



Australian Government
Department of Veterans' Affairs

transforming
DVA

Putting you and
your family first

DVA partnering with Defence to support you



Joint Health Command – your health provider while serving

DVA – your primary health provider for accepted conditions

Enlistment

During service

Transition

Post-transition



+ If you get an injury or illness

Submit a claim for any service related injury or disease to MyService

Book an appointment with a DVA Veteran Support Officer (VSO)



🏠 Buying a home?

👤 Been on warlike ops?

Transitioning?

👤 Book an appointment with a VSO to discuss DVA's role in your transition



Use your DVA Veteran Card



💰 Unable to work because of an accepted injury/illness?

👤 Need assistance?

👤 Health and wellbeing services/support

👤 Bereavement support

Sign up to MyService

Apply for Non-Liability Health Care

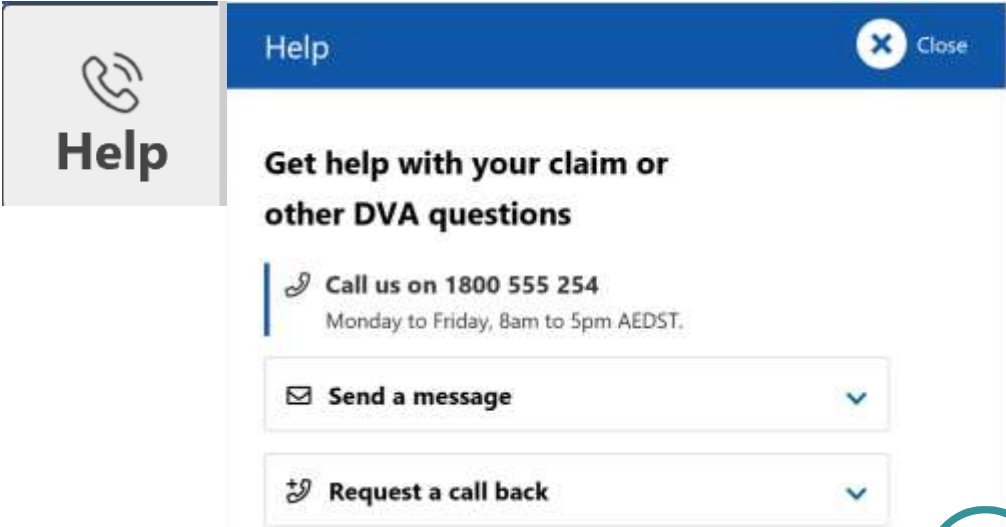


Key Terms

- **Liability** – The Commonwealth (DVA) **accepts** that a **condition** has been **caused** (in part or wholly) **by your ADF service**.
- **Non-Liability Health Care** – the Commonwealth:
 - Agrees to provide medical treatment for a condition that research has demonstrated **may be connected** in some way to ADF service,
 - The **type of ADF service** experienced is relevant to this nexus of causation, and
 - Further benefits (beyond treatment) must be established through a test of **liability**.

Enlistment/Engaging with DVA

How to get started with DVA



Sign up to MyService

DVA's online portal. Using a myGov account You can sign up as soon as you enlist or any time during your ADF career.

Apply for Non-Liability Health

Care (NLHC) and receive a Veterans' Health Access Card.

For NLHC, you need just 1-day full time service for access to free mental health treatment.

Good morning Jessica

Tasks

2 tasks to complete >

Claims

3 claims submitted >

Payments

\$256.79 12 Mar 2019 >

Transport


2 upcoming trips >

Services and benefits

[Apply now](#)


 What can I apply for?

 Request review of decision


 Claim travel expenses

 Book transport


Your information

 My details

 Service history

 Payment destination


 Representation


 Accepted conditions

 Correspondence

... [View all](#)

Report changes

 [Notify of overseas travel](#)

 [Update income and assets](#)

 [Update accommodation costs](#)

Your card

Card type Gold card

File number QA015865

Expiry 09/24

[View card details >](#)

← Back to home

Claims and applications

Getting started

Veteran Covenant

Request the Covenant Oath, Lapel Pin and Veteran Card as recognition of your service.



