



DEPARTMENT OF VETERANS' AFFAIRS
Ex-Service Organisation Round Table

Venue: Level 9 Conference Room, Lovett Tower, Canberra

Date: Thursday 12 November 2015

Time: 9.00am – 2.50pm

Meeting No: 32

Attendees

Attendees	
Mr Simon Lewis PSM	Chair; Secretary, Department of Veterans' Affairs; President, Repatriation Commission; Chairman, Military Rehabilitation and Compensation Commission
Mr Craig Orme AM CSC	Deputy President, Repatriation Commission; Member, Military Rehabilitation and Compensation Commission
Major General Mark Kelly AO DSC	Commissioner, Repatriation Commission; Member, Military Rehabilitation and Compensation Commission
Air Vice-Marshal Tony Needham AM	Member, Military Rehabilitation and Compensation Commission, Defence
Rear Admiral Ken Doolan AO RAN (Ret'd)	Returned and Services League of Australia
Mr Ken Foster OAM JP	Vietnam Veterans Association of Australia
Air Vice-Marshal Brent Espeland AM (Ret'd)	Royal Australian Air Force Association
Mr David Gray	Legacy Australia Council
Mrs Meg Green	War Widows' Guild of Australia
Colonel David Jamison AM (Ret'd)	Defence Force Welfare Association
Ms Pat McCabe	TPI Federation Australia
Mr Terry Nolan AM	Australian Special Air Service Association
Mr Russell Pettis FAIM	Naval Association Australia
Mr Allan Thomas	Australian Peacekeepers and Peacemaker Veterans' Association
Mr Michael von Berg MC OAM	Royal Australian Regiment Corporation
Mr James Wain	Vietnam Veterans' Federation of Australia



Apologies	
Mrs Narelle Bromhead	Partners of Veterans Association of Australia
Ms Robyn Ritchie	Defence Families Australia
Ms Jennifer Taylor	Member, Military Rehabilitation and Compensation Commission, Comcare
Rear Admiral Robyn Walker AM RAN	Member, Military Rehabilitation and Compensation Commission, Defence

DVA Participants	
Mr Shane Carmody	Chief Operating Officer
Dr Ian Gardner	Principal Medical Adviser
Ms Sue Champion	First Assistant Secretary, Health and Community Services
Ms Lisa Foreman	First Assistant Secretary, Rehabilitation and Support
Mr Chris Appleton CSC (Ret'd)	Director, Office of Australian War Graves
Mr Tim Evans	Assistant Secretary, Commemorations
Mr Alex Gerrick	Assistant Secretary, Business Reform and Defence Relations
Ms Letitia Hope	Assistant Secretary, H&CS Programme Support
Mr Richard Magor	Assistant Secretary, Income Support and Grants
Mr John Sadeik	Assistant Secretary, Programme Support
Ms Danielle Cunningham	Director, Grants, TIP and Bursaries
Ms Kyleigh Heggie	Director, Research
Ms Maralyn Newman	Director, Service Delivery and Governance
Mr Scott Weston	Director, Communications and Support

Other Presenters/Guests	
Colonel Kerry Gallagher Am (Ret'd)	National President, Australian Army Training Team Vietnam Association
Mr Paul Flynn	Chief Executive Officer, Hospital Research Foundation

Observers	
Ms Jo Hanrahan	Adviser, Office of the Minister of Veterans' Affairs
Ms Kerrie Martain	Executive Officer, Repatriation Commission
Mr Tristan Rallings	Graduate, Repatriation Commission

Secretariat	
Mr David Hollaway	Director, Ministerial, Parliamentary, Commissions and Committees Section
Mr Lindsey Cuthbertson	Senior Secretariat Officer, Ministerial, Parliamentary, Commissions and Committees Section



Agenda Item 1. Opening remarks and Introductions

The Chair welcomed members to the 32nd meeting of the Ex-Service Organisation Round Table (ESORT).

The Chair introduced and welcomed Ms McCabe, the newly-elected National President of TPI Federation Australia. Ms McCabe succeeds Mr Tony Mogridge.

The Chair advised that apologies were received from RADM Walker, Ms Taylor and Ms Bromhead. The Chair also acknowledged both RADM Walker and AVM Needham's final ESORT meeting as members of the Military Rehabilitation and Compensation Commission.

