



Australian Government  
Department of Veterans' Affairs

transforming  
**DVA**

# Australian Defence Veterans' Covenant Frequently Asked Questions for ESOs

13 November 2019

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**AUSTRALIAN DEFENCE VETERANS' COVENANT**  
FREQUENTLY ASKED QUESTIONS

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## About the Australian Defence Veterans' Covenant

### What is the Australian Defence Veterans' Covenant?

- The Australian Defence Veterans' Covenant was announced by the Prime Minister, the Hon Scott Morrison MP, and the Minister for Veterans' Affairs, the Hon Darren Chester MP, on 27 October 2018.
- This legislation, providing better recognition of the unique nature of military service and further acknowledging the service and sacrifice of veterans and their families, has now passed Parliament.
- The Covenant encourages Australians to recognise and acknowledge the unique nature of military service, and support veterans and their families.
- The Covenant includes an Oath, which the Australian people will be encouraged to take at community commemorative events, such as Remembrance Day.
- The Veteran Card, a new Australian Veteran Lapel Pin and a Reservist Lapel Pin underpin the Covenant

### What is the Veteran Card?

- The Veteran Card is a re-design of the DVA Health Cards (Gold, White and Orange).
- There is no change to DVA services and entitlements. Veterans who still hold DVA Health Cards can continue to use them as they do now.
- The primary purpose of the Veteran Card continues to be providing health services to veterans. The use of the Veteran Card to access business offers via APOD will be an extra benefit for card holders.

### What is the Lapel Pin?

- The Lapel Pin is a circular copper pin (20mm in diameter x 1.5mm thick) plated in 24ct gold and nickel-silver, and red and blue in colour incorporating the ADF tri-service emblem.
- There will be two versions of the Lapel Pin – one for Veterans, and one for Reservists.
- The Reservist Pin will be provided to reservists who only have reserve service.

### Why is there a different Lapel Pin for Veterans and Reservists?

- The initial proposal was to only provide a Lapel Pin to those with permanent service with the Australian Defence Force. Following consultation, the Minister requested that a pin also be provided for reservists.

### What is the Oath?

- The Oath is a declaration on behalf of the Australian people recognising the valuable contribution that current and former members of the Australian Defence Force and their families make and have made for our country.
- The Oath can be read aloud at commemorative events as a sign of respect and support.

## Eligibility for the Covenant

### Who is eligible for the Covenant (Veteran Card / Lapel Pin / Oath)?

*ALL current DVA Health Card holders (Gold, White, or Orange) will be issued with a Veteran Card when their current card expires or as part of the card replacement program whichever occurs first.*

Client	Veteran Card	Oath	Veteran Lapel Pin	Reservist Lapel Pin
Permanent ADF (includes National Service)	Yes	Yes	Yes	-
Reservist with CFTS	Yes	Yes	Yes	-
Reservist with NLHC-MH eligibility	Yes	Yes	-	Yes
Reservist with accepted condition	Yes	Yes	-	Yes
Reservist (not above)	-	Yes	-	Yes
DVA Health Card holders (not above)	Yes	-	-	-
Dependant	-	-	-	-
Other Clients	-	-	-	-

Additional eligibility notes are below. Contact 1800 VETERAN (1800 838 372) for assistance.

### Eligibility Notes

- **Permanent ADF.** Includes serving / ex-serving / national service member of the Permanent Forces of the ADF with one day's permanent service. This group will also include those entitled to:
  - treatment for an accepted service related injury or condition; and/or
  - Non-Liability Health Care (NLHC) for mental health conditions, cancer (malignant neoplasm) or pulmonary tuberculosis.
- **Reservist with CFTS.** A member / ex-member of the Reserve forces who has rendered a period of Continuous Full Time Service (CFTS). These members are treated the same as 'Permanent ADF'.
- **Reservist with NLHC-MH eligibility.** A member / ex-member of the Reserve forces without CFTS, but entitled to access Non-Liability Health Care (NLHC) for mental health conditions due to their service with Border Protection, Disaster relief, and/or Involvement in a serious service-related training accident.
- **Reservist with accepted condition.** A member / ex-member of the Reserve forces not recognised in the "Reservist with CFTS" but has an accepted service related condition.
- **Reservist.** A member / ex-member of the Reserve forces not recognised in the "Reservist with CFTS", "Reservist with accepted condition" or "Reservists with NLHC eligibility" categories.
- **DVA Health Card Holders not above.** A client who currently holds or becomes eligible for a DVA Health Card for an accepted service related injury/condition, NLHC eligibility, or other treatment entitlements such as:
  - War Widow/ers
  - Orphans and Eligible Young People
  - British and Commonwealth Allied (BCAL) veterans, eligible under the VEA and MRCA

## AUSTRALIAN DEFENCE VETERANS' COVENANT

### FREQUENTLY ASKED QUESTIONS

- Australian Federal Police (AFP) eligible under the VEA
- Allied veterans with a Health card to facilitate treatment in Australia on behalf of an Allied country
- BCAL WW2 veterans with an Orange card who have access to subsidised RPBS pharmaceuticals
- British Nuclear Testing (BNT) civilians
- SEATO (Southeast Asia Treaty Organisation) Members of the Australian civilian surgical and medical teams who provided medical aid, training and treatment to local Vietnamese people during the Vietnam War
- Civilians eligible for veteran-like entitlements.
- **Dependant.** Clients who may receive payments or services due to their dependant relationship with a Veteran and who do not have an entitlement to treatment (DVA Health Card), e.g. Partner Service Pension, education payments, etc.
- **Other Clients** not included in the above categories.

