiative presented at a future ESORT meeting.

No.	Action	Assigned to
2025YVF/A15	A draft letter of support for the Wandering Warrior Education Fund initiative, to be prepared by the Department, reviewed and cleared by YVF members, and signed by the Chair on behalf of YVF members.	Chair
2025YVF/A16	A presentation of the Wandering Warriors Education Proposal is to be arranged for a future ESORT meeting.	Wandering Warriors

Agenda Item 13 Grants Overview of DVA programs

Members **NOTED** the update on the current and upcoming annual grant opportunities offered by the DVA, relevant to the YVF, including:

- Saluting Their Service Commemorative Grants Program (STS Program)
- Veteran Wellbeing Grants (VWG) Program
- Building Excellence in Support and Training Grant (BEST) Program.
- Recognition of Prior Learning (RPL) Grant Program

Members **DISCUSSED** the one-off VWG originated from a previous government commitment and unlikely to be repeated under the current Minister for Veterans' Affairs, with the funding focus expected to shift toward outcomes aligned with the Royal Commission.

Members **NOTED** that the VWG Program is now consolidated to support projects delivering wellbeing outcomes, and there is limited scope for infrastructure-focused proposals.

Members **DISCUSSED** opportunities to improve how VWG program is framed and delivered, including leveraging streams to prioritise the most effective project ideas.

Members **RAISED** questions regarding the possibility of exceeding the current grant cap and **NOTED** that there is no current intent to increase the limit.

Members **NOTED** that the STS Program continues to operate, with current rounds open and accepting applications.

Members **SOUGHT** information on other grant programs, and **NOTED** that the existing grants include BEST, VWG, and STS, and all operate under defined parameters and outcomes.

Members **RAISED** concerns about the burden of annual grant cycles on organisations and **DISCUSSED** the potential benefit of shifting to a longer-term funding model to support more efficient planning and delivery.

Members **NOTED** that while the BEST Program is disbursed annually, the overall planning horizon may need to be extended to improve strategic alignment and resource management.

Members **RAISED** equity concerns in relation to the grant distribution process, with members highlighting inconsistencies in outcomes for different organisations.

Members **DISCUSSED** the need for improved oversight and auditing mechanisms to ensure funding is used appropriately and aligned with declared outcomes.

Members **SOUGHT** clarification regarding reporting requirements under the BEST Program, particularly around the distinction between calendar year and financial year.

Members were **ENCOURAGED** to propose ideas to improve the grant structure and **ADVISED** they may also write directly to the Minister for Veterans' Affairs to raise funding model reform suggestions.

No.	Action	Assigned to
2025YVF/A17	Clarification to be sought on financial acquittal requirements for the BEST Program, including the distinction between calendar year and financial year reporting, and provide advice on current auditing expectations and eligibility thresholds.	Program Delivery

Agenda Item 14 Veterans' and Families' Hubs Expansion Update

Members **NOTED** the update on the Veterans' and Families' Hubs Expansion.

Members **NOTED** progress in delivering the 2022 election and budget commitments in partnership with hub lead organisations.

Members **ACKNOWLEDGED** the differing approaches across hub locations and overall positive outcomes to date.

Members **NOTED** the program's expansion to include sites in Southwest Perth, Northern Adelaide, Surf Coast/Geelong, Hawkesbury, Hunter, Tweed/North Coast, Ipswich and Tasmania.

Members **NOTED** the recent election commitment to establish an additional hub in Bendigo.

Members **NOTED** some delays in securing premises, but interim services are being provided, with all hubs expected to be operational by mid-2026.

Members **NOTED** the Queanbeyan and Northern Adelaide hubs opened in April and July 2025 respectively, with the latter's formal launch planned for August 2025.

Members **ACKNOWLEDGED** the hubs complement existing sites and are accessible to all current and former ADF members and their families.

Members **NOTED** the ongoing evaluation led by La Trobe University, focusing on service experiences, access barriers, and areas for improvement.

