



Australian Government

Department of Veterans' Affairs



**NSW
Fringe
Benefits
Book**

NSW STATE OFFICE

May 2006

The Repatriation Health Card System

The Department of Veterans' Affairs issues health cards to manage treatment services to veterans and war widow/ers.

Veterans may be issued with either a gold or white Repatriation Health Card. War widow/ers receive a gold Repatriation Health Card.

(GOLD) Repatriation Health Card For All Conditions

Issued to pensioners receiving:

- * T&PI, EDA or 100% Disability Pension or war widow/ers.
- * 50% or higher Disability Pension and Service Pension at less than the maximum rate.
- * Service Pension and satisfy the income and asset tests for treatment eligibility.
- Veterans 70yrs & over with qualifying service

(WHITE) Repatriation Health Card For Specific Conditions

Issued to veterans receiving less than 100% Disability Pension and not in receipt of a Service Pension or those who do not satisfy the income & asset tests for treatment eligibility.

Contact your nearest DVA office for a copy of a "Gold" or "White" Health Care Information leaflet.

Fringe Benefits & or Concessions

Evidence of eligibility for fringe benefits and/or concessions will usually be established by production of other cards or documentation that may be issued to members of the veteran community.

These cards include:

Pensioner Concession Card (PCC)

Issued to all recipients of Service Pension and war widow who receive the Income Support Supplement.
Commonwealth Seniors Health Card (CSHC)

Issued to Pensioners not in receipt of a Pensioner Concession Card due to assets, but with eligibility under the income test.

Pharmaceutical Benefits Gold

Cardholders receive prescriptions under the Repatriation Pharmaceutical Benefits Scheme (RPBS). A patient contribution, compensated by a Pharmaceutical Allowance is required. There is an extra cost for dearer brands.

White

As above for those drugs required for the treatment of specific conditions for which the Department has accepted responsibility.

Orange

Are available for most conditions under the RPBS.

ALBURY- WODONGA VAN

81 Hume Street
WODONGA VIC 3690

Telephone : (02) 6056 4324

TWEED HEADS VAN

Shop 45, Tweed Mall
Tweed Heads NSW
2485

Telephone: (07) 5636 2933

SOUTHPORT VAN

12 Short Street
Southport Queensland
Telephone: (07) 5571 1549

DVA VAN OFFICES

For your nearest VAN Office

Local Call:

1300 55 1918

CANBERRA VAN:

10 Moore Street
CANBERRA ACT 2601
Postal Address:
GPO Box 802
CANBERRA ACT 2601

Telephone: (02) 6225 4600
Toll Free: 1300 55 1918
Facsimile: (02) 6257 1818

Email ACTVANCanberra@dva.gov.au

GOSFORD VAN:

250 Mann Street
GOSFORD NSW 2250
Postal Address:
PO Box 1956
GOSFORD NSW 2250

Telephone: (02) 4323 4945
Facsimile: (02) 4323 4952

Email: NSWVANGosford@dva.gov.au

LISMORE VAN:

Office 6, Level 1, Conway Court
Cnr Molesworth & Conway Sts
LISMORE NSW 2480
Postal Address:
PO Box 1137
LISMORE NSW 2480

Telephone: (02) 6622 4481
Facsimile: (02) 6622 4486

Email: NSWVANLismore@dva.gov.au

NEWCASTLE VAN:

2/8 Auckland Street
NEWCASTLE NSW 2300
Postal Address:
PO Box 1752
NEWCASTLE NSW 2302

Telephone: (02) 4926 2733
Facsimile: (02) 4929 6215
Email: NSWVANNewcastle@dva.gov.au

PARRAMATTA VAN:

Shop 3, The Octagon Centre
99 Phillip Street
PARRAMATTA NSW 2150
Postal Address:
PO Box 3245
PARRAMATTA NSW 2124

Telephone: (02) 9893 9892
Facsimile: (02) 9893 9940
Email: NSWVANParramatta@dva.gov.au

WOLLONGONG VAN:

Commonwealth Offices
43 Burrelli Street
WOLLONGONG NSW 2500
Postal Address:
PO Box 755
WOLLONGONG EAST NSW 2520

Telephone: (02) 4298 9992
Facsimile: (02) 4298 9998
Email: NSWVANWollongong@dva.gov.au

Holders of PCCs and CSHCs

Cardholders receive prescriptions under the Pharmaceutical Benefits Scheme (PBS). A patient contribution, compensated by a Pharmaceutical Allowance, is required. There is an extra cost for dearer brands.
For Gold, White, Orange, PCC and CSHC's

There is a safety net for people who need a lot of medicines. When you reach 52 prescriptions in each year you will then be entitled to free PBS medicines for the rest of that calendar year.