### Are National Service personnel eligible?

- National Service men and women who have served one day of continuous full-time service in the ADF will be eligible for the Veteran Card, Veteran Lapel Pin and Oath.
- People who served under both the 1951-1959 and the 1964-1972 schemes who were required to render periods of CFTS are also eligible.

### Are Allied veterans eligible?

- Eligible British and Commonwealth Allied (BCAL) WW2 veterans have access to subsidised RPBS pharmaceuticals, receive a DVA Orange Veteran Card (Pharmaceutical).
- Allied veterans eligible for treatment in Australia on behalf of their Allied country, receive a DVA White Veteran Card to facilitate delivery and funding of treatment on behalf of their country.
- Allied veterans not eligible for treatment in Australia on behalf of their Allied country, are not eligible for a DVA White Veteran Card.

### Why are non-Veterans getting a Veteran Card (e.g. War widows, dependants of veterans)?

- ALL DVA Health Card holders (Gold, White, or Orange) will be issued with a Veteran Card.
- DVA clients include Veterans and non-Veterans.
- Non-Veterans with treatment entitlements who are eligible for a DVA Health Card include:
  - War Widow/ers
  - Orphans and Eligible Young People
  - British and Commonwealth Allied (BCAL) veterans, eligible under the VEA and MRCA
  - Australian Federal Police (AFP) eligible under the VEA
  - Allied veterans with a Health card to facilitate treatment in Australia on behalf of an Allied country

- BCAL WW2 veterans with an Orange card who have access to subsidised RPBS pharmaceuticals
- British Nuclear Testing (BNT) civilians
- Civilians eligible for veteran-like entitlements.

### Are AFP officers with overseas service eligible for the Covenant?

- Under the Covenant, Australian Federal Police (AFP) officers are not eligible. However, an AFP officer may be eligible for disability compensation and treatment for injuries related to specific peacekeeping service covered under the Veterans' Entitlements Act 1986 (VEA). Where a claim is accepted, a Veteran Card will be issued for the treatment of the condition.
- The [DVA factsheet DP 15 Defence and peacekeeping service entitlements](https://www.dva.gov.au/factsheet-dp15-defence-and-peacekeeping-service-under-veterans-entitlements-act-1986) has more information (<https://www.dva.gov.au/factsheet-dp15-defence-and-peacekeeping-service-under-veterans-entitlements-act-1986>).

### Are all Veteran Card holders eligible for Non Liability Health Care (NLHC) for mental health treatment?

- Any member of ADF with at least one day of continuous full-time service (CFTS) is eligible for DVA funded mental health treatment under NLHC arrangements.
- Veteran Card eligibility has a set of criteria, and NLHC mental health eligibility has a different set of criteria so not all Veteran Card holders are eligible for NLHC mental health treatment. This is particularly relevant for reservists.
- A member / ex-member of the Reserve forces who has rendered a period of Continuous Full Time Service (CFTS), is treated the same as 'Permanent ADF' and is eligible for a Veteran Card and access to mental health treatment under NLHC arrangements.
- A member / ex-member of the Reserve forces without CFTS, may be entitled to access NLHC for mental health treatment due to their service with Border Protection, Disaster Relief, and/or involvement in a serious-related training accident, and is eligible for a Veteran Card and access to mental health treatment under NLHC arrangements.
- A member / ex-member of the Reserve forces not eligible for NLHC for mental health treatment but has an accepted service related condition, is eligible for a Veteran Card.

### Are deceased veterans eligible for the Lapel Pin and Oath?

- Eligible veterans and reservists who were alive at the time of the Prime Minister the Hon Scott Morrison's announcement on 27 October 2018 are eligible to receive the Lapel Pin and Oath posthumously.
- A nominated representative or family member can apply on behalf of a deceased veteran or reservist.
- For more information call 1800 VETERAN (1800 838 372).



## **Applying for the Australian Defence Veterans' Covenant (including Veteran Card, Lapel Pin, and Oath)**

Why do I have to apply for the Covenant? The Government knows us all / why doesn't DVA just send them to all veterans?

- There are a couple of reasons we're asking veterans to apply.

Based on demographic projections, we estimate that there are currently 631,800 living veterans. Of these, only 183,655 are DVA clients. For the remaining 450,000+ veterans any information that the Department of Defence may have will be in paper records and likely to be out of date and not usable.

Secondly, we understand that not all veterans and reservists want a Lapel Pin or Oath for many reasons. We want to avoid causing any distress so we chose to send out only to veterans and reservists who tell us they want to receive them.

### **How do veterans apply for the Covenant?**

- To apply for the Covenant go to DVA's online application MyService ([dva.gov.au/myservice](https://dva.gov.au/myservice)). MyService can be accessed on any device (personal computer, iPad, tablet, mobile phone) that you can access the internet on.
- If veterans are having problems with applying using MyService, they can call 1800 VETERAN (1800 838 372) or visit your nearest Veterans' Access Network office.

### **DVA CLIENTS WITH A DVA HEALTH CARD**

- DVA veteran and reservist clients who currently hold a DVA Health Card can request a Lapel Pin and a copy of the Oath using MyService ([dva.gov.au/myservice](https://dva.gov.au/myservice)) and click on the 'Veteran Covenant' tile.
- If eligible, a Lapel Pin and a copy of the Oath will be sent to the client in the mail.
- Clients will automatically receive a new look Veteran Card as part of the card replacement program, which is scheduled to occur next year.
- Clients will notice that they can see a digital version of the redesigned Veteran Card in their MyService Account.
- Existing DVA Health Card holders are able to use their existing card (both physical and the new look digital card) as they do now with no changes to their DVA services and entitlements.
- Wherever a client sees "Veteran Card" they can correctly assume that they can use their DVA Health Card for the same benefits and offers.

