



Australian Government  
Department of Veterans' Affairs

# Rehabilitation

FOR DVA CLIENTS



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## **DISCLAIMER**

The information in this publication is intended as a general reference only and is based on the information available on the date of publication. The information will be amended periodically as circumstances change, including if amendments are made to policy and/or procedures. It is therefore important that you check from time to time to make sure that you have the current version. The latest version will be available on the DVA website, with the date of amendment noted.

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## **CLARIFICATION OF TERMS**

Where the term DVA or Department is used in this publication, this may refer to a decision made by either the Military Rehabilitation and Compensation Commission or the Repatriation Commission.

Where the term client is used in this publication, this may refer to members of the veteran and Defence Force communities who are eligible for rehabilitation services.

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## **VERSION**

Version 1, 30 September 2018.

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## **FURTHER INFORMATION**

Please contact DVA on **1800 555 254** or go to the DVA website at [www.dva.gov.au/rehabilitation](http://www.dva.gov.au/rehabilitation)

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## FOREWORD FROM THE MINISTER

The Australian Government provides more than \$11.2 billion each year to deliver services and programs to support 290,000 veterans and their families. We committed an additional \$100 million in this year's Budget as the Department of Veterans' Affairs continues its reform agenda, ensuring we provide faster and better services to you when you need them.

We are heading in the right direction, but there is more work to be done, particularly in the areas of mental health, rehabilitation and support for Australian Defence Force personnel transitioning to civilian life.

DVA is committed to supporting you and understanding your needs.

Rehabilitation at DVA offers a wide range of support and activities to assist you if you were wounded or injured or developed an illness from your service in the Australian Defence Force.

We look at all your needs. Our rehabilitation is not just about return to work but getting on with your life as a whole, which can be challenging if you have recently discharged from the ADF. We help you develop specific goals and plans, recognising that every person's recovery is different. We also recognise the importance of your family, and offer support for them on your journey.

I highly recommend that you read through this booklet. It introduces you to the breadth of services available to you.

So reach out and make contact. The Department is here to support you.

Meanwhile, thank you for your service. You should be very proud of what you have done for your country.

A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

### **The Hon Darren Chester MP**

Minister for Veterans' Affairs

Minister for Defence Personnel

Minister Assisting the Prime Minister for the Centenary of ANZAC



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transforming  
**DVA**

## DVA is transforming

Almost two million people have served in our Defence Force since Federation.

For the past century, the Department of Veterans' Affairs (DVA) has proudly supported those Defence Force personnel and their families as they move to life after the military.

Our nation is very grateful to our veterans for their service and recognise that this service often comes with significant impacts. Our gratitude is reflected in our commitment to their care and wellbeing throughout their civilian life.

We acknowledge that times have changed, and so have their needs.

DVA has started a significant program of transformation, a multi-year journey to put veterans and their families first. We are transforming our services to become better connected and more responsive. In order to meet our veterans and their families needs faster, we are working towards taking the effort out of navigating DVA services.

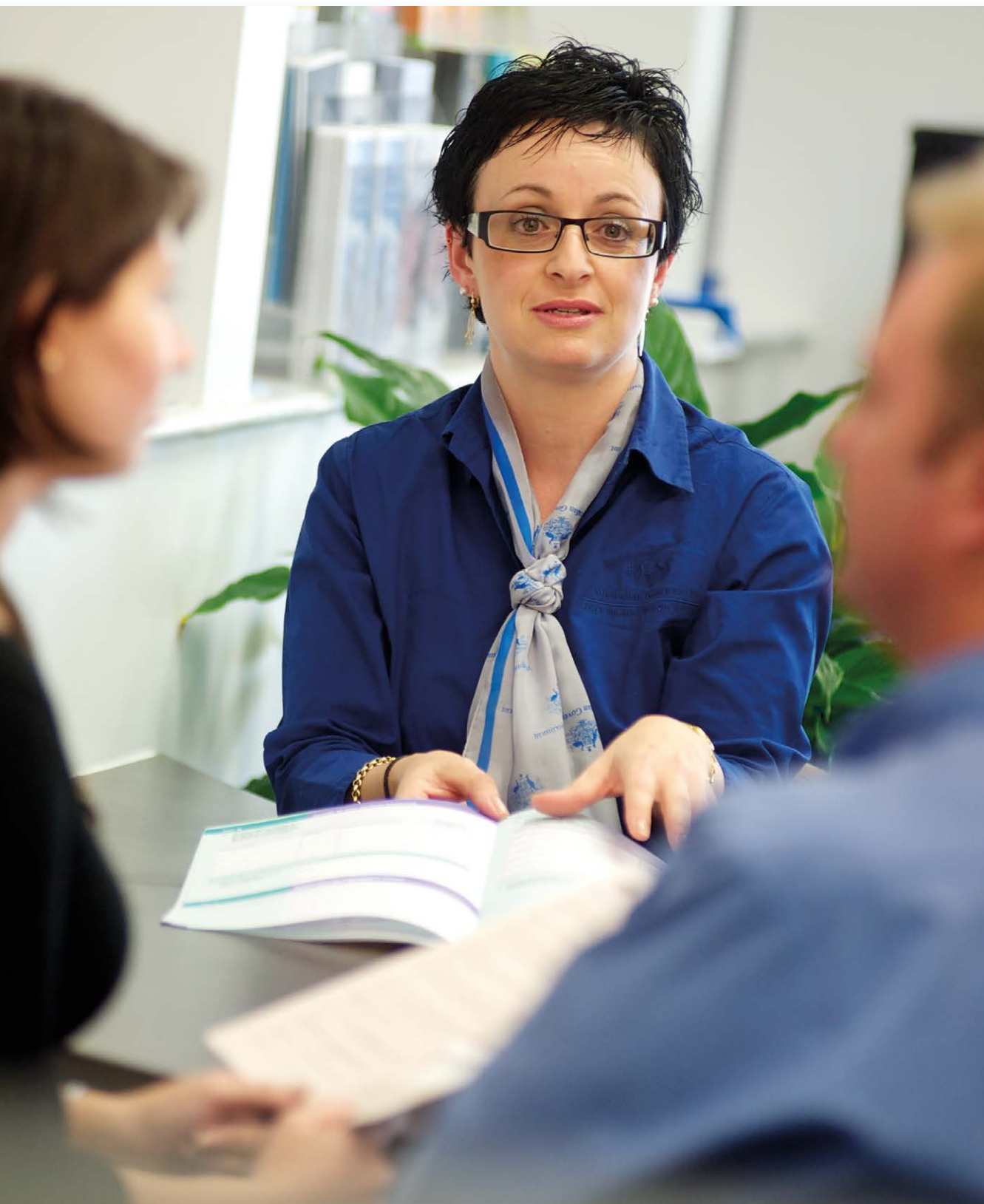
The goal of these changes is to provide those who have served in the Australian Defence Force (ADF), and their families with:

- earlier engagement, supporting them to live a healthier life
- holistic services, gaining a perspective of what is important
- an improved experience with DVA staff
- less time and effort required to navigate DVA services

DVA is working with Defence to know veterans from the time they enlist, to the time they discharge from the ADF. By understanding veterans better, we can get help to them sooner.

We are also working alongside other areas of government, the community, private sector and most importantly veterans and their families to co-design the next 100 years and beyond.

The aim of this booklet is to provide you with a starting point to a range of rehabilitation and complementary services available to DVA clients.





# Rehabilitation at DVA

**LIFE AFTER SERVICE**

**DVA'S REHABILITATION APPROACH**

**ASSESSING YOUR NEEDS**

**HOW DVA REHABILITATION HAS HELPED OTHERS**

**DEVELOPING YOUR REHABILITATION GOALS**

**REACHING YOUR REHABILITATION GOALS**

**ROLES AND RESPONSIBILITIES**

**COORDINATING YOUR REHABILITATION**

**THE ROLE OF THE DVA REHABILITATION COORDINATOR**

**THE ROLE OF THE REHABILITATION PROVIDER**

**DVA CLIENTS SHARING THEIR REHABILITATION SUCCESS**

**FREQUENTLY ASKED QUESTIONS**

## Life after service

This booklet focuses on services that may assist you and your family in the recovery from an injury or illness sustained in the Australian Defence Force (ADF). It is designed as an introduction to rehabilitation services provided through the Department of Veterans' Affairs (DVA) and provides you with key information and contact details for each. It does not cover all DVA services.

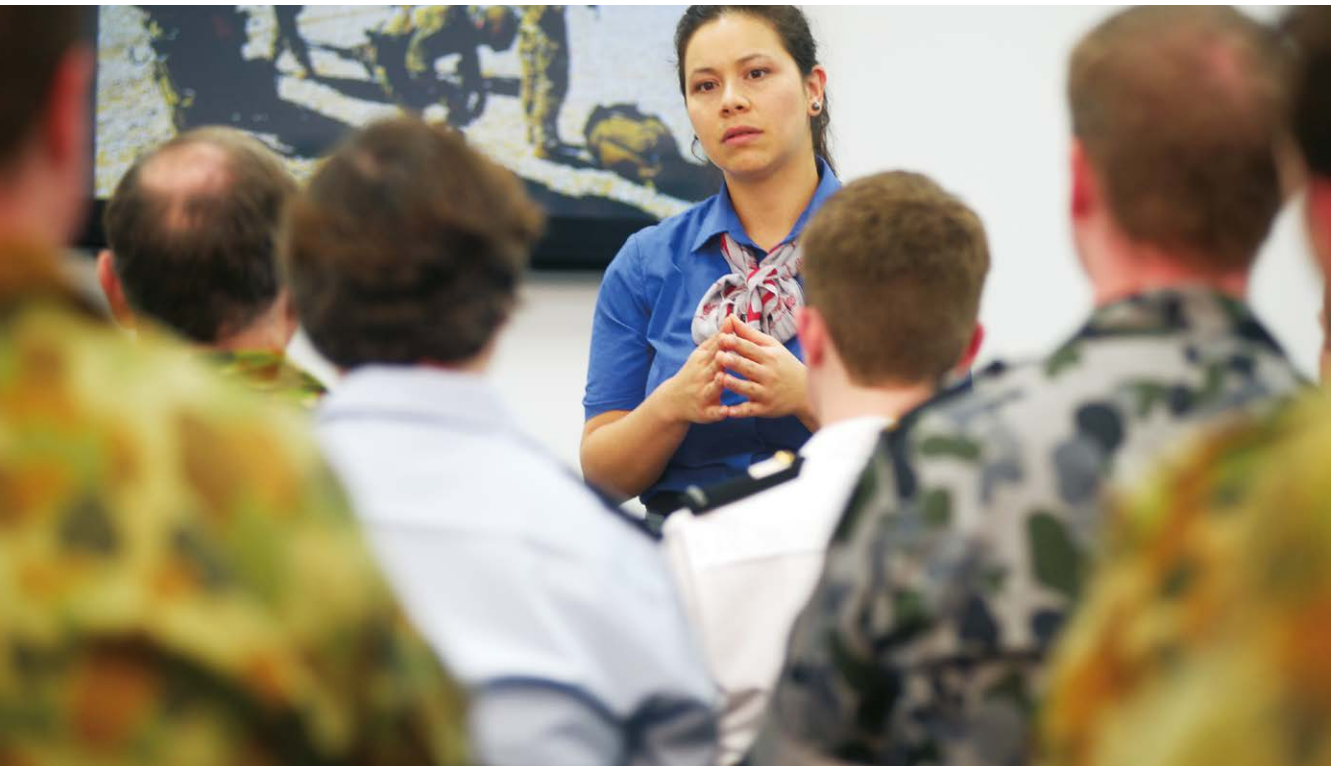
We are here to assist. Please reach out so we can help you to get on with your life.