Dental Treatment

Prior approval may be required for certain treatments. Contact nearest VAN office for Fact Sheets.

Holders of a Gold Card

Veterans and War Widows/ers are eligible for dental treatment at Departmental expense through their Local Dental Officer. Additional costs over the Departmental limits for non-routine treatments must be borne by the patient. (This limit does not apply to ex-POWs or for treatment for an accepted war-caused disability, malignant neoplasm or pulmonary tuberculosis).

Holders of a White Card

Dental treatment is provided at Departmental expense **only** if it is for a specific, accepted service-related condition, or for malignant neoplasm, and only with prior approval.

Holders of PCCs

Dental treatment, under the Commonwealth Dental Health Program, is available through NSW public dental clinics. For details contact

the Dental Hospital of Sydney on (02) 9293 3200.

Optometric Services

Prior approval is required for certain treatment.

Holders of a Gold Card

Optometric services are available at Departmental expense, through an optometrist or optician who has an agreement with the Department. Eligible clients may consult an optometrist without referral from a Local Medical Officer, but must have a referral before consulting an eye specialist.

Holders of a White Card

Optometric services are provided at Departmental expense **only** for those specific conditions in respect of which the Department has accepted responsibility for treatment.

Holders of PCCs

Consultations and eyesight tests are provided free by most optometrists and by the Sydney Eye Hospital on (02) 9382 7111. Regional offices of the Department of Family and Community Services will provide glasses to pensioners once every two years, if they have less than \$500 (single), or \$1000 (married), in the bank.

Vision Care can direct eligible pensioners to the nearest participating Optometrist. For a brochure contact

ph:(02) 9344 4122

or 1800 806 851

Veterans Home Maintenance HelpLine will

- provide advice and information on home maintenance matters and provide referral to a reasonably priced Home Inspection Service from 9am to 5pm Monday to Friday

- provide advice and referrals to tradespeople, 24 hours a day, 7 days a week

The helpline service is free.

In the majority of cases, you will need to pay for the work done by tradespersons. This may also involve the payment of a callout fee. The helpline will, wherever possible, link you to Government subsidised services.

For assistance contact:

1800 801 945

Home Maintenance & Modifications

Under the Home and Community Care Program, the home maintenance and modifications sub-program provides assistance to frail, aged and disabled persons unable to maintain and modify their own homes.

For further details contact:

“CareLink” on 1800 052 222

Rehabilitation Appliance Program

Home modifications may be available to members of the veteran community on referral from the Local Medical Officer.

Home Front Scheme

All white and gold card holders are eligible for consideration to receive a grant of up to \$163 towards the costs of eliminating potential fall and trip hazards within the home. For further details please contact 1800 801 945

Hearing Aids

Prior approval is required for certain treatments. For further information contact: The Office of Hearing Services, Ph: 1800 686 126.

Holders of Gold/White cards, and PCCs Eligible clients are entitled to free hearing aids, from the Office of Hearing Service. There is an annual fee of \$25 for batteries and maintenance.

Holders of a White Card

Clients are eligible for the above services only if the specific condition is one in respect of which the department has accepted responsibility.

Veterans' Home Care

Veterans' Home Care is a program introduced by the Department of Veterans' Affairs (DVA). It is similar to the Home & Community Care (HACC) program, and provides a wide range of home care services for eligible members of the veteran community. For more information please contact

1300 550 450

Veterans' Affairs Network

Services available from VAN are:

Advisory and referral service, Country/Outreach Programs, Freedom of Information.

VAN officers :-

- answer queries about the Department's services and entitlements
- inform clients of the services available in their community
- assist in developing services in local communities
- educate service providers about the Department of Veterans' Affairs
- liaise with local service providers to give Veterans and Widow/ers access to appropriate services
- liaise with Veterans, Widow/ers and Ex-Service organisations to develop programs to meet their lifestyle and health needs
- represent and co-operate with other Departments to ensure Veterans and Widow/ers receive effective and efficient departmental services.

