



Access for Veteran Card holders to transport using the Booked Car with Driver (BCWD) service

Who can access the Booked Car with Driver service?

Veteran Gold or White Card holders with eligibility under the *Veterans' Entitlements Act 1986* (VEA) who meet the threshold access criteria can access the Booked Car with Driver service, where DVA arranges transport to take clients from their place of residence (this includes assisted living and residential aged care facilities) to attend treatment that is covered by their Veteran Card.

The service is designed to meet the needs of clients experiencing vulnerability, and access requires certain criteria to be met based on age and/or medical conditions.

Who can access the Booked Car with Driver service?



Australian Government
Department of Veterans' Affairs

Veteran Card holders with eligibility under the *Veterans' Entitlements Act 1986* who are:

- ✓ Aged 80 years or over OR
- ✓ Living with dementia (any age) OR
- ✓ Legally blind (any age) OR
- ✓ Receiving DCP Special Rate (TPI) or EDA

OR ✓ 79 years or younger and meet one or more of the specified conditions

Specified conditions for veteran card holders 79 years or younger

- A chronic or temporary condition that makes using public transport challenging.
Including but not limited to frailty, incontinence.
- Any mental or physical condition that severely limits independence.
Including but not limited to respiratory issues, amputation, arthritis, cardiac disorders, vascular disease, paralysis, significant muscle control or coordination issues, significant mental disorders, psychosis.
- Recent surgery or treatment that makes travelling by public transport difficult.



www.dva.gov.au/bcwd

Veteran White Card holders who meet the above criteria must be travelling for treatment of a condition covered by their card to access BCWD. To discuss your access or to make a booking, call **1800 550 455**.

Disability Compensation Payment (DCP) at the Special Rate (commonly known as TPI) or the Extreme Disablement Adjustment (EDA) rate automatically meet the medical condition criterion



Where can DVA clients travel using the Booked Car with Driver service?

If a client has access, the Booked Car with Driver service can be used to travel for health appointments or to travel for treatment of a condition covered by their DVA Veteran Card.

The Booked Car with Driver service cannot be used to go shopping, or to attend social or recreational activities.

If you are not sure if your resident can use the service, or if you need help making a booking, please call DVA's Transport Team on 1800 550 455.