



Australian Government
Department of Veterans' Affairs

ELECTRONIC RECORDS

NB: These documents have been obtained from an electronic record. An original hard-copy version of this record does not exist.

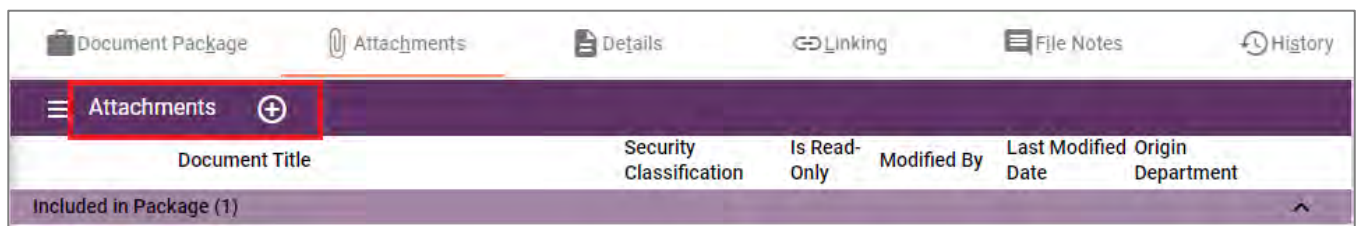
FOR APPROPRIATE ACTION

This correspondence was received by the Minister's Office (MO) and tasked to DVA 'For Appropriate Action'.

- Appropriate action is to be determined by the business area
- Minimum Assistant Secretary approval for action to be taken
- No action is required by the MO, however, they may request to receive advice regarding any action taken.
- Options for appropriate action include, but are not limited to: DVA letter, DVA email, DVA phone call or NFA.
- If the responsible business area recommends a response from the MO (rather than DVA) e.g. Minister response, Chief of Staff response or MO email response, then please seek advice from [MCU](#).

DOES THIS CORRESPONDENCE REQUIRE A WRITTEN RESPONSE?

YES – Please add Department – Letter Template (available under the Attachments tab in PDMS).



Drafting the response, seeking appropriate clearances and dispatching the final response is the responsibility of the business area. Once the letter has been dispatched, please assign this record to Parliamentary Coordinator MC to publish.

NO – Please add a File Note or provide comments in Processing Instructions detailing any action taken. The record should be cleared by Assistant Secretary or higher prior to assigning the record to Parliamentary Coordinator MC to publish.

From: "DLO" on behalf of "s 47F Emilie"
Sent: 22/12/2022 10:25:55 AM
To: "s 47F Maria" s 47F @dva.gov.au
Cc: "Pettitt, Liane" <Liane.Pettitt@dva.gov.au>; "s 47F Magda"
s 47F @dva.gov.au; "s 47F Natalie" s 47F @dva.gov.au; "s 47F Alexander"
s 47F @dva.gov.au
Subject: FW: s 47F - For appropriate action - s 47F - A Story of Supporting a
Veteran [SEC=OFFICIAL]

Hi Maria

s 47F – For appropriate action

I believe s 47F relates to the same matter but did not meet criteria for s 47F

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au

From: Keogh, Matt (MP) <Matt.Keogh.MP@aph.gov.au>
Sent: Tuesday, 20 December 2022 12:53 PM
To: DLO <DLO@dva.gov.au>
Subject: s 47F - Dept response - s 47F

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From: s 47F Kiri on behalf of DLO
Sent: Tuesday, 13 December 2022 4:20 PM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: For Appropriate Action - s 47F - Client contact [SEC=OFFICIAL]

Categories: Ed

Hi MCU

Please register for appropriate action.

I just took a call from s 47F , requesting the direct line contact details of s 47F single point of contact. I advised I was not able to pass those details along.

For background, s 47F also called the office earlier today and spoke with the Defence DLO – who asked s 47F if s 47F had raised s 47F concerns with s 47F single point of contact; s 47F did not seem aware s 47F had a single point of contact.

Kind regards,

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au



Office of The Hon. Matt Keogh MP
Minister for Veterans' Affairs
Minister for Defence Personnel



(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: s 47F Kiri on behalf of DLO
Sent: Wednesday, 14 December 2022 10:40 AM
To: MCU
Cc: Pettitt, Liane; s 47F Magda
Subject: Additional correspondence - s 47F - Phone calls today [SEC=OFFICIAL]

Categories: Carolyn

Hi MCU

I have taken a call from s 47F today, again seeking a direct phone line contact with DVA - says s 47F will only deal with DVA by direct phone number. s 47F also called earlier and spoke to an adviser, in both cases we have advised s 47F to raise s 47F concerns with DVA by email or fax.

s 47F wished to follow up on s 47F

Please add to the open PDR for s 47F .

Kind regards,

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au



Office of The Hon. Matt Keogh MP
Minister for Veterans' Affairs
Minister for Defence Personnel

(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: s 47F Kiri on behalf of DLO
Sent: Monday, 19 December 2022 8:44 AM
To: MCU
Cc: Pettitt, Liane; s 47F Magda
Subject: s 47F - s 47F - Client Contact today [SEC=OFFICIAL]

Categories: Carolyn

Hi MCU

I have taken a call from s 47F this morning – s 47F wanted to follow up on documents from Honours and Awards and s 47F FOI request, and wants to call DVA.

s 47F also asked whether Alex still worked for the office – I did not provide information, at which point s 47F asked to speak to the chief of staff.

Could this please be added to the open PDR s 47F .

Kind regards,

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au



Office of The Hon. Matt Keogh MP
Minister for Veterans' Affairs
Minister for Defence Personnel

(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | @mattkeogh
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: s 47F Kiri on behalf of DLO
Sent: Monday, 19 December 2022 1:23 PM
To: MCU
Cc: Pettitt, Liane; s 47F Magda
Subject: Additional correspondence - s 47F [SEC=OFFICIAL]

Categories: Ed

Hi MCU

Please add to the open PDR for s 47F called the office just now:

s 47F

Kind regards,

Kiri s 47F
Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au



Office of The Hon. Matt Keogh MP
Minister for Veterans' Affairs
Minister for Defence Personnel



(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | @mattkeogh
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: s 47F Emilie on behalf of DLO
Sent: Monday, 19 December 2022 1:36 PM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: FW: Additional corro - s 47F [SEC=OFFICIAL]

Categories: Ed

Hi MCU

Additional corro for s 47F

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section I Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



From: s 47E
Sent: Monday, 19 December 2022 1:19 PM
To: DLO
Subject: Additional corro - s 47F

OFFICIAL

Client Details:

s 47F

s 47F called again today requesting to talk to the Chief of Staff along with their ongoing requests/ claims, s 47F has asked for a response.

s 47F has been reminded about s 47F point of contact although said s 47F will call back this afternoon.

IMPORTANT: This email remains the property of the Department of Defence. Unauthorised communication and dealing with the information in the email may be a serious criminal offence. If you have received this email in error, you are requested to contact the sender and delete the email immediately.

From: s 47F Emilie on behalf of DLO
Sent: Monday, 5 December 2022 10:56 AM
To: MCU
Cc: Pettitt, Liane; s 47F Magda
Subject: FW: For appropriate action - s 47F - Weekly update [SEC=OFFICIAL]
Attachments:

S 47F

Importance: High

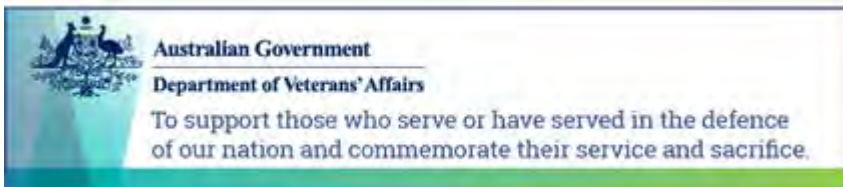
Categories: Ed

Hi MCU

For appropriate action.

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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From: s 47F Emilie on behalf of DLO
Sent: Monday, 5 December 2022 11:01 AM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: FW: Additional corro - s 47F - Weekly update [SEC=OFFICIAL]

Importance: High

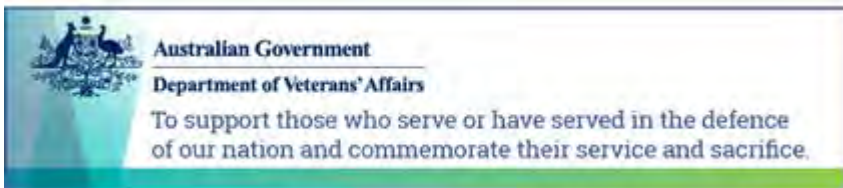
Categories: Carolyn

Hi MCU

Additional corro for s 47F

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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From: s 47F Kiri on behalf of DLO
Sent: Thursday, 8 December 2022 4:06 PM
To: MCU
Cc: Pettitt, Liane; s 47F Magda
Subject: s 47F - Additional correspondence - s 47F

[SEC=OFFICIAL:Sensitive]

Attachments: s 47F

Importance: High

Categories: Ed

Hi MCU

Please add to s 47F as additional correspondence.

Thanks
Kiri

Kiri s 47F
Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au



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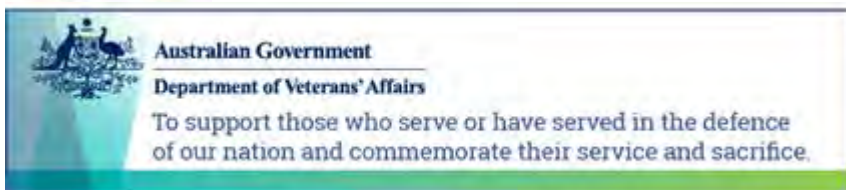
From: s 47F Emilie on behalf of DLO
Sent: Monday, 12 December 2022 9:45 AM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: Additional corro - s 47F [SEC=OFFICIAL]
Attachments: RE: s 47F

Hi MCU

Additional corro for s 47F

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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From: s 47F Emilie on behalf of DLO
Sent: Monday, 12 December 2022 4:18 PM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: FW: Additional corro - s 47F [SEC=OFFICIAL]
Attachments: s 47F

Importance: High

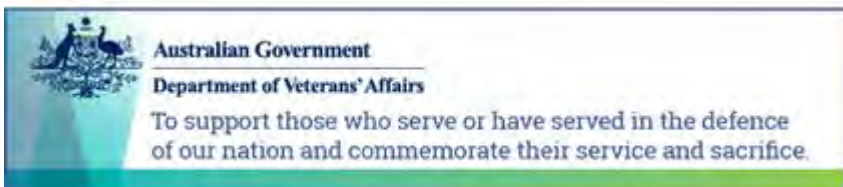
Categories: Printed, Carolyn

Hi MCU

Additional corro for s 47F .

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section I Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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From: s 47F Emilie on behalf of DLO
Sent: Tuesday, 13 December 2022 8:04 AM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: FW: Additional corro - s 47F [SEC=OFFICIAL]
Attachments: s 47F

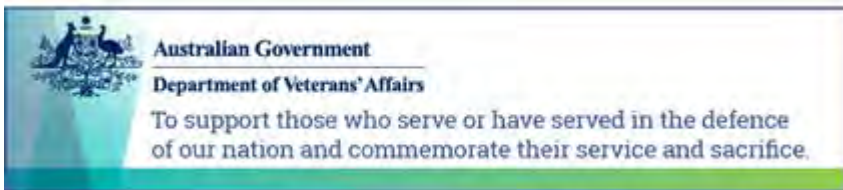
Categories: Printed, Carolyn

Hi MCU

Additional corro for s 47F

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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From: s 47F Emilie on behalf of DLO
Sent: Thursday, 15 December 2022 4:23 PM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: Additional corro - s 47F [SEC=OFFICIAL]
Attachments: s 47F

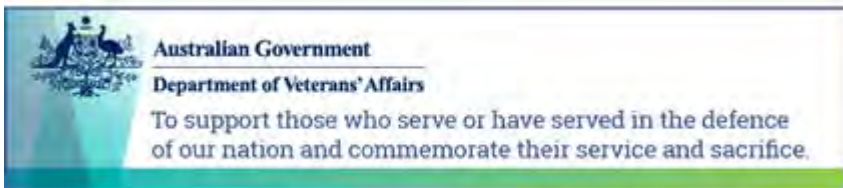
Categories: Sam, Printed

Hi MCU

Additional corro for s 47F

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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From: s 47F Emilie on behalf of DLO
Sent: Monday, 19 December 2022 11:02 AM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: Additional corro - s 47F [SEC=OFFICIAL]
Attachments: s 47F

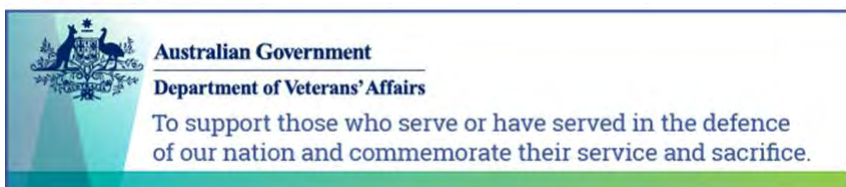
Categories: Carolyn

HI MCU

Additional corro for s 47F

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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From: s 47F Emilie on behalf of DLO
Sent: Monday, 19 December 2022 2:32 PM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: Additional corro - s 47F [SEC=OFFICIAL]
Attachments: s 47F

Importance: High

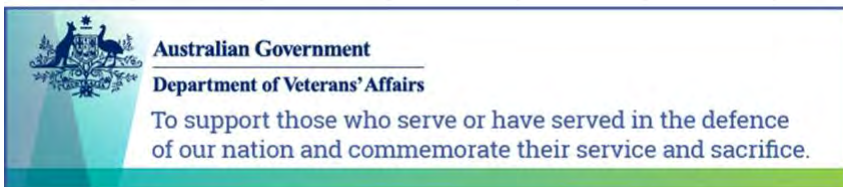
Categories: Carolyn

Hi MCU

Additional corro for s 47F

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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From: s 47F Emilie on behalf of DLO
Sent: Tuesday, 20 December 2022 11:09 AM
To: MCU
Subject: FW: s 47F

[SEC=OFFICIAL]

Categories: Ed

Hi MCU

Please attach to s 47F PDMS record for context.

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



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S 47F



CORRESPONDENCE FOR FIRST ASSISTANT SECRETARY'S SIGNATURE PDMS Correspondence No. s 47F

TITLE: CONTACT & DEPARTMENTAL RESPONSE (COPY TO MO) - s 47F
- s 47F

DATE REGISTERED: 04/11/2022

DUE DATE: 25/11/2022

EXPLANATION/COMMENTS:

- On s 47F, s 47F emailed the Minister for Veterans' Affairs, the Hon Matt Keogh MP, expressing s 47F frustrations with the delay in processing s 47F Permanent Impairment claims for *Tinnitus* and *Sensorineural Hearing Loss*.
- s 47F s 47F and s 47F service is covered by the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA).
- s 47F has a White Card and receives the Veterans Supplement which is \$6.40 per fortnight.
- s 47F has *Tinnitus* and *Sensorineural Hearing Loss* accepted under DRCA.
- On s 47F, DVA accepted liability for the conditions of *Tinnitus* and *Sensorineural Hearing Loss*, and carried out a needs assessment.
- On s 47F, DVA registered DRCA Permanent Impairment claims for the conditions of *Tinnitus* and *Sensorineural Hearing Loss*.
- In s 47F email to the Minister dated s 47F, s 47F stated that s 47F s 47F
- On s 47F, s 47F claims were assigned to a Delegate.
- On s 47F both claims were declined as, based on the available information, the level of impairment did not meet the threshold for compensation. Determination letters advising of this were sent to s 47F, and included information about appeal rights.
- There has been no further contact from s 47F.

<p>Contact Officer: Felicity s 47F Contact Number: s 47F</p>	<p>Cleared by:</p> <p>_____</p> <p style="text-align: center;">Signature</p> <p>Peter King Assistant Secretary Compensation Processing and Payments Branch December 2022</p>
<p>First Assistant Secretary clearance/comment</p> <p>Michael Harper A/g First Assistant Secretary Client Benefits Division December 2022</p>	

From: "DLO" on behalf of "s 47F Alexander"
Sent: 4/11/2022 3:35:17 PM
To: "MCU" <MCU@dva.gov.au>
Cc: "Pettitt, Liane" <Liane.Pettitt@dva.gov.au>; "s 47F Magda"
s 47F @dva.gov.au
Subject: FW: Contact & Departmental Response (Copy to MO) - s 47F

Importance: High
Categories: Sam

Hi MCU,

Contact & Departmental response with a copy to the MO.

During the contact, please seek information in order to assess s 47F for prioritisation as s 47F has requested.

Outcomes reflected in a Departmental Response.

Kind regards,

Alexander s 47F
Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
M: s 47F | Minister@dva.gov.au

(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

S 47F

S 47F

S 47F

From: "MCU"
Sent: 3/01/2023 11:45:29 AM
To: "DLO" <DLO@dva.gov.au>
Cc: "MCU" <MCU@dva.gov.au>
Subject: s 47F - COPY - Contact & Departmental Response (Copy to MO) - s 47F
[SEC=OFFICIAL]
Attachments: s 47F .docx
Importance: High

Good morning

The BA have advised this correspondence was despatched via post to s 47F on 21 December 2022.

A copy of this is attached as requested.