VAN offices in NSW are in the following locations.

Sydney, Wollongong, Newcastle, Gosford, Parramatta and Lismore.

Phone 1300 55 1918 for your nearest VAN Office

The following offices provide information and enquiry services regarding the pensions, benefits and entitlements provided by the Department of Veterans' Affairs:

Veterans' Information Services are available at:

Bega ph. (02) 6492 5809

Coffs Harbour ph. (02) 6650 9029

Pt Macquarie ph. (02) 6583 8273

Dubbo ph. (02) 6881 6719

Orange ph. (02) 6361 1188

Tamworth ph. (02) 6761 2547

Wagga ph. (02) 6925 8061

Gilgandra ph. (02) 6847 0070

Oberon ph. (02) 6336 1476

Grenfell ph. (02) 6343 1413

Taree ph: (02) 6592 4105

Community Support Services are available at :

Bega ph. (02) 6492 0972

Coffs Harbour ph. (02) 6650 9029

Port Macquarie ph. (02) 6586 6622

Coach Companies

Greyhound-Pioneer Australia
13 20 30.

AAT Kings Australian Tours
(02) 9666 3899.

The above companies offer pensioner discounts subject to seating availability.

Stamp Duty on Motor Cars

Veterans on **70% or higher** Disability Pension are exempt from paying stamp duty on purchase or transfer of new or used cars.

Hairdressing

Many salons offer pension concessions. Check with your local salons or contact: The School of Hairdressing on (02) 9217 3059.

Veterinarian Services

The RSPCA offers discounts on services to animals. For further details contact: (02) 9709 5433.

NSW Fisheries - Fishing Licences

Holders of the following cards/documentation do not require a licence. (Pensioners may be required to show their cards/documentation on applying).

Holders of PCCs

Holders of "T & PI" Gold Treatment Cards

Holders of "EDA" Gold Treatment Card

Holders of a DVA letter stating the veteran receives a DP of 70% or higher or an Intermediate Rate pension

Entertainment, Sport and Recreation

Cinemas

Greater Union, Hoyts and Village cinema chains and some of the independent groups may offer concessions to pensioners holding PCCs, TPI & EDA. Contact the local cinema for further details.

Concerts

The ABC gives concessions to pensioners holding PCCs. Further details contact: (02) 9333 1652.

Sport

Certain venues for Cricket, Rugby League, Rugby Union, Soccer and Racing have concession prices for holders of PCC's. For details contact the sports ground.

Tourist Attractions

Entrance concessions for pensioners are generally available from:

- . Art Gallery of NSW
- . Aust National Gallery, Canberra
- National Parks
- Taronga Zoo, Sydney

For information on these and other possible concessions contact the New South Wales Travel Centre and/or National Parks & Wildlife.

Taxi Transport Subsidy Scheme

All persons who have severe mobility restrictions may be eligible for half fare taxi travel. Contact Transport NSW on:

Ph:(02) 9689 8888 Toll free
1800 623 724.

Country Taxi Voucher Scheme

In rural areas of NSW (excluding Sydney, Newcastle and Wollongong), a Local Medical Officer may directly arrange for transport for a DVA treatment card holder to the NEAREST suitable provider of the required medical treatment. This may only be done where public transport is unsuitable and the pensioner can neither drive their own vehicle nor make other arrangements.

Disabled Parking Permits

Application forms are available from any RTA Office.

Motor Vehicle or Trailer Registration and Driver's Licence concessions

Concessions may be available on production of either a PCC or a Departmental letter showing evidence of a Veterans' Affairs Disability Pension Rate of 70% or greater.

War Widow/ers must be in receipt of an Income Support Supplement, which entitles her/him to a PCC.

GST Exemption on Cars and Replacement Parts

T&PI (special rate) pensioners and amputees who have lost the use of one leg or both legs are eligible for GST exemption on new motor cars and essential spare parts.

**Contact: DVA on 9213 7900 or
1300 55 1918**

Local Government and Council Concessions

Council rates

A rebate on council rates ***may*** be granted to:

- * Holders of Gold Cards embossed with War Widow or T&PI or EDA
- Blinded Veterans
- Holders of PCCs.

For further details contact your local council rates office.

Water Rates

The above beneficiaries maybe eligible for concessions on municipal and Sydney Water Corporation rates.

