The Department of Veterans’ Affairs’ new trial web application, MyService, has reduced processing times for claims to an average of 28 days, with some claims assessed in as little as two days.

The MyService application makes it simple, clear and fast for clients to submit a claim, which means eligible clients can access services and support sooner than would be possible using existing paper-based claims methods. DVA currently takes an average of 117 days to assess paper-based claims.

All of the students who attended the workshop were excited to have the opportunity to provide feedback about how DVA could improve services.

The students said the support they receive has made a huge difference to their lives, with one saying, ‘The help I have received has helped me achieve my dreams.’

Other students said that for them, DVA’s student assistance program demonstrated an appreciation of, and gratitude for, their family’s sacrifice.

‘My Dad feels that I am being looked after due to his sacrifices,’ one student said.

Heather MacDonald, Director of DVA’s collaborative design capability, said the students, like other stakeholders with whom the Department was engaging through its collaborative design process, were in an excellent position to identify what DVA could do to improve the client experience.

The transformation of DVA is being developed in partnership with the very people that use the services,’ Ms MacDonald said.

‘Often it is the end user who has the solution.’

During the forum, the young DVA clients reflected on the importance of building a network with other students accessing this assistance program.

‘It’s easiest to solve the issue of isolation through finding other people in the exact same circumstances you are. Providing a Facebook group would instantly improve things,’ one suggested.

For many of the attendees, this workshop was the first time they had met other students in similar circumstances to their own.

They also suggested DVA develop an interactive app. In a light-hearted moment some students said they wanted to name this app ‘Gary’ after a DVA staff member who had been particularly helpful to them.

The young forum attendees also talked about some of the difficulties they had faced accessing information about available assistance on DVA’s website.

‘The website isn’t great; it’s really hard to find information,’ one student said.

‘There’s so much going on on the site and it’s so convoluted. We need a more user-friendly site so that the information we need is just much easier to get to.’

Ms MacDonald noted that feedback such as this would be taken into account as the Department undertook a review of its website as part of the current program of Veteran Centric Reform.

For more on DVA’s collaborative design program and on the transformation of the Department’s systems and processes, please turn to pages 9 through 12.

To register for MyService, users will need their PMKeyS number, enlistment date, driver’s licence or Medicare Card.

The MyService team encourages readers who enlisted after 30 June 2004 to register for MyService and provide feedback on the platform to guide future development and ensure continuing improvements to the claims experience.

To give MyService a try, visit dva.gov.au/myservice and register today.
War in the Pacific

It is unfortunate that the Australian people are largely ignorant of the Pacific War insofar as it affected Australia. I am drawing this to your attention because of continued references in the Australian media to military operations in foreign countries – in the case of the Coral Sea Battle, one which is seen as ‘the one which saved Australia’.

As a result of the Coral Sea Battle, Japan was unable to secure Guadalcanal island as a base from which to control South East Asia and isolate Australia from the US. Guadalcanal was seen as their first loss in the Second World War.

It wasn’t. The Battle of Milne Bay between Japanese and Australian forces in September 1942 led to Japan aborting its continued advance on Port Moresby. It was the first time the Japanese were defeated on land in Second World War.

Shortly beforehand, the Japanese sent a convoy of troopships from their headquarters in Rabaul as reinforcements to the north coast of New Guinea. This large convoy was intercepted by and destroyed by Australian aircraft from bases in New Guinea in the Bismarck Sea.

To do justice to the effort of Australian military in the Pacific War, and to give Australians reason to know and be proud of defending their own country, I urge you to take part in developing Australians’ knowledge of their own history.

Neville Rutledge

Note from the editor

Thank you for your letter and reminder of the achievements of Australian servicemen and women during the War in the Pacific.

DVA produces a range of educational resources to support classroom teaching of Australia’s wartime history including materials relating to the incidents you describe here.

DVA has recently revamped its Anzac Portal to highlight and make accessible a number of history publications, war history websites, digital materials and veteran interviews to provide students, teachers and the wider community with a greater understanding of Australia’s wartime experiences, both on the frontline and on the home front.

The Anzac Portal is at http://anzacportal.dva.gov.au
On 14 August 2017, the Hon Dan Tehan MP, Minister for Veterans’ Affairs, presented to the Parliament the first annual Ministerial Statement on Veterans and Their Families, an extract from which appears here. The full statement is available on the Minister’s website (minister.dva.gov.au).

According to the Minister, “the Department is committed to maintaining a professional and independent Department to serve our veterans and their families of today.”

A key point of this Government is on how these men and women transition out of the ADF.

In the last 12 months, over 1,400 members of the ADF separated for reasons not of their choosing. How we help veterans, men and women and provide for their transition is integral to ensuring that none of them fall through the gap between Defence and civilian life.

This task begins in the Department of Defence and continues with the Department of Veterans’ Affairs.

Currently, DVA supports about 291,000 Australians. Just over half of these people are veterans or are serving members of the ADF. Approximately 48 percent of women are over 82 years old. Women and men and women who are around 2,900 are children of veterans.

Today, more than 203,000 of DVA’s 117.5 million are 65 or over and while about 23,000 are under the age of 40. Our veterans are reorganised as veterans and gain veterans.

It is why, in the last 12 months, the Government has held the first Female Veterans Forum and the first Veterans’ Families Forum. It is why we have held the first meeting of State and Territory veteran ministers, to provide input on how we can work together across all levels of government on issues such as veteran homelessness.

Australians should be proud that we recognise the importance of service and remain one of the only countries with an independent Department to serve our veterans. The Government is committed to maintaining a stand-alone Department for our veterans.

This year, DVA will provide over $31 billion in payments and services. That includes pensions, income support, compensations, housing, rehabilitation, counselling services, transport, transition assistance, home care, housing, communications, education and grants funding.

Around $6.2 billion, or 54 percent of DVA’s budget, will be spent on providing pensions and their families with income support and compensation.

Around $44 billion, 44 percent of the Department’s budget, will be spent on meeting the health-care needs of veterans and their families. Around 8 percent of the budget will be spent on transport and maintaining memorials and headstones.

The Department employs around 2,000 staff – in a typical working week, DVA will process about 35 compensation or income support forms every hour, receive two letters or emails every minute, and take a phone call every couple of seconds.

DVA works hard to provide quick and strong support for veterans and their families. But it is not perfect. People make mistakes. The Department will not always get it right.

In this first Ministerial Statement on Veterans and Their Families, I also want to reflect on what we have done so far.

Some in the veteran community have found the Department of Veterans’ Affairs to be adversarial, slow or bureaucratic.

In the Department’s satisfaction survey, we have seen a distinct drop in customer satisfaction from 93 percent in 2010 to 83 percent in 2016. While this number is still high, it represents where the Department could have served veterans better.

At the Veterans’ Review Board there were over 2,900 decisions made in 2015-16. Of these, no one would be able to reverse them or reverse the decision of the Department.

We believe that getting decisions right the first time can make an enormous difference to veterans. We are looking to reduce the number of cases that go to administrative review.

Recently, we have implemented a trial of Alternative Dispute Resolution for veterans who choose to appeal a decision with the Veterans’ Review Board. As a result, cases that may have taken up to a year to process have now been reduced to as little as three months. We are now rolling this out nationwide.

The Department is working on ways to leverage technology to deliver better services and cut paperwork. For example, some claims that used to take 17 days to process now only take 60 days. These trials are promising and the Department is looking at how it can implement them across the system.

We have made the first serious investment in years into the Department – $166.6 million towards making DVA a 21st century service. This is part of the strong legacy of our Department. It is the best way to future-proof the ADF and continue to build on it.

As all Australians know, one suicide is one too many. Suicide affects all areas of our community – eight Australians a day take their own life. Our veterans and members of the ADF are sadly not immune. We are determined to address suicide in our community.

Last year the Government commissioned the Australian Institute of Health and Welfare to provide the first accurate, robust data ever produced on suicide among the serving and ex-serving members of the ADF.

This study was independent of the Department of Veterans’ Affairs and more seamlessly. This includes their medical and training records.

This ongoing work is led by a Task Force that was established after the last election.

Veterans need to be able to walk into civilian life with confidence and dignity. This Government is committed to making that happen through the Prime Minister’s Veterans’ Employment Initiative.

As the Prime Minister has said, this is not about charity. It is not about preparing businesses to engage in some sort of philanthropic exercise. We want to remind business leaders that the servicemen and women of Australia have unique skills and extraordinary experience.

As a Government we commit today to the following:

1. A stand-alone Department of Veterans’ Affairs;

2. A Department that focuses on the needs of the veteran first, rather than the Department;

3. A stronger voice for the veterans’ community.

It is imperative that Australia continues to provide veterans with their service. It is the best way that their service and unique needs will be recognised and provided for.

In effort to provide any support, we should also look to how we can provide payments faster. This year’s Budget has provided for a pilot to provide rehabilitation to veterans as soon as they have submitted their claims rather than after approval. If this leads to better outcomes, Parliament should provide its veterans with mental health support is the biggest challenge we face. However, we are making enormous difference to veterans. The Department is working to reduce the number of cases that take up to a year to process, now only take up to three cases.

Another reform that will improve services will be to allow service to them each year.

On 14 August 2017, the Hon Dan Tehan MP, Minister for Veterans’ Affairs, presented to the Parliament the first annual Ministerial Statement on Veterans and Their Families, an extract from which appears here. The full statement is available on the Minister’s website (minister.dva.gov.au).

Australians should be proud that we recognise the importance of service and remain one of the only countries with an independent Department to serve our veterans.
Call-out for Sydney Invictus Games as athletes compete in Toronto ‘17

Feeling inspired by the performances of Australian athletes competing in this month’s Invictus Games in Canada? Nominations for the 2018 Australian Invictus Games team are open until 31 October 2017.

