



A Gold Repatriation Health Card entitles the holder to treatment for all conditions. White card holders are entitled to treatment for conditions *accepted* by DVA. Orange cards are for pharmaceuticals only. **Some service restrictions apply for residents in aged care facilities.**

DVA SERVICE	WHO CAN REFER?	WHICH FORM?	SEND REFERRAL TO:	SPECIAL INSTRUCTIONS?	CONTACTS
Chiropractic	Treating doctor [^] , discharge planner or chiropractor with current referral	D904 form or letterhead	Chiropractor	For treatment of muscular-skeletal conditions only	Tel: *1300 550 457 Fax: 08 8290 0422
Community Nursing	Treating doctor [^] , discharge planner or VHC assessor	D904 form or letterhead	DVA-contracted community nursing provider	The referral must include the referrer's provider number. Contact details of Community Nursing providers can be found on the DVA website http://www.dva.gov.au/service_providers/community_nursing/Pages/index.aspx	Tel: *1300 550 457
Continence Supplies	Treating doctor [^] (See RAP schedule for prescriber details)	D988 Direct Order form	Direct Order Form to Contracted DVA Supplier.	Supplier details, Guidelines and the D988 forms are available at http://www.dva.gov.au/service_providers/rap/Pages/index.aspx	
Convalescent Care (Not Respite. See Veterans' Home Care for Respite)	Treating doctor [^] , discharge planner or other clinical staff	D904 form or letterhead	Mail/fax to DVA for prior approval	Care available following an acute admission and transfer from hospital to facility (eg hospital, government approved aged care or convalescent facility). 21 days per financial year.	Tel: *1300 550 457 Fax: 08 8290 0422
Dental	Only require a referral from a dentist to attend a dental specialist	D986 form or letterhead	Mail/fax to DVA	Financial limits/some conditions apply. Contact DVA for any additional advice	Tel: *1300 550 457 Fax: 08 8290 0422
Diabetic Education	Treating doctor [^] , discharge planner or diabetes educator with current referral	D904 form or letterhead	Diabetes Educator	Cannot claim if veteran is receiving DVA-contracted nursing services (as service includes diabetes education)	Tel: *1300 550 457 Fax: 08 8290 0422
Dietetics	Treating doctor [^] , discharge planner, or dietician with referral	D904 form or letterhead	Dietician		Tel: *1300 550 457 Fax: 08 8290 0422
Exercise Physiology	Treating doctor [^] , discharge planner, or exercise phys with current referral	D904 form or letterhead	Exercise Physiologist	Treatment can only be provided for a specific condition and not for general wellbeing or fitness	Tel: *1300 550 457 Fax: 08 8290 0422
HomeFront (falls prevention)	Gold or White card holder or health professional	No form required	Telephone 1800 801 945 and ask for HomeFront	One environmental assessment in calendar year. Some financial assistance provided. For clinical needs refer to RAP	Tel: 1800 801 945
Hospitals: Private & All Public Hospitals Admissions	Treating doctor [^] with admitting rights to the selected hospital	No form required	Not applicable	DVA prior approval required for: >Admission to private Tier 2 or non contracted private hospital >Cosmetic surgery, IVF and services not listed in CMBS >Items not listed on the DoHA Prosthesis Schedule	Tel: *1300 550 457 Fax: 08 8290 0422
Medical Grade Footwear	Treating doctor [^]	D688 form	Podiatrist	Supplier sends the relevant documents to DVA for approval	Tel: *1300 550 457
Occupational Therapy Treatment or Assessment	Treating doctor [^] , discharge planner or Occ Therapist with current referral	D904 form or letterhead	Occupational Therapist		Tel: *1300 550 457
Optical	Treating doctor [^] or optometrist for treatment by specialist	1. D904 form or letterhead 2. No form required	1. Ophthalmologist 2. No form required	Optical supplies are dispensed by DVA-contracted optical dispensers	Tel: *1300 550 457 Fax: 08 8290 0422
Osteopathy	Treating doctor [^] discharge planner or osteopath with current referral	D904 form or letterhead	Osteopath	Treatment of muscular-skeletal conditions only	Tel: *1300 550 457 Fax: 08 8290 0422
Oxygen: Home Medical Oxygen Therapy (HMOT)	Specialist or respiratory clinic. Rural/remote areas – treating doctor [^]	D0804 HMOT application form	Direct Order Form to Contracted DVA Supplier. See DVA website for details	Supplied according to A&NZ Thoracic Society guidelines. DVA contract arrangements apply	Tel: *1300 550 457
Pharmaceuticals including Nutritional Supplies	Treating doctor [^]	Tick 'RPBS' on prescription	Authority prescriptions to VAPAC. For mailed authorities: Reply Paid 9998, VAPAC - DVA, GPO Box 9998, Brisbane QLD 4001.	Supplements: LMO writes authority prescription on dietician's advice NB: VAPAC = Veterans' Affairs Pharmaceutical Advisory Centre	Tel: 1800 552 580 Fax: 07 3223 8651
Physiotherapy	Treating doctor [^] , discharge planner or physiotherapist with current referral	D904 form or letterhead	Physiotherapist		Tel: *1300 550 457 Fax: 08 8290 0422
Podiatry Treatment	Treating doctor [^] , discharge planner or podiatrist with current referral	D904 form or letterhead	Podiatrist		Tel: *1300 550 457 Fax: 08 8290 0422

DVA Forms, Fact Sheets and Provider Notes can be found at: www.dva.gov.au/service_providers/Pages/index.aspx Find chart: www.dva.gov.au/service_providers/services/Pages/health_services.aspx

[^]'Treating doctor' refers to Local Medical Officers (LMOs and GPs), specialists and hospital medical staff (both public and private). 'Letterhead' must include provider number.

