



Australian Government  
Department of Veterans' Affairs



## A guide for residential aged care teams supporting Department of Veterans' Affairs clients



SERVING WELL >> LIVING WELL >> AGEING WELL



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[dva.gov.au/RACresources](https://dva.gov.au/RACresources)

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# 1. Introducing DVA clients



## Introduction

This guide has been developed to assist you as a residential aged care provider and your team to better understand the needs of Department of Veterans' Affairs (DVA) clients and the range of supports DVA can provide you to assist them to age well in your home.

This guide can also help your aged care home or organisation to gain veteran specialisation verification enabling you to promote your support and care of veterans and war widow(er)s on the My Aged Care – Find a provider website tool. There is more information about the My Aged Care Specialisation Verification Framework in section 5 of this guide to help you in your preparation.

At the end of this booklet there is a quick reference guide with helpful phone numbers and web links so you can access information quickly and easily, when you need it.

## What is DVA?

DVA is a department of the Australian Government that provides support, funding and services for:

- Veterans and their eligible dependants
- War widow(er)s
- Australian British Nuclear Test participants
- Commonwealth and other allied veterans.

## Who are DVA clients?

DVA clients are veterans, reservists, war widows(er)s, dependants and some members of the Australian Federal Police.

A veteran is an ex-serving member with at least one day of continuous service in the Australian Defence Forces (ADF). ADF service includes service in the:

- Royal Australian Navy
- Australian Army including NORFORCE (North-West Mobile Force)
- Royal Australian Air Force
- National Service and the Second Australian Imperial Force.

An ex-serving member who meets at least one of the above criteria is eligible for a Veteran White Card. If they have not applied for a White Card, they can apply by going to the DVA's recognition website [recognition.dva.gov.au](https://recognition.dva.gov.au) or by talking with an ex-service organisation (ESO) who may have an advocate to assist them to apply for a White Card.

A DVA client may also identify as a First Nations person or a person from a non-English speaking background and their cultural and community needs will also need to be considered alongside their veteran or war widow(er) experience.

DVA encourages clients to identify themselves as a 'DVA client' or as a 'Veteran Card holder' when they commence looking or living in an aged care home, so you can help them access the additional supports available through DVA.



## Questions DVA clients may ask when considering an aged care home

When a person or their family identifies as a DVA client they may be interested in knowing the following information:

1. Are you a veteran specialised aged care home with My Aged Care?
2. Are there other veterans or war widow(er)s living in your home?
3. What is your aged care home's understanding of what a veteran or war widow(er) is?
4. Does your aged care home have any linkages to the veteran community and local ESOs?
5. If a resident of your aged care home wanted to be connected to the local veteran community how would your care team support them?
6. How does your aged care home and care team support and acknowledge veterans and war widow(er)s?
7. Do you have any veteran-specific activities?
8. What do you do for significant days in the veterans' calendar, such as Anzac Day and Remembrance Day?
9. How will you help a DVA client access additional DVA funded health services and supports if they are eligible and clinically need them?
10. If a resident chooses to use their existing medical practitioners will this impact on the care they are provided by the home?
11. Can a resident bring their DVA provided aids and appliances when they move in, such as customised or personalised items?
12. Are there some aids and appliances you do not permit to be relocated with the client?
13. Are there any extra services you can provide and are there any additional costs for these services?





## Veteran Cards

DVA issues cards to clients so they can access a range of health treatments and other benefits, including services funded by DVA while living in an aged care home. There are three types of Veteran Cards: Gold, White and Orange.

### Veteran Gold Card

The Veteran Gold Card provides eligible veterans and war widow(er)s clinically required treatment for all medical conditions.

Treatment may include:

- treatment at a hospital or day procedure facility
- treatment provided by an allied health professional
- treatment provided by a general practitioner (GP) or specialist
- treatment provided by a dental or optical professional
- medications at the cheaper concession rate
- pathology and medical imaging.

Generally, there will be no charge to the client if they see a provider who accepts the Gold Card.

For more information visit [dva.gov.au/gold-card](https://dva.gov.au/gold-card).

When buying prescription items, clients will pay the concessional rate for each item until they reach the Safety Net threshold for the calendar year.

Clients may also be able to receive some services and support, including:

- counselling
- customised or personalise aids and equipment
- travel to and from medical appointments.

Clients may also be able to access concessions or discounts and free services because of their veteran community status. For more information visit [dva.gov.au/discounts](https://dva.gov.au/discounts).





## Veteran White Card

The Veteran White Card provides access to clinically required treatment for:

- DVA accepted service-related injuries or conditions
- all mental health conditions (for veterans with continuous full-time service or certain reserve service).

Some clients with a White Card can also access medical treatment for:

- cancer (malignant neoplasm) covered under non-liability health care
- pulmonary tuberculosis covered under non-liability health care.

White Card holders can also access a range of services and supports.

For more information visit [dva.gov.au/white-card](https://dva.gov.au/white-card).



## Veteran Orange Card – Pharmaceuticals only

The Veteran Orange Card may be provided to eligible British, Commonwealth or allied veterans, or mariners of the Second World War and gives access to prescription medicines, wound care items and nutritional supplements at a concession rate. This card cannot be used for medical or other healthcare treatment.

If the client chooses a non-generic brand, they may need to pay an additional amount. The pharmacist will be able to provide more information about the costs associated with medicines.

For further information visit [dva.gov.au/orange-card](https://dva.gov.au/orange-card).





## Developing care plans for DVA clients

Developing your client's care plan is an essential tool to capture information about how to best support their needs including the DVA services that can be accessed to support their long-term health and wellbeing.

Care plans should identify that the resident is a DVA client and include essential details to assist engagements with DVA, such as the type of Veteran Card and their DVA file number.

When developing a care plan with a DVA client you should also consider if additional supports need to be included such as:

- use of customised or personalised equipment
- medication or wound care products
- additional appointments with allied health providers, if the client has a clinical need beyond those provided by your aged care home
- hearing aids or assistive listening devices
- transport arrangements for off-site medical treatment
- if the client has a mental health condition:
  - is a behaviour management plan in place?
  - how is the Veterans' Supplement provider payment going to be used to support the client's mental health?
- opportunities for engagement with local ESOs
- significant dates and how they want to acknowledge these and commemorative events
- end of life care considerations.

The Life Story template included with this booklet should be kept along with the DVA client's care plan to provide more detailed information to care givers about how to support them.



## Recognition in aged care

To assist you and your team to identify DVA clients a resource pack including stickers has been developed. These resources can be used (with the client's permission) on the door of a DVA client's room, their care plan and clinical files, medication charts, to mark the client's place at a table in the dining room or on their equipment. These resources may also remind your team of the resident's possible eligibility for additional supports through DVA. They can be provided as stickers, and in a digital format.

The DVA client identifier has a red poppy, a symbol of undying love, remembrance, sacrifice, hope for a peaceful future and support for the ADF community.

The strong 'V' represents our veterans and their sacrifice to our nation.

The 'W' represents the contribution war widow(er)s have made to Australia.

You can order stickers or download the digital resources at [dva.gov.au/RACresources](https://dva.gov.au/RACresources).



## The Australian Defence Veterans' Covenant

Eligible veterans may also apply to DVA for recognition products available under the Australian Defence Veterans' Covenant (Covenant). The Covenant serves to recognise and acknowledge the unique nature of military service and the contribution of veterans and their families. The Covenant is supported by the Veteran Card, Lapel Pin and Oath.