Forty-three current and former military personnel were selected to represent Australia at the 2017 Invictus Games in Toronto from 23 to 30 September 2017. The team is co-captioned by Captain Emma Kdziezioa and Sergeant Peter Rudland (pictured right).

Captain Kdziezioka joined the Army in 2013 as a Nursing Officer and served in Iraq in 2015. She was recently diagnosed with an inoperable brain tumour, she will compete in athletics and indoor rowing.

‘I wanted to be a part of the Invictus Games team to help me stay focused on maintaining a healthy mind and body,’ she said.

‘Working towards a competitive goal will assist in building resilience to enable me to deal with the eventual health impacts of my diagnosis,’ Sergeant Rudland joined the Army in 1989 and will discharge later this year. He served in Cambodia in 1992, East Timor in 2001 and 2006, Iraq in 1997 and 2003 and Afghanistan in 2010.

The Invictus Games is an initiative of Prince Harry and is an adaptive sport event for wounded, injured and ill servicemen and women, both active duty and veteran. The Games use the power of sport to motivate recovery, support rehabilitation and generate a wider understanding of the sacrifices made by the men and women who serve their country.

The Sydney Games will take place from 20 to 27 October 2018 across Greater Sydney, including Sydney Olympic Park and on and around Sydney Harbour.

Nomination forms for the Sydney Invictus Games are available at www.dva.gov.au/events/invictusgames and must be submitted via email by 30 October.

For more information on the Sydney Invictus Games visit facebook.com/team.invictusaustralia.

To follow the Australian team’s efforts in Toronto, visit www.dva.gov.au/invictusgames2018 or facebook.com/InvictusSydney.

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To read the AIHW Incidence report and is expected to respond carefully considering the inquiry. The Australian Government is launching a new website for current and ex-serving ADF members and their families.

For more detail on the AIHW report, please turn to page 6. To access the Senate Reference Committee on Foreign Affairs, Defence and Trade report into suicide by veterans and ex-service personnel visit http://bit.ly/2enrZaF.

The website is hosted by Defence. The website aims to simplify the process of finding information, support and services provided by Government agencies, non-for-profit service providers and charities.

The website is funded under the 2016 Defence White Paper as part of Phase Three of the Support for Wounded, Injured and Ill Program. Visit the Defence website for Wounded, Injured and Ill Program, a joint Defence and DVA program of work aimed at improving the support provided to wounded, injured or ill ADF members, their families and those involved in their support.

Engage is funded under the 2016 Defence White Paper as part of Phase Three of the Support for Wounded, Injured and Ill Program. Visit the Defence website for Wounded, Injured and Ill Program, a joint Defence and DVA program of work aimed at improving the support provided to wounded, injured or ill ADF members, their families and those involved in their support.

Engage is funded under the 2016 Defence White Paper as part of Phase Three of the Support for Wounded, Injured and Ill Program.
Prevent dry mouth from ruining your teeth

Many older veterans are concerned that they may be inadvertently exposing their grandchildren to risk of serious infectious disease, especially young babies in the first few weeks or months of their lives. Young babies are at increased risk of many infectious diseases (prior to being able to receive their own immunisations), and some are only available free as a ‘one-time’ vaccination. This is a very complex area. Check with your general practitioner or pharmacist to determine which vaccinations you may be eligible for.

The vaccinations that veterans and older people generally should consider include:

• **Seasonal influenza** – annually for anyone over the age of 65. This will help protect against influenza, but has no protective effect against common coughs and colds, often incorrectly called ‘the flu’. Real influenza is a serious disease with very high rates of hospitalisation and deaths, especially in older persons. More than 3000 people aged over 59 die in Australia from influenza every year and another 13,500 are hospitalised.

• **Pneumococcal disease vaccine (23vPPV)** – single one time dose. Pneumonia is a very serious and distressing condition in young babies/children.

• **Possibly hepatitis A and B (Twinrix)** – not currently funded by the Government for adults, but a booster dose at age 50 is recommended. Although hepatitis is uncommon in Australia today, diphtheria and especially pertussis (whooping cough) are increasingly common. Whooping cough is a very serious and distressing condition in young babies/children.

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• **Shingles (Zostavax)** – recommended for all people aged over 65. Shingles is caused by a reactivation of the chickenpox virus that has lain dormant in our bodies for a long time. Shingles can cause severe pain and blistering, including on the face and eye. Prevention is better than cure!

• **Tetanus, diphtheria and pertussis (dTpa)** – not currently funded by the Government for adults, but a booster dose at age 50 is recommended. Although tetanus is uncommon in Australia today, diphtheria and especially pertussis (whooping cough) are increasingly common. Whooping cough is a very serious and distressing condition in young babies/children.

Many excellent additional free web-based references include:

- WebMD: www.webmd.com/oral-health/pakude/dental-health-dry-mouth

Protecting yourselves and your grandchildren through vaccination

Prevent dry mouth from ruining your teeth

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Employment Awards
Prime Minister Malcolm Turnbull has called for nominations for a new national awards program recognising employers of veterans and ex-service people, in the public, not-for-profit or private sectors that have done great work employing or supporting veterans and spouses of Defence personnel are eligible as well as veterans employees. To nominate an employer, your own organisation, or a veteran employee please visit the Prime Minister’s Employment Program Awards website www.veteranemployment.gov.au/awards. Nominations close at midnight on Friday 22 December 2017.

Armistice Centenary Grants
Do you have an idea for a commemorative project or activity in your community to mark the Centenary of Armistice on 11 November 2018? If so, you may be interested in the new one-off $240,000 Centenary Grants Program administered by DVA. Please contact your local member to express an interest in seeking funding.

Younger Veterans’ Grants
Supporting Younger Veterans is a new grants program designed to benefit younger veterans in recognition of the challenges they face transitioning from the Australian Defence Force to civilian life. On 6 July 2017, Minister for Veterans’ Affairs Dan Tehan announced that Round 1 (2016–17) provided nearly $240,000 to 11 ex-service members. Support for Round 2 (2017–18) is expected to be announced shortly. For more information, please visit www.dva.gov.au/SYV.

Canberra Van Move
The Canberra Veterans’ Access Network (VAN) office in Woden ACT has relocated to Bowes Street to a more easily accessible site in nearby Bowes Street. The VAN is now co-located within the Department of Human Services (DHS) Service Centre, around one kilometre from the previous site. All Canberra VAN office staff have relocated, or will relocate, to the new site. They will be able to continue to deliver all existing services to the veteran community. The VAN presence is clearly identified within the DHS Service Centre.

Gandevia Prize
Currently servingADF members and their dependants of all ages may be nominated for the Gandevia Prize, which is named after the world renowned Gandevia. Gandevia has won the third Bryan Gandevia Prize for Australian Military Music. The annual $10,000 biennial prize honours thesis on Australian psychiatric casualties during the Korean War. Lieutenant Woolley completed his degree in 2015, receiving the University Medal. Lieutenant Woolley was awarded a History Honours thesis at UNSW Canberra. The $5000 biennial prize is administered by the Australian War Memorial.

Pensions and Allowances Rise
Veterans’ pensions were increased from 20 September 2017 following the latest round of indexation adjustments. As pension rates are calculated on a daily basis, the pension paid on 28 September 2017 will be paid partly at the old rate and partly at the new rate. The first full payment at the new rates of pension will be paid on 12 October 2017. The maximum rate of single service pension has risen by $6.10 to $949.40 per fortnight and the maximum rate for couples has increased by $4.60 to $1,672.40 per fortnight (each).

The rate of Disability Pension (TPI) pension has increased by $9.50 to $1,373.80 per fortnight. Extreme Disablement Adjustment (EDA) has increased by $3.50 to $738.90 per fortnight and the General Rate of Disability Pension has increased by $3.40 to $688.40 per fortnight.

The pension paid to war widow/widowers has increased by $6.30 to $999.10 per fortnight, while the ceiling rate of the income support supplement has risen to $268.30 per fortnight.

Payments have also increased for benefits under the Military Rehabilitation and Compensation Act 2004 (MRCA). The weekly MRCA wholly dependent partner payment has increased by $3.35 to $454.55, paid fortnightly.

The indexation factor used to index pensions each March and September will be based on either the Consumer Price Index (CPI), the Pensioner and Beneficiary Living Cost Index (PBLCI) or Male Total Average Weekly Earnings (MTAWE). For 20 September 2017, the indexation was driven by PBLCI.


New Pension Rates from 20 September 2017

<table>
<thead>
<tr>
<th>Service Pension</th>
<th>Old Rate (fortnightly)</th>
<th>New Rate (fortnightly)</th>
<th>Increase (fortnightly)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single person</td>
<td>$860.30</td>
<td>$874.40</td>
<td>$13.10</td>
</tr>
<tr>
<td>Couples (each)</td>
<td>$966.80</td>
<td>$974.80</td>
<td>$8.00</td>
</tr>
<tr>
<td>Single person – transitional</td>
<td>$768.90</td>
<td>$776.80</td>
<td>$7.90</td>
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<tr>
<td>Couples (trans)</td>
<td>$976.25</td>
<td>$984.25</td>
<td>$8.00</td>
</tr>
</tbody>
</table>

War Widows
| Widow/widower’s pension | $909.10 | $916.10 | $7.00 |
| Income support supplement | $344.60 | $348.50 | $3.90 |

Disability Pension
| TPI (Special rate) | $3,346.30 | $3,350.80 | $4.50 |
| Regular rate | $767.60 | $772.90 | $5.30 |
| SSI | $757.90 | $763.90 | $6.00 |
| 10k per cent | $480.90 | $485.80 | $4.90 |
| 10 per cent | $59.43 | $60.77 | $1.34 |
| MRCA | $947.60 | $952.50 | $4.90 |
| Wholly dependent partner payment | $4,627.60 | $4,680.50 | $52.90 |
| Special Rate Disability pension (MRPA) | $682.15 | $686.95 | $4.80 |

The full payment at the new rates will be paid on 12 October 2017.

