



# National Bosun's Call



Vol 5 No 2

Once Navy, Always Navy

March 2025



## **HMAS PERTH (I) Memorial unveiled in Fremantle**



On 1 March 2025 a memorial commemorating the tragic loss of the HMAS Perth (I) was inaugurated in East Fremantle by WA Governor Chris Dawson and current HMAS Perth (III) Commanding Officer, CMDR Dylan White RAN.

HMAS Perth was sunk on March 1, 1942, in the Battle of Sunda Strait against a large Japanese naval force. Of Perth's 681 officers, ratings and civilian canteen staff onboard, only 218 returned home at the end of the war. USS Houston was also lost in the battle. Only 266 of her crew of over 1000 returned home.

*Left; NAA National President David Manolas and Ian Holthouse NAA WA Section President, lay wreaths on the memorial.*

*Photos: Government House Western Australia*



National Newsletter of the  
**Naval Association of Australia**

## Have your say: Open Arms - Digital Mental Health Survey

3 March 2025

Open Arms – Veterans & Families Counselling (Open Arms) is calling on veterans and families to take part in a survey about how digital technologies can be used in mental health treatment and programs.

The results from this survey will be used to shape Open Arms' Digital Mental Health Strategy, which is being developed to help enhance the effectiveness of mental health services delivered to veterans and families.

### Why participate?

Your feedback is crucial in helping us understand your experiences with the use of digital technology and Open Arms' services. By sharing your thoughts, you can contribute directly to the improvement of the mental health support offered through Open Arms.

### Who can participate?

Anyone who has served at least one day of continuous full-time service in the Australian Defence

Force and their families are encouraged to contribute whether they are currently, have previously, or never accessed Open Arms' services.

### How does it work?

The Open Arms' Projects and Program assurance team will collect the information from the online surveys to inform the development of the Open Arms' Digital Mental Health Strategy.

Participation is voluntary and all responses are confidential. The survey will take approximately 15 minutes to complete and closes on 20th March 2025. Participate in the survey [here](#).

If you have any questions about the survey or would like to talk about providing feedback separate to the survey, please email [OPENARMS.PPASSURANCE@dva.gov.au](mailto:OPENARMS.PPASSURANCE@dva.gov.au) or call us on 1800 011 046

For more information about Open Arms please visit [Open Arms website](#)

## Applications open for veteran advocacy service funding

4 March 2025

Ex-service organisations (ESOs) and their advocates play a critical role in helping veterans and their families navigate entitlements and access services

DVA helps ensure this valuable work continues through the Building Excellence in Support and Training (BEST) Grants Program.

Applications for the 2025–2026 round of the Building Excellence in Support and Training (BEST) Grants Program are open until 28 April 2025

With over \$4.8 million in funding available, the BEST Grants Program continues to support the vital advocacy work carried out by ESOs.

Funding can be used for salaries, office equipment, and other administrative costs associated with delivering essential advocacy services to the veteran and Defence communities.

ESOs of all sizes are encouraged to apply for this funding, ensuring advocates have the resources they need to provide high-quality support to veterans and families.

**Applications close at 9:00pm AEDT on 28 April 2025.**

For more information visit [GrantConnect](#) or call 1300 484 145.

**The Naval Association of Australia Inc**    **Patron-in-Chief** His Majesty, King Charles III  
**ABN 56 653 989 978**

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## Parliament passes new veterans' legislation—DVA Report

13 February 2025

On 13 February 2025, the Parliament passed the *Veterans' Entitlements, Treatment and Support (Simplification and Harmonisation) Act 2024* (the VETS Act).

The Government developed the improved legislation in response to the Interim Report of the Royal Commission into Defence and Veteran Suicide, which recommended the Government simplify and harmonise the framework for veteran rehabilitation, compensation and other entitlements.

The legislation means that from 1 July 2026, the *Veterans' Entitlements Act 1986* (VEA) and the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA) will close to new compensation claims. All claims received on or after 1 July 2026 will be determined under an improved *Military Rehabilitation and Compensation Act* (MRCA).

Payments being received under the VEA and DRCA prior to 1 July 2026 will be grand-parented, meaning that those payments will continue uninterrupted.