Agenda Item 15 Defence and Veterans' Services Commission

Members **NOTED** the update provided by Mr Michael Manthorpe PSM, Interim Head of the Defence and Veterans' Services Commission (DVSC) on the establishment of the DVSC.

Members **DISCUSSED** the Commission's intended role in engaging with state and territory governments, noting that formal engagement has been limited to date but is expected to progress.

Members **NOTED** that the DVSC legislation enables the Commission to examine matters at the state and territory level, primarily in an advisory capacity.

Members **RAISED** the importance of collaboration between Commonwealth and state systems in implementing Royal Commission recommendations.

Members **DISCUSSED** the need for structured engagement and information-sharing with jurisdictions to support national consistency in reform efforts.

Members **RAISED** the importance of appointing an independent Commissioner with no recent affiliation with the ADF, in line with Royal Commission recommendations.

Members **NOTED** that the Governor-General will appoint the Commissioner on the advice of Government, supported by a merit-based and transparent process.

Members **DISCUSSED** the types of expertise suitable for the role, including judicial, law enforcement, mental health, or lived experience backgrounds.

Members **NOTED** the legislative requirement that the Commissioner must not have served in the ADF within the past five years.

Members **AGREED** that any future appointment should ensure appropriate distance from existing military systems and be based on relevant expertise, including mental health, suicide prevention, and lived experience.

Members **NOTED** that ongoing stakeholder engagement is being undertaken to support the establishment of the DVSC and that further consultation will continue.

Agenda Item 16 Update on the Wellbeing Agency and Peak Body Taskforce

Members **NOTED** the update on the Taskforce on Wellbeing Agency and Peak Body.

Members **DISCUSSED** the complexity in defining the scope of the entities during early consultations and the confusion caused by overlapping responsibilities.

Members **RAISED** questions about the role of the agency, including whether it would act as an Ombudsman-like-body or have broader service coordination functions.

Members **RAISED** concerns about the obligation of ESOs and DVA to act on feedback, particularly when veterans hold misunderstandings about service providers.

Members **NOTED** that the Peak Body will be independent and not subject to legislative requirements to act on feedback, though it may still play a role in gathering and responding to feedback from the community.

Members **DISCUSSED** the potential for the agency to identify systemic issues and refer concerns to relevant organisations where appropriate, while respecting the independence of the Peak Body.

Members **NOTED** that although the Peak Body will not be a regulatory authority, it may choose to adopt frameworks or standards (e.g., accreditation or quality ticks) to guide member organisations and respond to ongoing issues.

Members **NOTED** that while the Peak Body may not hold regulatory authority, it may wish to assume some responsibility for communicating service standards and responses to feedback.

Members **ACKNOWLEDGED** the challenges of managing sector expectations and the likelihood of criticism, regardless of the structure.

Members **RAISED** the importance of strong governance and inclusive board representation, with emphasis on the role of the Chair and Board composition in shaping trust and legitimacy.

Members **ACKNOWLEDGED** the challenges in securing broad sector support and participation, including securing organisational membership and demonstrating the value proposition for joining and **AGREED** that successful Peak Body must be sector-led and inclusive, with strong support from organisations across the sector.

Members **DISCUSSED** the proposed funding model, including a mix of government seed funding, membership fees, program-based grants, and potential long-term investment portfolios.

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Members **DISCUSSED** the risks of commercial providers misrepresenting themselves as veteran-specific to exploit free directory listings and the need for safeguards to distinguish between paid services, non-profit ESOs, and veteran-affiliated providers.

Members **NOTED** that the Wellbeing Agency could explore existing directories, such as Service NSW, to avoid duplicating effort and ensure rigour around eligibility, quality, and structure.

Members **AGREED** there must be transparency on whether services are funded through government entitlements or require private payment from veterans and families.

Members **RAISED** the importance of including community-based and public services in the referral pathway, particularly for mobile veteran families in areas with limited veteran-specific services.

Members **NOTED** the agency's responsibility to ensure inclusive, evidence-based, and well-checked service options are available to meet the needs of diverse cohorts.