The Veteran Card provides access to specific health treatment services. The Lapel Pin provides the opportunity for Australians to identify veterans when they are not in uniform or wearing their medals. The Oath is a declaration on behalf of the Australian people to give enduring and formal recognition of veterans and families.

For more information visit [recognition.dva.gov.au](https://recognition.dva.gov.au).









## Commemorating military service

Your aged care home may wish to commemorate significant days, such as Anzac Day and Remembrance Day which are commemorated annually. Other commemorative dates include the 25th, 50th, 75th and 100th anniversaries of significant events in Australia's military history.

These commemorations provide recognition, respect and acknowledgement to all Australian veterans. Commemorating dates of significance at your aged care home can be important for all Australians not just your DVA clients. You may wish to contact your local ESO to assist you in your commemoration of significant days.

Visit the Anzac Portal for a list of days of commemoration in Australia  
[anzacportal.dva.gov.au/commemoration/days](https://anzacportal.dva.gov.au/commemoration/days).

To obtain hardcopies of DVA's calendars or posters, please email [education@dva.gov.au](mailto:education@dva.gov.au).

For some DVA clients it may be particularly important for their health and wellbeing. However, some veterans may not wish to commemorate their service, so it is important to check with the resident to find out their preference.





## Anzac Portal

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The Anzac Portal helps to share Australia's military and service history through the experiences of our veterans. Find out more at: [anzacportal.dva.gov.au](https://anzacportal.dva.gov.au).

## Anzac Day

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Anzac Day is recognised on 25 April every year, commemorating the day when Australian and New Zealand soldiers landed at Gallipoli in 1915.

An Anzac Day kitbag is made available on the on the Anzac Portal each year to support organisations to host an Anzac Day ceremony. The kitbag includes a suggested order of service with flag protocols, speech, the Ode of Remembrance, music suggestions and the National Anthem. Print them out or adapt them to your needs.

## Remembrance Day

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The Remembrance Day kitbag available on the Anzac Portal provides resources for you to host a Remembrance Day ceremony on 11 November at 11am. The kitbag includes a suggested order of service with flag protocols, music, sample speeches, the Ode of Remembrance and activities for children. You can print them out or adapt them to your needs.

For more ideas on ways to commemorate Anzac Day and Remembrance Day, and to download editable text and music files, visit [anzacportal.dva.gov.au](https://anzacportal.dva.gov.au).

## Ex-service organisations

ESOs provide localised supports and services for current and former ADF members and their families including:

- advocacy services to access payments and other benefits
- visitation services at home, hospital or an aged care home
- seeking financial help, employment or vocational studies
- holding commemorative services
- social activities to make friendships and to improve general health and wellbeing.

To support your DVA client residents in staying connected to their local ESO, complete the **Ex-Service Organisation contact card** available in the Aged Care resources section of the DVA website [dva.gov.au/RACresources](https://dva.gov.au/RACresources). Please ask the resident for their permission to share any personal or private information. Residents can choose whether an ESO visits them.

For further information on ESOs visit [dva.gov.au/ESO](https://dva.gov.au/ESO).



## DVA grants

DVA has several grant programs which you may be eligible to apply for. Local organisations such as an ESO may be able to assist you with applying for grants and working up grant applications. For more information on DVA grants visit [dva.gov.au/DVAGrants](https://dva.gov.au/DVAGrants).

- **Saluting Their Service Commemorative Grants Program**
  - Saluting Their Service grants support projects and activities that directly commemorate Australia's servicemen and women who served in wars, conflicts and peace operations, and that preserve our wartime heritage. Find out more here [dva.gov.au/stsgrants](https://dva.gov.au/stsgrants).
- **Building Excellence in Support and Training – BEST Grants Program**
  - The BEST grants program supports the role of ESO compensation and wellbeing advocates, who provide advice and assistance to the defence and veteran communities. It also links closely to the [Advocacy Training and Development Program](#), which provides the essential skills for claims, advocacy and wellbeing work. Find out more at [dva.gov.au/bestgrants](https://dva.gov.au/bestgrants).
- **Veteran Wellbeing Grants**
  - Veteran Wellbeing Grants provides funding opportunities for eligible ESO to undertake community-based projects and activities to support safe and accessible environments for veterans and families. It also enables social connection and positive engagement to improve wellbeing. Find out more at [dva.gov.au/vwgrants](https://dva.gov.au/vwgrants).
- **Grants In Aid**
  - The Grants in Aid program aims to encourage cooperation and communication between the ex-service community, ESOs and the Australian Government. It also aims to encourage the advancement of the objectives of ESOs. Find out more at [dva.gov.au/gia](https://dva.gov.au/gia).

## Understanding military service – information for your team

It is helpful if the team caring for a veteran or war widow(er) has an understanding of how veterans and their experience is recognised in Australia, noting that not all cultures see military personnel in the same manner.

In Australia, veterans are recognised for their selflessness and willingness to defend Australia and Australia's interests both at home and abroad. The unique nature of ADF service means serving personnel work well in both peace and armed conflict. ADF training is rigorous and requires serving members of the ADF to have high levels of fitness and discipline because they are exposed to dangerous and risky situations.

Partners and families of veterans often experience long periods apart from their loved ones as they train or do tours of duty and may be required to relocate to another state or territory frequently. Frequent moves can disrupt the family unit and impact on housing, schooling, health care, partner employment and social connection. Defence families are normally highly resilient and adaptable.

Most veterans reflect on their military service with great fondness and are proud of their careers.

Below is a collection of resources to assist you and your team to understand the experiences of military service.



## Professional Development



Open Arms – Veterans and Families Counselling offers free online training courses and webinars to help clinicians, practice nurses and other clinical practice staff to better support the mental health needs of veterans.

Where a certificate is awarded through DVA's online training platform, health professionals may use it to claim Continuing Professional Development (CPD) points.

Courses include:

- **Open Arms Practitioner's Guide** (1 hr) – A program for counsellors and providers to understand common mental health impacts from military service, clinical treatment expectations, psychological and resilience training used by the ADF.
- **Understanding our veterans: the ADF and the people who serve** (2 hrs) – A program to provide an overview of military history, the impact of a veteran's military service, special issues impacting a veteran and DVA support for veterans.
- **Understanding the military experience** (2 hrs) – A program for mental health clinicians to better understand veteran patients, the long-term effects of military service on mental health, and how military training and culture shape behaviours after service.

These courses can be found at [openarms.gov.au/professionals/professional-development](https://openarms.gov.au/professionals/professional-development).

More resources for your team about supporting and caring for veterans and war widow(ers) can be found in this guide at **Section 4 – Supporting Aged Care Teams**.

## DVA Recognition – Profiles and Stories

A rich collection of 75 profiles and stories recognising the contributions made by our veterans can be found at [dva.gov.au/75](https://dva.gov.au/75).

## Australian War Memorial

The Australian War Memorial presents podcasts that highlight Australia's military history, tell stories of service and sacrifice, and help us to better understand Australia's wartime experience.

To listen to the podcasts, visit [awm.gov.au/learn/podcasts](https://awm.gov.au/learn/podcasts).





## 2. DVA support



When a DVA client moves into an aged care home permanently they may be eligible to access additional support from the Australian Government through DVA under their Veteran Card arrangements. These supports may be in addition to the services and supports provided by you and your team and must support a resident's clinically assessed need and be beyond the funded support provided by their Australian National Aged Care Classification (AN-ACC).