The start date of the new arrangements gives veterans, families and advocates time to familiarise themselves with the new system.

### The benefits to veterans and families

Consolidating the legislation into one Act will result in a system that is easier for veterans to navigate and ensure more consistent compensation outcomes. A single Act will also be simpler to administer, benefiting veterans and families over time through more consistent and timely claim outcomes.

The Act will implement a range of improvements:

- A new Additional Disablement Amount (ADA), similar to the Extreme Disablement Adjustment (EDA) available under the VEA, will be introduced. Like the EDA, the ADA will compensate veterans who are of Age Pension age or older and who have a high degree of incapacity due to service-related conditions.
- The Repatriation Commission will be able to specify injuries and diseases that can be accepted on a presumptive basis where they are known to have a common connection with military service.
- Eligibility for household services and attendant care will be expanded.
- The higher travel reimbursement amount, regardless of kilometres, will be available to all veterans when a private vehicle is used to travel for treatment.
- The automatic granting of VEA funeral bene-

fits will be retained, with the benefit increasing to \$3,000, and funeral expenses up to \$14,062 for all service-related deaths will be reimbursed.

- Allowances and other payments will be standardised, including acute support packages, education schemes, and additional compensation for children of severely impaired veterans.
- The Repatriation Commission's ability to grant special assistance to veterans and their dependants will be enhanced.
- Veterans receiving DRCA incapacity payments will automatically transition to MRCA incapacity payments on the date of commencement.
- Where the Repatriation Medical Authority updates a Statement of Principles (SOP) between the veteran's primary and reviewable decision, the version of the SoP which is most beneficial to the veteran's circumstances will be applied.
- The Repatriation Commission will be able to determine circumstances where a veteran must receive financial advice before receiving a lump sum payment, helping you make the right decisions.

### The VETS Act – more information

We are committed to making it easier for you to navigate the veterans' compensation system. A range of resources and scenarios can be found on the dedicated Legislation Reform page on the DVA website ([www.dva.gov.au/legislationreform](http://www.dva.gov.au/legislationreform)).

You may also wish to seek the advice of a compensation claims advocate or email any questions to [legislation.reform@dva.gov.au](mailto:legislation.reform@dva.gov.au)

You can also stay up to date by following our social media channels and subscribing to our regular monthly newsletter, *e-news*, (go to [www.dva.gov.au/vetaffairs](http://www.dva.gov.au/vetaffairs)-





**Re: Veterans' legislation reform update [SEC=OFFICIAL]**

**From:** LEGISLATION.REFORM  
<[LEGISLATION.REFORM@dva.gov.au](mailto:LEGISLATION.REFORM@dva.gov.au)>

**Sent:** 24 February 2025 11:24

**Subject:** Veterans' legislation reform update  
[SEC=OFFICIAL]

Good morning,

I am writing to provide you with an update on veterans' legislation reform, as you or your organisation have previously contributed to the consultation process or requested updates.

Parliament passed the *Veterans' Entitlements, Treatment and Support (Simplification and Harmonisation) Act 2025* on 13 February 2025. The Act is the result of extensive consultation over the last three years and responds to the Royal Commission into Defence and Veteran Suicide Interim report.

**What will change?**

From 1 July 2026, the *Veterans' Entitlements Act 1986* (VEA) and *Safety, Rehabilitation and Compensation (Defence-related claims) Act 1988* (DRCA) will close to new compensation claims and DVA will consider claims after that date under an improved *Military Rehabilitation and Compensation Act 2004* (MRCA).

The VETS Act also establishes the Defence and Veterans' Service Commission; the independent oversight body recommended by the Royal Commission in its Final Report.

**What will not change?**

Importantly, the VETS Act does not change the existing arrangements for income support payments such as the Energy Supplement (ES), income Support Supplement (ISS), Service Pension (SP). Veterans with Qualifying Service will also continue to be eligible for the Gold Card at age 70. Existing Disability Compensation Payments will not be affected and will continue uninterrupted under the grandparenting arrangements.

**Benefits of the new system**

The changes will create a simpler system, making it easier for veterans and families to understand

their entitlements and receive the support they need, when they need it. Consolidating the legislation into one Act will also provide greater accessibility to rehabilitation and compensation entitlements and benefit veterans and families over time through claims being processed in a consistent and timely way.

