



Privacy notice – Your personal information is protected by law, including the *Privacy Act 1988*. Your personal information may be collected by the Department of Veterans' Affairs (DVA) for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants.

Go to www.dva.gov.au/privacy for more information about how DVA manages personal information.

Rehabilitation Appliances Program (RAP) and other government services (such as the National Disability Insurance Scheme (NDIS), Home Care Package or Commonwealth Home Support Program (CHSP)) – Aids, appliances and modifications can be provided by RAP or other government services, such as NDIS/Home Care Package/CHSP, as long as the same aid/appliance/modification is not duplicated by both RAP and NDIS/Home Care Packages/CHSP.

Provider details

	<input type="checkbox"/> Speech Pathologist	<input type="checkbox"/> GP/LMO
Name	<input type="text"/>	
Address	<input type="text"/>	
	<input type="text" value="POSTCODE"/>	
Provider number	<input type="text"/>	
Phone number	<input type="text" value="[]"/>	
Email address	<input type="text"/>	
Signature	<input type="text" value="✍"/>	Date <input type="text" value="/ /"/>

Client delivery details

Surname	<input type="text"/>
Given name(s)	<input type="text"/>
Date of birth	<input type="text"/>
Phone number	<input type="text" value="[]"/>
Customer account number (Supplier Use Only)	<input type="text"/>
DVA File number	<input type="text"/>
Card type	<input type="checkbox"/> Gold – Send the completed form to ONE of the contracted suppliers listed on page 2 of this form.
	<input type="checkbox"/> White – Confirm eligibility under the client's Accepted Disability(ies) with DVA on RAPGeneralEnquiries@dva.gov.au or 1800 550 457 (Option1).
Delivery address (including State and postcode)	<input type="text"/>
	<input type="text" value="POSTCODE"/>
Delivery instructions (warning re dogs etc.)	<input type="text"/>
	<input type="text"/>
Prior approval number (only required in specific circumstances e.g. White Card holder)	<input type="text"/>

Client surname DVA File number

Does the client live in a Residential Aged Care Facility? No ☐
Yes ☐

Residential Aged Care Facilities are funded to provide non-nutritional thickened fluid products for clients with a clinical need.

Where an aged care facility is funded to provide an aid or appliance, it is expected to do so. DVA does not seek to duplicate these arrangements.

In exceptional circumstances DVA may consider on a case-by-case basis requests for items not on the list. Please provide adequate justification with this request

Recommendations

Item and level of thickness (Non-nutritional thickened fluid products only)	Daily usage	Quantity required per month	Total <i>No more than 3 months' supply (Review required)</i>

Clinical details (including medical diagnosis, follow-up plan and proposed date of review)

Note: All clinical details associated with each request are to be retained by the provider and provided to DVA if requested. Nutritional items, including nutritional thickened fluids, should be requested through the Veterans' Affairs Pharmaceutical Approvals Centre (VAPAC) on 1800 552 580.

Send the completed form to one of the following suppliers:

Supplier	Phone	FAX - General	Email
BrightSky Australia (all States)	1300 968 062	1300 886 602	conti.orders@brightsky.com.au
Independence Australia	1800 980 936	1300 788 811	dvaportal@iagroup.org.au
ParagonCare Australia	1300 382 727	1800 777 735	dva@paragoncare.com.au