### **DVA CLIENTS WHO DON'T HAVE A DVA HEALTH CARD**

- To use MyService, existing DVA clients will need to have a myGov account and a linking code provided by DVA. To get a linking code, clients can phone 1800 VETERAN (1800 838 372).
- DVA veteran clients can request a Veteran Card, Lapel Pin and a copy of the Oath using MyService ([dva.gov.au/myservice](https://dva.gov.au/myservice)) and click on the 'Veteran Covenant' tile.

### **VETERANS WHO ARE NOT YET CLIENTS OF DVA**

- Applicants who are not yet clients of DVA can apply using DVA's MyService portal ([dva.gov.au/MyService](https://dva.gov.au/MyService)).
- When registering for online DVA services on MyService, clients will be redirected to myGov.

## AUSTRALIAN DEFENCE VETERANS' COVENANT

### FREQUENTLY ASKED QUESTIONS

- If clients already have a myGov account, they can log in to myGov and link to DVA.
- Once clients have registered for MyService, they can apply for the Covenant by clicking on the 'Veteran Covenant' tile.
- If applicants are unable to go online, or need help with their application, they can phone DVA on 1800 VETERAN (1800 838 372) or visit our Veterans' Access Network.

### What is a "PMKeyS number"?

- A PMKeyS number is the personnel identifier used by Department of Defence from the late 1990's for serving members. If you served prior to 2000, it is unlikely that you were issued with a PMKeyS number and will need to provide your service number.

### How do veterans provide Proof of Service when applying for the Covenant?

- For online Covenant application to proceed we need veterans to provide proof of service to determine eligibility for either the Veteran Lapel Pin or Reservist Lapel Pin. Veterans can provide any one of the following:
  - PMKeyS number (if they have the PMKeyS number there is no requirements for additional Proof of Service)
- OR
- Service Number (along with best estimate of Date of enlistment and Date of discharge) and
  - Military Payslip or
  - Discharge Signal or
  - Service ID Card or
  - Any other document that identifies your previous service.
- DVA doesn't currently have access to this information from Department of Defence. If the applicant cannot find one of these documents they will need to request documentation from the Department of Defence.

### Why are current DVA clients being asked to provide Proof of Service when applying for the Covenant?

- The Covenant has different Lapel Pins for veterans and reservists. In some cases, DVA may not hold sufficient information electronically to determine whether clients are a veteran or reservist. Therefore some applicants will be required to upload proof of service documentation.

### How can veterans without access to the internet apply for the Covenant?

- If applicants are unable to go online, or need further assistance with their application, they can phone the DVA general enquiries phone number on 1800 VETERAN (1800 838 372) or visit our Veterans' Access Network.

### Can a Nominated Representative apply for the Covenant on behalf of a client?

- Applying for the Covenant / Request for Recognition is considered as a new type of claim so the existing conditions for Nominated Representatives and Powers of Attorney apply in the same way as they do with other claims:

- If the Nominated Representative has the authority to act on behalf of the client, they can apply on the client's behalf.
- If the Nominated Representative has the authority only to enquire on behalf of the client, they can't apply on the client's behalf (unless there is clear consent from the client allowing the rep to apply on this particular occasion – see the following question).

### Can an Advocate, ESO representative or family member apply for the Covenant on behalf of a client?

- Advocates, ESO reps or family members will be able to apply on behalf of a client where they have the clear authority or consent of the client to do so and the usual POI requirements are met for the client.
- For example, an Advocate/ESO rep/family member calls DVA on behalf of an elderly client and the client is with the Advocate. We can speak with the client to seek their oral consent for the Advocate to act on their behalf for this claim. The Advocate sits with the client to provide support in responding to questions. Normal POI requirements apply.

### Why are clients being told about mental health treatment while registering for a Veteran Card?

- Access to free mental health treatment is a government initiative and available to all veterans and eligible reservists if they ever need it.
- This means that clients are able to access DVA-funded treatment for any mental health condition without having to link the condition to your service in the ADF.

### A client applied for the Veteran Card and received information for Mental Health Non-Liability Health Care (NLHC). What does this mean?

- Eligibility for the Veteran Card under the Covenant also entitles clients to DVA funded mental health treatment under NLHC arrangements without the requirement to link the mental health condition to their service.
- Eligible clients can access DVA-funded mental health treatment should they ever need to.

### Why is DVA asking clients to provide bank account details while applying for a Veteran Card?

- When applying for a Veteran Card, DVA will check to see if the client is eligible to receive the veteran supplement.
- The veteran supplement is a fortnightly amount paid to some veterans, war widow/ers and orphans to reduce their out of pocket expenses when paying the maximum concessional pharmaceutical co-payment.
- If the client is eligible, they will receive the fortnightly supplement amount to their nominated bank account.
- If clients are not comfortable providing their bank details as part of this process, they can skip this step.

## When will clients receive their Veteran Card?

### **EXISTING CLIENT WITH A DVA HEALTH CARD**

- Clients will automatically receive the new-look Veteran Card as part of the card replacement program.
- Upon registration in MyService, clients will gain access to a digital version of their Veteran Card.

### **EXISTING CLIENT DOESN'T HAVE A DVA HEALTH CARD**

- Clients will receive their Veteran Card in the mail usually in about two to three weeks from the date of request.

### **CLIENTS WHO ARE NEW TO DVA**

- Clients will receive your Veteran Card in the mail usually in about two to three weeks from the date of request.

