



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 introduced himself as he is new to the role, the new Repatriation Commissioner and new member from the Department of Health and Aged Care (DoHAC).

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

Agenda Item 2 Minutes & actions of previous meeting

Members **NOTED** the Minutes from the 20 June 2023 meeting were endorsed and have been uploaded to the DVA website. Members **AGREED** to close Action Items 2023NACCF/A4, A8, A10 and A11. Members **NOTED** that Action Items 2023NACCF/A9, A12 and A13 remain in progress.

Agenda Item 2.1 2023NACCF/A12 Communications Plan for Household Services, Community Nursing and Veteran Home Care entitlements

Members were provided an update and **NOTED** sensitivities and risks involved when identifying how to deliver the Plan as well as ensuring the scope of services and cost of how to receive services are considered.

Agenda Item 3 Department of Health and Aged Care Update

Agenda Item 3.1 Aged Care Reform

Members received an update from the DoHAC representative and **NOTED** work underway to develop and implement the new Aged Care Act, and key reforms to support a new home program. Members **DISCUSSED** the obstacles that some ESO representatives have experienced to enter residential aged care facilities to speak with veterans. The desire for DVA to be able to liaise on behalf of veterans to DOHAC was **NOTED** with the recommendation of a 'back office facility' to be considered. DOHAC undertook to be a point of contact for any concerns raised with veterans in Residential Aged Care Facilities and will endeavour to provide advocacy information as required.

Members **NOTED** establishment of an Aged Care Taskforce to review aged care funding arrangements and develop options to make the system fair and equitable for all. Members **DISCUSSED** the need for ongoing dialogue between DVA and DoHAC to ensure a smooth transition into aged care for veterans. DoHAC **ACKNOWLEDGED** the value of seeking guidance from NACCF members on particular areas of concern and interest to the veteran community to inform aged care improvements.

Agenda Item 3.2 Care and Support Economy Taskforce

Members **NOTED** the update and **DISCUSSED** workforce issues faced by multiple sectors targeting the same market. Members **NOTED** a Draft National Strategy has been released for consultation with the aim of ensuring the workforce has the right mix of skills and training, and aligned regulatory mechanisms for code of conduct and worker registration. Members **AGREED** regular updates on Taskforce would be needed.

Agenda Item 3.3 Integrated Care and Commission (ICC) Project

Members **DISCUSSED** the Project and **NOTED** it seeks to address structural market issues and facilitate better cooperation across care and support sectors. Members **NOTED** that trials have commenced with DVA representatives involved in the Regional Working Groups.

No.	Action	Assigned to
2023NACCF/A14	DoHAC to provide further details on: Identification number through the Aged Care System, Aged Care Taskforce external contact details, Aged Care Assessment Team (ACAT) wait times and Elder Abuse contact information.	DoHAC
2023NACCF/A15	Standing update to be provided by DoHAC on Aged Care reform, Care and Support Economy Taskforce and the Integrated Care and Commission Project.	Secretariat

Agenda Item 4 Departmental Update – Aged Care for Veterans

Members received an update and **NOTED** DVA continues to work closely with DoHAC to ensure a streamlined transition for veterans into aged care. DVA **ACKNOWLEDGED** the expectations of the veteran community that more support is needed for those navigating the aged care sector and that conversations will continue with Ex-Service Organisations (ESOs) on pressure points in the system. The issue of convalescent care was raised and the lack of knowledge and information surrounding its availability and process for approval. Members **NOTED** the appetite to have broader discussions on reform with DoHAC and improving outcomes for veterans and their families. DVA assured members of its willingness to assist a veteran when advised of any concerns about aged care, in particular around the issue of gold cards and entitlements in residential aged care facilities.

Members **NOTED** the member submission provided on the care and treatment of veterans and widows in aged facilities and **AGREED** the Departmental response answered the issue.

No.	Action	Assigned to
2023NACCF/A16	DVA to investigate providing general veteran education sessions for workers in hospitals and aged care facilities.	Program Delivery

Agenda Item 5 Veterans’ and Families’ Hubs Update

Members received an update on the eight new Hubs being established and **NOTED** implementation is progressing well. Members **NOTED** the Burnie Hub and broader Tasmanian Hub are in early stages of development and the Caboolture Hub is scheduled to be officially opened by the Minister on 11 October 2023.