### Veterans' Supplement for Residential Care

DVA pays Australian Government subsidised aged care homes a Veterans' Supplement to ensure veterans with service-related mental health conditions get appropriate access to aged care homes.

The DVA client or their nominated representative must consent to certain information being disclosed to the aged care home. The information provided is limited and no details of the client's accepted mental health condition should be disclosed to you and your team. Clients do not need to apply or undergo an assessment for DVA to pay the supplement to your aged care home. War widow(er)s and dependants are not eligible for the supplement.

For more information on the Veterans' Supplement visit the DVA website [dva.gov.au/agedcaresupplement](https://dva.gov.au/agedcaresupplement).

If you have a DVA client resident who you believe may be eligible for this supplement, contact DVA on **1800 VETERAN (1800 838 372)**.

*For more information on appropriate use of the Veterans' Supplement go to **Section 3: Social Connection and Mental Health Support**.*

### Accessing equipment for clients through DVA

Where an aged care home is funded to provide an aid or appliance it is expected it will do so. DVA does not duplicate these arrangements. Aged care homes are funded to provide standard and non-standard aids and equipment to meet clients' needs, as assessed under their AN-ACC.

However, if a client has a clinical need that requires an item the residential aged care facility is unable to provide, or the item is personalised or customised, DVA will consider providing this on a case-by-case basis through prior approval.

DVA's aids and appliances program, the Rehabilitation Appliances Program (RAP) has a published list on the DVA website, which is a guide for aged care homes and prescribing health providers to help them understand the items that may be supplied by DVA to clients living in an aged care home.





To view the list visit [dva.gov.au/rap-residential-aged-care-list](https://dva.gov.au/rap-residential-aged-care-list).

On this list a range of products with:

- a tick (✓) indicates the item may be provided if the client is eligible
- a cross (×) indicates that DVA does not provide this item to clients in a residential aged care home
- a triangle (Δ) Indicates that an item is generally provided by the residential aged care home. However, if a client clinically requires this item and the aged care home is not funded to provide the personalisation or customisation required, the prescribing health provider should submit a request for prior approval to DVA, with adequate clinical justification for the personalisation/customisation.

## Relocating with DVA supplied equipment

Some DVA clients already have aids and equipment provided by DVA under the RAP. Clients with DVA supplied equipment are encouraged to discuss relocating these items with the aged care home before moving. Some items may already be supplied by the aged care home and some items may not be appropriate to relocate as they may present an occupational risk to your team and other residents. The aged care home should let the client know if items are suitable to relocate with them before they move.

If the aged care home agrees on an item relocating with the client, DVA will continue to fund the maintenance and repairs to this product. DVA clients or the aged care home will need to advise the equipment supplier of the new address (contact details of the suppliers is normally on the equipment), so they know where to provide ongoing repairs and maintenance, if required.





## Items DVA does and does not fund



**DVA will fund** customised products for veterans and war widow(er)s living in an aged care home. Example: A customised shower chair for an amputee.

**Customised products** include:

- a custom-made product to meet the specific care needs of an individual resident
- an advanced model of a product with extra features needed to meet assessed care needs, when a lower specification model that meets the definition of a standard or non-standard product is also available
- a product prescribed by a suitable health provider to meet a client's clinical need that is beyond the scope of what the aged care home is funded to provide.

A customised product differs significantly to the standard normally provided. The product is not reusable for other residents, as they will not have a clinical need for the personalised features/functionality.

Customised products must be assessed and prescribed by a suitable health provider. Details of suitable health providers for each RAP product category are detailed on the RAP National Schedule of Equipment on the DVA website: [dva.gov.au/rap-schedule](https://dva.gov.au/rap-schedule).

The prescribing health provider is expected to speak to the DVA client's aged care home first to check if they are responsible for supplying a particular aid or appliance. If the aged care home is not responsible, the prescribing health provider should contact DVA RAP General Enquiries team via email [RAPGeneralEnquiries@dva.gov.au](mailto:RAPGeneralEnquiries@dva.gov.au) or call the Provider Hotline on **1800 550 457** to check the client's eligibility.



**DVA will not fund** items that aged care homes are funded to provide including:

- **Standard** – fit-for-purpose “off the shelf” products chosen by the aged care home which is suitable for use by the general resident population. Example: A shower chair
- **Non-standard** – fit-for-purpose “off-the-shelf” products chosen by the aged care home which differs to the standard normally provided, but which does not have the personalised features/functionality of a customised product. Example: A bariatric shower chair
- The non-standard product is required to meet the particular needs of an individual resident (as assessed by a health professional) but is *reusable for caring for other residents who have similar needs*.





## Process for prescribing aids and appliances

If a resident may have a clinical need for customised or personalised equipment, the aged care home should complete the following steps:

Aged care home arranges an assessment by a suitable health provider

Assessing health provider checks:

1. If the aged care home will fund the item
2. The DVA RAP in RAC List.

Assessing health provider prescribes the item. Refer to the RAP in RAC list and:

1. if a tick – order
2. if a triangle – submit for DVA approval with adequate clinical justification.

For more information on RAP visit the DVA website [dva.gov.au/RAPproviders](https://dva.gov.au/RAPproviders).

## Managing medications for DVA clients

Aged care homes are expected to manage each resident's medications, this includes assisting DVA clients with ordering, reordering and taking medications.

### The Repatriation Pharmaceutical Benefits Scheme

The Repatriation Pharmaceutical Benefits Scheme (RPBS) gives eligible Veteran Card holders access to pharmaceuticals and wound-care products, in addition to those available under the general Pharmaceutical Benefits Scheme.

DVA clients with a Veteran Gold, White or Orange Card still need to pay the normal concession co-payment for their medications under the RPBS, just as they did before entering an aged care home.

For more information on the RPBS visit [dva.gov.au/concessional-medicines-RPBS](https://dva.gov.au/concessional-medicines-RPBS).

### The Veterans' Affairs Pharmaceutical Advisory Centre

The Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC) is a pharmaceutical phone centre that GPs or other health professionals can contact for approval for medical scripts under the RPBS.

VAPAC allows health professionals to access pharmaceuticals and wound-care products, which in turn helps veterans to access Government-subsidised pharmaceuticals.

The VAPAC is a 24/7 phone line staffed by a professional team to support health providers and eligible Veteran Card holders. **Call VAPAC on 1800 552 580.**

Following a call you may be required to apply in writing.

Please email on your letterhead to [ppo@dva.gov.au](mailto:ppo@dva.gov.au).

For more information on the VAPAC and RPBS visit [dva.gov.au/VAPAC](https://dva.gov.au/VAPAC).



## Diabetes products

DVA clients living with diabetes can access a range of equipment and products to assist them in the management of their diabetes. Products can be obtained through the RAP.

For more information on accessing these diabetes products visit [dva.gov.au/diabetes](https://dva.gov.au/diabetes).

Clients can also continue to get a limited range of diabetes consumables through the National Diabetes Services Scheme (NDSS) through their local pharmacy. DVA funds the co-payment for Veteran Gold Card holders, Veteran White Card holders with diabetes as an accepted condition, Pensioner Concession Card holders and Commonwealth Seniors Health Card holders.

For more information visit [ndss.com.au](https://ndss.com.au) or call their helpline **1800 637 700**.



