



DVA Provider Integrity Principles and Expectations

Foreword

The Department of Veterans' Affairs (DVA) proudly supports the wellbeing of those who serve or have served in the defence of our nation, and their families. Delivering on this purpose depends on strong partnerships and a shared commitment to integrity across the veteran support system.

DVA works closely with all parties involved in the veteran support system to promote ethical practice and ensure our programs deliver effective, veteran-centred outcomes.

Most providers engage with DVA ethically and professionally. We are committed to protecting the integrity of DVA programs and services by preventing, detecting and responding to wrongdoing.

This document sets out DVA's integrity principles and expectations of providers. It reflects our commitment to putting veterans first, designing integrity into our systems, and safeguarding public resources so that support reaches those who need it most.

A handwritten signature in blue ink, appearing to read 'Alison Frame', is positioned above the printed name.

Alison Frame

Secretary, Department of Veterans' Affairs

Our purpose

DVA's role is to support the wellbeing of those who serve or have served in the defence of our nation, and their families. This includes partnering with organisations and individuals to help design and deliver effective policies, programs and benefits across all domains of the Veteran Wellbeing Framework (Figure 1).

Our providers

We recognise that most providers working within DVA programs are health care providers. However, DVA programs involve a wide range of professions, and as such this document is aimed at any individual or organisation that delivers or facilitates services to veterans or families of veterans. This includes:

- health professionals, veteran advocates, and any organisation through which those individuals are employed, contracted, engaged, or operate; and
- other individuals or groups involved in supporting the health and wellbeing of veterans and their families, including recipients of grant funding administered by DVA.

What is integrity?

Trust and integrity go hand-in-hand and are essential to DVA's ability to provide the support veterans and their families deserve.

We expect providers will always act ethically and in the best interests of veterans and their families.

Acting with integrity means consistently doing what is right, even when it is difficult or unseen. It requires honesty, accountability, and consistency between words and actions. In the context of DVA's work, integrity means all parties — the department, providers, and veterans — acting in good faith to ensure programs are effective and deliver meaningful support to veterans and their families.



Figure 1: Veteran Wellbeing Framework

Our expectations

In delivering services connected with DVA programs, we expect all parties involved in the veteran support system to act ethically and in the best interests of veterans and their families to ensure programs are effective and deliver meaningful support.

Maintaining integrity is a shared responsibility. We are committed to working collaboratively with providers to support ethical practice and positive outcomes.

Providers must ensure they:

- **Put veterans first.** Act in the best interests of veterans and their families by prioritising their wellbeing in all interactions and services.
- **Act with honesty and transparency.** Provide accurate, complete and genuine reports and documentation, and engage with DVA in an open, respectful and professional manner.
- **Deliver appropriate and high-quality services.** Ensure services are clinically appropriate, reasonably necessary, evidence-based, and delivered in accordance with professional standards and best practice.
- **Maintain independence and integrity.** Exercise professional judgement, avoid conflicts of interest, and do not engage in arrangements or practices that compromise clinical, ethical or professional independence. Adhere to all professional obligations and codes of ethics.
- **Communicate responsibly.** Be clear and respectful with veterans and their families and DVA, and do not guarantee outcomes or create unrealistic expectations about decisions or entitlements. Adhere to DVA's [Mutually Respectful Behaviour Policy](#).
- **Comply with obligations.** Meet all relevant legislative, contractual, professional and ethical obligations, including billing appropriately and only for eligible services that are genuinely provided.
- **Support the integrity of the system.** Raise concerns about suspected wrongdoing, and cooperate with DVA to address integrity risks, resolve issues early, and strengthen trust in the veteran support system.

