

Open Arms – Veterans & Families Counselling Eligibility at a Glance Matrix

The matrix below may be used to determine eligibility³ for Open Arms services. An individual may be eligible on the basis of more than one group. Eligibility in any single group is sufficient.

| Group | Individual | Son or daughter (up to 25) | Son or daughter (over 25) | Partner | Former partner ¹ | Parent | Sibling |
|---|------------|----------------------------|---------------------------|---------|-----------------------------|--------|---------|
| Current or former serving Australian Defence Force (ADF) members (permanent or reserve forces) who have or are: | | | | | | | |
| DVA Gold Card | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Pre Vietnam service (including World War II, Malaya, Korea) | ✓ | ✓ See table footnote 2 | ✗ See table footnote 4 | ✓ | ✗ | ✗ | ✗ |
| Vietnam War service | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Other operational service | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Peacekeeping service | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Hazardous service | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| British Nuclear Test Defence service | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Border protection service (see table footnote 5) | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Australian and overseas disaster zone service | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Submariner service (see table footnote 6) | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Involvement in a service-related training accident resulting in serious injury to any person | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Medically discharged from the ADF | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Participation in the Veterans' Vocational Rehabilitation Scheme | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Died in service-related incidents (MRCA/SRCA) | N/A | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Died by suicide or suspected suicide | N/A | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| DVA White Card for accepted service-related mental health conditions (may include Commonwealth or other allied veterans under reciprocal healthcare arrangements) | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| DVA White Card (non-liability healthcare) for all mental health conditions (includes reservists and participants in the Defence Indigenous Development Program) | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Eligible to receive a reparation payment from the Defence Abuse Response Taskforce (DART) or Defence Force Ombudsman | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| F-111 cohort through the SHOAMP scheme (Study of Health Outcomes in Aircraft Maintenance Personnel) (see table footnote 7) | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |

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|---|---|------------------------|---|---|---|---|---|
| Certain United Nations/Australian police approved personnel (listings available on the DVA intranet) | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| War widow(er) (VEA definition) | ✓ | ✓ See table footnote 2 | ✗ | ✗ | ✗ | ✗ | ✗ |

1 Former partners are eligible within five years of separation or while co-parenting a child under 18 years of age with a member listed above.

2 Sons and daughters in this category must be dependants as defined by s 92(1)(a)(i) of the VEA.

3 Open Arms takes a beneficial approach and ineligible people in immediate need of support will be provided a limited service (see Section 5 below). The Repatriation Commission may also approve a class of persons that is not specified here.

4 Sons or daughters (of any age) of living Gold Card holders from any conflict/operation are eligible. This includes half, fostered and adopted siblings.

5 Border protection service means service rendered by a member of the Australian Defence Force in an area in or outside Australia that, in the opinion of the Commission, had the purpose of securing Australia's borders against a potential or real threat by a State, person or persons.

6 This is limited to submariner service rendered by an ADF member as part of the crew of a submarine of the Australian Navy.

7 Group 1 (primary participants) or Group 2 (family member or an ex-partner).

Key

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|---------------------------------|---|
| Eligible for Open Arms services | ✓ |
| Not eligible | ✗ |