

DVA Providers

Information for supporting veterans and their families

dva.gov.au/providers



Australian Government
Department of Veterans' Affairs

Health and community services for DVA clients

SERVICE	WHAT IS IT?	WHO IS ELIGIBLE?	HOW DOES CLIENT ACCESS?
Veterans' Health Check	GPs can claim for providing a comprehensive physical and mental health check for all veterans, aimed at supporting early identification and intervention for emerging issues and management of chronic conditions. You can also claim a Veterans' Access Payment, based on Modified Monash Model classification.	All veterans can access a one-off Veterans' Health Check, regardless of when they transitioned out of the Australian Defence Force (ADF). Veterans who transitioned since 1 July 2019 can access an Annual Veterans' Health Check for 5 years.	Appointment with GP. One-off Veterans' Health Check: MBS items 701, 703, 705 and 707. Annual Veterans' Health Check: DVA items MT701, MT703, MT705 and MT707. Visit: dva.gov.au/providers/health-programs-and-services-our-clients/veterans-health-check-providers
Coordinated Veterans' Care (CVC)	GP and care coordinator (typically a practice nurse) work with patient to manage patient's chronic condition/s, and reduce unplanned hospitalisation. Practices receive payments for CVC enrolments and ongoing care.	All Gold Card holders with a chronic health condition/s who meet the CVC program eligibility criteria upon assessment by the GP. White Card holders with an accepted mental health condition/s which is chronic and who meet the CVC eligibility criteria upon assessment by the GP. Visit the CVC Toolbox eligibility checker cvctoolbox.dva.gov.au	GPs identify eligible DVA clients and enrol them in the CVC Program. The 'care coordinator' can be a: practice nurse; Aboriginal or Torres Strait Islander primary health care worker or a DVA-contracted community nursing provider (see below). Visit: dva.gov.au/providers/health-programs-and-services-our-clients/coordinated-veterans-care
Community Nursing	Clinically required nursing/personal care provided in client's home. Aim is to improve health outcomes and quality of life, and avoid early admission to hospital or residential care by meeting a client's assessed nursing needs.	Gold Card holders, for assessed clinically required nursing/personal care needs. White Card holders, for assessed clinically required nursing/personal care needs for <i>accepted</i> conditions, or for conditions managed under Non-Liability Health Care (NLHC). Also, under Provisional Access to Medical Treatment (PAMT) if client eligible for program (see below).	GPs, specialists and nurse practitioners (specialising in a community nursing field) can refer patients. Referrals from treating doctors in hospitals or discharge planners are valid for seven days, at which point an ongoing referral from the veteran's GP is required. Visit: dva.gov.au/providers/health-programs-and-services-our-clients/community-nursing-services-and-providers
Veterans Home Care (VHC)	Small amount of practical help so eligible clients can more easily stay safely at home. Services include domestic assistance, personal care, home and garden maintenance and respite care. Respite care includes: in home respite; residential respite and emergency short term relief. Residential respite may be in an Australian Government-funded aged care facility, or an appropriate residential setting.	Veteran Gold Card holders are eligible for a VHC assessment. Veteran White Card holders may contact the VHC Assessment Agency for advice on eligibility for an assessment. The requirement for VHC services does not need to be related to accepted conditions. VHC services (excluding respite) attract a small co-payment.	Clients can call the VHC Assessment Agency directly on 1300 550 450 and do an over-the-phone assessment. Visit: dva.gov.au/health-and-treatment/care-home-or-aged-care/services-support-you-home/veterans-home-care-vhc
Convalescent Care	A medically-prescribed stay in: hospitals, aged care facilities and other suitable institutions; to help a client recover from an illness or operation immediately after their hospital stay.	All Gold Card holders. White Card holders where the care is required for their accepted condition.	Client's doctor, hospital discharge planner or social worker identifies an eligible facility, seeks prior approval from DVA (where required) before transferring the client. Visit: dva.gov.au/health-and-treatment/care-home-or-aged-care/services-support-you-home/convalescent-care or call DVA: 1800 VETERAN (1800 838 372).