If you have not done so already, as a current serving, former serving or eligible family member, you can register and submit your claim for injury or illness online at:

[www.dva.gov.au/myservice](http://www.dva.gov.au/myservice)

Rehabilitation is available to all eligible current and former ADF members. We are aware that some examples contained in this document may not apply in all circumstances. However, change is happening and we are working to streamline services and ensure we are able to best meet your needs.

More information about rehabilitation is available at [www.dva.gov.au/rehabilitation](http://www.dva.gov.au/rehabilitation)



## DVA's rehabilitation approach

Our rehabilitation approach aims to improve your wellbeing. In a rehabilitation program, we look at all your needs, to maximise your recovery after the injury or illness you sustained in the Australian Defence Force (ADF).

Our approach is different to traditional workers compensation schemes that focus mainly on return to work. We recognise that returning to work is important, however, it may be only one of your needs. There are many ways we can assist you before you start to consider your work options. In the next couple of pages of this booklet, we describe the ways rehabilitation can assist.

DVA rehabilitation is also different to treatment as we look at a number of activities to meet your needs.

Recovery is an ongoing process and your journey is personal and unique. Your recovery needs to be self-directed because health professionals cannot 'do' recovery for you. In rehabilitation, we talk with you to find out what is important to you.

To help you recover, you will work with, and be supported by, DVA rehabilitation coordinators and rehabilitation providers, allied health and medical professionals. We also encourage family and friends to be part of your journey. However, the level of support you receive from them is entirely up to you. We understand the need to include people who are important to you, but we also recognise your right to privacy.



# Assessing your needs

After you have submitted a claim to DVA for your injury or illness, a DVA rehabilitation coordinator may contact you about participating in a rehabilitation program. They will talk with you about how DVA can help improve your wellbeing and refer you to a rehabilitation provider for an assessment.

The assessment gives you the opportunity to get to know your provider and to work out your rehabilitation needs. Things they may ask about include your expectations, strengths and capabilities, medical history, leisure activities, sleep patterns and interests. This helps them to find out what activities and supports you need to achieve your goals and what the priorities are.

As part of the rehabilitation journey, your provider will consult with key parties to ensure your needs are best met. This may include your treating medical doctor, allied health specialists and where relevant, employer, family or other supports. During this time you may wish to take a support person, carer or family member to your appointments. This is entirely up to you.

After the assessment, and together with your provider, a rehabilitation plan is developed, listing your goals and the activities to achieve them. Because DVA looks at all your needs, the goals and activities are developed under the following groups:

## MEDICAL MANAGEMENT

This may include coordinating your rehabilitation program with health professionals and providing you with assistance to find an appropriate service provider, allied health practitioner or specialist in your area.



## SOCIAL SUPPORT

The aim of social support is to help you and your family address psychosocial challenges that may be impacting on the family, your connections with others, resilience and overall quality of life.



## VOCATIONAL ASSISTANCE

Your vocational goals will be designed with you to ensure they are meaningful to you. Depending on your goals and needs, vocational activities may include identifying your work skills, assisting with resumes and interviews, searching and applying for jobs. The plan will have personalised strategies that are flexible and relative to where you are in your recovery.




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**Your rehabilitation assessment may also identify whether you require additional assistance such as household or attendant care services and aids or appliances to aid your recovery.**

# How DVA rehabilitation has helped others

**Examples of supports and strategies that have helped others to make the most of their rehabilitation:**

## **MEDICAL MANAGEMENT**

- facilitating attendance at and keeping track of health appointments
- providing advice and assistance with strategies to manage health conditions

## **SOCIAL SUPPORT**

- strategies to become more connected in roles that are important, especially those related to family, friends and community
- participating in a range of activities to make life easier such as counselling, resilience training and anger management
- counselling to help manage pain or adjust to living with a disability

## **VOCATIONAL ASSISTANCE**

- identifying how to build a sustainable and suitable career beyond the ADF
- translating your existing qualifications, skills and other strengths into a civilian employment context
- identifying opportunities for upskilling and understanding the job market
- advancing your skills to maximise performance in job interviews
- developing strategies to assist you manage in new or existing work environments

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This information is provided to offer some examples of what could be included in a whole-of-person rehabilitation plan. The provision of supports and services will vary depending on your individual circumstances and/or eligibility.

