



The Hon Darren Chester MP

Minister for Veterans' Affairs

Minister for Defence Personnel

Minister Assisting the Prime Minister for the Centenary of ANZAC

MEDIA RELEASE

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EXPANDING SERVICES FOR VETERANS AND THEIR FAMILIES IN PARTNERSHIP WITH AUSTRALIA POST

A program to improve easy access to general information about mental health services, counselling, rehabilitation, and transition and support services for veterans and their families has been launched in Mount Gambier, South Australia and North Lakes in the Moreton Bay area of Queensland as part pilot the Department of Veterans' Affairs (DVA) is conducting with Australia Post.

Minister for Veterans' Affairs Darren Chester said the trial is part of the Turnbull Government's ongoing commitment to put veterans and their families first.

"This pilot, in partnership with Australia Post, is exploring the opportunity for DVA to further expand its reach to veterans and their families by tapping into the extensive network of Australia Post outlets," Mr Chester said.

"The pilot provides easy access to general information about mental health services, counselling, rehabilitation, and transition and support services to veterans and their families who may not have had prior contact with DVA.

"This expansion to a further two sites will provide more information about the way this service is accessed by veterans and their families in metropolitan and regional areas and will help us assess the benefits of the service further."

The pilot supplements DVA's existing face-to-face service delivery network by leveraging the large Australia-wide footprint of Australia Post, it does not replace any existing DVA program or service.

Information is available via the in-store Australia Post kiosk facilities, as well as the Australia Post concierge service, in-store posters, brochures and videos.

A feedback form is available via the in-store iMac in which DVA is seeking ongoing user feedback to continue improving the service. The pilot will be evaluated before its conclusion at the end of June 2018.

Veterans and Veterans Families Counselling Service (VVCS) can be reached 24 hours a day across Australia for support and free and confidential counselling. Phone 1800 011 046 (international: +61 8 8241 4546). VVCS is a service founded by Vietnam veterans.

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