



Operational Working Party August 2025

Operational Working Party Meeting

The Operational Working Party (OWP) met virtually on Friday, 29 August 2025.

OWP Member Submissions

Progress Update on Changes to DVA Telephone System (The Australian Special Air Service Association)

In June 2024, the Department of Veterans' Affairs (DVA) telecommunications provider Services Australia (SvA) entered a contract with Optus to deliver customer contact management services and software.

Due to go live in 2026, this solution will provide a modern cloud-based contact centre platform.

DVA is taking the opportunity to reassess our service delivery practices, we are using this change as an opportunity to look at how we deliver services and manage calls, so we can make the experience better for our clients.

DVA Critical Initiatives

Legislative Reform Transition Process – General Update

Members noted that Schedule 9 of the *Veterans' Entitlements, Treatment and Support (Simplification and Harmonisation) Act 2025* (VETS Act) remains subject to a Senate Inquiry. Members further noted that system enhancements are underway, including improvement to the Special Rate Disability Pension (SRDP)

processing system, and the transition to the Integrated Support Hub (ISH) Rehabilitation and Compensation platform to deliver greater efficiency. Continued stakeholder engagement and communication remain ongoing, alongside training initiatives, with the development modules designed to upskill advocates on the upcoming VETS Act changes.

Proposed Advocate Training Module: Single Ongoing Act

Members were provided with an opportunity to provide feedback on the proposed training module for the Single Ongoing Act that will be provided for advocates and other interested members of the public.

Proposed Advocate Training Module: DVA and CSC Superannuation Payments and Processes

Members were provided with an opportunity to provide feedback on the proposed training package on Commonwealth Superannuation and DVA Compensation Payments.

CLIK Upgrade Engagement

The forum noted the advice on the Consolidated Library of Information and Knowledge (CLIK) enhancements.

Other Business

The following items were discussed under Other Business:

- Key dates approaching, including the anniversary of the release of the Royal Commission into Defence and Veteran Suicide Final Report on 9 September 2025 and National Suicide Prevention Week.
- Anticipated release of the latest Australian Institute of Health and Welfare (AIHW) report on Defence and Veteran Suicide. (9 September 2025)