



Australian Government
Department of Veterans' Affairs

ELECTRONIC RECORDS

NB: These documents have been obtained from an electronic record. An original hard-copy version of this record does not exist.



INFO45 – VOCATIONAL ASSESSMENTS

This Infosheet is intended to assist members of the Rehabilitation Services Team to understand **when** a vocational assessment is required, the professionals **who** can perform the assessment, **what** information is required within a vocational assessment, and **how** the assessment is used when reviewing vocational activities.

What must I consider prior to approving a Vocational Assessment on a rehabilitation plan?

An effective vocational assessment will start from a narrowed scope of vocational options. To narrow down options, it is important for potential employment fields of interest to be identified. If a client is uncertain about their future employment goals, **vocational counselling** should first be undertaken prior to a vocational assessment.

If a client leaving the Defence Force has a specific job direction in mind, and that job role is likely to be both suitable and sustainable, vocational counselling is not required.

Delegates are encouraged to share available Specialists Reports (particularly if a client has had further liabilities accepted since the initial rehabilitation assessment) with the rehabilitation consultant to assist with vocational counselling.

When must a Vocational Assessment be undertaken?

DVA clients on an approved **return to work** plan with an **active** vocational goal may need to undertake a vocational assessment. If the initial rehabilitation assessment or subsequent advice from the assigned rehabilitation consultant recommends a vocational assessment, delegates must consider the below questions:

- Has the client undergone a Vocational Assessment recently (e.g within the last 2 years)?
- Does the client have a clear vocational direction that either:
 - Is consistent with skills acquired prior to enlisting or the role performed in the ADF prior to their injury and/or illness? Or
 - Draws upon the client's existing skills, provides sufficient job opportunities and is likely to result in employment that is suitable and sustainable for the client?

If responses to the above questions are 'no,' delegates will approve the vocational assessment as part of the rehabilitation plan. If the answers to the above are 'yes' a vocational assessment is not required.

The vocational assessment will explore vocational options for a client, and, where relevant, identify training and education recommendations to support the client's identified job roles.

A vocational assessment report is required by rehabilitation delegates to assist with determining the reasonableness of proposed vocational activities such as pursuing study, self-employment, or provide recommendations to DVA where there is uncertainty about the suitability of a client's vocational direction.

Who can undertake the Vocational Assessment with the client?

It is recommended that the vocational assessment be completed by a consultant who is not the client's primary case manager. This enables an independent and objective view of the client situation, and ensures that a strong relationship between the client and their primary case manager can be maintained.

Rehabilitation Providers and their consultants have been directed to identify an appropriate breadth of suitable options even if the client has a singular vocational or training/education focus. Vocational

assessments, including the assessments that occur within a vocational assessment such as psychometric testing, must be completed by:

- A DVA registered consultant whose professional scope of practice includes vocational counselling (i.e. rehabilitation counsellor); or
- A third party person, engaged by the provider, who holds the appropriate qualification and skills (i.e. a qualified psychologist or rehabilitation counsellor); or
- A combination of both. For example, if a rehabilitation counsellor is performing the vocational assessment, it may be necessary for a psychologist to oversee psychometric or aptitude testing.

What information is required within a Vocational Assessment?

The vocational assessment report will summarise the client's personal, medical and vocational circumstances encompassing the below components:

1. Executive Summary:

- a. Recommended vocational options.
- b. Key recommendations and rationale.
- c. Brief overview of relevant personal, medical and vocational circumstances including current and future job prospects and an objective statement of work capacity as determined by the professional undertaking the assessment.

2. Purpose and Method of Assessment:

Details relevant to the circumstances which led to the assessment and reference documents.

3. Medical Circumstances

An ability to work certificate with GP support for full or part-time study is required. Clients with significant physical injuries seeking DVA supported study for a job role with high physical demands, will require additional commentary from their GP or specialist detailing how the relevant medical conditions affect current and future employment prospects.

A detailed medical history is not required to be submitted within the Vocational Assessment.

4. Personal Circumstances

Relevant circumstances which may impact on vocational options or direction that are not captured in the client's initial rehabilitation assessment or progress reports may be listed in the Vocational Assessment.

5. Transferable Skills Analysis:

- a. Preinjury Role (ADF) – employer, position, rank, salary, duration, tasks.
- b. Education & Qualifications – course, level, RTO, dates, [skills learned (if relevant)], tickets / licences and certificates.
- c. Transferable Skills - identified skills, aptitude, interests including computer skills.
- d. Vocational and psychometric assessments and occupational inventory (Optional dependent on individual circumstances and needs).
 - i. Assessments of personality, work aspect preferences, motivation.
 - ii. Aptitude, educational or skills assessments (as relevant to support vocational or training recommendations).
 - iii. Psychological inventories (as relevant).
 - iv. Statement of attainment (as relevant)- to support retraining recommendations including educational attainment, recent STAT test or university admission (sited), RPL review, retraining potential.
- e. Labour market analysis (summary here with details included in an attachment)
 - i. At least 3 identified employment options.

