



## Minutes

### Agenda Item 1 Welcome, apologies and conflicts of interest

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

Members **NOTED** the introduction of the new DVA Chief Health Officer and **ACKNOWLEDGED** the contribution of the predecessor in the role.

### Agenda Item 2 Action items

Members **NOTED** the minutes from the previous meeting on 1 April 2025 were endorsed out-of-session on 2 May 2025 and published on the DVA Website on 12 May 2025.

Members **AGREED** to close action items 2025NACCF/A01, A03 and A04.

Members **AGREED** that action item 2025NACCF/A02 is in progress.

No.	Further Action	Assigned to
2025NACCF/A05	Confirmation that specified conditions for veteran cardholders, 79 years and younger, is still included in Booked Car With Driver (BCWD).	Program Delivery

### Agenda Item 3 Member Submission: Veteran identification in Residential Aged Care (RAC) facilities

Members **NOTED** the update on DVAs progress on veteran screening processes for hospitals, community health systems and its expansion into residential aged care facilities.

Members **DISCUSSED** the inclusion of several tick boxes on residential aged care facility admission forms that identify veterans, and their specific needs, so care staff can better support veterans in their twilight years.

## UPDATES ON DVA INITIATIVES

### Agenda Item 4 Home and Community Care Update

Members **NOTED** the update from the Assistant Secretary, Home and Community Care and **NOTED** copies of the Veteran's Guide to Living in Aged Care, along with a letter from the Repatriation Commissioner, were sent to forum member organisations and over 6,000 veterans in residential aged care facilities.

Members **DISCUSSED** the inclusion of a more prominent aged care button on the DVA homepage and a possible postal order form for DVA publications for inclusion in the printed version of the VetAffairs newspaper for veterans without computer access.

Members were **PROVIDED** with links to order a range of DVA aged care booklets for their ESO constituents as required.

No.	Action	Assigned to
2025NACCF/A06	Inclusion of a more prominent hyperlink button on DVA website (home page) to aged care support information as either a standard or featured button.	Ministerial Engagement and Communications
2025NACCF/A07	Possible postal order form for DVA publications as a standard inclusion in the printed version of the VetAffairs newspaper for veterans without computer access.	Home and Community Care

## Agenda Item 5 Department of Health, Disability and Ageing Update

Members **NOTED** the update from the Department of Health, Disability and Ageing and **NOTED** the following:

- Aged Care Act 2024 will come into effect on 1 November 2025
- Some rates for aged care subsidies and supplements paid to home care and residential aged care providers have increased in line with routine indexation
- A new Support at Home Program will start on 1 November 2025 with new classifications and pricing and will focus on early intervention for those with complex needs.

Members were **PROVIDED** with links to the Department's webpage on features of the new Support at Home Program.

## Agenda Item 6 DVA Website Enhancement Project Update

Members **NOTED** the Department has invested in enhancing its main external communication channel – the DVA website, aimed at improving the user's digital experience and wellbeing.

Members **NOTED** the new website and AI-enabled search is live in Beta and available for public viewing and testing.

Members were **PROVIDED** with links to the DVA test website.

## Agenda Item 7 Royal Commission and Wellbeing Agency and Peak Body Update

Members **NOTED** the verbal update provided by the Royal Commission Implementation Taskforce. Members **NOTED** DVA is working with the Commonwealth-led Royal Commission Implementation Taskforce, based in the Department of the Prime Minister and Cabinet, on the sequencing of actions as part of a coordinated government response.

Members **NOTED** the presentation on the progress of the Wellbeing Agency and Peak Body by DVA's Taskforce. Members **NOTED** DVA will be undertaking a range of activities to share the findings, and potential solutions stemming from the co-design process with the veteran and family community. Details of these activities will be available on the DVA website as developed.

Members **DISCUSSED** the relationship between the Peak Body, Wellbeing Agency and Open Arms and the types of services each will provide to veterans and Ex-Service Organisations.

No.	Action	Assigned to
2025NACCF/A08	A copy of the Wellbeing Agency and Peak Body PowerPoint presentation is to be distributed to NACCF forum members.	Secretariat and Wellbeing Agency and Peak Body Taskforce

## Agenda Item 8 Other Business

Members **DISCUSSED** DVA distributing aged care publications to Vietnam Veterans' Association of Australia offices for circulation to their members.

Members **DISCUSSED** the desire from members to appoint a DVA Commissioner for Ageing due to the ageing veteran population.

**OFFICIAL**

Members **DISCUSSED** whether DVA funds Respiratory Syncytial Virus (RSV) vaccinations as older veterans, and war widows, are susceptible to the virus currently being reported as a high-risk during hospital stays.

<b>No.</b>	<b>Action</b>	<b>Assigned to</b>
<b>2025NACCF/A09</b>	Vietnam Veterans' Association of Australia to provide list of office addresses so aged care publications can be distributed.	Vietnam Veterans Association of Australia, Secretariat and Program Delivery
<b>2025NACCF/A10</b>	Confirm whether DVA funds Respiratory Syncytial Virus (RSV) vaccinations for veterans and war widows.	Secretariat and Chief Health Officer

**Agenda Item 9      NACCF Communique**

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

**Meeting closed:** 11:55 am

**Annexure A**

Members	
Peta Langeveld	A/g Chair, First Assistant Secretary, Program Delivery
Dr Steph Davis PSM	Chief Health Officer, Department of Veterans' Affairs
Kahlil Fegan DSC, AM	Repatriation Commissioner
Jenny Gregory OAM	Australian War Widows Inc.
Peter Thompson	Department of Health, Disability and Ageing ( <b>proxy</b> )
Kate Hazelton	Legacy Australia
Bev Benporath	Partners of Veterans' Association of Australia Inc ( <b>proxy</b> )
Keely Dreghorn	Returned and Services League of Australia
Ward Gainey	Vietnam Veterans' Federation of Australia
Terry Roe JP	Vietnam Veterans' Association of Australia
Presenters	
Debbie Arnold	First Assistant Secretary, Royal Commission Implementation Lead
Ingrid Nagy	Assistant Secretary, Communications
Kerrie Martain	Assistant Secretary, Taskforce on Wellbeing Agency and Peak Body Taskforce
Dylan Kurtz	Assistant Secretary, Home and Community Care
Busilak Joves	A/g Director, DVA Website Enhancement Project
Secretariat	
Brad Clarke	Assistant Director, International & Stakeholder Relations
Julie Hackett	Senior Secretariat Officer, International & Stakeholder Relations
Apologies	
Andrew Kefford PSM	Chair, Deputy Secretary, Policy & Programs, Department of Veterans' Affairs
Mark Shen	Department of Health, Disability and Ageing
Pauline Cameron	Partners of Veterans' Association of Australia Inc

**Next Meeting** – 18 November 2025 (Virtual)