MCU will no finalise this record.

Kind regards

Carolyn s 47F | Ministerial Officer
Ministerial Correspondence Unit | Parliamentary & Governance Branch
Department of Veterans' Affairs
Phone: s 47F
s 47F@dva.gov.au
www.dva.gov.au

From: s 47F Alexander s 47F @dva.gov.au > **On Behalf Of** DLO
Sent: Friday, 4 November 2022 3:35 PM
To: MCU <MCU@dva.gov.au>
Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F
Subject: FW: Contact & Departmental Response (Copy to MO) - s 47F

s 47F

[SEC=OFFICIAL]

Importance: High

Hi MCU,

Contact & Departmental response with a copy to the MO.

During the contact, please seek information in order to assess s 47F for prioritisation as s 47F has requested.

Outcomes reflected in a Departmental Response.

Kind regards,

Alexander s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
M: s 47F | Minister@dva.gov.au

(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

S 47F

S 47F

S 47F

s 47F

**Email advice – Subject: s 47F
- PI Claim**

Response for Secretary/Secretary's Office

S 47F

S 47F

Issue

- On s 47F, s 47F wrote to the Secretary on behalf of s 47F raising concerns about a decision made on s 47F Permanent Impairment claim under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA).
- On s 47F, s 47F wrote to the Secretary again, raising concerns about the travel costs associated with s 47F treatment, and DVA's refusal to pay for CBD oil.
- On s 47F, s 47F wrote to the Secretary again, reiterating s 47F concerns about the Permanent Impairment claim decision. s 47F also made some comments about s 47F usage of the drug Mefloquine.

Outcome

- The outcome of s 47F DRCA Permanent Impairment claims in respect of s 47F accepted conditions of *Substance Use Disorder* and *Post Traumatic Stress Disorder* was in line with the medical evidence provided by s 47F treating Psychiatrist, s 47F

- **s 47F** may be entitled to further lump sum payment under the DRCA where the medical evidence supports a further deterioration of at least 60% WPI under Table 5.1 of the Guide for the accepted *Post Traumatic Stress Disorder* in isolation and 10% WPI under Table 5.1 of the Guide for the accepted *Substance Use Disorder* in isolation.
- Where the impairments attributed to the accepted *Post Traumatic Stress Disorder* and *Substance Use Disorder* be isolated, the medical evidence must support a further deterioration of at least 60% WPI under Table 5.1 of the Guide, taking into account previous payments awarded for the accepted *Post Traumatic Stress Disorder*.
- The psychiatrist report by **s 47F** provided by **s 47F** on **s 47F** is not sufficient for Permanent Impairment assessment purposes.
- DVA's Transport team has written to **s 47F** Case Coordinator, outlining **s 47F** eligibility and the process of lodging reimbursement claims, and are currently awaiting completed reimbursement claim forms in order to assess the claims.
- DVA has no record of receiving a funding submission for medicinal cannabis (or related enquiry) for **s 47F**. VAPAC is able to contact **s 47F** treating doctor and discuss the requirements for a funding submission for cannabidiol (CBD) oil, should that be appropriate.
- **s 47F** can submit a new claim for any injury or disease arising from mefloquine usage.
- **s 47F** can receive a comprehensive health check and health assessment recommendations report by an appropriately trained GP, regarding his concerns about the potential health effects of having taken mefloquine.

Background for Secretary's Office

S 47F

S 47F

S 47F

S 47F

S 47F

S 47F

S 47F

From: "SECRETARY.DVA" on behalf of "s 47F Nicole"
Sent: 1/12/2022 8:55:31 AM
To: s 47E
dva.gov.au>
Cc: "SECRETARY.DVA" <SECRETARY.DVA@dva.gov.au>; "s 47F , Doris"
s 47F @dva.gov.au>
Subject: FW: Department of Veterans' Affair response [SEC=OFFICIAL]
Attachments: image001.png, image002.png, image004.png, image006.png, image008.jpg,
image009.jpg, image010.jpg, image011.jpg, image009.jpg
Categories: Nicole

Good morning team,

Can we please have background advice and draft response in relation to the issues raised by s 47F
AS cleared by **COB 7 November 2022**. Please note this
is required for the Secretary and is needed by this date. PDMS tasking to follow.

Thank you for your advice and assistance.

Kind regards,

Nicole | Executive Support Officer
62293059
Secretary's Executive Support
Department of Veterans' Affairs
Email: Secretary.dva@dva.gov.au
Website: www.dva.gov.au

For what they have done, this we will do.

The Department acknowledges the traditional owners of the land throughout Australia and their continuing connection to country, sea and community. We pay our respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past, present and emerging.

S 47F

S 47F

S 47F

From: "SECRETARY.DVA" on behalf of "s 47F Nicole"
Sent: 1/12/2022 4:29:44 PM
To: s 47E @dva.gov.au>;
s 47E @dva.gov.au>
Cc: "SECRETARY.DVA" <SECRETARY.DVA@dva.gov.au>; "s 47F , Doris"
s 47F @dva.gov.au>
Subject: FW: [SEC=OFFICIAL]

Good afternoon teams,

We have received further correspondence from s 47F in relation to s 47F and raising issue about to health approvals issues. I will add this to Corro to PDMS.

Since s 47F has already been tasked this morning to CBD, can you please assist with background advice and draft response in relation to issues raised in the below email to be added to CBD's response. We will need this back by COB 7 December to provide to the Secretary.

Please advise if you believe I need to change the tasking, happy to discuss further.

Thank you teams for your ongoing support and advice.

Kind regards,

Nicole | Executive Support Officer
62293059
Secretary's Executive Support
Department of Veterans' Affairs
Email: Secretary.dva@dva.gov.au
Website: www.dva.gov.au

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S 47F

S 47F

From: s 47F , Doris"
Sent: 7/12/2022 11:41:31 AM
To: "s 47F Nicole" s 47F @dva.gov.au; "SECRETARY.DVA"
<SECRETARY.DVA@dva.gov.au>
Subject: FW: s 47F [SEC=OFFICIAL]
Attachments: Letter to DVA - s 47F [SEC=OFFICIAL]

Hi Nicole

To keep you in loop, s 47F has sent the attached letter in, I have forwarded to Brisbane PI delegate to get a response on options. There is no dispute the 2 conditions are separate diagnosis which s 47F confirms however they cannot be separated for impairment based on psych report from Feb this year from another psychiatrist.

Also s 47F has emailed me this morning (see attached) where they are expecting a PI payout before xmas. I have responded to email advising I have received and forwarded s 47F letter to Brisbane PI for a response. I know this letter will not make a difference to recent decision but may need to ensure it is incorporated into Sec office response.

Happy to discuss.

Regards

Doris s 47F
Assistant Director
Coordinated Client Support Branch
Mental Health and Wellbeing Service Division
Department of Veterans' Affairs
Tel (s 47F
Email address s 47F @dva.gov.au
www.dva.gov.au

From: TRIAGEANDCONNECT <TRIAGEANDCONNECT@dva.gov.au>
Sent: Wednesday, 7 December 2022 9:12 AM

To: s 47F , Doris s 47F
Subject: FW: s 47F

@dva.gov.au>
[SEC=OFFICIAL]

Good Morning Doris,

This email has come into the T&C inbox.
Please take carriage of this email.

Cheers

Sharon

Business Support Officer

Triage and Connect Intake and Assessments

Coordinated Client Support Branch

Mental Health and Wellbeing Services Division

S 47F

S 47F

S 47F

S 47F

S 47F

s 47F

Email advice – Subject: s 47F - Appeal

Response for Secretary/Secretary's Office

S 47F

Issue

- On s 47F, s 47F wrote to the Secretary on behalf of s 47F requesting a review of a recent revocation of liability acceptance for the condition of *Left Knee Osteoarthritis*.
- s 47F stressed the importance of the review being completed quickly so s 47F could appeal to the Administrative Appeals Tribunal (AAT) if necessary, as s 47F was dying from a brain tumour, and compensation would not be able to be sought if s 47F passed away.
- s 47F is authorised to act and enquire on s 47F behalf regarding this matter.

Outcome

- On s 47F, the Review Officer finalised the review and affirmed the decision to revoke liability and a letter advising of this was sent to s 47F
- On s 47F, an application for review has lodged with the AAT on behalf of s 47F. The matter number is s 47F lodged at Melbourne Registry.

Background for Secretary's Office

- s 47F

Review

- On s 47F , s 47F lodged an Initial Liability claim for *Osteoarthritis Right Knee, Deep Vein Thrombosis, Osteoarthritis/Cmp Left Knee and Lower Back Issues*.
- On s 47F , an Initial Liability Delegate accepted liability under the DRCA for Left Knee Osteoarthritis and rejected liability for Right Knee Osteoarthritis, Lumbar Spondylosis and Deep Vein Thrombosis.
- On s 47F , the case was checked by a Quality Assurance Officer who gave two high impact errors for the accepted condition of Left Knee Osteoarthritis, noting there was insufficient evidence/investigation to support the decision.
- As per the standard Quality Assurance process, the matter was sent back to the business area to consider the correction of the identified errors.
- On s 47F , an Initial liability Delegate revoked liability for Left Knee Osteoarthritis as they were not satisfied that the evidence supported that s 47F ' service had significantly contributed to the onset of ^{s 47F} Left Knee Osteoarthritis.
- A Permanent Impairment claim had also been lodged after the condition was accepted on s 47F and, prior to liability for this condition being revoked, s 47F was offered a compensation amount of s 47F for this condition. However, this compensation offer was also revoked along with the condition on s 47F (s 47F had not accepted the offer at the time).
- Note: If s 47F had accepted the compensation offer prior to the revocation of liability, this amount would have been raised as a debt to be recovered by DVA.
- On s 47F , s 47F sought a review of the decision to revoke liability.
- On s 47F the Review Officer investigating this matter subsequently called s 47F representative, s 47F , to discuss the review.
- s 47F indicated that no additional evidence would be provided to support the review and requested that the review be finalised based on the evidence on file. s 47F also asked for priority processing due to s 47F ill health, and advised that it was ^{s 47F} intention to appeal this matter to the AAT if the original decision was ultimately affirmed by the Review Officer.

- The Review Officer advised that they would investigate as a priority and determine it as soon as possible.
- On **s 47F** , the Review Officer finalised the review and affirmed the decision to revoke liability.
- On **s 47F** , an application for review was lodged with the AAT on behalf of **s 47F** . The matter number is **s 47F** , lodged at Melbourne Registry.
- Contact person is **s 47F** on **s 47F**

New Initial Liability Claim

- On **s 47F** , an Initial Liability claim for the conditions of *Coronary Heart Disease, Brain Tumour, Mental Health, Right Knee, Left Ankle, Lower Back and Deep Vein Thrombosis* was submitted.
- On **s 47F** , the claim was allocated to a Delegate.
- On **s 47F** , the conditions of *Right Knee, Lower Back and Deep Vein Thrombosis* were withdrawn due to previously being rejected and still being within the appeal timeframe.
- Currently the Delegate is awaiting advice from a Medical Advisor to progress the remaining conditions.
- The nominated representative for this claim is **s 47F**

S 47F

S 47F

S 47F

S 47F

S 47F

S 47F

From: "SECRETARY.DVA" on behalf of "s 47F Nicole"
Sent: 3/11/2022 10:00:16 AM
To: s 47E
dva.gov.au>; s 47E
@dva.gov.au>
Cc: "SECRETARY.DVA" <SECRETARY.DVA@dva.gov.au>; "s 47F , Hayden"
s 47F @dva.gov.au>
Subject: FW: Emergency action required [SEC=OFFICIAL]
Attachments: Scan 13.pdf

Good morning teams,

s 47F is not a registered nominated rep.

@ CBD – Can you please advise if the attached is enough to lodge an appeal of this determination. If yes, please reach out to s 47F once registered. If not, please reach out to s 47F and work with s 47F so this appeal can be registered appropriately and s 47F can be added as s 47F nominated rep for this appeal.

Please provide background advice and draft response by COB 10 November, PDMS tasking to follow.

@ T&C – Can you please reach out to s 47F and conduct a wellbeing check and assess for ongoing case management considering the issue raised in relation to s 47F medical conditions. Please provide a ROC by COB 7 October.

Kind regards,

Nicole | Executive Support Officer
62293059
Secretary's Executive Support
Department of Veterans' Affairs
Email: Secretary.dva@dva.gov.au
Website: www.dva.gov.au

For what they have done, this we will do.

S 47F

S 47F

S 47F

s 47F

Email advice – Subject: s 47F
- Outstanding DRCA PI
claims

Response for Secretary/Secretary's Office

S 47F

Issue

- s 47F, s 47F wrote to the Secretary on behalf of s 47F regarding an outstanding medical report and audiogram for s 47F Permanent Impairment claim.
- s 47F had emailed the Brisbane Permanent Impairment team the previous day expressing s 47F anger with the delay in finalising s 47F claim.

DVA Action

- DVA continues liaising with s 47F to obtain medical evidence to support s 47F claims and to clarify the actions s 47F wants to take with regard to pursuing those claims.

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From: "SECRETARY.DVA" on behalf of "s 47F Nicole"
Sent: 10/11/2022 11:07:56 AM
To: s 47E
dva.gov.au>
Cc: "SECRETARY.DVA" <SECRETARY.DVA@dva.gov.au>; s 47E
@dva.gov.au>
Subject: FW: DRCA CBP - MULTIPLE CONDITIONS - s 47F -
OUTSTANDING MEDICAL REPORT [SEC=OFFICIAL]

Good morning team,

Can we please have background advice and draft response in relation to s 47F outstanding
DRCA PI claims by COB 17 November. PDMS tasking to follow.

Please see the email sent by s 47F (only advocate on PI claims) and the email sent to the PI delegate
below that on s 47F .

Thank you for your advice and assistance.

Kind regards,

Nicole | Executive Support Officer
62293059
Secretary's Executive Support
Department of Veterans' Affairs
Email: Secretary.dva@dva.gov.au
Website: www.dva.gov.au

For what they have done, this we will do.

The Department acknowledges the traditional owners of the land throughout Australia and their continuing connection to country, sea and community. We pay our respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past, present and emerging.

S 47F

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S 47F

From: s 47F [Kiri](#) on behalf of [DLO](#)
To: [MCU](#)
Cc: [Pettitt, Liane](#); s 47F [Magda](#)
Subject: FW: Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans
[SEC=OFFICIAL]
Date: Wednesday, 14 December 2022 2:35:26 PM
Attachments: s 47F [image001.jpg](#) [.pdf](#)

Hi MCU

Please task for email response suitable to provide to the office of Justine Elliot MP. Please link to s 47F

Kind regards,

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP

Minister for Veterans' Affairs and Defence Personnel

P: s 47F | Minister@dva.gov.au

45946395-D208-4C8B-8E9D-7993E34808BD



(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
[mattkeogh.com](https://www.mattkeogh.com) | [minister.dva.gov.au](https://www.minister.dva.gov.au) | [minister.defence.gov.au/minister/mkeogh](https://www.minister.defence.gov.au/minister/mkeogh)

I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: s 47F Steven MR

Sent: Wednesday, 14 December 2022 1:32 PM

To: DLO

Subject: Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans

Please see below corro from the Office of Hon Justine Elliot.

Could you please seek some info to assist with a response?

Sent from my iPhone

Begin forwarded message:

From: "Schanzenbacher, Jurgan (J. Elliot, MP)" <Jurgan.Schanzenbacher@aph.gov.au>

Date: 14 December 2022 at 1:27:07 pm AEDT

To: "s 47F Steven MR" s 47F @defence.gov.au

Cc: "Flori, Pete (J. Elliot, MP)" <Pete.Flori@aph.gov.au>

Subject: THIS IS A DEPARTMENTAL CAUCUS LIASION INQUIRY - s 47F

THIS IS A DEPARTMENTAL CAUCUS LIASION INQUIRY

Caucus Liaison – Steven s 47F

Hi Steven

Trust you can assist with this one. Justine has been contacted by her constituent s 47F

in regard to DVA assistance for s 47F and request

for a 28 day admission to The Banyans that has been declined.

It is understood that s 47F is suffering complex PTSD and is suicidal.

Please see the correspondence immediately below and attached.

Your due consideration and urgent attention to the concerns raised is greatly appreciated.

Kind regards,

Jürgen

Jürgen Schanzenbächer
Office of Justine Elliot MP
Assistant Minister for Social Services
Assistant Minister for the Prevention of Family Violence
Federal Member for Richmond

Phone: (07) 5523 4371
Website: www.justineelliott.com.au
Email: justine.elliott.mp@aph.gov.au
Office: 107 Minjungbal Drive, Tweed Heads South

We acknowledge the traditional custodians of the land on which our office stands and we pay our respects to Elders past, present and emerging. We acknowledge the sorrow of the Stolen Generations and the impacts of colonisation on Aboriginal and Torres Strait Islander peoples. We also recognise the resilience, strength and pride of the Aboriginal and Torres Strait Islander communities.

Authorised J Elliot, Tweed Heads South.

From: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au>
Sent: Tuesday, 13 December 2022 12:52 PM
To: Schanzenbacher, Jurgen (J. Elliot, MP) <Jurgen.Schanzenbacher@aph.gov.au>
Subject: FW: ***URGENT*** MH - **s 47F**

Please call **s 47F** and advise **s 47F** we will be doing another CLO rep to DVA.