Agenda Item 6 Advocacy Update

Members received an update on the Ex-Service Organisation Round Table (ESORT) Advocacy Working Group (WG) and **NOTED** its focus is to gain agreement on a set of principles to underpin advocacy. Members **NOTED** the next WG meeting will be held in October 2023 and will focus on the overarching governance of advocacy and the standards that should be in place. Members **DISCUSSED** the themes and principles being developed by the WG and advice will be provided for government consideration of new initiatives. Members **NOTED** the importance for DVA to promote free advocate services via ESO’s to ensure veterans and their families are aware of available services.

Agenda Item 7 Hearing Services

Members **ACKNOWLEDGE** hearing services remain a priority for DVA and appreciate the issues involved. Members **NOTED** there are certain parameters with the approval process that DVA cannot change, so navigation of the current system in the least complicated way is key. Members **NOTED** the need for ongoing updates to NACCF on this issue.

No.	Action	Assigned to
2023NACCF/A17	Hearing Services to remain a standing item on the NACCF agenda.	Secretariat

Agenda Item 8 Member Submission – VEA Payment on death of veteran

Members **DISCUSSED** the member submission. Members **NOTED** complexities with the process and further advice would be provided regarding potential changes with legislative reform.

No.	Action	Assigned to
2023NACCF/A18	Advice to NACCF on the process of payment on death of a veteran under MRCA and process of social security arrangements.	Policy and Research
2023NACCF/A19	VEA Payment on death of a veteran to be discussed at the next NACCF meeting during an update on legislative reform.	Royal Commissioner Implementation

Agenda Item 9 Other Business

The Partners of Veterans Association Inc representative raised the issue of accessing veteran health details on behalf of a veteran. Members **NOTED** the requirement for an identity check regardless of any enduring power of attorney. Members were encouraged to ensure their constituents are aware they should register their power of attorney details with the Department.

The Partners of Veterans Association Inc representative raised a concern that the DVA payment for Diabetes Australia membership has changed to an opt-in service, rather than an automatic system and need to complete a Medical Expenses Privately Incurred (MEPI) form every 12 months to renew membership. The representative was encouraged to provide further details on issues with access to diabetes appliances.

Meeting closed: 11:50am.

MEMBERS/ATTENDEES	
Mr Andrew Kefford PSM (Chair)	Deputy Secretary, Policy & Programs, Department of Veterans' Affairs
Ms Leanne Cameron (Deputy Chair)	First Assistant Secretary, Program Delivery, Department of Veterans' Affairs
Professor Jenny Firman AM	Chief Health Officer, Department of Veterans' Affairs
Mr Kahlil Fegan DSC AM	Repatriation Commissioner
Mr Andrew Campbell	A/g Assistant Secretary, Department of Health and Aged Care
Mr Shawn Bergquist	Legacy Australia Inc
Ms Raelene Hill	Partners of Veterans Association (proxy)
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
Ms Pat McCabe OAM	TPI Federation Australia
PRESENTERS	
Mr Mark Brewer AM CSC and Bar	A/g Deputy President, Hubs – <i>Item 5</i>
Ms Veronica Hancock	First Assistant Secretary, Policy and Research – <i>Items 6 & 8</i>
OBSERVERS	
Ms Nadine Clode	Assistant Secretary, Community Policy and Research – <i>Item 6</i>
Ms Sarah Kennedy	Assistant Secretary, Client Programs – <i>Item 4</i>
Mr Adam Weiderman	Assistant Secretary, Benefits Policy – <i>Item 8</i>
Mr Luke W	Director, Advocacy Policy – <i>Item 6</i>
SECRETARIAT	
Ms Morgan S	A/g Assistant Director, International & Stakeholder Relations
Ms Karen G	Senior Secretariat Officer, International & Stakeholder Relations
Mr Jack M	Secretariat Officer, International & Stakeholder Relations
APOLOGIES	
Ms Alison Bowman	Partners of Veterans Association