



Services and Health Programs for Department of Veterans' Affairs (DVA) patients

DVA offers services and programs to assist veterans return home after a hospital stay. These are entry-level services for lower care needs and are only available to eligible veterans and war widowed partners.

The following contact numbers and webpages may assist you when planning the discharge and transfer of care of a DVA patient.

DVA General Enquiries	<ul style="list-style-type: none">• phone 1800 555 254• www.dva.gov.au
Provider Enquiries	<ul style="list-style-type: none">• phone 1800 550 547
DVA Transport Assistance	<ul style="list-style-type: none">• phone 1800 550 445 for Booked Car with Driver information• phone 1800 555 254 for travel claim reimbursement information• www.dva.gov.au/TFT
Health Approvals	<ul style="list-style-type: none">• phone 1800 550 457, Press 3 for approvals and enquires• e-mail Health.Approval@dva.gov.au• https://www.dva.gov.au/get-support/providers/approvals-providers
Veterans' Home Care	<ul style="list-style-type: none">• phone 1300 550 450 for VHC Assessment Agencies• www.dva.gov.au/VHC
Community Nursing	<ul style="list-style-type: none">• phone 1800 550 457, Press 2 for enquires and approvals• www.dva.gov.au/CN
Rehabilitation Appliance Program	<ul style="list-style-type: none">• phone 1800 550 457, Press 1 for enquires and approvals• www.dva.gov.au/RAPProviders
Veterans' Affairs Pharmaceutical Approvals Centre (VAPAC)	<ul style="list-style-type: none">• phone 1800 552 580, 24 hours• https://www.dva.gov.au/get-support/providers/gps-other-primary-care-providers/medicines/pharmacy-information-providers
Aged care support and services	<ul style="list-style-type: none">• www.dva.gov.au/ac
Open Arms Veterans and Families Counselling	<ul style="list-style-type: none">• phone 1800 011 046, Counselling service 24 hour Veterans Line• https://www.openarms.gov.au/