There seems to be an inconsistent assessment about the suitability of the Banyan facility and whether or not it is approved by DVA.

Something isn't right !!

I'll put it on you TO DO

Pete Flori
Manager

Office of Hon Justine Elliot MP
Assistant Minister for Social Services
Assistant Minister for the Prevention of Family Violence
Federal Member for Richmond

Phone: (07) 5523 4371 (Electorate)
Email: justine.elliott.mp@aph.gov.au
Office: 107 Minjungbal Drive, Tweed Heads South
www.justineelliott.com.au

From: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au> **On Behalf Of** Elliot, Justine (MP)

Sent: Tuesday, 13 December 2022 12:43 PM
To: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au>
Subject: FW: ***URGENT*** MH - **s 47F**
Pete Flori
Manager

Office of Hon Justine Elliot MP
Assistant Minister for Social Services
Assistant Minister for the Prevention of Family Violence
Federal Member for Richmond
Phone: (07) 5523 4371 (Electorate)

Email: justine.elliott.mp@aph.gov.au

Office: 107 Minjungbal Drive, Tweed Heads South

www.justineelliott.com.au

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From: MCU
Sent: Monday, 19 December 2022 2:55 PM
To: s 47E
Cc: MCU
Subject: FW: s 47F - Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans [SEC=OFFICIAL]

Good afternoon,

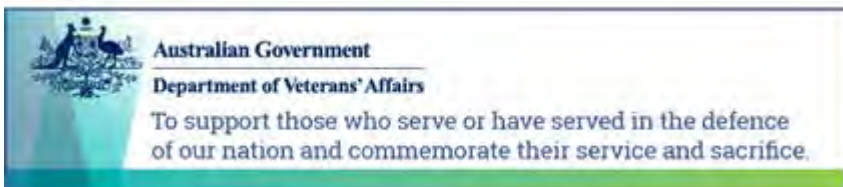
Please see the email below from the MO requesting that s 47F is on time, which is up at the MO by Wednesday 21 December, in order to progress both MCs at the same time. Also, the MO noted the phone call summary did not include any advice on the reasons for the decline and would like this to be covered in s 47F

Kind regards

Jill s 47F
Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary and Governance Branch
Department of Veterans' Affairs
Tel s 47F

[@dva.gov.au](mailto:jill.s47f@dva.gov.au)

www.dva.gov.au



From: s 47F Kiri On Behalf Of DLO
Sent: Monday, 19 December 2022 2:09 PM
To: MCU
Cc: Pettitt, Liane ; s 47F Magda
Subject: s 47F - Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans [SEC=OFFICIAL]

Hi MCU

We received s 47F Phone call summary - s 47F - Seeking admission to The Banyans facility, this morning – I will progress for adviser consideration.

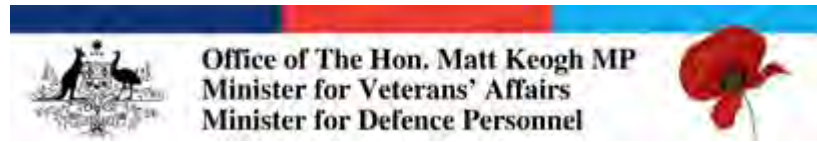
The related record s 47F Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans is due to the MO this Wednesday 21 December – could you please follow up with the business area to ensure this is provided on time, as the office would like to progress the response this year. I also note the phone call summary does not include any advice on the reasons for the decline – could this please be covered in s 47F

Thanks
Kiri

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: **s 47F** | Minister@dva.gov.au



(02) 6277 7820 | minister@dva.gov.au | [fb.com/KeoghMatthew](https://www.facebook.com/KeoghMatthew) | [@mattkeogh](https://www.instagram.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh

I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: s 47F Kiri on behalf of DLO
Sent: Wednesday, 21 December 2022 9:47 AM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: s 47F - s 47F - 'Immediate Support' Update [SEC=OFFICIAL]

Categories: Carolyn

Hi MCU

Please add this follow up as additional corro to s 47F

Thanks

Kiri

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au



From: s 47F Adam MR 2
Sent: Friday, 16 December 2022 2:08 PM
To: DLO
Subject: FW: s 47F - 'Immediate Support' Update [SEC=OFFICIAL]

OFFICIAL

Adam s 47F

Senior Adviser

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
M: s 47F | @defence.gov.au



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From: s 47F Nicola Mrs s 47F @defence.gov.au>
Sent: Friday, 16 December 2022 1:51 PM
To: s 47F Adam MR 2 s 47F @defence.gov.au>
Subject: FW: s 47F - 'Immediate Support' Update [SEC=OFFICIAL]

OFFICIAL

AB
For action please
Thank you
NGS

IMPORTANT: This email remains the property of the Department of Defence. Unauthorised communication and dealing with the information in the email may be a serious criminal offence. If you have received this email in error, you are requested to contact the sender and delete the email immediately.

From: Schanzenbacher, Jurgan (J. Elliot, MP) <Jurgan.Schanzenbacher@aph.gov.au>
Sent: Friday, 16 December 2022 1:02 PM
To: s 47F Nicola Mrs s 47F @defence.gov.au>
Cc: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au>
Subject: FW: s 47F - 'Immediate Support' Update

Chief of Staff
s 47F @defence.gov.au

Good afternoon Nicola,

Normally would not trouble you directly, but this matter is in regard to Justine's constituent, s 47F
DVA and correspondence from s 47F partner s 47F .

Initial representations and email correspondence was sent to CLO, Steven s 47F but at this point without acknowledgment or receipt.

s 47F again (as of today as per immediately below) cc'd Justine into s 47F most recent correspondence with DVA and the concerns that are still held.

Concerns are held for s 47F health and mental health.

s 47F can be contacted on s 47F .

As a local DVA and constituent your urgent attention is very much appreciated.

Kind regards,



Jürgen Schanzenbächer
Office of Justine Elliot MP

Assistant Minister for Social Services
Assistant Minister for the Prevention of Family Violence
Federal Member for Richmond

Phone: (07) 5523 4371

Website: www.justineelliot.com.au

Email: justine.elliot.mp@aph.gov.au

Office: 107 Minjungbal Drive, Tweed Heads South

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Authorised J Elliot, Tweed Heads South.

S 47F

S 47F

S 47F

S 47F

S 47F

From: MCU
Sent: Thursday, 22 December 2022 11:41 AM
To: s 47E
Cc: s 47E ; SECRETARY.DVA; Pettitt, Liane; s 47F Magda; MCU
Subject: Urgent reach out please - Urgent plea for help for war veteran s 47F
s 47F [SEC=OFFICIAL]

Importance: High

Good afternoon Escalations,

Please conduct a reach out to s 47F noting the s 47F comments in s 47F email below – please confirm contact was established by cob today.

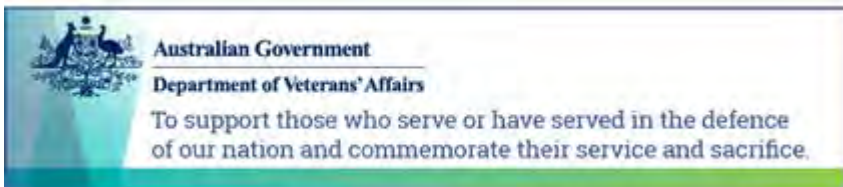
This will be additional corro to s 47F which MCU is progressing to the MO. – if there is a requirement to update the MC, MO will advise.

Kind Regards

Maria s 47F | Senior Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary & Governance Branch
Department of Veterans' Affairs
Tel s 47F

dva.gov.au

www.dva.gov.au



From: s 47F Kiri On Behalf Of DLO
Sent: Thursday, 22 December 2022 12:34 PM
To: MCU
Cc: Pettitt, Liane ; s 47F Magda ; s 47F Maria
Subject: FW: Urgent plea for help for war veteran s 47F [SEC=OFFICIAL]
Importance: High

Hi MCU

Please add as additional correspondence to s 47F - I note this record has recently progressed to MCU, and I don't want to hold up this advice progressing to the office – but can you please forward the below email to MHWS/T&C for consideration of a further reach out noting the concerning comments in s 47F email below.

If the email response then requires further update – happy to discuss with the adviser sending back for a redraft this afternoon, following their initial review of the advice provided under s 47F

Kind regards,

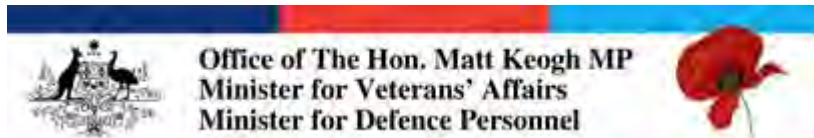
Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP

Minister for Veterans' Affairs and Defence Personnel

P: **s 47F** | Minister@dva.gov.au



(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh

I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: Keogh, Matt (MP) <Matt.Keogh.MP@aph.gov.au>

Sent: Thursday, 22 December 2022 12:09 PM

To: Minister <Minister@dva.gov.au>

Subject: FW: Urgent plea for help for war veteran **s 47F**

S 47F

S 47F

From: MCU
Sent: Thursday, 22 December 2022 9:37 AM
To: s 47E
Cc: MCU; DLO
Subject: FW: s 47F - Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans [SEC=OFFICIAL]

Good morning,

I have noted that this did not make it to the MO by 21 December 2022 as requested by MO. Currently, it is with Susan Pullar, awaiting further clearance.

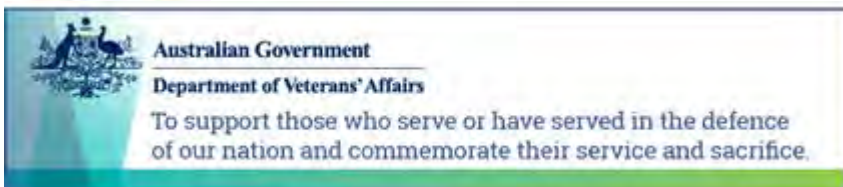
Would you please chase this and get it back to MCU asap please?

Kind regards

Jill s 47F
Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary and Governance Branch
Department of Veterans' Affairs
Tel s 47F

dva.gov.au

www.dva.gov.au



From: MCU
Sent: Monday, 19 December 2022 3:55 PM
To: s 47F
Cc: MCU
Subject: FW: s 47F - Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans [SEC=OFFICIAL]

Good afternoon,

Please see the email below from the MO requesting that s 47F is on time, which is up at the MO by Wednesday 21 December, in order to progress both MCs at the same time. Also, the MO noted the phone call summary did not include any advice on the reasons for the decline and would like this to be covered in s 47F

Kind regards

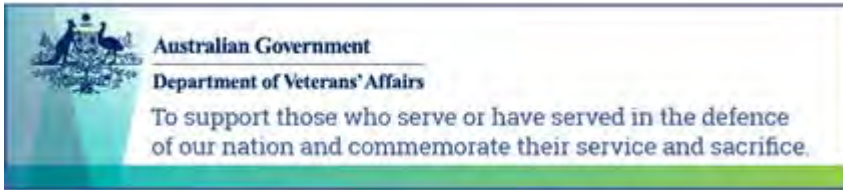
Jill s 47F
Ministerial Correspondence Officer

Ministerial Correspondence Unit | Parliamentary and Governance Branch
Department of Veterans' Affairs

Tel **s 47F**

@dva.gov.au

www.dva.gov.au



From: **s 47F** Kiri **s 47F** @dva.gov.au **On Behalf Of** DLO

Sent: Monday, 19 December 2022 2:09 PM

To: MCU <MCU@dva.gov.au>

Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; **s 47F** Magda **s 47F** @dva.gov.au

Subject: **s 47F** - Email response - ELLIOT MP, Justine obo **s 47F** - Seeking admission to the Banyans [SEC=OFFICIAL]

Hi MCU

We received **s 47F** *Phone call summary - s 47F* - Seeking admission to The Banyans facility, this morning – I will progress for adviser consideration.

The related record **s 47F** *Email response - ELLIOT MP, Justine obo s 47F* - Seeking admission to the Banyans is due to the MO this Wednesday 21 December – could you please follow up with the business area to ensure this is provided on time, as the office would like to progress the response this year. I also note the phone call summary does not include any advice on the reasons for the decline – could this please be covered in **s 47F**

Thanks

Kiri

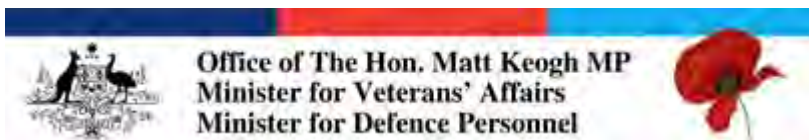
Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP

Minister for Veterans' Affairs and Defence Personnel

P: **s 47F** | Minister@dva.gov.au



(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh

I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: MCU
Sent: Thursday, 22 December 2022 2:30 PM
To: DLO
Cc: MCU
Subject: FW: Urgent reach out please - Urgent plea for help for war veteran s 47F -
s 47F [SEC=OFFICIAL]

HI DLO,

Escalations have confirmed they made contact today with s 47F today who confirmed s 47F was safe and well.

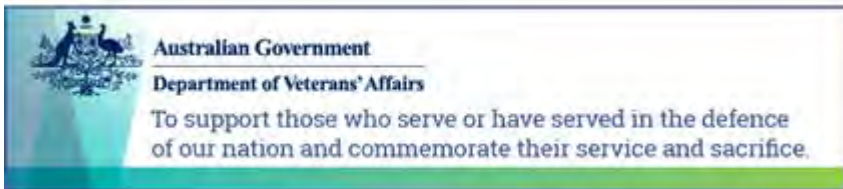
s 47F is currently with MO – I have attached a copy of this to the MC

Kind Regards

Maria s 47F | Senior Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary & Governance Branch
Department of Veterans' Affairs
Tel s 47F

dva.gov.au

www.dva.gov.au



From: s 47E
Sent: Thursday, 22 December 2022 3:23 PM
To: MCU ; s 47E
Cc: s 47E ; SECRETARY.DVA ; Pettitt, Liane ; s 47F Magda ; s 47F Elise
Subject: RE: Urgent reach out please - Urgent plea for help for war veteran s 47F - s 47F
[SEC=OFFICIAL]

Good afternoon Maria,

The clinical case manager established telephone contact with s 47F today who confirmed s 47F was safe and well.

No new matters were raised with the case manager. If the MC requires any update, please advise in due course.

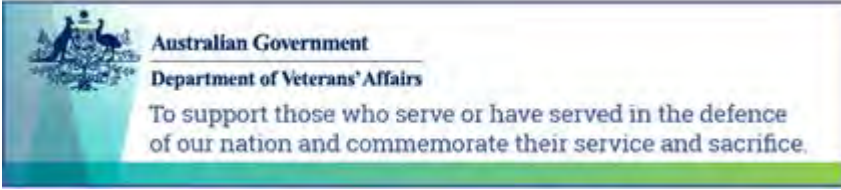
Thank you,

Ryan s 47F | A/g Assistant Director
Ministerial Escalations Team | Coordinated Client Support Branch
Mental Health and Wellbeing Services Division
Department of Veterans' Affairs

Mobile s 47F
s 47F

@dva.gov.au

www.dva.gov.au



From: MCU <MCU@dva.gov.au>
Sent: Thursday, 22 December 2022 11:41 AM
To: s 47E @dva.gov.au
Cc: s 47E @dva.gov.au; SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>; Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F @dva.gov.au; s 47E @dva.gov.au
Subject: Urgent reach out please - Urgent plea for help for war veteran s 47F - s 47F
[SEC=OFFICIAL]
Importance: High

Good afternoon Escalations,

Please conduct a reach out to s 47F noting the s 47F comments in s 47F email below – please confirm contact was established by cob today.

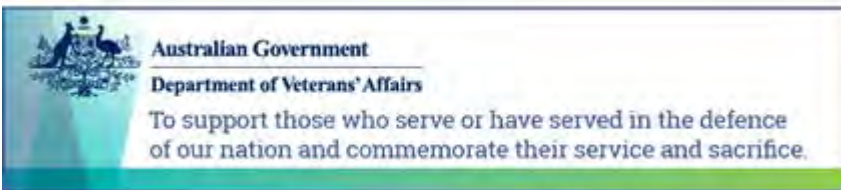
This will be additional corro to s 47F which MCU is progressing to the MO. – if there is a requirement to update the MC, MO will advise.

Kind Regards

Maria s 47F | Senior Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary & Governance Branch
Department of Veterans' Affairs
Tel s 47F

dva.gov.au

www.dva.gov.au



From: s 47F Kiri s 47F @dva.gov.au > On Behalf Of DLO
Sent: Thursday, 22 December 2022 12:34 PM
To: MCU <MCU@dva.gov.au>
Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F , Maria

s 47F @dva.gov.au>

Subject: FW: Urgent plea for help for war veteran s 47F

[SEC=OFFICIAL]

Importance: High

Hi MCU

Please add as additional correspondence to s 47F - I note this record has recently progressed to MCU, and I don't want to hold up this advice progressing to the office – but can you please forward the below email to MHWS/T&C for consideration of a further reach out noting the concerning comments in s 47F email below.

