



Operating Working Party June 2026

Operating Working Party Meeting

The Operating Working Party (OWP) met on Wednesday 17 June 2026.

DVA Critical Initiatives

Claims Processing Update

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.

Legislative Reform Update

Members noted the legislation reform update.

Advocacy Update

Members noted an update on operations of the new Institute of Veterans' Advocacy, including plans for a hard launch of the organisation at the end of June 2026.

Members also noted progress on reform options to better protect veterans and their families accessing advocacy services. Members were advised that the public consultation period closed on 8 May 2026 and that submissions were received from key stakeholders including law societies, commercial advisory companies, Ex-service Organisations and veterans and families of veterans.

Other Business

The following items were discussed under Other Business:

- Members DISCUSSED 2026OWP/A06 seeking clarification on the term treating practitioner.
- Members DISCUSSED the communication strategies of DVA to getting message out to veteran advocates
- Members congratulated and thanked DVA on the work they have done this year.

OWP Members in attendance:
Tara Cavanagh
Tracey Negus
Narelle Bromhead OAM
Keely Dreghorn
Clem Russell
Max Ball
Bill Roberts OAM
Apologies:
Michael Carlon