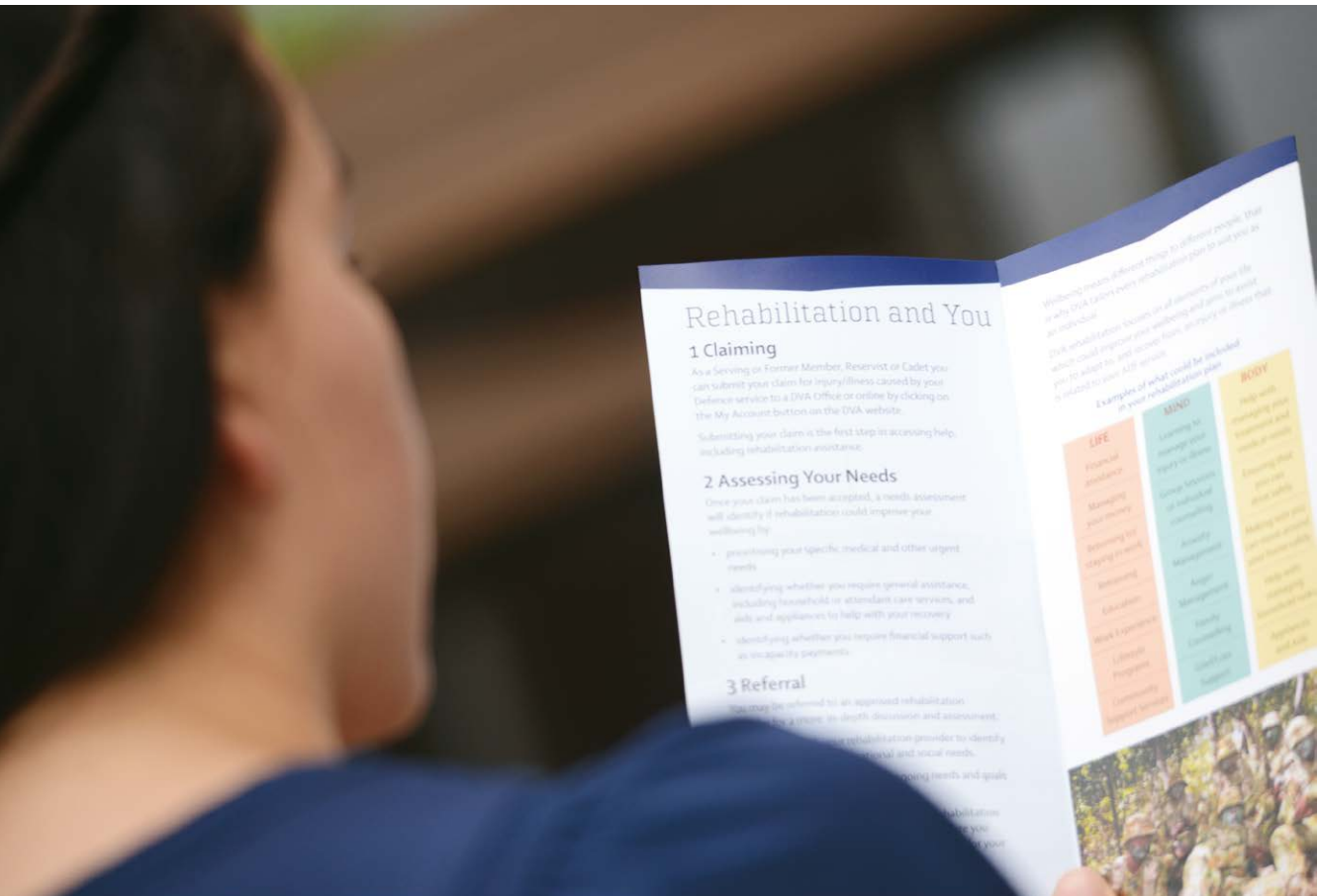
# Developing your rehabilitation goals

Wellbeing and recovery from injury or illness means different things to different people, which is why your rehabilitation plan will be tailored to suit you.

Your rehabilitation plan will take into account the recommendations made in your rehabilitation assessment.

In developing your rehabilitation plan, you will be helped to identify:

- your long and short term goals
- any support you will need to achieve your goals
- potential barriers that may get in the way of achieving your goals



## Reaching your rehabilitation goals

Your rehabilitation provider will contact you regularly throughout the rehabilitation program to find out how you are and to ensure your needs are being met. If your circumstances change, your rehabilitation can be tailored accordingly.

You can expect your plan to be flexible enough to help you achieve your goals. A plan could go for a few months or several years depending on your needs.

DVA will help you to achieve your goals by:

- working with you to identify your needs, not just those specific to rehabilitation
- referring you to other services to help you to meet your goals
- coordinating with other services to ensure you can manage your activities
- ensuring you have regular contact with your rehabilitation provider and DVA rehabilitation coordinator
- talking with you about your progress through the rehabilitation journey
- including the people who are important to you

# Roles and responsibilities

## **In DVA rehabilitation, you can expect that you will:**

- be made aware of your rights and obligations in relation to rehabilitation
- actively contribute to developing rehabilitation goals and a plan tailored to your needs
- participate in a range of rehabilitation activities to help you reach your goals
- maintain regular contact with your rehabilitation provider and your DVA rehabilitation coordinator
- review your rehabilitation plan regularly
- be able to contact DVA and request a new assessment if your circumstances change

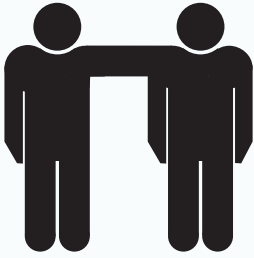


## Coordinating your rehabilitation

**Two key people will assist you throughout your rehabilitation:**

1. Your DVA rehabilitation coordinator
2. Your rehabilitation service provider





## **The role of the DVA rehabilitation coordinator**

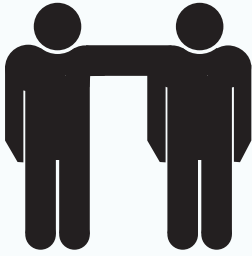
Rehabilitation coordinators are employed by DVA to ensure the needs of veterans are best met. They do this by overseeing the delivery of rehabilitation programs for all veterans and working with individual providers. They will work with you and your rehabilitation provider to help you to focus on your recovery and achieve your goals.

### **Your DVA rehabilitation coordinator is a link between you and your:**

- rehabilitation provider
- treating medical practitioner
- allied health professionals
- training organisations
- other DVA staff

### **The role of your rehabilitation coordinator will involve:**

- establishing and maintaining contact with you throughout the rehabilitation process
- ensuring you and your rehabilitation provider have timely access to information about the services available through DVA
- communicating with you to ensure your rehabilitation plan is helping you reach the goals that are important and meaningful to you
- ensuring appropriate resources are made available to assist you throughout your rehabilitation journey



## The role of the rehabilitation provider

Rehabilitation providers are organisations approved by DVA to deliver holistic rehabilitation to veterans. The providers and their consultants are also registered with Comcare. They will conduct assessments, develop plans and review your rehabilitation program to assist you to maximise your wellbeing.

