



# Younger Veterans – Contemporary Needs Forum November 2025

## Younger Veterans – Contemporary Needs Forum Meeting

The Younger Veterans - Contemporary Needs Forum (YVF) met on Thursday, 6 November 2025.

### DVA Strategic Update

The Department of Veterans' Affairs (DVA) Secretary, Alison Frame provided a Strategic Update, including:

- Appointment of the new Veteran Family Advocate Commissioner, Annabelle Wilson
- Key achievements of the Royal Commission into Defence and Veteran Suicide one year on
- Update on the Taskforce consultation and co-design of the Wellbeing Agency and Peak Body
- Continuation of Mental Health Literacy and Suicide Prevention Training
- Update on Provider compliance
- Artificial Intelligence at DVA
- Opening of the 10<sup>th</sup> Veterans' and Families' Hub in Northern Adelaide
- Anniversary of Operation Slipper

## **DVA Critical Initiatives**

### **Overview of Artificial Intelligence (AI) Pilots and AI Use**

An update on DVA's current Artificial Intelligence (AI) Initiatives was provided including the latest updates to the DVA AI Transparency Statement.

### **DVA Provider Integrity Concerns and Activities**

DVA is committed to ensuring that veterans receive clinically necessary and high-quality care.

While the majority of providers do the right thing, DVA has identified a rise in unscrupulous behaviours by a number of health providers and advocates who appear to be putting profits over veteran and family care and well-being.

DVA would like to support veterans to ensure they are not taken advantage of, and that they are accessing high quality services that meet their needs. Should any veteran or member of the public be concerned about services delivered by a DVA provider, we encourage them to report suspected fraud to DVA via email [fraud.tipoff@dva.gov.au](mailto:fraud.tipoff@dva.gov.au).

### **How can we help younger veterans access health care?**

This session was run to better understand the barriers for younger veterans in accessing DVA funded health care in Australia. Members were asked to share their experiences and the experiences of those they represent, and propose ideas for how DVA could support younger veterans to access DVA funded health care.

### **Accessing Information Webforms**

YVF members noted the new Webforms for requesting information from DVA in relation to Freedom of Information and Personal information requests.

## **Heart Health Program**

The Heart Health Program was established over 20 years ago to support eligible Veterans in improving their physical health and wellbeing through exercise, nutrition, and lifestyle management. Eligibility is defined under the Veterans' Entitlement Act 1986 (VEA) which pre-dates the modern legislation and applies specifically to individuals with war-like service or certain pension entitlements. While DVA recognise the broader psychosocial benefits of preventive health initiatives, the Program does not offer specialised medical or mental health treatments but instead focuses on self-management strategies for better cardiovascular health and overall lifestyle. DVA acknowledges both the strengths and limitations of the Program and remains committed to supporting the wellbeing of the Veteran community.

## **Commemorations for contemporary service personnel (or similar)**

DVA sought the perspectives of the YVF members to inform DVA's commemorative program and ahead of significant anniversaries for more recent conflicts including Afghanistan, Iraq and peace operations such as the Solomon Islands.

## **Update on Grants**

YVF members noted the update on grants.

## **Update on Streamlining Forms and Administrative Processes to Support Service Delivery**

DVA is continually improving and streamlining processes to better support veterans and their families, to provide faster access to healthcare services.

DVA are currently exploring new technologies to improve the submission process of forms healthcare providers to complete when seeking prior financial authorisation for funding of health services not covered under standard Gold and White Card arrangements. Any changes will be communicated to the relevant healthcare stakeholders and associations.

DVA have also introduced a trial process that allows radiologists to claim for clinically necessary general practitioner (GP) referred MRIs, without the need to seek prior financial authorisation from DVA (if the client is eligible). The trial aims to decrease administrative requirements for radiologists and streamline access to diagnostic services for veterans.

## **Phase 2 Claims Lodgement Assistance (CLA) Program – National Expansion**

In April 2025, the Department made amendments to the process for nominated representatives to submit claims on behalf of veterans. The changes initiated a transition away from submitting claims via email and paper forms, as well as the ESO portal. The purpose built MyOrg platform allows nominated representatives to submit and manage veteran claims via MyService.

The provision of training sessions and individual support with MyOrg is being delivered by the Claims Lodgement Assistance team. All requests can be sent to CLA.WA@dva.gov.au. Information and training resources relating to DVA online platforms are available at [MyService Advocate Guide | Department of Veterans' Affairs](#).

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## **Compensation Claims Processing Update and time Taken to Process**

The most recent claims reporting data can be accessed through the DVA Claims Processing Webpage: <https://www.dva.gov.au/claim-processing>, which encompasses all key metrics relating to the claims process.

Should you encounter any difficulties in viewing or downloading the data, please do not hesitate to reach out to us for assistance.

## **Veteran and Family – Learning and Innovation Network of Knowledge (VF-Link)**

DVA and Phoenix Australia – Centre for Posttraumatic Mental Health have partnered to deliver a new model for research and evaluation, the Veteran and Family – Learning and Innovation Network of Knowledge (VF-LINK). Phoenix Australia will lead a consortium that brings together leading researchers and research translators from across Australia with expertise in suicide and suicide prevention, mental and physical health, codesign, innovative treatment, research and evaluation, alongside veteran and veteran family advisors.

## **Moral Injury Update**

YVF members noted the update on the ways Defence and DVA are working to better identify, minimize and treat moral injury for current and ex-serving ADF members and their families.

## **Advocacy Update**

YVF members noted the progress of the Institute of Veterans Advocacy and the Advocacy Inquiry Report from the Foreign Affairs, Defence and Trade Reference Committee into Issues relating to advocacy services for veterans accessing compensation and income support.

## **Legislative Reform Update**

YVF members noted the update on legislation reform.

## **YVF Strategic Discussion**

YVF members were given an opportunity to raise and explore key issues impacting veterans and their families.

## **Other Business**

The following items were discussed under Other Business:

- Ex-Service Organisation Round Table Update
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### **YVF Members in attendance:**

Department of Defence
Australian Special Air Service Association
Australian Veterans Alliance
Defence Families Australia
Naval Association of Australia ( <i>proxy</i> )
Returned and Services League of Australia
Royal Australian Regiment Corporation
The Warrior's Return

### **Apologies:**

Air Force Association
Australian Peacekeepers and Peacemakers Veterans' Association
Legacy Australia Inc
Mates4Mates
Naval Association of Australia
Soldier On