Previously determined claims, except those relating to incapacity, will be grand parented under the Act they were approved under, so these changes will have no effect on your current payments. Veterans receiving incapacity payments will automatically transition to MRCA incapacity payments on the date of commencement. Information regarding transfer to MRCA incapacity payments can be found [Here](#).

Most changes will not occur until 1 July 2026. This will allow veterans, families, and advocates time to familiarise themselves with the new system.

**Where do I find out more?**

A range of resources and scenarios can be found on the [Legislation Reform](#) pages on the DVA website ([www.dva.gov.au](http://www.dva.gov.au)). You may also wish to seek the advice of a compensation claims advocate.

You can keep updated via our website and social media. If you're not online, our hard-copy (and digital) newspaper [Vetaffairs](#) will keep you informed. You can subscribe to *e-news* or *Vetaffairs* on the [subscriptions page of the DVA website](#) ([www.dva.gov.au/vetaffairs-and-e-news-subscriptions](http://www.dva.gov.au/vetaffairs-and-e-news-subscriptions)).

We would like to take this opportunity to thank everyone who contributed to the consultation process over the last few years.

Yours sincerely,

Legislative Reform Branch  
Policy Division  
Department of Veterans' Affairs  
[LEGISLATION.REFORM@dva.gov.au](mailto:LEGISLATION.REFORM@dva.gov.au)

[www.dva.gov.au](http://www.dva.gov.au)



Australian Government

Department of Veterans' Affairs

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

## Joint communiqué - Veterans' Ministerial Council

Friday, 21 February 2025

### Legislation Reform

Following the Parliament's recent passing of the VETS Act, the Council was advised that the Department of Veterans' Affairs is now working towards implementation. It has developed a communication and education plan, including a roadshow commencing next week, to make the veteran community aware of the changes and how they might be impacted when the Act takes effect as follows:

- New unified appeal process using the Veterans' Review Board from 21 April 2025;
- Statutory Defence & Veteran Service Commission from 29 September 2025; and

### **All claims being processed through a single enhanced statutory regime from 1 July 2026.**

#### *Veterans' Acute Housing Program*

Ministers were briefed on the \$30 million in grant funding recently awarded by the Australian Government under the Capital Works Grant and Specialist Services Grant streams of the Veterans' Acute Housing Program. A total of 8 grants were awarded under the \$24 million Capital Works Grant for the construction or purchase of crisis and transitional housing for veterans and families. A further 5 grants were awarded under the \$6 million Specialist Services Grant to assist organisations to deliver wrap-around services to address the risk factors for homelessness. Ministers welcomed the funding to assist those in the veteran community who are experiencing, or are at risk of, homelessness.

#### *Ministerial attendees (all via video)*

- Australian Government (Chair): The Hon Matt Keogh MP
- Australian Capital Territory: Suzanne Orr MLA
- New South Wales: The Hon David Harris MP
- Northern Territory: The Hon Jinson Charls MLA
- Queensland: Janelle Poole MP
- South Australia: The Hon Joe Szakacs MP
- Tasmania: The Hon Jacquie Petrusma MP
- Victoria: The Hon Natalie Suleyman MP
- Western Australia: Due to the WA State election, WA was represented by officials.

## Updates to MyService

17 February 2025

MyService is the go-to platform for veterans and veteran families to carry out most of their DVA business online.

We've been listening to your feedback and working to make MyService even better. These updates are designed to make your experience smoother, faster and more intuitive.

Here's what's new:

- **Booking transport to attend treatment:** This enhancement is for Veteran Card holders with eligibility under the *Veterans' Entitlements Act 1986* who are 79 years or younger and have access to use the Booked Car with Driver service. The treatment location access criterion has been removed to make it easier to book transport to travel for treatment covered by their Veteran Card.
- **Enhanced list of conditions:** We updated the list of medical conditions for Initial Liability claims to better align with the Statements of Principles.
- **Fix to Representation form processing:** A system bug was preventing uploaded Nominated Representative request forms from reaching our processing systems. This meant we often had to ask clients or their representatives to provide another copy. The issue is now fixed. Our apologies to those who were inconvenienced by this.
- **Improved readability:** We've redesigned the Initial Liability screens to make them easier to read on mobile devices.
- **A more unified look and feel:** We've made navigation easier by continuing to improve the design of MyService.

