



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. Members **NOTED** apologies as listed at Annexure A and no conflicts of interest were raised.

The Chair provided an update on recent budget announcements and members **NOTED** the additional funding for Veterans' Home Care and Community Nursing Programs. Members **DISCUSSED** the impact demand, service provider availability, price and location has on aged care service providers, and **NOTED** the work DVA is undertaking through the Aged and Community Care Taskforce (ACCTF) to mitigate the issue.

Agenda Item 2 Minutes & actions of previous meeting

Members **NOTED** the minutes from the previous meeting were endorsed out of session on 8 March 2024 and placed on the DVA website.

Members **AGREED** to close action items 2023NACCF/A9, A13, A14, 2024NACCF/A01, A02, A03, A04 and **NOTED** that action item 2023NACCF/A18 will remain in progress.

Agenda Item 3 Department of Health and Aged Care Update

Members received an update from the Department of Health and Aged Care (DoHAC) and **NOTED** the work underway to ensure aged care is funded sustainably into the future. Members **NOTED** DoHAC's plan to increase the requirements of provider's level of care, as well as increasing wages in aged care workers to attract more qualified staff and a high level of care.

Members **NOTED** the New Aged Care Act is expected to commence from 1 July 2025, with the introduction of a single assessment location using an integrated assessment tool to access all care needs in one place, while aiming to bring together multiple aged care workforces later in the year to decrease assessment amounts.

Members **NOTED** the proposed introduction of the new Support at Home Program to replace existing Home Care Packages program, with the Commonwealth Home Support Programme will transition no earlier than 1 July 2027.

Action Item	Description	Responsible
2024NACCF/A5	DoHAC to respond to NACCF members out of session addressing the concern around physical copies of publications.	Aged and Community Care Taskforce and Department of Health and Aged Care
2024NACCF/A6	Item to be added to the November 2024 NACCF meeting regarding data matching process and veteran identifiers	Secretariat

Agenda Item 4 Aged and Community Care Task Force

Members **NOTED** the update provided on the work being done by the AACCTF Members **NOTED** a face to face meeting was conducted in May to address all items on the Issues Register. Members **NOTED** key themes include the transition processes for veterans into aged care, entitlements and how veterans and families know what is available, and recognition of veterans or war widows as themselves and as the entitlements they should get.

Members **DISCUSSED** training for ESOs, particularly welfare advocates, information and education for Residential Aged Care Providers, Veterans, war widows/ers and families, and Open Arms Service offering for older persons.

Members **NOTED** the update from Open Arms, including the development of a Model of Care to identify with the veteran community what the Department does and doesn't deliver. Members **NOTED** the focus on eliminating gaps in mental health services in different areas and cohorts, how the Department can provide health and wellbeing support, including volunteers to provide a sense of community and address social connectedness amongst the elderly, and providing mental health programs to assist people in avoiding hospital admissions.

Members **DISCUSSED** the need for more support to people still at home rather than when they transition to aged care homes.

Action Item	Description	Responsible
2024NACCF/A7	Open arms to connect out of session with Australian War Windows Inc. to discuss Open Arms programs amongst elderly widows and a potential trial in Brisbane.	Open Arms
2024NACCF/A8	Open Arms to further discuss the Open Arms Model of Care with Legacy Australia .	Open Arms

Agenda Item 5 Veterans' and Families Hub Update

Members **NOTED** the update provided on the Hubs.

Agenda Item 6 Legislative Reform

Members received an update on Legislative Reform and **NOTED** that the consultation undertaken earlier in the year on the exposure draft would simplify and harmonise veterans' rehabilitation and compensation legislation. Members **NOTED** the Government is planning to introduce the Bill to Parliament shortly.

Agenda Item 7 Hearing Services

Members **NOTED** the development of an internal facing Veteran Hearing Services Framework to standardize support of DVA decision makers taking a whole of veteran approach with hearing service needs, with the aim to have equitable, fair and consistent delivery of funded devices. The Department thanks Ms McCabe for her advocacy for this initiative.

Members **NOTED** that the DVA Veteran Hearing and Wellbeing Survey is expected to go live on the website by the end of June 2024.

Agenda Item 8 Other Business

Members **RAISED** further feedback on the aged care documents, including font size and the suggestion to modularise the Aged Care and Community Taskforce booklets for ease of reading.

Meeting closed: 3:05pm

Members/Attendees	
Mr Andrew Kefford	Chair, Deputy Secretary Policy & Programs, Department of Veteran's Affairs
Ms Leanne Cameron	Deputy Chair, First Assistant Secretary, Aged & Community Care Taskforce
Professor Jenny Firman AM	Chief Health Officer, Department of Veterans' Affairs
Mr Kahlil Fegan DSC AM	Repatriation Commissioner
Ms Pat McCabe OAM	TPI Federation
Mr Ward Gainey	Vietnam Veterans Federation of Australia
Mr Malcolm McCullogh	Legacy Australia
Ms Wendy Bateman	Returned and Services League of Australia
Ms Leanne Morgan	Vietnam Veterans' Association of Australia (proxy)
Ms Jenny Gregory OAM	Australian War Widows Inc.
Mr Mike Pope	Department of Health and Aged Care
Presenters	
Ms Leonie Nowland	First Assistant Secretary, Open Arms – Item 4
Ms Heather Macdonald	Assistant Secretary, Engagement and Co Design – Item 2
Ms Kirrily Magill	Assistant Secretary Grants and Hubs – Item 5
Mr Simon Hill	Assistant Secretary, Legislative Reform – Item 6
Ms Moira Campbell	Assistant Secretary, Client Programs – Item 7
Observers	
Ms Sarah Kennedy	Assistant Secretary, Aged and Community Care Taskforce – Item 4
Ms Kristi L	Director, Care and Assistance Programs – Item 7
Secretariat	
Kaitlyn G	Secretariat Officer, International and Stakeholder Relations
Morgan S	A/g Assistant Director, International and Stakeholder Relations
Apologies	
Ms Raelene Hill	Partners of Veterans' Association of Australia Inc
Mr Terrence Roe	Vietnam Veterans Association of Australia (new representative)