If the email response then requires further update – happy to discuss with the adviser sending back for a redraft this afternoon, following their initial review of the advice provided under s 47F

Kind regards,

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au



From: Keogh, Matt (MP) <Matt.Keogh.MP@aph.gov.au>

Sent: Thursday, 22 December 2022 12:09 PM

To: Minister <Minister@dva.gov.au>

Subject: FW: Urgent plea for help for war veteran s 47F

S 47F

S 47F

S 47F

From: MCU
Sent: Monday, 19 December 2022 2:55 PM
To: s 47E
Cc: MCU
Subject: FW: s 47F - Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans [SEC=OFFICIAL]

Good afternoon,

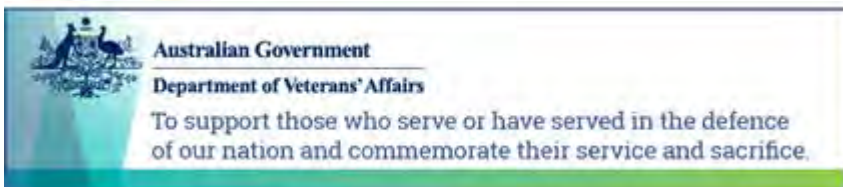
Please see the email below from the MO requesting that s 47F is on time, which is up at the MO by Wednesday 21 December, in order to progress both MCs at the same time. Also, the MO noted the phone call summary did not include any advice on the reasons for the decline and would like this to be covered in s 47F

Kind regards

Jill s 47F
Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary and Governance Branch
Department of Veterans' Affairs
Tel s 47F

[@dva.gov.au](mailto:jill.s47f@dva.gov.au)

www.dva.gov.au



From: s 47F Kiri On Behalf Of DLO
Sent: Monday, 19 December 2022 2:09 PM
To: MCU
Cc: Pettitt, Liane ; s 47F Magda
Subject: s 47F - Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans [SEC=OFFICIAL]

Hi MCU

We received s 47F Phone call summary - s 47F - Seeking admission to The Banyans facility, this morning – I will progress for adviser consideration.

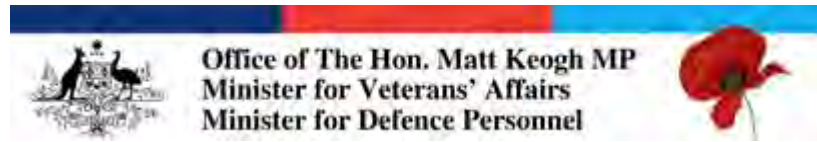
The related record s 47F Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans is due to the MO this Wednesday 21 December – could you please follow up with the business area to ensure this is provided on time, as the office would like to progress the response this year. I also note the phone call summary does not include any advice on the reasons for the decline – could this please be covered in s 47F .

Thanks
Kiri

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: **s 47F** | Minister@dva.gov.au



(02) 6277 7820 | minister@dva.gov.au | [fb.com/KeoghMatthew](https://www.facebook.com/KeoghMatthew) | [@mattkeogh](https://www.instagram.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh

I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: [Minister](#)
To: ["Jurgen.Schanzenbacher@dva.gov.au"](mailto:Jurgen.Schanzenbacher@dva.gov.au)
Subject: RE: Email response - ELLIOT MP, Justine obo s 47F - Seeking admission to the Banyans
[SEC=OFFICIAL]
Date: Tuesday, 3 January 2023 11:23:00 AM
Attachments: [image001.jpg](#)

Dear Jurgen

Thank you for your representation of 14 December 2022, on behalf of s 47F who seeks mental health care assistance for s 47F, funded by the Department of Veterans' Affairs (DVA).

I wish to express my gratitude to s 47F for s 47F service and sacrifice. Our veterans have protected our Nation and in return we must look after them. The Australian Government is committed to providing practical services and supports to Defence personnel, veterans and their families that are not only needed, but more importantly, deserved.

I am pleased to advise that a DVA case manager, Piers, is currently supporting s 47F to facilitate s 47F entry to a suitable mental health treatment facility. Piers is available to assist s 47F with any concerns s 47F may have in relation to DVA entitlements. s 47F can contact Piers on 1800 VETERAN (1800 838 372) by requesting Triage and Connect at the prompt or via email at triageandconnect.gov.au.

s 47F can also contact Open Arms – Veterans & Families Counselling Service (Open Arms), DVA's nationally accredited mental health service for support. Open Arms provides 24-hour free counselling and support and can be contacted on freecall 1800 011 046. Further information can be found on their website at www.openarms.gov.au.

Thank you for taking the time to bring this matter to my attention. I trust this information is of assistance.

Adam
Acting Chief of Staff

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
Minister@dva.gov.au

45946395-D208-4C8B-8E9D-7993E34808BD



(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
[mattkeogh.com](https://www.mattkeogh.com) | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh

I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

Begin forwarded message:

From: "Schanzenbacher, Jurgen (J. Elliot, MP)" <Jurgen.Schanzenbacher@aph.gov.au>
Date: 14 December 2022 at 1:27:07 pm AEDT
To: "s 47F Steven MR" s 47F @defence.gov.au>
Cc: "Flori, Pete (J. Elliot, MP)" <Pete.Flori@aph.gov.au>
Subject: THIS IS A DEPARTMENTAL CAUCUS LIASION INQUIRY - s 47F

THIS IS A DEPARTMENTAL CAUCUS LIASION INQUIRY
Caucus Liaison – Steven s 47F

Hi Steven

Trust you can assist with this one. Justine has been contacted by her constituent s 47F
in regard to DVA assistance for s 47F and request
for a 28 day admission to The Banyans that has been declined.

It is understood that s 47F is suffering complex PTSD and is suicidal.

Please see the correspondence immediately below and attached.

Your due consideration and urgent attention to the concerns raised is greatly appreciated.

Kind regards,
Jürgen

Jürgen Schanzenbächer
Office of Justine Elliot MP
Assistant Minister for Social Services
Assistant Minister for the Prevention of Family Violence
Federal Member for Richmond

Phone: (07) 5523 4371
Website: www.justineelliott.com.au
Email: justine.elliott.mp@aph.gov.au
Office: 107 Minjungbal Drive, Tweed Heads South

We acknowledge the traditional custodians of the land on which our office stands and we pay our respects to Elders past, present and emerging. We acknowledge the sorrow of the Stolen Generations and the impacts of colonisation on Aboriginal and Torres Strait Islander peoples. We also recognise the resilience, strength and pride of the Aboriginal and Torres Strait Islander communities.

Authorised J Elliot, Tweed Heads South.

From: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au>
Sent: Tuesday, 13 December 2022 12:52 PM
To: Schanzenbacher, Jurgen (J. Elliot, MP) <Jurgen.Schanzenbacher@aph.gov.au>
Subject: FW: ***URGENT*** MH - **s 47F**

Please call **s 47F** and advise **s 47F** we will be doing another CLO rep to DVA.

There seems to be an inconsistent assessment about the suitability of the Banyan facility and whether or not it is approved by DVA.

Something isn't right !!

I'll put it on you TO DO

Pete Flori
Manager

Office of Hon Justine Elliot MP
Assistant Minister for Social Services
Assistant Minister for the Prevention of Family Violence
Federal Member for Richmond
Phone: (07) 5523 4371 (Electorate)
Email: justine.elliott.mp@aph.gov.au
Office: 107 Minjungbal Drive, Tweed Heads South
www.justineelliott.com.au

From: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au> **On Behalf Of** Elliot, Justine (MP)
Sent: Tuesday, 13 December 2022 12:43 PM
To: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au>
Subject: FW: ***URGENT*** MH - **s 47F**

Pete Flori
Manager

Office of Hon Justine Elliot MP
Assistant Minister for Social Services
Assistant Minister for the Prevention of Family Violence
Federal Member for Richmond
Phone: (07) 5523 4371 (Electorate)
Email: justine.elliott.mp@aph.gov.au
Office: 107 Minjungbal Drive, Tweed Heads South
www.justineelliott.com.au

S 47F

S 47F

S 47F

S 47F

S 47F

s 47C

s 47C

s 47C

From: s 47F Kiri on behalf of DLO
Sent: Thursday, 8 December 2022 4:12 PM
To: MCU
Cc: Pettitt, Liane; s 47F Maqda
Subject: Phone call summary - s 47F - Seeking admission to The Banyans facility [SEC=OFFICIAL]
Categories: Ed, Important

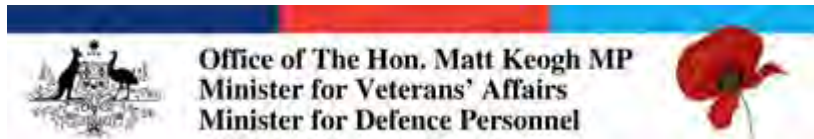
Hi MCU

Please register for phone call summary. Could this please also be referred for T&C reach out?

Thanks
Kiri

Kiri s 47F
Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au



(02) 6277 7820 | minister@dva.gov.au | [fb.com/KeoghMatthew](https://www.facebook.com/KeoghMatthew) | [@mattkeogh](https://www.instagram.com/mattkeogh)
mattkeogh.com | [minister.dva.gov.au](https://www.minister.dva.gov.au) | [minister.defence.gov.au/minister/mkeogh](https://www.minister.defence.gov.au/minister/mkeogh)
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: Cragan, Lisa (M. Keogh, MP)
Sent: Thursday, 8 December 2022 12:05 PM
To: DLO
Subject: Phone call summary - s 47F - Seeking admission to The Banyans facility

Kind regards

Lisa Cragan | Community Support Officer
Office of Matt Keogh MP | Federal Member for Burt

Unit 2, 2808 Albany Highway, Kelmscott (Goolamrup, Whadjuk region, Noongar boodja)
PO Box 465, Kelmscott WA 6991
T: (08) 9390 0180 | APH: (02) 6277 2200 | E: matt.keogh.mp@aph.gov.au
www.mattkeogh.com | [fb.com/KeoghMatthew](https://www.facebook.com/KeoghMatthew) | [@mattkeogh](https://www.instagram.com/mattkeogh)



From: no-reply=ml.net.au@mg.linas.net <no-reply=ml.net.au@mg.linas.net> **On Behalf Of** no-reply@ml.net.au

Sent: Wednesday, 7 December 2022 7:51 PM

To: Keogh, Matt (MP) <Matt.Keogh.MP@aph.gov.au>

Subject: Website Contact Form

S 47F

S 47F

From: MCU
Sent: Friday, 9 December 2022 8:17 AM
To: s 47E
Cc: s 47E ; SECRETARY.DVA; MCU; Pettitt, Liane; s 47F Maqda
Subject: Reach out assessment please : Phone call summary - s 47F
Seeking admission to The Banyans facility [SEC=OFFICIAL]

Follow Up Flag: Follow up
Due By: Friday, 9 December 2022 3:00 PM
Flag Status: Flagged

Categories: Pending

Good morning Escalations,

For your early awareness – PDR to follow

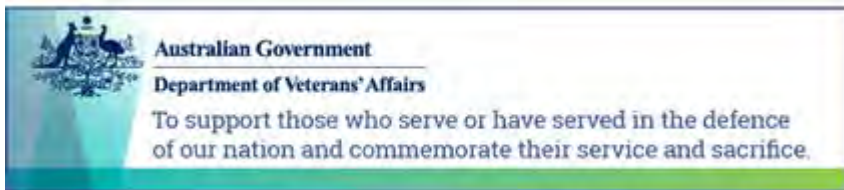
MO has requested a reach out assessment. Please confirm outcome/reach out.

Kind Regards

Maria s 47F | Senior Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary & Governance Branch
Department of Veterans' Affairs
Tel s 47F

dva.gov.au

www.dva.gov.au



From: s 47F Kiri **On Behalf Of** DLO
Sent: Thursday, 8 December 2022 5:12 PM
To: MCU
Cc: Pettitt, Liane ; s 47F Magda
Subject: Phone call summary - s 47F - Seeking admission to The Banyans facility
[SEC=OFFICIAL]

Hi MCU

Please register for phone call summary. Could this please also be referred for T&C reach out?

Thanks
Kiri

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: **s 47F** | Minister@dva.gov.au



Office of The Hon. Matt Keogh MP
Minister for Veterans' Affairs
Minister for Defence Personnel

(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | @mattkeogh
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: Cragan, Lisa (M. Keogh, MP) <Lisa.Cragan@aph.gov.au>
Sent: Thursday, 8 December 2022 12:05 PM
To: DLO <DLO@dva.gov.au>
Subject: Phone call summary - **s 47F** - Seeking admission to The Banyans facility

Kind regards

Lisa Cragan | Community Support Officer
Office of Matt Keogh MP | Federal Member for Burt

Unit 2, 2808 Albany Highway, Kelmscott (Goolamrup, Whadjuk region, Noongar boodja)
PO Box 465, Kelmscott WA 6991
T: (08) 9390 0180 | APH: (02) 6277 2200 | E: matt.keogh.mp@aph.gov.au
www.mattkeogh.com | fb.com/KeoghMatthew | @mattkeogh



From: no-reply=ml.net.au@mg.linas.net <no-reply=ml.net.au@mg.linas.net> **On Behalf Of** no-reply@ml.net.au
Sent: Wednesday, 7 December 2022 7:51 PM
To: Keogh, Matt (MP) <Matt.Keogh.MP@aph.gov.au>
Subject: Website Contact Form

S 47F

S 47F

From: MCU
Sent: Friday, 9 December 2022 4:07 PM
To: DLO
Cc: MCU; s 47F Magda; Pettitt, Liane
Subject: confirmation of contact : Phone call summary - s 47F - Seeking
admission to The Banyans facility [SEC=OFFICIAL]

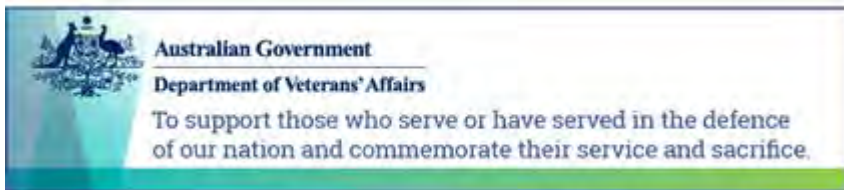
HI DLO, confirmation contact was established with s 47F today

Kind Regards

Maria s 47F | Senior Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary & Governance Branch
Department of Veterans' Affairs
Tel (s 47F

dva.gov.au

www.dva.gov.au



From: s 47E
Sent: Friday, 9 December 2022 5:05 PM
To: MCU ; s 47E
Cc: s 47E ; SECRETARY.DVA ; Pettitt, Liane ; s 47F Magda
Subject: RE: Reach out assessment please : Phone call summary - s 47F - Seeking
admission to The Banyans facility [SEC=OFFICIAL]

Good afternoon MCU

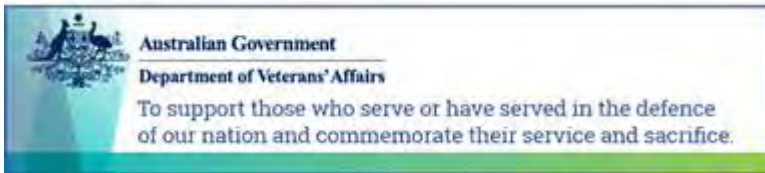
Escalations confirm s 47F case manager established contact with s 47F today.

The fulsome response will follow in the PDR.

Kind regards

Tanya s 47F
Business Support Manager
Triage and Connect – Escalations
Coordinated Client Support Branch
Mental Health and Wellbeing Services Division
Department of Veterans' Affairs

Telephone: s 47F



From: MCU <MCU@dva.gov.au>

Sent: Friday, 9 December 2022 3:53 PM

To: s 47E @dva.gov.au

Cc: s 47E @dva.gov.au; SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>; Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F @dva.gov.au; MCU <MCU@dva.gov.au>

Subject: RE: Reach out assessment please : Phone call summary - s 47F admission to The Banyans facility [SEC=OFFICIAL]

- Seeking

Hi Escalations,

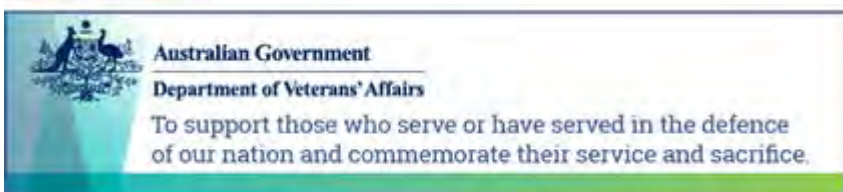
Was a reach out/contact conducted on s 47F ?

Kind Regards

Maria s 47F | Senior Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary & Governance Branch
Department of Veterans' Affairs
Tel s 47F

s47f@dva.gov.au

www.dva.gov.au



From: MCU <MCU@dva.gov.au>

Sent: Friday, 9 December 2022 9:17 AM

To: s 47E @dva.gov.au

Cc: s 47E @dva.gov.au; SECRETARY.DVA

<SECRETARY.DVA@dva.gov.au>; MCU <MCU@dva.gov.au>; Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F @dva.gov.au

Subject: Reach out assessment please : Phone call summary - s 47F admission to The Banyans facility [SEC=OFFICIAL]

- Seeking

Good morning Escalations,

For your early awareness – PDR to follow

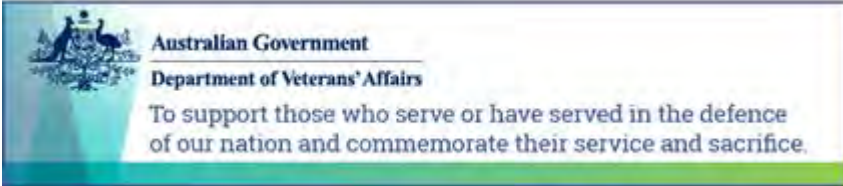
MO has requested a reach out assessment. Please confirm outcome/reach out.

