



**Australian Government**  
**Department of Veterans' Affairs**

# **ELECTRONIC RECORDS**

Client Name:

File Number:

TRIM Reference:

Trim Document Title:

**NB: These documents have been obtained from an electronic record. An original hard-copy version of this record does not exist.**

Your **Repatriation Health Card – For Specific Conditions** within Australia (white card), enables you to access health care and associated services for:

- war or service related conditions that have been accepted by the Department; and/or
- other specific conditions accepted by the Department under Non-Liability Health Care arrangements.

#### **When do I use my white card?**

Please ensure you present your white card whenever you receive medical and/or other health treatment in Australia including pharmaceuticals that relate to your specific condition/s.

#### **Will I be charged for treatment?**

Generally, your health care provider will invoice DVA directly for the services covered by the card and you will not be out of pocket. There are some exceptions which include certain high cost dental and home care services, optical items and pharmaceuticals where you pay a fee for each prescription (up to the Medicare Safety Net level).

#### **Before using your white card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veterans' Affairs GPO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old white card and commence using your new card.

**THIS IS YOUR REPATRIATION HEALTH CARD**

### **Does my doctor have to get approval before providing treatment?**

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA.

### **What happens if my eligibility changes?**

DVA will notify you and, where appropriate, ask you to destroy your card. It is illegal to continue to use it once your eligibility has changed and DVA has requested the card to be destroyed. A breach of the use of the terms and conditions of your card could result in DVA seeking to recover costs incurred. Please be aware that entitlement to your card cannot be passed to your spouse in the event of your death.

### **What happens if my card expires or is lost?**

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

### **Can I use my card anywhere in Australia and overseas?**

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you are travelling within Australia, contact your local DVA office if you require details of the nearest health care provider who accepts DVA clients. If you are travelling overseas, the card covers the cost of treatment for your accepted disabilities only. Please contact DVA **BEFORE** you travel.

### **Sharing your information with others**

By using this card, you consent to DVA collecting information regarding the details of any treatment, treatment related services and financial information associated with the card's use and acknowledge that your personal information may be used by DVA, collected from or provided to other parties, including the following:

- the Australian Government Department of Human Services to assign you an Individual Healthcare Identifier for the purpose of administering the eHealth record system; and
- medical and health professionals, including health practitioners, hospitals, and health, rehabilitation and home care providers, for the purpose of providing treatment and services and to assess potentially hazardous dosages and/or medicine combinations.

For more information about how DVA manages personal information please visit [www.dva.gov.au/privacy.htm](http://www.dva.gov.au/privacy.htm), or phone 133 254 (regional callers 1800 555 254) or email [privacy@dva.gov.au](mailto:privacy@dva.gov.au) and request a copy of our Privacy Policy.

### **How do I contact DVA?**

**BY PHONE:** General Enquiries; 133 254      Non-metropolitan callers; 1800 555 254

**POST:** PO Box 9998 in your capital city      **E-MAIL:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**IN PERSON:** For details of a local Veterans' Access Network (VAN) or DVA office, please phone DVA on the phone numbers listed above or at [www.dva.gov.au](http://www.dva.gov.au). Additional information on health care and services is available from your nearest DVA Office or via the internet at [www.dva.gov.au](http://www.dva.gov.au).



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<title> <fname> <surname> <hon>  
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 <addr3>  
 <town> <state> <postcode>

Dear <title> <fname> <surname>

As part of the latest Veterans' Medicines Advice and Therapeutics Education Services (*Veterans' MATES*), a program to support you and your healthcare team with the most up-to-date health and medicines information, I have included a brochure on **Dry or itchy skin? Top tips to help.**

Dry or itchy skin is a common problem that can be very uncomfortable for many. Something as simple as using an appropriate daily moisturiser morning and night can really help your skin to feel supple and moisturised.

If you are experiencing dry itchy skin, I encourage you to have a look at the attached brochure and talk to your GP and pharmacist about which moisturisers are suitable to use. If your GP has prescribed a steroid cream, the brochure provides information about how to use the correct amount.

Please note that participation in the *Veterans' MATES* program is voluntary, and you are free to withdraw at any time. You can help us improve our services to you by completing and returning the enclosed response form. This letter and enclosed response form will not in any way affect your entitlements from DVA. If you would prefer to receive your *Veterans' MATES* materials electronically in the future please scan the QR code over the page (using the camera on your smart phone), or type in the website listed under the QR code, and enter your details.

If you have any questions about this letter or the information contained in the brochure or if you wish to withdraw from the program please contact **1800 VETERAN (1800 838 372)**. When prompted say **“Veterans’ MATES”**.

Yours sincerely



Professor Jenny Firman  
Chief Health Officer  
Department of Veterans’ Affairs

Scan or visit the website below  
to receive *Veterans’ MATES*  
electronically



[https://www.veteransmates.net.au/  
contact?t=E2999762-777](https://www.veteransmates.net.au/contact?t=E2999762-777)



Dear <title> <fname> <surname>

You have requested to receive the latest Veterans' Medicines Advice and Therapeutics Education Services program (*Veterans' MATES*) topic electronically. This program is to support you and your healthcare team with the most up-to-date health and medicines information.

Dry or itchy skin is a common problem that can be very uncomfortable for many. Something as simple as using an appropriate daily moisturiser morning and night can really help your skin feel supple and moisturised. I have attached an information brochure **Dry or itchy skin? Top tips to help** [here](#).

If you are experiencing dry itchy skin, I encourage you to have a look at the attached brochure and talk to your GP and pharmacist about which moisturisers are suitable to use. If your GP has prescribed a steroid cream, the brochure provides information about how to use the correct amount.

Please note that participation is voluntary, and you are free to withdraw at any time. You can help us improve our services to you by completing this survey: [Response form](#). The information contained in this email and response form will not in any way affect your entitlements from DVA.

If you have any questions about the information please contact **1800 VETERAN (1800 838 372)**. When prompted say "**Veterans' MATES**".

Yours sincerely



Professor Jenny Firman  
Chief Health Officer  
Department of Veterans' Affairs

If you no longer wish to receive this material electronically or wish to withdraw from the program, please reply to this email.

Your **Repatriation Pharmaceutical Benefits Card** (orange card) enables you to access the extended range of medicines and other items (eg wound dressings) listed on the Repatriation Pharmaceutical Benefits Scheme (RPBS), at the concessional rate.

Your card contains a magnetic stripe which has been encoded with the following details: your name, address, file number, card type (eg orange) and date of birth.

### **Sharing information with others:**

By taking delivery of your new Repatriation Health Care Card you acknowledge that:

1. Department of Veterans' Affairs (DVA) may disclose some of your personal information to Medicare Australia for the purpose of assigning you an Individual Healthcare Identifier;
2. DVA may provide:  
information to a contracted organisation on the nature and/or quantity of medicines prescribed to you for the purpose of assessing potentially hazardous dosages and/or medicine combinations; and

your doctor(s) with advice on the nature and/or quantity of medicines prescribed to you, including advice of potentially hazardous dosages and/or medicine combinations.

### **Before using your orange card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veteran's Affairs PO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old orange card and commence using your new card.

### **THIS IS YOUR REPATRIATION BENEFITS CARD**

**NOTE:** This card does not entitle you to any medical or other health care treatment.

# ABOUT YOUR CARD

## When do I use my orange card?

Please present your orange card to your doctor, medical specialist, dentist and pharmacist whenever you have medicines prescribed and dispensed.

## Will I be charged for my prescriptions?

You will pay a co-payment for your medicines at a concessional rate for each prescription item up to the safety net limit. When the safety net limit is reached, there are no further co-payment charges for prescribed items for that calendar year.

## Which card should I use if I have both an ORANGE Card and a WHITE card?

Your white card entitles you to treatment as well as medicines associated with your accepted conditions. If you are being treated for an accepted condition you should present your WHITE card to your doctor and pharmacist. For all other prescribed items use your ORANGE card.

## Can I use my card anywhere in Australia and overseas?

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you need prescribed items within Australia, present your orange card along with your prescription to any pharmacy.