Integrity principles

Veteran Centric	Integrity by Design	Zero Tolerance
<p>We support the wellbeing of those who serve or have served in the defence of our nation, and their families.</p> <p>The support we provide is most effective when all stakeholders act with integrity.</p>	<p>We design and administer processes and systems to ensure efficient and effective payments and support.</p> <p>We support providers to deliver high quality care and meet their obligations.</p>	<p>Deliberate wrongdoing is unacceptable.</p> <p>We act decisively to prevent, detect and respond to conduct that undermines the wellbeing of veterans and their families.</p>

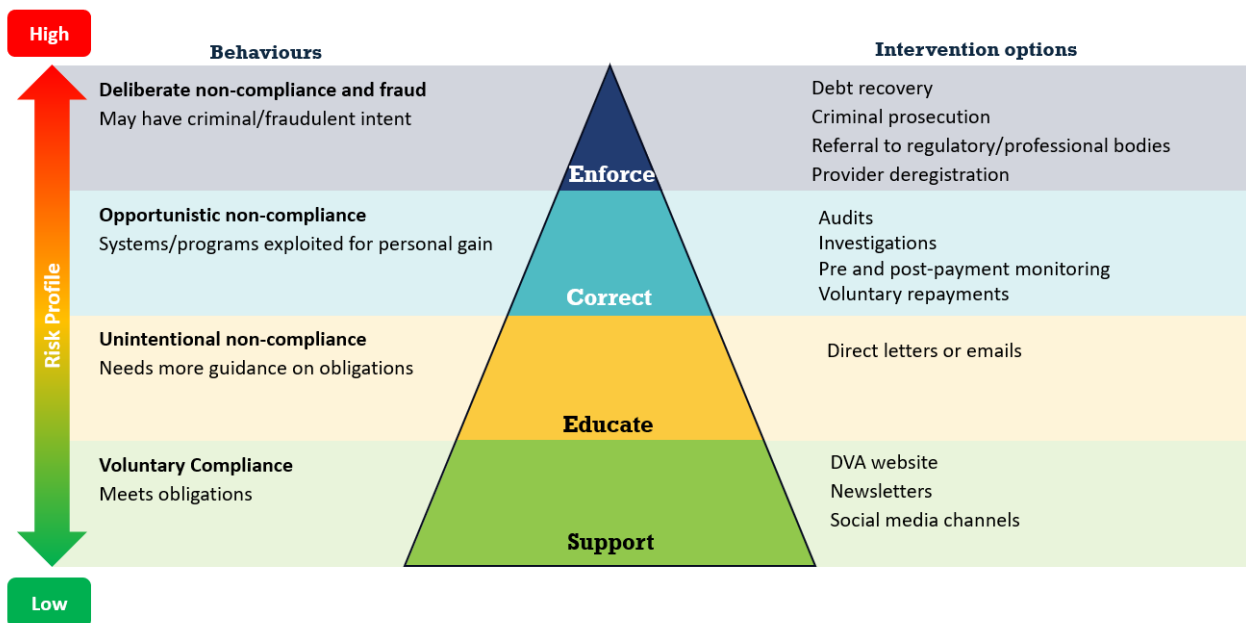
Safeguarding integrity

By safeguarding the integrity of DVA programs, we ensure that veterans and their families continue to receive the essential services and supports they need to improve their health and wellbeing, and that trust in the veteran support system is maintained.

DVA works to protect the integrity of our veteran support programs and services by detecting, assessing and actively responding to conduct that does not meet our integrity standards.

We recognise that integrity risks arise in complex systems and that not all issues reflect deliberate wrongdoing. Our approach distinguishes between mistakes, non-compliance and intentional dishonest behaviour. Our responses are proportionate to the level of risk and type of conduct, with a focus on education, correction and prevention wherever appropriate.

We will take strong action on deliberate wrongdoing, and work with our partners, including partner agencies in the Fraud Fusion Taskforce and the appropriate regulatory and peak bodies.



DVA operates under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), which governs the management of public resources, financial reporting, and accountability. The PGPA Act requires us to effectively manage Commonwealth monies and resources, and ensure they are used appropriately. This includes having processes in place to respond to conduct that does not meet our integrity standards.