Agenda Item 2. Minutes and Action Items

The minutes from the 27 August 2015 ESORT meeting were accepted as a true and accurate reflection of discussions, with the inclusion of the following in *Agenda Item 13 – Hearing Services*:

'The Chair confirmed the Department's ongoing commitment to supporting the clinical hearing loss needs of DVA clients with the provision of fully subsidised hearing devices, access to Assisted Listening Devices (ALDs) and ongoing support and rehabilitation under the Hearing Services Program.

Hearing services providers working under the program shape individual plans for each client based on a hearing assessment in order for each client to better manage their hearing loss, including appropriate advice and counselling. Such plans also include the selection and fitting of suitable hearing devices if needed.

Partially subsidised devices may have more technological features to suit individual lifestyle choices. Partially subsidised devices require a contribution from the client. This contribution is not covered either by DVA or OHS.'

The following action item status updates were reported:

Action Item 31/1 - updates on the progress of the Terendak Repatriation will be a standing agenda item until its conclusion. CLOSED.

Action Item 31/2 - response received by Secretary from RADM Doolan. CLOSED.

Action Item 31/3 - information provided to members by ESORT Secretariat on 9 September 2015. CLOSED.

Action Item 31/4 - completed by AVM Needham on 15 October 2015. CLOSED.

Action Item 31/5 - members notified of the official release of the Department's online mental health resources. CLOSED.

Action Item 31/6 - feedback received from ESOs. CLOSED.

Action Item 31/7 - the most recent PMAC meeting occurred on 8 September 2015. CLOSED.

Action Item 31/8 - responses received by business area. CLOSED.



Action Item 31/9 - sent to members by ESORT Secretariat on 18 September 2015. CLOSED.

Action Item 31/10 - included as part of the Principal Medical Adviser's update at the 12 November meeting. CLOSED.

Action Item 31/11 - included in the 12 November ESORT agenda. CLOSED.

Action Item 31/12 - sent to Richard Magor and ESORT Secretariat by Mr Foster on 1 September 2015. CLOSED.

Action Item 31/13 - letter sent to BRIG Rolfe on 16 September 2015. CLOSED.

Action Item 31/15 - included in the 12 November ESORT agenda. CLOSED.

Action Item 31/16 - to be included in the agenda of the March 2016 ESORT meeting. IN PROGRESS.

Action Item 31/17 - included in the 12 November ESORT agenda. CLOSED.

Action Item 31/18 - A preferred tenderer has been selected and contract negotiations are currently underway. Given that the procurement process has not been finalised, it is not appropriate to identify the preferred, and other, tenderers. DVA has negotiated with the previous contracted provider (University of South Australia) to develop an additional educational module to ensure continuity of the programme while the procurement process is finalised. This module will be released to veterans in late October. CLOSED.

Members agreed to close the aforementioned action items.

Agenda Item 3. Principal Medical Adviser Update

Dr Gardner provided an update to members as the Department's Principal Medical Adviser. Dr Gardner addressed Action Item 31/10, informing members of the hearing services available that will meet the clinical needs of clients.

Members were also updated on issues such as fuels and solvents exposure and environmental contamination.

Dr Gardner informed members there is a concerted effort to raise awareness about the number of hearing services available to clients. The Chair requested the establishment of a working group to review the hearing services issue, focusing on providing a clear explanation of the issue, what services are available and identifying outstanding issues and potential options to resolve. The working group should comprise ESORT representatives, Office of Hearing Services and other relevant Government agencies.

Outcome

Members NOTED the Principal Medical Adviser's update.

Further Action

Action Item 32/1 - ESORT representatives and Ms Hope establish a working group to address the issue of awareness of available hearing services [Ms Hope].

Action Item 31/2 - Establish the Principal Medical Adviser update as a standing agenda item For the March 2016 ESORT meeting [Secretariat].



Agenda Item 4. Vetaffairs Update

Mr Weston informed members of proposed changes to *Vetaffairs*. While members of the veteran community can contribute to *Vetaffairs*, such as contributions to the Noticeboard and Letters to the Editor, the ability for ESOs to contribute is limited to a single page, 'Widows' News', which contains general news of relevance to widows and is provided by the War Widows' Guild.