Kind Regards

Maria s 47F | Senior Ministerial Correspondence Officer
Ministerial Correspondence Unit | Parliamentary & Governance Branch
Department of Veterans' Affairs
Tel **(s 47F)**

dva.gov.au

www.dva.gov.au



From: **s 47F** Kiri **s 47F** @dva.gov.au **On Behalf Of** DLO
Sent: Thursday, 8 December 2022 5:12 PM
To: MCU <MCU@dva.gov.au>
Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; **s 47F** Magda **s 47F** @dva.gov.au
Subject: Phone call summary - **s 47F** - Seeking admission to The Banyans facility
[SEC=OFFICIAL]

Hi MCU

Please register for phone call summary. Could this please also be referred for T&C reach out?

Thanks
Kiri

Kiri s 47F
Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: **s 47F** | Minister@dva.gov.au



From: Cragan, Lisa (M. Keogh, MP) <Lisa.Cragan@aph.gov.au>
Sent: Thursday, 8 December 2022 12:05 PM
To: DLO <DLO@dva.gov.au>
Subject: Phone call summary - **s 47F** - Seeking admission to The Banyans facility

Kind regards

Lisa Cragan | **Community Support Officer**
Office of Matt Keogh MP | **Federal Member for Burt**

Unit 2, 2808 Albany Highway, Kelmscott (Goolamrup, Whadjuk region, Noongar boodja)
PO Box 465, Kelmscott WA 6991
T: (08) 9390 0180 | APH: (02) 6277 2200 | E: matt.keogh.mp@aph.gov.au
www.mattkeogh.com | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)



From: no-reply=ml.net.au@mg.linas.net <no-reply=ml.net.au@mg.linas.net> **On Behalf Of** no-reply@ml.net.au
Sent: Wednesday, 7 December 2022 7:51 PM
To: Keogh, Matt (MP) <Matt.Keogh.MP@aph.gov.au>
Subject: Website Contact Form

S 47F

S 47F

From: s 47F Emilie on behalf of DLO
Sent: Tuesday, 13 December 2022 4:03 PM
To: MCU
Cc: Pettitt, Liane; s 47F Magda
Subject: FW: Additional corro - ELLIOT, Justine, MP obo s 47F - Admission of s 47F to The Banyans [SEC=OFFICIAL]
Attachments: Attachment A.docx; Attachment B.pdf; 2nd Submisison DVA URGENT REQUEST FOR COMPREHENSIVE TREATMENT_s 47F pdf; Rejection number 2.pdf; Rejection number 1.pdf
Categories: Ed

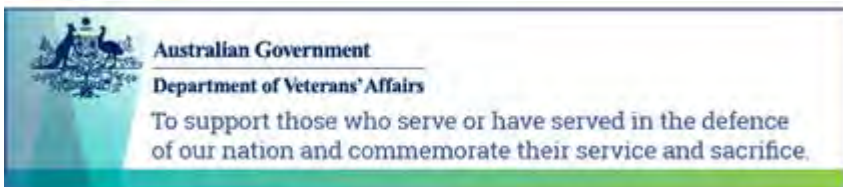
Hi MCU

Additional corro for s 47F

Could you please bring the due date forward to COB 15 December? Thank you.

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au



From: McDougall, Steven (M. Keogh, MP)
Sent: Tuesday, 13 December 2022 11:25 AM
To: DLO
Subject: Additional corro - ELLIOT, Justine, MP obo s 47F - Admission of s 47F to The Banyans

Good morning,

Please see correspondence below and attached from the Office of Hon Justine Elliot MP.

Could you please seek some information to assist with a response?

Many thanks
Steve

From: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au>
Sent: Thursday, 8 December 2022 12:23 PM

To: McDougall, Steven (M. Keogh, MP) <Steven.McDougall@aph.gov.au>

Cc: Flori, Pete (J. Elliot, MP) <Pete.Flori@aph.gov.au>

Subject: DVA assistance to **s 47F**

CLO INQUIRY

Good afternoon,

Justine has requested that I refer this matter to your office for the department to conduct a review.

s 47F has advised a vacancy has occurred at Banyans from 15 December 2022 and **s 47F** is desirous of admitting **s 47F** for urgent treatment.

It would be appreciated if you could reply directly to the constituent with a copy to this office.

I'll take this opportunity to thank you for your assistance this year and from our office to yours have a Merry Christmas

Regards

Pete Flori
Manager

Office of Hon Justine Elliot MP
Assistant Minister for Social Services
Assistant Minister for the Prevention of Family Violence
Federal Member for Richmond
Phone: (07) 5523 4371 (Electorate)
Email: justine.elliott.mp@aph.gov.au
Office: 107 Minjungbal Drive, Tweed Heads South
www.justineelliott.com.au



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From: Kennedy, Sarah
Sent: Monday, 19 December 2022 2:34 PM
To: Cameron, Leanne; Adan^{s 47F}.Defence; ^{s 47F} Julie
Cc: Pettitt, Liane; DLO
Subject: RE: PDMS: ^{s 47F} ^{s 47F} / Banyans [SEC=OFFICIAL:Sensitive]

Thanks Leanne

Noted – we will take a look.

Regards

Sarah

Sarah Kennedy | a/g First Assistant Secretary
Client Engagement and Support Services Division
Department of Veterans' Affairs

Tel ^{s 47F} | Sarah.Kennedy@dva.gov.au

Executive Assistant: Paige ^{s 47F} [@dva.gov.au](mailto:paige@dva.gov.au)

www.dva.gov.au



From: Cameron, Leanne
Sent: Monday, 19 December 2022 2:59 PM
To: Adan^{s 47F} Defence ; Kennedy, Sarah ; ^{s 47F} Julie
Cc: Pettitt, Liane ; DLO
Subject: RE: PDMS: ^{s 47F} ^{s 47F} / Banyans [SEC=OFFICIAL:Sensitive]

Hi Adam,

Thanks for sending your questions through.

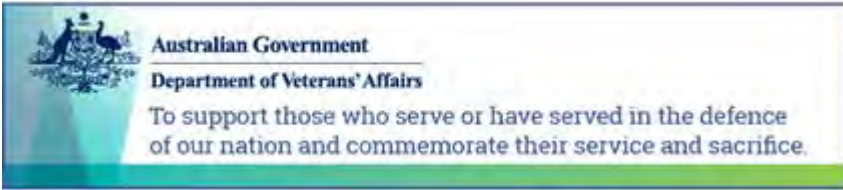
Sarah, is CESS able to have a look at the Banyans issue for Adam, please? Ta.

Julie, is there any additional info we can provide re background on ^{s 47F} ?

Cheers,

Leanne Cameron | First Assistant Secretary
Mental Health and Wellbeing Services Division

Department of Veterans' Affairs
Tel **s 47F**
leanne.cameron@dva.gov.au
www.dva.gov.au



From: **s 47F** Adam MR 2 **s 47F** @defence.gov.au
Sent: Monday, 19 December 2022 2:41 PM
To: Cameron, Leanne <Leanne.Cameron@dva.gov.au>
Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; DLO <DLO@dva.gov.au>
Subject: PDMS: **s 47F** **s 47F** / Banyans [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

G'day Leanne,

Thank you for the Phone Call Summary for this matter. I have a couple of questions regarding this:

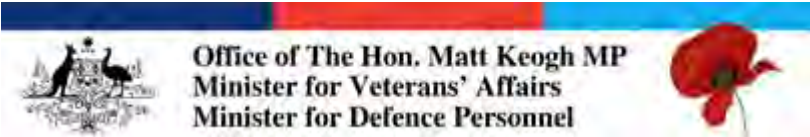
- Why was this application declined?
- Is there some background for this client?
- What I am concerned with here is that this will be a repeat of **s 47F** and the 6-7 week process of denied applications for Banyans, only to approve in the end.

From MC22-005214:

- On **s 47F**, the Health Approvals team advised a new application for admission to The Banyans Health & Wellness Centre was received on behalf of **s 47F**.
- On **s 47F**, a Triage and Connect case manager reached out to **s 47F** following ^{s 47F} contact with the MO on **s 47F**. **s 47F** expressed frustration having received advice the new application for admission to The Banyans had been declined.
- **s 47F** disclosed **s 47F** was scheduled to see a psychologist on **s 47F**. **s 47F** added **s 47F** had an appointment with a psychiatrist in the New Year.

Adam **s 47F**
Acting Chief of Staff

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
M: **s 47F** | **s 47F** @defence.gov.au



(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

IMPORTANT: This email remains the property of the Department of Defence. Unauthorised communication and dealing with the information in the email may be a serious criminal offence. If you have received this email in error, you are requested to contact the sender and delete the email immediately.

s 47F

Email advice – Subject: **s 47F** –
prescription approval

Response for Secretary/Secretary's Office

S 47F

S 47F

From: "Media.Team" on behalf of "s 47F David"
Sent: 12/12/2022 10:37:38 AM
To: "SECRETARY.DVA" <SECRETARY.DVA@dva.gov.au>;
s 47E @dva.gov.au
Cc: "Media.Team" <Media.Team@dva.gov.au>
Subject: FOR ACTION: Veteran contact - 10+ Week Delays in getting repeat prescription
for approved DVA condition [SEC=OFFICIAL]

Good morning,

Please see the below email for your action.

Kind regards,

Dave s 47F | Senior Media and Social Media Officer
Newsroom | Communications Branch
Mental Health and Wellbeing Services Division
Tel s 47F

S 47F

S 47F

From: "SECRETARY.DVA"
Sent: 14/12/2022 1:58:40 PM
To: s 47E @dva.gov.au>
Cc: "SECRETARY.DVA" <SECRETARY.DVA@dva.gov.au>; s 47E @dva.gov.au>
Subject: FW: FOR ACTION: Veteran contact - 10+ Week Delays in getting repeat prescription for approved DVA condition [SEC=OFFICIAL]

Good afternoon,

Re: s 47F

Please see email below from s 47F in relation to prescription approvals.

Would you please provide AS cleared brief background advice and draft response by close of business on Wednesday 21 December 2022. If you are unable to provide a fulsome response by this date, business areas are to provide a holding response for the Secretary's office or alternatively, contact the client to provide them with an update in relation to their concerns/DVA business and provide advice to the Secretary's office that contact with the client has been made.

PDMS tasking to follow.

Thank you for your advice and assistance.

Kind regards,

Althea s 47F
Executive Support to the Secretary
Department of Veterans' Affairs
www.dva.gov.au

From: s 47F David s 47F @dva.gov.au> **On Behalf Of** Media.Team
Sent: Monday, 12 December 2022 10:08 AM
To: SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>; s 47E

s 47E

@dva.gov.au>

Cc: Media.Team <Media.Team@dva.gov.au>

Subject: FOR ACTION: Veteran contact - 10+ Week Delays in getting repeat prescription for approved DVA condition [SEC=OFFICIAL]

Good morning,

Please see the below email for your action.

Kind regards,

Dave s 47F | Senior Media and Social Media Officer

Newsroom | Communications Branch

Mental Health and Wellbeing Services Division

Tel s 47F

S 47F

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s 47F

Email advice – Subject: **s 47F**
physiology & fraud

- Exercise

Response for Secretary/Secretary's Office

S 47C

s 47C

s 47F

Email advice – Subject:

Response for Secretary/Secretary's Office

Issue

-
-

Outcome

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-

DVA Action

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-

Background for Secretary's Office

-
-
-
-

Please remove all red text once completed.

Please ensure all email advice is appropriately cleared before being sent to Parliamentary Coordinator MC in PDMS for progression to the Minister's Office.

Any questions please contact the Ministerial Correspondence Unit – mcu@dva.gov.au

From: "DVA.Feedback"
Sent: 12/12/2022 4:10:38 PM
To: "SECRETARY.DVA" <SECRETARY.DVA@dva.gov.au>
Subject: FW: COMPLAINT - **s 47F**
[SEC=OFFICIAL]
Importance: High

Colleagues

See further email from **s 47F** below please ...

Thank you,

David

DVA Feedback Management Team

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MINISTERIAL SUBMISSION

Minister for Veterans' Affairs

Through: Secretary / Deputy President

CC: General Counsel

Date sent to MO:
22 December 2022

Proposed ATO mail-out to veterans impacted by the Douglas decision

Critical Date: Nil.

Reason: Routine.

<p>Recommendation – That you:</p>	
<p>1) note the Australian Taxation Office (ATO) proposed mail-out to veterans impacted by the Douglas decision following the introduction of the <i>Treasury Laws Amendment (2022 Measures No. 4) Bill 2022</i>.</p>	<p>Noted / Please discuss</p>
<p style="text-align: right;">/ /23</p> <p>The Hon Matt Keogh MP Minister for Veterans' Affairs</p>	<p>Comments (for MO use only)</p>

Key points

1. The *Treasury Laws Amendment (2022 Measures No. 4) Bill 2022* (the Bill) was introduced to the House of Representatives on 23 November 2022.
2. Schedule 9 to the Bill amends various taxation laws to confirm the tax treatment of certain defined benefit pensions following the Full Federal Court decision in *Douglas*.
3. This Schedule also provides a non-refundable tax offset for recipients of invalidity benefits paid in accordance with the Military Superannuation and Benefits Scheme (MSBS) and Defence Force Retirement and Death Benefits Scheme (DFRDBS) to ensure they do not pay additional income tax or Medicare levy because of the *Douglas* decision.
4. The Australian Taxation Office (ATO) are proposing a targeted mail-out in January 2023 for veterans impacted by the Douglas decision.
5. The ATO has commenced consultation with tax agents, third party and advocacy groups who have military veteran clients impacted by the Douglas decision, to test the tone and clarity of future messaging to affected veterans. The consultation period is open until January 2023. A link to the ATO consultation notice is available at: https://www.ato.gov.au/General/Consultation/In-detail/Matters/Matters-under-consultation/?page=2#BK_202229.
6. A draft copy of the proposed ATO letters to veterans impacted by the *Douglas* decision will be sent to you for your information when available.

Sensitivity

7. Yes. Veterans impacted by the Douglas Decision.

Media

8. No.

Stakeholders

9. Yes. Veterans impacted by the Douglas Decision.

Appointments

10. No.

Legal Implications

11. No.

Financial Implications

12. No.

Background

13. The *Treasury Laws Amendment (2022 Measures No. 4) Bill 2022* (the Bill) was introduced to the House of Representatives on 23 November 2022.
14. The Bill was referred to the Senate Economics Legislation Committee on 24 November 2011 with Report due 25 January 2023.
15. Schedule 9 to the Bill amends various taxation laws to confirm the tax treatment of certain defined benefit pensions following the Full Federal Court decision in *Douglas*.
16. This Schedule also provides a non-refundable tax offset for recipients of invalidity benefits paid in accordance with the MSBS and DFRDBS to ensure they do not pay additional income tax or Medicare levy because of the *Douglas* decision.
17. In December 2022 and January 2023, the ATO will be in consultation with tax agents, third party and advocacy groups who have military veteran clients impacted by the *Douglas* decision, to test the tone and clarity of future messaging to affected veterans.
18. In February 2023 the ATO is planning to release a Remediation letter (Tranche 1) to encourage approximately 3,600 veterans who will likely not be entitled to the Veterans' Superannuation Tax Offset (VSTO) to opt into the streamlined objection process which has been available to veterans since 2021.
19. Upon the Bill receiving Royal Assent, the ATO will issue VSTO letters (Tranche 2) to approximately 14,000 impacted veterans and their tax agents advising of VSTO impacts.

Related correspondence / briefs

20. No.

Consultation

21. **s 47C**

Clearance

Cleared by:	Alison Hale, Acting First Assistant Secretary, Veteran and Family Policy Division	s 47F
Contact:	Brian Eastman, Acting Assistant Secretary, Policy Development Branch	s 47F
Division:	VFP – Policy Development	



MINISTERIAL SUBMISSION

Minister for Veterans' Affairs

Through: Secretary / Deputy President

CC: General Counsel

Date sent to MO:
22 December 2022

Proposed ATO mail-out to veterans impacted by the Douglas decision

Critical Date: Nil.

Reason: Routine.

Recommendation – That you:

- 1) **note** the Australian Taxation Office (ATO) proposed mail-out to veterans impacted by the Douglas decision following the introduction of the *Treasury Laws Amendment (2022 Measures No. 4) Bill 2022*.

Noted / Please discuss

s 47F

The Hon Matt Keogh MP *BUSH*
Minister for Veterans' Affairs

3/1/23

Comments (for MO use only)

PLEASE PROVIDE MAIL
OUT FROM ATO PRIOR
TO BEING SENT.
CHECK DATE (PARA 14)

Key points

1. The *Treasury Laws Amendment (2022 Measures No. 4) Bill 2022* (the Bill) was introduced to the House of Representatives on 23 November 2022.
2. Schedule 9 to the Bill amends various taxation laws to confirm the tax treatment of certain defined benefit pensions following the Full Federal Court decision in *Douglas*.
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5. The ATO has commenced consultation with tax agents, third party and advocacy groups who have military veteran clients impacted by the Douglas decision, to test the tone and clarity of future messaging to affected veterans. The consultation period is open until January 2023. A link to the ATO consultation notice is available at: https://www.ato.gov.au/General/Consultation/In-detail/Matters/Matters-under-consultation/?page=2#BK_202229.
6. A draft copy of the proposed ATO letters to veterans impacted by the *Douglas* decision will be sent to you for your information when available.

