

Share your experience of the Veterans' Home Care or Community Nursing programs



OVERVIEW

The Department of Veterans' Affairs (DVA) has engaged Nous Group to review two programs that deliver care and support in the home to veterans and their families.

These programs are:

- **Veterans' Home Care**
- **Community Nursing**

We want to make sure these programs best meet needs and preferences - now and in the future.

Your participation will help us do this.

HOW CAN I BE INVOLVED?

If you'd like to take part, we will ask you to participate in a virtual (online) discussions that will last 2 hours.

The online focus groups will be held **November 15th – November 26th**.

WHO SHOULD I CONTACT?

For more information or to express your interest please contact Nous by 5th November via:

Email: haveyoursay@nousgroup.com.au

OR

Call: 03 8638 4164

WHO ARE WE LOOKING FOR?

We want to understand the lived experience, needs and priorities of veterans, war widow/ers, and their families who have experienced DVA's in-home care and support services. We know that everyone's experience of the Veterans' Home Care and Community Nursing programs is different.

To hear diverse voices we want to speak to a variety of people who have experienced the Veterans' Home Care and Community Nursing programs...



...whether you have experienced the Veterans' Home Care or Community Nursing programs directly, or a loved one has, we want to understand your perspective of what is working well and what you would like to see change.

All veterans, war widow/ers, their families and carers are welcome, including:

People who have had a great experience, and those whose may have had a poor experience.

Diverse veterans, such as veterans from different backgrounds, younger veterans or those with disability.

People from across Australia, so that we capture the experience of those in regional and rural areas and in the cities.

People who have also experienced mainstream in-home care and support programs. such as aged care or disability services.

In the focus group we want to learn more about:

- your personal experience with the Veterans' Home Care and Community Nursing programs;
- what you found is working well and has been helpful in meeting your needs; and
- what you would like to see change so that your experience, and the experience of others like you, is better.