It is proposed to dedicate up to two pages of each edition of *Vetaffairs* to 'ESO News', whereby ESOs that are part of the National Consultation Framework are invited to submit short pieces about a topic nominated by DVA. Mr Weston advised that while ESOs will be free to contribute their views and ideas around the selected topic, a broad set of guidelines have been developed to ensure that content in the ESO News section will be of interest to the veteran community, and not commercial nor political in nature.

Ms Green welcomed the proposal, but advised that ESO News not be included in the 'Widows' News' page. Ms Green also requested more articles on women's health in *Vetaffairs* that don't take up space in 'Widows' News'.

Ms McCabe enquired about the possibility of including ESO contact details in *Vetaffairs*. The Chair advised that this had been previously investigated.

Outcome

Members AGREED to the establishment of an ESO News section in *Vetaffairs*.

Further Action

Action Item 32/3 – Mr Weston to distribute a one-page information sheet to ESORT members including the forecasting of future issues and deadline dates for each [Mr Weston].
Action Item 32/4 – Mr Weston to investigate the inclusion of ESO contact details in *Vetaffairs* [Mr Weston].

Agenda Item 5. Long Tan Commemoration Update

Mr Evans updated members on the commemorations for the 50th anniversary of the Battle of Long Tan. Consultation is underway with the Vietnam veteran community and relevant ex-service organisations. The first meeting was held on 22 July 2015 and there was general agreement to support a three-pronged commemoration programme. This approach proposes

- a Government-hosted reception in Canberra on the evening of 17 August 2016;
- a national service held in Canberra on the anniversary of the Battle of Long Tan, focusing primarily on the broader Vietnam War with a special mention of the Battle of Long Tan), and another commemorative event held later that day at the Gallipoli Barracks, Enoggera Military Base, Queensland, specifically commemorating the Battle of Long Tan; and
- A third element, yet to be determined by the Government, which may include an international commemorative service.

Mr Evans informed members the Department was considering how best to support attendance. Vietnam veterans would subsidised or supported to attend the Canberra service.

Members were advised the Minister was being briefed on the outcome of Long Tan grant applications, as well as the possibility of international commemorations.

Outcome

Members NOTED that consultation for Long Tan commemorations is underway.



Agenda Item 6. National Memorial in Adelaide

Members were advised of information relating to the proposed National Memorial in Adelaide. An application was provided to the Department under the *Military Memorials of National Significance Act 2008* to declare the Aboriginal and Torres Strait Islander War Memorial a national memorial.

The memorial commemorates all Aboriginal and Torres Strait Islander men and women who have served in the Royal Australian Navy, the Australian Army, the Royal Australian Air Force and the Australian Merchant Navy in peace and war, from the Boer War to the present day. Of particular significance is that this is the first memorial of its kind to honour the service of Aboriginal and Torres Strait Islander men and women.

Members expressed their support of the memorial being declared a national memorial under the Act. RADM Doolan advised members that the general view of the RSL view is to support all memorials.

A brief to the Minister has been prepared for his consideration.

Outcome

Members NOTED the information provided on the progress of the National Memorial in Adelaide.

Agenda Item 7. Terendak Repatriation Update

Members were provided an update on the progress of the Terendak Repatriation by Mr Appleton. Also in attendance via video was COL Gallagher of the Australian Army Training Team Vietnam Association.

Mr Appleton advised members the Repatriation Ceremony will occur in early June 2016, with all returning remains being welcomed home together. Due to site capacity and security requirements, public attendance at the ceremony will be by registration. Details of the registration system will be announced in March 2016, which is also when the date and location of the ceremony will be announced.

Members were advised that DVA continues to receive excellent support from the ADF. Provisional planning for the ceremony and support for re-interment services has commenced with Army.

The Chair informed the members of Mr Appleton's final appearance at the ESORT as the Director of the Office of Australian War Graves, and on behalf of members thanked him for his contributions to the ESORT.

Outcome

Members NOTED the briefing.

Agenda Item 8. Service Delivery Reform

Mr Gerrick informed members of the approach DVA is taking to improve client service delivery.

DVA is facing inevitable reform in response to and in preparation for a range of internal and



external drivers. There are a number of whole of government reforms that are shaping the way DVA will deliver services into the future. As such, DVA is undertaking key initiatives to better equip itself to operate more efficiently and strengthen its service delivery, particularly in areas such as case coordination, On-Base Advisory Service and the Veterans Access Network.

The Chair and Mr Carmody emphasised the need for the Department to transform its business and reinvest in its ICT to deliver the best possible services to the veteran community.