Sensitivity

7. Yes. Veterans impacted by the Douglas Decision.

Media

8. No.

Stakeholders

9. Yes. Veterans impacted by the Douglas Decision.

Appointments

10. No.

Legal Implications

11. No.

Financial Implications

12. No.

Background

13. The *Treasury Laws Amendment (2022 Measures No. 4) Bill 2022* (the Bill) was introduced to the House of Representatives on 23 November 2022.
14. The Bill was referred to the Senate Economics Legislation Committee on 24 November 2011 with Report due 25 January 2023.
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19. Upon the Bill receiving Royal Assent, the ATO will issue VSTO letters (Tranche 2) to approximately 14,000 impacted veterans and their tax agents advising of VSTO impacts.

CWEEK



Related correspondence / briefs

20. No.

Consultation

21. **s 47C**

Clearance

Cleared by:	Alison Hale, Acting First Assistant Secretary, Veteran and Family Policy Division	s 47F
Contact:	Brian Eastman, Acting Assistant Secretary, Policy Development Branch	s 47F
Division:	VFP – Policy Development	



MINISTERIAL SUBMISSION

Minister for Veterans' Affairs

Through: Secretary / Deputy President

CC: General Counsel

Date sent to MO:
22 December 2022

Proposed ATO mail-out to veterans impacted by the Douglas decision

Critical Date: Nil.

Reason: Routine.

Recommendation – That you:

1) note the Australian Taxation Office (ATO) proposed mail-out to veterans impacted by the Douglas decision following the introduction of the *Treasury Laws Amendment (2022 Measures No. 4) Bill 2022*.

Noted / Please discuss

S 47F

The Hon Matt Keogh MP *BUSH*
Minister for Veterans' Affairs

3/1/23

Comments (for MO use only)

PLEASE PROVIDE MAIL OUT FROM ATO PRIOR TO BEING SENT. CHECK DATE (PARA 14).

Key points

1. The *Treasury Laws Amendment (2022 Measures No. 4) Bill 2022* (the Bill) was introduced to the House of Representatives on 23 November 2022.
2. Schedule 9 to the Bill amends various taxation laws to confirm the tax treatment of certain defined benefit pensions following the Full Federal Court decision in *Douglas*.
3. This Schedule also provides a non-refundable tax offset for recipients of invalidity benefits paid in accordance with the Military Superannuation and Benefits Scheme (MSBS) and Defence Force Retirement and Death Benefits Scheme (DFRDBS) to ensure they do not pay additional income tax or Medicare levy because of the *Douglas* decision.
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6. A draft copy of the proposed ATO letters to veterans impacted by the *Douglas* decision will be sent to you for your information when available.

Sensitivity

7. Yes. Veterans impacted by the Douglas Decision.

Media

8. No.

Stakeholders

9. Yes. Veterans impacted by the Douglas Decision.

Appointments

10. No.

Legal Implications

11. No.

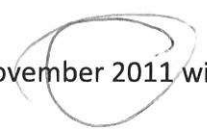
Financial Implications

12. No.

Background

13. The *Treasury Laws Amendment (2022 Measures No. 4) Bill 2022* (the Bill) was introduced to the House of Representatives on 23 November 2022.
14. The Bill was referred to the Senate Economics Legislation Committee on 24 November 2011 with Report due 25 January 2023.
15. Schedule 9 to the Bill amends various taxation laws to confirm the tax treatment of certain defined benefit pensions following the Full Federal Court decision in *Douglas*.
16. This Schedule also provides a non-refundable tax offset for recipients of invalidity benefits paid in accordance with the MSBS and DFRDBS to ensure they do not pay additional income tax or Medicare levy because of the *Douglas* decision.
17. In December 2022 and January 2023, the ATO will be in consultation with tax agents, third party and advocacy groups who have military veteran clients impacted by the *Douglas* decision, to test the tone and clarity of future messaging to affected veterans.
18. In February 2023 the ATO is planning to release a Remediation letter (Tranche 1) to encourage approximately 3,600 veterans who will likely not be entitled to the Veterans' Superannuation Tax Offset (VSTO) to opt into the streamlined objection process which has been available to veterans since 2021.
19. Upon the Bill receiving Royal Assent, the ATO will issue VSTO letters (Tranche 2) to approximately 14,000 impacted veterans and their tax agents advising of VSTO impacts.

check.



Related correspondence / briefs

20. No.

Consultation

21. **s 47C**

Clearance

Cleared by: Alison Hale,
Acting First Assistant Secretary, Veteran and
Family Policy Division

Contact: Brian Eastman,
Acting Assistant Secretary, Policy Development
Branch

Division: VFP – Policy Development

s 47F

s 47F

From: s 47F [Leanne](#) on behalf of [NOTIFICATIONS](#)
To: [PSU](#)
Cc: [NOTIFICATIONS](#)
Subject: Request for Brief [SEC=OFFICIAL]
Date: Tuesday, 6 December 2022 8:27:04 AM

Good morning team,

Could I please request a Ministerial Brief for s 47F

This can be assigned to myself.

Thank you,

Leanne | Complex Case Manager

Ministerial Escalations Team | Coordinated Client Support Branch

Mental Health and Wellbeing Services Division

Department of Veterans' Affairs

Mobile s 47F

s 47E [@dva.gov.au](mailto:s47E@dva.gov.au)

www.dva.gov.au



MINISTERIAL BRIEF

Minister for Veterans' Affairs

Through: Deputy Secretary Veteran & Family Services

CC: Secretary

Client of Note – s 47F

Critical Date: Nil.

Reason: Routine.

Received in MO
20 December 2022

Recommendation(s) – That you: 1) note this brief.		Noted / Please discuss
<p style="font-size: 2em; color: red;">s 47F</p> <p>3/1/22</p> <p>The Hon Matt Keogh MP Minister for Veterans' Affairs</p> <p>BUSH</p>	Comments (for MO use only) THANK YOU	

Key points

1. On s 47F the Department of Veterans' Affairs (DVA) was notified of the death of s 47F by possible suicide. This notification was received from s 47F
2. s 47F death was reported as having occurred on s 47F 2022, at s 47F home.
3. A DVA Service Coordinator was assigned as a single point of contact for s 47F family to assist with services and linkages, as appropriate.
4. s 47F
5. s 47F
6. s 47F
7. s 47F
8. Open Arms – Veterans & Families Counselling Service (Open Arms) has informed that s 47F was not known to their service.

Sensitivity

9. Yes. s 47F death has been reported as due to possible suicide or misadventure.

Media

10. No.

Stakeholders

11. No.

Appointments

12. No.

Legal Implications

13. No.

Financial Implications

14. No.

Background

15. s 47F had minimal engagement with DVA following s 47F request for the Australian Defence Veterans' Covenant, which was approved in January 2021.

Related correspondence / briefs

16. Yes. A Hot Issue Brief was circulated on 7 December 2022.

Consultation

17. Yes. Escalations Section consulted with Service Coordination and Open Arms.

Summary of attachments

Attachment A Client Summary – s 47F

Clearance

Cleared by:	Leanne Cameron, First Assistant Secretary
Contact:	Julie Wilson, Assistant Secretary
Division:	MHWS – Mental Health & Wellbeing Services Division

s 47F

S 47F

S 47F

S 47F

S 47F



MINISTERIAL BRIEF

Minister for Veterans' Affairs

Through: Deputy Secretary Veteran & Family Services

CC: Secretary

Client of Note – s 47F

Critical Date: Nil.

Reason: Routine.

Received in MO
20 December 2022

Recommendation(s) – That you:	
1) note this brief.	Noted / Please discuss
/ /22	Comments (for MO use only)
The Hon Matt Keogh MP Minister for Veterans' Affairs	

Key points

- On **s 47F**, the Department of Veterans' Affairs (DVA) was notified of the death of **s 47F** by possible suicide. This notification was received from **s 47F**
- s 47F** death was reported as having occurred on **s 47F** 2022, at **s 47F** home.
- A DVA Service Coordinator was assigned as a single point of contact for **s 47F** family to assist with services and linkages, as appropriate.
- s 47F**

8. Open Arms – Veterans & Families Counselling Service (Open Arms) has informed that **s 47F** was not known to their service.

Sensitivity

9. Yes. **s 47F** death has been reported as due to possible suicide or misadventure.

Media

10. No.

Stakeholders

11. No.

Appointments

12. No.

Legal Implications

13. No.

Financial Implications

14. No.

Background

15. s 47F had minimal engagement with DVA following his request for the Australian Defence Veterans' Covenant, which was approved in s 47F .

Related correspondence / briefs

16. Yes. A Hot Issue Brief was circulated on 7 December 2022.

Consultation

17. Yes. Escalations Section consulted with Service Coordination and Open Arms.

Summary of attachments

Attachment A Client Summary – s 47F

Clearance

Cleared by:	Leanne Cameron, First Assistant Secretary	s 47F
Contact:	Julie Wilson, Assistant Secretary	s 47F
Division:	MHWS – Mental Health & Wellbeing Services Division	

QUICK ISSUES BRIEF

Received in MO

2 December 2022

Minister for Veterans' Affairs

s 47F

Background:

- On s 47F, the nursing provider responsible for supporting s 47F, Intensive Care At Home (ICAH), raised concerns about the rate of payment for their services, comparing Department of Veterans' Affairs (DVA) funding for their services to s 47F to the funding they receive for other DVA clients.
- On s 47F, the provider sought additional funding for a nurse care coordinator, in addition to the 24/7 nursing care already being provided. DVA is not able to fund a nurse care coordinator and the request has not been supported by DVA's clinical nursing advisors. Subsequently, on s 47F, s 47F wrote to DVA in support of the request from the provider, seeking for DVA to review the decision.
- Nurse care coordination services, or clinical support visits, are sometimes provided on a short term basis up to a maximum of three visits over six months but are not common. They can be provided when the client requires no direct treatment for a medical condition because they are otherwise under the guidance of a treating clinician, and/or other nursing care. As part of 24 hour nursing care, the nursing staff attend to s 47F clinical needs to support wound care, stoma care, medication administration, and assistance with breathing apparatus.
- Both the provider and s 47F remain dissatisfied with DVA's response.
- Following representations from Senator Lambie's Office to your office, below is the additional information requested:

1. What type of nursing care is s 47F currently being provided with?

s 47F is currently receiving 24 hour community nursing (CN) services in s 47F home from a DVA approved community nursing provider.

2. Is s 47F receiving 24 hour care? If not, how many hours of nursing care per day are they receiving funding for from DVA?

Yes, s 47F is receiving 24 hour care.

3. When did this start?

The 24 hour CN services commenced on s 47F following approval from DVA. Prior to this, approval was provided from s 47F for 14.5 hours of nursing services daily (10 hours overnight and 4.5 hours per day) to meet clinically assessed nursing requirements.

4. Who is s 47F provider?

ICAH is the service provider. ICAH is a DVA approved CN service provider. ICAH only provide services to two DVA clients including s 47F

DVA's CN program provides low level in-home support for DVA clients. DVA does not deliver high level nursing care interventions or hospital substitution services.

If the service provider assesses that s 47F requires Hospital in the Home Services, s 47F care needs may be best met in a hospital setting, noting Hospital in the Home Services are out of scope for DVA programs.

If a service provider elects to employ specialist trained nurses to deliver DVA services, this is a business decision of the provider and has no bearing on the applicable fee for the approved CN services.

Should ICAH make the decision to provide specialist trained nursing (e.g. Intensive Care Unit trained nurses), it is their decision to do so.

DVA Fees

The Schedule of Fees includes item numbers for Exceptional Cases and these are currently being claimed by ICAH for s 47F . The rates payable for these items are higher than other item numbers on the Schedule of Fees, recognising the greater care needs of some clients. Each client is assessed on an individual basis, having regard to their specific circumstances.

5. Have s 47F or s 47F reached out to DVA for any further assistance following the phone call summary interactions on s 47F ?

Yes, s 47F contacted DVA by email on s 47F requesting additional funding for a head nurse to coordinate appointments for s 47F . DVA's response was consistent with that provided to ICAH noting that this was not something that DVA was authorised to fund. The response noted that DVA would continue to work closely with ICAH to ensure services remained in place for s 47F

Talking Points:

- DVA will continue to work with Intensive Care at Home to ensure continuity of Community Nursing services for s 47F
- DVA works with veterans, family members and carers to enable access to clinically required Community Nursing services.
- DVA's Community Nursing program provides low level support in the home for DVA clients. DVA is not established to deliver high level of nursing interventions or hospital substitution services.

Clearance

Cleared by:	Stuart Smith, Deputy Secretary, Veteran and Family Services Group	s 47F
Contact:	Sarah Kennedy, A/g First Assistant Secretary, Client Programs	s 47F
Division:	CESS - Client Engagement & Support Services Division	

From: "DLO" on behalf of "s 47F Emilie"
Sent: 2/12/2022 9:12:39 AM
To: "PSU" <PSU@dva.gov.au>
Cc: "Pettitt, Liane" <Liane.Pettitt@dva.gov.au>; "s 47F Magda"
s 47F @dva.gov.au>
Subject: Due midday - QIB s 47F [SEC=OFFICIAL]
Categories: Ali

Hi PSU

Please task for QIB on s 47F **due to MO 12:00pm today.**

We've reviewed background information provided in s 47F

Grateful for additional information on:

- What type of nursing care is s 47F currently being provided with?
- Is s 47F receiving 24 hour care? If not, how many hours of nursing care per day are they receiving funding for from DVA?
- When did this start?
- Who is s 47F provider?
- Have s 47F or s 47F reached out to DVA for any further assistance following the Phone Call Summary interactions on s 47F ?

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au

From: "PSU" on behalf of "s 47F Bernard"
Sent: 6/12/2022 10:41:23 AM
To: "DLO" <DLO@dva.gov.au>
Cc: "PSU" <PSU@dva.gov.au>; "s 47F Clare" s 47F @dva.gov.au>;
"s 47F Magda" s 47F @dva.gov.au>; "Pettitt, Liane" <Liane.Pettitt@dva.gov.au>
Subject: RE: s 47F - Extension request - request for further information: QIB s 47F
[SEC=OFFICIAL]

Good morning Emilie

Please find below updated information, via email advice.
This has been cleared by FAS, CESS (Client Engagement and Support Services Division)

Key Issues

- In addition to the info in the QIB, Client Programs has been requested to consider any other DVA-funded programs that can provide s 47F with the services requested.
- Additionally, Client Programs has been advised that it is considered the response (*assuming this is a reference to the Department's original response to the provider and s 47F*) would not be well received by Senator Lambie and could be perceived as overly bureaucratic and not as helpful as we intend to be.

Update

- It is understood that s 47F recent request seeks assistance with scheduling medical appointments for s 47F, and this underpins s 47F request for an additional 20 hours of funding for delivery by a 'head nurse' (we take this to mean a nursing coordinator), in addition to 24/7 nursing.
- It is also understood that s 47F seeks to minimise the number of people attending s 47F home, and has:
 - o declined assistance from Veterans' Home Care (for domestic assistance).
 - o previously indicated s 47F doesn't want to seek additional assistance through a Home Care Package.
- Consideration has been given to the following programs outside of DVA's community nursing program:
 - o **Coordinated Veterans' Care** – the aim of this program is for GPs to assist those with a chronic condition to manage their conditions. However, it is noted that the GP would be required to undertake an assessment (via home visit or telehealth) and would still require the client to make their own appointments.
 - o **Coordinated Client Support** (Mental Health and Wellbeing Services Division) - however case coordinators and managers seek to assist individuals to reach independence and in this case, the aim would require the individual to make their own medical appointments.
 - o **VHC and a Home Care Package** (delivered by the Department of Health) as noted above.
- It is regrettable if the email responses from the program team could be perceived as bureaucratic.
 - o It remains difficult to refer s 47F and s 47F to another service or program when the request is far beyond what the Department can provide and consideration for other

programs do not meet the expectations for s 47F request, or s 47F has declined to access them.

- It has further been difficult to communicate decisions with s 47F, when the decision does not align with s 47F expectations, which appear to be driven inappropriately by the provider. s 47F presents as stressed and emotional and has at times has been unpleasant to staff.
 - Funding requests should be made from providers, and be within scope of the program. Funding requests are not generally received from clients directly, and when they are the client is referred back to the provider given the provider is responsible for making a clinical assessment with consideration to the scope of the program.
 - At the outset providers agree to the terms and conditions offered by DVA, including the schedule of fees.
 - Requests for funding for services are considered within the legislated guidelines, and based on clinical need.
 - When s 47F requested a further 20 hours of nursing care by a head nurse, subsequent to the provider receiving a decline on funding, the response was factual with information consistent with the response to the provider.
 - DVA's nursing team continues to be in contact with s 47F via email, and have been immediately responsive to any requests. DVA's nursing team collaborates with the nursing advisers to provide assurance on responses.
 - To suggest that the nursing team has not been as helpful as they could have been, is disappointing particularly when the request is far beyond anything that DVA funds across the full breadth of its programs.
- The request for a 'head nurse' is unprecedented in delivery of DVA's community nursing program, particularly in addition to having a full time nurse. In addition to the concerns about the request not being within scope of the program:
- The nurse delivering 24/7 services, would not be fully occupied and is likely have capacity to assist.
 - DVA nursing advisers did not consider s 47F required 24/7 care, however care was funded on the basis of a GP referral. DVA nursing advisors did not support the decision to provide an additional 20 hours of assistance through a 'head nurse'.
 - DVA's community nursing program is a low level care program.
 - DVA does not fund hospital replacement services in the home.