Job title, ANZSCO codes, duties, training, job prospects, labour market, vacancies, sample advertisements and/or employer contact, functional requirements.

6. **Recommended Suitable Employment Options and retraining recommendations:**
 - a. Description of the role and typical job duties. A hyperlink to the role as described on job outlook can be provided instead of copy and pasting information into the template.
 - b. Retraining required for either the position or to enter the field.
 - c. Salary range.
 - d. Functional information.
 - e. Industry liaison and employer contacts.
 - f. Labour market analysis relative to the client's location and employment field (i.e. Software development roles will have a greater scope to work remotely than a Site Surveyor).
 - g. Suitability of the role relative the individual circumstances of the client.
7. **Attachments to the vocational assessment report will include the client's:**
 - a. Resume with recent work history
 - b. Labour market analysis for the recommended job roles or fields
 - c. Ability to work certificate.

How will the Vocational Assessment be used?

When reviewing the vocational assessment, the key components to consider in order to make a decision about funding vocational activities are:

- The vocational assessment is supportive of the job role (e.g. Nurse) or job field (e.g. Health profession).
- The vocational assessment has commented on the preferences of the client and whether the client is likely to obtain job satisfaction.
- There is a reasonable availability of jobs/roles within a commutable distance from the client's residence, or if none, whether the client has indicated their openness to relocating for work.
- Vocational activities are related to roles which employ the client's aptitude, skills and previous experience.
- If retraining is required, the client's Recognised Prior Learning (RPL) has been assessed, and relevant qualifications used towards the retraining .
- The client can sustain long term employment taking into account any existing health restrictions.

Vocational activities on the client's rehabilitation plan should not proceed if in doing so, advice contained within the vocational assessment would be contradicted.

What if the Vocational Assessment Report contains inaccurate or conflicting information?

Delegates with concerns about the information related to the vocational assessment report, or who identify conflicting information in comparison with other client-specific information are encouraged to first raise these inconsistencies with the rehabilitation consultant. If those concerns are not sufficiently addressed, speak with your team leader who may provide a resolution, or recommend:

- the matter may be raised with the Stakeholder Engagement Manager; or
- sending ET03 Escalated Advice Request and send to the Rehab Support Team.

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs

Enter current date eg. 1 January 2019

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name,

Study Approval

In conjunction with your approved Rehabilitation Plan, funding has been approved for you to undertake the following course:

Course name: Enter Course Name
Level of study: Certificate I
Training organisation: Enter name of RTO, TAFE or UNI
Workload: Full-time
Commencement date: Enter term/semester start date
Expected completion date: Enter expected course completion date

DVA is pleased to provide you with this financial support while you are studying.

What you need to be aware of

Please make sure you read and understand the following information to assist you during your studies.

Incidentals allowance:	You will be paid an incidentals allowance each Semester or Trimester which is expected to cover the costs of any study materials, equipment, computers and travel. Your payment will be \$amount which will be paid directly to your nominated bank account.
Period of approval:	The expected course length is listed on the first page of this letter. DVA's ongoing approval is conditional on evidence of your passing grades for every subject each Semester or Trimester.

Academic Transcript:	You need to supply your grades at the end of each Semester or Trimester to rehabilitation@dva.gov.au , prior to funds being released for payment of your next courses.
Study assistance:	As a first port of call, student services from your higher education provider are an excellent resource when you require assistance. Please also keep your rehabilitation consultant and DVA informed if you need additional support such as guidance with time management, tutoring or need to take a short break.
Changing courses:	DVA has approved this specific study program based on the information provided by you in the application process. This approval cannot be transferred to fund another course. If you are not happy with the course you are studying, discuss this with your rehabilitation consultant.
Withdrawing:	DVA will not pay for any withdrawn subjects. You must check if your enrolment is subject to a census date by which you can withdraw without charge. The census date is also the last date you can make an upfront payment, apply for a HELP loan or accept an offer in a Commonwealth Supported Place (CSP).
Postponing:	If you need to postpone your study, you must discuss your options with your consultant as well as your higher education provider. Please be aware that this may impact ongoing DVA approval.
Leave of absence:	If you need to take extended personal or sick leave, generally for leave over 2 weeks, you will need to discuss this with your consultant as well as your higher education provider. If you need assistance catching up after any leave, please reach out to student services and your rehabilitation consultant.
Failed subjects:	DVA will not fund study if a subject is failed, unless you have discussed this with your provider and proven extenuating circumstances. Upon two failed subjects, DVA may withdraw approval for funding for the remainder of the course.
Upon completion:	Your rehabilitation consultant will assist you towards the completion of the course to help you find employment. Make sure you take every opportunity to network during the final period of study, as often this is a great way to find employment tips and make helpful contacts.