## Medical Grade Footwear

The Medical Grade Footwear (MGF) Program provides eligible DVA clients access to footwear when readily available everyday footwear cannot be used or modified due to a client's foot structure or clinical reasons. The MGF Program includes related services, such as footwear modification and repairs.

MGF is clinically prescribed to accommodate and/or correct abnormal foot and/or ankle structure or significant deformity. Clients may be prescribed either of the following:

- ready-made extra depth and/or width MGF listed on DVA's MGF Register
- custom made MGF which meet DVA's technical specifications, is manufactured by a person or organisation contracted to DVA and has been approved by DVA for supply.

To be eligible DVA clients need to have a Veteran Gold Card or a Veteran White Card and be assessed as having a clinical need by an appropriate health prescriber. For Veteran White Card holders the clinical need must be due to their DVA accepted condition. All client's foot structure must also meet the criteria for MGF.

DVA will not pay for MGF if the provision is for any of the following:

- inappropriate styles of shoes (for example, runners/sneakers, slippers, slip-on style shoes, open heeled sandals/shoes or orthotic sandals or shoes)
- shoes provided for the sole purpose of accommodating orthoses. Your provider should be able to fit orthoses in appropriate off-the-shelf footwear.

For more information visit [dva.gov.au/MGF](https://dva.gov.au/MGF) or call **1800 VETERAN (1800 838 372)**.



## Stoma products

The Stoma Appliance Scheme provides free stoma appliances to people who have a stoma (ostomates) through their stoma associations. All the items subsidised under the scheme are listed on the Stoma Appliance Scheme Schedule.

For eligible DVA clients requiring stoma products, DVA funds the annual membership fees to their local stoma associations and the delivery costs for these products.

The scheme schedule specifies a maximum monthly quantity for each product. If a client needs more than this limit for a clinical reason, an authorised health professional (stomal therapy nurse, registered nurse, nurse practitioner or registered medical practitioner) can authorise additional supplies using the [Application form for additional supplies – Clinical](#). This authorisation lasts 6 months. If a client has had a stoma for 6 months or more your team can order 2 months' supply of products at a time.

For more information visit [health.gov.au/stoma](https://health.gov.au/stoma) or call **(02) 6289 2308** or email [stoma@health.gov.au](mailto:stoma@health.gov.au).

## Hearing devices

Hearing loss and tinnitus are two of the most common conditions experienced by veterans. Veteran Gold Card holders or Veteran White Card holders with hearing loss or tinnitus as an accepted condition can receive assistance, advice and high-quality devices through the Hearing Services Program (HSP), DVA's RAP and the Tinnitus Program.

Most hearing professionals are familiar with these programs and providing services to DVA clients. Generally, client hearing needs can be met through the HSP's range of fully subsidised devices, however a combination of HSP hearing aids and RAP assistive listening devices may also be considered to manage individual client hearing more effectively. Where a client's tinnitus can't be managed through HSP and RAP devices, they may be eligible for assistance under the Tinnitus Program.

To make an appointment for a client with a hearing provider in the local area visit: Department of Health and Aged Care website: [hearingservices.gov.au](https://hearingservices.gov.au), by email: [hearing@health.gov.au](mailto:hearing@health.gov.au) or phone: **1800 500 726**.

For more information and to download or order a copy of *The veteran's guide to better hearing* visit the website: [dva.gov.au/hearingproviders](https://dva.gov.au/hearingproviders) or email [health.approval@dva.gov.au](mailto:health.approval@dva.gov.au) or phone: **1800 550 457**.



## Accessing medical services

DVA clients are able to choose to keep their own doctor and/or specialist/s after they begin living in your aged care home, if they are local to your facility. Those services continue to be funded under Veteran Card arrangements.

It is expected that the aged care home team will help DVA clients make appointments and access GPs and/or specialists of their choice. These appointments can be either offsite or at the aged care home. Clients can use their Veteran Gold Card to pay for all medical appointments, including admission into hospital. Veteran White Card holders can use their card to pay for medical appointments, including admission into hospital, only when it relates to their DVA accepted condition. For transport to and from offsite medical appointments, Veteran Gold Card and Veteran White Card holders and their travel attendant may access travel assistance through DVA. The aged care home team should arrange this for the client, see section on ***Travelling for treatment***.

### MyMedicare

This is an Australian Government initiative aged care providers may wish to encourage residents to register for. MyMedicare can help residents stay on top of their health and wellbeing and provide regular GP care plans for your residents.

MyMedicare builds on the supports provided through Medicare by formalising the relationship residents have with their GP. Once a resident has registered, their GP will visit them regularly at your aged care home and develop a care plan with them to help them stay healthy.

Combining MyMedicare with the additional supports DVA clients are eligible for through their Veteran Card, will enable their GP to refer them to allied health services beyond those provided by your aged care home, if they clinically require them.

For more information on MyMedicare visit [health.gov.au/our-work/mymedicare](https://health.gov.au/our-work/mymedicare).







## Dental services

Good oral health is an important part of a resident's overall health. DVA clients with a Veteran Gold Card and Veteran White Card (if their treatment is for a DVA accepted condition) can access clinically required dental services including:

- regular check-ups and cleaning (6 monthly)
- prevention of tooth decay
- treatment for cavities
- dentures including re-line (every 2 years) and replacement as clinically require (usually every 6 years)
- treatments for dental injuries or conditions.

In most cases clients won't need to pay for dental treatment. However, for high-cost items such as bridges and crowns an annual calendar year limit applies, and they may need to make a co-payment.

For more information visit [dva.gov.au/dental](https://dva.gov.au/dental) or call **1800 VETERAN (1800 838 372)**.

## Optical services

Optical services improve a person's vision. DVA clients with a Veteran Gold Card and Veteran White Card holders where the treatment is for a DVA accepted condition that affects their vision, may be able to receive DVA funded optical services. Eligible clients living in residential aged care over 65 years may access two appointments with an optometrist or ophthalmologist every year. DVA will fund one pair of glasses with multifocal lenses or one pair of reading glasses and one pair of distance glasses.

Note: Clients can choose any appropriate frames within DVA price limits and quality standards. If they choose frames above the price limit DVA will not reimburse them for this extra amount.

For more information visit [dva.gov.au/optical-services](https://dva.gov.au/optical-services) or call **1800 VETERAN (1800 838 372)**.





## Accessing allied health services

Under the AN-ACC funding model aged care homes are funded to provide access to the allied health care services clients require. It is the responsibility of aged care home teams to help clients make appointments with the allied health care provider(s) they require.

DVA will only pay for an allied health service if the facility is not otherwise funded to provide that service. The client's clinical need for additional allied health services may relate to a stay in hospital, a chronic health condition, an injury or a surgery which requires further or ongoing rehabilitation. For example, if an aged care home offers only group physiotherapy sessions and not individual sessions for residents then a DVA client may continue to access additional individual sessions with a physiotherapist.

The aged care home must determine the client's need for the allied health service is outside of the services available through the standard funding. In these cases, DVA will fund the treatment. Treatment cycle arrangements apply to these services.

For more information visit [dva.gov.au/treatment-cycle-allied-health-providers](https://dva.gov.au/treatment-cycle-allied-health-providers).

