



## Open Arms – Veterans & Families Counselling 24/7 support

Open Arms offer 24/7 telephone support through a national call centre model  
**Commenced May 2019**     **\$7.9m (20/21FY allocation)**



## National Community and Peer Program

A national program, currently 45 lived-experience peers to help breakdown barriers to care, identify and assist vulnerable individuals, complement and provide a bridge to clinical services  
**Commenced Nov 2019**     **Expanded in 20/21 budget \$3.4m**



## Web-based forums for Veterans and Families

A program of online forums, connecting veterans and their families who are geographically or socially isolated with Open Arms Peers. This includes families living with vulnerable and at-risk individuals, those bereaved by suicide, veterans living with chronic trauma symptoms, and the families caring for individuals  
**Commenced 2021**     **\$1.1m**



## Clinical Care Coordination Pathway

Open Arms is working closely with DVA to provide enhanced coordinated support to veterans and families who consent to a coordinated approach  
**Commenced in 2019**     **Component of counselling cost**



## Postvention Support

Where there has been a death of a service person, Open Arms offers extended family member access to support and Assertive Outreach to families where there has been a death by suspected suicide  
**Ongoing**     **Component of counselling cost**



## Mental Health and Suicide Prevention training

An ongoing training program delivering free face-to-face and online mental health training to the veteran community and those in supporting roles  
**Commenced 2019**     **Additional funding \$4m for 2019-23**     **1086 individuals trained**



## #Check5 campaign

Initiated through the Open Arms Community and Peer Program, Open Arms worked with Operation Compass (Veteran Suicide Prevention Trial site) to build on the 'Check your Mates' campaign – a grassroots social media campaign encouraging the veteran community to reach out and #Check5 of their mates  
**Commenced Dec 2020**     **Component of brand budget**



## SafeSide Framework for Recovery-Oriented Suicide Prevention

Enhances the ability for clinicians to manage and support vulnerable individuals with a focus on safety planning  
**Commenced 2020**     **\$272,000 (20/21FY allocation)**     **269 staff trained**



## Self-help resources

Updates to the Open Arms website to include additional self-help tools and educational resources related to COVID-19 - 'Calming and Coping' and 'Adapting and Adjusting'  
**Commenced 2019**     **\$866,272 (20/21FY allocation)**



## Continue WASP and PAMT

19/20 Economic and Fiscal Update Measure - continue the Wellbeing and Support Program (WASP) and the Provisional Access to Medical Treatment Program (PAMT) to June 2021  
**Cost: \$18.4m over two years**



## Additional Case Coordinators

20/21 Budget Measure - additional case coordinators and health workers to support young and vulnerable veterans who have mental health conditions  
**Cost: \$6.4m over four years from 1 July 2020**



## Coordinated Veterans' Care Eligibility Expansion

20/21 Budget Measure - Expand eligibility for the Coordinated Veterans' Care  
**Cost: \$2.4m supporting 55 veterans**



## Increase for Providers

20/21 Budget Measure - One-off fee increase to psychiatrists, allied mental health, social work, community nursing providers and additional psychiatrist training places. This initiative will also fund training opportunities in veteran and military mental health for psychiatry registrars  
**Cost: \$94.3m**



## Veteran Family Advocate

July 2020 Economic and Fiscal Update Measure - Establish a Veteran Family Advocate



## Grants

19/20 Budget Measure: Grants to not-for-profits to support veteran employment  
**Cost: \$16.2m**



## Veteran Wellbeing Centres

2019 Election Commitment - Six Wellbeing Centres located across Australia  
**Cost: \$30m**



## Non-Liability Health Care

18/19 Budget Measure – extended NLHC to reservists with disaster relief service or have a serious training injury  
**Measure Cost: approx. \$2.2m (18-19 spend on NLHC is estimated at \$7.2m)**



## Veteran Payment

17/18 MYEFO Measure: Veteran Payment for veterans claiming mental health conditions  
**Cost: \$16.1m**     **1,484 veterans and 443 partners have received the payment at some point since its introduction (as at 1/1/21)**