## When will veterans be able to use the card?

- Successful new Veteran Card applicants can commence using the digital card displayed in the MyService portal as their Veteran Card until the physical card arrives via mail.
- Existing DVA Health Card holders can commence using either their digital Veteran Card, OR continue using their existing DVA Health Card.
- Health providers and participating businesses will recognise both the current DVA Health Cards and the new Veteran Cards.

## When will clients receive their Lapel Pin and Oath?

- The Veteran Recognition Bill has now passed Parliament and Lapel Pins and the Oath can now be posted. We're working with our distributor to get these to you as quickly as we can.

## **Additional benefits now available to veterans**

### **When will businesses start offering discounts or concessions to Veteran Card holders?**

- Veteran Card holders can access concessions and business offers now.
- Discounts and concessions will be at the discretion of the participating businesses or organisations.
- There is no obligation for a business or organisation to offer discounts or concessions.

### **How do veterans access these offers? Where do they find them?**

- DVA is working with Australian Partners of Defence (APOD) – an Australian-owned organisation which was founded by Veteran families, for Veteran families – to make it easy for businesses and organisations to recognise and acknowledge the unique nature of military service and the contribution of veterans and their families.
- APOD provides a closed membership site where Veteran Card holders can search by location, category or keyword, to redeem business offers online (using a web link or discount code) or in-store.
- See the *About Australian Partners of Defence (APOD)* section (page 15) and how veterans can access.

### **What benefits are businesses offering?**

- Businesses include retailers, travel and tourism operators, accommodation and car hire, entertainment, hospitality, restaurants, and service and trade industries ranging from gym memberships to automotive mechanics and legal.
- Offers are generally discounts on goods, gift cards and services. Some offers are seasonal or for a set period.

### **Could you give me a range so veterans know what to expect?**

- Percentage discounts, for example, range from 2.5 per cent through to 30 per cent on selected items – each business has different offers available.

### **Some of these discounts are comparable to or less than what the broader Australian public can receive – should businesses be offering more if they're truly supportive of veterans?**

- The Minister has encouraged each and every business to show their support for the Covenant and get behind this initiative – ultimately, supporting the Covenant and the unique nature of military service is the most important step in recognition.
- The benefit offered is a matter for each individual business and understandably can be based on any number of factors.

### **How is this different from other reward and loyalty programs already available to the wider public?**

- Veterans don't need to spend money to qualify for rewards or acquire loyalty points.
- APOD is an Australian-owned organisation which was founded by Veteran families, for Veteran families and is already in close alignment with the principles of the Covenant.

## AUSTRALIAN DEFENCE VETERANS' COVENANT

### FREQUENTLY ASKED QUESTIONS

- APOD has over 400 businesses committed to supporting veterans.
- APOD already has a digital platform in place, making it easier for businesses and organisations to recognise and acknowledge the unique nature of military service and the contribution of veterans and their families.
- APOD will continue to onboard businesses as they commit to supporting the Covenant.

#### Will family members be able to gain access to these benefits?

- Arrangements are in place for all Veteran Card holders to have free access to the full suite of offers.
- When a DVA Health Card or Veteran Card holder logs in to the APOD platform, either from a PC or through a mobile device, they are able to search and select particular offers for validation.
- APOD also provides an option for Defence families to use the platform, however, as this is outside the Veteran Card program, there are membership fees.

#### What happens to those card holders who don't or can't use the internet or a smartphone – how can they get discounts if seeing the Veteran Card isn't enough?

- Veteran Card holders seeking to redeem a particular offer can phone DVA on 1800 VETERAN (1800 838 372) or visit our Veterans' Access Network and DVA staff will help with the process and provide a particular offer redemption code or voucher.

#### The Covenant was announced in October 2018 – why has it taken so long to make these additional benefits available to veterans?

- Legislation providing better recognition of the unique nature of military service and further acknowledging the service and sacrifice of veterans and their families has now passed Parliament.
- During that period, we have been working closely with a range of businesses on how to make more benefits available to veterans.
- The majority of Australian businesses have moved to online offerings and our focus has been on working out how veterans can access those businesses.
- This is one of the key reasons we are working with APOD: it is a tried and tested online platform that can validate the entire range of offers available to Veteran Card holders.

## About Australian Partners of Defence (APOD)

### What is APOD?

- APOD – an Australian-owned organisation which was founded by Veteran families, for Veteran families – to make it easy for businesses and organisations to recognise and acknowledge the unique nature of military service and the contribution of veterans and their families.
- APOD provides a closed membership site where Veteran Card holders can search by location, category or keyword, to redeem business offers online (using a web link or discount code) or in-store.

### Why isn't DVA doing this itself?

- DVA's focus is the health and welfare of all our clients. In working with business to find the best solution for our clients, we determined that partnering with an established business was more beneficial for clients and allowed DVA to retain our focus on veterans and their families.
- APOD has more than seven years' experience operating an online platform and has over 400 businesses who are linked to it with more than 10,000 individual offers.
- Working with APOD enables the Australian Government to leverage its expertise and use its business model to scale up the Veteran Card program.
- This represents value for money as to build and administer a similar platform in-house would take a longer lead time, cost more money and provide a smaller range of offers.

### Has DVA agreed to pay the APOD membership fees?

- The membership base of Veteran Card holders is included in the contractual arrangement with APOD.
- Veteran Card holders do not need to pay membership fees.

### Does APOD/DVA pay the businesses participating in the program?

- No. Business participation is voluntary and the benefits they provide to veterans is at the discretion of the individual business.