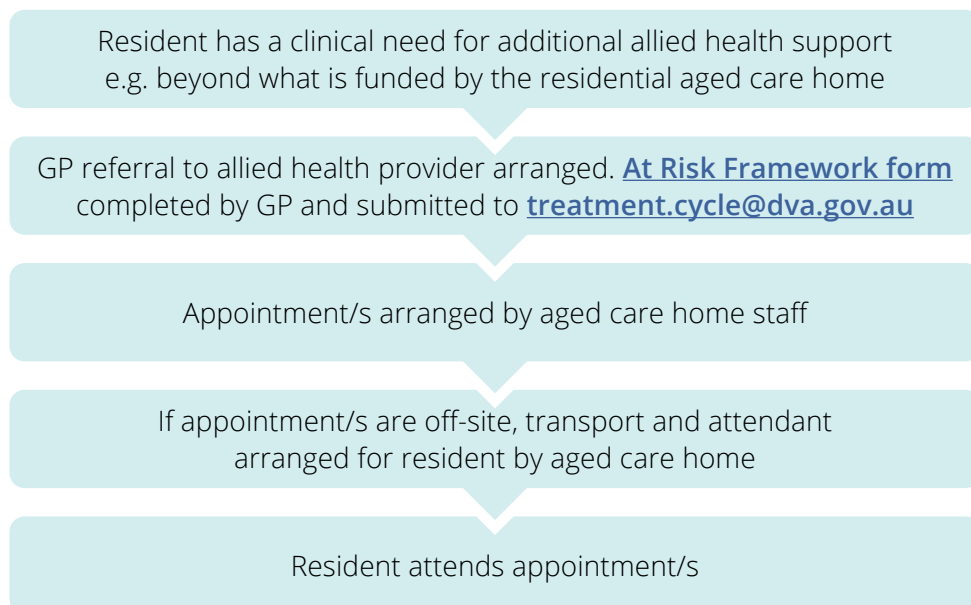
## The Treatment Cycle and the At-Risk Framework

A treatment cycle is up to 12 sessions or one year of allied health treatment, whichever ends first, that a DVA client receives from an allied health provider as a result of a GP referral.

As clients living in an aged care home often have complex health conditions the 'At-Risk Framework' may apply. Using the At-Risk Framework enables the client to have all clinically required allied health treatment they need with an allied health provider for 12 months.

For more information on the At-Risk Client Framework visit [dva.gov.au/treatment-cycle-allied-health-providers](https://dva.gov.au/treatment-cycle-allied-health-providers).

For transport to and from DVA funded allied health care, Veteran Gold and White Card holders and their medically required attendants can use DVA's Travel for Treatment program. The aged care home team need to arrange this for clients as described in the following flowchart.





## Travelling for treatment

DVA clients and their travel attendant may be eligible to access funded transport assistance to and from medical treatment. Transport assistance varies depending on the client's eligibility and if the medical treatment is approved by DVA.

A travel attendant (normally the client's partner, family member or friend) must be responsible, competent and physically able to assist the client to travel for treatment. They do not need any medical qualifications or training.

**Note:** DVA cannot pay the salary or cost for a healthcare worker or qualified nurse to assist the client to travel for treatment.

### Booked Car with Driver Scheme

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DVA may arrange taxi transport for eligible clients. Please call the Booked Car with Driver (BCWD) service on **1800 550 455** to check the client's eligibility and to make a booking.

### Reimbursement

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If the client is not able to access BCWD, they can receive full reimbursement of taxi, community transport, public transport fares, or an allowance for private vehicle travel, meals and accommodation when travelling for approved treatment.

If they need assistance with claiming a reimbursement, you can call **1800 VETERAN (1800 838 372)** or their nominated representative can visit the local Veterans' Access Network (VAN).

### Emergency and non-emergency ambulance

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DVA will pay for ambulance transport in a medical emergency for Veteran Gold or White Card holders in relation to an accepted condition. DVA will pay for non-emergency ambulance transport only in certain circumstances.

For more information visit the DVA website [dva.gov.au/TFT](https://dva.gov.au/TFT) or call **1800 VETERAN (1800 838 372)**.



### 3. Social connection and mental health support



There may be times when a DVA client feels anxious, sad or angry. They may be troubled by memories, not sleeping well or having difficulties relating to your team, family or friends. It is usual for people to have these feelings, or to experience problems after stressful events or during stressful periods in life. Moving into aged care or end of life care are particularly stressful times for most people and DVA clients are no different. There are benefits to clients taking action to manage their mental health. If you notice an issue with a DVA client, you may wish to suggest these options.

#### Using the Veterans' Supplement to support veterans

DVA pays Australian Government subsidised aged care homes the Veterans' Supplement, if a veteran with a service-related mental health condition (or their nominated representative) consents to certain information being disclosed to the aged care home. The information provided is limited and no details of the client's accepted mental health condition should be disclosed. Clients do not need to apply or undergo an assessment for DVA to pay the supplement to your aged care home.

For more information on the Veterans' Supplement visit [dva.gov.au/agedcaresupplement](https://dva.gov.au/agedcaresupplement).

**Note:** War widow/ers and dependants are not eligible for the Supplement.

The Veterans' Supplement is paid per day for each eligible veteran. This daily amount adds up to more than \$2, 900 per client, per annum and can be used to support veterans with their mental health condition.

Your aged care team can explore eligible veterans individual interests and include this in their care plan. Some ideas of ways to use these funds include:

- to assist with covering the costs of training or other resources for your aged care home's staff that would assist them to support the wellbeing of DVA clients
- transport for a veteran to attend commemorations or day club programs at a local ESO
- food and/or drinks for a regular social event for a group of DVA clients
- a device which allows the veteran to use a mental health self-management tool such as those available on the Open Arms website – [openarms.gov.au/get-support/self-help-tools](https://openarms.gov.au/get-support/self-help-tools)
- potting mix, seedlings and gardening equipment for a veteran to grow vegetables or tend to flower beds or pots
- ingredients or equipment for a veteran with an interest in cooking
- paints, brushes, pencils, paper and canvases for a veteran interested in art therapy
- a musical instrument, sheet music or recording equipment for a veteran interested in music therapy
- kits for building ships or aircraft models for a veteran interested in model building.

For more information on the Veterans' Supplement go to **Section 2: DVA Support**.



## Staying connected to the community

Staying connected is very important and maintaining friendships or connections to family and community can be difficult when you move into an aged care home. The following are available to DVA clients if they need them.

### Ex-service organisations

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DVA clients may invite representatives from ESOs to visit them in your aged care home. The home staff should help clients get in touch with their local ESO but the team cannot provide a client's personal details to an ESO without the client's permission. Alternatively, the client's family or friends can contact the local branch to make the necessary arrangements.

For more information go to the DVA website [dva.gov.au/ESO](https://dva.gov.au/ESO). On this webpage you will also find a link to the Advocate Register which provides a more fulsome list of ESOs.

### Aged Care Volunteer Visitors Scheme

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The Aged Care Volunteer Visitors Scheme (ACVVS) is available for people, including DVA clients in government-funded residential aged care. If they are feeling lonely or isolated, a network member can match them with a suitable volunteer in the area to visit them regularly.

For more information and to request a visit for a DVA client, go to [health.gov.au/acvvs](https://health.gov.au/acvvs).

### Recreational Transport Allowance

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If a client has a specific severe disability accepted as service-related they may be able to receive the Recreational Transport Allowance. This provides financial assistance for their transport to recreational activities. The rate payable is determined by the individual veteran's accepted disabilities.

