



Australian Government
Department of Veterans' Affairs

ELECTRONIC RECORDS

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Triage and Connect

[Intranet](#) > [Supporting Clients](#) > [Client Relationship Management](#)

Pages in this folder:

[Wellbeing Programs and Rehabilitation](#)

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[Text Description of Figure 1 – Member services flow chart](#)

[Client Support Program](#)

[Service Coordination](#)

[DVA Indigenous Handbook](#)

[Client Relationship Management](#)

[ADF Support Section](#)

[Text Description of Figure 2 – Relationship between National](#)

In an emergency, please refer to [DVA Emergency Procedures](#).

Client Referrals to Triage and Connect must now be made via system application Single View of Person (SVoP) system.

You do not need to wait for referral submission to request system access. [Essentials system application](#). Additional resources for SVoP use and referral guidance are available within News article [SVoP access for Triage and Connect referrals](#)

The previous Sharepoint referral link will no longer be available after Friday 31 January 2025

Please reach out to **S 47E** [@dva.gov.au](mailto:s47e@dva.gov.au) if you require assistance or have any questions about the system application process

What is Triage and Connect?

Triage and Connect was established as a centralised referral point to ensure timely and appropriate support for clients and their families who require additional support due to risk, vulnerability or complexity factors.

Triage and Connect acts as a single 'front door' to services available to clients within DVA's [Client Support Program](#). Any DVA, Open Arms or ADF

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[External Consultation](#)

[Mutually Respectful Behaviour Policy](#)

[Coordinated Client Support](#)

Subfolders:

[Unacceptable Client Behaviour](#)

representative can refer a client with complex or high risk circumstances to Triage and Connect for assessment and/or advice.

Triage and Connect is staffed by experienced Complex Case Managers who undertake holistic assessment of a client's individual circumstances and identify appropriate pathways for support. This includes a risk assessment, review of DVA eligibility, benefits and services, and links to support services.

In assessing each referral, Triage and Connect will determine the necessary actions and will consider which support programs and services offered by DVA, as well as external services, may be appropriate to meet the client's needs. Triage and Connect will conduct an assessment and coordinate an appropriate response and resolution, and provide you with feedback on the outcome of referral.

During business hours, Triage and Connect can provide the following services:

- Short-term case management and intake assessment for services/programs within the Client Support Program;
- Advice regarding emergency intervention and managing situations relating to risk (e.g. threat of suicide or harm to self);
- Consultancy service to provide advice and support to business areas or individual staff in managing clients with complex needs.

When to refer to Triage and Connect?

There are many reasons you may wish to refer a client to Triage and Connect. Some examples of circumstances that indicate a referral should be made include:

- client indicators are present and the client needs assistance to access services and support (e.g. homelessness, financial distress, domestic

violence);

- a client is having difficulty navigating the DVA claims process and/ or getting access to the benefits and services they need within normal service channels;
- intervention is needed to overcome a complex issue and/or an issue is unable to be resolved within existing business processes and escalation practices, and further action is needed to support those involved.

DVA staff are encouraged to refer any client where any Triage and Connect indicators are present and intervention is needed to ensure the client receives the right support, at the right time.

How to make a referral

Client Referrals to Triage and Connect must now be made via system application Single View of Person (SVoP) system. You do not need to wait for referral submission to request system access. [Essentials system application](#).

Additional resources for SVoP use and referral guidance are available within News article [SVoP access for Triage and Connect referrals](#).

If a Emerging Welfare Event referral must be submitted now and you do not have SVoP access please complete this [email template](#) link.

The referral form includes a list of indicators to guide you, so select all that apply and provide comments where relevant. You may be contacted about referrals submitted with minimal information before they can be progressed by Triage and Connect. Staff are encouraged to contact Triage and Connect for advice if they are unsure about any referral.

Triage and Connect aim to make initial contact with all new referrals within 5 working days whilst also prioritising urgent actions according to need.

If your referral is urgent – please follow up with a phone call by searching Triage and Connect on the softphone transfer list. Please note Triage and Connect is only available during business hours. Referrals received outside of business hours (AEST or AEDST) will not be reviewed until the next business day.

Emerging Welfare Events

If a client is at serious and imminent risk of self-harm or suicide, [DVA Emergency Procedures](#) must be followed by calling 0-000.

All DVA staff are responsible for managing client safety and determining if emergency services are required to be engaged. Triage and Connect can support you in this process in two ways:

1. support and advice in assessing the need for intervention by emergency services;
2. provide a wellbeing check and follow-up support to the client after the immediate threat has been managed.

For urgent advice, contact Triage and Connect by searching Triage and Connect on the softphone transfer list (during business hours only).

Consultancy and advice

Triage and Connect acknowledge that many business areas will have ongoing relationships with clients in conducting their DVA business. If you have any concerns around a client's behaviour or circumstances, contact Triage and Connect as soon as possible, as early intervention is key.

Triage and Connect can assist you with information or advice about supporting clients who are vulnerable, complex or at-risk. Experienced Complex Case Managers can help you to develop a management plan to support individual clients and discuss ways to optimise your communication and interactions going forward.

Contact details

You can contact Triage and Connect at TriageandConnect@dva.gov.au or by calling Triage and Connect on the softphone transfer list (during business hours, Monday to Friday 9am – 5pm AEST or AEDST).