### Your rehabilitation provider will focus on:

- helping you to identify your rehabilitation goals
- working with you to develop a rehabilitation plan tailored to your needs
- ensuring ongoing communication with you and all those involved in your rehabilitation
- exploring strategies to address any issues that may impact the success of your plan
- providing you with opportunities for life management skills such as financial counselling or family counselling
- exploring community programs that may assist you in your rehabilitation goals
- assisting you to look at your personal and professional strengths in order to develop meaningful career goals
- guiding and coordinating approved rehabilitation activities
- sharing information with you and your treating health providers to assist your recovery

# DVA clients sharing their rehabilitation success



**Simon Mills**

**Active Reservist: 28 Years and Counting**

I think the best thing to do is to embrace your recovery, be focused on getting better and don't just shrug it off thinking you'll be right. Try and remain active and keep communication with DVA and your rehabilitation service provider open all the time.



**Darren Hunt**

**Clear Skies after the Storm**

DVA were very helpful when I was transitioning careers in particular. I was unwell in my last job and I was taking all my long service leave and for 15 to 20 years since receiving my diagnosis I didn't even know about incapacity payments. I found myself in the position that I wasn't able to work and I was provided with that support. My rehabilitation coordinator was really instrumental in helping me change career paths to what I'm doing now, I was very grateful.



**Roylene Glasgow**

**Keeping Air in the Tyre**

DVA has helped me reclaim some dignity, almost the biggest thing that they could have offered me. Through my rehab counsellor DVA was also able to recognise where I was mentally, not just physically. At the time I was in such bad shape that I hadn't realised how low I had sunk. I was almost in worse shape mentally than I was physically. They didn't just treat my knee and shoulder injuries, they embraced a "complete person" approach that helped fix me and get me back on track.

## Frequently asked questions

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### I am a serving member. Can DVA assist me with rehabilitation?

*While you are a full-time member or Reservist, rehabilitation is provided by the ADF. However, rehabilitation through DVA may commence early if you are beginning the separation process. Once you are separated from the ADF, rehabilitation will continue to be provided through DVA.*

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### Can cadets seek rehabilitation assistance from DVA?

*Yes. Cadets and their instructors can receive rehabilitation services from DVA if the condition is determined as related to service. Rehabilitation assistance is available if they sustain an injury or contract an illness due to periods of instruction, training, performing duty and travel to and from the place of an authorised or approved activity.*

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### I was injured when I was in the services but I have been discharged for a few years. Can I still request rehabilitation?

*Yes. Once your claim is accepted by DVA, you can request rehabilitation assistance from DVA at any time after leaving the ADF. Even if you are managing your illness or injury well, we may still be able to offer specific assistance that could enhance your recovery.*

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### What happens when I successfully complete my rehabilitation plan?

*DVA will continue to cover the medical costs for your accepted conditions under the DVA Health Card arrangements. The management of these conditions will be looked after by you and your General Practitioner.*

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### What if months/years later my injury or illness deteriorates? Will DVA assist me again?

*DVA will consider any request for rehabilitation assistance if your injury or illness deteriorates and your circumstances change. For example, if you successfully completed a return to work program and the deterioration of your injury or illness means you are unable to work DVA can look at providing job seeking assistance to you.*

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### My friend underwent rehabilitation after an injury and now she is working. Wouldn't she be better off waiting until she is fully recovered before returning to work?

*Evidence shows that work is beneficial for both health and wellbeing. Long absences from work can have a negative impact on health and delay recovery. Rehabilitation encourages a gradual return to work at a pace that is right for you.*



## Supports and services for DVA clients

- **FAMILY SUPPORT PACKAGE**
  - » **CHILD CARE SUPPORT**
  - » **ADDITIONAL COUNSELLING SUPPORT**
- **HOUSEHOLD SERVICES**
- **ATTENDANT CARE SERVICES**
- **REHABILITATION APPLIANCES PROGRAM (RAP)**
- **MOTOR VEHICLE COMPENSATION SCHEME**
- **NON-LIABILITY HEALTH CARE**
- **DVA HEALTH CARDS**
- **OPEN ARMS VETERANS AND FAMILIES COUNSELLING SERVICES**
- **TRAVEL AND ACCOMMODATION ASSISTANCE**
- **FINANCIAL SUPPORT**



## Family Support Package

To assist you to achieve your rehabilitation goals, the following family support may be provided:

- Child care support in specific circumstances
- Additional counselling support for family members to assist them manage challenges that your military service may have contributed to



## Child care support

To be considered for child care support, you must:

- have an accepted condition
- have undertaken 'Warlike Service' on or after 1 July 2004
- be eligible for, or in receipt of incapacity payments
- be actively participating in a Rehabilitation Program provided by DVA
- have an identified and justified requirement for child care services to help you achieve your rehabilitation goals

Child care support under the Family Support Package is provided to complement, not replace or duplicate existing Commonwealth child care entitlements.

In the event your family income makes you ineligible for the Commonwealth Child Care Subsidy, you may still be eligible for support through DVA. Funding support is directly linked to supporting you to achieve your rehabilitation goals, and is paid to your child care provider. Funding support will be available for the period it has been approved, or up until the DVA child care funding has been exhausted.

### Who can provide the child care?

Support through this package is available when child care is delivered by a Commonwealth approved provider, found on Australia's online child care portal: [www.mychild.gov.au](http://www.mychild.gov.au)

Child care provided through informal arrangements, such as care provided by grandparents, relatives or friends, cannot be funded.

## Additional counselling support

Your rehabilitation provider can help identify when your family might require specialised counselling assistance, aimed to help your immediate family members manage challenges that military service may have contributed to.

Your children, partners, parents, siblings and grandparents can receive specialised counselling support, if you:

- have an accepted condition
- have undertaken 'Warlike Service' on or after 1 July 2004
- are currently participating in a DVA rehabilitation program
- your family has an identified need for counselling, to help you achieve your rehabilitation goals

The types of specialised counselling services available through your rehabilitation provider include:

- resilience training
- grief and loss counselling
- drug and alcohol counselling
- personal and relationship counselling
- parenting skills and support counselling
- financial counselling and financial management support
- counselling for gambling
- Mental Health First Aid Training

If you or your family would benefit from additional counselling services you will be referred to a professional with the appropriate qualifications, and where applicable, membership with a professional or industry body.

