



FORUM SUMMARY

The forum welcomed Mark Garrity, Provider Engagement and Management Branch as incoming Deputy Chair. The Deputy Chair thanked the attendees who provided feedback on the shorter 90 minute forum via webinar.

The forum was updated on the final issue of Veteran Cards rolling out in September 2020. It is expected by October, all DVA veterans will have received a new look Veteran Card.

It was confirmed that DVA was working towards reducing the number of external lines for veterans to contact the Department and is tracking towards providing a primary access number– 1800 VETERAN (1800 838 372). However it was highlighted that there were no change to the Provider Hotline number – 1800 550 457.

Chief Data Officer Presentation

Dr Paul Nicolarakis presented to the forum about the current data held by DVA and types of data that was priority by DVA business areas.

He presented a map of where veterans are located around Australia, particularly of importance during COVID-19 to ensure they receive the services needed.

Dr Nicolarakis presented data on

- Telehealth
- Dietetics
- Speech Pathology
- Physiotherapy
- Exercise Physiology
- Dental

Chief Health Officer Update

Dr Jenny Firman, Acting Chief Health Officer, spoke about her experience at Department of Health working on COVID-19 and thanked Dr Trish Batchelor for her work at DVA during this time. She spoke about OpenARMS, noting there was a record number of clients in July. They have opened four new offices and built on the national intake number (1800 011 046).

Improvements to provider pages on the DVA website

Dr Trish Batchelor, Deputy Chief Health Officer updated the forum on the updates made to the provider pages on the DVA website. The Content Hub presented the new website pages and feedback was received to ensure continual improvement. An update on Pat the chatbot Pat was provided.

