



DVA rehabilitation focuses on all elements of your life which could improve your wellbeing and independence. Our rehabilitation approach aims to assist you to recover from, or adapt to an injury or illness that is related to your ADF service.

Expectations while undertaking a Rehabilitation Program

You can expect that your rehabilitation service provider will:

- work with you to develop a rehabilitation plan that is tailored to your individual needs and circumstances and outlines agreed activities and supports that will help you to reach your rehabilitation goals;
- provide you with the necessary assistance to help you to reach your rehabilitation goals; and
- organise assessments of your whole of person rehabilitation needs and the services and support that could help you to manage the impact of your accepted conditions and promote independence and quality of life.

You can also expect that:

- your rehabilitation plan will be amended if your circumstances change, or your goals need to be modified;
- DVA will organise approval and payment for your agreed rehabilitation activities in a timely manner;
- DVA will alert you to any concerns about your participation in your rehabilitation plan and/or progress towards your rehabilitation goals as quickly as possible;
- your rehabilitation service provider and the DVA rehabilitation coordinator will seek your input before making any changes to, or closing your rehabilitation plan; and
- information about your rehabilitation and compensation will only be shared with other people who may need this information to understand your circumstances and provide you with services and assistance;
- you will be treated in a courteous, non-discriminatory, respectful manner.

Your rights

The MRCA and the DRCA specify that if you have been referred for a rehabilitation assessment or you are undertaking an approved rehabilitation program you are entitled to:

- be reimbursed for the reasonable costs of travel to attend your rehabilitation assessment;
- ask for a review or reconsideration of any reviewable decision that you disagree with;
- have access to your rehabilitation file upon written request;
- refuse to sign a rehabilitation plan if you are not satisfied with the content and seek further advice from DVA about your rehabilitation plan at any time;
- involve any nominated representative at any meeting;
- withdraw from the rehabilitation process at any time, understanding that this may result in suspension of your compensation payments; and
- be reimbursed for the reasonable costs of travel to attend any subsequent assessments of your capacity for rehabilitation requested by DVA.

We expect that you will:

- work towards your agreed rehabilitation goals and fully participate in all activities listed on your rehabilitation plan;
- attend medical or other examinations or assessments as requested by your DVA rehabilitation coordinator or your rehabilitation service provider;
- provide medical certificates that specify your capacity for rehabilitation, or the status of your health conditions when requested to do so;
- notify your DVA rehabilitation coordinator or your rehabilitation service provider if you are unable to attend any appointments they have organised for you; and
- advise DVA of any changes to your circumstances that may impact on your ability to participate in your agreed rehabilitation activities including:
 - a change in your health;
 - a change in your permanent address;
 - any plans to move interstate or overseas; and
 - any plans to take a holiday that will last more than two weeks;
- treat all personnel involved in your rehabilitation program in a respectful manner.

Your Obligations

Under sections 50 and 52 of the of the MRCA and sections 36 and 37 the DRCA you are obliged to:

- attend medical or other assessments of your capacity to undertake a rehabilitation program when we request that you do so; and

fully participate and cooperate in your rehabilitation program. **Consequences of failing to meet your obligations**

Under sections 50 and 52 of the MRCA and sections 36 and 37 of the DRCA, your compensation payments may be suspended if you fail to meet your obligations without reasonable excuse.

A decision to suspend compensation payments under these sections of the MRCA and the DRCA, is not a reviewable decision. This means that you are not able to request a review or reconsideration of this decision.

Your entitlements to medical treatment will not be affected even if your compensation payments are suspended.

If you have any questions about anything that is included in this form, please talk to your DVA rehabilitation coordinator or your rehabilitation service provider.

I have read and understood the above information

Client name

Signature



Date