



Your rights and responsibilities and how to provide feedback

Your rights

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

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

Your responsibilities

As a VHC client you are responsible for:

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

Providing feedback

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

- directly contacting the VHC assessment agency, VHC service provider or the person you have been dealing with
- telephoning DVA on [1800 555 254](tel:1800555254) and asking to speak to a team member from the Health Approvals and Home Care business area
- mailing DVA at Health Approvals and Home Care, DVA, GPO Box 9998, Brisbane QLD 4001, or
- emailing the Feedback Management Team via feedback@dva.gov.au.

If you are dissatisfied with your VHC service

Telephone your VHC service provider using the number on your Care Plan.

If you believe your issue has not been resolved by the VHC service provider, contact your VHC assessment agency on [1300 550 450](tel:1300550450) and explain the situation.

If you believe your issue has not been addressed by the VHC service provider or assessment agency after a reasonable period of time, you can lodge a complaint by telephoning DVA on [1800 555 254](tel:1800555254) and asking to speak to a team member from the Health Approvals and Home Care business area.

If you want your VHC assessment decision reviewed

- You can request a review by telephoning your VHC assessment agency on [1300 550 450](tel:1300550450) and outlining your reasons for your disagreement with their decision.
- If you are unhappy with the outcome of the review, send your concerns in writing to the VHC assessment agency and provide any new information that supports your request that may not have been considered earlier.

If you are still dissatisfied with this outcome, refer your concerns to DVA by:

- telephoning DVA on [1800 555 254](tel:1800555254) and asking to speak to a team member from the Health Approvals and Home Care business area, or
- mailing a copy of your written request for review and the VHC assessment agency's response (if received) to Health Approvals and Home Care DVA, GPO Box 9998, Brisbane QLD 4001.

A DVA Officer will determine if the decision was made in accordance with the program's aims and objectives and provide you with a response detailing the outcome of this review. This review process does not limit your rights to other appeal channels such as the Commonwealth Ombudsman and it will not affect your entitlements. More information about the Commonwealth Ombudsman can be found on their website via www.ombudsman.gov.au.

If you are still dissatisfied with the response, please contact the Feedback Management Team at DVA by:

- telephoning DVA feedback team on [1300 555 785](tel:1300555785) (this number is staffed during business hours but if staff are busy please leave your contact details and they will call back within one working day)
- mailing a copy of your written request to The Manager, Feedback Management Team (FMT), GPO Box 9998, Brisbane QLD 4001, or
- emailing the Feedback Management Teams via feedback@dva.gov.au.

Note

If you are posting a letter and are concerned about the security of your personal information you may choose to use registered mail. If you are sending DVA an email, due to security reasons do not send personal information. DVA will also be unable to send you any personal information by email. DVA can accept a complaint from a third party on behalf of a client (for example, a veteran's family member). However, personal information cannot be disclosed to anyone without the client's permission, unless a relevant Power of Attorney or Guardianship order is in place and has been advised to DVA.

