



Minutes

Agenda Item 1 Welcome, Apologies and Conflicts of Interest

The Chair opened the meeting acknowledging Country, veterans, current serving Australian Defence Force Personnel and welcomed observers. Members **NOTED** apologies as listed at Annexure A and no conflicts of interest were raised.

Agenda Item 2 Action Items

Members **NOTED** that the minutes from the previous meeting on 25 February 2026 were endorsed out-of-session and published on the DVA Website.

Members **AGREED** to close action item 2026NACCF/A01.

Members **NOTED** that action items 2025NACCF/A19 and 2026NACCF/A02 and A03 remain in progress.

Agenda Item 3 Veterans Caught Up in the Aged Care Crisis - VVAA Member Submission

Members **NOTED** DVA's role in supporting veterans and their families through health services, treatment benefits and support programs, including support while living in aged care. Members **NOTED** that DVA and My Aged Care are unable to reserve or hold places in aged care facilities for veterans.

Members **DISCUSSED** concerns that some veterans with complex care needs are experiencing difficulties accessing aged care facilities and the potential need for greater oversight and support during waiting periods.

Members **AGREED** that the Repatriation Commissioner write to the Aged Care Quality and Safety Commission regarding methods that may be available to identify veterans within the aged care community, particularly in residential aged care facilities.

No.	Action	Assigned to
2026NACCF/A04	The Repatriation Commissioner to write to the Aged Care Quality and Safety Commission on methods that may be available to identify veterans within the aged care community, particularly in residential aged care facilities.	Repatriation Commissioner

Agenda Item 4 Legislative Reform Update

Members **NOTED** the delivery of the Advocacy Training and Development Program (ATDP) face-to-face sessions with advocates across Australia. Members **NOTED** the implementation of the improved MRCA framework from 1 July 2026 and advice that DVA has experienced an increase in compensation claims since commencement.

Members **NOTED** the successful transition to the new arrangements from 1 July 2026, with continued access to services for veterans and minimal interruptions to service.

Agenda Item 5 Claims Processing Update

Members **NOTED** that June 2026 Claims Processing Data will be published on the DVA website shortly and that staff continue to achieve record claims processing outcomes despite increased demand.

Agenda Item 6 Allied Health Measure

Members **NOTED** that DVA intends to undertake consultation with the veteran community, including through NCF member organisations and potential town hall events. Members **DISCUSSED** concerns regarding access to General Practitioners and long wait times for appointments.

Members **DISCUSSED** concerns regarding the \$5,000 review threshold and its potential impact on veterans accessing allied health services. Members **NOTED** clarification that the \$5,000 threshold is not intended as a hard cap or integrity measure, but as a review point to ensure veterans are receiving appropriate care and support. Veterans are still able to access funds for allied health once a review of the treatment has been assessed by their GP.

Agenda Item 7 Enhancing Open Arms Approach to Care for Older Veterans and their Families

Members **NOTED** that Open Arms is undertaking a review of its model of care, with a focus on better supporting older veterans and their families. Members **NOTED** that Open Arms is seeking input from interested National Aged and Community Care Forum (NACCF) members to assist with the development and implementation of the program.

Members **DISCUSSED** opportunities for Open Arms to connect with social workers in aged care facilities to strengthen support pathways for veterans.

Agenda Item 8 Assessment Process for Veterans Accessing Support at Home

Members **NOTED** the distinction between the services that DVA provides and services delivered through the Health, Disability and Aged Care systems, and acknowledged that some naming conventions, programs or grants may be confusing to veterans and their families.

Members **NOTED** that Support at Home services are accessed through My Aged Care and that DVA does not undertake the associated assessments.

Members **AGREED** that the Department of Health, Disability and Ageing (DHDA) will provide advice on the accessibility of Support at Home services for veterans residing overseas.

No.	Action	Assigned to
2026NACCF/A05	Department of Health, Disability and Ageing (DHDA) to provide advice on the accessibility of Support at Home support overseas.	Department of Health, Disability and Ageing

Agenda Item 9 Department of Health, Disability and Ageing Update

Members **NOTED** that the Department of Health, Disability and Ageing is aware of aged care housing wait times and the impacts these delays are having on veterans and the broader community. Assessment volumes have remained high and that the Department of Health, Disability and Ageing is actively investigating the causes of delays and potential solutions.

Members **NOTED** that feedback on care planning arrangements is welcomed by the Department of Health, Disability and Ageing.

DHDA **AGREED** to provide advice to NACCF if there is any data or veteran identifiers for veterans who are accessing residential care. Members **NOTED** that personal data is protected under strict privacy laws and may be difficult to access.

No.	Action	Assigned to
2026NACCF/A06	Department of Health, Disability and Ageing (DHDA) to provide advice on whether there is data available to DHDA on veterans who access residential care.	Department of Health, Disability and Ageing

Agenda Item 10 Other Business

Members **DISCUSSED** the value of holding a face-to-face meeting. Members **NOTED** support for a face-to-face meeting, highlighting the benefits of building relationships, facilitating discussion and sharing lived experiences.

Members **NOTED** the Chair's appreciation and thanks to members for their participation and contributions.

Meeting closed: 12:23pm

Members/Attendees	
Simon Hill	A/g Chair, A/g First Assistant Secretary, Program Delivery Division, Department of Veterans' Affairs
Kahlil Fegan DSC AM	Repatriation Commissioner
Terence Roe JP	Vietnam Veterans' Association of Australia
Kate Hazelton	Legacy Australia
CMDR Ward Gainey RAN JP	Vietnam Veterans Federation of Australia
Beverley Benporath	Partners of Veterans' Association of Australia Inc
Presenters	
Luke Brown	First Assistant Secretary, Policy and Research Division
Tara Hatzismalis	A/g First Assistant Secretary, Client Benefits Division
Leonie Nowland	First Assistant Secretary, Open Arms – Veterans and Families Counselling Division
Jennifer Buckler	Assistant Secretary, Home and Community Care Branch
Mark Shen	Department of Health, Disability and Ageing
Observers	
Melinda Benson	Senior Director, Clinical Governance and Programs Branch
Secretariat	
Tristan Rallings	A/g Director, International and Stakeholder Relations
Brendan Corbett	Senior Secretariat Officer, International and Stakeholder Relations
Freya Doherty	Secretariat Officer, International and Stakeholder Relations
Apologies	
Andrew Kefford PSM	Chair, A/g Secretary, Department of Veterans' Affairs
Tara Cavanagh	Deputy Chair, A/g Deputy Secretary, Policy and Programs, Department of Veterans' Affairs
Dr Steph Davis PSM	Chief Health Officer, Department of Veterans' Affairs
Pauline Cameron	Partners of Veterans' Association of Australia Inc
Keely Dreghorn	Returned and Services League of Australia
Jenny Gregory OAM	Australian War Widows Inc
Colin Benporath	TPI Federation