Course payments

Commonwealth Supported Place enrolments

Higher Education Providers such as Universities and TAFEs are given a quota of Commonwealth Supported Places (CSPs) by the Department of Education, Skills and Employment (DESE). You must elect to enrol in a CSP where the option is available, and where you meet the [eligibility requirements](#), so that a portion of your course fees can be subsidised.

To fund the remaining amount, you need to apply for a Higher Education Loan Program (HELP) loan. Your higher education provider can assist you with this application. After the **census date** applicable to your course, the remaining portion of course fees owing will be billed to your HELP loan. DVA will repay your loan related to the approved course directly to the Australian Tax Office (ATO) after we receive your HELP Statement from you. Your HELP Statement is only available to you, and if you have ATO linked within your MyGov account, you can download your statement by following the directions below:

1. Access your MyGov account
2. Open the link to the ATO
3. Find Loan accounts and select 'Higher Education Loan Program'
4. Scroll down to 'voluntary repayment' and select BPAY
5. Make sure that your Payment Reference Number (PRN) is visible, and either save as PDF, select print friendly version or take a screen shot. Send this to rehabilitation@dva.gov.au.

Please note, it can take up two or three months following the census date, for your loan balance to be updated.

Upfront payment to your higher education provider

If you are not offered a CSP, or you are unable to apply for a HELP loan, please get in contact with Enter name of RTO, TAFE or UNI to request an invoice for your course fees. Forward the invoice to DVA, and we will pay it on your behalf. If you defer or withdraw from study and have funds credited to your student or bank account, please be aware that we will seek reimbursement of those funds.

The alternative method of payment is reimbursement. If you have paid the course fees upfront, please send a receipt or evidence of the transaction to rehabilitation@dva.gov.au.

Where can you find more information?

If you have any questions or concerns, please contact us by emailing rehabilitation@dva.gov.au. More information about DVA's Rehabilitation Program is available on the DVA website via the following link: www.dva.gov.au/health-and-wellbeing/rehabilitation

Your Privacy

Go to www.dva.gov.au/privacy to find out what kind of information we can ask for, how we manage it and who we share it with.

If you need counselling or support

Open Arms – Veterans & Families Counselling is a free and confidential 24-hour service for current and ex-serving ADF members and their families. Call 1800 011 046 or go to www.OpenArms.gov.au to get support or find out more.

If you have any questions, please contact me by phone or email on the details below.

Yours sincerely,

Delegate first name | Delegate position number

Delegate of the Military Rehabilitation and Compensation Commission

Email: rehabilitation@dva.gov.au

Email: rehabilitation@dva.gov.au

Internet: www.dva.gov.au

Phone: 1800 VETERAN (1800 838 372)

GPO Box 9998 Brisbane QLD 4001

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs
Enter current date eg. 1 January 2019

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name,

Study Approval

In conjunction with your approved Rehabilitation Plan, funding has been approved for you to undertake the following course:

Course name: Enter Course Name
Level of study: Select Level
Training organisation: Enter name of RTO, TAFE or UNI
Workload: Part-time
Commencement date: Enter term/semester start date
Expected completion date: Enter expected course completion date

DVA is pleased to fund course fees and provide support to you while you are studying.

What you need to be aware of

Please make sure you understand the following information as it provides guidance for you in situations you may face during your studies.

Incidentals allowance: You will be paid an incidentals allowance each Semester or Trimester which is expected to cover the costs of any study materials, equipment, computers and travel. Your payment will be \$amount which will be paid directly to your nominated bank account.

Period of approval: The expected course length is listed on the first page of this letter. DVA's ongoing approval is conditional upon passing grades for every subject each Semester or Trimester.

Email: rehabilitation@dva.gov.au
Internet: www.dva.gov.au
Phone: 1800 VETERAN (1800 838 372)
GPO Box 9998 Brisbane QLD 4001

Academic Transcript:	You need to supply your grades at the end of each Semester or Trimester to rehabilitation@dva.gov.au , prior to funds being released for payment of your next courses.
Study assistance:	As a first port of call, student services from your higher education provider are an excellent resource when you require assistance. Please also keep your rehabilitation consultant and DVA informed if you need additional support such as guidance with time management, tutoring or need to take a short break.
Changing courses:	DVA has approved this specific study program based on the information provided by you in the application process. This approval cannot be transferred to fund another course. If you are not happy with the course you are studying, discuss this with your rehabilitation consultant.
Withdrawing:	DVA will not pay for any withdrawn subjects. You must check if your enrolment is subject to a census date by which you can withdraw without charge. The census date is also the last date you can make an upfront payment, apply for a HELP loan or accept an offer in a Commonwealth Supported Place (CSP).
Postponing:	If you need to postpone your study, you must discuss your options with your consultant as well as your higher education provider. Please be aware that this may impact ongoing DVA approval.
Leave of absence:	If you need to take extended personal or sick leave, generally for leave over 2 weeks, you will need to discuss this with your consultant as well as your higher education provider. If you need assistance catching up after any leave, please reach out to student services and your rehabilitation consultant.
Failed subjects:	DVA will not fund study if a subject is failed, unless you have discussed this with your provider and proven extenuating circumstances. Upon two failed subjects, DVA may withdraw approval for funding for the remainder of the course.
Upon completion:	Unprotect the document and insert the paragraph related to the length of study

