

Fact Sheet - Veteran and Family Representatives

Supporting DVA Overseas Anzac Day Services

Purpose

The Department of Veterans' Affairs (DVA) delivers overseas Anzac Day commemorative services on behalf of the Australian Government to honour the service and sacrifice of Australian veterans and acknowledge the contribution of their families. Representatives Volunteers play an important role in supporting the successful delivery of these commemorative events.

Overseas services may be conducted at locations including Gallipoli (Türkiye), Villers-Bretonneux (France), Hellfire Pass (Thailand), Sandakan (Malaysia), Isurava (Papua New Guinea), and Singapore.

Role of Representatives

As a representative volunteer you will work alongside DVA staff and delivery teams to support the planning and delivery of commemorative services. Their contribution helps ensure visitors, dignitaries, veterans, families and members of the public can participate safely and respectfully in Anzac Day commemorations.

Key Responsibilities

Depending on the event location and individual skills, volunteers may be asked to undertake one or more of the following duties:

Visitor and Attendee Support

- Welcome and assist attendees.
- Provide directions and event information.
- Support accessibility and seating arrangements.
- Monitor attendee wellbeing and refer concerns to event staff where required.

Ceremony Support

- Assist with ceremonial activities.
- Support wreath-laying procedures.
- Escort participants and officials.
- Assist in preparing service areas and ceremonial spaces.

Stakeholder and VIP Assistance

- Provide support to veterans, veteran families, dignitaries and official guests.
- Assist with coordinating movements and ensuring guests are appropriately briefed on event requirements.

Media and Communications Support

- Assist DVA staff in supporting Australian and international media attending commemorative events.
- Represent DVA professionally when interacting with visitors and stakeholders.

Community Representation

- Act as ambassadors for the Australian veteran community.
 - Demonstrate respect, inclusiveness and professionalism at all times.
 - Help foster a positive commemorative experience for all participants.
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Representative Expectations

Volunteer Representatives are expected to:

- Uphold the values and reputation of DVA and the Australian Government.
 - Follow directions from DVA personnel and event supervisors.
 - Conduct themselves professionally and respectfully.
 - Maintain confidentiality where required.
 - Comply with all workplace health and safety, security and event management requirements.
 - Respect local laws, customs and cultural protocols when travelling overseas.
 - Work collaboratively as part of a diverse team.
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Skills and Attributes

DVA seeks representatives who can demonstrate:

- Strong communication and interpersonal skills.
- Reliability and adaptability.
- Sound judgement and problem-solving ability.

- Commitment to respectful commemoration.
 - Capacity to work in dynamic and sometimes challenging environments.
 - A willingness to support participants from diverse backgrounds and with varying needs.
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Training and Support

Successful representatives receive guidance and training from DVA's commemorative events team before undertaking their assigned duties. This preparation helps ensure you understand event procedures, safety requirements and specific responsibilities.

Benefits of being a Veteran and Family Representative

Participation offers an opportunity to:

- Contribute directly to nationally significant commemorative services.
 - Honour the service and sacrifice of Australian veterans.
 - Strengthen their connection to Australia's military history.
 - Engage with veterans, families and communities from Australia and overseas.
 - Support meaningful remembrance in locations of historic significance.
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Further Information

For current opportunities to volunteer at overseas Anzac Day services, interested veterans and family members of veterans should monitor DVA communications and Expressions of Interest processes published by the Department of Veterans' Affairs. You can also email questions directly to: VETERANFAMILYEOI@dva.gov.au

Note: Specific duties may vary depending on the location, size and operational requirements of each overseas commemorative service.