Review of DVA’s ESO Consultation Framework

DVA recently concluded a review of the National Consultation Framework (NCF). The NCF was originally established in 2009 to provide a comprehensive consultation structure between the Repatriation Commission, Military Rehabilitation and Compensatiom Commission, DVA and major ex-service organisations (ESOs).

The review consulted widely across the current and former membership of each forum, those organisations that had requested membership since the 2013 NCF Review, as well as with senior officials in DVA and Defence.

The major finding of the latest review was that the framework is widely supported by the ESO community and remains a highly effective consultation mechanism.

The review recommended the re-instatement of the Operational Working Party (OWP). Along with the Female Veterans Policy Forum, OWP will be enhanced with the inclusion of the Australian Veterans Alliance and Modern Soldier.

DVA wishes to thank all those people who took part in the survey and all those past and present ESO members and presenters for their involvement in the DVA consultation program. The work of DVA, its policies and programs are undoubtedly achieving more successful outcomes for our veterans and their families as a result of the efforts undertaken by the members of the NCF and the ESO members that they represent.

Review of DVA’s ESO Consultation Framework

Pensions and Allowances Rise

FACTS AND FIGURES

- There were 325 certified suicide deaths between 2001 and 2015 among people with at least one day of ADF service since 2001. Of these, 51 per cent occurred in the ex-serving population.
- Ex-serving men aged 18 to 24 were twice as likely to die from suicide as other Australian men of the same age.
- Characteristics that are associated with the higher rate of suicide among re-service men included involuntary discharge – particularly medical discharge, short length of service, and having a rank below a commissioned officer.

Source: AIHW report

Robust data on suicide helps DVA target prevention strategies

- Medical discharge, short length of service, and having a rank below a commissioned officer that reduce the risk of suicide while serving. It is possible that once these protective factors appear to be enhanced with the inclusion of the female veterans policy forum, the general community.
- However, this was partly at the new rate. The first full payment of the new rates of pension will be paid on 12 October 2017.
- The pension paid to war widow/widowers has increased by $6.30 to $999.10 per fortnight, while the ceiling rate of the income support supplement has risen to $268.30 per fortnight.
- Payments have also increased for benefits under the Military Rehabilitation and Compensation Act 2004 (MRCA). The weekly MRCA wholly dependent partner payment has increased by $3.35 to $454.55, paid fortnightly.
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Who are Australia’s veterans?

What does the average DVA client look like? Or the typical veteran, for that matter? If you’re thinking of a former service man aged in his 60s, 70s or older, you’re only seeing part of the picture.

As it turns out, one quarter of DVA’s veteran clients are aged under 50, with a further 35% aged between 50 and 69.

Some 23,000 of the Department’s clients are under the age of 40.

Sure, more than 200,000 are 65 or older and one in seven Australians over the age of 85 have a DVA Health Card, but almost half of DVA’s clients (48%) are women and 2500 of them are dependent children.

Speaking of dependants, 25% of DVA clients who are dependants are under 70, 48% are aged 70–89 and 27% are aged 90+.

Another factor to consider is that the Department is undergoing a significant period of change. DVA’s overall client numbers are falling. Today, DVA has contact with one in three veterans who have served since Vietnam, and one in five veterans who have served since 1999.

This change gives DVA the opportunity to put veterans at the centre of everything it does.

Departmental transformation will empower veterans and their families by making it simpler to access the services they require. Veterans will enjoy improved health and wellbeing outcomes under a system that focuses on veteran wellbeing – moving away from a claims-based rehabilitation and healthcare system.

Webinar examines sleep disorders and mental wellbeing

The Veterans and Veterans Families Counselling Service (VVCS) held its second community webinar on 30 August 2017, covering the topic of sleep disturbance.

The webinar looked at topics including what it’s like to live with a sleep disorder, how sleep disturbance can affect veterans’ families, how sleep disorders can be managed, when to seek help and where to find it.

The format was similar to that of the community webinar on post-traumatic stress disorder (PTSD) held in April 2017, also taking the form of a panel discussion.

Dr Sean Drummond, Professor of Clinical Neuroscience at Monash University and President of the Sleep Research Society, was among the panelists. His clinical expertise lies in treating behavioral sleep disorders, such as insomnia and chronic nightmares, as well as mood disorders such as depression and bipolar.

The webinar also highlighted VVCS’ Sleeping Better Program. This program is an educational and skills-based group program assisting participants to understand the sleep process and how to effectively manage disturbed sleep, with two-hour sessions offered once a week for 10 weeks held in various locations across Australia.

The next community webinar will cover the topic of exercise and wellbeing and will be held on 25 October 2017. To register for the upcoming webinar, watch the latest video, or register for the Sleeping Better program, visit www.vvcs.gov.au.

FIVE TIPS FOR A GOOD NIGHT’S SLEEP
- Undertake a social media detox (even for just 30 minutes) before you head to bed.
- Avoid stimulants (caffeine/nicotine) from midday and depressants (alcohol) close to bedtime.
- Try to get some fresh air, sunshine and exercise each day.
- Make sure that your bedroom environment is clean, cool and relaxing.
- Establish a regular relaxing bedtime routine to help your body and mind recognise that it is time to rest.

Figures correct as at June 2017.

Keeping our brains in gear as we age

Ever wondered why some people maintain their edge well into their later years and others don’t? There are a number of factors that can make a difference, and we have more control over these than we give ourselves credit for. Risk factors such as age or genes cannot be changed, but high blood pressure or a lack of exercise can. It is worth the effort as maintaining a healthy brain can reduce the risk of developing chronic diseases like diabetes, heart disease and cancer, and may also mitigate the onset of dementia.

With the incidence of dementia, and particularly its most common form, Alzheimer’s disease, increasing as we age, there is no better time to start looking after your brain than now. Dementia is the second leading cause of death in Australia after coronary heart disease. Of course, these conditions are not mutually exclusive. In fact, the risk of developing dementia increases as a result of conditions that affect the heart or blood vessels such as high blood pressure, diabetes and high cholesterol.

Dr John Arden, neuropsychologist and author, talks about planting SEEDS as a way of remembering the fundamentals of healthy brain maintenance. The Alzheimer’s Association of Australia also supports these activities.

S is for social support. The brain loves the wellbeing-enhancing connections we make when interacting with others. Such connections enhance bonding and attachment, increase our sense of safety and regulate emotions such as fear. Social interaction also activates our reward systems, which makes the experience enjoyable and more likely to be repeated. In fact, social isolation is a common factor in depression and anxiety.

E is for education. Education is considered cognitive exercise and is another form of anti-depressant – ongoing learning can enhance our capacity to see future possibilities rather than fixate on past failures. Developing cognitive reserves through education increases brain longevity and health. Further, people with higher levels of education are less likely to suffer from symptoms of dementia. There is no better time to sign up for that Spanish lesson or woodworking class.

E is for exercise. Did you know that aerobic exercise contributes to multiple brain-building processes? It enhances both the brain’s ability to change and the generation of new neurons, which is important for learning and memory and has been linked with longevity and reduced risk of dementia. Exercise is also a very effective anti-depressant and can reduce anxiety and stress. That Latin dance class never looked so good!

D is for diet. We all need good nutrition at regular intervals to provide the raw materials that make the brain function effectively. Insufficient raw materials or an overconsumption of simple carbohydrates, trans-fatty acids or processed food prevent the brain from functioning optimally. A balanced diet is particularly important for older adults because aging slows the production of antioxidants which leads to cell loss.

S is for sleep. Sleep plays a critical role in the restorative and revitalising functions of the brain. Healthy sleep is essential for cognitive, emotional and metabolic processes. Most medications, especially benzodiazepines, impair sleep so developing good sleep hygiene habits is the preferred approach. Further, people sleeping less than seven hours a night have increased cortisol and adrenaline, which also leads to symptoms of anxiety and depression.

There is evidence that, in combination, these strategies can slow cognitive decline of older adults at risk of cognitive impairment. Embrace the SEEDS approach one step at a time. While the activities are simple, it will take commitment and time to ensure they become habit. One thing is for sure, your brain will thank you!

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Your life choices website – ‘Maintaining a healthy brain’
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https://yourbrainmatters.org.au/
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https://sleepfoundation.org/sleep-topics/sleep-hygiene
Civilian partners proud of ADF link but note sacrifices

Sixty-eight per cent of civilian partners are proud to tell others that they are part of an ADF family, but 81 per cent say they have made employment sacrifices because of their partner’s ADF career.

The survey was released in February and included 1376 civilian partners of ADF members (65 per cent), parents of ADF members (33 per cent) and others including dual ADF couples and ADF members (9 per cent).

The survey was designed to engage with families on the ADF way of life. Among other findings released so far is the fact that 14 per cent of civilian partners say they are unemployed with 12 per cent saying they are under-employed in that they are working part-time but would like to work more hours. Nineteen per cent of partners and 34 per cent of single parent ADF members and dual ADF couples feel the ADF considers family circumstances in postings.

Another finding was that 37 per cent of parents of ADF members say they don’t know how to contact their child while they’re deployed.

Ninety-four per cent of those surveyed were able to access the childcare services they needed. Of those who couldn’t, 58 per cent said affordability was a barrier.

The focus of the 2017 survey was on ADF member partner employment and awareness of support services for ADF members and their families. DFA has stated that both are high priority advocacy topics for the organisation.

In a post on the DFA Facebook page, a spokesperson noted that these topics needed changes and the survey would help them to gather the data to provide a solution that would make an impact.

