

Open Arms Digital Mental Health Strategy 2025-2028

Open Arms is Australia’s national counselling and mental health support service for veterans and their families. Digital mental health services play an increasingly important role in improving access to care, offering flexible, timely and confidential support that complements face-to-face services and meets people where they are.

To enable Open Arms to deliver high-quality, safe and effective digital mental health support, a dedicated Digital Mental Health Strategy (the DMHS) provides a clear, coordinated approach to the design, delivery and governance of digital services that respond to the diverse needs of veterans and their families.

The DMHS outlines the strategic priorities and actions that will guide digital mental health delivery over the next three years. The strategy has been co-designed through consultation with the veteran community and the Open Arms workforce and is underpinned by **4 guiding principles**:



Our **5 strategic priorities** over the next three years are:

Priority	Why
Enhance Access	Improve access to digital support
Strengthen Workforce Capabilities	Build digital capability and confidence
Improve Client Engagement and Accessibility	Make digital services easy to use
Strengthen Quality and Safety Assurance Processes	Ensure safe, high-quality digital care
Achieve Accreditation under the NSQDMHS	Meet national digital mental health standards