

Returned & Services League of Australia
(Victorian Branch) Inc.

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31 October 2025

Foreign Affairs, Defence and Trade Committee
Department of the Senate
PO Box 6100
Parliament House
Canberra ACT 2600
Via email: fadt.sen@aph.gov.au

Dear Senators,

Senate inquiry into issues relating to advocacy services for veterans accessing compensation and income support

I refer to the above inquiry and, in particular, to correspondence dated 8 October 2025 lodged with the Committee by Mr Brodie Moore, Chief Executive Officer of Medilinks Access Pty Ltd (Medilinks). While there are several statements in Mr Moore's submission with which RSL Victoria does not agree, I wish to specifically address the following comment by Mr Moore with which we take particular issue:

The Committee should be aware that Mr Weston has previously sought to raise concerns with the Medilinks Group with RSL Victoria; however, to the best of my knowledge, those concerns were allayed following my professional engagement with senior members of RSL Victoria.

This statement implies that Mr Moore personally engaged with the senior leadership of RSL Victoria and that such engagement resolved concerns previously raised regarding Medilinks' business practices. That inference is incorrect. To the best of my knowledge, Medilinks dealings with RSL Victoria are as follows:

On 23 May 2024, a Medilinks "Partnership Manager" emailed Mr Weston requesting a meeting to discuss RSL Victoria referring veteran clients to Medilinks. Mr Weston responded that RSL Victoria held concerns regarding the Medilinks business model and, accordingly, did not wish to engage further with them.

Subsequently, in July 2024, Mr Moore sought and obtained an in-person meeting with two senior RSL Victoria managers, during which he attempted to persuade them to overturn Mr Weston's decision. In that meeting, Mr Moore was again informed of RSL Victoria's concerns. He was unable to provide a satisfactory response to a number of questions put to him, and the meeting concluded with RSL Victoria's position remaining unchanged.

Following this meeting, Mr Moore made several further approaches via email to one of the senior managers he had previously met, again seeking to have RSL Victoria reconsider its position. He was again advised that RSL Victoria would not be recommending Medilinks to our veteran clients. To the best of my knowledge, this represents the full extent of Mr Moore's "professional engagement" with RSL Victoria on this matter.

While it is possible that Mr Moore may have engaged informally with members of local RSL sub-branches and encouraged referrals of veteran clients to Medilinks, such interactions were not sanctioned by RSL Victoria and should not be characterised as professional engagement with RSL Victoria's senior management. RSL Victoria's firm position remains that it does not engage with, nor endorse Medilinks. Any suggestion to the contrary is misleading.

Yours sincerely

Sue Cattermole
Chief Executive Officer