Outcome

Members NOTED the information in the Service Delivery Reform paper.

Further Action

Action Item 32/5 – Members to be updated on the Department's business transformation at the March 2016 ESORT meeting [Mr Gerrick].

Agenda Item 9. Vietnam Veterans Family Study Consultation

Ms Champion updated members on the progress of the feedback paper for the Vietnam Veterans Family Study. The overall feedback provided by members was thoughtful and extensive, and to assist the Minister in considering ESORT's views the Department proposed the following four priority areas:

- Future research;
- Further education;
- Increasing collaboration with Defence on family matters; and
- Involvement of families in transition from service.

The Chair requested that members provide feedback on the priority areas by COB Wednesday 18 November 2015. Following this, a Brief will be provided to the Minister and the report will be placed on the DVA website.

Outcome

Members NOTED the four key priority recommendations as outlined at the meeting.

Further Action

Action Item 32/6 – Members to provide feedback on the four key priority recommendations in the VVFS feedback paper by COB Wednesday 18 November 2015 [Members].

Action Item 32/7 – A Brief to be provided to the Minister, and the final VVFS consultation paper placed on the DVA website [Chair].

Agenda Item 10. Carers Booklet

Ms Hope updated members on information relating to the Department's Carers Booklet. As part of its Carers' Communication Strategy, the Department is updating the Carers Booklet available on its website. The Booklet is no longer available in hard copy.

The current content of the Carers Booklet was provided to members seeking feedback for inclusion in the updated version. Members are required to provide their feedback by 10 December 2015.

Outcome

Members NOTED the information on the updated Carers Booklet.



Further Action

Action Item 32/8 – Members to provide feedback on the current Carers Booklet by 10 December 2015, with a focus on content of material and delivery mechanisms] [Members].

Agenda Item 11. Pharmaceutical Benefits Scheme

Ms Hope informed members of changes to the Pharmaceutical Benefits Scheme (PBS).

Selected over-the-counter items will be removed from the PBS from 1 January 2016. DVA is considering these items in terms of their use by and importance to veterans, with a view to determining items which may need to be transferred to the Repatriation Schedule of Pharmaceutical Benefits (RSPB).

In response to a query relating to anomalies in the RSPB, Ms Campion confirmed it is manufacturers' responsibility to ensure their products align with what is on the schedule.

Outcome

Members NOTED the process being undertaken by DVA to list selected over-the-counter items on the RSPB effective 1 January 2016.

Further Action

Action Item 32/9 – Ms Hope to redistribute details of the Veterans' Affairs Pharmaceutical Advisory Committee to members [Ms Hope].

Agenda Item 12. Private Hospital Procurement

Members were provided with an overview of the arrangements for private hospitals by Ms Campion.

DVA's current contracting arrangements with private hospitals, including mental health private hospitals, are due to expire on 30 June 2016. The single largest area of health costs for DVA is hospital expenditure. DVA spends approximately \$1.6 billion per annum on hospital services, with over \$850 million of this in private hospital admissions.

A key focus for DVA is the quality of care provided to its clients. To reinforce this, some key changes to purchasing arrangements are proposed, including non-payment for events that are preventable and result in death or serious injury ('sentinel' events) and preventable unplanned readmissions within 28 days. Maintaining wide access and choice of hospital for veterans and their treating doctors remains a priority for DVA.

DVA currently has a relationship with 269 private hospitals, and Ms Campion informed members that one hospital has already agreed to the revised purchasing arrangements since they were released on 12 October 2015.

The Chair agreed to advise members on the possible inclusion of a Veterans' Liaison Officer for states/territories in future arrangements.

Members agreed for an update on the procurement exercise to be provided at a future meeting of ESORT.

Outcome

Members NOTED the briefing on Private Hospital procurement.



Further Action

Action Item 32/10 – members to receive an update on the procurement exercise at a future meeting of ESORT [Ms Campion].

Action Item 33/11 – Advice to be provided to members regarding Veterans' Liaison Officers for states/territories [Ms Campion].

Agenda Item 13. Review of DVA's Dental and Allied Health Arrangements

Ms Campion provided members with information on DVA's review of its dental and allied health arrangements.

The Indexation of dental and allied health provider fees from 1 July 2015 – 30 June 2018 was paused in the 2015-16 Budget. Part of this measure included the commitment to review DVA's dental and allied health arrangements.