## What happens if my card expires or is lost?

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

## How do I contact DVA?

**BY PHONE:** General Enquiries; 133 254      Non-metropolitan callers; 1800 555 254  
VAN Network; 1300 551 918

**POST:** PO Box 9998 in your capital city      **E-MAIL:** GeneralEnquiries@dva.gov.au

**IN PERSON:** For details of a local VAN or DVA office, please phone DVA on the phone numbers listed above or check on the internet at: [www.dva.gov.au](http://www.dva.gov.au)

Additional information on health care and services is available from your nearest DVA Office or via the internet at: [www.dva.gov.au](http://www.dva.gov.au)



Your **Repatriation Health Card – For Specific Conditions** (white card), enables you to access health care and associated services for war or service related conditions. On application, veterans of Australian Forces may also be issued a white card to receive treatment for malignant cancer, pulmonary tuberculosis and post traumatic stress disorder, irrespective of whether these conditions are accepted as being related to service.

Your card contains a magnetic stripe which has been encoded with the following details: your name, address, file number, card type (eg white) and date of birth.

### **Sharing information with others:**

By taking delivery of your new Repatriation Health Care Card you acknowledge that:

1. Department of Veterans' Affairs (DVA) may disclose some of your personal information to Medicare Australia for the purpose of assigning you an Individual Healthcare Identifier;
2. DVA may provide:  
information to a contracted organisation on the nature and/or quantity of medicines prescribed to you for the purpose of assessing potentially hazardous dosages and/or medicine combinations; and

your doctor(s) with advice on the nature and/or quantity of medicines prescribed to you, including advice of potentially hazardous dosages and /or medicine combinations.

### **Before using your white card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veteran's Affairs PO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old white card and commence using your new card.

**THIS IS YOUR REPATRIATION HEALTH CARD**

# ABOUT YOUR CARD

## When do I use my white card?

Please ensure you present your white card whenever you receive medical and/or other health treatment including pharmaceuticals that relate to your specific condition/s.

## Will I be charged for treatment of my specific condition/s?

Generally, your health care provider will bill DVA directly for the services covered by the card and you will not be out of pocket. There are some exceptions which include: certain high cost dental services, optical items home care services and pharmaceuticals, where you pay a fee for each prescription (up to the Medicare Safety Net level).

## Do I have to get approval before receiving treatment for my specific condition/s?

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA on 1300 550 457 or ring your nearest DVA or VAN office on 1300 551 918.

## Can I use my card anywhere in Australia and overseas?

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you are travelling within Australia, contact your local DVA office if you require details of the nearest health care provider who accepts DVA clients.

If you are travelling overseas treatment is limited to your accepted disabilities only. Please contact DVA **BEFORE** you travel.

## What happens if my eligibility changes?

DVA will notify you and, where appropriate, ask you to destroy your card and/or issue a new card. It is illegal to continue to use the card once your eligibility has changed and DVA has requested the card to be destroyed.

## What happens if my card expires or is lost?

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

## How do I contact DVA?

**BY PHONE:** General Enquiries; 133 254  
VAN Network; 1300 551 918

Non-metropolitan callers; 1800 555 254

**POST:** PO Box 9998 in your capital city

**E-MAIL:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**IN PERSON:** For details of a local VAN or DVA office, please phone DVA on the phone numbers listed above or check on the internet at: [www.dva.gov.au](http://www.dva.gov.au)

Additional information on health care and services is available from your nearest DVA Office or via the internet at: [www.dva.gov.au](http://www.dva.gov.au)

**VAN Office Locations**  
**Local Veterans' Affairs Network (VAN) Office**  
**1300 55 1918**

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Canberra ACT  
10 Moore Street, Canberra City  
Telephone: (02) 6225 4600

Townsville QLD  
150 Walker Street  
Telephone: (07) 4722 3333

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Gosford NSW  
Suite 1, 250 Mann Street  
Telephone: (02) 4323 4945

Adelaide SA  
Blackburn House, 199 Grenfell Street  
Telephone: (08) 8290 0403

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Lismore NSW  
Office 6, Level 1, Conway Court  
Molesworth Street (opposite Memorial Baths)  
Telephone: (02) 6622 4481

Hobart Tas  
21 Kirksway Place, Battery Point  
Telephone: (03) 6221 6628

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Newcastle NSW  
Ground floor, 6 Auckland Street, Newcastle West  
Telephone: (02) 4926 2733

Bairnsdale VIC  
49 McCulloch Street  
Telephone: (03) 5153 1120

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Parramatta NSW  
Shop 3, The Octagon Centre, 99 Phillip Street  
Telephone: (02) 9893 9892

Ballarat VIC  
12 Dawson Street South  
Telephone: (03) 5331 3844

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Sydney NSW  
1st floor, Tower B, Centennial Plaza  
280 Elizabeth Street, Surry Hills  
Telephone: (02) 9213 7900

Frankston VIC  
Suite 2, Level 1, 54-58 Wells Street  
Telephone: (03) 9783 7312

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Tweed Heads NSW  
Shop 45, Centro Tweed, Cnr Wharf & Bay Streets  
Telephone: (07) 5536 2933

Geelong VIC  
200 Malop Street  
Telephone: (03) 5221 8963

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Wollongong NSW  
Commonwealth Offices, 43 Burelli Street  
Telephone: (02) 4298 9992

Melbourne VIC  
300 Latrobe Street  
Telephone: (03) 9284 6221

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Darwin NT  
Civic Plaza, Ground Floor  
2 Chung Wah Terrace, Palmerston  
Telephone: (08) 8935 1444

Morwell VIC  
10 George Street  
Telephone: (03) 5133 0177

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Brisbane QLD  
259 Queen Street  
Telephone: (07) 3223 8475

Warrnambool VIC  
1/rear 76 Henna Street  
Telephone: (03) 5562 9900

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Gold Coast QLD  
12 Short Street, Southport  
Telephone: (07) 5571 1549

Wodonga VIC  
81 Hume Street  
Telephone: (02) 6056 4321

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Sunshine Coast QLD  
129 Horton Parade, Maroochydore  
Telephone: (07) 5479 5112

Perth WA  
AMP Building, 140 St George's Terrace  
Telephone: (08) 9366 8444

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Toowoomba QLD  
99 Russell Street  
Telephone: (07) 4638 1555

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**In addition to the above VAN offices, DVA also has a number of contracted service sites, for more details ring 1300 55 1918 to connect with your nearest VAN office.**



**Australian Government**  
**Department of Veterans' Affairs**

Your **Repatriation Health Card** identifies you as being eligible for health care and services through arrangements the Repatriation Commission has with registered health care providers.

By using this card the person named consents to disclosure to DVA of the details of any information relating to benefits obtained and financial information associated with its use and warrants that any services claimed for that use have been provided.

**Before using your Repatriation Health Card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please send the card and corrections to the Department's State Office at PO BOX 9940 in your capital city. A correct replacement card will be sent to you.
- **SIGN** the card in the space provided on the back of the card.
- **READ** carefully the conditions of use printed on the back of the card and the instructions in the enclosed leaflet.
- Your card contains a magnetic strip which has been encoded with the card details.

**Please cut up and destroy your old Gold or White Repatriation Health Card and commence using your new card.**

Other Departmental information on health care and services is available from your nearest Departmental State Office located in your capital city.

**Please let us know immediately if you change your address or LOSE your card**

**This is your Repatriation Health Card**

Your **Repatriation Health Card – For All Conditions within Australia** (gold card), enables you to access health care and associated services for all your health care needs within Australia. The Department of Veterans' Affairs (DVA) has arrangements with registered health care providers to provide you with a comprehensive range of medical, hospital, pharmaceutical, dental and allied health services, along with travel assistance to and from the health care facilities where you are receiving treatment within Australia.

Your card contains a magnetic stripe which has been encoded with the following details: your name, address, file number, card type (eg gold) and date of birth.

**Sharing information with others:**

By taking delivery of your new Repatriation Health Care Card you acknowledge that:

1. DVA may disclose some of your personal information to Medicare Australia for the purpose of assigning you an Individual Healthcare Identifier;

2. DVA may provide:

information to a contracted organisation on the nature and/or quantity of medicines prescribed to you for the purpose of assessing potentially hazardous dosages and/or medicine combinations; and

your doctor(s) with advice on the nature and/or quantity of medicines prescribed to you, including advice of potentially hazardous dosages and/or medicine combinations.

**Before using your gold card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veteran's Affairs PO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old gold card and commence using your new card.

**THIS IS YOUR REPATRIATION HEALTH CARD**

# ABOUT YOUR CARD

## When do I use my gold card?

Please ensure you present your gold card whenever you receive medical and/or other health treatment including pharmaceuticals within Australia.