For a detailed overview of how MyService can support you, including video tutorials and step-by-step instructions, visit the [MyService page](#).





## Unveiling of the HMAS PERTH (I) Memorial



Above: A significant part of the memorial is a half sized casting of one of HMAS Perth's two starboard propellers in front of the nominal list of her entire ship's company engraved on polished black granite



Above: Commanding Officer of HMAS Perth (III) Commander Dylan White RAN and WA's Governor His Excellency The Honourable Chris Dawson AC APM on unveiling the Memorial's plaque.

Left: Master of Ceremony, CMDR Bob Mummery OAM RAN Rtd

Photos: WA Government House

## Remembering HMAS PERTH

Those who served in HMAS Perth were justifiably proud of their ship. The light cruiser fought Italian, German, Vichy French and Japanese forces, making her one of the few ships in the Royal Australian Navy to have fought all the King's enemies during the Second World War. Perth was awarded eight battle honours:

ATLANTIC 1939-40  
MALTA CONVOYS 1941  
MATAPAN 1941  
GREECE 1941  
CRETE 1941  
MEDITERRANEAN 1941  
PACIFIC 1941-42  
SUNDA STRAIT 1942

These battle honours were inherited by HMAS Perth (II), a Charles F. Adams Class guided missile destroyer which entered service with the RAN on 17 July 1965 and was decommissioned on 15 October 1999. Perth (II) was awarded the battle honour VIETNAM 1967-72. All nine battle honours are perpetuated by HMAS Perth (III), an Anzac Class helicopter frigate which entered service on 26 August 2006.

The need to commemorate Perth (I) and her gallant ship's company was first recognised by the City of Perth during the Second World War. On 12 August 1943 a plaque, 'Dedicated in grateful remembrance to the officers and men of HMAS PERTH', was unveiled at the Perth Town Hall.

On 26 February 1950 the City of Fremantle Sub Section of the Naval Association of Australia instituted an annual memorial service for Perth (I). It is held at St. John's Church, Fremantle, on the last Sunday in February.

In 1964, a desire to further commemorate Perth (I), coupled with the need to establish a permanent headquarters for the Navy League of Australia, Western Australian Division, led to a proposal to erect a memorial hall on the southern bank of the Swan River at East Fremantle.

The HMAS Perth Memorial Hall was officially opened on 26 February 1967 - in time for the 25th anniversary of the Battle of Sunda Strait. The ship's Coat of Arms [sic], which had been presented to the Perth City Council for safekeeping during the war, featured on a wall dedicated to

the memory of Perth and the ship's company. As was intended, the hall accommodated the Navy League of Australia, WA Division, an Australian Sea Cadet Corps headquarters, and the Sea Cadet unit TS (Training Ship) Perth.

In June 1967, with the blessing of the HMAS Perth Survivors Association, South Australian diver Dave Burchell located Perth's wreck and recovered a number of artefacts from the ship for posterity. A scuttle (porthole) frame was presented to the Navy League of Australia, Western Australian Division, for display in the HMAS Perth Memorial Hall - thus creating another physical link between the ship and the hall.

In February 1992, to mark the 50th anniversary of the Battle of Sunda Strait, a reunion of survivors was held in Perth. Sixty Perth men from around Australia and New Zealand, and ten Houston men from the United States attended. By 1 March 2017 - the 75th anniversary of the battle - the number of Perth survivors had dwindled to two - Frank McGovern and David Manning. The latter crossed the bar on 21 February 2018.

