

# Open Arms Policy Hub



**Call us 24Hr 1800 011 046**

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

[www.OpenArms.gov.au](http://www.OpenArms.gov.au)

## Welcome to the Open Arms Policy Hub

The Open Arms Policy Hub contains all policy, procedure and instruction documents relating to Open Arms services.

Use it to find information that you need, like eligibility criteria, risk management, official travel policies, or billing procedures.

Open Arms is part of the Department of Veterans' Affairs (DVA) and is governed by their policies and procedures.

While Open Arms maintains a separation from DVA in terms of its provision of clinical support services and confidentiality in the management of client information,

its policies and associated instructions are exercised in alignment with DVA policy.

### To start, you might want to:

**Search the Hub** using the Search field below.

**Search Tip:** Use **Ctrl-F** to search for keywords on a specific page.

[What's New](#) | [What's Changed](#)

## Useful Links

[Policy Feedback Flowchart](#)

[Policy Update and Change Summary](#)

[Policy Hub Launch FAQ Guide](#)

[OARA Implementation FAQ Guide](#)

[Open Arms Risk Assessment \(OARA\) Template](#)

[OARA Implementation - What should I do next?](#)

[OARA Walkthrough video](#)

[SafeSide Training Modules](#)

[Centre Policy Hub Webinar](#)

## Outreach Provider Quick Links

## Group Program Facilitator Training Resources

**STREAM** Training Video Link – Internal Staff

**YouTube** Training Video Link – Group Program Facilitators

## Client Management System – VERA Introduction

[STREAM Video link](#)

[Youtube Video link](#)

[External Provider Policy Summary](#)  
[External Provider Policy Hub Webinar](#)  
[Outreach Provider Notes](#)  
[Risk Management](#)  
[Video Counselling](#)  
[VERA Instruction](#)  
[Case Formulation Template](#)  
[DVA Train - Case Formulation Training](#)

## Internal Group Program Resources

[Group Program Event Management Guide](#)  
[Task Card - Quality Assurance Guidelines Group Program Reports](#)  
[GPF in VERA - Regional Training and Information Session](#)

## Recently Updated

[101 Client Information, Rights & Records Policy](#)  
Nov 18, 2021 • updated by openarmsclinicalpolicy  
@dva.gov.au • [view change](#)

[101 - 02/T18 Open Arms Consent to Provide Services - BUPA](#)  
Nov 15, 2021 • updated by openarmsclinicalpolicy  
@dva.gov.au • [view change](#)

[101 - 02/T17 Letter to the court for subpoena response](#)  
Sep 23, 2021 • updated by openarmsclinicalpolicy  
@dva.gov.au • [view change](#)

[203 - 04/01 Clinical Liaison Pathway Instruction](#)  
Sep 23, 2021 • updated by openarmsclinicalpolicy  
@dva.gov.au • [view change](#)

[202 - 08 Defence Referrals Procedure](#)  
Aug 24, 2021 • updated by openarmsclinicalpolicy  
@dva.gov.au • [view change](#)

## Accessing the Participant Intake Assessment

[STREAM Video link](#)  
[Youtube Video link](#)

## Part A Individual Participant Screening Assessment

[STREAM Video link](#)  
[Youtube Video link](#)

## Group Session Progress Notes

[STREAM Video link](#)  
[Youtube Video link](#)

## Part B Individual Participant Report

[STREAM Video link](#)  
[Youtube Video link](#)

## Group Program Report

[STREAM Video link](#)  
[Youtube Video link](#)

## Entering an Outcome Assessment

[STREAM Video link](#)  
[Youtube Video link](#)

## Marking Attendance

[STREAM Video link](#)  
[Youtube Video link](#)

## Uploading Documents

[STREAM Video link](#)  
[Youtube Video link](#)

## Sending a Service File Message

[STREAM Video link](#)  
[Youtube Video link](#)