



Code of Ethical Conduct

VetComp Pty Ltd

Introduction

This Code of Ethical Conduct outlines the principles, standards of behaviour, and ethical expectations for all employees and representatives of VetComp Pty Ltd. It is enforceable alongside internal policies, legislative obligations, and ethical frameworks relevant to veterans' advocacy. Its purpose is to uphold integrity, consistency, and professionalism in all services while prioritising the wellbeing and rights of veterans and their families.

1. Professional Standards

Competency and Training

Advocates must maintain up-to-date knowledge of DVA legislation, policy, and procedure. Ongoing internal training and engagement with advocacy reforms (such as through the Institute of Veterans' Advocates) are mandatory.

Integrity and Accountability

All advocacy must be conducted with honesty, professionalism, and transparency. Advocates must never misrepresent information, outcomes, credentials, or entitlements.

Client-Centred Approach

The needs and wellbeing of veterans and their families must always be at the centre of service delivery and decision-making.

2. Ethical Behaviour

Conflict of Interest

Personal, financial, or other interests must not interfere with professional advocacy responsibilities.

Respect and Empathy

All interactions must be respectful, trauma-informed, and culturally safe.

Confidentiality

All personal and sensitive information must be handled in accordance with privacy obligations and only shared with informed consent or legal requirement.

Timely Correspondence

All correspondence must be responded to within 48 business hours where practicable. Delays must be communicated transparently with updated expectations.

Veteran Consent and Participation

Veterans must be empowered to make informed decisions about their claim. No action is taken without documented consent, and veterans retain full control over whether to proceed, amend, or withdraw their claim at any time.

3. Advocacy Practices

Consistency and Fairness

Advocates must ensure consistency in process and accuracy in the application of DVA rules and eligibility criteria.

Collaboration with Delegates

When decisions are disputed, advocates must engage constructively with DVA delegates, seeking evidence-based clarification or review.

Evidence-Based Representation

All submissions must be accurate, complete, and supported by verifiable documentation that assists in fair decision-making.

4. Avoidance of Exploitative Practices

Reasonable Fees

VetComp operates under a no-win, no-fee model to reduce financial risk for veterans. However, VetComp does not guarantee outcomes or claim success-services are delivered based on available evidence and in alignment with relevant legislation.

Transparency of Service

All veterans receive written engagement terms that outline fees, limitations, and the scope of

service. These are discussed clearly during onboarding to ensure veterans understand their rights and responsibilities.

5. Supporting Reforms and Innovation

Engagement with Reforms

VetComp supports industry improvements, including engagement with the Institute of Veterans' Advocates and the Royal Commission into Defence and Veteran Suicide.

Adoption of Technology

Advocates are encouraged to use secure and appropriate technologies-such as AI-assisted administrative tools-to improve accuracy and efficiency. AI must never be used to make decisions on behalf of veterans.

External Oversight and Reform Participation

VetComp welcomes external reviews, audits, and consultations aimed at improving outcomes for veterans and strengthening advocacy standards across the sector.

6. Promoting Wellbeing and Mental Health

Mental Health First Aid Certification

All VetComp advocates are trained in Mental Health First Aid and are equipped to support veterans experiencing mental health concerns with compassion and professionalism.

Suicide Prevention

Advocates must be vigilant to suicide and self-harm risks and refer veterans to appropriate services such as Open Arms, Defence and Veterans Services Commission resources, or emergency supports.

Support Networks

Where appropriate, advocates will connect veterans with trusted wellbeing services, community programs, or clinical supports in line with individual needs.

Trauma-Informed Advocacy

Advocacy must be delivered with an understanding of trauma and its impact. Advocates must foster

emotional safety, avoid re-traumatisation, and empower veterans with choice and control. Ongoing development in trauma-informed care is encouraged across the organisation.

7. Commitment to Diversity and Inclusion

Support for Women Veterans

VetComp is proud to be one of the few advocacy services in Australia with female advocates, ensuring women veterans receive gender-sensitive, supportive representation.

Inclusive Practices

Advocacy must reflect the diverse needs of the veteran community, including LGBTQIA+ veterans, culturally and linguistically diverse veterans, young veterans, and families.

Cultural Safety for First Nations Veterans

Advocates must deliver culturally safe services for Aboriginal and Torres Strait Islander veterans and make referrals to culturally appropriate supports where requested.

8. Continuous Improvement

Feedback and Learning

VetComp values feedback and uses it to continuously improve services and systems.

Monitoring and Evaluation

Advocates may be asked to participate in internal reviews or sector-wide evaluations to ensure compliance with evolving standards and legal obligations.

9. Enforcement and Accountability

Adherence to Standards

Breach of this Code of Conduct may result in disciplinary action, retraining, or revocation of advocacy responsibilities.

Complaints Handling

VetComp maintains a fair, confidential complaints process. Veterans and stakeholders may raise concerns without fear of retaliation by emailing complaints@vetcomp.com.

10. Independence from Third-Party Remuneration

No Remuneration from Assessment Providers

VetComp receives no financial incentive, referral fee, or commission from third-party providers involved in Initial Liability or Permanent Impairment assessments. This includes doctors, allied health professionals, or any other service providers.

Ethical Referral Partnerships

All referrals are based solely on the veteran's needs. VetComp partners only with providers who demonstrate high ethical standards, veteran competence, and cultural safety.

11. Service Limitations and Organisational Independence

No Medical, Legal, or Financial Advice

VetComp does not provide medical advice, legal representation, or financial advice. Veterans will be referred to qualified professionals-such as doctors, legal practitioners, or licensed financial advisers-when advice in those domains is required.

Independence from Government

VetComp is a private, fee-for-service organisation. It is not affiliated with the Department of Veterans' Affairs (DVA), the Department of Defence, or any government agency. While we work constructively with DVA and Defence personnel to support outcomes, we act independently in the best interests of veterans.

Conclusion

This Code of Ethical Conduct represents VetComp's ongoing commitment to fairness, transparency, and service excellence. It defines our role as trusted, trauma-informed advocates and reinforces our responsibility to uphold the dignity and rights of the veterans we support.