Course payments

Commonwealth Supported Place enrolments

Higher Education Providers such as Universities and TAFEs are given a quota of Commonwealth Supported Places (CSPs) by the Department of Education, Skills and Employment (DESE). You must elect to enrol in a CSP where the option is available, and where you meet the [eligibility requirements](#), so that a portion of your course fees can be subsidised.

To fund the remaining amount, you need to apply for a Higher Education Loan Program (HELP) loan. Your higher education provider can assist you with this application. After the **census date** applicable to your course, the remaining portion of course fees owing will be billed to your HELP loan. DVA will repay your loan related to the approved course directly to the Australian Tax Office (ATO) after we receive your HELP Statement from you. Your HELP Statement is only available to you, and if you have ATO linked within your MyGov account, you can download your statement by following the directions below:

1. Access your MyGov account
2. Open the link to the ATO
3. Find Loan accounts and select 'Higher Education Loan Program'
4. Scroll down to 'voluntary repayment' and select BPAY
5. Make sure that your Payment Reference Number (PRN) is visible, and either save as PDF, select print friendly version or take a screen shot. Send this to rehabilitation@dva.gov.au.

Please note, it can take up to two or three months following the census date, for your loan balance to be updated.

Upfront payment to your higher education provider

If you are not offered a CSP, or you are unable to apply for a HELP loan, please get in contact with the name of RTO, TAFE or UNI to request an invoice for your course fees. Forward the invoice to DVA, and we will pay it on your behalf. If you defer or withdraw from study and have funds credited to your student or bank account, please be aware that we will seek reimbursement of those funds.

The alternative method of payment is reimbursement. If you have paid the course fees upfront, please send a receipt or evidence of the transaction to rehabilitation@dva.gov.au.

Where can you find more information?

If you have any questions or concerns, please contact us by emailing rehabilitation@dva.gov.au. More information about DVA's Rehabilitation Program is available on the DVA website via the following link: www.dva.gov.au/health-and-wellbeing/rehabilitation

Your Privacy

Go to www.dva.gov.au/privacy to find out what kind of information we can ask for, how we manage it and who we share it with.

If you need counselling or support

Open Arms – Veterans & Families Counselling is a free and confidential 24-hour service for current and ex-serving ADF members and their families. Call 1800 011 046 or go to www.OpenArms.gov.au to get support or find out more.

If you have any questions, please contact me by phone or email on the details below.

Yours sincerely,

Delegate first name | Delegate position number

Delegate of the Military Rehabilitation and Compensation Commission

Email: rehabilitation@dva.gov.au

Email: rehabilitation@dva.gov.au

Internet: www.dva.gov.au

Phone: 1800 VETERAN (1800 838 372)

GPO Box 9998 Brisbane QLD 4001

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs

Enter current date eg. 1 January 2019

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name,

Training Course Approval

In conjunction with your approved Rehabilitation Plan, funding has been approved for you to undertake the following course:

Training Course:	Enter Course Name
Level of study:	Non-AQF accreditation i.e. First Aid Certificate
Training organisation:	Enter name of Training Provider
Commencement date:	Enter term/semester start date
Expected completion date:	Enter expected course completion date

DVA is pleased to be able to provide you with support while you are completing the above training course.

What you need to be aware of

Please make sure you understand the following information as it provides guidance for you in situations you may face during your training.

Notification of completion: You need to advise your rehabilitation consultant when you have completed the training course. If you receive a certificate, please supply it to your consultant, who will submit to DVA for record keeping.

Study assistance: If you need assistance completing the requirements of the course, discuss what is available with your training

organisation/institution. If you need further help, discuss this with your provider and they can provide assistance and guidance.

Changing courses:	If you feel this course is not right for you, discuss this with your provider and they will explore whether DVA can fund an alternative course for you.
Withdrawing:	DVA will not pay for any withdrawn subjects, so make sure you let your provider know as soon as possible if you need to withdraw, so that we can negotiate finalising payment with them.
Postponing:	If you need to postpone your study, you need to discuss your options with the training organisation and your provider.
Leave of absence:	If you need to take extended personal or sick leave, generally for leave over 2 weeks, you will also need to discuss this with your provider and training organisation.
Failed subjects:	DVA will not fund study if a subject or course is failed, unless you have discussed this with your provider and proven extenuating circumstances. Upon two failed subjects, DVA may withdraw approval for funding for the remainder of the course.
Upon completion:	When you have completed your course, take the time to review your expected outcome with your provider. If this course was intended to lead to employment, make sure you take every opportunity to network during the duration of the course, as often this is a great way to find employment tips and make helpful contacts.

