



A service founded by Vietnam Veterans, now for all veterans and families.

Eligibility

Open Arms provides free and confidential counselling to anyone who has served at least one day in the ADF, their partners and families.

Eligibility criteria

In 2017, our eligibility criteria was expanded and now includes:

- current serving Royal Australian Navy, Australian Army and Royal Australian Air Force personnel
- ADF personnel transitioning to civilian life
- ex-serving members
- partners and children of serving and ex-serving personnel
- ex-partners who are co-parenting
- reservists with one day continuous full time service or hazardous service.

Where there has been a death of a service person, parents and siblings may be able to access the service. We provide free and confidential counselling and support.

Eligibility matrix

The document on the following page provides a quick overview of eligibility criteria.

Contact us

Call Open Arms on 1800 011 046 to learn more about your eligibility, and how we can provide services that are right for you.

This link will take you to the Open Arms website <http://www.openarms.gov.au/> if you wish to discover more details.

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

Group	Individual	Dependent Child (up to 26)	Son or Daughter (over 26)	Partner	Former Partner ¹	Parent	Sibling
Current or former serving Australian Defence Force (ADF) members (Permanent or Reserve Forces) who have:							
▪ Pre Vietnam service (including World War II, Malaya, Korea)							
▪ Vietnam War service							
▪ other operational service							
▪ peacekeeping service							
▪ hazardous service							
▪ British Nuclear Test defence service							
▪ border protection service							
▪ Australian and overseas disaster zone service							
▪ submariner service							
▪ been involved in a service-related training accident resulting in serious injury to any person							
▪ been 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						
▪ a DVA Gold Card							
▪ a DVA White Card for accepted service related mental health conditions (may include Commonwealth or Other Allied Veterans under reciprocal healthcare arrangements)							
▪ a DVA White Card (non-liability healthcare) for all mental health conditions (one day continuous fulltime service)							
▪ eligible to receive a reparation payment from the Defence Abuse Response Taskforce (DART)							
▪ F-111 Cohort through the SHOAMP scheme (Study of Health Outcomes in Aircraft Maintenance Personnel)							
Certain United Nations/Australian Police approved personnel							
War Widow[er]s (VEA definition)							

Key

Eligible for Open Arms	
No Open Arms eligibility	

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