Your family can access four specialised counselling sessions every 12 months, starting on the date of the first session. Counselling will be available for a period of up to five consecutive years, while you are participating in a DVA rehabilitation program. This means your family can access up to 20 counselling sessions over this time.

### For immediate assistance



Mental health counselling is available through *Open Arms – Veterans and Families Counselling* (formally VVCS) which provides free and confidential 24 hour counselling service for eligible veterans and their families. Help is available from **1800 011 046**.





## Household services

Household services are provided to minimise the impact of injury, disease and illness on your ability to manage and maintain your household. Services may be provided on a short-term basis, for example while you are recovering from surgery, or for a longer period if required.

Household services may include:

- meal preparation
- cooking
- cleaning
- laundry
- ironing
- shopping
- lawn mowing and gardening

## **Other services may also be considered**

Requests for other household services may be considered. For instance, child care may be provided to address a short-term need if a crisis arises, or usual child care arrangements are disrupted due to unexpected circumstances.

## **Who manages household service arrangements?**

DVA will:

- assess and review your requirement for household services
- determine the level of service you can receive
- make payments for household services

You may be required to participate in an assessment to assist DVA to accurately identify your household service needs. If approval is granted for household services you will be responsible for:

- choosing a suitable provider with appropriate insurance to deliver the services
- ensuring standards of services are maintained
- arranging suitable times for the services to be delivered
- notifying DVA if your circumstances change

## **To find out more about eligibility**

Contact DVA to discuss your eligibility for household services.

More information can also be found online: [www.dva.gov.au/mrc42](http://www.dva.gov.au/mrc42)



## Attendant care services

Attendant care services provide required essential and regular personal care to minimise the impact of injury, disease and illness.

Attendant care services can include assistance with personal hygiene (bathing and toileting), grooming, dressing, feeding, and depending on your requirements, assistance with living as full a life as possible after a severe injury. Services can be provided for a short period, or for a longer period to meet ongoing needs. Attendant care services are a separate entitlement to household services, medical or surgical services and nursing care.

To access attendant care services, eligibility criteria apply. Attendant care cannot be provided while you are receiving care in hospital, a care facility or a similar institution, even if on a short-term basis.

### To find out more about eligibility

Contact DVA to discuss your eligibility if you are experiencing difficulties in managing your personal care needs. DVA will assess whether you have a reasonable requirement for attendant care service.

More information can also be found online: [www.dva.gov.au/mrc41](http://www.dva.gov.au/mrc41)

# The Rehabilitation Appliances Program (RAP)

## Supply of aids and appliances

The Rehabilitation Appliances Program (RAP) helps eligible members of the veteran community to be independent and self-reliant in their own homes. Health care assessments and the provision of aids and appliances help to minimise the impact of disabilities, enhance quality of life and maximise independence. RAP provides equipment according to your assessed clinical need as part of an overall management of your health care.

## Aids and appliances are available under the RAP National Schedule of Equipment

There are a wide range of aids and appliances offered on the RAP National Schedule of Equipment.

For more information on the kinds of items available, go to the RAP page of the DVA website: [www.dva.gov.au/rap](http://www.dva.gov.au/rap)

## Eligibility

You are eligible if you have an assessed clinical need for an aid or appliance and are:

- a Gold Card holder; or
- a White Card holder (only for conditions accepted by DVA as related to service), including Commonwealth and other allied veterans who hold a White Card.

## Accessing RAP

If you think you would benefit from items under RAP, see your doctor or a health professional such as an occupational therapist, for an assessment. Their referral and prescription will be sent to an appropriate supplier of DVA to arrange for any required items to be issued to you.

More information can also be found online: [www.dva.gov.au/hsv107](http://www.dva.gov.au/hsv107)



## Motor Vehicle Compensation Scheme

If you need motor vehicle modifications due to the impact of your injury, disease, or illness, assistance may be available through the Motor Vehicle Compensation Scheme (MVCS). In limited and specific circumstances, the scheme may provide a subsidy towards the cost of a suitable and necessary motor vehicle.

### What assistance may be provided?

DVA may pay for the reasonable cost of clinically necessary modifications to a motor vehicle that you own or use, the necessary maintenance and repair of those modifications, as well as the cost of any additional insurance that relates to the value of the modifications.

Assistance with buying a new or second hand motor vehicle may be provided in limited and specific circumstances.

### To find out more about eligibility

Please contact DVA for further information.

More information can also be found online: [www.dva.gov.au/mrc10](http://www.dva.gov.au/mrc10)



## Non-liability health care

Non-liability health care allows former and current ADF personnel, depending on their eligibility, to receive treatment for the following conditions even if they are not related to service.

- Any mental health condition
- Cancer
- Tuberculosis

These treatment arrangements are called non-liability health care.

### Mental health conditions

All current and former ADF personnel with at least one day of permanent full-time service or Reservists with Continuous Full-time Service are eligible to receive treatment for any mental health condition. Current and former part-time Reservists may also be eligible, depending on their service. Further information on eligibility is available at [www.dva.gov.au/nlhc](http://www.dva.gov.au/nlhc)

A diagnosis is not required.

To apply for treatment of any mental health condition you may:



Email your request for treatment of mental health conditions to [NLHC@dva.gov.au](mailto:NLHC@dva.gov.au) or apply over the phone **1800 555 254**



Complete the paper or online application form at [www.dva.gov.au/nlhc](http://www.dva.gov.au/nlhc)

**If you have a PMKeyS number, you can use MyService via the MyGov website**

### Cancer and pulmonary tuberculosis

For conditions such as cancer and pulmonary tuberculosis, a diagnosis by an appropriately qualified health professional is also required as part of the application process. A diagnosis of cancer (malignant neoplasm) or pulmonary tuberculosis can be made by your treating medical practitioner.

You will need to apply for non-liability health care for cancer or pulmonary tuberculosis and the application form is located on the DVA website.