The 75th anniversary of Perth's loss also brought news that very little of the ship remained. Illegal salvage operations had stripped thousands of tons of ferrous and non ferrous metal from the cruiser, and destroyed the final resting place of hundreds of men. This, and the lack of a national memorial to Perth, prompted the Navy League of Australia, WA Division, to push for a new memorial to Perth and the ship's company. The HMAS PERTH (I) Memorial Foundation Incorporated was formed in 2018 to establish a permanent memorial to commemorate the life and loss of HMAS Perth (I)

*Extracted from HMAS Perth (I) Memorial Booklet Info*

*HMAS Perth*

*Painted by Dennis Adams  
(Australian War Memorial)*





## Navy Week 2025 Brisbane and Wodonga



Above and right: Commanding Officer HMAS Brisbane, Commander Bernard Dobson CSM RAN and Commanding Officer HMAS Moreton, Commander Rosemarie Apikotoa and members of ship's company and Naval Association QLD Section attend the Jack Tar memorial

Photos : Defence



Left and below: HMAS Harman's youngest sailor Seaman Patricia Narayan and Commanding Officer, Commander Dean Thompson, RAN cut a cake at the Wodonga RSL to celebrate Navy's 124th birthday during Navy Week 2025, with member of Harman's ship's company. And the Wodonga RSL





## Ocean rower caught in Cyclone Alfred rescued by Navy



*Above: HMAS Choules rescues a solo rowboat adventurer attempting to cross the Pacific Ocean from California to the east coast of Australia*

*Right: Chief Petty Officer Medic Peter Gough leads solo rowboat adventurer Aurimas Mockus to the ship's hospital onboard HMAS Choules.*

*Photos: CPOIS Helen Frank*



On 01 March 2025, Defence accepted a request from the Australian Maritime Safety Authority (AMSA) to support a search and rescue operation approximately 740km east of Mackay, QLD, after concerns were raised for the safety of a solo occupied rowboat. The boat was in close proximity to Severe Tropical Cyclone Alfred. Defence dispatched a Royal Australian Air Force P-8A Poseidon aircraft from RAAF Base Edinburgh in South Australia and HMAS Choules from Brisbane to assist in the AMSA led operation.

### Defence

In Aurimas 's own words:

"In the last three days on the boat I had at least 30 full flips, I have not counted half flips, I am alive and that is what matters.

"Since the details of memories from those fateful last days are still coming back, I will definitely check over time the fine chronology of the course of actions and how I reacted to everything.

"I really felt that I went through real hell. Know from now on that I have really had to be in it and only by complete miracle to get out of it and it turns out that

hell does not necessarily have to be hot as hell, there is another option, when and where it is wet and windy.

"After my rescue, as soon as I was boarded the ship that saved me, first of all I thanked the captain and his crew for saving my life."

"It is to the crew of this ship that I have to say the biggest THANK YOU for saving me and endless care for me. Nice to watch from the sidelines how our NATO allies Australians in 190 man crew work as one well coordinated mechanism and the atmosphere on board is like one big family who cares deeply about me."

*Reported by Harrison Reid  
7 News*

## Assistance dogs

### Last updated:

20 February 2025

Find out about the type of assistance dogs available and how to apply for one.

### What is an assistance dog

An assistance dog falls within the definition of 'assistance animal' in section 9 of the [Disability Discrimination Act 1992](#). It also meets the standards set out by Assistance Dogs International (ADI).

These dogs:

- are individually trained in obedience
- can perform at least 3 defined tasks that ease your impairment
- can pass a Public Access Test (PAT).

PAT is the minimum standard an assistance dog must meet to be considered safe and effective in accessing public places and public passenger vehicles.

### What types do we offer

We offer 4 types of assistance dogs. These dogs are individually trained to perform work or tasks directly related to your disability and they must be prescribed by your treating health provider. DVA contracted dog suppliers will not train a client's dog under the DVA Program.

### Guide dogs

If you are blind or visually impaired, guide dogs help you live independently. They are trained to travel on public transport and support you in public settings.

### Hearing dogs

These dogs help you by alerting you to sounds, such as alarm clocks, kitchen timers, smoke and fire alarms, the presence of other people and approaching vehicles. If you are deaf, hearing dogs are trained to make physical contact and lead you to the source of the sound.

### Mobility dogs

This type of dog helps you with mobility impairment to achieve independence in and around the home. They also help you participate in society. They perform tasks such as opening and closing doors, retrieving items and activating switches.

Mobility dogs do not replace a carer but may reduce caring needs significantly.

### Psychiatric assistance dogs

These dogs are trained to perform tasks to help you achieve your clinical recovery goals. This includes detecting signs of distress and performing tasks to help alleviate the symptoms.

