Consultant Quick Reference Guide

Initial Rehabilitation Assessment

Once a referral from DVA is accepted, an Initial Rehabilitation Assessment (the assessment) needs to be completed for the DVA client. This assessment will inform the development of the draft Rehabilitation Plan (the plan).

Completing the assessment

As a DVA Rehabilitation Consultant (the consultant), you are required to ensure the assessment:

- commences within 7 calendar days of receipt of the referral, unless there are extenuating circumstances which must be communicated to DVA Rehabilitation Delegate (the delegate) immediately
- is completed using the D1334 Rehabilitation Assessment form, with all sections completed in full
- is completed face to face with the client, or if this is not possible, utilise other appropriate technology such as Skype
- considers client welfare including the clients current mental health status, and
- is undertaken in a setting that is safe and comfortable for the client and consultant.

When undertaking the assessment:

- Consideration must be given to the client’s whole of person needs, goals and circumstances including:
  - an assessment of the client’s medical management, psychosocial and vocational needs, their motivation regarding goals, and barriers to achieving their goals, and
  - identification of additional DVA support services that will support their rehabilitation goals.
- Medical clearance must be obtained from the client’s general practitioner (GP) and other health professionals to determine client capacity to participate in recommended activities. If medical reports cannot be obtained within the 21 calendar day timeframe, you must seek an extension from the delegate and provide the justification for the delay.
- The client must complete a D9230 Life Satisfaction Indicators (LSI) form. It is advisable to send the LSI form to the client to complete prior to the assessment meeting. You may help the client fill in this form during the assessment, however, you are not to complete it on their behalf.
- You must explain to the client their rights and obligations when undertaking rehabilitation before commencing their plan. Ensure the client signs the relevant rights and obligations form. A copy of the form should be given to the client and original sent to the delegate via the Provider Upload Page (PUP).

Assessment outcome

Through the completion of the assessment, the following outcomes should be achieved:

- establish a rapport with client
- ensure the client has a clear understanding of the DVA rehabilitation process and its associated services
• identify if the client is high risk, or has urgent needs – these must be communicated to the delegate immediately

• ensure the client has realistic expectations of the rehabilitation process, including making sure they are aware that plan goals and activities are subject to negotiation with, and approval by, the delegate prior to any activities commencing

• identify if additional assessments are required, and when the client would be best placed to undertake these assessments. These recommendations must be included in the draft plan, and

• develop a draft D1347 Rehabilitation Plan incorporating rehabilitation goals and activities that are Specific, Measurable, Achievable, Realistic within a given Timeframe (SMART).

Next steps

After the assessment has been completed:

• upload the completed assessment form, LSI form, medical clearance, the rights and obligations form and draft plan via the Provider Upload Page (PUP) within 21 calendar days of the referral, and

• submit the invoice for the assessment and plan development via PUP once the plan has been approved. The invoice must:
  o be uploaded separately to the assessment form and plan, and be uploaded separately for each client. Invoices submitted via bulk email or upload will not be accepted by DVA
  o use the invoicing template in Annex B of the Deed of Agreement for Rehabilitation Services
  o be for a value within the approved amount stated in the referral. If it becomes clear during the assessment you will not be able to perform the assessment and plan development with the approved cost, you must discuss this with the delegate and get their approval in writing before exceeding the amount specified in the referral, and
  o include all costs associated with the assessment and plan development. See the Initial Rehabilitation Assessment Provider Procedural Guideline for the list of activities associated with the assessment and plan development that should be included in the invoice.