### How can local businesses sign up to support the program?

- Businesses who wish to provide discounts and benefits to veterans can register to participate in the program by completing the online form at [recognition.dva.gov.au](https://recognition.dva.gov.au)
- Alternatively, businesses can sign up directly via the APOD website at [apod.com.au/register-partner](https://apod.com.au/register-partner)
- To access the partner dashboard, enter the required fields on the registration form which will be directed to [apod.com.au/myaccount/dashboard.html](https://apod.com.au/myaccount/dashboard.html)
- Click 'Create Discount' on the left of the dashboard to complete the forms and create your offer page.
- Click 'Manage Discounts' on the left of the dashboard to preview, edit and publish your offer page.

## Accessing benefits using APOD

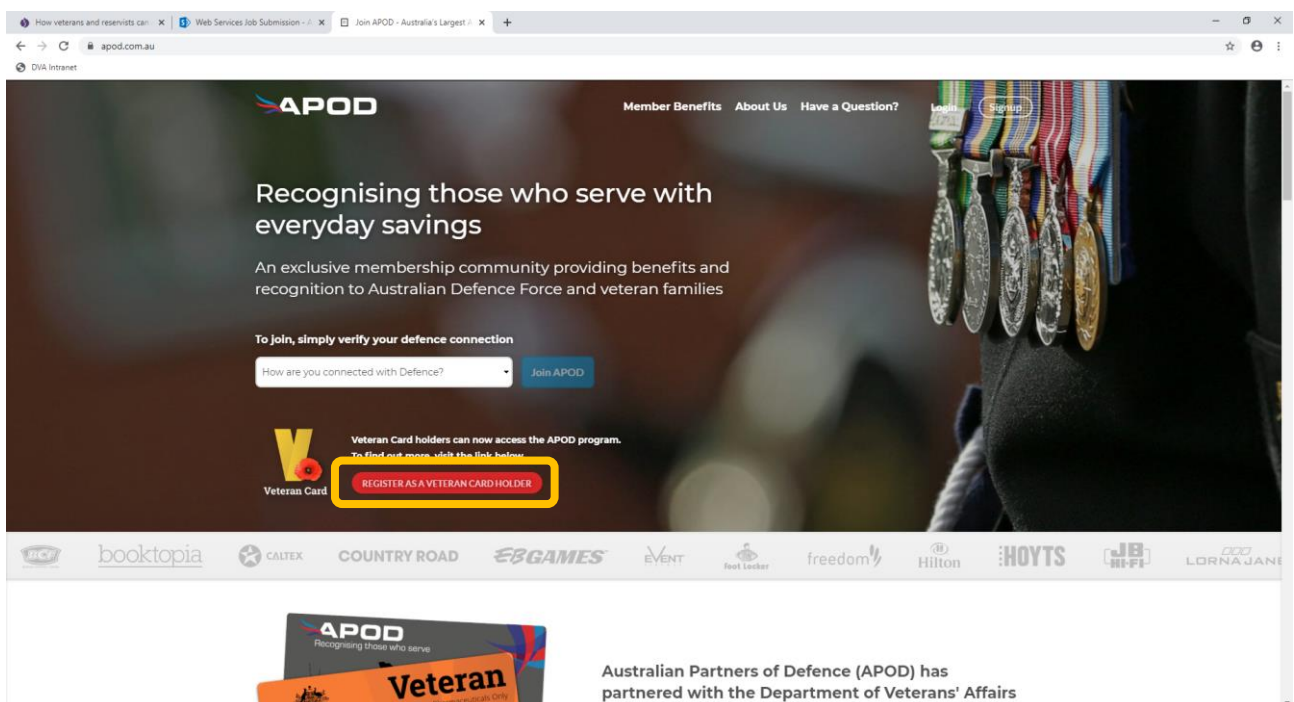
### How does a client sign up to APOD?

#### PRE-REGISTERING FOR APOD—MYSERVICE APPLICATION PROCESS

- Available only after launch in November 2019.
- Signing up to APOD is a two-step process.
- When applying in MyService, clients are asked to provide their consent for DVA to send their details to APOD.
- The client will receive an email from APOD with instructions to verify their email address and to set up a password.
- If the client can't see an email from APOD in their inbox, it may be in their junk folder.

#### CLIENTS WHO HOLD A VETERAN CARD / DVA HEALTH CARD

- Have their Veteran Card / DVA Health Card ready.
- Go to the APOD website [apod.com.au](http://apod.com.au).
- Click the REGISTER AS A VETERAN CARD HOLDER button on the homepage.



OR

- Select "I have a DVA Health Card or Veteran Card"
- Click the Join APOD button



## AUSTRALIAN DEFENCE VETERANS' COVENANT

### FREQUENTLY ASKED QUESTIONS

How veterans and reservists can... Web Services Job Submission... Join APOD - Australia's Largest...  
DVA Intranet  
apod.com.au

Member Benefits About Us Have a Question? Login Sign Up

## Recognising those who serve with everyday savings

An exclusive membership community providing benefits and recognition to Australian Defence Force and veteran families

To join, simply verify your defence connection

How are you connected with Defence?  
How are you connected with Defence?  
I have a DVA Health Card or Veteran Card  
I have a Defence connection (non-card holder)

Join APOD

Veteran Card

Veteran Card holders can now access the APOD program. To find out more, visit the link below.

REGISTER AS A VETERAN CARD HOLDER

3GAMES EVENT Foot Locker freedom Hilton HOYTS J&B Hi-Fi LORNA JANE MIMCO MYER PUMA

APOD Recognising those who serve

Veteran

Australian Partners of Defence (APOD) has partnered with the Department of Veterans' Affairs

- Enter their email address and complete their details including their Veteran Card/DVA Health Card number ***exactly as it appears on their card*** to verify eligibility to become a member.