Read more about our [Psychiatric Assistance Dog Program](#) and how to apply.

### How we decide if you are eligible

To determine if you are eligible, your treating health provider should refer to the [RAP National Guidelines - Assistance Dogs](#)

If they believe you are suitable for an assistance dog, they will need to complete the assistance dog application form.

### Approval is a 2-step process

#### Step 1

Your treating health provider must complete the assistance dog application form and attach any supporting documentation.

Once they have submitted your application, we will assess it to determine if you will progress to Step 2.

Sometimes the progress of your application can be delayed. This may happen if the request form is incomplete, or your treating health provider has not provided all the supporting documents.

#### Step 2

If we provide you with conditional approval, we will refer you to one of our contracted dog suppliers. They will do a face-to-face assessment with you to consider:

- if you are suitable to participate in their training program
- if your home is suitable for an assistance dog
- areas where an assistance dog could meet your needs.

This assessment will help us gain a better understanding of your needs to match you with a suitable dog. It will also help us to decide if you are suitable for our Program.

### You are a serving member

As an ADF member, your health treatment should generally be provided under the ADF's health care arrangements.

Before you submit an application to us, you should discuss your need for an assistance dog with your treating health provider and the ADF. For us to consider your application, you must provide written approval from the Chief of Defence Force or an appropriate delegate.

### You are a discharging member

If you are transitioning from the ADF, you can start the assistance dog application process before discharging. Your treating health provider can help you with your application, which must include evidence of your ADF approved discharge date.

If you plan to relocate after discharging, you may like to consider waiting to submit your application. This way, the application process will consider your new living arrangements and support network which may be better suited to an assistance dog use.

(Continued on page 11)



## Veterans' Acute Housing Program

Last updated:

7 February 2025

The Veterans' Acute Housing Program (the Program) will benefit Australian veterans and their families with up to \$30 million in targeted funding for projects that provide additional crisis and transitional housing stock and fund specialist services for those in the veteran community who are experiencing, or are at risk of, homelessness.

The Program is partly funded through the Australian Government's \$10 billion Housing Australia Future Fund to support 30,000 dwellings available as social and affordable housing (20,000 social and 10,000 affordable dwellings) over 5 years.

What is the Veterans' Acute Housing Program

The Veterans' Acute Housing Program (the Program) will provide funding to eligible organisations to improve housing outcomes for veterans and their families.

The Program will provide up to \$30 million in grant funding under 2 streams:

- \$24 million in capital works funding for projects to expand the availability of crisis and transitional housing under the Veterans' Acute Housing Program – Capital Works Grant (Capital Works Grant); and
- \$6 million to fund organisations to deliver specialist support services that address the risk factors for homelessness under the Veterans' Acute Housing Program – Specialist Services Grant (Specialist Services Grant).

Funding for each stream has now been awarded - please see [Recipients of grant funding](#) for further information.

### How the grants will be used

#### Capital Works Grant

This grant funding will be used to build and increase the supply and ongoing availability of sustainably managed crisis and transitional housing that meets the needs of veterans and their families experiencing, or at risk of, homelessness. Projects will build, repurpose, purchase or lease new properties or facilities to meet this objective.

#### Specialist Services Grant

This grant funding will be used to enhance and expand delivery of specialist services for veterans and their families experiencing, or at risk of, homelessness. Projects will provide wraparound support and link veterans and their families to a range of services to address the risk factors of homelessness.

### How the applications were assessed

Grant applications were assessed based on the competitive criteria set out in the Program's Grant Opportunity Guidelines.

The Minister for Veterans' Affairs was the final decision-maker for the Program.

### Recipients of grant funding

A total of 13 grants have been awarded to 10 Ex-Service Organisations and veteran-aware Community Housing Providers to tackle veteran homelessness:

- 8 organisations have been awarded a share of \$24.0 million in Capital Works funding, and
- 5 organisations have been awarded a share of \$6.0 million in Specialist Services funding

## Assistance dogs

(Continued from page 10)

### How to care for an assistance dog

It is important to understand the commitment involved in training and caring for an assistance dog. A veteran who graduated with their assistance dog commented, 'You have to be on the ball when you have an assistance dog'. Having an assistance dog is different to a companion dog and takes a lot of hard work and commitment from you.