Providers must also comply with all relevant laws, rules and regulations for the DVA programs they are delivering. More information can be found below and on the DVA website at www.dva.gov.au.

Supporting integrity and veterans

Information from our community, including DVA staff, veterans and their families, and providers is important in helping us to detect wrongdoing. Raising concerns early helps us protect veterans and strengthen the system that supports them.

If you suspect wrongdoing, please:

- report it to integrity@dva.gov.au,
- call us on 1800 838 372, or
- use our Report an Integrity Concern Webform at www.dva.gov.au/report-an-integrity-concern.

We take all reports of wrongdoing seriously. All information received is assessed carefully and handled sensitively in accordance with the *Privacy Act 1988* and DVA's privacy policies. You can choose to remain anonymous when making a report.

More information on how to report suspected wrongdoing is available on the DVA website at www.dva.gov.au.

Relevant provider laws, rules and regulations

In delivering services connected with DVA programs, all providers (including health professionals, veteran advocates, grant recipients and any organisation through which those individuals are employed, contracted, engaged, or operate) must operate and comply with all:

- relevant Australian laws
- rules
- regulations
- professional codes of ethics and regulations.

Set out below is a non-exhaustive list of key reference materials.

Laws

Relevant laws include (but are not limited to):

- [Veterans' Entitlements Act 1986 \(VEA\)](#)
- [Safety Rehabilitation and Compensation \(Defence-related Claims\) Act 1988 \(DRCA\)](#)
- [Military Rehabilitation and Compensation Act 2004 \(MRCA\)](#)
- [Treatment Benefits \(Special Access\) Act 2019.](#)

Health care treatment principles

The Treatment Principles set out the circumstances under which DVA will pay for the health care treatment of veterans and veteran families. DVA Treatment Principles include (but are not limited to):

- [Treatment Principles \(No.R52/2013\) \(legislation.gov.au\)](#)
- [MRCA Treatment Principles \(No. MRCC 53/2013\)](#)
- [Australian Participants in British Nuclear Tests and British Commonwealth Occupation Force \(Treatment\) \(Modifications of the Treatment Principles\) Instrument 2013](#)
- [Treatment Benefits \(Special Access\) \(Modifications of the Treatment Principles\) Instrument 2019](#)

Health care provider notes

Health care providers are required to deliver treatment and compensation assessments that meet the accountability requirements as set out in these Notes.

The provider notes are published on the DVA website:

- [Notes for GPs | Department of Veterans' Affairs](#)
- [Coordinated Veterans' Care \(CVC\) Training and Resources | Department of Veterans' Affairs](#)
- [Notes for Dental and Allied Health Providers | Department of Veterans' Affairs](#)
- [Notes for Medical Providers who complete DVA requested compensation claim related assessments](#)

Health care fee schedules and guidance

Guidance to support appropriate billing of compensation assessment reports is available at: <https://www.dva.gov.au/providers/fees-claims/fee-notes-for-gps-and-specialists>

Fee schedules detail the item numbers and fees for health services provided to veterans and veteran families. The fee schedules also identify any restrictions that have been placed on particular items.

- [Fee schedules for GPs and specialists | Department of Veterans' Affairs](#)
- [Fee notes for GPs and specialists | Department of Veterans' Affairs](#)
- [Dental and allied health fee schedules | Department of Veterans' Affairs](#)

Contractual arrangements

Providers who have a contract with DVA (e.g., community nursing providers) must comply with the specific contractual terms of the arrangement that governs their service delivery.

MBS item regulations and fees

Eligible veterans and veteran families can receive treatment and services under the Medicare Benefits Schedule (MBS). These items are governed by legislative instruments made under the *Health Insurance Act 1973*.

[MBS Online](#) contains the Medicare Benefits Schedule (MBS), a listing of the Medicare services subsidised by the Australian Government. MBS Online contains the latest MBS information and is updated as changes to the MBS occur.

More information

Further detail on complying with all relevant laws, rules and regulations for DVA programs can be found on the DVA website at www.dva.gov.au.