For more information go to [dva.gov.au/RT](https://dva.gov.au/RT) or call **1800 VETERAN (1800 838 372)**.

### Engage

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Engage is an online portal that current, transitioning, and former ADF members, their families, and/or those involved in their support can use to help locate support services.

Engage simplifies the process of accessing support by providing information on not-for-profit services available from a range of service providers.

For more information visit [engage.forcenet.gov.au/](https://engage.forcenet.gov.au/) or call the All-hours Support Line **1800 628 036**.



## Veteran news subscriptions

### Vetaffairs

Vetaffairs is DVA's official newspaper for Australia's veteran community. It is provided free as either a printed or digital version and is published three times a year.

Visit the DVA website to view the latest edition [dva.gov.au/newsroom/vetaffairs](https://dva.gov.au/newsroom/vetaffairs).

To register for a subscription complete the digital form at [dva.gov.au/vetaffairs-subs](https://dva.gov.au/vetaffairs-subs) or email [vetaffairs@dva.gov.au](mailto:vetaffairs@dva.gov.au) to nominate your preferred version (printed or digital), the name of the aged care home, the number of copies you require and your postal address/email address for delivery.

You can unsubscribe at any time by emailing [vetaffairs@dva.gov.au](mailto:vetaffairs@dva.gov.au) with your name and address and publication you wish to unsubscribe from.



### DVA News

DVA e-News is a brief electronic newsletter emailed to subscribers. It is published at the beginning of every month and comprises articles published on the latest news for veteran's webpage on the DVA website. Subscribe to DVA e-News by visiting [dva.gov.au/vetaffairs-subs](https://dva.gov.au/vetaffairs-subs) or emailing [vetaffairs@dva.gov.au](mailto:vetaffairs@dva.gov.au).

You can unsubscribe at any time by emailing [vetaffairs@dva.gov.au](mailto:vetaffairs@dva.gov.au) with your name and address and publication you wish to unsubscribe from.

### Anzac Portal

The Anzac Portal acknowledges and remembers those who have served Australia. This monthly newsletter is for those passionate about Australia's military history.

Subscribe to the newsletter by visiting [anzacportal.dva.gov.au/about-us/subscribe](https://anzacportal.dva.gov.au/about-us/subscribe) or by calling **1800 VETERAN (1800 383 372)**.

### Defence newspapers

Defence newspapers: Navy News, Army News and Air Force News are published fortnightly for the information of ADF members.

Print copies can be posted to all former ADF members, families of current members, Defence welfare organisations and those with an interest in Defence.

For digital versions and to subscribe visit [defence.gov.au/news-events/defence-newspapers](https://defence.gov.au/news-events/defence-newspapers).



## DVA mental health supports

### Open Arms – Veterans and Families Counselling

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Open Arms – Veterans and Families Counselling service is a free and confidential 24/7, nation-wide counselling and support service for eligible serving and ex-serving members, and their families.

- **go online** – Visit the website [openarms.gov.au](https://openarms.gov.au) to access information, self-help tools, mobile apps, and advice about how to seek professional help
- **call 1800 011 046.**

**Note:** Open Arms is unable to provide counselling to people with dementia or cognitive impairment.



### Non-Liability Health Care

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If a client has completed at least one day of continuous full-time service in the ADF they can access mental health treatment fully funded by DVA under Non-Liability Health Care. It doesn't matter when they served, how long they served, or the nature of their service. This mental health treatment is also available to reserve members who have rendered border protection or disaster relief service, or who were involved in a serious service related training accident.

To check if a client is eligible phone **1800 VETERAN (1800 838 372)** or email [nlhc@dva.gov.au](mailto:nlhc@dva.gov.au). You will need to seek the client or their representatives permission to call to check their eligibility.

For more information visit [dva.gov.au/mental-health-care](https://dva.gov.au/mental-health-care).

### GP referral

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If the client is not eligible for Non-Liability Health Care, a GP may provide treatment or refer them to a Medicare-subsidised psychologist, psychiatrist, mental health social worker or mental health occupational therapist.



## Other mental health support

### **Lifeline Australia**

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Provides free support services for people in crisis who need to talk to someone.

Call **13 11 14** or visit [lifeline.org.au](https://lifeline.org.au).

### **1800 RESPECT**

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Provides 24-hour counselling services to help people cope with sexual assault or violence.

Call **1800 RESPECT (1800 737 732)** or visit [1800respect.org.au](https://1800respect.org.au).

### **Head to Health**

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Head to Health provides resources and links to a variety of websites and apps to support mental health and wellbeing

Call **1800 595 212** or visit [headtohealth.gov.au/supporting-yourself/support-for-veterans](https://headtohealth.gov.au/supporting-yourself/support-for-veterans).

### **Ex-service organisations**

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Connect with an ESO in your local area. These organisations may be able to provide ex-serving defence members with support and resources.

Visit [dva.gov.au/ESO](https://dva.gov.au/ESO).

### **Relationships Australia**

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Offers a broad range of services to individuals, families and communities across the country such as counselling, mediation, and family dispute resolution. Contact your state-based Relationships Australia service.

Call **1300 364 277** or visit [relationships.org.au/contact/](https://relationships.org.au/contact/).







## 4. Support for aged care home teams



### Phoenix Australia

The Phoenix Australia website contains a comprehensive list of resources related to veteran mental health which you may find useful, including factsheets and videos.

It is important for those working with veterans and military populations to understand military culture, as this can be central to the development of a positive relationship and delivery of effective treatment.

Phoenix Australia resources can be accessed at [phoenixaustralia.org/treatment-and-support/supporting-veteran-mental-health/](https://phoenixaustralia.org/treatment-and-support/supporting-veteran-mental-health/).



### Veterans

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Veterans can be affected by trauma from wartime or peacekeeping deployment, or from experiences closer to home, like an accident or being bullied. As they enter aged care, they can still be experiencing the impacts of trauma.

This webpage has factsheets on:

- Trauma, Loss and Grief
- Trauma, Loss and Grief: Supporting Veterans
- Impacts of Trauma on Veterans
- Trauma and Dementia in Veterans
- Self-care for family and carers.

For more information visit [phoenixaustralia.org/aged-care/veterans/](https://phoenixaustralia.org/aged-care/veterans/).

### Aged Care Managers

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Many people in aged care have experienced trauma, loss and/or grief at some point in their lives, which can impact both residents and staff. Phoenix Australia resources provide a person-centred approach that can build a sense of safety, control and empowerment for the trauma-affected individual, and help your staff look after their own wellbeing.

The below webpage has information on:

- Trauma, Loss and Grief (video 3:49 minute)
- What is Trauma-Informed Care (video 4:10 minute)
- Building Connections video (video 2:59 minute)
- Caring for older people: How can trauma affect me? (factsheet)
- Caring for older people affected by trauma: How do I look after myself? (factsheet)
- Self-care (video 2:35 minute)
- Self-care: Looking after your wellbeing and the health of your staff (video 2:56 minute)

For more information visit [phoenixaustralia.org/aged-care/aged-care-managers/](https://phoenixaustralia.org/aged-care/aged-care-managers/).





## DVA online training

DVA offers a range of training options and courses to assist health professionals understanding and caring for our veterans. Many of these courses will provide your team with Continuing Professional Development (CPD) points.

