

What is NLHC?

Non-liability health care (NLHC) provides access to free treatment through DVA for certain conditions without the need to link the condition to service nor lodge a compensation claim.

Treatment is provided through a DVA Health Card – Specific Conditions (White Card) and can include: consultations with a GP, medical specialist, psychologist, social worker or occupational therapist; specialist PTSD programs; pharmaceuticals; as required to treat the condition.

Which mental health conditions are covered under NLHC?

Any mental health condition is covered under NLHC. This includes, but is not limited to:

- post traumatic stress disorder
- anxiety disorder
- depressive disorder
- alcohol use disorder
- substance use disorder
- adjustment disorders
- phobias
- bipolar and related disorders.

What has changed?

Under the measure announced in the 2017-18 Budget, anyone who has ever served in the permanent forces of the Australian Defence Force (ADF) can now access NLHC treatment for *any* mental health condition.

I was previously denied treatment, can I reapply?

If you were previously denied treatment because your mental health condition was not covered before 1 July 2017, you are encouraged to reapply for NLHC. *Any* mental health condition is now covered under NLHC. A diagnosis is not needed to access treatment.

I already have a White Card for treatment of a NLHC mental health condition? Do I have to contact DVA to apply for coverage of other mental health conditions?

If you have already been issued a White Card under NLHC arrangements for the treatment of a mental health condition you can use the same card to access NLHC for any other mental health condition without recontacting DVA.

What about Reservists?

Reservists are only covered if they have any period of continuous full-time service (CFTS), such as previously serving in the permanent forces of the ADF, or if they have deployed on CFTS.

How can I apply?

There is no need to fill in an application form, but the form is still available if you choose to use it: [D9213 – Application for Health Care for Medical Condition\(s\)](#). There is also an online form: www.dva.gov.au/nlhc. Alternatively, you can request treatment via email to NLHC@dva.gov.au or by phoning DVA's General Enquiries numbers: 133 254 or 1800 555 254.

You may need to provide proof of identity, and your service records may need to be checked.

Can I access the Veterans and Veterans Families Counselling Service (VVCS)?

Yes - if you are approved for NLHC treatment, then you will be issued with a White Card. The White Card entitles you to access counselling through VVCS.

Who can I contact if I want more information?

Please contact the NLHC team via email at NLHC@dva.gov.au, or through the toll-free general inquiries number 133 254 or 1800 555 254 (for regional callers).

DO YOU NEED HELP?



I served in the ADF and ...

- I have nightmares
- I feel sad all the time
- I can't control my temper
- I feel anxious or depressed
- I drink too much and/or abuse drugs
- I am moody and agitated
- I feel helpless

NEED HELP IMMEDIATELY?



CALL 1800 011 046
Veterans and Veterans Families
Counselling Service (VVCS)

- Confidential:
- 24 hour assistance
 - counselling
 - group programs and workshops
 - suicide prevention workshops.

For more information, visit www.vvcs.gov.au.



Call DVA on 133 254
or 1800 555 254
(regional callers)

Make sure you have your service number ready to provide to us.

You can also contact us via email nlhc@dva.gov.au or download a form online here: www.dva.gov.au/nlhc.

We will need proof of identity unless you are currently serving.



Access to mental health treatment is available immediately when required.

We'll send you a White Card in the mail that will cover the costs of your mental health treatment, but you do not have to wait until it arrives to start treatment.

In fact, we will reimburse you for any mental health-related expenses you have incurred up to three months before you contacted the department.

Note: this is separate to our compensation process.

For more information, visit www.dva.gov.au/nlhc.



Access to treatment includes:

- GPs
- psychiatrists
- psychologists
- mental health social workers
- social workers
- mental health occupational therapists
- hospital services
- medication
- group programs.

