

17 October 2025

The Hon David Crisafulli MP
Premier and Minister for Veterans

By email: [REDACTED]

Subject: AMA Queensland advocacy for veterans

Dear Premier

AMA Queensland has been advocating for increases to the Department of Veterans' Affairs (DVA) fees for medical services on behalf of veterans and their doctors [since 2023](#). Our members report that fees are so low they are declining to treat veterans, despite wanting to as many doctors have themselves served in the Australian Defence Force.

As the Minister for Veterans, we enclose copies of this advocacy, including our latest letter to the Minister for Veterans' Affairs. You will note that in our correspondence, DVA have recently changed their invoicing practices without consultation and sent generic warning letters threatening legal action to doctors. This has caused distress and practices have already laid off staff in anticipation of their businesses becoming unviable.

We urge you to advocate on behalf of veterans to Minister Keogh for appropriate DVA rates and a resolution of the latest issues regarding DVA invoicing practices. If it would assist you, we are open to meet to discuss the concerns further.

Yours sincerely

[REDACTED]

Dr Nick Yim
President
AMA Queensland

Dr Brett Dale
Chief Executive Officer
AMA Queensland

Copied to:
The Hon Tim Nicholls, MP, Minister for Health and Ambulance Services

15 October 2025

The Hon Matt Keogh MP
Minister for Veterans' Affairs**By email:** [REDACTED]**Subject: DVA rates for medical services, generic warning letters and lack of consultation**

Dear Minister

We have previously written to you about our members' concerns about the inadequacy of the Department of Veterans' Affairs (DVA) rates for medical services (please refer [here](#)).

Despite increases in the DVA fee schedules for medical services in September, our members report that many of DVA's rates remain unacceptably low – so low that they cannot continue to provide those services to veterans. Some practices have already begun laying off staff due to the financial implications.

Practices report that the issue is particularly acute for DVA GP compensation consultation fees, which are significantly less than WorkCover, AMA fees list and even DVA rates for consultations of similar duration and clinical complexity. The following table provides an illustration of these disparities via a comparison of rates for consultations lasting up to 20 minutes but is an issue across a range of other DVA fees.

DVA compensation consultation DCC01 (<20min)	DVA fee schedules for medical services item 23 (6-20min) including VAP	WorkCover compensation consultation item 23 (6-20min)	AMA fees list for medical treatment services item 23
\$37.10	\$74.75	\$108	\$108

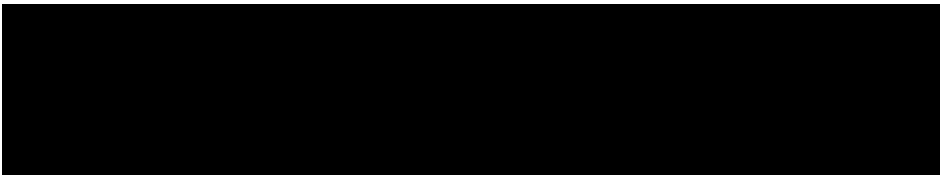
In addition to concerns about DVA rates, our members have expressed their alarm and offence at recent, generic warning letters sent to DVA providers. These letters imply practices may have breached DVA portfolio legislation and processes and include threats to restrict Transaction Reference Numbers and refer practitioners to regulatory bodies and the Australian Federal Police for investigation.

We understand that DVA sent these letters following a change in its invoicing practices which was implemented without consultation with providers. That change now requires practices to adhere to DVA fee schedules, despite this being contrary to historical practice, and is significantly adding to provider stress about ongoing viability.

While we acknowledge the government's concerns that some corporate groups may be engaging in fraudulent behaviour and fully support investigation of such alleged activity, most doctors who treat our veterans work independently in small, family-owned practices. They often treat DVA patients at no profit, due to a sense of loyalty and duty to our veterans, given many doctors have themselves served in the Australian Defence Force. These letters and the recent changes in DVA practice have caused insult and unnecessary frustration.