On this page you will find online courses on:

- Veterans' mental health:
  - Understanding the military experience
  - Webinar Series – Veteran Mental Health
  - Suicide prevention and veteran community
  - Working with veterans with mental health problems (for GPs)
  - PTSD – psychological interventions
- Non-Liability Health Care
- Wound Care Module
- Carer Awareness Training
- Medicine and Therapeutics

To view the list of training courses, visit [dva.gov.au/get-support/providers/training](https://dva.gov.au/get-support/providers/training).

## VETs HeLP

VETs HeLP is a dedicated platform providing health professionals with easy access to a range of evidence-based educational resources crucial for delivering high-quality care to veterans and their families.

On this platform you will find CPD-accredited learning opportunities, including interactive webinars, online case scenarios, podcasts and audits, as well as a range of practical tools and information to support shared decision-making within your practice setting.

VETs HeLP is an initiative funded by the Australian Government through DVA.

You can access VETs HeLP at [medcast.com.au/veterans-health](https://medcast.com.au/veterans-health).



## Australian War Memorial

The Australian War Memorial presents podcasts that highlight our military history, tell stories of service and sacrifice, and help us to better understand Australia's wartime experience.

- website [awm.gov.au/learn](https://awm.gov.au/learn)
- resources include:
  - Understanding military structure
  - Australian military history overview
  - Glossary of military terms
  - Podcasts – [awm.gov.au/learn/podcasts](https://awm.gov.au/learn/podcasts).





## 5. My Aged Care Specialisation Verification Framework



Residential aged care homes can become veteran specialised providers through the Department of Health and Aged Care's Specialisation Verification Framework. Once verified, people looking for an aged care provider that can meet the needs of veterans, will be able find the specialised provider on the My Aged Care website using the 'Find a Provider' tool.

My Aged Care requires the following information from aged care providers as verification to support their application to be listed as a provider who can provide specialised care for aged care residents that identify as a veteran.

For detailed information on the application process, visit: [health.gov.au/resources/publications/my-aged-care-provider-specialisation-verification-aged-care-provider-guidance-manual](https://health.gov.au/resources/publications/my-aged-care-provider-specialisation-verification-aged-care-provider-guidance-manual).

For detailed information on the assessment process and criteria, visit: [health.gov.au/resources/publications/specialisation-verification-framework-detailed-evidence-requirements-for-providers](https://health.gov.au/resources/publications/specialisation-verification-framework-detailed-evidence-requirements-for-providers).

You need to meet 4 of the following Tier Two criteria to attain verification in providing specialised care to aged care recipients that identify as veterans. Please refer to the above resources for further detail on the requirements before submitting your application.

	Criterion	Evidence required	DVA information to assist you and your team
	The provider is a not-for-profit veteran community organisation.	Letter from CEO or Executive Officer	NA
	One or more staff members are a veteran and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.	<p><b>Staff Champions</b></p> <p>Description of the number, combined FTE and specific role the staff member(s) play(s) in championing specialised aged care for veterans, supporting other staff in professional development and learning opportunities.</p> <p><b>Activities</b></p> <p>Description of relevant activities undertaken by champion(s) and resourcing/ support provided (e.g. training)</p>	ATPD – Accredited Welfare Advocates – <a href="https://dva.gov.au/Advocates">dva.gov.au/Advocates</a>

	Criterion	Evidence required	DVA information to assist you and your team
	At least one staff member understands and makes aged care recipients aware of the services they and their families can continue to access through the Department of Veterans' Affairs (DVA).	Details of relevant staff FTE, experience, training, job description, activities undertaken and/or recent examples of information provision to aged care recipients about DVA services.	<p>Introducing DVA clients</p> <p>Veteran Cards</p> <p>DVA supports</p> <ul style="list-style-type: none"> <li>• Medical supports</li> <li>• Allied Health support</li> <li>• Mental Health support</li> <li>• Equipment</li> <li>• Transport</li> <li>• Wellbeing Advocates</li> </ul> <p>DVA connection and mental health Support</p> <ul style="list-style-type: none"> <li>• Open Arms</li> <li>• Through their GP</li> </ul>
	A safe and appropriate physical environment is created for veterans	<p><b>Physical environment</b></p> <p>Details of how the physical environment is set up or adapted for veterans, with supporting evidence of appropriateness (e.g. feedback from aged care recipients or a relevant community organisation).</p>	<p>Aged Care provider resources available at <a href="https://dva.gov.au/RACresources">dva.gov.au/RACresources</a></p> <p>Veteran and War Widow(er) recognition products</p> <p>Veteran Supplement usage</p> <p>Support for aged care teams:</p> <ul style="list-style-type: none"> <li>• Phoenix Australia</li> </ul>
	At least 90% of staff have completed annual training in the aged care needs of veterans, the military experience and trauma-informed care delivery.	<p><b>Training</b></p> <p>Details of training provided to staff over the past 12 months in the aged care needs of veterans, the military experience and trauma-informed care delivery. Provider specifies the proportion of all staff who undertook this training (minimum 90%, excluding agency staff). 'Training' may be online training modules.</p>	<p>Support for aged care teams:</p> <ul style="list-style-type: none"> <li>• Phoenix Australia <ul style="list-style-type: none"> <li>▪ Veterans</li> <li>▪ Aged Care Managers</li> </ul> </li> <li>• DVA online training</li> <li>• VETs HeLP</li> </ul> <p>ATDP Welfare Advocates training modules</p>
	Provider organises commemoration ceremonies or helps aged care recipients attend local community commemoration events.	<p><b>Commemorative events</b></p> <p>Description of provider's recognition of/participation in/support for one or more relevant event in the past 12 months, with supporting evidence</p>	<p>Introducing the DVA Client</p> <ul style="list-style-type: none"> <li>• Commemorating Military Service</li> </ul> <p>Social connection and mental health support</p> <ul style="list-style-type: none"> <li>• ESOs</li> </ul>

	Criterion	Evidence required	DVA information to assist you and your team
	There are established connections and regular engagement between the provider and the local Returned & Services League of Australia (RSL) or other ESOs	Description of the established connection and engagement with a local veteran community organisation (e.g. RSL or Legacy), including any activities conducted in the past 12 months and/or planned activities. The local veteran community organisation confirms this connection. Evidence may include a Memorandum of Understanding.	Social connection and mental health support <ul style="list-style-type: none"> <li>• ESOs</li> <li>• Aged Care Volunteer Visitors Scheme</li> </ul>
	At least one veteran sits on the governing body (e.g. board) of the provider at the outlet level	Description of governing body involvement/attendance by a veteran representative.	NA
	An active and resourced ex-service advisory group contributes to the development, delivery and evaluation of specialised services.	Details of the membership of the group, actions taken, provider supports, and frequency of meetings. Details of how aged care recipients and staff can contact/interact with the advisory group (e.g. to provide feedback or raise concerns) and how the group is linked to the provider's governance body and/or management.	Connection and Mental Health Support <ul style="list-style-type: none"> <li>• ESOs</li> </ul>
	Policies and procedures are in place to support and promote the delivery of specialised aged care to veterans.	Policies and procedures that detail how specialised care for veterans is delivered or supported. Examples of how these policies and procedures promote the delivery of specialised care.	NA
	Aged care recipients who are veterans report the care received is appropriate and meets their unique needs.	Aged care recipients who are veterans, or their representatives, provide positive written or verbal feedback through the independent assessment process.	NA



