



Veterans' Home Care

The Veterans' Home Care (VHC) program provides in-home care and support services, designed to assist those who wish to maintain their independence living at home, with practical help.

Access

To access VHC services, you must first undertake an assessment with the VHC Assessment Agency. Assessments are conducted over the phone and take approximately half an hour. If there is an assessed need, VHC services are approved and allocated to a VHC Service Provider.

Contact the VHC Assessment Agency on 1300 550 450

Eligibility

To be eligible for a VHC assessment, you must have a:

- DVA Veteran Gold Card (*All Conditions within Australia*); or
- DVA Veteran White Card (*Specific Conditions and/or Non-Liability Health Care (NLHC)*); and
- Live at home and have difficulty performing activities of daily living.

Services

The types of services available through VHC include:

Domestic Assistance

- house cleaning
- dishwashing
- clothes/linen washing
- bed making
- meal prep
- unaccompanied shopping/bill paying

Personal Care

- eating
- bathing
- showering
- toileting
- dressing
- grooming
- getting in and out of bed

Home and Garden Maintenance

- lawn mowing
- changing batteries in smoke alarms
- minor home maintenance
- cleaning gutters/windows/ceiling fans/air conditioning units

Respite Care – in-home and residential

- in-home respite – tasks normally undertaken by the carer
- residential – primarily in an approved Australian Government funded facility
- emergency – available in the home when the carer is suddenly unavailable

Social Assistance

- a 12-week service designed to reconnect socially isolated participants

Costs

When accessing VHC services a small co-payment is required, capped at a maximum amount.

Service Type	Co-payment Amount	Maximum
Domestic Assistance	\$5 per hour	\$5 per week
Personal Care	\$5 per hour	\$10 per week
Home and Garden Maintenance	\$5 per hour	\$75 per 12-month period
Respite Care	No co-payment	No co-payment
Social Assistance	\$5 per hour	\$5 per week

For more information, contact the VHC Assessment Agency on 1300 550 450 or the DVA website – www.dva.gov.au/get-support/providers/programs-services/veterans-home-care/veterans-home-care-vhc