



Australian Government
Department of Veterans' Affairs

ELECTRONIC RECORDS

NB: These documents have been obtained from an electronic record. An original hard-copy version of this record does not exist.

EMAIL TO UNSUCCESSFULS NOT SHORTLISTED

***starts

Dear <applicant>

Thank you for your recent application to volunteer, as a veteran or family member of a veteran, to support the Department of Veterans' Affairs (department) in the delivery of International Anzac Day services in 2026.

As you are aware, the department received an incredible amount of interest in these roles and we are very appreciative of the time you took to prepare your application. However, following the selection panel's review of all applications, I regret to inform you that on this occasion we have decided not to move forward with your application.

Due to the high volume of applications, we cannot provide individual feedback to applicants. However, we do hope you will stay connected with us and keep an eye on future volunteering opportunities as they arise.

Thank you once again for your interest. It was a pleasure to read and learn about you - your background, skills and experience.

*Ends******

EMAIL TO UNSUCCESSFULS SHORTLISTED BUT NOT INTERVIEWED

***starts

Dear <applicant>

Thank you for your recent application to volunteer, as a veteran or family member of a veteran, to support the Department of Veterans' Affairs (department) in the delivery of International Anzac Day services in 2026.

As you are aware, the department received an incredible amount of interest in these roles and we are very appreciative of the time you took to prepare your application.

Your application was impressive, and you were shortlisted for a second round of review.

However, following the selection panel's final review of all applications, I regret to inform you that on this occasion we have decided not to move forward with your application.

Due to the high volume of applications, we cannot provide individual feedback to applicants. However, we do hope you will stay connected with us and keep an eye on future volunteering opportunities as they arise.

Thank you once again for your interest. It was a pleasure to read and learn about you - your background, skills and experience.

*Ends******

EMAIL TO RESERVES

***starts

Dear <applicant>

Thank you for your recent application to volunteer, as a veteran or family member of a veteran, to support the Department of Veterans' Affairs (department) in the delivery of International Anzac Day services in 2026.

It was a pleasure to meet you at interview and hear about your interest in this opportunity. It was a great to learn about you - your background, skills and experience.

Unfortunately, we cannot offer you a place on the Anzac Day delivery team for 2026.

As you are aware, this was a highly competitive process and a very difficult decision for the panel. The panel was impressed by your commitment and passion, and we are currently exploring opportunities for you to be involved in domestic Anzac Day events as a guest of the Department of Veterans' Affairs. You have also been placed on the reserve list and may be contacted if one of the applicants is unable to accept their offer.

We will be in touch by mid-February on possible opportunities.

Thank you again for your application. We strongly encourage you to apply again for the 2027 EOI.

Regards

*Ends******

EMAIL TO SUCCESSFUL APPLICANTS

***starts

Dear <applicant>

Thank you for your recent application to volunteer, as a veteran or family member of a veteran, to support the Department of Veterans' Affairs (department) in the delivery of International Anzac Day services in 2026.

It was a pleasure to meet you at interview and hear about your interest in this opportunity. It was a great to learn about you - your background, skills and experience.

*We are thrilled to offer you a place on the Anzac Day delivery team for *insert country* for 2026.*

Can you please advise as soon as possible, but no later than Wednesday 11 December 2025, if you are accepting the offer so that we can start to make travel arrangements.

We will be in touch shortly with the relevant information relating to being a member of the team including training, flights and other details.

Congratulations! We look forward to having you as part of our Delivery Team for 2026!

Regards

*Ends******



Scale	Description	Indicators of Performance	Rating
Green	<p><u>Highly Suitable</u></p> <p>The veteran or family member meets both the eligibility and suitability criteria, PLUS their response included details of their experience linked to the volunteer roles.</p>	<p>Roles In addition to supporting DVA staff, volunteers at commemorative services may undertake the following activities:</p> <ul style="list-style-type: none"> • conduct public speaking • assist attendees on arrival and departure from sites, through security screening and with seating • provide information, guidance and advice to attendees • liaise with Locally Engaged Staff who you may be required to work with and guide • monitor attendees and commemorative sites: identify, report and where possible, resolve (in consultation with management) any hazards/issues • assist authorities, staff, and attendees in the event of an emergency 	<p>High ratings of suitability are based on clear evidence of one or more of the specific role descriptors.</p>
Orange	<p><u>Suitable</u></p> <p>The veteran or family member was assessed as eligible but also demonstrated key skills/experience highlighted in the 'opportunity'</p>	<p>The opportunity - We are looking for veterans or family members of veterans who:</p> <ul style="list-style-type: none"> • have previously deployed or had a family member deploy on operations • are interested in being a volunteer with DVA, and to engage with other veterans and their families and the general public • are willing, as a volunteer, to participate in public speaking roles or other service-related roles e.g. giving a reading, reciting the Ode of Remembrance, or laying a wreath • have good communication skills and are willing to participate in media interviews • are willing to support others, have a can-do attitude and are happy to be flexible regarding the tasks they are given to ensure overall objectives are met 	<p>Suitability ratings are accumulative (i.e. 1 point for each skill/experience highlighted in the response).</p>
Plum	<p><u>Not preferred</u></p> <p>The veteran or family member did not meet the eligibility criteria or their response did not address the essential criteria in full.</p> <p>The veteran or family member is a current DVA staff member.</p>	<p>Eligibility requirements - volunteers must:</p> <ul style="list-style-type: none"> • Be an Australian Defence Force (ADF) <u>veteran or a family member</u> of an ADF veteran • Be <u>willing to receive medical approval</u> from their GP • Be <u>willing and medically able to fly economy class</u> • Be willing to agree to <u>criminal history</u> and other checks • Be <u>willing to take direction</u> from operational team (Government Officials) who may be younger or less inexperienced than themselves • Adhere, at all times, in <u>accordance with the APS and Code of Conduct</u> 	<p>Criteria 1 That they meet the conditions of eligibility as detailed above.</p> <p>Criteria 2 Their experience of service, or of supporting a family member who has served, and how you will use this during your participation in a commemorative service delivery team.</p> <p>Criteria 3 Their resilience in working extended hours in a high tempo environment, including working outdoors and in remote/isolated locations.</p> <p>Criteria 4 How they work as an integral part of a team and take direction from team leaders, noting team</p> <p>Eligibility ratings are a yes or no assessment of the criteria.</p>

	<ul style="list-style-type: none"> Be willing and able to obtain the appropriate <u>passport and/or visa for international travel</u> Attend training sessions or meetings (online and in-person in Canberra) <p>Volunteers who have:</p> <ul style="list-style-type: none"> have resilience and endurance to work extended hours, on their feet for long periods in varying environmental conditions moderate to high level of physical fitness is required; are willing to act in a representational role, upholding the reputation of the Commonwealth in accordance with the APS Code of Conduct and Values; and are willing to work under pressure and be flexible while in a non-English speaking environment. 		<p>leaders are selected on experience and not age or hierarchy.</p> <p>Criteria 5 Their judgement under pressure in time critical situations while dealing with multiple stakeholders and preserving the reputation of the Commonwealth.</p> <p>Criteria 6 Their relevant experience or related skills in public speaking, volunteer roles and/or event management (Desirable)</p>	
Blue	<p><i>Staff member</i></p> <p>Not considered for this process</p>			