



Australian Government
Department of Veterans' Affairs

ACT OFFICE

Mr Ron Coxon OAM
National President
Vietnam Veterans Association of Australia
PO Box 89
HUONVILLE TAS 7109

Dear Mr Coxon

Ron,

I am writing to advise of the Department's commencement of work on a new service model to improve support provided to current or former Australian Defence Force (ADF) members who are seriously injured or wounded as a result of their service. This also includes support provided to the families of these individuals.

As this work progresses, consultation with the ex-service community will occur through the ESO Round Table, the Operational Working Party and the Emerging Issues Forum. The Department is also conducting interviews with seriously injured or wounded members themselves to gain information regarding their experience with DVA and to seek their input to the design of future support arrangements.

Early in 2012, the Department is planning to hold a practitioner workshop which will provide insights from those in the ex-service community who are experienced in providing assistance to wounded or injured ADF members or their families. I am keen to ensure those attending have this recent experience to ensure the new service model addresses any current issues. Should you have a suitable nominee, please forward their details to Lisa Sampson, New Service Models Project Officer on (02) 6289 6083 or Lisa.Sampson@dva.gov.au by 19 December 2011.

Yours sincerely

Elizabeth (Liz) Cosson, AM, CSC
General Manager Executive Division
6 December 2011