We would welcome an opportunity to meet with you to discuss a resolution of these issues and look forward to your response.

Yours sincerely



Dr Nick Yim
President
AMA Queensland

Dr Brett Dale
Chief Executive Officer
AMA Queensland

19 June 2023

Hon Matt Keogh MP
 Minister for Veterans' Affairs
 Minister for Defence Personnel

ama.com.au/qld

88 L'Estrange Terrace
 Kelvin Grove 4059

PO Box 123
 Red Hill 4059

Ph: (07) 3872 2222
 Fax: (07) 3856 4727

amaq@amaq.com.au

By email: [REDACTED]

Subject: Concerns re low DVA rates for medical services

ACN: 009 660 280
 ABN: 17 009 660 280

Dear Minister

Several medical practitioners have contacted AMA Queensland concerned about the Department of Veterans' Affairs Fee Schedules for Medical Services ('DVA rates'). Specifically, these doctors report that DVA rates have failed to keep pace with the cost of medical services such that practitioners are declining to treat our returned service personnel under the scheme.

In response to these concerns, AMA Queensland has reviewed some key MBS items for the main specialists that treat our veterans, including general practitioners, orthopaedic surgeons and psychiatrists. This review shows DVA rates have fallen dramatically behind those for WorkCover and the AMA Fees List and are, on average, just 32% higher than MBS (patient) rebates as set out in the below tables.

General Practice			
MBS Item	% of MBS Rate	% of WorkCover Rate	% of AMA Fees List Rate
23	115%	51%	51%
36	115%	55%	53%
44	115%	52%	51%
2700	115%	36%	35%
2713	115%	43%	42%
2715	115%	60%	44%
11707	140%	45%	44%
30071	134%	36%	35%
30192	134%	54%	53%
30196	134%	54%	53%
Average	123%	49%	46%
Range	115%-140%	36%-60%	35%-53%

Orthopaedics			
MBS Item	% of MBS Rate	% of WorkCover Rate	% of AMA Fees List Rate
49570	140%	45%	44%
49318	167%	53%	52%
49518	168%	54%	30%
Average	158%	51%	42%
Range	140%-168%	45%-54%	30%-52%

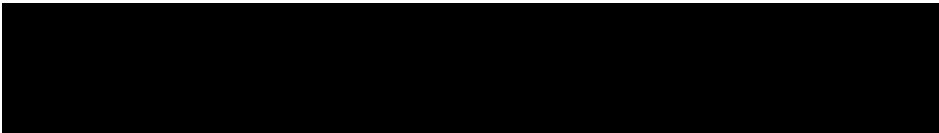
Psychiatry			
MBS Item	% of MBS Rate	% of WorkCover Rate	% of AMA Fees List rate
291	145%	84%	82%
293	145%	79%	77%
300	145%	66%	65%
Average	145%	76%	75%
Range	145%	79%-84%	65%-82%

AMA Queensland recognises the invaluable service our defence personnel provide the community and that this can expose them to increased incidence of illness and injury. They deserve a medical scheme that reflects this service and, at a minimum, aligns with WorkCover and AMA Fees List rates.

We know that the loss of clinician support to the DVA program will further exacerbate the prolonged waiting time for veterans to access appropriate care and is likely to lead to the deterioration of the presenting cause and affect the mental health of an already vulnerable patient.

As such, we would welcome an opportunity to discuss this with you further with the aim of developing a sensible resolution of these concerns.

Yours sincerely



Dr Maria Boulton
President
AMA Queensland

Dr Brett Dale
Chief Executive Officer
AMA Queensland

6 November 2023

The Hon Matt Keogh MP
Minister for Veterans' Affairs
Minister for Defence Personnel

ama.com.au/qld

88 L'Estrange Terrace
Kelvin Grove 4059

PO Box 123
Red Hill 4059

Ph: (07) 3872 2222
Fax: (07) 3856 4727

amaq@amaq.com.au

ACN: 009 660 280
ABN: 17 009 660 280

By email: [REDACTED]

Subject: Following up concerns re low DVA rates for medical services

Dear Minister

You will recall we wrote to you in June this year following concerns raised with us by AMA Queensland members about the Department of Veterans' Affairs Fee Schedules for Medical Services ('DVA rates'). We also submitted these concerns to the Royal Commission into Defence and Veteran Suicide in July this year.