Training Course payments

You need to ensure the invoice for your training course is sent to your DVA Rehabilitation Coordinator when received to ensure it will be paid on time.

Where can you find more information?

If you have any questions or concerns, please contact DVA's Rehabilitation Team by emailing rehabilitation@dva.gov.au More information about DVA's Rehabilitation Program is available on the DVA website via the following link: <https://www.dva.gov.au/health-and-treatment/injury-or-health-treatments/rehabilitation/rehabilitation>.

Your Privacy

Go to www.dva.gov.au/privacy to find out what kind of information we can ask for, how we manage it and who we share it with.

If you need counselling or support

Open Arms – Veterans & Families Counselling is a free and confidential 24-hour service for current and ex-serving ADF members and their families. Call 1800 011 046 or go to www.OpenArms.gov.au to get support or find out more.

Yours sincerely,

Delegate first name | Delegate position number

Delegate of the Military Rehabilitation and Compensation Commission

Email: rehabilitation@dva.gov.au

Email: rehabilitation@dva.gov.au

Internet: www.dva.gov.au

Phone: 1800 VETERAN (1800 838 372)

GPO Box 9998 Brisbane QLD 4001

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs

Enter current date eg. 1 January 2019

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name,

Study Request for Certificate or Bachelor Course Name.

Your application for your Department of Veterans' Affairs (DVA) Rehabilitation Plan to incorporate a Certificate or Bachelor course name as an activity to assist you in achieving your psychosocial or vocational goal received on 6 March 2022, has been considered against criteria listed within DVA's rehabilitation policy related to further education and retraining.

What decision has been made regarding your requested course?

The following sources were taken into account when assessing your request:

- your Vocational Assessment inclusive of:
 - recommendations made by the Vocational Assessor;
 - alternative options that you are able to consider and pursue;
 - details of your transferable skills acquired before, during or after your ADF service;
 - a record of potential qualifications applicable to you in Recognition of Prior Learning (RPL) related to recommended vocational options;
 - the Labour Market Analysis demonstrating vacancies in the field of the proposed study;
- your understanding of the commitment required in completing study per your client statement;
- your intentions with regard to seeking paid employment in the related field following completion of study; and
- the medical evidence collated in relation to your ability to work.

After considering the above, I am not able to approve DVA funding for the course you have requested. The reason for this is provide justification for your decision, if an alternative option can be supported - write it here.

I empathise that this is not the outcome for which you had hoped. Please be assured that I have given due consideration to your request and remain supportive of your rehabilitation goals. Your rehabilitation consultant will continue to work with you to assist you to become job-ready.

Can this decision be reviewed?

If you are not satisfied with this decision or explanation provided, you can request an internal review to be undertaken by a separate decision-maker per sections 51 (4) of the *Military, Rehabilitation and Compensation Act 2004 (MRCA)*, or 37 (3) of the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA)*.

To request an internal review, you can submit supporting information for consideration to rehabilitation@dva.gov.au.

You may also provide general feedback about DVA Rehabilitation Services by emailing the Director at rehabilitation@dva.gov.au

Where can you find more information?

If you have any questions or concerns, please contact DVA's Rehabilitation Team by emailing rehabilitation@dva.gov.au. More information about DVA's Rehabilitation Program is available on the DVA website via the following link: <https://www.dva.gov.au/health-and-treatment/injury-or-health-treatments/rehabilitation/rehabilitation>.

Your Privacy

Go to www.dva.gov.au/privacy to find out what kind of information we can ask for, how we manage it and who we share it with.

You can get support and counselling

If you are finding this letter hard to cope with, free and confidential 24-hour support is available at Open Arms – Veterans & Families Counselling. Call 1800 011 046 or go to www.OpenArms.gov.au to find out more about this service for current and ex-serving ADF members and their families.

If you have any questions, please contact me by phone or email on the details below.

Yours sincerely,

Delegate first name | Delegate position number

Delegate of the Military Rehabilitation and Compensation Commission

Email: rehabilitation@dva.gov.au

Email: rehabilitation@dva.gov.au

Internet: www.dva.gov.au

Phone: 1800 VETERAN (1800 838 372)

GPO Box 9998 Brisbane QLD 4001

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs

Enter current date eg. 1 January 2019

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name,

Study Request for course name commencing date.

Your application for your Department of Veterans' Affairs (DVA) Rehabilitation Plan to incorporate a Certificate or Bachelor course name as an activity to assist you in achieving your psychosocial or vocational goal received on 6 March 2022, has been considered against criteria listed within DVA's rehabilitation policy related to further education and retraining.