The review is to ensure that the items on DVA's dental and allied health schedules continue to provide quality, effective and appropriate services to meet the current and future needs of the veteran community and will occur around the same time that the Department of Health is reviewing the Medicare Benefits Schedule.

Peak bodies representing dental and allied health providers will be invited to participate in the review and put forward issues for consideration. Five working groups will be formed based on treatment types involving representatives from provider peak bodies and organisations representing veterans.

Ms Campion sought ESORT's advice on ways to involve ESOs, including on the working groups, for feedback on proposals arising from the activities of the provider working groups.

Outcome

Members DISCUSSED ways to involve ex-service organisations, including on the working groups, for feedback on proposals arising from the activities of the provider working groups.

Further Action

32/12 – Ms Campion to send invitation to members for participation in the working groups [Ms Campion].

Agenda Item 14. Advocacy Training Review

Ms Foreman and Mr Foster provided members with an update on the review of Veterans' Advocacy Training.

Following the review, implementation of the Advocacy Training and Development Programme (ATDP) has begun.

The ATDP's Strategic Governance Board held its inaugural meeting on 15 October 2015. In addition to the Strategic Government Board, the structure of the ATDP comprises a Capability Management Framework Group and six Regional Management Groups that will merge into three following a transition process.

Mr Foster informed members it was a firm structure that was working well and provided a smooth transition. Ms Foreman advised there was a lot of information on the DVA site about how the new structure will work.



Members were advised that Board members provided a briefing to the National Conference and that there would be a recognition of prior learning.

Outcome

Members NOTED progress on the ATDP.

Further Action

Action Item 32/13 – Ms Foreman to send out information to members on how the new structure will work [Ms Foreman].

Agenda Item 15. BEST Outcomes – Round 17 and 18

Ms Foreman informed members about the outcome of the BEST Round 17 grant process and the intended approach to BEST Round 18.

ESORT agreed to a number of changes to the funding formula used for BEST round 17, including:

- Basing grant calculations on the applicant's workload percentage of the national workload rather than the state workload;
- Reducing the set-aside maximum supplementary welfare amount from \$220,000 to \$200,000; and
- Inclusion of successful *Veterans' Entitlements Act 1986* (VEA) Section 31 claims for workload calculation purposes.

Outcome

Members:

1. NOTED there have been no substantive objections to the changes to BEST Funding Formula agreed by ESORT members for Round 17 and the impact of the changes has been minimal; and
2. NOTED the current formula appears to have adequately addressed the issues considered to be important to ESORT members in making the recent changes and no further changes are considered necessary at this time.

Agenda Item 16. The Repat Foundation

AVM Espeland and Paul Flynn, Chief Executive Officer of the Hospital Research Foundation (HRF), informed members of the relaunch of the Repat Foundation following its merger with the HRF.

Outcome

Members NOTED the relaunch of the Repat Foundation.

Agenda Item 17. Programme Performance Indicators (PPIs)

Ms Foreman, Mr Sadeik and Ms Newman updated members on changes to DVA's PPIs for Outcome 1.

Implementation of the *Public Governance, Performance and Accountability Act 2013* (PGPA) requires DVA to review its PPIs, and this process commenced late in 2014. As part of this



process, DVA looked at a new way to measure times taken to process claims.

DVA is proposing to report against both the current and new performance indicators in the 2016 Corporate Plan and 2015-16 Annual Report.

These forthcoming changes will result in:

- more realistic targets being set for delegates;
- clients and their representatives having clearer expectations of the claims process;
- DVA's performance being measured more accurately; and
- stakeholders being able to understand DVA performance reporting more easily.

Outcome

Members:

1. NOTED the forthcoming changes to DVA's timeliness performance measures in respect to Outcome 1 (sub-programmes 1.1, 1.2, 1.3, and 1.6);
2. AGREED to inform the ESO community about the forthcoming changes; and
3. NOTED that both the current and new indicators will be reported against the 2016 DVA Corporate Plan and the 2015-16 Annual Report.

Further Action

Action Item 32/14 – DVA to determine whether a draft claim can be saved or printed [Mr Sadeik].

Action Item 32/15 – Members to receive individual PPI ESORT paper [Secretariat].

