



National Aged and Community Care Forum July 2026

National Aged and Community Care Forum

The National Aged and Community Care Forum (NACCF) met on Tuesday 14 July 2026.

NACCF Member Submissions

Veterans Caught up in the Aged Care Crisis (Vietnam Veterans Association of Australia)

DVA's role is to support eligible veterans war widow(er)s, and families through veteran-specific programs and services, while continuing to improve information, navigation and coordination for older clients accessing both DVA supports and the broader aged care system. Access to Australian Government-funded aged care is administered through the aged care system and is based on assessed need and provider capacity.

DVA Critical Initiatives

Legislation Reform Update

Members noted the legislation reform update.

Claims Processing Update

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

Allied Health Measure

Members noted the update from DVA about planned changes to allied health arrangements for Veteran Card holders from 1 July 2027, including increases to allied health provider fees and implementation of a new \$5,000 threshold for review of clinical effectiveness.

Members noted that DVA will undertake consultation activities to support the delivery of this measure from August 2026 and that expressions of interest to participate in this consultation can be made on the DVA website.

Enhancing Open Arms' Approach to Care for Older Veterans and their Families

Open Arms – Veterans and Families Counselling supports older veterans and the families of veterans through the challenges and transitions that can come with later life. Services are free, confidential and tailored to individual needs, offering counselling, peer support, group programs and care coordination that address mental health, social connection and overall wellbeing. While Open Arms is not a specialist older persons service, services are trauma-informed and family-inclusive. Open Arms supports older veterans to connect with health and community services to assist with navigating changes at this stage of life.

If you need support or counselling services, please call Open Arms on 1800 011 046. The service is available 24 hours a day, 7 days a week.

Assessment Process for Veterans Accessing Support at Home

NACCF members asked for clear guidance on the assessment process for veterans and war widow(er)s to access the Australian Government's Support at Home Program. Members will be provided with information on the assessment pathway, including the role of My Aged Care and the Department of Health, Disability and Ageing (DHDA) in determining eligibility and support needs. The discussion also highlighted the complementary role of DVA services, which may be accessed alongside the Support at Home Program where eligible and appropriate.

Department of Health, Disability and Ageing (DHDA) Update

Members noted the information provided on the use of aged care facilities by veterans. DHDA does not have the capability to reserve spaces for the placement of veterans into aged care facilities; this is at the discretion of the provider. Some limited data is available to DHDA on the use of these facilities by veterans, but it often requires the veteran to self-identify. Members

discussed the inclusion of a veteran identifier when accessing aged care facilities to help local community Ex-Service Organisations reach out to veterans who may need support.

NACCF Members in Attendance:
A/g Chair, A/g First Assistant Secretary Program Delivery Division, Department of Veterans' Affairs
Repatriation Commissioner
Vietnam Veterans' Association of Australia
Legacy Australia
Vietnam Veterans Federation of Australia
Partners of Veterans' Association of Australia Inc
Apologies:
Deputy Secretary, Policy and Programs, Department of Veterans' Affairs
A/g Deputy Secretary, Policy and Programs, Department of Veterans' Affairs
Chief Health Officer, Department of Veterans' Affairs
Department of Health, Disability and Ageing
TPI Federation
Returned and Services League of Australia