## Will I be charged for treatment?

Generally, your health care provider will bill DVA directly for the services covered by the card and you will not be out of pocket. There are some exceptions which include: certain high cost dental services, optical items home care services and pharmaceuticals, where you pay a fee for each prescription (up to the Medicare Safety Net level).

## Do I have to get approval before receiving treatment?

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA on 1300 550 457 or ring your nearest DVA or VAN office on 1300 551 918.

## Can I use my card anywhere in Australia and overseas?

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you are travelling within Australia, contact your local DVA office if you require details of the nearest health care provider who accepts DVA clients.

If you are travelling overseas treatment is limited to your accepted disabilities only. Please contact DVA **BEFORE** you travel.

## What happens if my eligibility changes?

DVA will notify you and, where appropriate, ask you to destroy your card. It is illegal to continue to use the card once your eligibility has changed and DVA has requested the card to be destroyed.

## What happens if my card expires or is lost?

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

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**THIS IS YOUR REPATRIATION HEALTH CARD**

### **Does my doctor have to get approval before providing treatment?**

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA.

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- the Australian Government Department of Human Services to assign you an Individual Healthcare Identifier for the purpose of administering the eHealth record system; and
- medical and health professionals, including health practitioners, hospitals, and health, rehabilitation and home care providers, for the purpose of providing treatment and services and to assess potentially hazardous dosages and/or medicine combinations.

For more information about how DVA manages personal information please visit [www.dva.gov.au/privacy.htm](http://www.dva.gov.au/privacy.htm), or phone 133 254 (regional callers 1800 555 254) or email [privacy@dva.gov.au](mailto:privacy@dva.gov.au) and request a copy of our Privacy Policy.

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Your **Repatriation Health Card – For All Conditions** within Australia (gold card), enables you to access health care and associated services for all your health care needs within Australia. The Department of Veterans' Affairs (DVA) has arrangements with registered health care providers to provide you with a comprehensive range of medical, hospital, pharmaceutical, dental and allied health services, along with travel assistance to and from the health care facilities where you are receiving treatment within Australia. Your card contains a magnetic stripe which has been encoded with the following details: your name, file number and card type (e.g. gold).

#### **When do I use my gold card?**

Please ensure you present your gold card whenever you receive medical and/or other health treatment including pharmaceuticals within Australia.

#### **Will I be charged for treatment?**

Generally, your health care provider will invoice DVA directly for the services covered by the card and you will not be out of pocket. There are some exceptions which include certain high cost dental and home care services, optical items and pharmaceuticals where you pay a fee for each prescription (up to the Medicare Safety Net level).

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- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old gold card and commence using your new card.

#### **THIS IS YOUR REPATRIATION HEALTH CARD**

**Do I have to get approval before receiving treatment?**

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA.

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Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you are travelling within Australia, contact your local DVA office if you require details of the nearest health care provider who accepts DVA clients. If you are travelling overseas, the card covers the cost of treatment for your accepted disabilities only. Please contact DVA **BEFORE** you travel.

### **Sharing your information with others**

By using this card, you consent to DVA collecting information regarding the details of any treatment, treatment related services and financial information associated with the card's use and acknowledge that your personal information may be used by DVA, collected from or provided to the following parties:

- the Australian Government Department of Human Services to assign you an Individual Healthcare Identifier for the purpose of administering the eHealth record system; and
- medical and health professionals, including health practitioners, hospitals, and health, rehabilitation and home care providers, for the purpose of providing treatment and services and to assess potentially hazardous dosages and/or medicine combinations.

For more information about how DVA manages personal information please visit [www.dva.gov/privacy.htm](http://www.dva.gov/privacy.htm), or phone 133 254 (regional callers 1800 555 254) or email [privacy@dva.gov.au](mailto:privacy@dva.gov.au) and request a copy of our Privacy Policy.

### **How do I contact DVA?**

**BY PHONE:** General Enquiries; 133 254      Non-metropolitan callers; 1800 555 254  
VAN Network; 1300 551 918

**POST:** GPO Box 9998 in your capital city      **E-MAIL:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**IN PERSON:** For details of a local VAN or DVA office, please phone DVA on the phone numbers listed above or at [www.dva.gov.au](http://www.dva.gov.au). Additional information on health care and services is available from your nearest DVA Office or via the internet at [www.dva.gov.au](http://www.dva.gov.au).

Your **Repatriation Health Card – Totally & Permanently Incapacitated** (gold card), enables you to access health care and associated services for all your health care needs within Australia. The Department of Veterans' Affairs (DVA) has arrangements with registered health care providers to provide you with a comprehensive range of medical, hospital, pharmaceutical, dental and allied health services, along with travel assistance to and from the health care facilities where you are receiving treatment within Australia. Your card contains a magnetic stripe which has been encoded with the following details: your name, file number and card type (e.g. gold).

#### **When do I use my gold card?**

Please ensure you present your gold card whenever you receive medical and/or other health treatment including pharmaceuticals within Australia.

#### **Will I be charged for treatment?**

Generally, your health care provider will invoice DVA directly for the services covered by the card and you will not be out of pocket. There are some exceptions which include certain high cost dental and home care services, optical items and pharmaceuticals where you pay a fee for each prescription (up to the Medicare Safety Net level).

#### **Before using your gold card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veterans' Affairs GPO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old gold card and commence using your new card.

**THIS IS YOUR REPATRIATION HEALTH CARD**

### **Do I have to get approval before receiving treatment?**

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA.

### **What happens if my eligibility changes?**

DVA will notify you and, where appropriate, ask you to destroy your card. It is illegal to continue to use it once your eligibility has changed and DVA has requested the card to be destroyed. A breach of the use of the terms and conditions of your card could result in DVA seeking to recover costs incurred. Please be aware that entitlement to your card cannot be passed to your spouse in the event of your death.

### **What happens if my card expires or is lost?**

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

### **Can I use my card anywhere in Australia and overseas?**

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you are travelling within Australia, contact your local DVA office if you require details of the nearest health care provider who accepts DVA clients. If you are travelling overseas, the card covers the cost of treatment for your accepted disabilities only. Please contact DVA **BEFORE** you travel.

### **Sharing your information with others**

By using this card, you consent to DVA collecting information regarding the details of any treatment, treatment related services and financial information associated with the card's use and acknowledge that your personal information may be used by DVA, collected from or provided to the following parties:

- the Australian Government Department of Human Services to assign you an Individual Healthcare Identifier for the purpose of administering the eHealth record system; and
- medical and health professionals, including health practitioners, hospitals, and health, rehabilitation and home care providers, for the purpose of providing treatment and services and to assess potentially hazardous dosages and/or medicine combinations.

For more information about how DVA manages personal information please visit [www.dva.gov/privacy.htm](http://www.dva.gov/privacy.htm), or phone 133 254 (regional callers 1800 555 254) or email [privacy@dva.gov.au](mailto:privacy@dva.gov.au) and request a copy of our Privacy Policy.

### **How do I contact DVA?**

**BY PHONE:** General Enquiries; 133 254      Non-metropolitan callers; 1800 555 254  
VAN Network; 1300 551 918

**POST:** GPO Box 9998 in your capital city      **E-MAIL:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**IN PERSON:** For details of a local VAN or DVA office, please phone DVA on the phone numbers listed above or at [www.dva.gov.au](http://www.dva.gov.au). Additional information on health care and services is available from your nearest DVA Office or via the internet at [www.dva.gov.au](http://www.dva.gov.au).



Australian Government  
Department of Veterans' Affairs



DR BERNARD ATHERTON | MEMBER OF PARLIAMEN

«ADRN»  
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«ADR3»  
«ADR4»

Approved  
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### Here is your TPI Veteran Gold Card

You can use this card to access clinically needed medical treatment in Australia, including:

- Hospital or day procedure treatment
- Allied health treatment
- GP or specialist treatment
- *Some dental and optical treatment*
- Medications at the concession rate
- Community nursing
- Pathology and medical imaging.

You may also be eligible for certain other services and support, such as:

- Counselling
- Home help and care services
- Travel to and from medical appointments
- Medical aids, equipment and modifications.

### How to use your Gold Card

Show your card whenever you visit your health care provider. Medical treatment is usually covered by DVA if you see a provider who accepts your Gold Card. We may need to approve some services before you receive them. Go to [www.dva.gov.au/gold-card](http://www.dva.gov.au/gold-card) for more information.

### What you need to do

- Check the card details on the front and if they are incorrect, return the card to us at GPO Box 9998, Brisbane QLD 4001 with the right details. We will send you a new card.
- If the card details are correct, read the conditions of use on the back of the card and sign in the space provided. You can now start using your Gold Card.
- Destroy your old card if you have one.

