



Australian Government

Department of Veterans' Affairs

ELECTRONIC RECORD

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Minutes

Attendees:

Hobart – Luke Brown (chair), Sally Dennington, Scott s 47F (secretariat), Tegans s 47F (secretariat) **Melbourne** –, Meaghan s 47F **Canberra** – Wendy s 47F, Louise s 47F, Vanessa s 47F (guest) **Sydney** – John s 47F **Brisbane** – Greg s 47F **Perth** – Alan s 47F **Adelaide** – Kate s 47F **Phone** – Luke s 47F Jude s 47F, David s 47F
Linda s 47F Peta s 47F Duleeka s 47F Ben s 47F Monita s 47F (guest), Mark s 47F (guest), Chloe s 47F (guest), Glenn s 47F (guest)

Apologies:

Trevor s 47F Owen s 47F Tina s 47F

ITEM	SUBJECT	LED BY
1	<p>Welcome</p> <ul style="list-style-type: none"> Apologies noted Minutes carried from previous meeting on 12 February 2020 	Chair
2	<p>Needs Assessment (NA) discussion paper</p> <ul style="list-style-type: none"> NAs are currently being done inconsistently and processes required to ensure consistency across streams/functions NAs may vary in nature depending on what stage the veteran is at (e.g. liability or compensation), but should be consistent for each stage/function in each location Group agreement that NAs would ideally be done verbally, but this will not always be an option or appropriate NAs should be centred around improving service to clients Documenting/capturing the NA is important and what is done with the information Risk factors for vulnerable clients should be in line with Triage and Connect principles Important that NA not generate claims that are registered inappropriately, but directs people to potential entitlements across income support, compensation and health programs Process must meet legislative requirement, but can do more The group was advised that refining the NA process and creating a nationally consistent approach this will be a large project with many elements, and that the group would be kept in the loop and play a key role in shaping it <p>ACTION: Nationally consistent guidelines, screening tool for delegates, training module and new procedures to be developed, and</p>	<p>Luke s 47F (guests: Mark, Monita, Glenn, Vanessa)</p>



	<p>explore potential for technology to support capturing NA outcomes and use of this information.</p> <p>Support Assessment Tool</p> <ul style="list-style-type: none"> Vanessa provided the group with information regarding the process for the development of the Support Assessment Tool including feedback process from 13 Delegates Request for feedback on prototype http://myservice-disco.herokuapp.com/auth/claim/support-assessment/index.ejs through Luke^{s 47F} <p>ACTION: CBD feedback regarding Support Assessment Tool prototype and/or needs assessment process to Luke^{s 47F}</p> <p>ACTION: Wendy to provide historical NA screening documents to Luke^{s 47F}</p>	
3	<p>Policy update</p> <p>Wendy provided an update on a number of Benefits & Payments policy matters including:</p> <ul style="list-style-type: none"> Table of issues for incapacity COVID-19 queries being updated as information changes Reviewing incapacity questions for VAN JobKeeper payment impacts Policy on tinnitus claims <p>Jude provided an update on a number of Liability & Service Eligibility policy matters including:</p> <ul style="list-style-type: none"> Guidelines for when decisions are made in advance of a Coroners finding Seeking clarification on whether COVID-19 military operations are disaster relief Recap on previous meeting issue of CBD engagement with Policy. Action item previously identified to review CAL protocols <p>ACTION: Review CAL protocols and process documents</p>	Wendy & Jude
4	<p>COVID-19</p> <ul style="list-style-type: none"> Luke^{s 47F} advised that CBD is adapting well to COVID-19 related workplace changes There has been some impact to the Budget cycle Work being undertaken by BI team to consider approach to returning to office based work. David^{s 47F} reported that he and Linda^{s 47F} are undertaking some work on the future learnings from the COVID-19/Work from home experience. 	Chair
5	<p>CMAs</p> <ul style="list-style-type: none"> Preliminary discussion regarding use of CMAs and different experience by delegates 	Chair



	<ul style="list-style-type: none"> • Agreement that CMAs are used inconsistently between States, between delegates and how CMAs provide their advice • BI team are undertaking some work broadly on the use of CMAs and will keep the BIWG informed. • BI team will work with concurrent activities being undertaken under the auspices of the Chief Health Officer. <p>ACTION: BI team to present update on CMA work at May meeting</p>	
6	<p>Other business</p> <ul style="list-style-type: none"> • Alan ^{s 47F} outlined some process mapping that is currently being undertaken in relation to MRCA PI and advised he will be distributing a template he is currently using. • Other areas expressed interest in undertaking similar process mapping. 	
7	<p>Chair closed meeting</p> <p>Next meeting: Tuesday 26th May 2pm – 4pm (AEST)</p>	

Action items:

Item	Meeting	Action required	By
2	April 2020	Nationally consistent guidelines, screening tool for delegates, training module and new procedures to be developed, and explore potential for technology to support capturing NA outcomes and use of this information.	BI team
2	April 2020	Feedback regarding Support Assessment Tool prototype and/or needs assessment process to Luke ^{s 47F}	ALL
2	April 2020	Wendy to provide historical NA screening documents to Luke ^{s 47F}	Wendy
3	April 2020	Review CAL protocols and process documents	Linda
5	April 2020	BI team to present update on CMA work at May meeting	BI team