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Non-Liability Health Care (NLHC)	Without need to establish condition/s related to service, access to treatment for mental health conditions, cancer or pulmonary tuberculosis.	For mental health care - anyone with at least one day of full-time ADF service, members with continuous full-time service and certain Reserves. If eligible, veteran is given a Veteran White Card to access treatment. For cancer (malignant neoplasm) or TB - patients with a medical diagnosis and a particular type of service, as listed on our website: dva.gov.au/health-and-treatment/injury-or-health-treatments/health-services/health-services-veteran-0#who-can-receive-it	All transitioning members receive White Card for NLHC (mental health) treatment, or veteran can apply via MyService. Appointment with GP, and where required, referral to specialist or allied health care for management of condition. For cancer or TB veteran must be assessed as eligible by DVA, followed by a GP referral for relevant management.
Provisional Access to Medical Treatment (PAMT)	Eligible veterans who have submitted a DVA initial liability claim for one or more of the 20 most commonly accepted conditions can receive medical and allied health care on a provisional basis while waiting for their claim to be determined.	Veterans who register their claim with DVA before 30 June 2024 can receive treatment under the PAMT program until 31 December 2024.	GP completes veteran's Treatment Confirmation Form, if claimed condition is on PAMT list. Submits to DVA, then claims as usual for DVA client. Allied health: GP assessment and referral for PAMT condition. Allied health provider treats and claims with DVA as usual. Visit: dva.gov.au/providers/provider-news/extension-provisional-access-medical-treatment-pamt-veterans-0
Rehabilitation Appliances Program (RAP)	Provision of aids, equipment and modifications for eligible DVA clients to live safely and independently. Includes mobility aids, continence products, oxygen, low vision aids, and home modifications.	Clients may be eligible for a RAP item if they have an assessed clinical need and either a: <ul style="list-style-type: none"> • Gold Card; or a • White Card and the equipment is for an accepted condition. 	Prescription by GP, medical specialist or allied health provider. The RAP Schedule details the items available for eligible DVA clients, and which health providers can prescribe them. Visit: dva.gov.au/providers/rehabilitation-appliances-program-rap
Open Arms – Veterans and Families Counselling	Free individual, couple and family counselling; lived experience peer support; and group treatment programs inc.: <ul style="list-style-type: none"> • Understanding anxiety; • Doing anger differently; • Sleeping better; • Beating the blues; and • Recovery from trauma. 	Anyone who has served at least one day in the ADF, their partners and families. For more information visit: openarms.gov.au/who-we-help	Veterans and their families can self-refer by calling 1800 011 046 or visit: openarms.gov.au , available 24/7. Providers may refer their patient, with their consent, by calling 1800 011 046. For more information on Open Arms support, visit openarms.gov.au/get-support for more information.
Trauma Recovery – PTSD	Group programs at DVA-contracted hospitals, and some community programs. Open Arms also offers trauma and recovery programs, as above.	Veteran Gold and White Card holders with an accepted mental health condition or through Non-Liability Health Care (mental health).	To refer a client or learn more about the programs, contact one of the hospitals listed on this webpage: openarms.gov.au/health-professionals/referral-options/hospitals-offering-ptsd-recovery-programs . Prior approval required for non-contracted programs.
Alcohol & other drugs treatment	Treatment can be provided by one of DVA's contracted hospitals without the need for prior financial authorisation. Prior financial authorisation is required for non-contracted providers.	Veteran Gold and White Card holders with an accepted mental health condition or Non-Liability Health Care (mental health).	Referral must be by a medical practitioner. Visit: dva.gov.au/health-and-treatment/work-and-social-life-programs/help-alcohol-and-drug-problems for further details.
Travel for Treatment	Transport assistance via reimbursements is available to all eligible clients travelling to attend approved treatment at the closest practical provider. DVA may arrange transport directly for some VEA clients* using the Booked Car with Driver service - access criteria applies. Eligible clients may also access transport assistance to attend Open Arms Treatment Programs. DVA will pay for ambulance services for eligible clients when clinically required.	Veteran Gold and White Card holders and their approved medically required attendant. White Card holders must be travelling to receive treatment for an accepted service-related condition. *DVA clients with eligibility under the Veterans' Entitlements Act (VEA) may be eligible for the Booked Car with Driver service – access criteria applies.	Health providers can contact DVA on 1800 VETERAN or visit the dva.gov.au/providers/travel-clients-treatment to find out more about access to travel for treatment. Always call 000 in an emergency. Online transport booking system at connect.dva.gov.au/index.htm , available 24/7.

Check full details about client eligibility and referrals for listed programs and service delivery arrangements at dva.gov.au/providers

This information is current at February 2023.