## Using your card when travelling

You can use your Gold Card anywhere in Australia.

You cannot use your Gold Card overseas. You may make a claim for medical expenses you paid for while overseas but only for DVA-accepted conditions and if a medical professional has assessed there was a clinical need. We cannot guarantee that all claims will be paid so it is important to read the conditions at [www.dva.gov.au/OS-medical](http://www.dva.gov.au/OS-medical) before you leave.

## What you need to know

- Your card is only for you and cannot be used by your family members.
- Your Gold Card's expiry date is shown on the front of the card. You will receive a replacement card approximately 1 month before the current one expires.
- Please let us know if your address or other contact details change.
- Please let us know if your card is lost or stolen.
- If your card is damaged, you can order a new one online through DVA's MyService or by calling us on 1800 VETERAN (1800 838 372).

## If you have any questions about your Gold Card

Go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) or [www.dva.gov.au/myservice](http://www.dva.gov.au/myservice) and follow the prompts to send us a message. You can also phone 1800 VETERAN (1800 838 372) and say 'Gold Card' when we ask why you are calling. Or visit a DVA office to talk to someone in person. Go to [www.dva.gov.au/dva-offices](http://www.dva.gov.au/dva-offices) to find an office near you.

## Open Arms Veterans & Families Counselling

Current and ex-serving ADF members and their families can call Open Arms on 1800 011 046 or go to [www.OpenArms.gov.au](http://www.OpenArms.gov.au) for 24-hour free and confidential counselling and support.

## Your personal information

The privacy and security of your personal information is important to us, and is protected by law. We need to collect, use and disclose information generated from using your DVA Veteran Card to administer and process treatment and payments, and to provide services to you. We may also use or disclose this personal information for public health purposes such as research and investigations, or to improve the wellbeing, treatment, services and outcomes for veterans.

By using this DVA Veteran Card you consent to us collecting, using and disclosing information about its use. You also acknowledge DVA may disclose your personal information to third parties, including Services Australia and medical and health professionals, in accordance with our privacy policy.

If you have no objections to your personal information being used for research or other public health purposes, you do not need to do anything. We will continue to collect, use and disclose your personal information based on an understanding that you do not object.

If you do object to your personal information being used for these purposes, please email us at [privacy.enquiries@dva.gov.au](mailto:privacy.enquiries@dva.gov.au) or go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) and follow the prompts to send us a message. You can also ask your delegate or nominated contact (if you have one) to call or write to us.

Go to [www.dva.gov.au/privacy](http://www.dva.gov.au/privacy) to see DVA's privacy policy.



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## Here is your Veteran Gold Card

You can use this card to access clinically needed medical treatment in Australia, including:

- Hospital or day procedure treatment
- Allied health treatment
- GP or specialist treatment
- Some dental and optical treatment
- Medications at the concession rate
- Community nursing
- Pathology and medical imaging.

You may also be eligible for certain other services and support, such as:

- Counselling
- Home help and care services
- Travel to and from medical appointments
- Medical aids, equipment and modifications.

## How to use your Veteran Gold Card

Show your card whenever you visit your health care provider. Medical treatment is usually covered by DVA if you see a provider who accepts your Gold Card. We may need to approve some services before you receive them. Go to [www.dva.gov.au/gold-card](http://www.dva.gov.au/gold-card) for more information.

## What you need to do

- Check the card details on the front and if they are incorrect, return the card to us at GPO Box 9998, Brisbane QLD 4001 with the right details. We will send you a new card.
- If the card details are correct, read the conditions of use on the back of the card and sign in the space provided. You can now start using your Gold Card.
- Destroy your old card if you have one.

## Using your card when travelling

You can use your Gold Card anywhere in Australia.

You cannot use your Gold Card overseas. You may make a claim for medical expenses you paid for while overseas but only for DVA-accepted conditions and if a medical professional has assessed there was a clinical need. We cannot guarantee that all claims will be paid so it is important to read the conditions at [www.dva.gov.au/OS-medical](http://www.dva.gov.au/OS-medical) before you leave.

## What you need to know

- Your card is only for you and cannot be used by your family members.
- Your Gold Card's expiry date is shown on the front of the card. You will receive a replacement card approximately 1 month before the current one expires.
- Please let us know if your address or other contact details change.
- Please let us know if your card is lost or stolen.
- If your card is damaged, you can order a new one online through DVA's MyService or by calling us on 1800 VETERAN (1800 838 372).

## If you have any questions about your Gold Card

Go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) or [www.dva.gov.au/my-service](http://www.dva.gov.au/my-service) and follow the prompts to send us a message. You can also phone 1800 VETERAN (1800 838 372) and say 'Gold Card' when we ask why you are calling. Or visit a DVA office to talk to someone in person. Go to [www.dva.gov.au/dva-offices](http://www.dva.gov.au/dva-offices) to find an office near you.

## Open Arms Veterans & Families Counselling

Current and ex-serving ADF members and their families can call Open Arms on 1800 011 046 or go to [www.OpenArms.gov.au](http://www.OpenArms.gov.au) for 24-hour free and confidential counselling and support.

## Your personal information

The privacy and security of your personal information is important to us, and is protected by law. We need to collect, use and disclose information generated from using your DVA Veteran Card to administer and process treatment and payments, and to provide services to you. We may also use or disclose this personal information for public health purposes such as research and investigations, or to improve the wellbeing, treatment, services and outcomes for veterans.

By using this DVA Veteran Card you consent to us collecting, using and disclosing information about its use. You also acknowledge DVA may disclose your personal information to third parties, including Services Australia and medical and health professionals, in accordance with our privacy policy.

If you have no objections to your personal information being used for research or other public health purposes, you do not need to do anything. We will continue to collect, use and disclose your personal information based on an understanding that you do not object.

If you do object to your personal information being used for these purposes, please email us at [privacy.enquiries@dva.gov.au](mailto:privacy.enquiries@dva.gov.au) or go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) and follow the prompts to send us a message. You can also ask your delegate or nominated contact (if you have one) to call or write to us.

Go to [www.dva.gov.au/privacy](http://www.dva.gov.au/privacy) to see DVA's privacy policy.





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## Here is your Veteran Orange Card

You can use this card to access prescription medicines, wound care items and nutritional supplements at a concession rate at pharmacies in Australia.

When buying prescription items, you will need to pay the concessional rate for each one until you reach your Safety Net Threshold for the calendar year.

If you choose a non-generic brand, you may need to pay an additional amount. Talk to your pharmacist to find out more about the cost of different medicines.

The Orange Card cannot be used for medical or other healthcare treatment.

## How to use your Veteran Orange Card

When you visit your doctor for a prescription, show your Orange Card so they can prescribe for you through the Repatriation Pharmaceutical Benefits Scheme (RPBS).

You also need to show your Orange Card when you take your prescription to the pharmacy. If you do not show your card, you may be charged more and the purchase may not count towards your RPBS Safety Net Threshold.

## What you need to do

Before using your card, check the personal details on the front.

- If the card details are incorrect, return the card to us at GPO Box 9998, Brisbane QLD 4001 with the right details. We will send you a new card.
- If the card details are correct, read the conditions of use on the back of the card and sign in the space provided. You can now start using your Orange Card.
- Destroy your old card if you have one.

## Using your card when travelling

You can only use your Orange Card in Australia. Your card cannot be used when you are travelling overseas.

## What you need to know

- Your card is only for you and cannot be used by your family members.
- Your Orange Card's expiry date is shown on the front of the card. You will receive a replacement card approximately 1 month before the current one expires.
- Please let us know if your address or other contact details change.
- Please let us know if your card is lost or stolen.
- If your card is damaged, you can order a new one online through DVA's MyService or by calling us on 1800 VETERAN (1800 838 372).

## If you have any questions about your Orange Card

Go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) or [www.dva.gov.au/myservice](http://www.dva.gov.au/myservice) and follow the prompts to send us a message. You can also phone 1800 VETERAN (1800 838 372) and say 'Orange Card' when we ask why you are calling. Or visit a DVA office to talk to someone in person. Go to [www.dva.gov.au/dva-offices](http://www.dva.gov.au/dva-offices) to find an office near you.

## If you need help or support

Call us on 1800 VETERAN (1800 838 372) or go to our homepage at [www.dva.gov.au](http://www.dva.gov.au) for information about counselling and support services you can access if needed.