Doctors continue to advise that DVA rates are so low they are being forced to decline treating our returned service personnel under the scheme. It simply no longer covers the cost of providing the health care our defence personnel need and deserve.

As previously stated, we would welcome an opportunity to discuss this with you further with the aim of developing a sensible resolution of these concerns that ensures ongoing clinician support for these worthy patients.

Yours sincerely

[REDACTED]

Dr Maria Boulton
President
AMA Queensland

Dr Brett Dale
Chief Executive Officer
AMA Queensland



OFFICE OF THE HON MATT KEOGH MP
MINISTER FOR VETERANS' AFFAIRS
MINISTER FOR DEFENCE PERSONNEL

MC23-002712

Dr Maria Boulton, President
Dr Brett Dale, Chief Executive Officer
Australian Medical Association Queensland
88 L'Estrange Terrace
KELVIN GROVE QLD 4059

Dear Dr Boulton and Dr Dale

Thank you for your correspondence of 19 June 2023 to the Minister for Veterans' Affairs, the Hon Matt Keogh MP, regarding the Department of Veterans' Affairs (DVA) Fee Schedules for Medical Services. The Minister has asked me to reply on his behalf.

I would firstly like to acknowledge the contribution of the many medical practitioners across Queensland and around Australia who deliver treatment to the veteran community.

As you may be aware, DVA fee schedule arrangements are designed to facilitate funding of health care services, including general practitioner (GP) and medical specialist services, through a nationally consistent framework to meet the needs of DVA clients across the country. DVA arrangements operate as a full fee-for-service model under which providers who choose to treat DVA clients cannot charge an out-of-pocket cost.

I am pleased to advise that as part of the 2023-24 Budget, the Australian Government is investing \$33.3 million over four years to triple the Veterans' Access Payment from 1 November 2023. This investment seeks to encourage more GPs to treat the more than 276,000 veterans and eligible dependents who hold Veteran White or Gold Cards. The tripled Veterans' Access Payment will apply to general face-to-face and telehealth GP consultations, including home visits for people who are homebound, and consultations in residential aged care facilities.

On today's rates, this will see the total payment for a GP consultation of up to 20 minutes (Level B) plus the Veterans' Access Payment, go from \$55.45 to \$71.55 in metropolitan areas and from \$62.85 to \$93.75 in the most remote areas of Australia.

As part of the 2023-24 Budget changes have also been made to indexation framework for various programs, including DVA health programs, to better align with wages and prices movements. On 1 July 2023, DVA fees for medical practitioners were indexed by 3.6 per cent with another one-off fee indexation of 0.5 per cent due on 1 November 2023.

DVA monitors access to services and how this might be impacted by a range of factors, including the level of fees. I am reassured by the fact that more than 35,000 GPs and almost 40,000 medical specialists have provided treatment to over 170,000 DVA clients across Australia over the last financial year.

The Australian Government is committed to ensuring that DVA health care cardholders continue to have access to clinically required health care services now and in the future. While the Government may consider changes to DVA funding arrangements for general practice and medical specialist services in the future, any changes to these arrangements require consideration through the Budget process in the context of the Government's broader fiscal priorities.

Further, the Australian Government is also committed to improving primary health care for all Australians. The Strengthening Medicare Taskforce report was released in February 2023. The Australian Government has committed \$750 million to deliver the highest priority investments in primary care, in line with the recommendations of the Strengthening Medicare Taskforce. The benefit of these investments will also impact veterans and families.

Thank you for taking the time to write to the Minister for Veterans' Affairs. I trust this information is of assistance.

Yours sincerely



Catherine Bergin
Chief of Staff

3 October 2023