Agenda Item 18. Digital Transition Strategy

Ms Foreman and Mr Bayles advised members of the implementation of DVA's Digital Transition Strategy, which seeks to move DVA away from paper-based practices.

Benefits for DVA's clients could include:

- Reducing time taken to process by reducing unnecessary wait times experienced in the use of 'snail mail' when obtaining medical and other evidence from claimants and third parties by better enabling the use of email; and
- A better experience for clients, and timelier processing of claims, by allowing multiple officers to access client records that will progressively become electronic instead of paper-based.

The strategy will progressively and incrementally deliver initiatives over the next three to five years.

The Chair noted that the Prime Minister is driving digital transition and that DVA will be working in partnership with the Department of Human Services.

Members were informed that ESOs will be involved in design where changes impact on ESOs and veterans.



Outcome

Members NOTED that DVA is progressing its Digital Transition Strategy.

Agenda Item 19. VVCS Functional Review

Dr Poerio updated members on the VVCS Functional Review.

An independent review of the organisational structure and functions of VVCS concluded in 2014. The review report made 14 recommendations to enhance VVCS service delivery and structure to ensure it remains a flexible and responsive service.

A national consultation process on the review recommendations and a draft DVA response received 28 submissions. Feedback indicated that ESOs and staff are generally supportive of the Review's intent and, in general, agree with the proposed organisational direction.

MAJGEN Kelly and Dr Poerio both thanked ESORT members for their considered feedback on the draft DVA response to the Functional Review.

Outcome

Members NOTED the update on the Department's response to the VVCS Functional Review.

Agenda Item 20. Unreasonable Complainant Conduct Framework

Ms Spiers and Mr Babington informed members of the introduction of the Unreasonable Complainant Conduct Framework.

Members were advised that a very small number of clients require intensive management due to their ongoing interaction with the Department. This can include high-volume communications such as daily (and multiple) emails, and communication with the Department that is abusive, offensive, contains unreasonable demands and, in some cases, contains threats to the safety of staff.

In response to this issue, the Department is developing a DVA Framework for management of Unreasonable Complainant Conduct (UCC). The Framework is for use across the Department and is designed to promote clear and consistent management of UCC.

The Executive Management Board had cleared it subject to any comments from the Minister.

The committee noted its intended use but also asked that in addition to a determining whether the person had a mental health issue (possibly influencing his/her behavior), the Department should also take into account that chronic pain from long-term health conditions can have a deleterious effect on the person.

Outcome

Members NOTED the introduction of the Framework.

Agenda Item 21. Other Business

Ms Foreman informed members of the progress regarding the Single Appeals Pathway.

Mr von Berg raised an issue surrounding the length of transition time between a client's



referral from their General Practitioner (GP) and receiving treatment from a specialist. The Chair asked for the question to be referred to the Health and Community Services Division, and for Mr von Berg to refer correspondence from constituents regarding the issue to him. Dr Gardner agreed to provide to members a list of what GPs can directly refer to specialists.

Mr Wain raised an issue surrounding eligibility under the *Military Rehabilitation and Compensation Act 2004* being allegedly used to deny eligibility under the VEA. The Chair requested Mr Wain supply details of the particular case to DVA for review.

Mr Orme and Mr von Berg updated members on Homelessness. The Chair requested a briefing to ESORT members from RSL Queensland at the first meeting of 2016.

Mr Gray advised members it was his last meeting as a member of the ESORT representing Legacy. On behalf of the members, the Chair thanked Mr Gray for his service to the forum.

The Chair also thanked members for the work they do in the ESORT, reiterating the importance of the forum to discuss key matters to the ex-service community. The Chair wished members all the best for the festive season and looked forward to the first ESORT meeting in 2016.

Further Action:

Action Item 32/16 – Mr von Berg to refer issue regarding transition time between GP referral and specialist treatment to Health and Community Services Division [Mr von Berg].

Action Item 32/17 – Mr von Berg to refer correspondence from constituents regarding transition time between GP referral and specialist treatment to Chair [Mr von Berg].

Action Item 32/18 – Dr Gardner to provide members with a list of what GPs can refer directly to specialist [Dr Gardner].

Action Item 32/19 – Mr Wain to provide details of the particular case regarding issues of eligibility under the VEA and MRCA to DVA for review [Mr Wain].

Action Item 32/20 – ESORT members to receive a briefing from RSL Queensland on homelessness in the first meeting of 2016 [Secretariat].