‘Being a member of the ADF is a unique experience, not only for the individuals in uniform, but for their partners, parents and children who are also asked to accept the distinct challenges associated with military life,’ the Facebook post stated.

‘The primary role of DFA is to represent the interests of our families, and through data collected in the annual ADF Families Survey, we want to better understand those challenges.’

For more on the ADF Families Survey, visit www.dfa.org.au.
The service and sacrifice of our veterans resonates deeply in the Australian community. That gratitude creates a strong but simple expectation – that the community will look after veterans and their families long after their service ends.

Caring for veterans and their families is the proud duty of the Department of Veterans’ Affairs (DVA). The Department exists for the entire veteran community, which includes anyone who has served or is serving, and their families. Its goal is to provide support, when needed, to ensure veterans can lead healthy and productive lives. Some just want to know that they can rely on DVA if they ever need it. For others who are suffering with acute issues, its support is critical and urgent.

DVA’s staff are passionate and dedicated. But they recognise that the Department’s complex systems and outdated manual processes have been getting in the way. The hard truth is that some veterans have been suffering unnecessarily because of how DVA operates.

The Australian Government is investing in a program of Veteran Centric Reform to energise and accelerate the transformation of DVA. This transformation will improve the way DVA supports the veterans who have served our country, helping the Department to know, support, connect and respect.

Transformation will ensure there are dramatic improvements in the way DVA connects with veterans. At the moment, the Department does not know most veterans and relies on veterans reaching out to it. In many cases, seeing the whole picture of a veteran and their family’s circumstances requires staff to request paper files from a warehouse, and look at eight computer systems.

The reform process will allow DVA to provide a seamless transition experience. The Department will aim to know about everyone who is serving and to use sophisticated analytics to connect them to the services they’re most likely to need based on their unique history and circumstances. In some cases, this will allow DVA to completely bypass the complexity of legacy systems, so that veterans and their families need only tell us things once.

Those who need help will get it quicker. At the moment DVA often finds out about veterans and families in need too late. Challenges that could have been managed early become chronic issues, leading to long periods in rehabilitation and treatment.

The Department’s transformation will seek to drive early and proactive interventions as the new norm. DVA will work with veterans, their families and the community to better identify the causes of long-term issues. It will design support programs that prevent and reduce the length of time veterans and their families have to undergo treatment.

Improved systems and processes will make access easy through any channel. At the moment this can be hard. There’s no fast or easy way to get help. There are an array of different phone lines that confuse veterans and their families, and online support systems are not designed clearly or simply. To make a claim, veterans need to spend hours answering around 40 questions in a hard copy form, then wait months for an answer.

As part of the reform process, DVA will work to provide veterans and veteran families with a range of simple channels to contact the Department. They don’t always have to make a claim to get assistance, but if they do so post-transformation, simple claims will take less than ten minutes to complete online, and they’ll usually get an answer within a matter of days.

While most ADF members will transition into civilian life successfully, the DVA transformation will ensure the Department has the modern processes and capability required to serve those veterans and their families who need it most. See our centrespread poster setting out DVA’s transformation vision timeline overview.

DVA recognises that the best way to transform is in partnership with people who use its services.

To support this, DVA’s Veteran Centric Reform program is using a collaborative design approach to inform the future design of its services.

The collaborative design approach seeks to understand the experience of veterans and their families by engaging directly, inclusively and dynamically with them.

This program of collaborative design runs in parallel with DVA’s longstanding traditional consultation and engagement processes through existing channels such as the Ex-Service Organisations Round Table.

During the past 12 months, more than 500 current and potential DVA clients and their families have provided their input into how the Department can better address veterans’ needs now and in the future. This input is helping to shape the Veteran Centric Reform program.

Collaborative design sessions have focused on engagement with stakeholders of all age groups across a wide variety of circumstances, from current and former serving Australian Defence Force (ADF) personnel to the spouses, widows and children of veterans.

Sessions have taken place across Australia, in a mix of metropolitan and regional areas across venues such as DVA offices, military bases, public spaces and in veterans’ homes.

DVA has sought the views of veterans and their families on a broad range of topics such as transition from the ADF, experiences with DVA and service delivery preferences and veterans’ families’ needs.

Attendees at sessions have expressed a desire to access DVA’s services via modern technology and to self-manage their interactions with the Department.

They’ve also said they’d like to engage with fellow veterans and family members who have similar lived experiences through the Department’s programs.

Participants have highlighted a need for easy access to information on and transparency around the services and support available to them through DVA.

They have expressed a desire for DVA and the wider community to have a greater understanding of military service and the impact it can have on the member and their family.

Attendees have also identified positive aspects of current service arrangements and described the difference this makes in their lives.

These engagements are only one of the ways that DVA is receiving feedback and input. If you have any feedback or comments please use this link: www.dva.gov.au/contact/feedback.
THE DVA TRANSFORMATION

The veteran experience needs to change, and this is how we’re going about it. To really be there for those veterans including veterans facing mental health challenges, we’re working to take the effort out of accessing services through an improved choice of channels, and make better use of data so we know all veterans well enough to put them early. That’s how we’ll put veterans and their families at the centre of everything we do.

WHERE WE STARTED

WE DON’T KNOW MOST VETERANS

We only know 1 in 5 veterans. ADF can’t notify us when someone enlists or stops serving, so we rely on veterans reaching out to us. To understand each veteran, staff need to request paper files and look at dozens of systems.

VETERANS DON’T HAVE CONTINUITY OF CARE

Veterans start treatment while serving, but it ends when they transition and it’s harder to find services through DVA. Many spend a long time in rehabilitation for issues that could be better treated through continuous care or early intervention.

ACCESSING DVA IS HARD

It’s too hard for veterans to get help when they need it. Many rely on advocates to help them navigate DVA processes and legislation. It takes too long to make a claim and too long to get an answer.

EXPENSIVE AND COMPLEX

More than 200 aged technology systems create a significant risk for DVA. They cost a lot to maintain and cause frustration for veterans and staff.

PREPARE FOR OUR TRANSFORMATION BY:

Starting digitisation of files to reduce wait times while paper files are transported.

Working with veterans to co-design improvements to DVA systems.

Registering everyone who joins or separates from the ADF, so we’re ready to support future clients.

Investigating opportunities to streamline proof of conditions based on the work veterans did while serving.

Understanding our internal culture and identifying where we need to change.

FY 16-17 YEAR 0

FY 17-18 YEAR 1

KNOW AND CONNECT WITH VETERANS AND FAMILIES BY:

Connecting to ADF health data to understand the support veterans need and registering those who are eligible for Qualifying Service or are seriously wounded, injured or ill.

Piloting smarter ways to identify veterans at high risk and how we can help them.

Integrating in cultural change to prepare staff for the second century of service.

Piloting new locations for physical outlets so we’re visible to more veterans.

Piloting best practice case management for veterans and families with complex needs.

STREAMLINE ACCESS BY:

Integrating nine compensation systems, reducing approval time for urgent mental health treatment from 18 days to as little as 30 minutes.

Launching digital self-service options:

- MyService (beta) to easily access information for the most commonly claimed injuries.
- The ‘engage’ portal for veterans and families to quickly and easily find support and services.
- A client portal launched to Education Scheme recipients.

Consolidating 135 DVA phone numbers into 26, to reduce phone transfers.

Upgrade servers and roll out Windows 10 to improve stability, security and digital capability.

Target business areas to improve efficiency and effectiveness.

Progressively train staff on using digital tools.
Fy 18-19 Year 2

Become Proactive By:
Understanding the links between service history and conditions, reducing the burden on veterans to prove claims.

Starting early interventions for veterans identified as high risk.

Further Enhance Access By:
Expanding our new client portal to include support payments, delivering faster, digital access to more veterans.

Enhancing MyService and expanding it across all services, enabling 'straight through' processing for all simple claims.

Launching a new website to help veterans and their families to find information more easily, including a web-based service finder.

Expanding our physical network to make us more accessible for veterans who prefer to deal with us face to face.

Support Every Veteran Better By:
Connecting to Defence’s records to create a comprehensive profile for each serving veteran.

Equipping case managers with more information so they can make tailored decisions with individual veterans.

Using DVA and ADF data to reach out proactively to veterans who are most likely to need particular services.

Improve the DVA Experience By:
Using sophisticated analytics and research partnerships to understand and improve all touch points with veterans.

Launching a single 1800 VETERAN phone line with voice recognition, so the first person a veteran speaks to can help them.

Where We’ll Be

We Know All Veterans
We know everyone who’s serving and connect them to the services they’re most likely to need. Veterans and their families only need to tell us things once, and their needs and well-being are the foundation of DVA business.

Those Who Need Help Get Better Faster
For veterans who need support with health and wellbeing, continuous care and early intervention are the new norm. Getting help early prevents chronic issues, improving outcomes for veterans and families while reducing treatment costs.

Access is Easy Through Any Channel
Veterans and their families can access our services easily through the channels that are most convenient for them. They can often manage what they need independently. They don’t always have to make a claim to receive assistance, but if they do it will be painless and streamlined.

Working With Government to Secure Funding

Train staff in policy roles on using more evidence and behavioural insights to update policy in line with the needs of veterans and their families.

Develop the internal data analytics capability to match our new sophisticated analytics tools.

Decommission old technology systems, reducing our technology risks and maintenance costs.
Refine our analytics ‘engine’ as we test improvements and learn from veterans.

Streamlined and Modern
Old systems have been replaced by modern technology systems that make the most of government capabilities and enable digital solutions for veterans.
A journey of organisational change

Over the last year the Department of Veterans’ Affairs (DVA) has begun to deliver a number of tangible improvements that will deliver better outcomes and experiences for veterans and their families.

These changes represent the first steps in what will be a long journey. DVA is in the first months of its Veteran Centric Reform (VCR) program.

