



Return to Work Rehabilitation Rights and Obligations

*Veterans' Vocational Rehabilitation Scheme (VVRS)
under the Veterans' Entitlements Act 1986 (VEA)*

The VVRS is a voluntary scheme that assists eligible veterans to find and retain suitable paid employment.

Expectations while undertaking a rehabilitation plan under the VVRS

You can expect that your rehabilitation service provider will:

- conduct a comprehensive rehabilitation assessment to:
 - determine your capacity to achieve a suitable paid employment outcome; and
 - identify vocational, psychosocial and medical management barriers preventing you from finding or retaining suitable paid employment;
- work with you to develop a rehabilitation plan that is tailored to your individual needs and circumstances;
- outline agreed services and supports that will help you to achieve a suitable paid employment outcome;
- provide you with the necessary assistance to help you to achieve a suitable paid employment outcome; and
- work with you to help you manage difficulties in your employment if your job is in jeopardy.

You can also expect that:

- your rehabilitation plan will be amended if your circumstances change, or your rehabilitation goals need to be modified;
- DVA will organise approval and payment for your agreed rehabilitation services in a timely manner;
- DVA will alert you to any concerns about your participation in your rehabilitation plan or VVRS more generally, 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 have a right to:

- voluntarily participate in the Scheme in order to achieve a suitable paid employment outcome, if you satisfy the eligibility requirements of the Scheme;
- be treated in a courteous, non-discriminatory, respectful manner;
- undergo a comprehensive assessment by a rehabilitation service provider;
- be advised of your progress throughout the rehabilitation process and be notified in writing of the reasons for major VVRS decisions;
- request an amendment to your rehabilitation plan to meet major changes to your circumstances or rehabilitation goals;
- withdraw from the Scheme, without penalty, at any time;
- request a new assessment or attempt another rehabilitation program after you have withdrawn from the Scheme or your case has been closed;
- request that a decision made by your DVA rehabilitation coordinator be reviewed under section 5.2 of the VVRS instrument.

You are obligated to:

- undergo a comprehensive assessment by a rehabilitation service provider;
- participate in the development of an appropriate rehabilitation plan to achieve a suitable paid employment outcome;
- work towards your agreed rehabilitation goals and fully participate in all activities and services listed on your rehabilitation plan;
- attend all appointments and meetings related to the rehabilitation plan and inform the particular service and your rehabilitation service provider as soon as possible if unable to attend;
- treat all staff or personnel involved in your rehabilitation process in a respectful manner;
- maintain realistic expectations of possible rehabilitation or retraining outcomes;
- bring concerns, problems or complaints to the early attention of your rehabilitation service provider or DVA rehabilitation service provider or DVA rehabilitation coordinator to ensure they have a reasonable amount of time to address those issues;
- 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;

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- notify your rehabilitation service provider or your DVA rehabilitation coordinator of any intention to withdraw from the Scheme;
 - notify DVA of any change in your paid work situation – e.g. change in income level, hours worked, duties performed or relocating to a new employer or into a new industry;
 - notify DVA when paid work ceases, for any reason, including retrenchment, retirement, ill health or a work related injury;
 - meet those work expenses for items that an employee would be expected to provide for themselves in their employment;
 - acknowledge that if you wish to set up your own business, you will be obliged to fund tools of trade, licence fees and establishment costs; and
 - acknowledge that post-graduate studies or any undergraduate studies unrelated to your agreed vocational goals must be self-funded.

Feedback, Complaints

If you contact your DVA rehabilitation coordinator with feedback or complaints about the VVRS, you can expect:

- a timely response;
- that your confidentiality will be maintained;
- that your concern or issue will be handled fairly; and
- that any feedback or expression of concern will not adversely affect the way your case is handled in the future.

I have read and understood the above information.

Client name

Signature

Date