

Consultation Guide

Document Purpose

The purpose of this document is to identify questions that will guide stakeholder interviews undertaken during the review of the Department of Veterans' Affairs (DVA)'s assistance to veterans for residential aged care.

Background and Scope

The review is part of an organisational effort by DVA to deliver effective health and wellbeing programs. The review will examine the objectives, appropriateness, effectiveness, and efficiency of DVA's assistance to veterans for residential aged care.

As part of the review, KPMG will engage with a range of stakeholders to understand their perspectives on the key review domains. This document identifies questions that will be asked as part of the consultation to which you've been invited to participate. These questions are identified on pages overleaf.

It should be noted the *focus areas and consultation questions* identified in this document act as an initial guide, and additional questions will be asked based upon information gathered during each consultation.



Focus Areas and Consultation Questions

The following topics and questions provide a guide to the consultation.

Opening

1. Describe the role your organisation plays in supporting veteran access to residential aged care.

Appropriateness

2. How does the DVA's assistance to veterans for residential aged care integrate with other existing programs or services for aged care residents? Is this integration effective?
3. Is the level of DVA involvement in residential aged care appropriate? Should DVA be more, or less involved, and why?

Effectiveness

4. What are the barriers and enablers to program or service delivery, including advocating for and supporting veterans' access to residential aged care?
5. To what extent does DVA's administration of assistance to veterans for residential aged care support veteran health and wellbeing?
 - How could veteran health and wellbeing be further supported?
6. Are there any changes/improvements required to the assistance provided due to changing Australian government reforms related to residential aged care? If so, what are they?

Efficiency

7. What potential improvements/enhancements could be made to DVA's administrative arrangements, service delivery or governance to enhance efficiency of the supports provided?

Closing

8. Is there anything else you would like to share about DVA and their role in advocating for and supporting veteran access to residential aged care?

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