One highlight of departmental reform currently in development is the new web application MyService. Having gone live in April, this online claim tool has reduced DVA’s paper-based claims process from 36 to between three and five questions (see full story on page one of this edition of Vetfairs).

Another highlight of DVA’s transformation so far is the Department’s digitisation program, currently converting 100,000 print pages to digital documents per week (see story below). As part of VCR the Department is looking to boost this to 300,000 each week. This process allows DVA to replace paper-based processes and stop sending files from office to office by truck or by plane. This not only speeds up the time taken to assess a file, but also allows files to be used for multiple processes simultaneously.

It allows staff to collaborate across geographies, and ensures separate assessments can be conducted at the same time.

The Department is also piloting a new approach to transition to support veterans and their families as they separate from the ADF. The program DVA is trialling will lead to everyone who joins or separates from the ADF being registered with the Department. This will position DVA to know and support its clients, and allows it to reach out where it is needed to provide support and services.

Across all this, the Department is laying the foundations for ongoing transformation. It has begun a journey of cultural and organisational change, and has started to build the ICT capability it needs to modernise its systems and services. These large scale changes will improve outcomes and experiences for veterans and their families.

In the development of the VCR Program, staff from DVA talked to more than 900 veterans and their families to understand the most important improvements the Department had to make.

DVA Secretary Simon Lewis said the Department would continue this journey, keeping veterans at the heart of everything it did.

‘This commitment to collaboration and co-design will be a mainstay of our program,’ Mr Lewis said.

‘We have established forums and working groups with veterans, veteran families, female veterans, and a vast array of ex-service organisations.

‘These groups help us stay focused on what matters most to veterans and their families so we can improve in ways that will provide the most help.

‘We are eager to continue this journey with you to transform the way we serve those who have served.’

Scanning of documents speeds up claims process

A large program of document scanning within DVA is helping to speed up the claims process and make client records more accessible to the DVA staff who need to use them.

Since its inception, the Department has stored clients’ information primarily on paper files. Until 2015, some 25 tonnes of paper were being moved around the country each month, as part of usual DVA operations, with more than a million files taking up space in three warehouses and other storage facilities.

In these modern times, this is no longer acceptable.

In November last year, the Department ceased creating a paper file for each new client that lodged a claim, and now creates a digital file only. This brought to an end a practice that began almost a century ago and ushered in the beginning of a new digital era for DVA.

Following an initial trial, the conversion of paper client files into digital, known as digitisation, is well underway. This program has so far digitised more than 20,000 client records (more than 5 million pieces of paper).

On any given day, DVA receives around 2,500 pieces of mail from clients, providers and other parties. These are all now routinely digitised and delivered electronically to the Department each day.

In the months to come, DVA will significantly boost the amount of digitisation that it undertakes with a recent injection of funds received under the Veteran Centric Reform program.

The Department expects to be digitising well over 300,000 pages per week, with one of its goals being to digitise DVA’s most used and most recent client files within the next six years.

IMPROVED OUTCOMES for veterans are in our sights

For nearly a century, DVA’s fundamental mission has been to support those who serve, or have served in defence of our nation and to commemorate their service and sacrifice.

The veterans who come to us looking for support need our help. They often need this assistance immediately. To date, we have not always been able to offer that immediate help, though that is our goal for the future.

We know we can do better, which is why we are now focused on a comprehensive upgrade to our systems, processes and technology that will improve the way we do business, address delays and streamline the services we offer. These improvements are necessary to transform us into the Department that veterans need us to be.

We believe that simplifying our systems will make it easier for our clients to communicate with us. This will allow us to build relationships with a larger number of veterans, providing assistance to those who may previously have seen connection with the Department as too complex or burdensome.

We know, for example, that there are often significant wait times associated with our services and that our phone systems need streamlining. Our ICT systems are outdated, we’re governed by complex legislation and our largely paper-based business processes need a complete overhaul.

The transformation program that is currently underway will allow us to make significant improvements to the system.

It will allow us to set in motion plans to consolidate the number of external DVA phone numbers to reduce phone transfers and, in time, move towards a system where clients will access help by ringing a single 1800 VETERAN number.

The reform process will allow us to work towards dramatically reducing approval times for urgent medical health treatment.

It will allow us to decommision legacy ICT systems and ensure documentation for every new client we serve is set up and maintained digitally rather than in paper form, as we simultaneously digitise 300,000 pages per week from existing client files.

We are working in partnership with other agencies across government – including the Department of Defence, the Department of Human Services (DHS), the Commonwealth Superannuation Corporation, and others – to leverage their skills, experience, systems and business processes as we embrace change.

Through these relationships, DVA is learning what works well for similar clients and how it can change to provide better, more modern services to veterans and their families.

Changes like this will see DVA evolve from an organisation that focuses on claims to one that places veterans and their families at the centre of everything it does.

Transforming DVA won’t happen overnight, but with our sights clearly set on improved outcomes for veterans, we’re well on our way.

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An invaluable chapter in the story of women veterans

As Britain was thrust into the Second World War, the lives of all English people changed dramatically. Into the Blue Grey is the story of one young English woman who left home to wear the blue-grey uniform of the Women’s Auxiliary Air Force (WAAF). Second World War veteran and war widow Elsie Alford’s debut memoir captures the camaraderie among those who served in that rugged wartime environment and tells how the change experienced her forever.

Born Elsie Wright in Yorkshire in 1926, the author joined the WAAF in 1944. With her strong performance in high school chemistry and physics, she was deployed as a trained meteorological observer, a position that would take her on an amazing journey while in the WAAF, and would leave her with an enduring fascination with the weather and the skies.

‘For me the most interesting part of the evening news is the weather forecast,’ Mrs Alford writes. ‘Old habits die hard, you just can’t shake them. I still count clouds daily and my subconscious mind classifies them. Stepping outside at night to observe the star-packed sky above the North Atlantic is an invaluable chapter in the story of women veterans.

She notes that writing fiction would have to be easier than this delving into the past.

Elsie Wright at 88.

Elsie Alford today.

‘You would think up a plot, choose your characters, and then mould their actions and motives according to the story; any part of which could be changed at will,’ she said.

‘This, however, is about real events happening around my 20-year-old self and the only way to remember is to go back in my mind and live amongst the people and the prevailing conditions; to spend time there; to strip away the decades of accumulated experience and, above all, to suspend hindsight.’

It had been a revelation to her how clearly her brain had condensed perfect images of people, right down to the sound of their voices, their laughter, their conversations and their expressions.

‘And so as I write, my surroundings are peopled by friendly ghosts and all of them with something to say!’ she said.

After her service, Elsie embarked on her next adventure, moving to Australia. She then married veteran Henry George Alford, who sadly passed away in 2012. In that same year, Elsie joined the War Widows’ Guild, where she has found the same spirit of camaraderie and friendship that she enjoyed while a member of the WAAF.

A story of adventure, friendship, love and loss, Into the Blue Grey is an invaluable chapter in the story of women veterans. Elsie writes with passion and clarity, painting her world and the characters as clearly today as they were 70 years ago.

SUPPORTING PTSD SUFFERERS THROUGH ASSISTANCE DOGS AUSTRALIA

Mrs Val Rooney whose husband had served in the Team.’ Mrs Green said.

The National President of the AATTV Association, Colonel Kerry Gallagher AM, gave a stirring address and paid respects to the wives and families who supported the team members during their service. He spoke on behalf of the families of the five team members whose bodies had been returned to Australia in 2016.

He said he was a member of the families of the five team members who had been on deployment.

Mr Newton are veterans.

The War Widows’ Guild Victoria is proud to have recently provided a donation to assistance dogs Australia, an organisation that provides assistance dogs to people in need including wheelchair users, children with autism, veterans with post-traumatic stress disorder (PTSD) and people living with dementia.

An article written by Heather Evans, Vice-President of the Partners of Veterans Association, inspired the committee to forward a donation. Earlier this year, representatives from the Victorian War Widows’ Guild attended a graduation event for three assistance dogs that have been homed free-of-charge to qualifying applicants.

The donation they provided will significantly improve the life and wellbeing of an eligible Victorian veteran suffering from PTSD.

PTSD is one of the leading conditions affecting the modern veteran. Suicide rates have increased along with drug and alcohol dependency as the veteran combats physical and emotional pain. Providing an assistance dog has been shown to lead to a significant improvement in the recipient’s quality of life and that of their family.

Labradors and golden retrievers, selected for their acceptance and successful training suitability, are trained for two years through a comprehensive program that costs more than $15,000 per dog.

The program is hugely successful, having provided 26 assistance dogs in 2016, with a success rate of 66 per cent. However, hundreds of people remain on the waiting list for an assistance dog. The organisation relies heavily on volunteering and donations.

To learn more about the organisation and how you can be a part of it, visit www.assistancedogs.org.au.

Honouring the Australian Army Training Team Vietnam

Vietnam War widow and National President of the War Widows’ Guild Meg Green attended the recent commemoration ceremony at the Australian Army Training Team Vietnam (AATTV) Memorial Grove in Canungra, Queensland.

Mrs Green said.

The AATTV was established by the Australian Government in 1962, providing 30 advisers to work with South Vietnamese units, mainly in the northern provinces of South Vietnam, in June 1962. AATTV strength increased over the years to 227 in 1970 before instructors were withdrawn from Vietnam on 18 December 1972. Almost 1,000 Australians served with the AATTV, as well as a small number of New Zealanders, and the unit received more than 100 military decorations.

Pictured are Mrs Meg Green with Keith Payne VC OAM and Mrs Jennifer Gregory, President of Australian War Widows (Queensland).