## 6. DVA Aged Care Support Quick Reference Guide



### Frequently needed numbers

Service/ Support/ Topic	Contact	Further information
DVA provider enquiries	1800 550 457	<a href="https://dva.gov.au/get-support/providers">dva.gov.au/get-support/providers</a>
Transport bookings	1800 550 455	<a href="https://dva.gov.au/TFT">dva.gov.au/TFT</a>
Veterans' Affairs' Pharmaceutical Advisory Centre	1800 552 580 24 hrs/7 days	<a href="https://dva.gov.au/VAPAC">dva.gov.au/VAPAC</a>

### Introducing DVA clients

Service/ Support/ Topic	Further information
Veteran Gold Card	<a href="https://dva.gov.au/gold-card">dva.gov.au/gold-card</a>
Veteran White Card	<a href="https://dva.gov.au/white-card">dva.gov.au/white-card</a>
Veteran Orange Card	<a href="https://dva.gov.au/orange-card">dva.gov.au/orange-card</a>
Applying for a Veteran White Card	<a href="https://recognition.dva.gov.au">recognition.dva.gov.au</a>
Ordering veteran recognition products	<a href="https://dva.gov.au/RACresources">dva.gov.au/RACresources</a>
Commemorating military service	<a href="https://anzacportal.dva.gov.au">anzacportal.dva.gov.au</a>
Ex-service organisations	<a href="https://dva.gov.au/ESO">dva.gov.au/ESO</a>
Advocacy Register	<a href="https://dva.gov.au/Advocates">dva.gov.au/Advocates</a>
DVA grants	<a href="https://dva.gov.au/DVAGrants">dva.gov.au/DVAGrants</a>
Understanding military service	<a href="https://openarms.gov.au/professionals/professional-development">openarms.gov.au/professionals/professional-development</a>
Australian War Memorial Podcasts	<a href="https://awm.gov.au/learn/podcasts">awm.gov.au/learn/podcasts</a>



## DVA Support

Service/ Support/ Topic	Further information
Veterans' Supplement for Residential Care	<a href="https://dva.gov.au/agedcaresupplement">dva.gov.au/agedcaresupplement</a>
Relocating DVA equipment	<a href="https://dva.gov.au/RAPproviders">dva.gov.au/RAPproviders</a>
Accessing equipment in residential aged care	<a href="https://dva.gov.au/rap-residential-aged-care-list">dva.gov.au/rap-residential-aged-care-list</a>
Managing medication for DVA clients – Repatriation Pharmaceutical Benefits Scheme	<a href="https://dva.gov.au/concessional-medicines-RPBS">dva.gov.au/concessional-medicines-RPBS</a> 1800 552 580
Veterans' Affairs Pharmaceutical Advisory Centre	<a href="https://dva.gov.au/VAPAC">dva.gov.au/VAPAC</a> 1800 552 580 24 hrs/7 days
Optical services	<a href="https://dva.gov.au/optical-services">dva.gov.au/optical-services</a>
Hearing devices	<a href="https://dva.gov.au/hearing">dva.gov.au/hearing</a>
Dental services	<a href="https://dva.gov.au/dental">dva.gov.au/dental</a>
Diabetes products	<a href="https://dva.gov.au/diabetes">dva.gov.au/diabetes</a>
Stoma Appliances Scheme	<a href="https://health.gov.au/stoma">health.gov.au/stoma</a>
Allied health services	<a href="https://dva.gov.au/RAChealthcare">dva.gov.au/RAChealthcare</a> <a href="https://dva.gov.au/treatment-cycle-allied-health-providers">dva.gov.au/treatment-cycle-allied-health-providers</a>
Transport for treatment	<a href="https://dva.gov.au/TFT">dva.gov.au/TFT</a>
MyMedicare	<a href="https://health.gov.au/our-work/mymedicare">health.gov.au/our-work/mymedicare</a>



## Social connection and mental health support

Service/ Support/ Topic	Further information
Open Arms – Veterans and Families Counselling	<a href="https://openarms.gov.au">openarms.gov.au</a> 1800 011 046
Veterans' Supplement in Residential Care	<a href="https://dva.gov.au/agedcaresupplement">dva.gov.au/agedcaresupplement</a>
Ex-service organisations	<a href="https://dva.gov.au/ESO">dva.gov.au/ESO</a>
Aged Care Volunteer Visitors Scheme	<a href="https://health.gov.au/acvvs">health.gov.au/acvvs</a> – to request a visit.
Recreational Transport Allowance	<a href="https://dva.gov.au/RT">dva.gov.au/RT</a>
DVA subscriptions – VetAffairs and DVA e-news	<a href="https://dva.gov.au/vetaffairs-sub">dva.gov.au/vetaffairs-sub</a> <a href="mailto:vetaffairs@dva.gov.au">vetaffairs@dva.gov.au</a>
DVA's Anzac Portal – monthly updates	<a href="https://anzacportal.dva.gov.au/about-us/subscribe">anzacportal.dva.gov.au/about-us/subscribe</a>
Defence newspapers – Subscribe and access digital or hardcopies	Army, Navy or Air force news <a href="https://defence.gov.au/news-events/defence-newspapers">https://defence.gov.au/news-events/defence-newspapers</a>
Non-Liability Health Care	<a href="mailto:nlhc@dva.gov.au">nlhc@dva.gov.au</a> 1800 550 457



## Support for aged care home teams

Service/ Support/ Topic	Further information
Phoenix Australia factsheets and videos	<a href="http://phoenixaustralia.org">phoenixaustralia.org</a>
DVA online training courses	<a href="http://openarms.gov.au/professionals/professional-development">openarms.gov.au/professionals/professional-development</a>
VETs HeLP	<a href="http://medcast.com.au/veterans-health">medcast.com.au/veterans-health</a>

## Specialisation Verification Framework

Service/ Support/ Topic	Further information
Specialisation Verification Framework	<a href="http://health.gov.au/topics/aged-care/providing-aged-care-services/reporting/specialisation-verification-for-aged-care-services">health.gov.au/topics/aged-care/providing-aged-care-services/reporting/specialisation-verification-for-aged-care-services</a>



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## Glossary

**Commemorations** – Providing recognition, respect and acknowledgement to all Australian veterans. Refer to guide for more information.

**Department of Veterans’ Affairs (DVA)** – Supports the wellbeing of those who serve or have served in the defence of our nation, and their families. Facilitates programs for war veterans, former and serving members of the ADF and Australian Federal Police and their families.

**Ex Service Organisations (ESO)** – Ex Service Organisations are groups that provide support to veterans and their families.

**Open Arms – Veterans and Families Counselling** is a free and confidential 24/7, nation-wide counselling and support service for eligible serving and ex-serving members, and their families.

**Nominated representative** – A nominated representative is a person authorised to represent a client in dealings with DVA. The client can choose who they wish to represent them and scope of their dealing with DVA. They can give limited permission to discuss a particular topic or full permission.

**Veteran Cards** – DVA issued cards for a range of conditions, health treatments and other benefits. There are three types of cards dependant on service-related conditions.

**Veterans’ Supplement for residential care** – Available to residential aged care providers who care for veterans with service-related mental health conditions.

**War widow(er)** – A person whose partner was either a member of the Australian Defence Force or an ex prisoner of war (POW) and whose death is the result of an injury or disease that has been accepted as being war or Defence related under the VEA.



