



Monday 29th September, 2025

Foreign Affairs, Defence and Trade Committee
Department of the Senate
PO Box 6100
Parliament House
Canberra ACT 2600

RE: Correction of Record – Statements made by RSL Victoria

Dear Committee Secretariat,

KSC Veterans Support Pty Ltd (KSC Claims) writes regarding statements made by Mr. James Weston, Legal and Policy Adviser to the Returned & Services League of Australia Victorian Branch (RSL Victoria), during proceedings on 26 September 2025. These statements were false and inaccurate. They have since been repeated in media reporting, causing reputational and brand damage to KSC Claims.

The purpose of this correspondence is to:

1. Identify the statements made by Mr. Weston; and
2. Set out the factual inaccuracies with reference to evidence.

KSC Claims is a veteran-owned and veteran-centric business since 2020. It's a values-driven business, established and grown in response to the needs of the veteran community. Our success has relied on word of mouth and referrals, building on our reputation as ethical and effective providers. Before engaging our services, most, if not all, of our veteran clients have tried free advocacy options available in the market. And given most veterans are from referrals, they come to us knowing our business model, on the advice of referees that can attest to our value for money.

KSC's structure

During his testimony Mr. Weston asserted that KSC restructured its business in response to RSL Victoria's submission to the inquiry. This statement is incorrect.

KSC actively engages with the Institute of Veterans' Advocates Ltd (IVA) in anticipation of its formal establishment, with a view to understanding the forthcoming compliance framework and preparing to apply for accreditation as an advocate.

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The recent changes mentioned by Mr. Weston to KSC's corporate structure, including its decision to domicile the company in Australia, were made on 26 June 2025. These changes were made to follow advice from IVA, to ensure compliance with likely future regulatory requirements.

The RSL Victoria submission was not a relevant consideration.

KSC fee structure

Mr. Weston alleged that KSC charged fees of up to 15%. This is false.

Since 2022, KSC's fee has been fixed at 9% plus GST for successful claims. Where claims are withdrawn or the contract is terminated there is a fixed fee of \$2,500 plus GST.

This has been publicly disclosed on our website and in all engagement documents. KSC is committed to transparently communicating its fee-for-service model with veterans.

NAVA

Mr. Weston stated that Mr. Armstrong, a KSC Founder and Managing Partner, was a director of the National Association for Veteran Advocacy Ltd (NAVA). This is incorrect.

KSC Claims was initially involved in the establishment phase of NAVA. KSC supports the principles upon which the group was formed. KSC subsequently withdrew from participating in NAVA as a result of concerns about NAVA's ability to conduct due diligence on fellow members referral practices.

Further, Mr. Armstrong is not a director of NAVA. An administrative error was made originally made that included Mr Armstrong as a director. NAVA and ASIC/ACN have been notified and are correcting this error. For the avoidance of any doubt Mr. Armstrong is not a director of NAVA.

KSC defamation cases

Mr. Weston claimed KSC had "over a dozen" defamation cases against veterans. This is untrue.

KSC currently has one active defamation proceeding relating to highly defamatory online statements.

This is an important Inquiry and KSC welcomes scrutiny into the advocacy services for veterans. Veterans deserve accurate, evidence-based deliberations in this Inquiry, this is why we have written to the Committee to correct the record.



Kind regards

Luke Armstrong
KSC Claims – Founder