



Minutes

Agenda Item 1 Welcome, apologies and conflicts of interest

The Chair opened the meeting acknowledging country, veterans, and current serving Australian Defence Force Personnel. The Chair noted that the agenda order would be changed in order to discuss items of a similar topic.

Attendees list is at Annexure A. Members **NOTED** apologies and no conflicts of interest were raised.

Agenda Item 2 Minutes & actions of previous meeting

Members **ENDORSED** the minutes from the 16 February 2023 meeting.

Members **AGREED** to close action items 2023NACCF/A1, 2023NACCF/A2, 2023NACCF/A3, 2023NACCF/A5, 2023NACCF/A6, and 2023NACCF/A7 - and **NOTED** that action item 2023NACCF/A4 will remain open for the Departments of Health and Aged Care and Veterans' affairs to work together on improvements in data capture of veterans moving through aged care. Members **DISCUSSED** 2023NACCF/A7 and eligibility for electric scooters and **AGREED** to a further action on this topic. Members **AGREED** for 2023NACCF/A8 to remain open until membership has been updated and invitation extended to the Repatriation Commissioner.

No.	Action	Assigned to
2023NACCF/A9	DVA to investigate a policy proposal or legislative amendment for expanding eligibility of entitlement of electric scooters for War Widows through legislative improvement committee or other means.	VFP

Agenda Item 3 Department of Health and Aged Care Update

The Chair welcomed the Department of Health and Aged Care (DoHAC) representative. Members **DISCUSSED** the Aged Care Act that DoHAC is currently progressing and members were informed of amendments and improvements to the Act. Members **NOTED** the update and data led approach for the new Aged Care Act and **NOTED** that it is due to be finalised by end of 2023.

No.	Action	Assigned to
2023NACCF/A10	Summary communique on the New Aged Care Act to be developed by Department of Health and Aged Care and provided to NACCF members.	DoHAC in cooperation with NACCF Secretariat

Agenda Item 7 Departmental Update – Aged Care for Veterans

Members were provided with an update on Aged Care for Veterans. Members **DISCUSSED** the importance of departments across Government working together to enable veterans to transition through aged care smoothly and **NOTED** the complexities around privacy and consent.

No.	Action	Assigned to
2023NACCF/A11	First Assistant Secretary, Client Engagement & Support Services to investigate the transcripts used by VANS, and what resources they have available, in relation to information they are providing on Aged Care.	CESS

Agenda Item 6 **Advocacy Development and Training Program Update and DVA Advocacy Reform Update**

Members **NOTED** the update on Advocacy Reform, the work underway to improve the Continuous Professional Development (CPD) program, and the focus on communication. Members **NOTED** the Advocacy Working Group will commence in July 2023 and **DISCUSSED** the importance of having a consistent and professional approach to advocacy services in Australia.

Agenda Item 4 **Hearing Services Update**

Members **NOTED** the update on Hearing Services and that DVA continues to look at opportunities to improve hearing services for veterans. Members **DISCUSSED** the complex needs of veterans and how DVA could provide timely decisions that align with the wellbeing framework.

Agenda Item 8 **Veterans' Home Care Update**

Members **NOTED** the update on Veterans' Home Care and the current market pressure impacting the program. Members **NOTED** the dedicated team in place to assist clients and manage any transition to a new provider.

No.	Action	Assigned to
2023NACCF/A12	Report back at the NACCF meeting in October 2023 with a communications plan for veterans to be aware of household services, community nursing, and Veteran Home Care entitlements.	SE&C and CESS

Agenda Item 5 **Veterans' and Families' Hubs Update**

Members **NOTED** the update provided on the Veterans' and Families' Hubs, and **DISCUSSED** the importance of providing local solutions to community veteran issues. Members were invited to visit a Hub in their local area to gain a greater understanding.

Agenda Item 9 **Hidden Disabilities – an initiative from the Naval Association of Australia**

Members **NOTED** the presentation provided by the Australian War Widows Inc, and **DISCUSSED** the benefits of the program. The Chair **NOTED** that the Department looks to support all veterans and has a disability support pathway with a range of resources and case management available to veterans.

No.	Action	Assigned to
2023NACCF/A13	DVA to investigate what involvement the Department can have in the 'Hidden Disabilities' initiative.	SE&C

Agenda Item 10 **Other Business**

Members **NOTED** that the DVA Veteran and Stakeholder Engagement Strategy will be provided to Ex-Service Organisations to seek input from the veteran community in due course.

Meeting closed: 1:37pm.

MEMBERS/ATTENDEES	
Mr Stuart Smith AO DSC	Chair, Deputy Secretary, Veteran and Family Services Group, Department of Veterans' Affairs (DVA)
Ms Traci-Ann Byrnes	Deputy Chair, First Assistant Secretary, Client Engagement & Support Services DVA
Dr Jenny Firman	Chief Health Officer, DVA
Ms Amanda Miller	Director, Aged Care Fees, Department of Health and Aged Care
Mr Shawn Bergquist	Legacy Australia Inc
Ms Raelene Hill	Partners of Veterans Association Inc. (<i>Proxy</i>)
Ms Wendy Bateman	Returned and Services League of Australia
Mr Michael Benyk	Vietnam Veterans Association of Australia
Mr Ward Gainey JP	Vietnam Veterans' Federation of Australia
Ms Jenny Gregory OAM	Australian War Widows Inc
PRESENTERS	
Ms Amanda Miller	Department of Health and Aged Care Representative
Mr Mark Brewer	Assistant Secretary, Veterans' and Families' Hubs
Mr Michael Harper	Assistant Secretary, VEA Compensation and Support
Ms Kerrie-Anne Luscombe	General Counsel
Ms Sarah Kennedy	Assistant Secretary, Client Programs
OBSERVERS	
Ms Alison McLaren	First Assistant Secretary, Engagement and Communications
Mr Will H	Director, Ageing Policy and Care Sector Reform, Veteran Family Policy (<i>Item 4 & 7</i>)
Ms Karen O	Director, Client Engagement and Support Services Division (<i>Item 4</i>)
Ms Jordan M	Assistant Director, Engagement and Support Services Division (<i>Item 4</i>)
Ms Jacqui B	Director, Veterans Home Care and Transport Programs (<i>Item 8</i>)
SECRETARIAT	
Ms Morgan S	A/g Assistant Director, Governance and Ministerial Events
Ms Karen G	Senior Secretariat Officer, Governance and Ministerial Events
Ms Kaitlyn G	Secretariat Officer, Governance and Ministerial Events
APOLOGIES	
Ms Alison Bowman	Partners of Veterans Association Inc.
Ms Pat McCabe OAM	TPI Federation Australia