How veterans and reservists can... Web Services Job Submission... Join APOD as a Veteran Card Holder...  
DVA Intranet  
apod.com.au/veteran-card-holder

Member Benefits About Us Have a Question? Login Sign Up

## Supporting Australian Veteran Card holders

As a Department of Veterans' Affairs Veteran Card holder you can get automatic access to over 400 brands with more than 10,000 offers.

Veteran Card

Veteran Card holders can now access the APOD program. To find out more, visit the Department of Veterans' Affairs website.

REGISTER AS A VETERAN CARD HOLDER

Not a Veteran Card holder? Become an APOD member SIGN UP

3GAMES EVENT Foot Locker freedom Hilton HOYTS J&B Hi-Fi LORNA JANE MIMCO MYER PUMA

APOD Recognising those who serve

Veteran

Australian Partners of Defence (APOD) has partnered with the Department of Veterans' Affairs

DVA Veteran Card holders can now access

Support

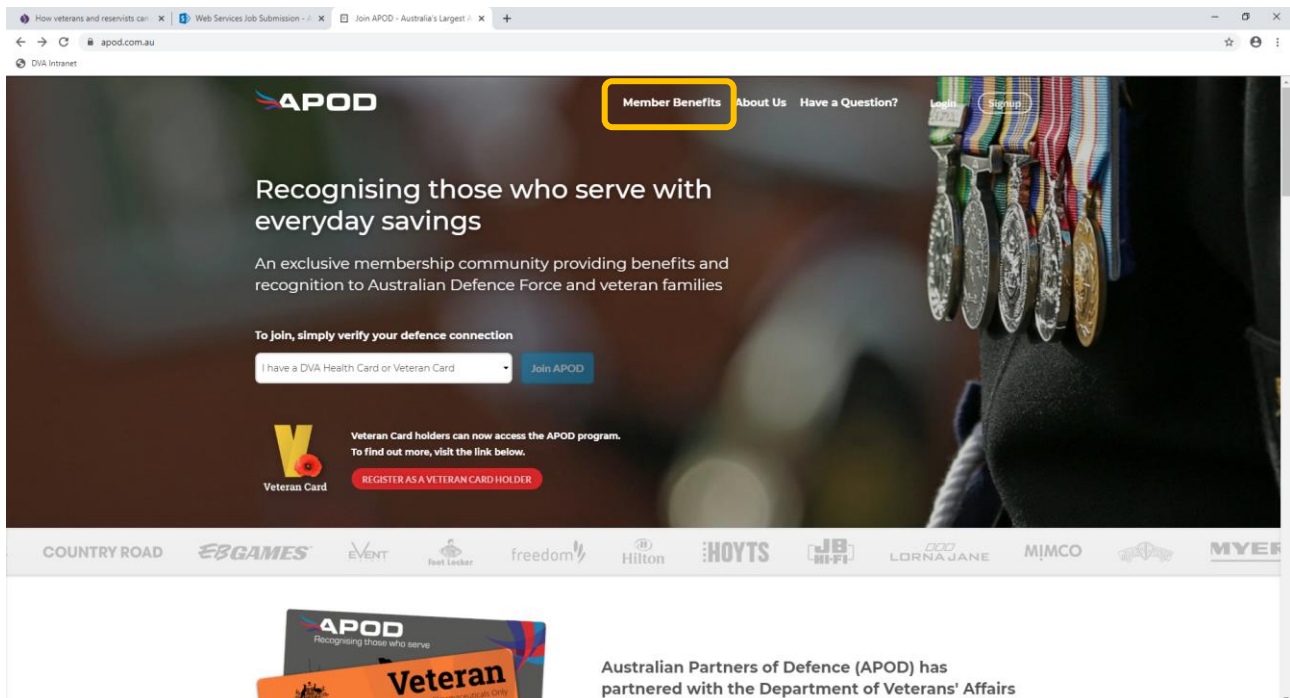
## AUSTRALIAN DEFENCE VETERANS' COVENANT