Forms: **D9215 Application for Health Care for Cancer (Malignant Neoplasm) and Tuberculosis** and return it to DVA using the directions provided on the form.

More information can also be found online: [www.dva.gov.au/treatment-conditions](http://www.dva.gov.au/treatment-conditions)

# DVA health cards

DVA issues health cards to veterans, their war widow(er)s and eligible dependants to ensure they have access to health care when they need it.

For further information on DVA health cards see factsheets online [www.dva.gov.au/factsheets](http://www.dva.gov.au/factsheets)



## Factsheets

- **DVA Gold Card HSV60** for all conditions
- **DVA White Card HSV61** for specific conditions
- **DVA Orange Card HSV69** for pharmaceuticals only





## Open Arms

*Open Arms*, formerly the *Veterans and Veterans Families Counselling Service (VWCS)*, has been the cornerstone of the Australian Government's frontline veteran mental health support response for more than 35 years.

*Open Arms* is a nationally accredited mental health service, which provides free, confidential counselling specifically designed to support the mental health and wellbeing of currently serving and former ADF personnel and their families.

Any ADF member with one day full-time service or hazardous service can get counselling support through *Open Arms*, as can their immediate family. Where there has been a death of a service person, extended family members can also access the service.

*Open Arms* is a national 24-hour service, which offers:

- counselling for individuals, couples and families
- case management for clients with more complex needs
- group programs to develop skills and enhance support
- after-hours telephone counselling
- information, education and self-help resources
- referrals to other services or specialist treatment programs as needed

There is no limit on the number of counselling sessions a person receives through *Open Arms*, support is provided based on clinical need.

**For help call 1800 011 046**

## Travel and accommodation assistance

DVA may assist with travelling expenses when you attend approved medical treatment including a rehabilitation assessment (MRCA/DRCA only). DVA may provide a contribution towards the cost of transport, meals and accommodation, however you may not have the entire cost you incurred reimbursed.

To receive the maximum allowable assistance you need to attend the closest practical provider (CPP) to your permanent or temporary residence, at the time of treatment.

The reasonable travel expenses of your medically required attendant may also be reimbursed.

**For further information contact transport claims on 1800 555 254 (Option 1 and Option 4)**



# Financial support

The following compensation benefits may also be available to you where specific eligibility criteria is met.

## Incapacity payments

Where you are unable to work, or have a reduced ability to work, because of a service injury or illness, you may be able to access compensation.

## Permanent impairment payments

For impairments that are likely to continue for the foreseeable future because of service injury or illness, you may be able to access compensation.

For further information on incapacity or permanent impairment payments see factsheets online.



### Factsheets

- **Incapacity for work MRC08**  
[www.dva.gov.au/mrc08](http://www.dva.gov.au/mrc08)
- **Permanent impairment compensation payments MRC07**  
[www.dva.gov.au/mrc07](http://www.dva.gov.au/mrc07)



## Online resources and other useful contacts

- **FACTSHEETS**
- **DVA AT EASE**
- **SMARTPHONE APPS**
  - » **THE RIGHT MIX**
  - » **HIGH RES**
  - » **OPERATION LIFE**
- **CONTACT DVA**
- **ADVOCACY TRAINING AND DEVELOPMENT PROGRAM**

## Factsheets

There is a range of Factsheets available to provide you with an overview on the following:

- MRC05 Rehabilitation
- MRC07 Permanent Impairment Compensation Payments
- MRC08 Incapacity for Work
- MRC10 Motor Vehicle Compensation Scheme (MVCS)
- MRC30 Information for Reservists
- MRC34 Needs Assessment
- MRC41 Attendant Care
- MRC42 Household Services
- MRC52 Family Support Package for Veterans and their Families
- HSV107 Rehabilitation Appliances Program
- HAC01 Defence Service Home Loan
- HAC02 Defence Service Homes Insurance Scheme
- HSV99 Mental Health Support
- HSV108 Veterans' Vocational Rehabilitation Scheme
- HSV140 Alcohol and Other Substance Treatment Services
- DP78 Vehicle Assistance Scheme
- VCS03 The Effects of PTSD

More information can also be found online: [www.dva.gov.au/factsheets](http://www.dva.gov.au/factsheets)

## DVA At Ease

It is not unusual to experience sadness, distress or anger after deployment. At Ease can help veterans, ADF personnel and family members identify the symptoms of not coping.

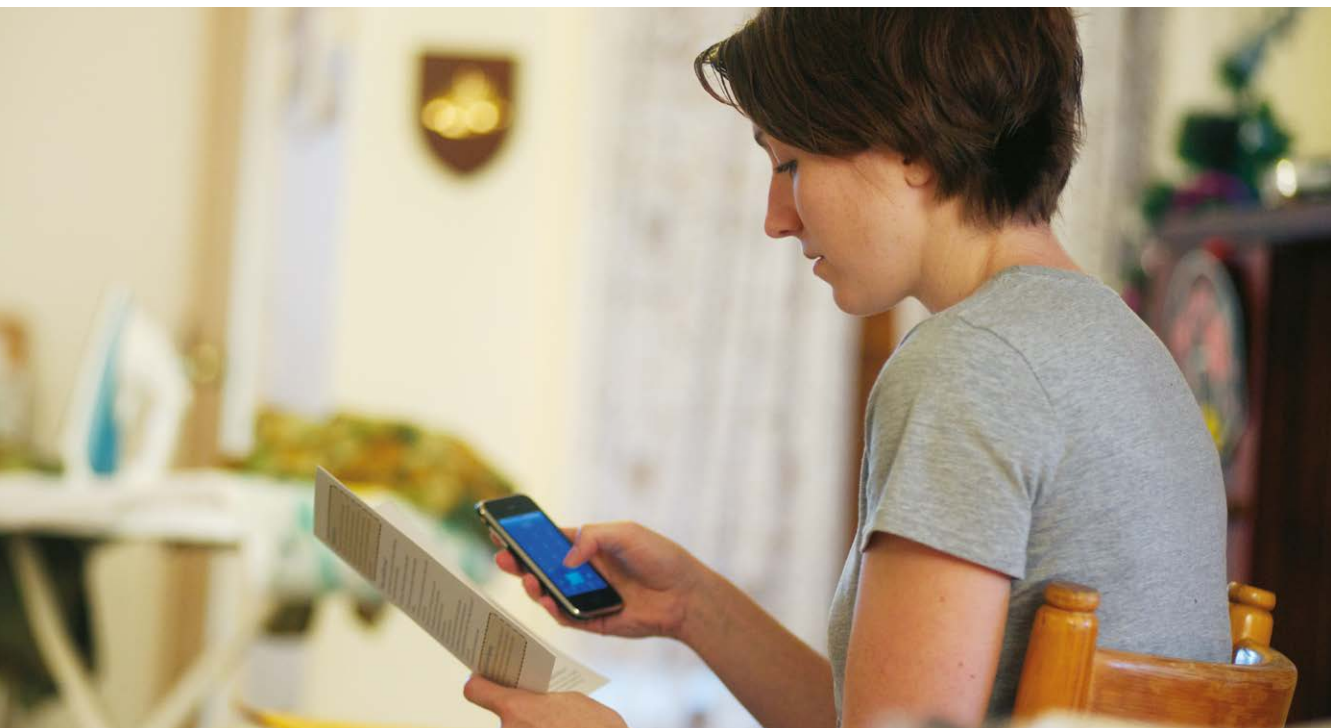
When you need to reach out, seek treatment or identify effective ways to move forward.