For further details contact enquiries on Ph: 13 20 92

Electricity and Gas

Holders of PCC, T&PI, EDA or War Widows pensions may be eligible for concessions. Please contact the local authorities for details. [eligible to W/W & EDA effective from April 1, 2003]

Dog licences

For details of possible concessions contact the local council.

Meals on Wheels

For details contact the Home and Community Care program at your local council or the Meals on Wheels Association of NSW on (02) 9281 5733.

Handyman Services

Some local councils provide a handyman service for various household repairs for the aged and disabled.

Boat Mooring Fees

Waterways Authority

Tel: 02 9563 8511

A reduction on mooring licence, boat registration and boat drivers licences paid to the Waterways Authority may be granted to:

T&PI Pensioners

War Widow/ers

Blinded Veterans.

Sydney Harbour Bridge Toll

A pensioner receiving a disability pension at or above 100% and driving a car owned by and registered in the name of the pensioner may be granted an exemption from toll charges on the Sydney Harbour Bridge/Tunnel.

For further details contact
(02) 9422 7420.

Postal - mail re-direction

Holders of PCCs

Australia Post will charge a small fee for redirecting mail, after the change of address or holding mail if you are going into hospital or over seas. Forms are available at local post offices.

Blinded veterans

Articles for use by blinded veterans (including Braille books, tapes and aids) are exempted from postage when sent by surface mail within Australia and overseas. Concessions on airmail postage are also available.

Holders of PCCs and/or a Gold Card

Australia Post will re-direct mail, for a small fee after the change of postal address or for holding mail if you are going overseas or to hospital. Forms are available at local post offices.

Telephone Concessions

Telstra may offer discounts, on application, to pensioners who are Holders of a PCC

Transport and Travel with PCC

To obtain benefits on public transport pensioners must be holders of a Pensioner Concession Card (PCC).

Recipients of disability pensions need to apply directly to the *State Rail Authority for concession passes*. - see DVA for application forms. Transport concessions may include:

- excursion tickets for rail/bus/ferry travel.
- Half fare travel on most government bus/train/ferry services.
- Half fare travel on most privately operated transport services in NSW.

Concessions on some coach tours.

- Four single journey vouchers each year for free travel on SRA rail/coach services within NSW. These are recorded electronically by State Rail Authority.

Public Transport Cont.

Cardholders visiting NSW from Victoria receive full NSW concessions when travelling wholly within NSW. Cardholders from all other states and territories receive concession travel in the suburban areas of Sydney and Newcastle only.

Contact: State Rail - 131 500

Ex-Defence Force Members Bus & Ferry Passes

Passes for free travel on STATE TRANSIT AUTHORITY Services (except Jetcat & Sydney Explorer busses) may be granted to disability pensioners. Platform tickets need to be purchased at Sydney Airport Railway stations.

Holders of permanent passes can also travel on privately operated bus services in NSW.

Rural areas

Pass Holders who live in rural areas of NSW also can receive three free first-class single or return SRA rail/coach tickets each year between any two stations in NSW (free sleeping berths are NOT provided);

The pensioner must pay for the cost of travel beyond the 55-kilometre limit.

Blinded Soldiers Pass

State Rail issue a standard Soldiers Pass with the words "Blinded Soldier" to blinded veterans, the words "plus attendant" are added if the veteran is in receipt of an Attendant Allowance from DVA

For further information contact:

State Rail Authority Passes
& Concessions Fares Office
Ph: (02) 9379 4441
Fax: (02) 9379 4448
Toll Free Ph: 1300 302 130

Great Southern Railways

The GSR [formerly known as Aust National Railways] provides concessions on GSR lines to DVA pensioners & CSHC holders. Where an extended journey involves both State and National lines, a reduced fare may also be available. For tickets and information **contact**:

GSR Ph: 13 21 47

DVA FACT Sheet IS 152 refers.

Other organisations providing travel assistance

The Australian Federation of Permanently Incapacitated Ex-servicemen and Women.

For further details **contact (02) 9235 1466**.

Ambulance Transport

Free ambulance transport is available to holders of PCCs or Gold Repat cards. The card should be presented to the Ambulance Service. Prior approval is not needed. If it is clinically necessary, an ambulance can be arranged by a Local Medical Officer or a hospital staff member.