Qualifying service

Submit a claim to determine if you have qualifying service.



Initial Liability

Your first step towards treatment and support for a service-related injury or condition.



Mental health treatment

Access free mental health treatment.



A woman in a blue camouflage military uniform and a black cap with a logo is smiling and holding a large, grey, cylindrical missile. She is standing in front of the fuselage of a military aircraft. The background is a dark, blue-tinted image of the aircraft's interior or exterior structure.

What to do while you are serving

During service you may get an injury or illness



Sign in or Register with myGov

Self manage and submit a claim for any service related injury or disease

Using MyService keep your records with DVA updated as your accepted injuries or conditions may worsen over time.

You can access support now!

- *Mental Health Treatment*
- *Incapacity Payments*
- *Household Services*
- *Permanent Impairment*



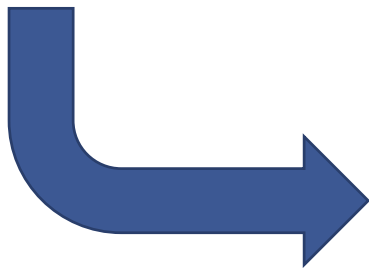
Fast and easy access to:

- ✓ Submit for acceptance for service related condition or injury
- ✓ Access your digital DVA Veteran card
- ✓ View your accepted conditions
- ✓ Track status of your claims
- ✓ Apply for loss of income or allowances
- ✓ Update personal and banking details
- ✓ Permanent Impairment
- ✓ Book travel and claim travel expenses
- ✓ **Household Services**

During service you may get an injury or illness and need guidance and assistance from a DVA staff on base.



Book an appointment with a DVA Veteran Support Officer (VSO)



What do you need to do?

- *Plan – what is the purpose of the meeting?*
- *Evidence – what do you need to bring to the meeting to help the VSO help you?*
- *Expectation management – DVA prioritises services.*

In an appointment with a VSO you can expect :

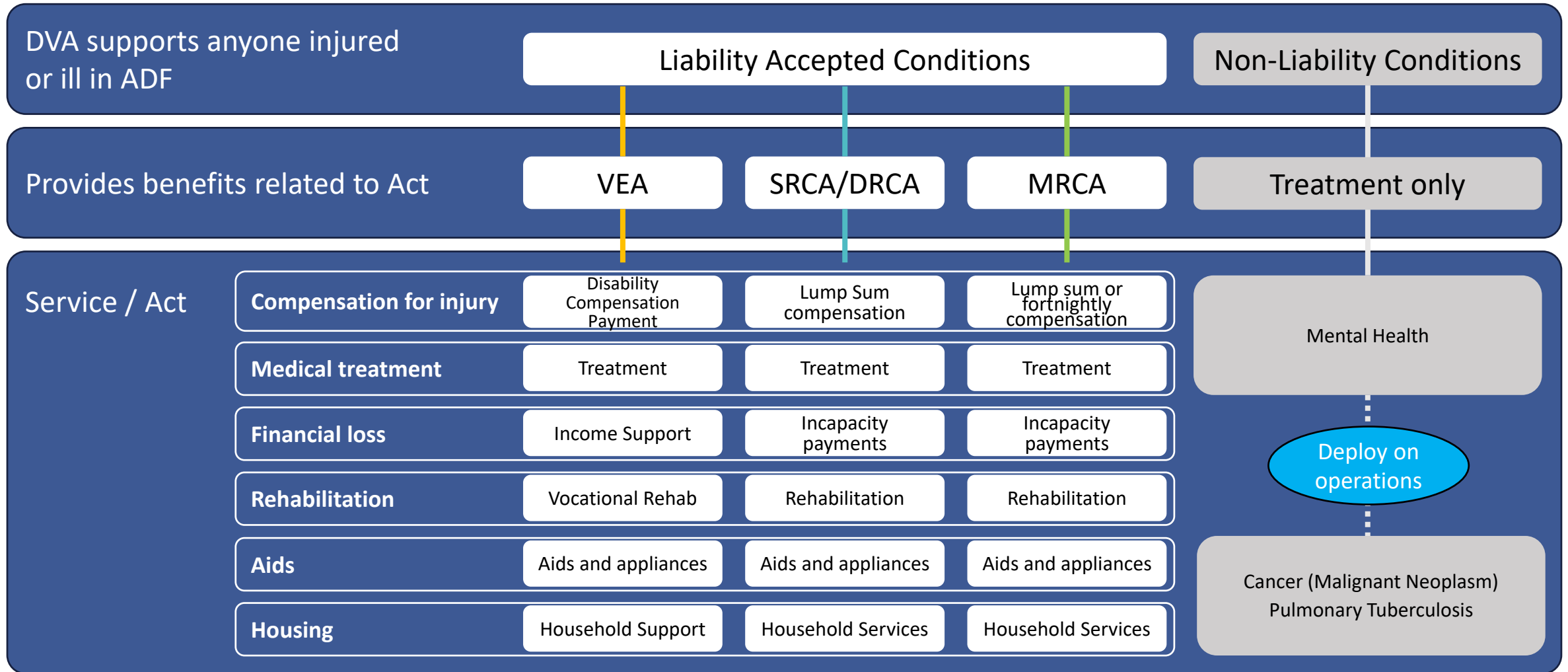
- ✓ Appointment time is 30-40 minutes
- ✓ Guidance on submitting claims and the necessary supporting documentation
- ✓ Review your Defence related injuries & illnesses specific to your military service
- ✓ Track status of your claims and advice on your options if a claim is denied
- ✓ Connect you to other DVA support services
- ✓ Receive a follow up summary email of your appointment



