



# Mental Health Quick Guide

## Mental health support for those who have served in the Australian Defence Force (ADF) and families

P04814

### Remember to ask your patient if:

They have served in the ADF, they are a family member of someone who has served and/or if they have a Veteran Health Card.

### Check to see if your patient may be eligible for DVA funded services.

✓ Eligible (see caveats under tick)

✗ Not eligible

Program	Families (without a Veteran White or Gold card)	White Card with Non-Liability Health Care (NLHC) – mental health (no specific accepted conditions required)	White Card with relevant accepted mental health condition	Gold Card	How to refer/check eligibility
<b>Open Arms</b>	✓	✓	✓	✓	<b>GP referral</b> and self-referral accepted 1800 011 046 <a href="https://openarms.gov.au/resources/referral-options/referring-client-open-arms">openarms.gov.au/resources/referral-options/referring-client-open-arms</a>
<b>Treatment for mental health conditions</b> includes allied health as an adjunct to mental health treatment such as dietetics or physiotherapy, as part of the mental health treatment plan developed by the mental health provider	✗	✓	✓	✓	<b>GP treatment or referral</b> see <a href="https://dva.gov.au/allied-health-treatment-cycle-information-general-practitioners">dva.gov.au/allied-health-treatment-cycle-information-general-practitioners</a> <b>Non-liability mental health care</b> see <a href="https://dva.gov.au/non-liability-health-care-nlhlc">dva.gov.au/non-liability-health-care-nlhlc</a>
<b>Coordinated Veterans' Care (CVC) Program</b>	✗	✗	✓ with a chronic DVA accepted mental health condition*	✓ with a chronic health condition*	<b>*check CVC eligibility</b> using the eligibility tool here: <a href="https://cvctoolbox.dva.gov.au/">cvctoolbox.dva.gov.au/</a>
<b>Veterans' Health Check</b>	✗	✓	✓	✓	Type of assessment depends on when they served <a href="https://dva.gov.au/veteranshealthcheckproviders">dva.gov.au/veteranshealthcheckproviders</a>
<b>Trauma Recovery Program</b>	✗	✓ with PTSD diagnosis	✓ with PTSD diagnosis	✓ with PTSD diagnosis	Contact relevant hospital to discuss referral <a href="https://dva.gov.au/trauma-recovery-programme-information-hospitals">dva.gov.au/trauma-recovery-programme-information-hospitals</a>
<b>Treatment of drug or alcohol dependence</b>	✗	✓	✓	✓	<b>GP referral</b> with prior approval required for some services <a href="https://dva.gov.au/help-alcohol-and-drug-problems">dva.gov.au/help-alcohol-and-drug-problems</a>
<b>Psychiatric assistance dog program</b>	✗	✓ with PTSD diagnosis	✓ with PTSD diagnosis	✓ with PTSD diagnosis	Application required from treating mental health professional (psychiatrist, psychologist MH social worker or MH OT) <a href="https://dva.gov.au/get-support/health-support/health-services/mental-health-care/our-psychiatric-assistance-dog">dva.gov.au/get-support/health-support/health-services/mental-health-care/our-psychiatric-assistance-dog</a>

Accepted Conditions for Veteran White Card holders can be checked by the veteran on their MyService account on their device.

Remember veterans are also eligible for mental health support available to the general community.

See next page for description of each program/service

For more information visit [dva.gov.au/get-support/providers](https://dva.gov.au/get-support/providers)



# Mental health programs and services for veterans and families

## Open Arms – Veterans & Families Counselling

Provides free and confidential counselling to anyone who has served at least one day in the ADF, their partners and families.

You can refer a client to Open Arms by:

- phone – call **1800 011 046** and let us know the client's details with their consent
- self-referral – provide the client with our phone number to call us directly
- email – with client consent, complete and email a [client referral form](#) to the email listed in the form
- fax – send referral to **07 3550 9998**
- a formal referral for Current Serving Members coordinated through Defence.

### Open Arms Services:

- Counselling and mental health support for conditions such as post traumatic stress disorder (PTSD), anxiety, depression, substance use, suicide, sleep difficulties
- Relationship and family counselling
- Case management in complex cases
- Peer support
- Group treatment programs
- Self-help tools and education.

Crisis support is available 365 days a year, 24 hours 7 days a week by trained clinical professionals.

[openarms.gov.au](http://openarms.gov.au)



## Medications

A large range of pharmaceuticals are available under the Repatriation Pharmaceutical Benefits Scheme (RPBS).

You do need prior approval to prescribe:

- medicines listed as requiring prior approval
- medicines or items not listed in either the PBS or RPBS Schedules
- greater quantities or repeats than those listed.

Requests for approval of non-scheduled items need to include an explanation of the reason why scheduled items are not appropriate.

For more information about the RPBS, including eligibility and authority approvals, contact VAPAC 24 hours a day on **1800 552 580**.

[dva.gov.au/providers/pharmacists](http://dva.gov.au/providers/pharmacists)

## Drug and alcohol services

Drug and alcohol programs for veteran card holders with a clinical need at DVA contracted hospitals and community-based Alcohol and Drug providers following approval of the provider by DVA.

[dva.gov.au/help-alcohol-and-drug-problems](http://dva.gov.au/help-alcohol-and-drug-problems)

## Mental health treatment without the need for a claim

Under our mental health Non-Liability Health Care (NLHC) program, eligible veterans receive funded mental health treatment if it is linked to their time in service or not.

The treatment must be for a mental health condition and provided by an appropriate mental health provider, hospital, or allied health provider (for adjunct treatments). Eligible veterans are those who have NLHC mental health listed on their white card due to having at least one day of continuous full time service.

[dva.gov.au/get-support/providers/programs/mental-health-care](http://dva.gov.au/get-support/providers/programs/mental-health-care)

## Coordinated Veterans' Care (CVC) Program

The CVC Program provides proactive care coordination for Veteran Gold Card holders with chronic health conditions and Veteran White Card holders with chronic DVA-accepted mental health conditions. Providers and participants work as a team to improve the participant's health care in a general practice setting.

[dva.gov.au/cvcproviders](http://dva.gov.au/cvcproviders)

## Veterans' Health Check

GPs can claim for providing a comprehensive physical and mental health check for veterans, aimed at supporting early identification and intervention for emerging issues and management of chronic conditions.

All veterans are eligible for a one-off Veterans' Health Check, regardless of when they left the Australian Defence Force (ADF). Veterans who transitioned since 1 July 2019 can access an annual Veterans' Health Check for 5 years after they separate from the ADF.

[dva.gov.au/veteranshealthcheckproviders](http://dva.gov.au/veteranshealthcheckproviders)

## Trauma Recovery Program – PTSD

PTSD treatment group programs available at DVA-contracted private and public hospitals.

[dva.gov.au/trauma-recovery-programme-information-hospitals](http://dva.gov.au/trauma-recovery-programme-information-hospitals)

## Psychiatric assistance dog program

Through the Psychiatric Assistance Dog Program, eligible veterans may receive a trained psychiatric assistance dog, who perform specific tasks to help veterans manage symptoms of posttraumatic stress disorder (PTSD).

[dva.gov.au/get-support/health-support/health-services/mental-health-care/our-psychiatric-assistance-dog](http://dva.gov.au/get-support/health-support/health-services/mental-health-care/our-psychiatric-assistance-dog)

If your veteran patient is in crisis visit [dva.gov.au/get-support/providers/treating-veteran-crisis](http://dva.gov.au/get-support/providers/treating-veteran-crisis)

