



Rehabilitation Information Statement

(Voluntary participant – SRDP Eligible)

Rehabilitation is a program managed by the Department of Veterans' Affairs (DVA).

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 potential 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 assist you to return to work and wellness. It does this through assisting you to access a range of vocational, medical management and social wellbeing activities. You will work with a dedicated Rehabilitation Consultant in the community to tailor a plan to meet your individual needs. You may be assisted back to suitable work or, if that is not yet an option, to a better wellness position.

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 the plan is not progressing, and 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 Management – you may be linked in with medical providers and can learn techniques to self-manage your ongoing medical appointments and treatments;
- Social Wellbeing activities (also known as psychosocial activities) – you can get help with strategies to develop and improve your social connections;
- If you are able, vocational activities – you can receive assistance to become job ready or return to work.

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
- Vocational courses at the Master level or higher
- 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/course/membership 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 may currently be a member of a basketball club in your location)

What timeframes are involved?

This is very dependent on individual circumstances, but most plans will range from 6 to 18 months in length. 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 and stopping a plan

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. You can choose to stop at any time by informing either your consultant or DVA. This can be done by phone or email. If your needs change, you are welcome to return to the program. 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.

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.

Is it compulsory for me to participate in a rehabilitation plan?

No. At this point in time, you are classed as a voluntary participant in the DVA Rehabilitation Program and can cease participation at any time.

Will undertaking rehabilitation impact my SRDP eligibility?

Possibly. To be SRDP eligible or receive SRDP you must not have capacity to undertake paid work for more than 10 hours per week. If you undertake a rehabilitation plan that includes components to build your work capacity beyond 10 hours per week, your SRDP status may be reviewed. The type of



activities, for example, that could build your work capacity include vocational training, in particular anything at the university level, and participating in activities such as work trials. You may elect to undertake these types of activities if you wish and have medical capacity to, but please be aware of the possible impacts.

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

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



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Is it compulsory for me to participate in a rehabilitation plan?

No. At this point in time, you are classed as a voluntary participant in the DVA Rehabilitation Program and can cease participation at any time. If in the future you commence receipt of either Veteran Payment or Incapacity Payment you will be required to participate in a rehabilitation program. Failure to do so, can effect payments.



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