Kind regards,

Bernard s 47F Parliamentary Officer
Ministerial and Parliamentary Support Section
Parliamentary and Governance | Department of Veterans' Affairs
E: s 47F [@dva.gov.au](mailto:s47f@dva.gov.au)

From: s 47F Emilie s 47F @dva.gov.au> **On Behalf Of** DLO
Sent: Monday, 5 December 2022 5:20 PM
To: PSU <PSU@dva.gov.au>; DLO <DLO@dva.gov.au>
Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F @dva.gov.au>
Subject: RE: s 47F - Extension request - request for further information: QIB s 47F
[SEC=OFFICIAL]

Hi Clare

Brief is due to MO NLT 11am tomorrow 6/12 – thank you.

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au

From: s 47F Clare s 47F @dva.gov.au> **On Behalf Of** PSU
Sent: Monday, 5 December 2022 4:23 PM
To: DLO <DLO@dva.gov.au>
Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F @dva.gov.au>; PSU <PSU@dva.gov.au>
Subject: FW: s 47F - Extension request - request for further information: QIB s 47F
[SEC=OFFICIAL]
Importance: High

Hi Emilie

Please see below from CESS regarding the additional request re s 47F .

We will go back to CESS and push for sooner but wanted to keep you updated.

Cheers,
Clare

Clare s 47F

Assistant Director, Parliamentary Support Unit
Parliamentary and Governance
Department of Veterans' Affairs

 **s 47F**

From: s 47F Catherine s 47F <s47f@dva.gov.au> **On Behalf Of** s 47F
Sent: Monday, 5 December 2022 4:20 PM
To: PSU <PSU@dva.gov.au>
Cc: s 47E <s47e@dva.gov.au>
Subject: RFI221547 - Extension request - request for further information: QIB s 47F
[SEC=OFFICIAL]
Importance: High

Good afternoon PSU

The team have advised that they will need to reach out to multiple other areas to provide a response to the below. Is it possible to seek an extension to COB tomorrow, Tuesday 6 December 2022?.

Thank you
Cath

Catherine s 47F

Executive Coordinator | Client Engagement and Support Services Division | Department of Veterans' Affairs
P: s 47F <s47f@dva.gov.au>

*To support those who serve or have served in the defence of our nation and
commemorate their service and sacrifice.*

From: s 47F Paige s 47F <s47f@dva.gov.au>
Sent: Monday, 5 December 2022 4:17 PM
To: s 47E <s47e@dva.gov.au>
Subject: RE: RFI221547 - request for further information: QIB s 47F [SEC=OFFICIAL]

Hi Cath,

The team have advised that they will need to reach out to multiple other areas to provide a response to the below. Is it possible to seek an extension to COB tomorrow?

Kind regards,

Paige s 47F Executive Assistant
Sarah Kennedy Client Programs Branch
Susan Pullar Client Access and Rehabilitation Branch

Client Engagement and Support Services Division
Department of Veterans' Affairs
Tel: s 47F

paige.s47f@dva.gov.au
www.dva.gov.au

From: s 47F Catherine s 47F [@dva.gov.au](mailto:catherine.s47f@dva.gov.au) **On Behalf Of** s 47F
Sent: Monday, 5 December 2022 3:07 PM
To: s 47F Paige s 47F [@dva.gov.au](mailto:paige.s47f@dva.gov.au)
Cc: s 47E [@dva.gov.au](mailto:s47e@dva.gov.au)
Subject: s 47F - request for further information: QIB s 47F [SEC=OFFICIAL]

Hi Paige

Further to the QIB provided last week (s 47F), please see follow up request below.

In addition to the info in the QIB, could you please find out if there are any other DVA-funded programs (outside the CN program) that can provide s 47F with the services s 47F is requesting?

To meet the deadline provide s 47F with AS cleared response by **3:30pm today, Monday 5 December.**

PDR to follow

Thank you

Cath

From: s 47F Alexandra s 47F [@dva.gov.au](mailto:alexandra.s47f@dva.gov.au) **On Behalf Of** PSU
Sent: Monday, 5 December 2022 2:56 PM
To: s 47F [@dva.gov.au](mailto:s47f@dva.gov.au)
Cc: PSU <PSU@dva.gov.au>; s 47F Clare s 47F [@dva.gov.au](mailto:clare.s47f@dva.gov.au); s 47F Magda s 47F [@dva.gov.au](mailto:magda.s47f@dva.gov.au); Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Danielle s 47F [@dva.gov.au](mailto:danielle.s47f@dva.gov.au)
Subject: request for further information: QIB s 47F [SEC=OFFICIAL]

Hi team

Further to the QIB provided last week (s 47F), please see follow up request below.

Please provide cleared email advice to **PSU NLT 4pm TODAY**.

Apologies for the tight turnaround.

Thank you
Alexandra

Alexandra s 47F | Cabinet Liaison Officer
Ministerial and Parliamentary Support
Parliamentary and Governance
t s 47F
e: s 47E

From: s 47F Emilie s 47F @dva.gov.au> **On Behalf Of** DLO
Sent: Monday, 5 December 2022 2:44 PM
To: PSU <PSU@dva.gov.au>
Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F @dva.gov.au>; DLO <DLO@dva.gov.au>
Subject: FW: Due 5pm - Follow up question - QIB s 47F [SEC=OFFICIAL]

Hi PSU

In addition to the info in the QIB, could you please find out if there are any other DVA-funded programs (outside the CN program) that can provide s 47F with the services s 47F is requesting?

Grateful for this advice by 5pm today, thank you.

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au

From: s 47F Emilie s 47F @dva.gov.au> On Behalf Of DLO
Sent: Friday, 2 December 2022 9:13 AM
To: PSU <PSU@dva.gov.au>
Cc: Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Magda s 47F @dva.gov.au>
Subject: Due midday - QIB s 47F [SEC=OFFICIAL]

Hi PSU

Please task for QIB on s 47F due to MO 12:00pm today.

We've reviewed background information provided in s 47F

Grateful for additional information on:

- What type of nursing care is s 47F currently being provided with?
- Is s 47F receiving 24 hour care? If not, how many hours of nursing care per day are they receiving funding for from DVA?
- When did this start?
- Who is s 47F provider?
- Have s 47F or s 47F reached out to DVA for any further assistance following the Phone Call Summary interactions on s 47F ?

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au

From: s 47F Heidi on behalf of [NOTIFICATIONS](#)
To: [PSU](#)
Cc: [NOTIFICATIONS](#)
Subject: Request for Ministerial Brief - s 47F [SEC=OFFICIAL]
Date: Friday, 25 November 2022 8:48:44 AM

Good morning team,

Could I please request a Ministerial Brief for s 47F

Please create a clearance due date for 9 December 2022.

This can be assigned to myself.

Many thanks,

Heidi s 47F | Complex Case Manager

Ministerial Escalations Team | Coordinated Client Support Branch

Mental Health and Wellbeing Services Division

Tel: s 47F

S 47F

S 47F



MINISTERIAL BRIEF

Minister for Veterans' Affairs

Through: Deputy Secretary Veterans & Families Services

CC: Secretary

Client of Note - s 47F

Received in MO
20 December 2022

Critical Date: Nil.

Reason: Routine.

Recommendation – That you: 1) note the information in this brief		Noted / Please discuss
<p style="font-size: 2em; color: red; margin: 0;">s 47F</p> <p>The Hon Matt Keogh MP Minister for Veterans' Affairs</p>	<p style="font-size: 1.2em; color: blue; margin: 0;">03 JAN 23 12/22</p> <p style="font-size: 1.2em; color: blue; margin: 0;">BUSH.</p>	<p>Comments (for MO use only)</p>

Key points

1. On s 47F, the Department of Veterans' Affairs (DVA) was notified of the death of s 47F by s 47F details:

- death has been reported as a possible suicide and date of death was reported as s 47F 2022;

s 47F

- had no outstanding claims; and
- had two periods of support provided by Coordinated Client Support Branch in DVA.

Sensitivity

2. Yes. s 47F death was a possible suicide.

Media

3. No.

Stakeholders

4. No.

Appointments

5. No.

Legal Implications

6. No.

Financial Implications

7. No.

Background

8. s 47F received support through Coordinated Client Support via the Disability Support Pathway, which coordinates the provision of DVA support and access to ongoing medical treatment.

9. **s 47F**

10. Detailed background information can be found in the Client Summary at Attachment A.

Related correspondence / briefs

11. Yes. A Hot Issue Brief was prepared on s 47F

Consultation

12. Yes. This consultation was internal to Mental Health & Wellbeing Services Division – Support Services and Open Arms – Veterans’ & Families Counselling.

Summary of attachments

Attachment A Client Summary – s 47F

Clearance

Cleared by:	Leanne Cameron, First Assistant Secretary	s 47F
Contact:	Julie Wilson, Acting Assistant Secretary	s 47F
Division:	MHWS – Mental Health & Wellbeing Services Division	



MINISTERIAL BRIEF

Minister for Veterans' Affairs

Through: Deputy Secretary Veterans & Families Services

CC: Secretary

Client of Note - s 47F

Received in MO

20 December 2022

Critical Date: Nil.

Reason: Routine.

Recommendation – That you:	
1) note the information in this brief	Noted / Please discuss
/12/22	Comments (for MO use only)
The Hon Matt Keogh MP Minister for Veterans' Affairs	

Key points

- On s 47F, the Department of Veterans' Affairs (DVA) was notified of the death of s 47F by s 47F details:
 - death has been reported as a possible suicide and date of death was reported as s 47F 2022;
 - s 47F

- had no outstanding claims; and
- had two periods of support provided by Coordinated Client Support Branch in DVA.

Sensitivity

- Yes. s 47F death was a possible suicide.

Media

- No.

Stakeholders

- No.

Appointments

5. No.

Legal Implications

6. No.

Financial Implications

7. No.

Background

8. s 47F received support through Coordinated Client Support via the Disability Support Pathway, which coordinates the provision of DVA support and access to ongoing medical treatment.

9. **s 47F**

10. Detailed background information can be found in the Client Summary at Attachment A.

Related correspondence / briefs

11. Yes. A Hot Issue Brief was prepared on s 47F

Consultation

12. Yes. This consultation was internal to Mental Health & Wellbeing Services Division – Support Services and Open Arms – Veterans’ & Families Counselling.

Summary of attachments

Attachment A Client Summary – s 47F

Clearance

Cleared by:	Leanne Cameron, First Assistant Secretary	s 47F
Contact:	Julie Wilson, Acting Assistant Secretary	s 47F
Division:	MHWS – Mental Health & Wellbeing Services Division	

MINISTERIAL CORRESPONDENCE

Chief of Staff, Minister for Veterans' Affairs

Received in MO

Through: Deputy President

22 December 2022

CC: N/A

CoS response - s 47F - Special rate benefit for veterans without operational service.

Critical Date: Nil Reason: Routine

Key points

- 1. s 47F wrote to the Minister for Veterans' Affairs, the Hon Matt Keogh MP on s 47F regarding the income that is included when determining the means tested aged care fees payable by veterans in aged care.
- 2. Disability Compensation Payments (DCP) are considered exempt from assessment for income testing purposes under the *Social Security Act 1991*(SSA) and the *Veterans' Entitlements Act 1986* (VEA). As a consequence, DCP is also considered as exempt income for aged care means testing purposes.
- 3. A veteran does not need to have Qualifying Service to have DCP considered exempt for aged care means testing.
- 4. Additionally, for a person who is a member or former member (within the meaning of the *Military Rehabilitation and Compensation Act 2004* (MRCA)), any amount of compensation for permanent impairment paid under the MRCA to the person, or any amount of Special Rate Disability Pension paid to the person is also considered exempt as an excluded amount for aged care means testing.
- 5. The above is explained to s 47F in the response letter included at Attachment A.

Sensitivity

6. No.

Background

7. No

Related correspondence / briefs

8. No

Consultation

9. Have other Branches/Agencies been consulted? No Yes

Comments:

Summary of attachments

Attachment A Response to s 47F

Clearance

Cleared by:	Alison Hale Acting First Assistant Secretary	s 47F
Contact:	Brian Eastman – Acting Assistant Secretary	s 47F
Division:	VFP - Veteran and Family Policy Division	

S 47F

From: "DLO" on behalf of "s 47F Emilie"
Sent: 5/12/2022 4:03:52 PM
To: "MCU" <MCU@dva.gov.au>
Cc: "Pettitt, Liane" <Liane.Pettitt@dva.gov.au>; "s 47F Magda"
s 47F @dva.gov.au
Subject: FW: CoS response - s 47F - Special rate benefit for veterans without
operational service [SEC=OFFICIAL]
Attachments: Inequity letter from Veteran s 47F .pdf
Categories: Sam

Hi MCU

CoS response

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au

From: MINVA.DPDIARY <minva.dpdiary@defence.gov.au>
Sent: Monday, 5 December 2022 1:18 PM
To: DLO <DLO@dva.gov.au>
Subject: CoS response - s 47F - Special rate benefit for veterans without operational service

OFFICIAL

Please find letter attached from s 47F is
unhappy with the rate/ benefit for veterans without operational service.

Many thanks,
Tiana.

Office of Hon Matt Keogh MP

Minister for Veterans' Affairs and Defence Personnel

(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

IMPORTANT: This email remains the property of the Department of Defence. Unauthorised communication and dealing with the information in the email may be a serious criminal offence. If you have received this email in error, you are requested to contact the sender and delete the email immediately.



OFFICE OF THE HON MATT KEOGH MP
MINISTER FOR VETERANS' AFFAIRS
MINISTER FOR DEFENCE PERSONNEL

s 47F

s 47F

Dear s 47F

Thank you for your correspondence of s 47F to the Minister for Veterans' Affairs, the Hon Matt Keogh MP, regarding income that is included when determining the means tested aged care fees payable by veterans in aged care. The Minister has asked me to reply on his behalf.

On 1 January 2022, social security income test exemptions were put in place for veterans' compensation payments that were formerly known as Adjusted Disability Pension. These amounts are not considered as income under the social security income test and as a result are also not considered income for aged care means testing.

All Department of Veterans' Affairs (DVA) Disability Compensation Payments (including TPI Special Rate) are excluded as income for both social security and aged care fee means testing. A veteran does not need to have Qualifying Service for the DVA Disability Compensation Payment to be considered exempt.

Additionally, any amount of Special Rate Disability Pension (SRDP) under Part 6 of Chapter 4 of the *Military Rehabilitation and Compensation Act 2004* (MRCA) and permanent impairment payments, either weekly or lump sum, payable under sections 68, 71, 75, or 80 of the MRCA is also considered exempt.

Thank you for taking the time to write to the Minister for Veterans' Affairs. I trust this information is of assistance.

Yours sincerely

Adam Bush
Acting Chief of Staff

January 2023



MINISTER FOR VETERANS' AFFAIRS
MINISTER FOR DEFENCE PERSONNEL
Parliament House
Canberra ACT 2600

POSTAGE
PAID
AUSTRALIA

S 47F



OFFICE OF THE HON MATT KEOGH MP
MINISTER FOR VETERANS' AFFAIRS
MINISTER FOR DEFENCE PERSONNEL

s 47F

s 47F

Dear s 47F

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All Department of Veterans' Affairs (DVA) Disability Compensation Payments (including TPI Special Rate) are excluded as income for both social security and aged care fee means testing. A veteran does not need to have Qualifying Service for the DVA Disability Compensation Payment to be considered exempt.

Additionally, any amount of Special Rate Disability Pension (SRDP) under Part 6 of Chapter 4 of the *Military Rehabilitation and Compensation Act 2004* (MRCA) and permanent impairment payments, either weekly or lump sum, payable under sections 68, 71, 75, or 80 of the MRCA is also considered exempt.

Thank you for taking the time to write to the Minister for Veterans' Affairs. I trust this information is of assistance.

Yours sincerely

s 47F

Adam Bush
Acting Chief of Staff

☺ January 2023

PHONE CALL SUMMARY

Minister for Veterans' Affairs

Phone call summary - s 47F - Complaint regarding DVA transport provider 13 CABS

Issue

- 13 CABS had an IT issue with their booking system on 21 December 2022 which meant 'preferred driver' requests were not processed as normal, resulting in other drivers being allocated to veterans who had booked transport through DVA.
- s 47F contacted the Minister's Office on s 47F to request that DVA contact 13CABS to discuss the issue.

