



Your Rights

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

- be treated with dignity, respect and courtesy;
- have the option of a representative participate with formal and informal decisions relating to your care;
- have access to high quality services in a timely and efficient manner;
- have your privacy and confidentiality protected;
- have your concerns or issues regarding services handled fairly;
- that any feedback provided will not affect the way you are treated in the future;
- receive a timely response to any feedback provided;
- be able to request a review of an assessment decision; and
- 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 your responsibilities are to:

- treat all parties with respect, courtesy and dignity;
- participate in the regular review process for the continuation of VHC services;
- be aware that VHC Service Providers are authorised only to do work within the approved number of hours and tasks (as outlined in your VHC Care Plan) and any private arrangements are outside the scope of the VHC program;
- communicate with the VHC Service Provider if you wish to make any changes to existing arrangements (e.g. changing the day or time);
- communicate with the VHC Assessment Agency if you believe your services need to change substantially;
- provide a safe working environment for VHC staff who deliver your services;
- provide suitable equipment required for approved domestic assistance such as cleaning agents;
- provide 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); and
- make co-payments as outlined on your VHC Care Plan, or request a waiver if you are unable to make the co-payments due to financial hardship. Information on applying for a waiver is on the DVA website at www.dva.gov.au/health-and-treatment/care-home-or-aged-care/help-if-you-cannot-pay-home-care-services

Providing Feedback

The Department of Veterans' Affairs welcomes feedback, including complaints, compliments and suggestions about the services we provide and how we deliver them. This helps us improve the way we do things.

We listen to everyone including veterans, providers and people interested in veteran matters. We conduct ourselves in line with the DVA Service Charter.

We want to hear your comments, opinions, compliments, complaints and suggestions. The best way to do this is to either:

- contact the VHC Assessment Agency, VHC Service Provider or the person you have been dealing with
 - use MyService
 - fill out the online form on the DVA website
 - call us on 1800 VETERAN (1800 838 372)
- You can also provide feedback by:
- call 1800 VETERAN (1800 838 372) to make an appointment at one of our offices
 - send an email to feedback@dva.gov.au
 - send written feedback to:
Feedback Management Team
GPO Box 9998 Brisbane QLD 4001

If you are dissatisfied with your VHC service

Complaints provide us with important feedback and assist us to improve our service to the veteran community.

We support your right to make a complaint. You can tell us if you are not satisfied with our decision, services or actions. We treat your complaints seriously and aim to resolve them as quickly as possible. You can also make a complaint if we have not met your expectations or not conducted ourselves as outlined in the DVA service charter.

If you need your VHC assessment outcome reviewed

- You can request a review by contacting the VHC Assessment Agency on 1300 550 450 and outlining the reasons for your disagreement with the outcome.
- You can also send your request for a review in writing to the VHC Assessment Agency and include any new information that supports your request for a review.
- If you are dissatisfied with the outcome of the Assessment Agency review, you may choose to refer your concerns to DVA by contacting DVA's VHC Operations Team on 1800 VETERAN (1800 838 372); or in writing to:
VHC Operations Team
GPO Box 9998 Brisbane QLD 4001.
- DVA will review the outcome in accordance with the VHC program aims and objectives, and provide a written response. DVA's 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 at www.ombudsman.gov.au.

Please Note:

- If you post a letter and are concerned about the security of your personal information, you may choose to use registered mail.
- DVA can accept complaints from a third party on behalf of a client (such as a veteran's family member). However, DVA cannot disclose any personal information without a client's permission. A formal written Nominated Representative arrangement must be in place to enable release of information to a third party, otherwise the outcomes of a complaint review will be provided directly to the client.
- The form to nominate a representative is on the DVA website at www.dva.gov.au/about-us/overview/reporting/information-publication-scheme/nominated-representatives