Quick links

 [Emergency procedures](#)

 [Client Support Program](#)

 [Triage and Connect Referral Task Card](#)



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Working with Serving Members Guide

Triage and Connect

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Program Overview

Aim

Triage and Connect regularly receives referrals for current serving members of the Australian Defence Force from both internal and external stakeholders. This document provides a framework for identifying and responding to these referrals and defines the scope of Triage and Connect case management as it relates to each serving member cohort.

Acronyms

DVA	Department of Veteran' Affairs
T&C	Triage and Connect
CCSB	Coordinated Client Support Branch
BSO	Business Support Officer
VSO	Veteran Support Officer
SVOP	Single View of Person
CCMC	Complex Case Manager Clinical
CCM SC	Complex Case Manager Senior Clinical
PSA	Psychosocial Assessment
RA	Risk Assessment
ADF	Australian Defence Force
SERCAT	Service Category
Reservist	A person who is a member of a military reserve force
Transition	The journey of separating entirely from the ADF to civilian life
Discharge	Released from obligation to service
Open Arms	Veterans & Family Counselling

Serving Member Categories

A serving member is any person who is enlisted with the ADF in some capacity. The ADF uses Service Categories (SERCAT) to indicate the type of service. It is important to note that the DVA does not typically have visibility of a member's SERCAT.

1.1.1 Fulltime Serving Member:

- SERCAT 7 (full-time service)
- SERCAT 6 (flexible service)

1.1.2 Reservist:

- SERCAT 5 (enduring pattern of service)
- SERCAT 4 (short notice call for duty)
- SERCAT 3 (non-enduring pattern of service)
- SERCAT 2 (no service unless called out e.g. event of war)

SERCAT's will be referred to throughout this document as the following:

- Fulltime Serving Member
- Reservist

Identifying Service Status

When referral information is received, a client's service status is not always made clear. During the triaging process it may be identified that a referred client is a full-time serving member or a reservist.

Upon receipt of the referral the Triaging Team will examine the information contained in the referral and across DVA systems. If it is identified that the client may be a serving member, and further information is required to confirm the client's service status, the T&C CCMC may contact the referrer.

CCSB

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DVA

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Client Support Program (CSP)

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Client Support Program (CSP)

Fulltime Serving Members

Fulltime serving members and their families are eligible to receive support from the ADF and are therefore ineligible for Coordinated Client Support Branch case management.

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Families of full-time serving members

Whether the referral is seeking support for a full-time serving member or family of a full-time serving member, it will be allocated to a CCMC. The CCMC will provide information about DVA entitlements and processes and can advise veterans and families of how to access the Defence Member and Family Support and other services.

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Where risk is identified, CCMCs can encourage the family member to contact ADF supports and/or Open Arms. Where risk indicators are present, CCMCs should consult with a Senior Clinician to plan appropriate action.

Reservists

Referrals for reservists are allocated to CCMCs and will be responded to in line with standard case management practice. The CCMC will complete the Intake & Risk assessment form.

The CCMC will confirm the reservist's current serving status and access to ADF support. If the client has support in place from the ADF, e.g. from ADF Rehabilitation, case management may not be required.

If the client is not engaged with ADF Rehabilitation or other support service, and the client is seeking additional support, case management can be provided in line with standard Triage and Connect practice.

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Families of Reservists

Referrals for family members of reservists will be assessed by the Triaging Team in line with the [Veteran Family Policy](#). Case management for family members of reservists will be allocated to CCMC and conducted in line with standard case management practice.

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Veteran Support Officers (VSO)

Where it is noted in DVA systems or referral information that VSO is currently engaged with a case managed reservist, CCMC is to reach out for a handover and notify VSO that Triage and Connect now have carriage of the case.

Risk and Reporting

In situations where imminent risk is identified, the CCMC will respond in line with the CCSB Risk Framework.

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Referring Serving Members

All referrals to case management should be considered on a case-by-case basis, referrals should only be submitted when clinically indicated. Consider whether the client has a support need which can be supported by case management before referring and if you are unsure speak to a CCMSC.

Supports

Additional supports available to Serving Members include:

- Reserve Assistance Program (RAP) 1300 687 327 <https://pay-conditions.defence.gov.au/reserve-assistance-program>
- ADF Member Family Helpline 1800 624 608 memberandfamilyhelpline@defence.gov.au
- Open Arms 1800 011 046 <https://www.openarms.gov.au/>
- Veteran Support Officer (VSO) <https://www.dva.gov.au/civilian-life/veteran-support-officers>
- Veteran Access Network (VAN) 1800 VETERAN (1800 838 372) <https://www.dva.gov.au/newsroom/latest-news-veterans/veterans-access-network-your-first-point-contact>
- [Safe Zone Support](#) 1800 142 072 Free anonymous counselling line for all serving and ex serving members It is available 24 hours a day, 7 days a week.

Version control

Before use, please verify this document is current.

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Endorsement

This document has been reviewed and approved by the people in this list. Evidence of the approvals is retained in TRIM.

Name	Title	Date	Role
s 47F	Director – Triage and Connect	8.9.2025	Approved
	Director – Triage and Connect	24.6.2025	Approved
	Director – Triage and Connect	29.08.2024	Approved

Related Documents

TRIM REF	Document name
24834652E	Veteran Family Policy