Agenda Item 17 Other Business

Members **NOTED** that Client Management System (CMS) challenges are common across ESOs and **AGREED** that this issue should be addressed nationally.

Members **NOTED** that some organisations have paid significant amounts for tailored CMS systems to support advocates working with veterans. A national system would allow smoother handover of clients between organisations.

Members **AGREED** the system should support both fee-for-service and free models, operate across jurisdictions, and be compatible with existing platforms like PRODA.

Members **RAISED** the need for minimum standards and accountability, especially for paid advocates. A CMS should support oversight and quality assurance.

Members **EXPRESSED** support for dedicating a one-hour session at the next meeting to discuss key issues in addition to the scheduled agenda items and **AGREED** to include this in the agenda.

Members **NOTED** the update on the progress of the Institute of Advocates and the update on the ESORT.

2025YVF/A18	Secretariat to include one-hour session for discussion of key issues in the agenda for the next YVF meeting, in addition to the scheduled items.	Secretariat
2025YVF/A19	Invite the Deputy Secretary of the Taskforce on Wellbeing Agency and Peak Body to provide an update on the co-design process at the next meeting.	Taskforce on Wellbeing Agency and Peak Body

Agenda Item 18 YVF Communique

Members were provided the YVF Communique following the meeting for endorsement and publishing on the DVA website.

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

Agenda Item 19 Open Arms Digital Health Strategy

Members **NOTED** the update on the Open Arms Digital Mental Health Strategy in the paper circulated to members.

Agenda Item 20 Advocacy Update

Members **NOTED** the update on Advocacy in the paper circulated to members.

Agenda Item 21 Legislative Reform Transition Process Update

Members **NOTED** the update on Legislation Reform in the paper circulated to members.

Agenda Item 22 Compensation Claims Processing Update and Time Taken to Process

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

Meeting closed: 4:30 pm

ENDORSED

Kahlil Fegan DSC, AM	Chair, Repatriation Commissioner
COL James Burns CSM and Bar	ADF Liaison Officer to DVA, Department of Defence
Nick Russon	Australian Special Air Service Association
Matthew Bondarczuk RAN RTD	Australian Veterans Alliance
Charlotte Webb	Defence Families Australia
Lorraine Grey	Naval Association of Australia (<i>proxy</i>)
James Dallas	Returned and Services League of Australia
Christopher Tilley	Royal Australian Regiment Corporation
Scott Harris	The Warrior's Return
Alison Frame	Secretary, Department of Veterans' Affairs
Michael Manthorpe PSM	Interim Head of the Defence and Veterans' Services Commission
Quentin Masson DSM	CEO Wandering Warriors
Mark Brewer AM CSC and Bar	Deputy President, Veteran Experience and Transition
Tara Cavanagh	First Assistant Secretary, DVA – Client Benefits Division
Cath Haffner	Assistant Secretary, Health and Wellbeing Policy
Nadine Clode	Assistant Secretary, Research and Evaluation Branch
Kerrie Martain	Assistant Secretary, Taskforce for Wellbeing Agency and Peak Body
Linda Sharrock	Director, VEA Compensation and Support
Maisi Ahuja	Director, Grants Operations
Cerise Lonergan	Acting Director, Veterans' and Families' Hubs
Mike von Berg MC, OAM	Ex-Service Organisation Round Table member
Lisa Pulko	Interim Defence and Veterans' Services Commission
Brad Clarke	Assistant Director, International and Stakeholder Relations
Julie Hackett	Senior Secretariat Support Officer, International and Stakeholder Relations
Jessica Law	A/g Senior Secretariat Support Officer, International and Stakeholder Relations
SQNLDR Dee Cherry	Air Force Association
Jessica Sullivan	Australian Peacekeepers and Peacemakers Veterans' Association
Barbara Boyer	Legacy Australia Inc
Georgia Ash	Mates4Mates
Andrew Jeynes	Naval Association of Australia
James Milliss	Soldier On

Next Meeting – 6 November 2025 (In-person Meeting)