What decision has been made regarding your requested course?

When requesting study in support of your psychosocial goal, the following needs to be considered:

- the study is a meaningful activity whilst participating in injury recovery; or
- the study is aimed at engaging with a community group; or
- the study is a way of testing yourself in learning a new skill; and
- the course is short term; and
- your GP or Specialists supports the study as an activity that will help in your recovery; and
- that you are clear on the outcome you are hoping to achieve through this course.

After considering the above, I am not able to approve DVA funding for the course you have requested. The reason for this is provide justification for your decision, if an alternative option can be supported - write it here.

I empathise that this is not the outcome for which you had hoped. Please be assured that I have given due consideration to your request and remain supportive of your rehabilitation goals. Your rehabilitation consultant will continue to work with you to assist you to become job-ready.

Can this decision be reviewed?

If you are not satisfied with this decision or explanation provided, you can request an internal review to be undertaken by a separate decision-maker per sections 51 (4) of the *Military, Rehabilitation and Compensation Act 2004 (MRCA)*, or 38 of the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA)*.

To request an internal review, you can submit supporting information for consideration to rehabilitation@dva.gov.au.

You may also provide general feedback about DVA Rehabilitation Services by emailing the Director at rehabilitation@dva.gov.au

Where can you find more information?

If you have any questions or concerns, please contact DVA's Rehabilitation Team by emailing rehabilitation@dva.gov.au. More information about DVA's Rehabilitation Program is available on the DVA website via the following link: <https://www.dva.gov.au/health-and-treatment/injury-or-health-treatments/rehabilitation/rehabilitation>.

Your Privacy

Go to www.dva.gov.au/privacy to find out what kind of information we can ask for, how we manage it and who we share it with.

You can get support and counselling

If you are finding this letter hard to cope with, free and confidential 24-hour support is available at Open Arms – Veterans & Families Counselling. Call 1800 011 046 or go to www.OpenArms.gov.au to find out more about this service for current and ex-serving ADF members and their families.

If you have any questions, please contact me by phone or email on the details below.

Yours sincerely,

Delegate first name | Delegate position number

Delegate of the Military Rehabilitation and Compensation Commission

Email: rehabilitation@dva.gov.au

Email: rehabilitation@dva.gov.au

Internet: www.dva.gov.au

Phone: 1800 VETERAN (1800 838 372)

GPO Box 9998 Brisbane QLD 4001

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs

Enter current date e.g. 1 January 2020

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name

Acknowledgement of request for internal review of study decision

I am writing to confirm receipt of your email dated insert date in which you requested a review of the declined study decision.

As decisions to fund study as an activity on a DVA Rehabilitation Plan are not formally appealable under the Section 51 of the *Military, Rehabilitation and Compensation Act 2004 (MRCA)* and Section 38 of the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA)* a review of your request will be conducted by separate decision-maker with the outcome provided to you in writing by insert date.

What do you need to do?

Your ongoing participation in your rehabilitation plan is voluntary. Details of your rights and obligations when engaged in a DVA rehabilitation plan can be found at the following link:

www.dva.gov.au/health-and-treatment/injury-or-health-treatments/rehabilitation/rehabilitation#rights-and-obligations.

Access to treatment

The provision of your medical treatment under your DVA Health Card is not impacted by participation in rehabilitation. Information on when and how to use your DVA Health Card/Veteran Card can be found at the following link: www.dva.gov.au/health-and-treatment/veteran-healthcare-cards/cards-available-you-and-your-family.

Yours sincerely,

Delegate first name Position number
Delegate of the Military Rehabilitation and Compensation Commission
rehabilitation@dva.gov.au

Email: rehabilitation@dva.gov.au
Internet: www.dva.gov.au
Phone: 1800 VETERAN (1800 838 372)
GPO Box 9998 Brisbane QLD 4001

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs

Enter current date e.g. 1 January 2020

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name

Acknowledgement of request for internal review of study decision

I am writing to confirm receipt of your email dated insert date in which you requested a review of the declined study decision.

As decisions to fund study as an activity on a DVA Rehabilitation Plan are not formally appealable under the Section 51 of the *Military, Rehabilitation and Compensation Act 2004 (MRCA)* and Section 38 of the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA)* a review of your request will be conducted by separate decision-maker with the outcome provided to you in writing by insert date.

What do you need to do?

