



Your Rights

As a Veterans' Home Care (VHC) client you should expect:

- to be treated with dignity, respect and courtesy;
- to have the option of a representative participate with formal and informal decisions relating to your care;
- to have access to high quality services in a timely and efficient manner;
- to have your privacy and confidentiality protected;
- to have your service related concerns or issues handled fairly;
- that any feedback provided will not affect the way you are treated in the future;
- to receive a timely response to any feedback provided;
- to be able to request a review of an assessment decision; and
- not to be denied care and services if unable to pay the fee or co-payment for reasons beyond your control, and be able to apply for a waiver of the co-payment if need be.

Your Responsibilities

As a VHC client you are responsible for:

- treating all parties with respect, courtesy and dignity;
- participating in the regular review process for the continuation of VHC services;
- being aware that VHC Service Providers are authorised only to do work within the approved number of hours and tasks (as outlined in your VHC Care Plan) and any private arrangements are outside the scope of the VHC program;
- communicating with the VHC Service Provider if you wish to make any changes to existing arrangements (e.g. changing the day or time);
- communicating with the VHC Assessment Agency if you believe your services need to change substantially;
- providing a safe working environment for VHC staff who deliver your services;
- providing suitable equipment required for approved domestic assistance such as cleaning agents;
- providing materials and meeting any additional costs associated with approved safety-related Home and Garden Maintenance services (such as hire of any specialised equipment, excess rubbish removal or landfill fees); and
- making co-payments as outlined on your VHC Care Plan.

Providing Feedback

You can provide a compliment or feedback about the VHC assessment, services or program by:

- directly contacting the VHC Assessment Agency, VHC Service Provider or the person you have been dealing with;
- contacting DVA by:
 - telephone on 1800 555 254
 - email generalenquiries@dva.gov.au

If you are dissatisfied with your VHC service

- Telephone your VHC Service Provider using their number on your VHC Care Plan.
- If you believe your issue has not been resolved by the VHC Service Provider, contact the VHC Assessment Agency on 1300 550 450 and explain the situation.
- If you believe the issue has not been addressed by the VHC Service Provider or VHC Assessment Agency after a reasonable period of time, you can lodge a complaint with DVA on 1800 555 254 or email generalenquiries@dva.gov.au.

If you want your VHC assessment decision reviewed

- You can request a review by telephoning the VHC Assessment Agency on 1300 550 450 and outlining the reasons for your disagreement with their decision.
- If you are unhappy with the outcome of the review, send your concerns in writing to the VHC Assessment Agency and provide any new information that supports your request.
- If you are still dissatisfied with the outcome, refer your concerns to DVA by:
 - telephoning DVA's VHC Operations Team on 1800 555 254; or
 - mail your written with a copy of the VHC Assessment Agency's response (if received) to:
VHC Operations Team, DVA, GPO Box 9998 Brisbane QLD 4001.
- A DVA staff member will determine if the decision was made in accordance with the VHC program aims and objectives and provide you a written response detailing the review outcomes. This review process does not limit your rights to other appeal channels such as the Commonwealth Ombudsman and it will not affect your entitlements.
- More information about the Commonwealth Ombudsman can be found on their website at www.ombudsman.gov.au.

Please Note:

- If you are posting a letter and are concerned about the security of your personal information you may choose to use registered mail.
- If you email DVA, due to security reasons do not include personal information. DVA will also be unable to reply via email with personal information and will either call you or post a written response.
- DVA can accept complaints from a third party on behalf of a client (e.g. a veteran's family member). However, DVA cannot disclose any personal information without a client's permission and a formal written Nominated Representative arrangement must be in place. If a Nominated Representative arrangement is not in place with DVA, the outcomes of a complaint review would be provided directly to the client.