At Ease can provide tips, treatment options and resources. At Ease also has clinical resources for health professionals who may be treating members of the veteran and defence community.

More information can also be found online:  
<https://at-ease.dva.gov.au/>







## Smartphone apps



### THE RIGHT MIX

The ON TRACK with The Right Mix app has been designed for current and former ADF personnel and veterans. The app will help you manage your alcohol consumption by tracking the number and type of drinks consumed and calculating the amount of money spent. You can find out how much exercise is needed to burn off the kilojoules consumed and review the impact this has on your wellbeing and fitness.

Useful features include:

- track your drinking and spending in real time or add drinks to previous sessions
- set a budget for a night out and get a reminder when you have reached your budget
- learn how much exercise you need to do to burn off the alcohol you have consumed
- get a personalised wellbeing score based on the amount you drink
- track your drinking, wellbeing and spending through weekly and monthly graphs
- find out where to get professional help if alcohol is impacting on your daily life
- email your ON TRACK drinking history to yourself or a health clinician

Access the Right Mix app via website at <https://www.therightmix.gov.au/>



### **HIGH RES**

The High Res App can assist serving and ex-serving ADF personnel and their families to manage the daily stresses of military life, deployment, transition to civilian life and life post-service.

Access the mobile app via the High Res website at <https://highres.dva.gov.au/>



### **OPERATION LIFE**

Suicide and suicidal behaviour touches the lives of many people in our community, but there are ways we can help prevent it. The free companion Operation Life app is designed to help those at risk deal with suicidal thoughts with the support of a clinician. Available to download free from the Apple Store and Google Play.

#### **Clinicians**

Your clinician should refer to the clinician's guide of the app (iOS version and Android version) which provides an overview and a step-by-step guide to help set-up and use the app.

Access the mobile app via the Operation Life website at <https://at-ease.dva.gov.au/suicideprevention/>

## Need help now?



### Contact DVA

**FREECALL DVA: 1800 555 254**

#### HEARING OR SPEECH IMPAIRMENT ASSISTANCE

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service (NRS):

- TTY users phone 1800 555 677 then ask for 1800 555 254
- Speak and Listen users phone 1800 555 727 then ask for 1800 555 254
- Internet relay users connect to the NRS then ask for 1800 555 254.

#### MAILING ADDRESS

Department of Veterans' Affairs  
GPO Box 9998  
Brisbane QLD 4001

#### EMAIL

[GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

#### DVA OFFICE LOCATIONS

[www.dva.gov.au/contact/dva-office-and-client-service-locations](http://www.dva.gov.au/contact/dva-office-and-client-service-locations)

#### CRISIS ASSISTANCE

For any crisis, including medical emergencies call **000**

Open Arms, previously known as WVCS (24hr assistance)	<b>1800 011 046</b>
Domestic Violence and Sexual Assault Hotline	<b>1800 200 526</b>
The National Sexual Assault, Domestic & Family Violence Counselling Services	<b>1800 737 732</b>
ADF Mental Health All Hours Support Line	<b>1800 628 036</b>
Lifeline	<b>13 11 14</b>

# Advocacy Training and Development Program

## Do you need assistance with lodging claims and accessing wellbeing services?

There are around 500 advocates across Australia who hold the Advocacy Training and Development Program (ATDP) qualifications who are available to provide advice and assistance to veterans and their families in:

1. Compensation (assistance with lodging a primary claim through to appeals to the Veterans' Review Board and the Administrative Appeals Tribunal).
2. Wellbeing (assistance with accessing wellbeing services, such as housing, medical services and aged care).

Please note that advocacy services are free of charge. The advocates are committed to supporting current and former ADF members and their dependants, including those members transitioning from military to civilian life.



To find an advocate in your area, please visit our website  
[www.atdp.org.au/eso/index.php](http://www.atdp.org.au/eso/index.php)

## Would you like to become an accredited advocate?

The Advocacy Training and Development Program is a partnership between ex-service organisations, the Departments of Defence and Veterans' Affairs. It provides training and development to advocates so that they can provide high quality advocacy services to current and former ADF members and their dependants. The ATDP is funded and supported by the Australian Government through DVA.

For further information about the ATDP, accessing advocacy services or becoming an advocate, visit [www.atdp.org.au](http://www.atdp.org.au) or contact the ATDP team at [info@atdp.org.au](mailto:info@atdp.org.au)



**Advocacy Training and  
Development Program**