Outcome

- s 47F was contacted on s 47F by DVA Contract Manager who advised that the 13 CABS 'preferred driver' booking issue was resolved on the same day it was identified by DVA, 21 December 2022. He also advised s 47F that this service offered by 13 CABS is not contractually required by DVA, which s 47F acknowledged. s 47F was advised that if s 47F has any issues at all with s 47F DVA arranged transport in the future to contact DVA Transport team direct on 1800 550 455.
- s 47F was very satisfied with the outcome of the phone call and the promptness with which DVA had resolved the issue with 13 CABS.

DVA Action

- Transport Contracts contacted 13 CABS on 21 December when the issue with 'preferred driver' bookings was initially identified by the DVA Transport booking team in Brisbane.
- 13 CABS responded to Transport Contracts the same afternoon to advise the IT problem creating the issue had been resolved and apologised for any inconvenience this had caused to the veteran community.
- Transport Contracts advised the Transport Booking team in Queensland of the same, so they could advise any veteran callers the issue had been actioned and resolved.
- Transport Contracts contacted s 47F on s 47F to advise that the issue with the 'preferred driver' listed on his profile with 13 CABS had been rectified on 21 December 2022.

Background for MO use

- 'Preferred Driver' on passenger profiles are not a requirement under the DVA Booked Car with Driver Contract. The contractual requirement is to have trained drivers with an understanding of the needs of the veteran community. The ability to nominate a 'Preferred Driver' through 13 CABS is a service offered by 13CABS above and beyond the contractual requirements they have with DVA.

Clearance

Cleared by:	Wayne Perry, Acting First Assistant Secretary	s 47F
Contact:	Peta s 47F Director Contract Management Operations	s 47F
Division:	CESS - Client Engagement & Support Services Division	

From: "DLO" on behalf of "s 47F Kiri"
Sent: 21/12/2022 2:50:44 PM
To: "MCU" <MCU@dva.gov.au>
Cc: "Pettitt, Liane" <Liane.Pettitt@dva.gov.au>; "s 47F Magda"
s 47F @dva.gov.au
Subject: Phone call summary - s 47F - Complaint regarding DVA transport provider 13 CABS [SEC=OFFICIAL]
Categories: Ed

Hi MCU

I just took a call from s 47F, a DVA TPI veteran, s 47F, who called with a complaint regarding '13 CABS', a company that provides taxi transport for DVA clients in QLD.

- s 47F has a 'preferred driver' on s 47F profile with 13 CABS. Yesterday s 47F preferred driver called s 47F and advised s 47F that s 47F (the driver) had taken another passenger for whom s 47F is a preferred driver, to a Dr's appointment. At 5:01pm the s 47F s 47F dropped off earlier in the day called s 47F asking to be picked up – however the driver noticed s 47F had not received a job in the system from 13CABS, for the return journey. I understand the driver was advised DVA no longer does 'preferred drivers' or 'right of return'.
- s 47F has spoken to offices of Shane Neumann MP and Senator Jacqui Lambie today, and learned that DVA hasn't changed their policy recently, and s 47F believes it is a new 13 CABS policy in QLD – however s 47F would appreciate this being looked into either way, as it is going to cause issues for veterans' transport.
- s 47F . If cabbies can only pick up, and aren't guaranteed the return journey, s 47F is concerned local drivers will no longer accept the journeys from s 47F to Brisbane, as they will then be stuck in Brisbane without a return fare.
- s 47F also noted the reasons why veterans have preferred drivers in the system can include service dogs being accepted, and conditions such as PTSD. s 47F fears it is going to cost veterans their lives if they cannot get to these appointments with their preferred drivers.
- s 47F declined to provide further details of the client from yesterday – as s 47F does not wish to cause any trouble for his 13CABS driver.

Can DVA please look into the matters raised regarding 13 CABS policy and contact s 47F by phone to provide an update. Please register for phone call summary.

Kind regards,

Kiri s 47F

Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au

(02) 6277 7820 | minister@dva.gov.au | [fb.com/KeoghMatthew](https://www.facebook.com/KeoghMatthew) | [@mattkeogh](https://www.instagram.com/mattkeogh)
mattkeogh.com | minister@dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

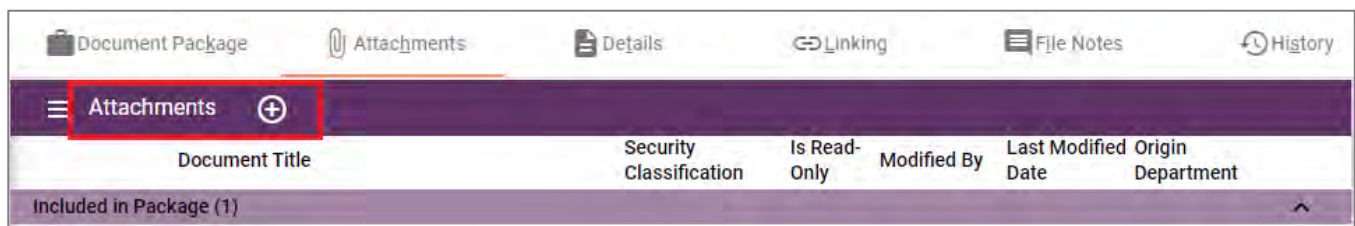
FOR APPROPRIATE ACTION

This correspondence was received by the Minister's Office (MO) and tasked to DVA 'For Appropriate Action'.

- Appropriate action is to be determined by the business area
- Minimum Assistant Secretary approval for action to be taken
- No action is required by the MO, however, they may request to receive advice regarding any action taken.
- Options for appropriate action include, but are not limited to: DVA letter, DVA email, DVA phone call or NFA.
- If the responsible business area recommends a response from the MO (rather than DVA) e.g. Minister response, Chief of Staff response or MO email response, then please seek advice from [MCU](#).

DOES THIS CORRESPONDENCE REQUIRE A WRITTEN RESPONSE?

YES – Please add Department – Letter Template (available under the Attachments tab in PDMS).



Drafting the response, seeking appropriate clearances and dispatching the final response is the responsibility of the business area. Once the letter has been dispatched, please assign this record to Parliamentary Coordinator MC to publish.

NO – Please add a File Note or provide comments in Processing Instructions detailing any action taken. The record should be cleared by Assistant Secretary or higher prior to assigning the record to Parliamentary Coordinator MC to publish.

From: "DLO" on behalf of "s 47F Kiri"
Sent: 7/12/2022 3:52:44 PM
To: "MCU" <MCU@dva.gov.au>
Cc: "Pettitt, Liane" <Liane.Pettitt@dva.gov.au>; "s 47F Magda"
s 47F @dva.gov.au
Subject: For Appropriate Action - s 47F - Query regarding s 47F
[SEC=OFFICIAL]
Categories: Ed

Hi MCU

Please register for appropriate action – I note s 47F is in touch with T&C case managers, grateful if they could please give s 47F a call to assist with the requested information.

Thanks
Kiri

Kind regards,

Kiri s 47F
Departmental Liaison Officer

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
P: s 47F | Minister@dva.gov.au

(02) 6277 7820 | minister@dva.gov.au | fb.com/KeoghMatthew | [@mattkeogh](https://twitter.com/mattkeogh)
mattkeogh.com | minister.dva.gov.au | minister.defence.gov.au/minister/mkeogh
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

From: s 47F Connor MR s 47F @defence.gov.au>
Sent: Wednesday, 7 December 2022 3:44 PM
To: DLO <DLO@dva.gov.au>
Subject: s 47F - Call taken [SEC=OFFICIAL]

OFFICIAL

Hi Kirri,

I have received a call from s 47F today. s 47F wanted confirmation to be provided to s 47F on whether s 47F was certified/accredited to treat veterans. s 47F asked for me to pass the request to Jenny someone, however he could not remember her last name or phone number.

Kind Regards,

Connor S 47F (he/him)

Departmental Liaison Officer

Office of Hon Matt Keogh MP

Minister for Veterans' Affairs and Defence Personnel

T: **s 47F** | DLO.MINDP@Defence.gov.au

(02) 6277 7820 | minister@dva.gov.au | [fb.com/KeoghMatthew](https://www.facebook.com/KeoghMatthew) | [@mattkeogh](https://www.instagram.com/mattkeogh)
[mattkeogh.com](https://www.mattkeogh.com) | [minister.dva.gov.au](https://www.minister.dva.gov.au) | [minister.defence.gov.au/minister/mkeogh](https://www.minister.defence.gov.au/minister/mkeogh)
I acknowledge the traditional custodians of the land and acknowledge their elders past and present.

IMPORTANT: This email remains the property of the Department of Defence. Unauthorised communication and dealing with the information in the email may be a serious criminal offence. If you have received this email in error, you are requested to contact the sender and delete the email immediately.

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EMAIL RESPONSE

Minister for Veterans' Affairs

Email response - NEUMANN, Shayne, MP obo s 47F - Changes to taxi service preferred driver bookings

Proposed Response

Dear Mr Neumann

CHANGES TO TAXI SERVICE PREFERRED DRIVER BOOKINGS

Thank you for your representation of 21 December 2022 on behalf of s 47F regarding changes to taxi preferred driver bookings.

Silver Service Taxis receives transport bookings dispatched by 13 CABS. Unfortunately 13 CABS had an IT issue with their booking system on 21 December 2022 which meant 'preferred driver' requests were not processed as normal, resulting in other drivers being allocated to veterans who had booked transport through DVA.

DVA was notified of the issue on 21 December 2022 and contacted 13 CABS as a matter of priority. The 13 CABS 'preferred driver' booking issue was resolved on that same day, so only some bookings on 21 December 2022 were affected.

Having a 'Preferred Driver' on passenger profiles is a service offered by 13 CABS and is not a requirement under the DVA Booked Car with Driver Contract. The contractual requirement is to have trained drivers with an understanding of the needs of the veteran community. The ability to nominate a 'Preferred Driver' through 13 CABS is therefore a service offered by 13 CABS above and beyond the contractual requirements they have with DVA.

If s 47F has any issues at all with his DVA arranged transport in the future s 47F can contact the DVA Transport team direct on 1800 550 455.

Thank you for taking the time to bring this matter to my attention. I trust this information is of assistance.

Issue

- 13 CABS had an IT issue with their booking system on 21 December 2022 which meant 'preferred driver' requests were not processed as normal, resulting in other drivers being allocated to veterans who had booked transport through DVA on this day.

Outcome

- 13 CABS confirmed the 'preferred driver' booking issue was resolved on the same day it was identified by DVA, 21 December 2022.

DVA Action

- Transport Contracts contacted 13 CABS on 21 December 2022 when the issue with 'preferred driver' bookings was initially identified by the DVA Transport booking team in Brisbane QLD.

- 13 CABS responded to Transport Contracts the same afternoon to advise the IT problem creating the issue had been resolved and apologised for any inconvenience this had caused to the veteran community.

Background for MO use

- The ability to request a 'Preferred Driver' is not a requirement under the DVA Booked Car with Driver Contract. The contractual requirement is to have trained drivers with an understanding of the needs of the veteran community.

Clearance

Cleared by:	Wayne Perry, Acting First Assistant Secretary, Client Engagement & Support Services	s 47F s 47F	
Contact:	Peta s 47F Director Contract Management Operations	s 47F	
Division:	CESS - Client Engagement & Support Services Division		

From: "DLO" on behalf of "s 47F Emilie"
Sent: 21/12/2022 4:12:04 PM
To: "MCU" <MCU@dva.gov.au>
Cc: "Pettitt, Liane" <Liane.Pettitt@dva.gov.au>; "s 47F Magda"
s 47F @dva.gov.au>
Subject: FW: Email response - NEUMANN, Shayne, MP obo s 47F - Changes to taxi
service preferred driver bookings [SEC=OFFICIAL]
Categories: Ed

Hi MCU

Email response

Kind regards

Emilie s 47F | Ministerial Support Officer
Ministerial & Parliamentary Section | Parliamentary & Governance
Department of Veterans' Affairs
s 47F @dva.gov.au
www.dva.gov.au

From: Cantrall, Paul (S. Neumann, MP) <Paul.Cantrall@aph.gov.au>
Sent: Wednesday, 21 December 2022 1:02 PM
To: DLO <DLO@dva.gov.au>
Subject: Email response - NEUMANN, Shayne, MP obo s 47F - Changes to taxi service preferred
driver bookings

Good afternoon

We have had a constituent s 47F contact the office regarding changes to Silver service taxi's that apparently commenced yesterday. Apparently, veterans who are entitled to silver service taxi's for appointments are no longer able to book for either a preferred driver, nor can the driver wait till their appointment is over so as to return them home. Instead after their appointment they must book another taxi and wait till one is available. The added concern is the additional stress some veterans will experience by not having a driver that they trust and having to rebook and wait for a stranger after their appointment which may have been quite stressful. Especially considering the high rates of suicide amongst veterans. This policy change seems to provide no positives and only negatives for veterans

Are you able to provide any advice or information regarding this issue? Any advice would be appreciated.

Kind regards

Paul Cantrall | Electorate Officer

Hon Shayne Neumann MP

Federal Member for Blair

T: (07) 3201 5300 | E: Paul.Cantrall@aph.gov.au

EO: Level 1, The Tarpaulin Building, Riverlink, 2 The Terrace, NORTH IPSWICH QLD 4305 | MAIL: PO Box 2579
NORTH IPSWICH QLD 4305

I acknowledge the Traditional Owners and Custodians of the land I work on as the first people of this country

All electoral communications authorised by Shayne Neumann ALP Ipswich

From: s 47E on behalf of "s 47F Stacey"
Sent: 22/12/2022 3:11:09 PM
To: s 47E @dva.gov.au; s 47E @dva.gov.au
Cc: s 47E @dva.gov.au
Subject: RE: Request for carriage - s 47F [SEC=OFFICIAL]
Categories: Jill

Hi VFP,

Yes, CESS will take carriage, please assign the PDR.

MCU – please update the responsible area to CESS.

Kind Regards,

Stacey

Stacey s 47F | Senior Coordinator
CESS Division, Exec Support Team
Client Engagement and Support Services Division
Department of Veterans' Affairs
Ph: s 47F
@dva.gov.au
www.dva.gov.au

From: s 47F Carly s 47F @dva.gov.au > **On Behalf Of** s 47E
Sent: Thursday, 22 December 2022 12:44 PM
To: s 47F @dva.gov.au
Cc: s 47E @dva.gov.au
Subject: Request for carriage - s 47F [SEC=OFFICIAL]

Good afternoon CESS,

Can you please review the attached correspondence and advise if CESS can take carriage please?

Carly s 47F Executive Assistant to Alison Hale
A/g First Assistant Secretary, Veteran and Family Policy Division
Department of Veterans' Affairs
Tel **s 47F**
s 47F [@dva.gov.au](mailto:s47F@dva.gov.au)
www.dva.gov.au

From: "Minister" <Minister@dva.gov.au> on behalf of "Minister"
Sent: 3/01/2023 3:13:32 PM
To: "'Paul.Cantrall@aph.gov.au'" <Paul.Cantrall@aph.gov.au>
Subject: RE: Email response - NEUMANN, Shayne, MP obo **s 47F** - Changes to taxi service preferred driver bookings [SEC=OFFICIAL]

Dear Mr Cantrall

Thank you for your representation of 21 December 2022 on behalf of **s 47F** regarding changes to taxi preferred driver bookings.

Silver Service Taxis receives transport bookings dispatched by 13 CABS. Unfortunately 13 CABS had an IT issue with their booking system on 21 December 2022 which meant 'preferred driver' requests were not processed as normal, resulting in other drivers being allocated to veterans who had booked transport through DVA.

DVA was notified of the issue on 21 December 2022 and contacted 13 CABS as a matter of priority. The 13 CABS 'preferred driver' booking issue was resolved on that same day, so only some bookings on 21 December 2022 were affected.

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If **s 47F** has any issues at all with his DVA arranged transport in the future ^{s 47F} can contact the DVA Transport team direct on 1800 550 455.

Thank you for taking the time to bring this matter to my attention. I trust this information is of assistance.

Adam

Acting Chief of Staff

Office of Hon Matt Keogh MP
Minister for Veterans' Affairs and Defence Personnel
Minister@dva.gov.au

From: Cantrall, Paul (S. Neumann, MP)

Sent: Wednesday, 21 December 2022 1:02 PM

To: DLO

Subject: Email response - NEUMANN, Shayne, MP obo **s 47F** - Changes to taxi service preferred driver bookings

Good afternoon

We have had a constituent **s 47F** contact the office regarding changes to Silver service taxi's that apparently commenced yesterday. Apparently, veterans who are entitled to silver service taxi's for appointments are no longer able to book for either a preferred driver, nor can the driver wait till their appointment is over so as to return them home. Instead after their appointment they must book another taxi and wait till one is available. The added concern is the additional stress some veterans will experience by not having a driver that they trust and having to rebook and wait for a stranger after their appointment which may have been quite stressful. Especially considering the high rates of suicide amongst veterans. This policy change seems to provide no positives and only negatives for veterans

Are you able to provide any advice or information regarding this issue? Any advice would be appreciated.

Kind regards

Paul Cantrall | Electorate Officer

Hon Shayne Neumann MP

Federal Member for Blair

T: (07) 3201 5300 | **E:** Paul.Cantrall@aph.gov.au

EO: Level 1, The Tarpaulin Building, Riverlink, 2 The Terrace, NORTH IPSWICH QLD 4305 | **MAIL:** PO Box 2579 NORTH IPSWICH QLD 4305

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