



Rehabilitation Appliances Program (RAP) Quick Guide

Remember to ask your client if:
They have served in the ADF, they are a family member of someone who has served and/or if they have a Veteran Health Card.

What is RAP?

The RAP provides eligible veterans, war widows/widowers and dependents with essential aids, equipment and home modifications to support their health, mobility and independence.

dva.gov.au/RAPOverview



Topic	Key Information			Resources
<h3>What are some of the items available through RAP?</h3> <p>Most RAP Schedule items are accessed through DVA contracted suppliers. Supplier websites list all contracted RAP items. An * indicates the item is non-contracted and Prior Approval is required. The RAP schedule details a comprehensive list of aids, equipment and modifications and outlines prescribing guidance.</p>	<h4>Types of Aids</h4> <ul style="list-style-type: none">Assistive listening devices and tinnitus devices*Communication devices*Cognition and memory devicesSwallowing and feeding productsBathing, toileting, continence and personal hygiene productsDiabetes productsAssistance dogs (including psychiatric assistance dogs, guide dogs, hearing assistance dogs* and mobility assistance dogs*)Low Vision Aids	<h4>Types of Equipment</h4> <ul style="list-style-type: none">Personal response alarmshome oxygen therapyCPAP machinesChairs, beds and adaptive household appliancesLifting devicesMobility devices including walking frames, knee walkers, manual/electric wheelchairs and electric scootersOrthoses and prostheses itemsRehabilitation exercise equipment and treatment machines	<h4>Types of Modifications</h4> <ul style="list-style-type: none">Non-complex: for example, rails, sensor lighting, hand-held showerComplex: for example, bathroom modifications, stair lifts.	<p>Refer to the RAP National Schedule of Equipment for specific items and use the search function: dva.gov.au/Rap-Schedule</p> <p>For information relating to more complex items: dva.gov.au/RAPGuidelines</p>
<h3>Who can prescribe through RAP?</h3>	<p>The RAP Schedule outlines which health professionals can assess, prescribe, and order specific aids, equipment, or modifications.</p> <p>Allied health professionals (excluding optometry, dentistry and audiology) must have a valid referral from a GP, other medical specialist, or hospital discharge team before assessing and prescribing RAP items.</p> <p>If you are not authorised to assess or prescribe a particular item, the client must be referred back to their GP or other medical specialist, who can either prescribe the item or direct them to the appropriate assessing health provider.</p>			<p>Refer to the RAP National Schedule of Equipment and use the provider search function: dva.gov.au/Rap-Schedule</p>
<h3>Who is eligible?</h3>	<p>Clients must have an assessed clinical need and hold a:</p> <ul style="list-style-type: none">Veteran Gold Card ORVeteran White Card (with an accepted condition where the aid, equipment and modification is required) <p>Accepted Conditions for Veteran White Card holders can be checked by the veteran on their MyService account.</p> <p>To confirm eligibility, providers can make contact via 1800 550 457 or RAPGeneralEnquiries@dva.gov.au</p> <p>Additional eligibility criteria may apply for clients in residential aged care, retirement villages, independent living, those being discharged from hospital, or those receiving support from other government services such as the NDIS.</p> <p>RAP National Guidelines have been developed to assist prescribing health providers determine eligibility of their client by providing considerations for prescribing certain products and details the provision process.</p>			<p>For information relating to veteran cards: dva.gov.au/cards</p> <p>RAP in residential aged care list: dva.gov.au/RAPinRAC</p> <p>See RAP Business Rules in dva.gov.au/Rap-Schedule</p>

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When is Prior Approval required?	<p>Prior approval is required when:</p> <ul style="list-style-type: none"> indicated in the RAP Schedule the item exceeds the financial or quantity limit set in the RAP Schedule the client is a Veteran White Card holder (to ensure the RAP item aligns with the client's accepted DVA Condition) the client is living in residential aged care and the requested item is something usually provided by the residential aged care facility. <p>Common types of aids, equipment, home modifications requiring prior approval:</p> <ul style="list-style-type: none"> Tinnitus devices Some mobility devices (e.g. electric wheelchairs) Some prosthetics (e.g. everyday prosthesis) Communication devices Some treatment machines (e.g. Functional Electrical Stimulation (FES)) Complex home modifications (e.g. ramps, ceiling hoist, bidet) Assistance dogs 	<p>Information for specific items that need prior approval: dva.gov.au/Rap-Schedule</p> <p>List of forms you may need to prescribe an item: dva.gov.au/RAPForms</p>
Maintenance, repairs and returns	<p>Clients or their carers can arrange maintenance or repairs directly with the supplier. The suppliers contact details should be located on the item. If the details are not provided, assistance can be provided via the provider hotline.</p> <p>If the supplier is unable to complete the repair or if the RAP item is no longer needed, health providers can seek assistance by calling the provider hotline or by emailing the relevant contracted supplier.</p>	<p>1800 550 457 (Option 1 for RAP) OR RAPgeneralenquiries@dva.gov.au</p> <p>Contracted suppliers and contact details: dva.gov.au/RAPSuppliers</p>

Steps for an eligible client to receive their aid, equipment or modification



*For items that require prior approval, the supplier will submit the request to DVA, who will then inform the supplier of the outcome.