## Your personal information

The privacy and security of your personal information is important to us, and is protected by law. We need to collect, use and disclose information generated from using your DVA Veteran Card to administer and process treatment and payments, and to provide services to you. We may also use or disclose this personal information for public health purposes such as research and investigations, or to improve the wellbeing, treatment, services and outcomes for veterans.

By using this DVA Veteran Card you consent to us collecting, using and disclosing information about its use. You also acknowledge DVA may disclose your personal information to third parties, including Services Australia and medical and health professionals, in accordance with our privacy policy.

If you have no objections to your personal information being used for research or other public health purposes, you do not need to do anything. We will continue to collect, use and disclose your personal information based on an understanding that you do not object.

If you do object to your personal information being used for these purposes, please email us at [privacy.enquiries@dva.gov.au](mailto:privacy.enquiries@dva.gov.au) or go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) and follow the prompts to send us a message. You can also ask your delegate or nominated contact (if you have one) to call or write to us.

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## Here is your Veteran White Card

The Veteran White Card covers you for clinically needed medical treatment in Australia for your DVA-accepted service-related injuries or conditions. This may include:

- Hospital or day procedure treatment
- Allied health treatment
- GP or specialist treatment
- Some dental and optical treatment
- Medications at the concession rate
- Community nursing
- Pathology and medical imaging

You may also be eligible for certain other services and support for your conditions, including:

- Travel to and from medical appointments
- Medical aids, equipment and modifications
- Counselling
- Home help and care services

The Veteran White Card will also cover treatment for mental-health conditions by a mental-health provider for veterans with continuous full-time service and certain reserve service. It may also cover treatment for cancer (malignant neoplasm) and pulmonary tuberculosis in specific situations. Call us or go to [www.dva.gov.au/NLHC-treatment](http://www.dva.gov.au/NLHC-treatment) for more information.

## What you need to do

Check the personal details on the front of your card. If they are incorrect, return the card to us at GPO Box 9998, Brisbane QLD 4001 with the right details. We will send you a new card.

If the card details are correct, read the conditions of use on the back and sign in the space provided. You can now start using your card. Destroy your old card if you have one.

## How to use your White Card

Show your card whenever you visit a healthcare provider for the conditions it covers. Medical treatment is usually covered by DVA if the provider accepts your White Card.

We may need to approve some services before you receive them. Go to [www.dva.gov.au/white-card](http://www.dva.gov.au/white-card) for more information.

## Using your card when travelling

You can use your White Card anywhere in Australia for DVA-accepted conditions it covers.

You cannot use your White Card overseas. You may make a claim for medical expenses you paid for while overseas but only for DVA-accepted conditions and if a medical professional has assessed there was a clinical need. We cannot guarantee that all claims will be paid so it is important to read the conditions at [www.dva.gov.au/OS-medical](http://www.dva.gov.au/OS-medical) before you leave.

## What you need to know

- Your card is only for you and cannot be used by your family members.
- Your White Card's expiry date is on the front of the card. You will receive a replacement card approximately 1 month before the current one expires.
- Please let us know if your address or other contact details change.
- Please let us know if your card is lost or stolen.
- If your card is damaged, you can order a new one online through DVA's MyService or by calling us on 1800 VETERAN (1800 838 372).
- We will contact you if your circumstances and eligibility for the White Card change.

## If you have any questions about your White Card

Go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) or [www.dva.gov.au/myservice](http://www.dva.gov.au/myservice) and follow the prompts to send us a message. You can also phone 1800 VETERAN (1800 838 372) and say 'White Card' when we ask why you are calling. Or visit a DVA office to talk to someone in person. Go to [www.dva.gov.au/dva-offices](http://www.dva.gov.au/dva-offices) to find an office near you.

## If you need counselling or support

Current and ex-serving ADF members and their families can call Open Arms Veterans & Families Counselling on 1800 011 046 or go to [www.OpenArms.gov.au](http://www.OpenArms.gov.au) for 24-hour free and confidential counselling and support. If you aren't a current or ex-serving ADF member, you can call 1800 VETERAN (1800 838 372) or go to the [www.dva.gov.au](http://www.dva.gov.au) homepage to find more services.

## Your personal information

The privacy and security of your personal information is important to us and is protected by law. We need to collect, use and disclose information generated from using your DVA Veteran Card to administer and process treatment and payments, and to provide services to you. We may also use or disclose this personal information for public health purposes such as research and investigations, or to improve the wellbeing, treatment, services and outcomes for veterans.

By using this DVA Veteran Card you consent to us collecting, using and disclosing information about its use. You also acknowledge DVA may disclose your personal information to third parties, including Services Australia and medical and health professionals, in accordance with our privacy policy.

If you have no objections to your personal information being used for research or other public health purposes, you do not need to do anything. We will continue to collect, use and disclose your personal information based on an understanding that you do not object.

If you do object to your personal information being used for these purposes, please email us at [privacy.enquiries@dva.gov.au](mailto:privacy.enquiries@dva.gov.au) or go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) and follow the prompts to send us a message. You can also ask your delegate or nominated contact (if you have one) to call or write to us.

Go to [www.dva.gov.au/privacy](http://www.dva.gov.au/privacy) to see DVA's privacy policy.



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## Here is your Veteran Gold Card

You can use this card to access clinically needed medical treatment in Australia, including:

- Hospital or day procedure treatment
- Allied health treatment
- GP or specialist treatment
- Some dental and optical treatment
- Medications at the concession rate
- Community nursing
- Pathology and medical imaging.

You may also be eligible for certain other services and support, such as:

- Counselling
- Home help and care services
- Travel to and from medical appointments
- Medical aids, equipment and modifications.

## What you need to do

Before using your card, check the personal details on the front.

- If the card details are incorrect, return the card to us at GPO Box 9998, Brisbane QLD 4001 with the right details. We will send you a new card.
- If the card details are correct, read the conditions of use on the back of the card and sign in the space provided. You can now start using your Gold Card.
- Destroy your old card if you have one.

## **How to use your Veteran Gold Card**

Show your card whenever you visit your health care provider. Medical treatment is usually covered by DVA if you see a provider who accepts your Gold Card.

We may need to approve some services before you receive them. Go to [www.dva.gov.au/gold-card](http://www.dva.gov.au/gold-card) for more information.

## **What you need to tell us**

You must tell us about changes that could affect your eligibility for the Gold Card within 14 days. These changes may be to your:

- Income or assets
- Relationship status or living arrangements.

If your circumstances change and you are no longer eligible for the Gold Card, we will send you a letter asking you to stop using your card and to destroy it.

## **Using your card when travelling**

You can use your Gold Card anywhere in Australia.

You cannot use your Gold Card overseas. You may make a claim for medical expenses you paid for while overseas but only for approved conditions and if a medical professional has assessed there was a clinical need. We cannot guarantee that all claims will be paid so it is important to read the conditions at [www.dva.gov.au/OS-medical](http://www.dva.gov.au/OS-medical) before you leave.

## **What you need to know**

- Your card is only for you and cannot be used by your family members.
- By using your card, you consent to us collecting information about your treatment.
- Your Gold Card's expiry date is shown on the front of the card. You will receive a replacement card approximately 1 month before the current one expires.
- If your card is lost, stolen or damaged you can order a new one online through DVA's MyService or by calling us on 1800 555 254.

## **If you want more information**

If you have any questions about this letter you can go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) or [www.dva.gov.au/myservice](http://www.dva.gov.au/myservice) and follow the prompts to send us a message. You can also call us on 1800 555 254 and quote your DVA file number or visit a DVA office to talk to someone in person. Go to [www.dva.gov.au/dva-offices](http://www.dva.gov.au/dva-offices) to find an office near you.

## **Open Arms Veterans & Families Counselling**

Current and ex-serving ADF members and their families can call Open Arms on 1800 011 046 or go to [www.OpenArms.gov.au](http://www.OpenArms.gov.au) for 24-hour free and confidential counselling and support.

Internet: [www.dva.gov.au](http://www.dva.gov.au)  
Phone: 1800 555 254  
GPO Box 9998, Brisbane QLD 4001



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### **Here is your Veteran Orange Card**

You can use this card to access prescription medicines, wound care items and nutritional supplements at a concession rate at pharmacies in Australia.

When buying prescription items, you will need to pay \$6.60 for each one until you reach your Safety Net Threshold for the calendar year.

