



RSL
Nerang Sub Branch

DVA WHITE CARD

Factsheet to be used as a GUIDE only

INTRODUCTION

The Department of Veterans' Affairs (DVA) White Card is a health care card and is granted under all three acts DRCA, VEA & MRCA and for NON-LIABILITY health care, it is a **HEALTH CARE CARD**. The purpose of this fact sheet is to help you understand how to correctly use your card, and the additional benefits of state and local council concessions.

VETERAN WHITE CARD



The DVA White Veteran Health Care Card is for treatment of Specific Conditions, and this means DVA will pay for your treatment of all DVA Accepted Conditions only, within Australia and Overseas. Your family and loved ones should be made aware of your File Number for when you sadly pass-away it is important that your loved ones notify DVA of your passing. DVA need to be notified to ensure that any entitlements for your widow/widower or family are processed and to stop payment of your Disability Pension.

HOW TO USE YOUR CARD FOR MEDICAL TREATMENT

Your GP must bill for your accepted conditions only. If the GP feels you need to see a Specialist, they must complete a DVA D904 referral form. This referral must include your accepted conditions and ask your GP to confirm the specialist will accept DVA clients, as sadly some do not.

When making the appointment with the specialist confirm with reception, they see DVA clients. As with your GP, the specialist must bill DVA for your accepted conditions, and if the specialist refers you for imaging or tests, the D904 must include your accepted conditions. Some imaging and tests do require pre approval from DVA, the provider will know and advise you.

If you are going into hospital for treatment of your accepted condition, it is good practice to ensure DVA has approved the surgery and hospital stay.

SCRIPTS

When your medical practitioner issues you a script as part of your treatment plan for your accepted conditions, ensure they tick the PBS box on the script, if a medication is not listed on the PBS list your medical practitioner can ring DVA to obtain an authority for the script.

TREATMENT CYCLE

The treatment cycle is a way to manage allied health treatment for DVA clients. It aims to improve the quality of care for clients and make sure they get the best treatment for their needs. It improves communication and co-ordination between clients, their GP, and their allied health providers.

Your GP will provide referrals to allied health providers for clinically necessary treatment. Each referral is valid for up to 12 sessions or one year, whichever ends first. At the end of your 12 sessions or 12 months, if you require further treatment your GP completes another D904 and the cycle restarts.

Note: You cannot receive treatment on the same injury or illness by two different allied health providers within a 24hr period.

TRANSPORT

DVA will pay your transport costs for treatment for your accepted conditions. You can book transportation via DVA's MYSERVICE or ring the Veteran Access Network (VAN) 1800 838 372. Should you choose to drive yourself you can claim your mileage via the DVA's MYSERVICE.

HOME HELP

The Veterans' Home Care (VHC) Program provides a small amount of practical help at home so you can continue to live independently. It is not designed to meet complex or high-level care needs. You can receive Domestic Help, Personal Care, Respite Care and Safety-related home and garden maintenance.

- If you have accepted conditions under MRCA or DRCA you need to be assessed for services under household services or attendant care before you are assessed for VHC services. VHC does not duplicate services that you already get under similar programs. Your VHC Assessment Agency can determine your eligibility for VHC services.
- If you are a British or Allied veteran and have a White Card, you are eligible to be assessed for respite care only.
- If you are eligible under the Veteran's Entitlements Act 1986 (VEA), and your partner or dependents are eligible under MRCA, you are eligible to be assessed for all VHC services.
- If you are an Australian veteran and you have a White Card for an accepted service-related condition, your VHC assessment is not limited to your accepted condition.
- You will be asked to pay a co-payment of \$5.00 per hour towards the cost of providing the service, and there is no co-payment for Respite Care Service. If you can't afford the co-payment, you may want to apply for a co-payment waiver.

For general enquiries about the VHC program call the DVA Health Provider Line 1800 550 457

REHABILITATION APPLIANCES PROGRAM

The Rehabilitation Appliances Program (RAP) provides aids, equipment, and modification to help you live safely and independently.

The aim of the RAP is to:

- help you with an assessed clinical health care need
- minimise the impact of your disabilities or dysfunction
- improve your quality of life
- enable you to live safely and with independence
- facilitate your participation in the community

For general enquiries about the RAP call the DVA Health Provider Line 1800 550 457, see the link listed on the references page or Google DVA RAP.

CONCESSIONS

Concessions vary from state to state and are different in local councils, listed below are some of the common concessions:

- **QLD Public Transport.** You are entitled to a concession travel on all Public Transport 50% cheaper. Present your Veteran Card at any GO Card retailer to purchase a concession GO Card.
- **Australia Post** offers a 40% discount on postage stamps and a discount on re-directing mail.
- **QLD Main Roads Motor Vehicle Registration.** If you are on at least 70% disability pension or have at least 50 impairment points (MRCA or DRCA) you are eligible for a discount on the registration fee for one vehicle and one boat. You need the letter from DVA stating your entitlement.
- **Major Sporting events & Entertainment venues.** Individual organisations offer a concessional entry for DVA Veteran Card Holders, you just need to ask.
- **Cinemas.** Most cinemas will offer a concession for DVA Veteran Card Holders.
- **Dog Registration.** Majority of local councils offer free dog registration for DVA Veteran Card Holders.
- **Australian Partners of Defence (APOD)** provide over 3,000 exclusive discounts for defence and veteran families, they have partnered with DVA to provide free member access. See the link on the references page.
- **Electricity Bill** if you contact your energy supplier and let them know that you have a DVA White Card you may be entitled to a discount.

The list above is a very small example of concessions offered to the Veteran Community. Ask your mates who do you get a concession or discount from? Please remember when asking for a discount or concession to be polite and don't be surprised if they say SORRY, we don't offer discounts.

If you know of a concession that you think will benefit the Veteran Community email it to secretary@nerang.rslqld.net.au

REFERENCES

- Veteran Card DVA Web Site <https://www.dva.gov.au/health-and-treatment/veteran-healthcare-cards/veteran-card>
- Treatment Cycle <https://www.dva.gov.au/providers/notes-fee-schedules-and-guidelines/allied-health-treatment-cycle-and-referrals/allied>
- Transport <https://www.dva.gov.au/about-us/online-services/my-service>
- Veterans' Home Care <https://www.dva.gov.au/health-and-treatment/care-home-or-aged-care/services-support-you-home/veterans-home-care-vhc>
- Rehabilitation Appliances Programme <https://www.dva.gov.au/providers/rehabilitation-appliances-program-rap/rap-overview>
- QLD Concessions <https://www.dva.gov.au/financial-support/discounts-and-concessions/concessions-queensland>
- Australian Partners of Defence <https://apod.com.au/>

As previously stated, the information provided is to be used as a guide, please do your own research.