During the application process, you will need to demonstrate that you have:

- a living environment suitable for an assistance dog
- the ability and resilience to participate in an intensive training program
- the ability to provide ongoing care for the

assistance dog

- an on-hand support network to help you care for the assistance dog if you need it.

Once you graduate with your assistance dog and custodianship is handed over, you are then responsible for its wellbeing. This includes ensuring your assistance dog is:

- fed appropriately
- exercised daily
- regularly toileted outside
- washed and groomed regularly
- kept up to date with their annual veterinary check
- vaccinated as directed by your veterinary clinic.

## DVA Contacts

### DVA Contacts

#### Provider enquiry numbers

- Provider invoicing & billing enquiries: [1300 550 017](tel:1300550017)
- Provider enquiries: [1800 550 457](tel:1800550457)
- Transport bookings: [1800 550 455](tel:1800550455)
- [Veterans' Affairs Pharmaceutical Advisory Centre](#) (VAPAC): [1800 552 580](tel:1800552580)

#### Hearing or speech impairment assistance

- If you are deaf, or have a hearing impairment or speech impairment, contact us through the [National Relay Service](#) (NRS):
- Talk To You (TTY) users phone [1800 555 677](tel:1800555677) then ask for 1800 838 372
- Speak and Listen users phone [1800 555 727](tel:1800555727) then ask for 1800 838 372

Information on health services may be obtained from DVA. The contact numbers for health care providers requiring further information or prior financial authorisation for all States & Territories are listed below:

#### PHONE NUMBER:

Telephone:  
[1800 VETERAN \(1800 838 372\)](tel:1800VETERAN(1800838372))

International callers:

[+61 2 6289 1133](tel:+61262891133)

#### POSTAL ADDRESS FOR ALL STATES AND TERRITORIES:

Health Approvals & Home Care Section department of Veterans' Affairs

GPO Box 9998

BRISBANE QLD 4001

#### DVA WEBSITE:

<http://www.dva.gov.au/providers/allied-healthprofessionals>

DVA email for prior financial authorisation:  
[health.approval@dva.gov.au](mailto:health.approval@dva.gov.au)

The appropriate prior approval request form can be found at: <https://www.dva.gov.au/providers/servicesrequiring-prior-approval>

#### CLAIMS FOR PAYMENT

For information about claims for payment visit: [www.dva.gov.au/providers/how-claim](http://www.dva.gov.au/providers/how-claim)

Claim Enquiries: 1300 550 017  
(Option 2 Allied Health)

Claims will take a variety of times to complete based on whether or not the claim is prioritised for allocation to a decision maker and the complexity of the claim itself. For example, if the service of the individual crosses two or more Acts or contains a lot of health conditions and injuries or both. This results in some claims being decided faster than the average time, while some claims take longer.

For any condition, to make the claiming process smoother, follow these 3 steps:

- **Step 1:** Get your medical practitioner to confirm your diagnosis.
- **Step 2:** Supply the documents you need to;
- **Step 3:** Check if you are already eligible for free health care and treatment.

#### Claims Processing

##### A snapshot of January 2025:

- DVA received **7,187** claims in January bringing the total for the financial year to date (FYTD) to 56,462 claims – 19.8 per cent higher than the same period last year.
- DVA made **7,468** determinations and has finalised 55,983 claims in the FYTD, 0.7 per cent more than the equivalent period last year.
- **75,600** claims were with an officer for processing and **6,056** claims were yet to be allocated for processing.

The average time taken to process a MRCA IL claim was **296 days** in the 2024-25 FYTD (1 July 2024 to 31 January 2025), compared to 391 days in the corresponding 2023-24 FYTD.

**OPEN**  
Veterans & Families  
Counselling  
**ARMS**  
**1800 011 046**



**SAFE ZONE  
SUPPORT**

FREE ANONYMOUS  
COUNSELLING LINE  
CALL 1800 142 072

**Defence  
Family  
Helpline**



**1800 624 608**

**Defence  
All-hours  
Support Line**



**1800 628 036**