If you choose a non-generic brand, you may need to pay an additional amount. Talk to your pharmacist to find out more about the cost of different medicines.

The Orange Card cannot be used for medical or other healthcare treatment.

### **How to use your Veteran Orange Card**

When you visit your doctor for a prescription, show your Orange Card so they can prescribe for you through the Repatriation Pharmaceutical Benefits Scheme (RPBS).

You also need to show your Orange Card when you take your prescription to the pharmacy. If you do not show your card, you may be charged more and the purchase may not count towards your RPBS Safety Net Threshold.

### **What you need to do**

Before using your card, check the personal details on the front.

- If the card details are incorrect, return the card to us at GPO Box 9998, Brisbane QLD 4001 with the right details. We will send you a new card.
- If the card details are correct, read the conditions of use on the back of the card and sign in the space provided. You can now start using your Orange Card.
- Destroy your old card if you have one.

## **What you need to tell us**

You must tell us about changes that could affect your eligibility for the Orange Card. Go to [www.dva.gov.au/what-to-tell-us](http://www.dva.gov.au/what-to-tell-us) for more information.

If your circumstances change and you are no longer eligible for the Orange Card, we will send you a letter asking you to stop using your card and to destroy it.

## **Using your card when travelling**

You can only use your Orange Card in Australia. Your card cannot be used when you are travelling overseas.

## **What you need to know**

- Your card is only for you and cannot be used by your family members.
- By using your card, you consent to us collecting information about your treatment.
- Your Orange Card's expiry date is shown on the front of the card. You will receive a replacement card approximately 1 month before the current one expires.
- If your card is lost, stolen or damaged you can order a new one online through DVA's MyService or by calling us on 1800 555 254.

## **If you want more information**

If you have any questions about this letter you can go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) or [www.dva.gov.au/myservice](http://www.dva.gov.au/myservice) and follow the prompts to send us a message. You can also call us on 1800 555 254 and quote your DVA file number or visit a DVA office to talk to someone in person. Go to [www.dva.gov.au/dva-offices](http://www.dva.gov.au/dva-offices) to find an office near you.

## **If you need help or support**

Call us on 1800 555 254 or go to our homepage at [www.dva.gov.au](http://www.dva.gov.au) for information about counselling and support services you can access if needed.

Internet: [www.dva.gov.au](http://www.dva.gov.au)

Phone: 1800 555 254

GPO Box 9998, Brisbane QLD 4001





**Australian Government**  
**Department of Veterans' Affairs**

DHSVA002.v5.01 | «BARC» | «SEQ»

«ADRN»

«ADR1»

«ADR2»

«ADR3»

«ADR4»



## Here is your TPI Veteran Gold Card

You can use this card to access clinically needed medical treatment in Australia, including:

- Hospital or day procedure treatment
- Allied health treatment
- GP or specialist treatment
- Some dental and optical treatment
- Medications at the concession rate
- Community nursing
- Pathology and medical imaging.

You may also be eligible for certain other services and support, such as:

- Counselling
- Home help and care services
- Travel to and from medical appointments
- Medical aids, equipment and modifications.

## What you need to do

Before using your card, check the personal details on the front.

- If the card details are incorrect, return the card to us at GPO Box 9998, Brisbane QLD 4001 with the right details. We will send you a new card.
- If the card details are correct, read the conditions of use on the back of the card and sign in the space provided. You can now start using your Gold Card.
- Destroy your old card if you have one.

## **How to use your TPI Veteran Gold Card**

Show your card whenever you visit your health care provider. Medical treatment is usually covered by DVA if you see a provider who accepts your Gold Card.

We may need to approve some services before you receive them. Go to [www.dva.gov.au/gold-card](http://www.dva.gov.au/gold-card) for more information.

## **What you need to tell us**

You must tell us about changes that could affect your eligibility for the Gold Card within 14 days. These changes may be to your:

- Income or assets
- Relationship status or living arrangements.

If your circumstances change and you are no longer eligible for the Gold Card, we will send you a letter asking you to stop using your card and to destroy it.

## **Using your card when travelling**

You can use your Gold Card anywhere in Australia.

You cannot use your Gold Card overseas. You may make a claim for medical expenses you paid for while overseas but only for approved conditions and if a medical professional has assessed there was a clinical need. We cannot guarantee that all claims will be paid so it is important to read the conditions at [www.dva.gov.au/OS-medical](http://www.dva.gov.au/OS-medical) before you leave.

## **What you need to know**

- Your card is only for you and cannot be used by your family members.
- By using your card, you consent to us collecting information about your treatment.
- Your Gold Card's expiry date is shown on the front of the card. You will receive a replacement card approximately 1 month before the current one expires.
- If your card is lost, stolen or damaged you can order a new one online through DVA's MyService or by calling us on 1800 555 254.

## **If you want more information**

If you have any questions about this letter you can go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) or [www.dva.gov.au/myservice](http://www.dva.gov.au/myservice) and follow the prompts to send us a message. You can also call us on 1800 555 254 and quote your DVA file number or visit a DVA office to talk to someone in person. Go to [www.dva.gov.au/dva-offices](http://www.dva.gov.au/dva-offices) to find an office near you.

## **Open Arms Veterans & Families Counselling**

Current and ex-serving ADF members and their families can call Open Arms on 1800 011 046 or go to [www.OpenArms.gov.au](http://www.OpenArms.gov.au) for 24-hour free and confidential counselling and support.

Internet: [www.dva.gov.au](http://www.dva.gov.au)  
Phone: 1800 555 254  
GPO Box 9998, Brisbane QLD 4001



**Australian Government**  
**Department of Veterans' Affairs**

DHSVA003.v5.01 | «BARC» | «SEQ»

«ADRN»

«ADR1»

«ADR2»

«ADR3»

«ADR4»



## Here is your Veteran White Card

The Veteran White Card covers you for clinically needed medical treatment in Australia for your accepted service-related injuries or conditions. It also covers treatment for mental health conditions, cancer (malignant neoplasm) and pulmonary tuberculosis.

This may include:

- Hospital or day procedure treatment
- Allied health treatment
- GP or specialist treatment
- Some dental and optical treatment
- Medications at the concession rate
- Community nursing
- Pathology and medical imaging.

You may also be eligible for certain other services and support for your conditions, including:

- Counselling
- Home help and care services
- Travel to and from medical appointments
- Medical aids, equipment and modifications.

## What you need to do

Before using your card, check the personal details on the front.

- If the card details are incorrect, return the card to us at GPO Box 9998, Brisbane QLD 4001 with the right details. We will send you a new card.
- If the card details are correct, read the conditions of use on the back of the card and sign in the space provided. You can now start using your White Card.
- Destroy your old card if you have one.

## **How to use your Veteran White Card**

Show your card whenever you visit a healthcare provider for the conditions it covers. Medical treatment is usually covered by DVA if you see a provider who accepts your White Card.

We may need to approve some services before you receive them. Go to [www.dva.gov.au/white-card](http://www.dva.gov.au/white-card) for more information.

## **Using your card when travelling**

You can use your White Card anywhere in Australia for the conditions it covers.

You cannot use your White Card overseas. You may make a claim for medical expenses you paid for while overseas but only for approved conditions and if a medical professional has assessed there was a clinical need. We cannot guarantee that all claims will be paid so it is important to read the conditions at [www.dva.gov.au/OS-medical](http://www.dva.gov.au/OS-medical) before you leave.

## **What you need to know**

- Your card is only for you and cannot be used by your family members.
- By using your card, you consent to us collecting information about your treatment.
- Your White Card's expiry date is on the front of the card. You will receive a replacement card approximately 1 month before the current one expires.
- If your card is lost, stolen or damaged you can order a new one online through DVA's MyService or by calling us on 1800 555 254.
- If your circumstances change and you are no longer eligible for the White Card, we will send you a letter asking you to stop using your card and to destroy it.

## **If you want more information**

If you have any questions about this letter you can go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) or [www.dva.gov.au/myservice](http://www.dva.gov.au/myservice) and follow the prompts to send us a message. You can also call us on 1800 555 254 and quote your DVA file number or visit a DVA office to talk to someone in person. Go to [www.dva.gov.au/dva-offices](http://www.dva.gov.au/dva-offices) to find an office near you.

## **Open Arms Veterans & Families Counselling**

Current and ex-serving ADF members and their families can call Open Arms on 1800 011 046 or go to [www.OpenArms.gov.au](http://www.OpenArms.gov.au) for 24-hour free and confidential counselling and support.