While this decision is being reviewed, you are required to continue to participate in your ongoing rehabilitation plan. Failure to participate in the activities listed within your plan provided you are medically able to do so, may result in the review and potential suspension of your incapacity payments. Details of your rights and obligations when engaged in a DVA rehabilitation plan can be found at the following link: <https://www.dva.gov.au/health-and-treatment/injury-or-health-treatments/rehabilitation/rehabilitation#rights-and-obligations>

Access to treatment

The provision of your medical treatment under your DVA Health Card is not impacted by participation in rehabilitation. Information on when and how to use your DVA Health Card/Veteran Card can be found at the following link: <https://www.dva.gov.au/health-and-treatment/veteran-healthcare-cards/cards-available-you-and-your-family>

Yours sincerely,

Delegate first name Position number
Delegate of the Military Rehabilitation and Compensation Commission
rehabilitation@dva.gov.au

Email: rehabilitation@dva.gov.au
Internet: www.dva.gov.au
Phone: 1800 VETERAN (1800 838 372)
GPO Box 9998 Brisbane QLD 4001

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs

Enter current date eg. 1 January 2019

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name,

Outcome of internal review – Request for DVA funded study

As advised on insert date, an internal review of your request for DVA to fund study has been conducted. Unfortunately, after considering all factors present, I confirm that the original decision to decline your request shall be upheld.

I would like to assure you that I have given your case my full attention, and have taken into consideration the below available information when reviewing your request:

- the Vocational assessment prepared by Provider Company;
- the Labour Market Analysis contained within the Vocational assessment;
- your Vocational Education and Training Application form;
- your existing skills and experience including that which was achieved during your ADF service;
- your understanding of the commitment required in completing study;
- your understanding of the proposed role at completion of study and its requirements; and
- your GP or Specialist's medical advice.

While it is understandably disappointing that this review has not resulted in the outcome you were seeking, please be assured that your DVA rehabilitation delegate and rehabilitation consultant will continue to support you with other options to become job ready.

If you have any questions regarding the contents of this letter, please do not hesitate to contact me using the email address below.

Yours sincerely,

Reviewing Staff Member
Team Leader or other title
rehabilitation@dva.gov.au

Email: rehabilitation@dva.gov.au
Internet: www.dva.gov.au
Phone: 1800 VETERAN (1800 838 372)
GPO Box 9998 Brisbane QLD 4001

UIN: 1234567
Reference: REH1234567



Australian Government
Department of Veterans' Affairs

Enter current date eg. 1 January
2019

Title_First Name _Last Name
Street Address
TOWN STATE POSTCODE

Dear Title_Last Name,

Study Approval – Outcome of internal review

As advised on insert date, an internal review of your request for DVA to fund tertiary study has been conducted. After taking into consideration new information, the original decision has been remade in your favour.

In conjunction with your approved Rehabilitation Plan, funding has now been approved for you to undertake the following course:

Course name: Enter Course Name
Level of study: Certificate I
Training organisation: Enter name of RTO, TAFE or UNI
Workload: Part-time
Commencement date: Enter term/semester start date
Expected completion date: Enter expected course completion date

DVA is pleased to fund your course fees and support you while you are studying.

What you need to be aware of

Please make sure you read and understand the following information to assist you during your studies.

Incidentals allowance: You will be paid an incidentals allowance each Semester or Trimester which is expected to cover the costs of any study materials,

equipment, computers and travel. Your payment will be \$amount which will be paid directly to your nominated bank account.

Period of approval:	The expected course length is listed on the first page of this letter. DVA's ongoing approval is conditional upon passing grades for every subject each Semester or Trimester.
Academic Transcript:	You need to supply your grades at the end of each Semester or Trimester to rehabilitation@dva.gov.au , prior to funds being released for payment of your next courses.
Study assistance:	As a first port of call, student services from your higher education provider are an excellent resource when you require assistance. Please also keep your rehabilitation consultant and DVA informed if you need additional support such as guidance with time management, tutoring or need to take a short break.
Changing courses:	DVA has approved this specific study program based on the information provided by you in the application process. This approval cannot be transferred to fund another course. If you are not happy with the course you are studying, discuss this with your rehabilitation consultant.
Withdrawing:	DVA will not pay for any withdrawn subjects. You must check if your enrolment is subject to a census date by which you can withdraw without charge. The census date is also the last date you can make an upfront payment, apply for a HELP loan or accept an offer in a Commonwealth Supported Place (CSP).
Postponing:	If you need to postpone your study, you must discuss your options with your consultant as well as your higher education provider. Please be aware that this may impact ongoing DVA approval.
Leave of absence:	If you need to take extended personal or sick leave, generally for leave over 2 weeks, you will need to discuss this with your consultant as well as your higher education provider. If you need assistance catching up after any leave, please reach out to student services and your rehabilitation consultant.
Failed subjects:	DVA will not fund study if a subject is failed, unless you have discussed this with your provider and proven extenuating circumstances. Upon two failed subjects, DVA may withdraw approval for funding for the remainder of the course.
Upon completion:	Your rehabilitation consultant will assist you towards the completion of the course to help you find employment. Make sure you take every opportunity to network during the final period of study, as often this is a great way to find employment tips and make helpful contacts.

