



**Australian Government**  

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**Department of Veterans' Affairs**

## **Factsheet HSV19 - Physiotherapy Services for the Veteran Community**

### **Purpose**

This Factsheet describes how you can access physiotherapy services

### **What are physiotherapy services?**

Physiotherapists treat physical, respiratory and neurological conditions using techniques such as massage, manipulation and exercise.

### **Who is eligible?**

If you have a DVA Gold Card or Totally & Permanently Incapacitated (Gold Card) the Department of Veterans' Affairs (DVA) will pay for physiotherapy services, available through DVA arrangements, to meet your clinical needs. For more information please see Factsheets [HSV59 - Eligibility for the DVA Health Card — All Conditions \(Gold\) or Totally & Permanently Incapacitated \(Gold\)](#) and [HSV60 - Using the DVA Health Card — All Conditions \(Gold\) or Totally & Permanently Incapacitated \(Gold\)](#)

If you have a DVA White Card, DVA will pay for physiotherapy services, provided under DVA arrangements, if they are required because of an accepted war or service caused injury or disease. For more information please see Factsheet [HSV61 - DVA Health Card — Specific Conditions \(White\)](#).

Allied veterans are eligible for treatment of war caused disabilities accepted by the entitled person's country of enlistment. For more information please see Factsheet [HSV62 – Commonwealth and Other Allied Veterans Living in Australia](#) for specific information on the services available.

### **How do I access this service?**

You must be referred to a physiotherapist who is able to provide services under the Medicare Benefits Scheme. A referral can be issued by a:

- general Practitioner
- medical specialist
- treating doctor in hospital
- hospital discharge planner
- physiotherapist with a current referral.

A referral remains active for twelve months from the date of referral. Referral dates cannot overlap from one twelve month period to the next.

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## What happens when I visit the physiotherapist?

Please present your Gold or White DVA Health Card at the beginning of a consultation or before you receive treatment. The physiotherapist will assess your clinical need for physiotherapy services, prepare a written care plan for the period of care required and discuss it with you.

The physiotherapist will provide you with a copy of the treatment record for your reference.

## Do I need to sign a treatment record?

Service providers can submit treatment records electronically. If this is not the case, you may be required to sign a record of treatment at the completion of each visit to ensure your treatment is covered by DVA. Before you sign, please check that the treatment record shows:

- your name
- your DVA file number
- the date of treatment
- the item number for the service provided, and
- your accepted disability or condition for which you required podiatry services and/or supplies (if you are a White Card holder).

If you are unable to sign, a member of your family, or someone else who attends the appointment with you, may sign on your behalf. Otherwise the physiotherapist must note that you are unable to sign.

## Are there limits to the number of services I can receive?

Yes, your physiotherapist will determine the type, number and frequency of services you require according to your assessed clinical need.

Physiotherapy and chiropractic treatment cannot be provided for the same condition at the same time. You should advise your treating provider if you are receiving treatment of the same condition from a chiropractor.

Note: you should advise your treating physiotherapist if another physiotherapist or chiropractor has provided you with treatment during the previous twelve months. This will prevent your current provider from experiencing difficulties in claiming payment for services provided to you.

## Do I need to pay for treatment?

No, your physiotherapist will bill DVA direct for any treatment provided to you if the service is provided under DVA arrangements. This represents the full fee for the service provided.

If you are billed by your physiotherapist, do not pay the account and advise DVA immediately.

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## Can I choose to be treated as a Medicare or private patient?

Yes, you can choose to be treated as a Medicare or private patient. However, if you choose one of these options, DVA will not pay for any services that have been paid in part or full by Medicare, private health insurance or third party compensation benefit.

## Disclaimer

The information contained in this Factsheet is general in nature and does not take into account individual circumstances. You should not make important decisions, such as those that affect your financial or lifestyle position on the basis of information contained in this Factsheet. Where you are required to lodge a written claim for a benefit, you must take full responsibility for your decisions prior to the written claim being determined. You should seek confirmation in writing of any oral advice you receive from DVA.

## Related Factsheets

- [HSV59 - Eligibility for the DVA Health Card — All Conditions \(Gold\) or Totally & Permanently Incapacitated \(Gold\)](#)
- [HSV60 - Using the DVA Health Card — All Conditions \(Gold\) or Totally & Permanently Incapacitated \(Gold\)](#)
- [HSV61 - DVA Health Card — Specific Conditions \(White\)](#)
- [HSV62 – Commonwealth and Other Allied Veterans Living in Australia](#)

## More Information

### DVA General Enquiries

Metro Phone: 133 254 \*

Regional Phone: 1800 555 254 \*

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

[DVA Website](http://www.dva.gov.au): www.dva.gov.au

[Factsheet Website](http://factsheets.dva.gov.au): factsheets.dva.gov.au

\* Calls from mobile phones and pay phones may incur additional charges.