Internet: [www.dva.gov.au](http://www.dva.gov.au)

Phone: 1800 555 254

GPO Box 9998, Brisbane QLD 4001

Your **Repatriation Pharmaceutical Benefits Card** (orange card) enables you to access the extended range of medicines and other items (eg wound dressings) listed on the Repatriation Pharmaceuticals Benefits Scheme (RPBS), at the concessional rate. Your card contains a magnetic stripe which has been encoded with the following details: your name, file number and card type (e.g. orange).

**When do I use my orange Card?**

Please ensure you present your orange card to your doctor, medical specialist, dentist and pharmacist whenever you have medicines prescribed and dispensed.

**Will I be charged for my prescriptions?**

You will pay a co-payment for your medicines at a concessional rate for each prescription item up to the safety net limit. When the safety net limit is reached, there are no further co-payment charges for prescribed items for that calendar year.

**Before using your orange card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veterans' Affairs GPO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old orange card and commence using your new card.

**THIS IS YOUR REPATRIATION HEALTH CARD**

### **Which card should I use if I have both an ORANGE Card and WHITE Card?**

Your white card entitles you to treatment as well as medicines associated with your accepted conditions. If you are being treated for an accepted condition you should present your WHITE card to your doctor or pharmacist. For all other prescribed items use your ORANGE card.

### **What happens if my eligibility changes?**

DVA will notify you and, where appropriate, ask you to destroy your card. It is illegal to continue to use it once your eligibility has changed and DVA has requested the card to be destroyed. A breach of the use of the terms and conditions of your card could result in DVA seeking to recover costs incurred. Please be aware that entitlement to your card cannot be passed to your spouse in the event of your death.

### **What happens if my card expires or is lost?**

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

### **Can I use my card anywhere in Australia and overseas?**

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you need prescribed items within Australia, present your orange card along with your prescription to any pharmacy.

### **Sharing your information with others**

By using this card, you consent to DVA collecting information regarding the details of any treatment, treatment related services and financial information associated with the card's use and acknowledge that your personal information may be used by DVA, collected from or provided to the following parties:

- the Australian Government Department of Human Services to assign you an Individual Healthcare Identifier for the purpose of administering the eHealth record system; and
- medical and health professionals, including health practitioners, hospitals, and health, rehabilitation and home care providers, for the purpose of providing treatment and services and to assess potentially hazardous dosages and/or medicine combinations.

For more information about how DVA manages personal information please visit [www.dva.gov/privacy.htm](http://www.dva.gov/privacy.htm), or phone 133 254 (regional callers 1800 555 254) or email [privacy@dva.gov.au](mailto:privacy@dva.gov.au) and request a copy of our Privacy Policy.

### **How do I contact DVA?**

**BY PHONE:** General Enquiries; 133 254      Non-metropolitan callers; 1800 555 254  
VAN Network; 1300 551 918

**POST:** PO Box 9998 in your capital city      **E-MAIL:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**IN PERSON:** For details of a local VAN or DVA office, please phone DVA on the phone numbers listed above or at [www.dva.gov.au](http://www.dva.gov.au). Additional information on health care and services is available from your nearest DVA Office or via the internet at [www.dva.gov.au](http://www.dva.gov.au).

Your **Repatriation Health Card – For Specific Conditions** within Australia (white card), enables you to access health care and associated services for war or service related conditions that have been accepted by the Department.

#### **When do I use my white card?**

Please ensure you present your white card whenever you receive medical and/or other health treatment including pharmaceuticals that relate to your specific condition/s within Australia.

#### **Will I be charged for treatment?**

Generally, your health care provider will invoice DVA directly for the services covered by the card and you will not be out of pocket. There are some exceptions which include certain high cost dental and home care services, optical items and pharmaceuticals where you pay a fee for each prescription (up to the Medicare Safety Net level).

#### **Before using your white card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veterans' Affairs GPO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old white card and commence using your new card.

**THIS IS YOUR REPATRIATION HEALTH CARD**

### **Does my doctor have to get approval before providing treatment?**

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA.

### **What happens if my eligibility changes?**

DVA will notify you and, where appropriate, ask you to destroy your card. It is illegal to continue to use it once your eligibility has changed and DVA has requested the card to be destroyed. A breach of the use of the terms and conditions of your card could result in DVA seeking to recover costs incurred. Please be aware that entitlement to your card cannot be passed to your spouse in the event of your death.

### **What happens if my card expires or is lost?**

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

### **Can I use my card anywhere in Australia and overseas?**

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you are travelling within Australia, contact your local DVA office if you require details of the nearest health care provider who accepts DVA clients. If you are travelling overseas, the card covers the cost of treatment for your accepted disabilities only. Please contact DVA **BEFORE** you travel.

### **Sharing your information with others**

By using this card, you consent to DVA collecting information regarding the details of any treatment, treatment related services and financial information associated with the card's use and acknowledge that your personal information may be used by DVA, collected from or provided to the following parties:

- the Australian Government Department of Human Services to assign you an Individual Healthcare Identifier for the purpose of administering the eHealth record system; and
- medical and health professionals, including health practitioners, hospitals, and health, rehabilitation and home care providers, for the purpose of providing treatment and services and to assess potentially hazardous dosages and/or medicine combinations.

For more information about how DVA manages personal information please visit [www.dva.gov/privacy.htm](http://www.dva.gov/privacy.htm), or phone 133 254 (regional callers 1800 555 254) or email [privacy@dva.gov.au](mailto:privacy@dva.gov.au) and request a copy of our Privacy Policy.

### **How do I contact DVA?**

**BY PHONE:** General Enquiries; 133 254      Non-metropolitan callers; 1800 555 254  
VAN Network; 1300 551 918

**POST:** PO Box 9998 in your capital city      **E-MAIL:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**IN PERSON:** For details of a local VAN or DVA office, please phone DVA on the phone numbers listed above or at [www.dva.gov.au](http://www.dva.gov.au). Additional information on health care and services is available from your nearest DVA Office or via the internet at [www.dva.gov.au](http://www.dva.gov.au).



Your **Repatriation Health Card – Totally & Permanently Incapacitated** (gold card), enables you to access health care and associated services for all your health care needs within Australia. The Department of Veterans' Affairs (DVA) has arrangements with registered health care providers to provide you with a comprehensive range of medical, hospital, pharmaceutical, dental and allied health services, along with travel assistance to and from the health care facilities where you are receiving treatment within Australia. Your card contains a magnetic stripe which has been encoded with the following details: your name, file number and card type (e.g. gold).

#### **When do I use my gold card?**

Please ensure you present your gold card whenever you receive medical and/or other health treatment including pharmaceuticals within Australia.

#### **Will I be charged for treatment?**

Generally, your health care provider will invoice DVA directly for the services covered by the card and you will not be out of pocket. There are some exceptions which include certain high cost dental and home care services, optical items and pharmaceuticals where you pay a fee for each prescription (up to the Medicare Safety Net level).

#### **Before using your gold card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veterans' Affairs GPO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old gold card and commence using your new card.

**THIS IS YOUR REPATRIATION HEALTH CARD**

### **Do I have to get approval before receiving treatment?**

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA.

### **What happens if my eligibility changes?**

DVA will notify you and, where appropriate, ask you to destroy your card. It is illegal to continue to use it once your eligibility has changed and DVA has requested the card to be destroyed. A breach of the use of the terms and conditions of your card could result in DVA seeking to recover costs incurred. Please be aware that entitlement to your card cannot be passed to your spouse in the event of your death.

### **What happens if my card expires or is lost?**

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

### **Can I use my card anywhere in Australia and overseas?**

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you are travelling within Australia, contact your local DVA office if you require details of the nearest health care provider who accepts DVA clients. If you are travelling overseas, the card covers the cost of treatment for your accepted disabilities only. Please contact DVA **BEFORE** you travel.

### **Sharing your information with others**

By using this card, you consent to DVA collecting information regarding the details of any treatment, treatment related services and financial information associated with the card's use and acknowledge that your personal information may be used by DVA, collected from or provided to the following parties:

- the Australian Government Department of Human Services to assign you an Individual Healthcare Identifier for the purpose of administering the eHealth record system; and
- medical and health professionals, including health practitioners, hospitals, and health, rehabilitation and home care providers, for the purpose of providing treatment and services and to assess potentially hazardous dosages and/or medicine combinations.

