

If not delivered: GPO Box 9998 in your capital city

9 September 2019

**DVA Ref:** Treatment Cycle 00A



**Australian Government**  
**Department of Veterans' Affairs**

<CLIENTNAME>  
<CLIENTADDRESS1>  
<CLIENTADDRESS2>

Dear <CLIENTNAME>,

### **The new treatment cycle: changes to allied health referrals for DVA-funded care**

From 1 October 2019, referrals from GPs to allied health services are changing for DVA clients. Referrals will be valid for up to 12 sessions of treatment or a year, whichever ends first. This new 'treatment cycle' aims to improve the quality of your care.

As you have a Totally and Permanently Incapacitated (TPI) Gold Card, these changes will not apply to any exercise physiology and physiotherapy services you may access.

When you use other allied health services, for example, occupational therapy, podiatry or psychology, the treatment cycle arrangements will change your referrals for these services.

You will continue to have access to the care that you need. You can have as many treatment cycles as your GP thinks you need. You can have treatment cycles for different allied health services at the same time.

### **What do I need to do from 1 October 2019?**

You can receive up to 12 sessions of allied health treatment after 1 October 2019 under your existing referral. Your allied health provider will let you know when you are nearing your last visit. At this time you will need to see your GP.

Your GP will review your health and, if you need more treatment, they will give you a new referral to your allied health provider. This new referral will start a new treatment cycle of 12 sessions.

If you are using exercise physiology or physiotherapy services, there is no change to current referral arrangements for those services for you, as a TPI Gold Card holder.

Email: [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

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## **Why are we introducing the treatment cycle?**

The treatment cycle aims to give you better care based on your health needs.

At the beginning of a treatment cycle, you and your allied health provider will decide on your treatment goals. At the end of the cycle they will look at how you are progressing towards your goals and send a report to your GP. This report will help your GP decide on the next steps for your treatment.

You, your GP and your allied health providers will be able to communicate better and work together to achieve your health goals through the treatment cycle.

## **Where can I find more information?**

The leaflet that comes with this letter explains more about how treatment cycles work. You can also visit the DVA website for more information: [www.dva.gov.au/treatment-cycle](http://www.dva.gov.au/treatment-cycle)

If you have any questions about this letter you can contact DVA on 1800 555 254.

Yours sincerely,

Kate Pope  
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Veterans' Services Design Division