When are you covered?

- ✓ At work
- ✓ Travelling to and from work
- ✓ Sport related injuries
e.g. unit PT, ADF sporting activities
- ✓ Unintended consequences of
treatment provided by the Commonwealth
- ✓ Civilian sporting activity where you have a
signed “Authority to Participate”
- ✓ Approved rehabilitation and/or formal
training programs

Which Act are you covered under?



During your service things may **change**



If you buy a home, talk to DVA about
Defence Home Ownership Assistance Scheme (DHOAS)
or
Defence Service Home Insurance.

OPEN
Veterans & Families
Counselling
ARMS

If you have been on warlike/Hazardous service operations
You now have Qualifying Service (if registered MyService).

A photograph of four people in a room, overlaid with a semi-transparent blue filter. On the left, two women are wearing bright yellow high-visibility vests with a Red Cross logo. One woman is speaking to the other. In the center, a man in a light blue button-down shirt stands with his hands clasped. On the right, a man in a green military camouflage uniform with an Australian flag patch on his sleeve is looking towards the group. The background shows a room with shelves, a door, and a fire extinguisher.

Transitioning

How to prepare for a transition



Book an appointment with a Veteran Support officer (VSO) to discuss how DVA can assist your transition.



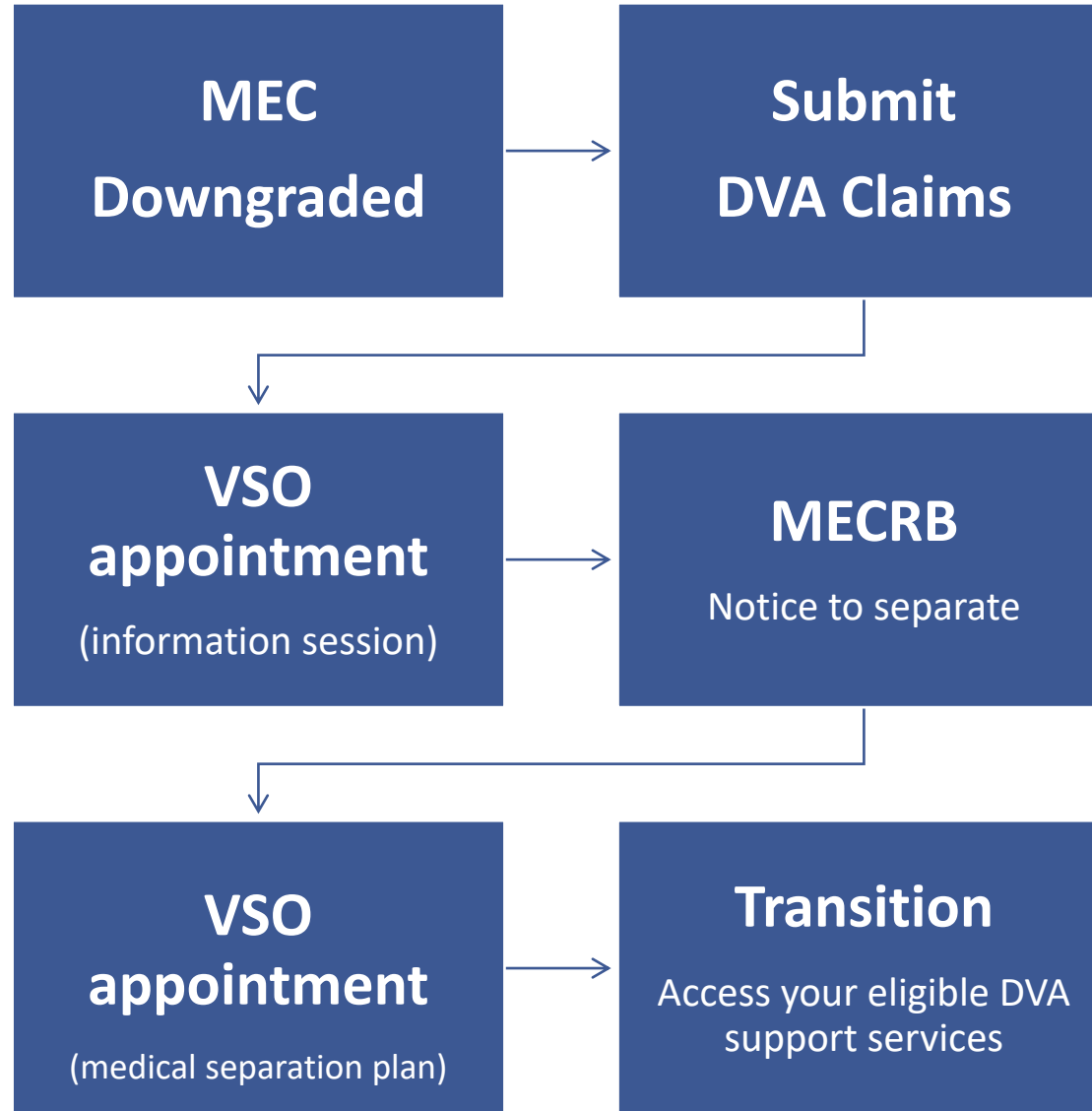
Submit your service related injury/condition that has made you unfit for service asap



Before you transition a VSO will support you to:

- ✓ Ensure all Defence related injuries or illness have been submitted to DVA
- ✓ Confirm progress of outstanding claims
- ✓ Check if financial assistance is applicable to your circumstances
- ✓ Connect to rehabilitation services and support
- ✓ Understand how to use your DVA Veteran card
- ✓ Explore other support that may be available

Medically Separating



Important Steps:

1. MEC downgraded due to service related injury.
2. Submit an Initial Liability claim as soon as practical
3. Arrange appointment with a VSO who will outline your DVA medical separation plan
4. On receipt of a notification of a medical separation make an appointment with a VSO
5. A VSO will assist in navigating important DVA claim forms and assist in transferring support programs from Defence to DVA.
6. On transition, access eligible DVA support services.