For more information about how DVA manages personal information please visit [www.dva.gov/privacy.htm](http://www.dva.gov/privacy.htm), or phone 133 254 (regional callers 1800 555 254) or email [privacy@dva.gov.au](mailto:privacy@dva.gov.au) and request a copy of our Privacy Policy.

### **How do I contact DVA?**

**BY PHONE:** General Enquiries; 133 254      Non-metropolitan callers; 1800 555 254  
VAN Network; 1300 551 918

**POST:** PO Box 9998 in your capital city      **E-MAIL:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**IN PERSON:** For details of a local VAN or DVA office, please phone DVA on the phone numbers listed above or at [www.dva.gov.au](http://www.dva.gov.au). Additional information on health care and services is available from your nearest DVA Office or via the internet at [www.dva.gov.au](http://www.dva.gov.au).

Your **Repatriation Health Card – For All Conditions** within Australia (gold card), enables you to access health care and associated services for all your health care needs within Australia. The Department of Veterans' Affairs (DVA) has arrangements with registered health care providers to provide you with a comprehensive range of medical, hospital, pharmaceutical, dental and allied health services, along with travel assistance to and from the health care facilities where you are receiving treatment within Australia. Your card contains a magnetic stripe which has been encoded with the following details: your name, file number and card type (e.g. gold).

#### **When do I use my gold card?**

Please ensure you present your gold card whenever you receive medical and/or other health treatment including pharmaceuticals within Australia.

#### **Will I be charged for treatment?**

Generally, your health care provider will invoice DVA directly for the services covered by the card and you will not be out of pocket. There are some exceptions which include certain high cost dental and home care services, optical items and pharmaceuticals where you pay a fee for each prescription (up to the Medicare Safety Net level).

#### **Before using your gold card please:**

- **CHECK** that the personal details on the front of the card are correct. If they are incorrect, please return the card with the corrections identified to the Department of Veterans' Affairs GPO BOX 9998 in your capital city. Your details will be corrected and a replacement card will be sent to you.
- **SIGN** the card on the space provided on the back of the card.
- **READ** the conditions of use printed on the back of the card and the information contained over the page.

If all of your details are correct please cut up and destroy your old gold card and commence using your new card.

**THIS IS YOUR REPATRIATION HEALTH CARD**

### **Do I have to get approval before receiving treatment?**

There are some services that require DVA approval **BEFORE THE SERVICE IS PROVIDED**. It is a good idea to ask your treating health care provider if they need DVA approval to carry out the proposed treatment. Otherwise, there is a risk that you may be required to pay for the service. If you are unsure, please ask your treating health care provider to check with DVA.

### **What happens if my eligibility changes?**

DVA will notify you and, where appropriate, ask you to destroy your card. It is illegal to continue to use it once your eligibility has changed and DVA has requested the card to be destroyed. A breach of the use of the terms and conditions of your card could result in DVA seeking to recover costs incurred. Please be aware that entitlement to your card cannot be passed to your spouse in the event of your death.

### **What happens if my card expires or is lost?**

Before your card is due to expire a new card will be sent to you. If you lose your card, please contact DVA immediately to have a replacement card issued.

### **Can I use my card anywhere in Australia and overseas?**

Your card is for use in Australia only. Your card cannot be used when you are travelling overseas. If you are travelling within Australia, contact your local DVA office if you require details of the nearest health care provider who accepts DVA clients. If you are travelling overseas, the card covers the cost of treatment for your accepted disabilities only. Please contact DVA **BEFORE** you travel.

### **Sharing your information with others**

By using this card, you consent to DVA collecting information regarding the details of any treatment, treatment related services and financial information associated with the card's use and acknowledge that your personal information may be used by DVA, collected from or provided to the following parties:

- the Australian Government Department of Human Services to assign you an Individual Healthcare Identifier for the purpose of administering the eHealth record system; and
- medical and health professionals, including health practitioners, hospitals, and health, rehabilitation and home care providers, for the purpose of providing treatment and services and to assess potentially hazardous dosages and/or medicine combinations.

For more information about how DVA manages personal information please visit [www.dva.gov/privacy.htm](http://www.dva.gov/privacy.htm), or phone 133 254 (regional callers 1800 555 254) or email [privacy@dva.gov.au](mailto:privacy@dva.gov.au) and request a copy of our Privacy Policy.

### **How do I contact DVA?**

**BY PHONE:** General Enquiries; 133 254      Non-metropolitan callers; 1800 555 254  
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**POST:** PO Box 9998 in your capital city      **E-MAIL:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**IN PERSON:** For details of a local VAN or DVA office, please phone DVA on the phone numbers listed above or at [www.dva.gov.au](http://www.dva.gov.au). Additional information on health care and services is available from your nearest DVA Office or via the internet at [www.dva.gov.au](http://www.dva.gov.au).

## PRIVACY COLLECTION NOTICE

### Veterans' Medicines Advice and Therapeutics Education Services (Veterans' MATES) Program

The Department of Veterans' Affairs is committed to ensuring personal information provided for the Veterans' MATES program is handled in accordance with the *Privacy Act 1988 (Cth)* (Privacy Act).

#### Who is collecting your personal information?

Your personal information is being collected by the Commonwealth of Australia, represented by the Department of Veterans' Affairs (ABN 23 964 290 824) ('Us', 'We', 'Our').

#### Why is your personal information being collected?

Your personal information is being collected to enable us to develop and deliver you with personalised, effective health and wellbeing information, resources, advice and support that is tailored to your personal specific health care needs and circumstances and aims to:

- improve your use of medicines (reducing the use of unnecessary medicines; increasing the use of under-utilised medicines, reducing adverse medicine events) and
- improve your use of related health services.

Your data is also de-identified and aggregated into broader medicines-based data that is used to inform our health policies, practices and research about medicine prescribing and use in the Australian veteran population.

If you do not want your information to be used for this purpose please email us at:

[privacy.enquiries@dva.gov.au](mailto:privacy.enquiries@dva.gov.au) or go to [www.dva.gov.au/general-enquiries](http://www.dva.gov.au/general-enquiries) and follow the prompts to send us a message.

#### How will we manage your personal information?

Your personal information is managed under a strict data management plan and maintained in a secure purpose built environment to store DVA Data (within Australia) that provides appropriate data access arrangements. Access is to appropriately security-cleared personnel only and in compliance with relevant Commonwealth and DVA security requirements. This information is for use by the Veterans' MATES program only and is not authorised for use for any other purpose.

#### What personal information is being collected?

Your personal information that is being collected for use in the program is our health claims data and includes:

- Name
- Date of birth
- DVA reference number
- Applicable health conditions
- Hospital procedures
- Pharmacy, medical and allied health records including doctor visits, radiology, pharmaceutical and pathology claims.

This health claims data is routinely collected by us for verification and financial reconciliation of healthcare costs of our clients that we are liable to pay through the following legislation:

- [Veterans' Entitlements Act 1986](#) (VEA)
- [Safety, Rehabilitation and Compensation \(Defence-related Claims\) Act 1988](#) (DRCA)
- [Military Rehabilitation and Compensation Act 2004](#) (MRCA)

We then disclose and use this information in the Veterans' MATES program to offer a service that gives you and your healthcare team the most up-to-date health and medicines information.

#### **Who will we disclose your personal information to?**

We will disclose your personal information to the University of South Australia, who is our contracted supplier to deliver the Veterans' MATES program on our behalf. It is the University of South Australia who analyse the health claims data and develop and deliver the health and wellbeing information to you and your doctor.

You are able to withdraw yourself from this program at any time by contacting us on **1800 VETERAN** (1800 838 372), using the prompt 'Veterans' MATES'.

#### **What will happen if we don't collect your personal information?**

If we don't disclose and use your personal information in this way:

- you will not receive the personalised health and wellbeing information, resources, advice and support provided through Veterans' MATES; and
- your information will not be aggregated into the medicines-based data that is used to inform our health policies, practices and research about medicine prescribing and use in the Australian veteran population.

#### **Our Privacy Policy**

You can find out more about accessing and/or correcting your personal information with us, making a complaint and about our approach to managing personal information via our privacy policy which you can find at [www.dva.gov.au/privacy-policy](http://www.dva.gov.au/privacy-policy). For information about our privacy policy, please contact:

**[Information.Law@dva.gov.au](mailto:Information.Law@dva.gov.au)**.

If you have any questions about the collection of your personal information in accordance with this privacy collection notice, please contact: [privacy.enquiries@dva.gov.au](mailto:privacy.enquiries@dva.gov.au).