### FREQUENTLY ASKED QUESTIONS

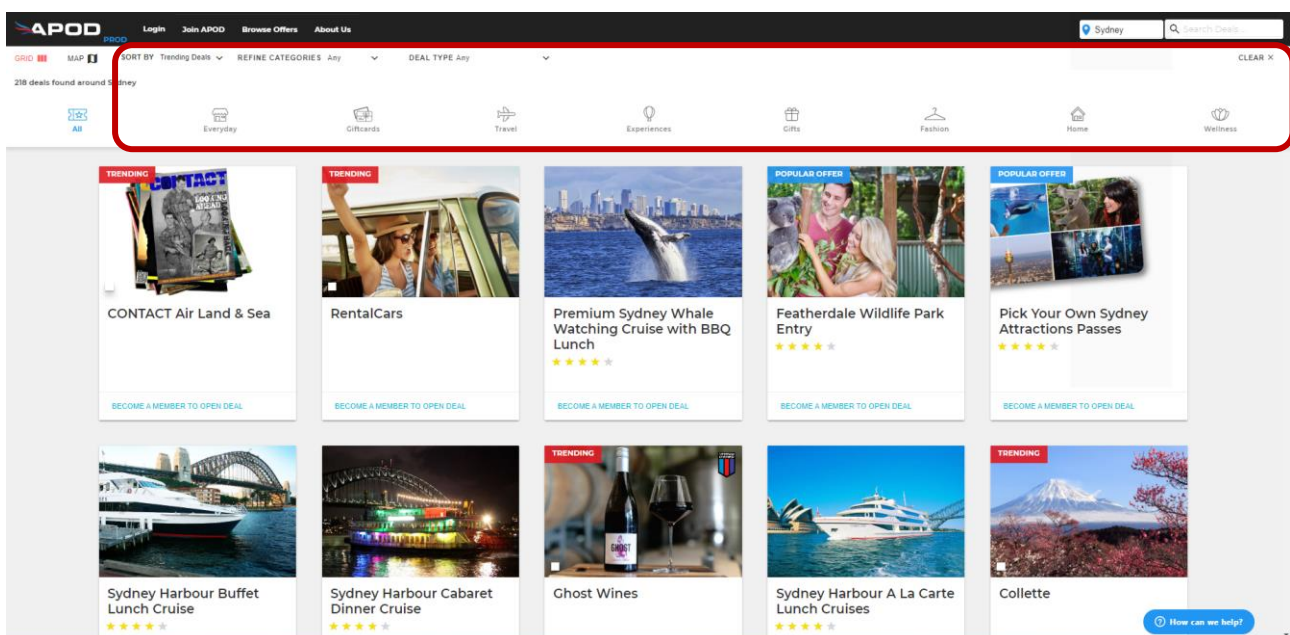
- The client will receive an email from APOD with instructions to verify their email address and to set up a password.
- If the client can't see an email from APOD in their inbox, it may be in their junk folder. How does a client search for offers?
- Go to [www.apod.com.au](http://www.apod.com.au)

### BROWSE OFFERS

- Click 'Member Benefits' heading at the top of the APOD homepage.



- On this page, clients can browse through the offers by using the available filters and categories to refine the search.

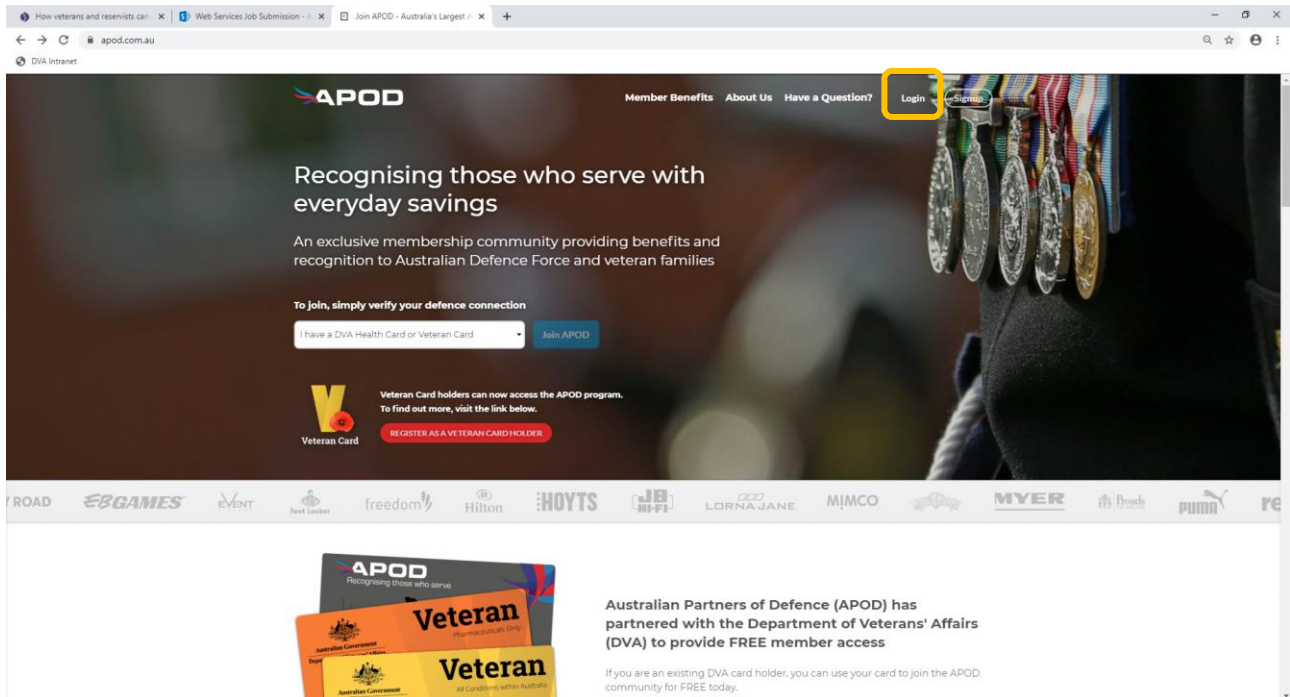


## AUSTRALIAN DEFENCE VETERANS' COVENANT

### FREQUENTLY ASKED QUESTIONS

#### ACCESS OFFERS

- Clients need to log in to access offers. They can Login from the home page or the Member Benefits pages.
- At the home page, click Login