Stationery orders 1800 155 355 or www.dva.gov.au/service_providers/Pages/Forms.aspx

Medical & Allied Health providers contact DVA on *1300 550 457 (Metro) or 1800 550 457 (Rural/Remote)



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Prosthetics: non-surgical ^^Limb prosthetics	Treating doctor^	D904 form or letterhead	Prosthetic Clinic at hospital or Prosthetist	Refer to RAP schedule	Tel: *1300 550 457
Psychology – Clinical and Counselling	Treating doctor^, VVCS, discharge planner, current psychologist	D904 form or letterhead	1 referral for 10 services in 12 month period. Prior approval for additional services and neuropsychology	One referral only per patient in 12 month period. Financial authorisation required for neuropsychology	Tel: *1300 550 457 Fax: 08 8290 0422
Rehabilitation Appliances Program (RAP)	Refer to RAP Schedule	Direct Order Form or specific DVA Application Form	Send RAP form direct to contracted supplier	Refer to RAP Schedule and Guidelines for special instructions. http://www.dva.gov.au/service_providers/rap/Pages/index.asp X	Tel: *1300 550 457
Social Work/Clinical Counselling	Treating doctor^ or discharge planner	D904 form or letterhead	Social Worker	Limited numbers of DVA-contracted social workers/clinical counsellors	Tel: *1300 550 457 Fax: 08 8290 0422
Speech Pathology	Treating doctor^, discharge planner or speech path with current referral	D904 form or letterhead	Speech Pathologist	Thickeners: refer to Nutrition/Pharmaceutical	Tel: *1300 550 457 Fax: 08 8290 0422
Transport (arranged by DVA)	Any health provider	No form required	Health provider contacts DVA Transport via phone/fax or in some cases via secure web interface to organise transport. In some cases the health provider may contact the taxi/hire car provider directly.	Eligibility and treatment location restrictions exist. Refer to DVA Fact Sheets (#HSV02 & 03) Eligible Gold and White card holders who are aged 80 years and over; or legally blind or suffering from dementia can use a booked car with driver (BCWD) to travel to all DVA-approved treatment locations. All eligible Gold and White card holders aged under 80, not legally blind or suffering dementia can also access the BCWD services however they must travel to specific treatment locations only and are required to meet medical criteria.	Tel: For transport bookings 1300 550 455 (metropolitan) 1800 550 455 (regional)
Transport (Reimbursement of Travel Expenses)	Veteran	Veteran must claim their privately incurred travelling expenses using DVA 'Claim for Travelling Expenses' D800 form which is available in both paper and electronic versions	Veteran has two options to lodge their claims. Either submit hard copy form to DVA at: GPO Box 9998 in their State capital city, or complete the online version and lodge via Myaccount if they are registered for online services. Currently, paper version provides for two visits to be claimed whilst the online version allows up to ten visits to be claimed. Currently, lodging claims through MyAccount is restricted to those claims for travel where the journey was 100 km or less round trip.	Claim must be lodged within 12 months of travel. Receipts are not required to be submitted with the claim but must be retained by the veteran for at least 4 months (and may be requested by DVA). Travel must be to the closest practical provider (within 100km return journey) otherwise DVA may limit the amount of reimbursement based on 100 km round trip. Veterans may self declare their need for a medically required attendant to travel with them.	Tel: For claims enquiries: 1300 550 454 (metropolitan) 1800 550 454 (regional)
Veterans' Home Care (VHC) (includes Respite)	Self/family, health professional, discharge planner, treating doctor^	Not required from client	Ring Veterans' Home Care Assessment Agency 1300 550 450	Services provided according to assessed need only. Respite: Up to 196 hours of in-home respite or 28 days of residential respite (short term care in an Australian accredited residential aged care or respite facility); or a combination of both in any one financial year. Emergency respite has a limit of 9 days per year. Current ACAT	Tel: 1300 550 450
Note: Ex-POWs are eligible for 63 days respite care			Note: Client cannot be admitted for respite care direct from hospital		
Veterans and Veterans Families Counselling Service (VVCS)	Self, ADF Referring Authority, treating doctor^, allied health professionals	Written referral or phone intake	Mailing Addresses as below: SA: 99 Frome St Adelaide 5000 S-QLD: PO Box 166 Spring Hill 4004 N-QLD: PO Box 891 Thuringowa Central 4817 ACT: PO Box 302 Deakin West 2600 NSW: PO Box 3755 Parramatta 2124 NT: PO Box 3374 Palmerston 0831 WA: PO Box 1337 Canning Bridge 6153 TAS: 254-286 Liverpool St Hobart 7000	Veterans, peacekeepers, their families, war widows/ers can refer themselves to VVCS Current serving ADF members can request a referral from the ADF DVA entitlement is not required to access service For more information on eligibility contact VVCS or visit www.dva.gov.au/vvcs	Tel: 1800 011 046* *During business hours connects to the nearest VVCS centre After hours, connects to Veterans Line