DVA is trying new ways to help you continue treatment while claiming

Offering easier, **Provisional Access to Medical Treatment** when claiming for 20 common conditions



Serving members who submit new claims before 30 June 2024 with treatment under PAMT ceasing for all claims on 31 December 2024.

Do you have any of these Conditions?

- Achilles Tendinopathy and Bursitis
- Chondromalacia Patella
- Cut, Stab, Abrasion and Laceration
- Dislocation
- Fracture
- Internal Derangement of the Knee
- Intervertebral Disc Prolapse
- Joint Instability
- Labral Tear
- Lumbar Spondylosis
- Non-melanotic Malignant Neoplasm of the Skin
- Osteoarthritis
- Plantar Fasciitis
- Rotator Cuff Syndrome
- Sensorineural Hearing Loss
- Shin Splints
- Solar Keratosis
- Sprain and Strain
- Thoracic Spondylosis
- Tinnitus

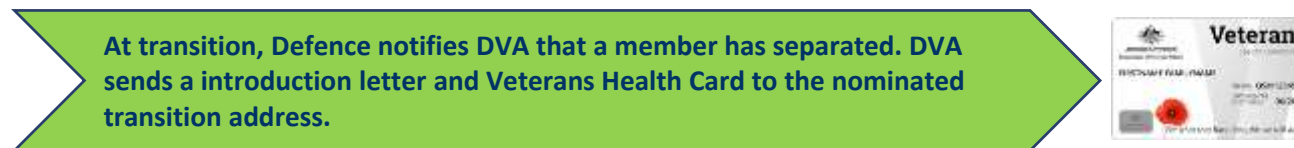
What DVA support services are available to me

Engaged



- Non Liability Health Care
- Permanent Impairment
- Rehabilitation Programs
- Medical Treatment
- Qualifying Service
- Incapacity Payments
- Case Management
- Household Services
- Repatriation Appliances
- Veterans Covenant

Not Engaged



- Veteran Health Card
- Open Arms



Post Transition

Maintaining your wellbeing with DVA



Free health care through DVA

DVA Veteran Card

DVA Rehabilitation Program



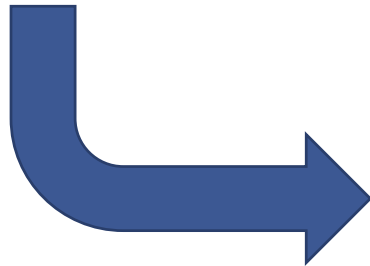
Veteran Card (White) – treatment for accepted injuries/illnesses and any mental health condition no matter the cause.



Veteran Card (Gold) – all health care needs (within Medicare provisions).

- Medical management
- Psychosocial rehabilitation
- Vocational rehabilitation

Annual Veteran GP Health Checks are fully funded every year for the first five years after transition.



Some services will **require health approval** before providing health services.

Utilising your DVA Veteran Card, you must first consult a GP who will provide a diagnosis and, if required, refer you to further support.



DVA offers financial assistance

Incapacity Payments

Have you had a loss of income because of an accepted injury/illness? Speak to DVA about **incapacity payments** and return to work programs.

Permanent Impairment

Has your life changed because of your service related condition? You may be eligible for **permanent impairment payments**. Also monitor your injury and inform DVA if the condition worsens.

Veteran Payment

Need urgent financial help? Ask us how we can help you/your partner access interim **veteran payments** when claiming for a mental health condition.

Wellbeing support after service



Need assistance?

Speak to us to find out how we can help or provide additional support.

OPEN
Veterans & Families
Counselling
ARMS



Health and wellbeing

Speak to DVA about services and support that may improve your quality of life.



Bereavement support

may be available for family members when DVA is notified about the death of a veteran.



Speak to us in a way that best suits you



Sign up
online to
MyService



Book an on base
appointment
with a **Veteran
Support Officer**
vso@dva.gov.au



Call DVA on 1800
VETERAN
(1800 838 372)
or visit
www.dva.gov.au

Or speak to us now

Questions?



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Department of Veterans' Affairs

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