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Australian Light Horse: The campaign in the Middle East, 1916–1918 By Phillip Bradley
$196pp, $39.99

Throughout history, mounted troops have been known as elite men of arms and the Australian Light Horse is a part of that legendary tradition. Past cavalry and part infantry and often recognised by the emu feathers in their slouch hats, they remain the embodiment of the digger ethos. In this, his seventh book, Phillip Bradley, author of the ground-breaking Hell’s Battlefield and Charles Bean’s Gallipoli illustrated, brings the story of the Light Horse to life through the diaries, letters and photographs of men who took part in the bloody battles of the desert campaigns of the Sinai and Palestine from April 1916 to October 1918.

The Secret Code-Breakers of Central Bureau: How Australia’s signals-intelligence network won the Pacific War By David Dutty
464pp, $49.99

A ground-breaking work of Australian military history interwoven with lively personalities and personal stories, The Secret Code-Breakers of Central Bureau chronicles a covert and little-understood side of the Pacific War. It tells of Australia’s version of Bletchley Park, introducing the talented and dedicated individuals who built a sophisticated intelligence network from scratch to crack Japanese military codes and play a vital role in the battles of Midway, Milne Bay, the Coral Sea and Leyte.

Read an extract from The Secret Code-Breakers of Central Bureau about the remarkable rise of Florence Violet McKenzie’s Women’s Emergency Signalling Corps on page 17.

TRAVEL WITHOUT INSURANCE CAN PROVE COSTLY

As Spring arrives, we start to think about warmer weather and holidays. More often than not, we stay close to home, but sometimes, when the deals are good, a cruise, a short overseas holiday or a long trip to Europe might even be discussed.

While we dream about (and plan) the actual holiday, we may not think much about insurance. Overseas travel can cost you the same as a new car, and most of us wouldn’t consider purchasing a new car without insurance. The scary thing is that overseas healthcare could cost as much as the value of your home!

Defence Service Homes Insurance (DSHI) offers an extensive range of travel insurance options online with a premium discount of up to 35 per cent (this discount applies to the standard rate agreed between DSHI and QBE).

Customers can choose from packages including: Annual Multi Trip (for unlimited trips, each of less than 60 days), International Comprehensive, Elements (limited cover for single international trips), and Australian Comprehensive (cover for travel within Australia).

Please visit http://bit.ly/2wsj1AC for a free DSHI travel insurance quote.
Remembering Roy Maguire, who was only nineteen

On a recent inspection tour of Western Australia, Director War Graves Ken Corke visited the final resting place of Private Roy Louis McGuire, who is officially commemorated by the Office of Australian War Graves.

Roy, Mr Corke discovered, was as eager to go to war as his mother was for him not to. But by 1918, at 19 years of age, Roy no longer needed permission. On 3 June 1918, he joined up.

Roy enlisted at Maryborough, nearly three hours from his home town of Taabinga Village, near Kingaroy in Queensland. He was initially assigned to a reserve unit, but on 26 June he was posted into the 5th Reinforcements. After a brief period of leave, Roy travelled to Sydney to embark on the ship A30 Borda, which left port bound for London on 17 July.

But while Roy was finally on his way, his mother was doing all she could in the hope that her son would come to no harm. On 25 June she wrote to the Camp Commandant at Enoggera,

He has been wanting to go to the war this last two years and left his week at the post office and I would not give him consent to go. Now this new act has come out that he could enlist without any consent and he has done so. So I will not try and stop him as he is determined on going. But if you can give him any work to do that would keep him out of the trenches until he is of age I will be pleased.

Her final words would resonate with any mother bidding farewell to their child under such circumstances: ‘So I hope that he will have luck and that the war will be over before he gets to the other side.’

Sadly, Roy never got to the other side. He collapsed on the deck of the Borda on 22 July, just five days into his much anticipated journey. Roy was taken to the Commonwealth Quarantine station at Albany where he died of meningitis on 24 July 1918.

On 25 July, Roy was buried in a small copse of trees along side the sea. His grave is maintained in perpetuity by the Office of Australian War Graves.

The SJMC website, which was launched on 31 July 2017, provides practical information, including how to get to the centre, its opening hours, and what to expect from a visit.

Follow the links on the website to register for updates, including new website features, news and booking information. Registered users will be alerted when online bookings open on 31 October 2017. Bookings will be required for groups.

The launch of the website is a major milestone for the SJMC, which remains on track for its scheduled opening next April.

The centre will tell Australia’s story of the Western Front through new and archival footage, animation, maps, music and soundscapes featuring the words of those who were there. Its multimedia interpretive area will include a 360-degree theatre designed to immerse visitors in the real-life stories of Australian First World War soldiers.

The Anzac Portal contains material to assist schools and community groups to host commemorative activities and events. This includes information and advice on how to host such an event; Anzac Day and Remembrance Day posters; downloadable music for playing during events; Wartime Snapshots; and a range of veterans’ stories and publications.

Users can sign up on the home page to receive a free e-newsletter containing information on new publications, updates on The Anzac Portal and details of upcoming commemorations.


A range of educational resources and commemorative publications that support the Australian Curriculum are available on the portal. Department staff will regularly add new content and make improvements to enhance engagement with learners.


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Parliament passes military compensation law

On 7 September 2017, the Parliament passed a Bill to create a new compensation Act for current and former Australian Defence Force (ADF) members, and their dependants, for injuries and illnesses linked to ADF service prior to 1 July 204. The new Act, called the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA), will commence 28 days after Royal Assent. DVA expects the Act to come into operation by November 2017.

Previously, compensation for current and former ADF members with conditions linked to service prior to 1 July 204 were covered under the Safety, Rehabilitation and Compensation Act 1986 (SRC), which also provides compensation for Australian Public Service employees.

The purpose of this change was to move all military compensation legislation under the Minister for Veterans’ Affairs and to recognise the unique nature of military service. It will also give the Minister for Veterans’ Affairs policy responsibility for each of those Acts (including the DRCA, the Military Rehabilitation and Compensation Act 2004 [MRCA] and the Veterans’ Entitlements Act 1986 [VEAJ]).

When it commences, the DRCA will be an exact replica of the SRCA with minor modifications to ensure the Act only applies to ADF members. Eligibility and benefits under the DRCA will be the same as those currently available to serving and former ADF members with coverage under the SRCA.

It is also important to note that the commencement of the DRCA will not alter the arrangements currently in place for those DVA clients with claims under the VEA and/or the MRCA.

Making informed choices about hearing devices

Hearing loss is one of the most significant issues affecting veterans’ daily lives. DVA established an Ex-Service Organisation Round Table (ESORT) Hearing Services Working Group (HSWG) in 2016 to discuss veterans’ hearing aids entitlements.

The HSWG identified that eligible veterans have access to a unique ‘hearing package’. Under the Australian Government’s Hearing Services Program, veterans can access more than 160 high-quality devices from the fully subsidised hearing schedule at no cost.

To further enhance hearing capabilities, veterans may also receive assistive listening devices (ALDs) through DVA’s Rehabilitation Appliances Program (RAP) at no cost. The ALD range includes radio frequency ALDs, television headsets, personal response systems and smoke alarm packages.

Professor Harvey Dillon, Director of Research, National Acoustics Laboratory, advised that the HSWG that independent research showed that a combination of a radio frequency ALD worn in conjunction with hearing aids provides superior performance in noisy environments and over distances than is possible from any hearing aid alone. In fact, ALD wireless remote microphone units give up to a 15 decibel improvement in loudness when used correctly in conjunction with a hearing aid. This compares to hearing aids available on both the fully and partially subsidised device schedules that only provide around a 2 decibel improvement in signal-to-noise ratio.

Furthermore, the HSWG identified that some veterans were being pressured to buy partially subsidised hearing devices. Unlike fully subsidised hearing devices, these require veterans to pay some out-of-pocket expenses. They have additional non-essential features and there is no difference in the quality of the devices in relation to hearing outcomes.

The Australian Competition and Consumer Commission’s report of 3 March 2017 entitled ‘Issues around the sale of hearing aids’ raised concerns about incentive-based sales and commissions that are commonly used to motivate clinicians to sell hearing aids.

The report found that some hearing clinics encouraged hearing clinicians to sell more expensive, or ‘partially subsidised’ or ‘non-schedule’ hearing aids, by setting sales targets, paying commissions, and having arrangements that favoured certain brands. Some were even bought by companies that manufactured hearing aids.

DVA encourages you to make fully informed choices about your hearing devices. Have a discussion with your hearing service provider to ensure you are accessing all of your ‘hearing package’ of entitlements, which include:

- high-quality digital hearing aids from the OHS fully subsidised hearing aid schedule
- Assistive Listening Devices (ALD) from the DVA Rehabilitation and Appliances Program (RAP)
- maintenance of these devices
- rehabilitation programs.

FURTHER INFORMATION ABOUT THE ACCC REPORT CAN BE FOUND AT THE LINKS BELOW:


Participants needed for new PTSD treatment trial

Phoenix Australia – Centre for Posttraumatic Mental Health is seeking military personnel and veterans to take part in a study of Intensive Prolonged Exposure Therapy (IPE) for post-traumatic stress disorder (PTSD). Phoenix Australia is conducting the study, known as the RESTORE trial, in partnership with DVA, the Department of Defence and the Veterans and Veterans Families Counselling Service (VVCS).

The trial is taking place in Brisbane, Sydney and Melbourne. The organisers are seeking 200 participants who are either veterans or current serving personnel, between 18 and 70 years of age, who have PTSD-like symptoms which are related to a traumatic experience during their military service.

Participants will attend a number of interviews and ten treatment sessions (either daily therapy sessions for two weeks or weekly sessions over 10 weeks). As RESTORE is a randomised controlled trial, participants are randomly allocated to receive either daily or weekly therapy.

Treatment sessions will be delivered by experienced clinicians and run for 90 minutes. There will be no cost to participants for the treatment.

