



# The Acute Support Package

Short term, flexible support for veteran families

## FACTSHEET

### The Acute Support Package

The Acute Support Package program provides short-term, flexible support to help eligible veterans and veteran families adjust to new and challenging life circumstances that may result in the family experiencing crisis.

### Eligibility

There are specific eligibility criteria for the Acute Support Package program, which may include age, a veteran's eligibility for certain payments, and your relationship to a veteran. For bereaved families the veteran's death must be related to service and must have occurred no more than two years ago.

You may be eligible if you are:

- a veteran family
- a former partner of a veteran
- a related person of a veteran (as defined in the legislation)
- a bereaved partner of a veteran
- a parent of a deceased veteran or a parent of a deceased veteran's partner, who is parenting a veteran's child under 18 years of age.

The full eligibility requirements are provided on the DVA website at: [www.dva.gov.au/asp](http://www.dva.gov.au/asp).

Not every veteran family will be eligible for the Acute Support Package. If you are not eligible or the program may not be suitable for you, DVA can help connect you with other programs and government or community services and supports.

### New and challenging life circumstances

Adjusting to new and challenging life circumstances can result in crisis for some veteran families. The impacts of these circumstances are unique to each family and DVA will discuss your individual circumstances and needs with you.

Examples of new and challenging life circumstances may include (but are not limited to):

- mental and physical health episodes, including incidents of self-harm and attempted suicide
- substance abuse issues, including addiction
- family and domestic violence incidents
- family conflicts and breakdowns
- sudden, significant events such as a death in the family.

### Services and supports

Under the Acute Support Package program, DVA may fund services that provide:

- help around the home, such as cleaning and meal preparation, to help your family maintain daily activities during times of increased stress
- support for children, such as childcare, and wellbeing, academic and extra-curricular services (including tutoring, music lessons and sporting activities), which may help your family cope during challenging times
- assistance to overcome barriers to community participation, such as short courses and group activities
- support for broader positive lifestyle changes, such as counselling to address problematic behaviours, and psychosocial services to build resilience and confidence, or provide social connectedness.

Generally DVA will pay a service provider directly for the agreed services provided to you.

It is important to note that the Acute Support Package does not provide financial assistance or income support. It also does not fund medical or dental treatment or diagnosis services.

There are certain circumstances that the program is not designed to support, including legal proceedings; court costs; and financial distress, such as cost of living pressures generally experienced by the broader community.

### More information

More information, including how to make an Acute Support Package application, can be found on the DVA website at: [www.dva.gov.au/asp](http://www.dva.gov.au/asp).

Veterans and families can also call 1800 VETERAN (1800 838 372) between 8am to 5pm Monday to Friday. You can also go to the [general enquiries](#) section of the website to send DVA a message.

The Acute Support Package program is not a primary response service in emergency situations.

If you need urgent help or support, please visit the Crisis contacts page on the DVA website at: [www.dva.gov.au/get-support/health-support/health-services/mental-health-care/crisis-contacts](http://www.dva.gov.au/get-support/health-support/health-services/mental-health-care/crisis-contacts)

Call triple zero (000) if you or someone you know is in immediate danger.