



## Rehabilitation Information Statement

### (Veteran Payment recipients)

As you are in receipt of Veteran Payment, a referral has been made on your behalf to undertake a rehabilitation assessment.

This document outlines what types of activities Rehabilitation includes, who will help you undertake Rehabilitation, the length of the program, your obligations and privacy requirements.

It is important that as a participant, you read and understand this document before proceeding. If you have any questions about this document, please call the Department of Veterans' Affairs (DVA) Rehabilitation Team on 1800VETERAN (1800 838 726).

#### *What is DVA Rehabilitation?*

The DVA Rehabilitation program can support you to improve your health and wellbeing by connecting you with services to help you manage symptoms associated with your mental health claim. As the Veteran Payment is an interim payment, financial counselling is also offered.

#### *Do you have to participate?*

Yes, unless you are medically unable to. You must provide a medical certificate explaining that you have no capacity for rehabilitation in order to not participate.

If you are already participating in a rehabilitation program outside of DVA, you may also be exempt from participating. Please provide the details of your current program in your return email to DVA for further assessment.

#### *Who will help me to undertake Rehabilitation?*

You will be allocated a professionally qualified Rehabilitation Consultant, who will help you to create and undertake a Rehabilitation plan tailored to support your individual needs. This Consultant works for an independent Rehabilitation Provider company who is contracted by DVA to provide these services.

#### *What does DVA do?*

The rehabilitation team in DVA allocates your Rehabilitation Consultant, arranges approval and payment of services, and monitors that your plan is progressing. If at any point in time you feel that your plan is not progressing, and you are not comfortable discussing this with your consultant, you can contact the Rehabilitation team for assistance.

#### *What services are available?*

Your Rehabilitation Consultant will coordinate services under the following three categories, to assist you to reach your goals:

- Medical – you may be linked in with medical providers and can learn techniques to self-manage your ongoing medical appointments and treatments;
- Financial – you can receive access to financial guidance and assistance to source employment within your capacity;
- Psychosocial - you can access assistance to develop a mental health wellbeing plan.



Services that are not needed, are not included in your plan. For example, if you are already accessing health services independently, you may not require activities relating to medical assistance.

### *What services are not available?*

The Rehabilitation Consultant will advise you of activities that cannot be paid for while creating the plan. Although not an exhaustive list, the types of activities that cannot be paid for on a plan include:

- Treatment - No activity that could be viewed as treatment, for example therapies, medication or medical appointments, can be included or paid for on a plan. Treatment required for your DVA accepted conditions can continue to be accessed through your DVA Card arrangements
- Courses already offered through Open Arms Counselling Services
- Equipment (any physical item – e.g tools, office furniture or supplies, sporting equipment, clothing etc) unless it is required to become job ready and is not provided by the employer
- Travel, meals and accommodation expenses related to participating in the rehabilitation program, unless excessive travel costs are required to attend the rehabilitation assessment
- Childcare unless in circumstances where the lack of child care support is creating barriers to being able to access treatment programs (e.g hospitalisation caused by mental health flare in symptoms; urgent surgery or hospitalisation; short term treatment not anticipated as part of regular treatment regime; intervention counselling)
- Any activity that is not considered appropriate by community standard - this includes activities /courses/ memberships associated with violence, racial or gender hatred or those that pose a threat of harm or injury to you or others
- Any course that has previously been paid for on a Rehabilitation plan
- Any costs for an activity you are already actively self-engaged in (for example, you are currently a member of a basketball club in your location)

### *What timeframes are involved?*

Most rehabilitation clients receiving Veteran Payment only require three months to complete their plan whilst mental health claims are being finalised, though timeframes can adapt to individual needs. Importantly, rehabilitation plans must be closed when you have completed the plan activities or if you stop participating. Your plan activities are designed to empower you to self-manage your ongoing health and wellbeing. Some clients may need ongoing, long term, assistance and must be transitioned to alternative support programs.

### *Participation*

If you commence a DVA Rehabilitation Plan, you must be available to actively participate in the plan and follow reasonable direction of the Rehabilitation Consultant to participate. If you become uncontactable or do not attend agreed activities set out in your plan, the Rehabilitation Consultant will inform DVA and the program will cease. Ongoing eligibility for Veteran Payments may then be reviewed.

You must notify your Rehabilitation Consultant if:

- You are unable to attend a scheduled activity on your plan
- Your circumstances change impacting on your ability to participate in your plan. If this occurs, the Rehabilitation Consultant will arrange a time to meet with you and discuss your ongoing needs and ability to participate in Rehabilitation.



### **What happens if my DRCA/MRCA mental health claim is accepted?**

If your claim is accepted, and you commence receipt of incapacity payments, you will be obligated to undertake a DVA rehabilitation plan. You may require a further rehabilitation assessment at this time.

If your claim is accepted and you do not commence receipt of incapacity payment, you are not obligated to undertake a DVA rehabilitation plan. If you feel as though you require additional rehabilitation assistance you can request access to a DVA rehabilitation program as a voluntary client. If this occurs, you may require a further rehabilitation assessment prior to commencing your new rehabilitation program.

### **Who pays for your plan and activities?**

DVA covers the cost of the consultant and the fees associated with the activities approved on your plan.

### **Do I need insurance to participate?**

No, appropriate insurance will be provided by the activity provider. The consultant will check with each activity provider to ensure appropriate insurances are in place.

### **Courtesy and Respect**

Participants must treat all people involved in their Rehabilitation Plan in a respectful manner. Abusive behaviour including swearing, intimidation or other forms of abuse will not be tolerated. Failure to treat people in a respectful manner, may result in your plan being closed.

### **You may be asked to evaluate the program**

Participants may be invited to take part in surveys, interviews or focus groups to evaluate Rehabilitation. If they do not wish to take part in these activities, they do not have to; and this will not affect the services received under Rehabilitation. If they choose to partake in the evaluation, they can withdraw at any point.

### **What can I do if I am dissatisfied with a decision that occurs in relation to my rehabilitation plan?**

If you are not satisfied with any decision made in regards to your rehabilitation plan you may request a review by following the guidelines on the following link:

<https://www.dva.gov.au/reconsideration-and-review-decisions>.

You may also provide general feedback about DVA Rehabilitation Services by emailing the Director at [rehabilitation@dva.gov.au](mailto:rehabilitation@dva.gov.au)

### **Privacy and participant details**

DVA will use or disclose your personal information:

- To administer the program, including providing your information to a consultant to deliver Rehabilitation services to you
- To pay for the activities you receive under the program
- To monitor your provider's participation in the program
- To inform management and planning of DVA rehabilitation



- For evaluation and research purposes. To protect your privacy, only de-identified data will be used to evaluate Rehabilitation. 'De-identified' means that personal information such as your name, address, date of birth and contact details have been removed from the data

### *What will my consultant do with my personal information?*

Your personal information is protected by law, including the *Privacy Act 1988*. Your consultant will comply with the privacy principles, and seek your consent to obtain, use and share your personal information. Your consultant will only exchange your personal information on an 'as needed' basis to DVA or other providers to facilitate the provision of supports and services.

You can find out more about this by visiting [www.dva.gov.au/privacy](http://www.dva.gov.au/privacy)