Prolonged Exposure therapy (PE) is one of the most effective treatments for PTSD. The RESTORE trial will test a new form of PE. While the standard treatment involves weekly therapy sessions for 10 weeks, the new form – Intensive PE – involves daily sessions for just two weeks. If this trial can show that Intensive PE is as effective as the standard form, then the reduced time involved will mean many more veterans will be able to receive the treatment and its benefits sooner.

PTSD is a seriously disabling condition that can cause distress, poor quality of life, difficulty with work and social activities, family breakdown, and long-term health costs.

Potential benefits of taking part in the trial are an improvement in PTSD symptoms and a better quality of life.

Prolonged Exposure therapy is an effective and evidence-based treatment for PTSD. It helps a person to:
- confront and come to terms with painful memories, thoughts, and images
- get back into activities that they have been finding too distressing
- learn how to relax when stress builds up
- challenge unhelpful ways of thinking that make the memories of the trauma more painful.

To express interest in participating in the trial or find out more, call 1800 858 824 or go to www.phoenixaustralia.org/RESTORE. An intake officer will speak to you and discuss whether RESTORE may be right for you.
In late 1940, the Royal Australian Navy placed an advertisement calling for anyone with Morse code and other signals experience. As outlined in this extract from 'The Secret Codebreakers of Central Bureau', Sydney woman Florence Violet McKenzie responded, informing them that she had trained 1200 women in Morse. Commander Jack Bolton Newman was sent to investigate.

**Image**

**ABOVE LEFT:** Mrs Florence Violet McKenzie, OBE, about 1941. Photo: Ex-WRANS Association of NSW.

**ABOVE:** Dressed in the practical green uniforms designed by McKenzie, Corps members spell out W E S C in flag semaphore. Photo: Ex-WRANS Association of NSW.
Three more Victoria Cross medals on display

Captain Robert Grieve's Victoria Cross was on display in his old school library when a fire tore through it in 1989. The medal survived and, remarkably, was found among the ashes.

The medal, which had been scooped in the Wesley College blaze and was found by the then-deputy principal Alan Storen, is one of the latest three First World War Victoria Crosses to go on display at the Australian War Memorial as part of the Victoria Cross centenary project.

Memorial Director Brendan Nelson said the loan of the medals was awarded to Captain Robert Grieve, Lieutenant Clifford Sadlier, and Sergeant Lewis McGee took the number of Australian Victoria Crosses on display in the Hall of Valour to 82.

"We're very proud of these men," Dr Nelson said.

"A century on, they continue to inspire us in our everyday lives. We see it every day in Australian life, just everyday Australian men and women who, when the time comes, run towards tragedy to help other human beings. That is the value and importance of these Crosses."

Grieve was awarded his Victoria Cross for his actions at Messines in Belgium on 7 June 1917. Having already suffered a massive gas attack from the Germans, his company came under sustained fire and was being held up by barbed wire defences. As the only officer in his company who was not dead or wounded, Grieve made his way through a gap in the wire to attack a machine-gun post. He had been a good left-arm bowler at school and his well-aimed grenades silenced some of the gunners, allowing him to reach the nearby trench and bomb the rest of the machine-gun crew. Grieve was wounded in the action, but survived the war and continued to host an annual dinner with his men until he died in 1957.

Lieutenant Sadlier's Victoria Cross was awarded for his actions at Villers-Bretonneux in April 1918, and is on loan from St George's Cathedral in Perth. He was awarded his Victoria Cross for his actions 'in the mud, the slime, and the bloodbath' at Passchendaele in 1917.

The Victoria Crosses are on loan to the Memorial for six months.

Plaque honours RAF Coastal Command

A new plaque commemorating the service and sacrifice of the members of RAF Coastal Command during the Second World War has been unveiled in the grounds of the Australian War Memorial.

Coastal Command was based in Great Britain and was responsible for all operations over the seas around Great Britain. At the outbreak of hostilities, Coastal Command consisted of three operational groups and one training group, but for most of the war it was organised into five groups. Four of these were operational and responsible for a given geographic area – 15 Group, north-western Atlantic approaches and Channel; 18 Group, North Sea; and 19 Group, south-western Atlantic approaches and Bay of Biscay. 17 Group was responsible for training.

The RAF Coastal Command plaque is located in the middle of the concrete walkway to the Captain Reg Saunders Courtyard on the western side of the Memorial.

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Please allow up to 6 weeks for delivery.

Or shop online at www.awm.gov.au/shop
**MEDALS – LOST & FOUND**

**LOST**

8601 Albert Benjamin Riddle
Searching for my father’s WWI British and Aust Navy medals. Sydney 1936–1938
Contact: Margaret Young
② 0412 560 167
⑦ margyoung8@palmlake.net.au

NX111403, Ernest W Phegan and NX152925, Kathleen J Bradford
Seeking WWII medals of Ernest Phegan, 39–45 Star, Pacific Star, War Medal, and Aust Service Medal. Also Kathleen Bradford, War Medal and Aust Service Medal. Believed lost in the Coffs Harbour area within the last year or two.
Contact: Lynette Ward
② 0439 861 694
⑦ lynward54@gmail.com

NFX294, Captain, Cecilia Macfarlane, and NX76212, Captain, Harold James Edward Barr
My late parents’ service medals were lost/stolen many years ago. My mother served with the 2/1 AGH. My father last served with the 3 Aust Armd Div Tips Coy. Last year I purchased my father’s War Medal 1939/45, and his Aust Service Medal 1939/45 from Noble auctions.
Contact: Geoff Barr
② 02 6388 4257
⑦ barr_geoff@yahoo.com.au

WWI medals of 568 Lt Col Athol Frederick Burrett
Lost medals are Distinguished Service Order, 1944–5 Star, British War Medal & Victory Medal. Medals ‘went missing’ when he died on 29 Jan 1965 while working at Goulburn NSW.
Contact: Ian Burrett
② 02 6355 5546 (ring after dark)
⑦ buzzl@southernphone.com.au

**FOUND**

A (and either G or B) Rowe, 1738
Seeking the family of A Rowe from WWI who was in the 23rd battalion. His medal was found in my father-in-law’s possessions after his death.
Contact: Marilyn Hetherington
② 0417 617 343
⑦ mjhanau@optusnet.com.au

1934 Pte W H Greig
Found in Townsville – 14/15 Star, War Medal, and Aust Service Medal. Believed lost in the hinterland also organised.
Contact: Peter ‘Pygmy’ McAndrew
② (07) 5444 6165
⑦ pygmy@iiinet.net.au

HMAS Leeuwin 30th Intake
20–22 Oct 2017, Forster
A reunion is being held for the mighty IRTE 30th.
Contact: Trevor Watson
② 02 6554 6974
⑦ twatson54@dodo.com.au
⑦ www.facebook.com/30thIRTEIntake/

5 Squadron Centenary of Formation
20–22 Oct 2017, Canberra
All ex 5 Squadron members and their partners as well as any ex-member of 5 Squadron detachments (regardless of rank or service) are urged to attend this once-in-a-lifetime reunion. Partners of any deceased squadron members are also warmly welcome. Please register your interest at the below website.
Contact: Dutchy Holland
② 07 5522 2255
⑦ mholmland@electriciansplus.com.au
⑦ 5sqn.com.au

1st Armoured Regiment LAD Sections Vietnam 1968–1971
20–22 Oct 2017, Yarrawonga Caravan Park
Members who served in C,B,A or C1 LAD sections of the 1st Armoured Regiment Vietnam 1968–1971 are invited.
Contact: Russell Cunningham
② 03 5766 2413
⑦ bungie21@bigpond.net.au

21 Const Sqn Puckapunyal FE Troop
20 Oct 2017, Seymour, VIC
Seeking any ex sappers who served with 21 Construction Squadron FE troop Puckapunyal in the ‘70s who would be interested in a reunion.
Contact: Bill Thornley
② 0438 140 759
⑦ we.2.baz@bigpond.com

9th Battalion RAR 50th Anniversary
13 Nov 2017, Adelaide
Details on website below.
Contact: Bob Plummer
② 0403 956 093
⑦ qrarsa@gmail.com
⑦ qrarsa.com.au

Ballina All Ships Reunion
17–19 Nov 2017, Ballina RSL
The reunion will be held at the Ballina RSL, right on the river in the newly renovated club.
Contact: Merv Stevens
② 02 6681 5620
⑦ sneake1@exemail.com.au

WRAAC Association (WA)
10–11 February 2018, Perth
Reunion of former full-time or CMF members of the WRAAC who served in any capacity in WA. Some billets will be available. Historical data and memorabilia re 14 WRAAC Coy, WRAAC in WA and WRAAC Assoc (WA) needed.
Contact: Judy Welch (nee Willis)
② 0412 984 739
⑦ wraac.wa@gmail.com

Galloping Reds – change of date
10 March 2018, Mooroolbark RSL
HMAS Melbourne Galloping Reds Rugby Union Team reunion, 1200 hours at main bar.
Contact: Mick Hunter or Dave Simpson
② 0414 983 538 or 0410 240 526
⑦ michun@optusnet.com.au

**REUNIONS**

HMAS Duchess
3–5 Nov 2017, Tweed Heads RSL
Expected cost will be $200, which includes Fri/Sat night dinner and Sun lunch, and a certain amount of dry till Sat night. Contact Rod Clayre, 0406 287 388 or rod.clayre1@bigpond.com

RAAF GEMS
27–29 Oct 2017, Nelson Bay Diggers
All ex-GEMS RAAF Ground Equipment Maintenance Unitings are invited to attend. If you served in a GEMS, MTRs, MTMS, GES, GSE, MEOMS you’re welcome to attend.
Contact: Greg Lyons - aka Jacko
② 0413 790 298 or 07 3394 0803
⑦ djjacko80@bigpond.com
⑦ raafreunion@bigpond.com
⑦ https://sites.google.com/site/airforcegemaic/home/aaS-reunion

