



EC23-000307

Senator Raff Ciccone
Chair, Senate Standing Committee on Foreign Affairs, Defence and Trade
Parliament House
CANBERRA ACT 2600

Dear Senator Ciccone,

I write to correct evidence that I presented at the Supplementary Budget Estimates hearing for the Standing Committee on Foreign Affairs, Defence and Trade held on 15 February 2023 relating to the Department of Veterans' Affairs (DVA) connecting veterans to General Practitioners.

Page 123 of the proof *Hansard* states my response to Senator Shoebridge:

“It is an increasing problem. I would also point out that the department, through the 1800VETERAN number, will connect veterans to practices that are continuing to take a white card with no gap. So there is proactive support from the department to try and connect veterans to appropriate medical services.”

I have subsequently been advised that through 1800VETERAN, veterans have been able to seek assistance to locate a GP or specialist, though this support was not widely available as only a limited number of staff had training to access the necessary information. As such, I would like to correct my evidence to ensure clarity as follows:

“It is an increasing problem. I would also point out that the department, through the 1800VETERAN number, will assist veterans to identify practices that have recently accepted a white card with no gap. So there is support from the department to try and connect veterans to appropriate medical services.”

DVA has since taken steps to ensure that all calls to 1800VETERAN can access this information on General Practices who have recently accepted a DVA card. If there is a need to find a GP outside the local area, DVA may be also be able to assist with transport support. Separately, if there is a clinical need, DVA may fund services above the DVA rate through a prior approval process.

I apologise that the information was not full and correct. I would be grateful if you could provide this correction to the Committee.

Yours sincerely

Alison Frame

Secretary

10 March 2023