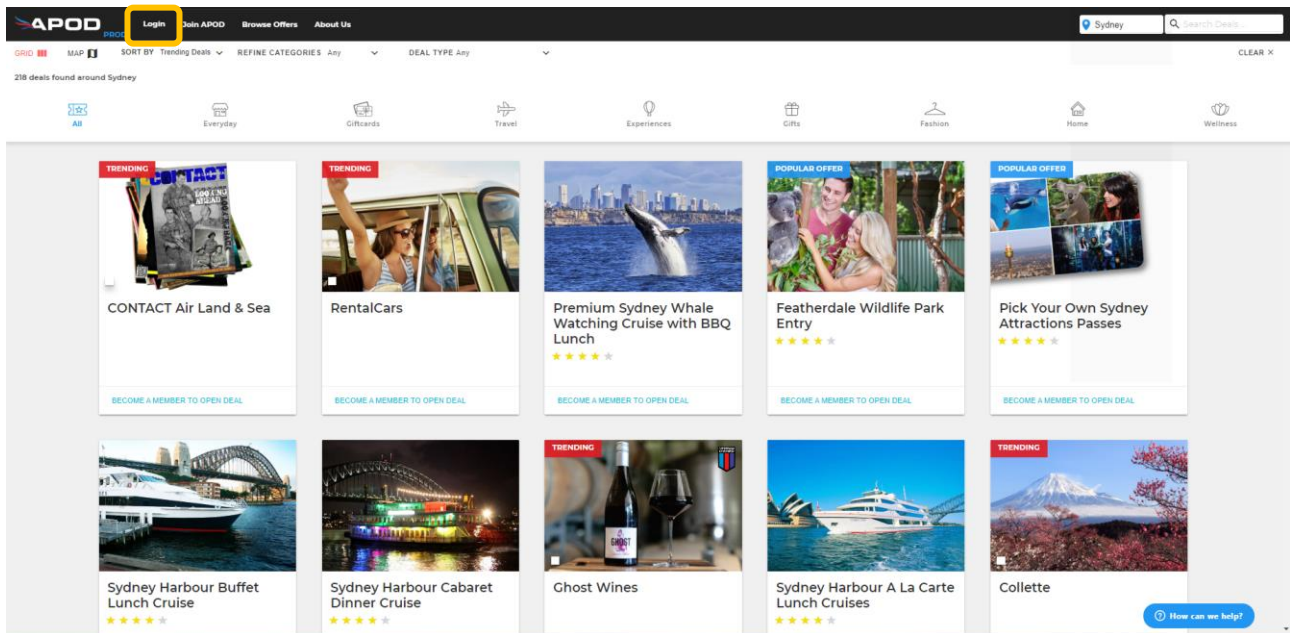
OR

- If the client is already browsing the offers, on the offers page, click Login



## AUSTRALIAN DEFENCE VETERANS' COVENANT

### FREQUENTLY ASKED QUESTIONS



### How does a client redeem APOD offers?

- Business offers can be redeemed in a variety of ways, depending on how the businesses have made the offer available. It is important to remember, offers are only available when logged in as the APOD website is an exclusive secure website for the Defence community.
- In addition to the digital APOD Card, Veteran Card holders will have access to a digital Veteran Card through the APOD website. Whenever you see the APOD and Veteran Card emblem in participating businesses, you will be able to show the digital card in the APOD wallet.



#### Online Offers Example: Samsung Electronics

Online offers can be redeemed via the APOD website by clicking on the participating business' offer page and following the instructions to open the business' website and apply the promotional code, if applicable.



#### In-Store Offers Example: Sleepy's the Mattress Experts, Caltex Australia

In-store offers can be redeemed via the APOD website by clicking on the participating business' offer page to show the voucher and business specific code on a mobile device or print using a computer to show at point of sale.



#### Digital Store Cards (or Gift Cards) Example: Myer, Harvey Norman, Hoyts

Gift Cards can be purchased on the APOD website. Simply click the offer page, select the store card amount, enter credit card details (credit card processing fee applies), make the payment and then access the store card in the APOD digital wallet.



#### Other Types of Offers Example: handyman services, car buying service

Other types of offers may require members to validate their APOD membership over the phone or via email by providing their member number or a code as specified on the participating business' offer page on the APOD website.

### How does a client access their APOD digital card?

- Clients can access their APOD digital card on their mobile device when they are logged in to My APOD mobile application. Click on the APOD logo and a menu pane will appear on the left. Select 'Digital Card' to display the digital card on the mobile device.
- Some businesses will require clients to show your digital card at the time of purchase to validate your membership.

### What happens to veterans who don't or can't use the Internet or a smartphone – how can they get discounts if seeing the Veteran Card isn't enough?

- Veteran Card holders seeking to redeem a particular offer can phone DVA on 1800 VETERAN (1800 838 372) or visit our Veterans' Access Network and DVA staff will help with the process and provide a particular offer redemption code or voucher.

### Are there discount books available / can I get a discount book?

- APOD is available as an online platform only.

## General questions

The Covenant was announced in October 2018 – why has it taken so long to make these benefits available to veterans?

- Legislation providing better recognition of the unique nature of military service and further acknowledging the service and sacrifice of veterans and their families has now passed Parliament.
- During that period, we have been working closely with a range of businesses on how to make more benefits available to veterans.
- The majority of Australian businesses have moved to online offerings and our focus has been on working out how veterans can use their card at those businesses.
- This is one of the key reasons we are working with APOD: it is a tried and tested online platform that can validate the entire range of offers available to Veteran Card holders.

How did the early design concepts for the Veteran Card, Lapel Pin and Oath end up on social media?

- The Department follows due process including consultative practices in the development of new services and support for veterans and their families
- This consultation was important to inform the final design of the Veteran Card, Veteran Lapel Pin and Reservist Lapel Pin, and Oath.

How much will all this cost?

- The Government is committed to the mental health of veterans and their families and provides more than \$230 million a year as part of more than \$11 billion for veterans in this year's Budget.
- The Government has ensured all veterans can gain access to free mental health care for life and expanded the Open Arms — Veterans & Families Counselling service, which provides professional support to veterans and their families. This support is needs based, uncapped and available to any veteran who has served a single day in the Australian Defence Force.