RAAF National Gunnies Reunion
28–29 Oct 2017, Camp Kurrajong near Wagga Wagga
National reunion for past and current serving members of the Armament Trade.
Contact: Bob Conwell
② 0411 814 374
⑦ bobconwell@bigpond.com

2017 Back to the Bush Veterans Reunion
30 Oct – 6 Nov 2017, Bruce Rock
Come along for a week of relaxation, camaraderie, fun & laughter. Come prepared to enjoy real country hospitality. Open to all service personnel.
Contact: Ashleigh Weight
② 08 9601 1377
⑦ cdo@brucerock.wa.gov.au
⑦ www.brucerock.wa.gov.au

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Contact: Bill Thornley
② 0438 140 759
⑦ we.2.baz@bigpond.com

26 Radio Apprentices RAAF
27–29 Oct 2017, Mooroolbark RSL
The 45th anniversary reunion of the intake joining the RAF is taking place on the Sunshine Coast, with a bus trip to the hinterland also organised.
Contact: Peter ‘Pygmy’ McAndrew
② (07) 5444 6165
⑦ pygmy@iiinet.net.au

10 March 2018, Maroochydore RSL
All class members and staff of the OCS Class of January 1977 are invited.
Contact: Rod Clarey, 0409 267 388 or rod.clayre1@bigpond.com

9th Battalion RAR 50th Anniversary
13 Nov 2017, Adelaide
Details on website below.
Contact: Bob Plummer
② 0403 956 093
⑦ qrarsa@gmail.com
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② 0414 983 538 or 0410 240 526
⑦ michun@optusnet.com.au

HMAS Vampire
17 March 2018, Sydney
Full details are available on the HMAS Vampire Facebook page. We encourage all past shipmates of all branches and ranks to attend.
Contact: Steve Garside
② 0409 986 683

**NOTICE BOARDS**
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## NAVY

### ANZAC/Tobruk Social Club

Any serving or ex-serving member who served on these ships is welcome to join the social club. Contact: Albert Boyd 0456 711 943 or Johnny Mansell 0420 878 645.

Contact: Neville Deveraux
- 0423 773 352
- nozlez@hotmail.com

### Former RAN R95618 ROS Raymond McGuffie

Seeking info on Raymond, formerly of the HMAS Hobart 3rd tour. Contact: Lindsay Drew
- 0406 883 820
- godsmanck918@yahoo.com.au

### Rocket Torpedo Testing – seeking info

Between May & Dec 1942 with Aust Navy—Alex Errington and Doug Flecknoe at Balmoral Torpedo Factory, Garden Island. Contact: Robyne Errington Garnham
- 0481 327 398
- er0032@outlook.com

### Seeking Alexander (Alex) Donald

Wish to make contact regarding past event. Nothing intrusive, just a catch up call. Contact: Daphne Brydon
- 07 3358 3322
- defv@bigpond.com

### Ex Royal Navy/Royal Marines/Commando

The RN Assoc Rockingham & District Tramps meets once a month at a Navy Club in Rockingham and holds regular functions. Membership open to all ex-RN/RM and associated military personnel. Contact: Peter Hall
- 0408 846 768
- peter.hall_19@bigpond.com

### HMAS Hawksbury

Seeking those who served between Oct 1952 & Feb 1953, during the British Nuclear Testing Program. Contact: Russell Hammond
- 07 4938 8135

### Army

### The Victorian Vietnam Veterans

Seeking veterans who attended Merrillands, Reservoir, Lakeside High Schools and/or played at any of the local football clubs. A Vietnam Veteran, ex Merrillander and player with the North Reservoir Football club, is seeking this info for local history. Contact: Rod Gallagher
- 03 5622 4226
- wonthaggirls@vetrans.org.au

### Former RAE mates

Seeking Ex 71 Construction Squadron (Svn) Sapper mates 241244 Patrick Joseph HEANEY and 571441 Richard George TRAMMIS (Busselton WA) who served with me at “The Horseshoe” Svn in 1967. Contact: Arend “Dutchy” de Veger
- 0405 527 574
- alkdeweger@yahoo.com.au

### Kapooka 16 Platoon members

Seeking members and staff of Kapooka 16 Platoon (B Coy) who commenced recruitment training in March 1979. Contact: Lindsay Cameron
- 0415 812 402
- lindsay.cameron@dbhsvic.gov.au

### Chris Beer

Seeking whereabouts of my Army mate, IRAR Singapore 1950. Originally from Burwood, Sydney. Contact: Chris Osborn
- 02 6287 4691
- cosborn@grapevine.net.au

### Members of LCI in 1969/70

Looking for members of the 17 Const Sqn land clearing team. Contact: RD Brown
- 0400 704 490
- robertjackson@bigpond.com

### Trooper Lloyd Hamilton Searle VX591 ALF

Seeking info or photos relating to Lloyd H Searle. He was a forward scout (2/3 Commandos). Fought in Ceylon, Borneo in 1944-45. He also fought in the Middle East 2/2 Field Regiment 6 Division ALF in 1944. Contact: Sue Kirkwood (Searle)
- 0413 254 859
- boofottini@gmail.com

### Michael Conchie

Seeking anyone who served in Vietnam Feb-Nov 1966 with Michael Conchie also known as Mick or Conch. Contact: Lee Conchie
- 0417 347 490
- conch479@hotmail.com

### Tet Canberra Hotel Saigon – 31 Jan 1968

Seeking guards who were at Canberra Hotel on the night of the Tet Offensive in January 1968. I would like to get in touch and discuss that time. Contact: Ron Davis
- 0417 318 301
- nomraj@dodo.com.au

### The late Sapper Graham Allwood

Comrades of Vietnam War veteran Graham (died Oct 1898 and buried at Boxerrea Cemetery, SA) are seeking members of his family regarding commemoration of his war service. He was a Combat Engineer Sergeant with the 1st Field Squadron, RE during 1970–71. Contact: Peter Scott
- 0400 799 757
- holdfast279@yahoo.com.au

### William Robert Shaw, 54186

- 07 4789 0713
- darrelljshaw@gmail.com

### Seeking Sgt. Selwyn L. Christie (14402)

He served on HMAS Sydney with Maj. Ahern, during the Yung Tau trips. Contact: Noel Beattie (Ex Navy)
- 0408 531 948
- nbeattie@bigpond.com.au

### Seeking Air Movement Personnel

- mvziana@optusnexus.com.au

### Seeking members of 66 Pilots Course

August 2018 marks the 50th anniversary of the graduation of 66 Pilots Course. A reunion is being considered, probably in the Sydney area end of July 2018. Any member or ex-member please make contact to show interest. Contact: Kai Hansen
- 0421 047 668
- kai.hansen@bigpond.com

### Bomber Command

89 navigators left 2ED for UK on 28 Dec 1943. 18 were KIA. Do others still survive besides me? Contact: John Eppel
- 02 9878 3432
- johneppel@bigpond.com

### RAAF No 33 Fireman’s Course

Desperately seeking members of RAAF Class of ’74 No 33 Fireman’s Course, Point Cook. Contact: Lin Slaughter
- 0439 799 757
- lnl.slaughter@bigpond.com

### Bomb Aimer Harold Edward Bobbie Begg #662144

Seeking info to complete service details as follows: 1. Embarked Melbourne 7 Sept 1942, arrived Edmonton Canada 2 Oct 1942 2. Embarked Halifax 22 Oct 1943 to Brightly UK, probably Queen Mary. 1 Embarked UK 18 May 1945. arrived Sydney 26 June 1945 Any details, particularly photo of graduation at No 4 AOS London Ontario, much appreciated. Contact: Bob Smith RAAF
- 07 5444 4776
- 0400 799 577
- basg92@bigpond.com

### Seeking 66 Pilots Course

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- 0421 047 668
- kai.hansen@bigpond.com

### Seeking Morris Zamel

For PhD research into airfield defence. Contact: Sean Carwardine
- 0445 393 909
- carbo99@bigpond.com

## MISCELLANEOUS

### Malaya Veterans

Did you serve in Malaya, Sabah, Sarawak, Singapore or Eastern Timor post WWII with any Aust or Allied Armed Forces inc 2500 RN RAR Rifle Company Butterworths? Sign on now with the National Malaya & Borneo Veterans Assoc Aust Inc.
- QLD 07 3396 6765
- NSW/ACT 02 6285 8688
- VIC 0414 238 698
- TAS 03 6268 5634
- SA/NT 08 8379 1672
- WA 0414 238 658

Contact: Owen Marshall

### Seeking Drew Hunter book 'Moments in Thought'

Drew and I were members of Battalion 2/12 Infantry and I have been trying to obtain a copy of Vol 1 of his book ‘Moments in Thought’, in particular the Shaggy Ridge reference. Please contact me at 38 Range Road, Sarina QLD 4737.

Contact: Leonard Lister
- 0434 583 181

### Seeking Marilyn Jackson re poet Drew Hunter

I have Vols 2 and 3 of ‘Moments in Thought’ by poet Drew Hunter (Vetaffairs Winter 2017). If Marilyn would like them, please contact me at PO Box 106, Bega NSW 2550.

Contact: Valerie Budnick
- 02 6494 1282

### Nowra TPI Social & Welfare Club

The club is seeking new members. We hold our meetings at the Nowra Ex-Serviceman’s Club Function Room on the 3rd Tues of each month at 11.00am, as well as having regular social outings and lunches.

Contact: Jack Doulli or Leanne Wehrmeier
- 02 4434 3448 or 0405 434 908
- leanne@nowra.com.au

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