Course payments

Commonwealth Supported Place enrolments

Higher Education Providers such as Universities and TAFEs are given a quota of Commonwealth Supported Places (CSPs) by the Department of Education, Skills and Employment (DESE). You must enrol in a CSP where the option is available, and where you meet the [eligibility requirements](#), so that a portion of your course fees can be subsidised.

To fund the remaining amount, you need to apply for a Higher Education Loan Program (HELP) loan. Your higher education provider can assist you with this application. After the **census date** applicable to your course, the remaining portion of course fees owing will be billed to your HELP loan. DVA will repay your loan related to the approved course directly to the Australian Tax Office (ATO) after we receive your HELP Statement from you. Your HELP Statement is only available to you, and if you have ATO linked within your MyGov account, you can download your statement by following the directions below:

1. Access your MyGov account
2. Open the link to the ATO
3. Find Loan accounts and select 'Higher Education Loan Program'
4. Scroll down to 'voluntary repayment' and select BPAY
5. Make sure that your Payment Reference Number (PRN) is visible, and either save as PDF, select print friendly version or take a screen shot. Send this to rehabilitation@dva.gov.au.

Please note, it can take up two or three months following the census date, for your loan balance to be updated.

Upfront payment to your higher education provider

If you are not offered a CSP, or you are unable to apply for a HELP loan, please get in contact with Enter name of RTO, TAFE or UNI to request an invoice for your course fees. Forward the invoice to DVA, and we will pay it on your behalf. If you defer or withdraw from study and have funds credited to your student or bank account, please be aware that we will seek reimbursement of those funds.

The alternative method of payment is reimbursement. If you have paid the course fees upfront, please send a receipt or evidence of the transaction to rehabilitation@dva.gov.au.

Where can you find more information?

If you have any questions or concerns, please contact us by emailing rehabilitation@dva.gov.au. More information about DVA's Rehabilitation Program is available on the DVA website via the following link: www.dva.gov.au/health-and-wellbeing/rehabilitation

Your Privacy

Go to www.dva.gov.au/privacy to find out what kind of information we can ask for, how we manage it and who we share it with.

If you need counselling or support

Open Arms – Veterans & Families Counselling is a free and confidential 24-hour service for current and ex-serving ADF members and their families. Call 1800 011 046 or go to www.OpenArms.gov.au to get support or find out more.

Further assistance

If you have any questions, please contact me by phone or email on the details below.

Yours sincerely,

Delegate first name | Delegate position number

Delegate of the Military Rehabilitation and Compensation Commission

Email: rehabilitation@dva.gov.au

- AIR tasks will be allocated to you via the daily allocation model.

10.5.2 How to action an Additional Item Request

- In ISH, go to the Attachments screen by clicking 'Attachments' from the menu on the right. The AIR should be listed as the most recent upload. Click on the attachment to open this document.
- Review the 'Reason' for the AIR. There are 9 possible reasons that can be chosen by the consultant on the AIR form:
 1. Rehabilitation Assessment extension for extenuating circumstances
 2. Rehabilitation Plan Development extension for extenuating circumstances
 3. Rehabilitation Plan Management extension for plans that will exceed 12 months in length
 4. Rehabilitation Plan Management additional funding not related to plan extension
 5. Psychosocial activities exceeds funding, time and/or service scope of BFP
 6. Vocational activity exceeds funding and/or time of BFP
 7. Aid, appliance, or equipment or item identified in assessment
 8. Consultant travel request
 9. University or TAFE course
- Based on the AIR reason chosen (1-8 above), refer to the specific heading for each request found in **How to assess the Additional Item Request** for further advice.
- Refer to [Chapter 11 – Additional Item Request – University or TAFE course](#) to progress items related to AIR reason 9.
- Once you have made a decision, process the request based on either [10.5.4 How to approve the Additional Item Request](#), [10.5.5 How to decline the Additional Item Request](#) or [10.5.6 How to request further information for an Additional Item Request](#).
- In addition to the above AIR options, certain vocational activities have specific forms that must be completed and submitted by the consultant to enable review and possible approval of the activity to take place. These forms include:
 1. TAFE and university courses – Vocational Education and Training Application Form
 2. Work Trial – Work Trial Agreement
 3. Employer Incentive Scheme (EIS) application form
 4. Self-Employment Approval Form
- The approval of the Self-Employment Approval Form is managed through the AIR process detailed in this chapter.
- The approval of all other forms are managed through the processes set out in their respective chapters in this guide ([Chapter 11: Additional Item Request – University or TAFE course](#); [Chapter 13: Employment Incentive Scheme](#); [Chapter 14: Work Trials](#)).

10.5.3 How to assess the Additional Item Request

10.5.3.1 Rehabilitation Assessment extension for extenuating circumstances

- It is noted that not all cases will be 'standard'. In the rehabilitative space cases can often be of a complex nature.
- These cases can require greater time to work with the client to conduct a rehabilitation assessment and deliver an assessment report.