

## How do I know if I am eligible for these services?

To be eligible to receive Always Care nursing services for an assessed clinical need, you must hold a Gold or a White DVA health card. If you are eligible, there is no cost to you, as DVA will fund services delivered to you by Always Care.



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veteran services

## Veteran Care

### Need help accessing our Veteran services?

If you're not sure, you can find out more by getting in touch with our friendly team today.



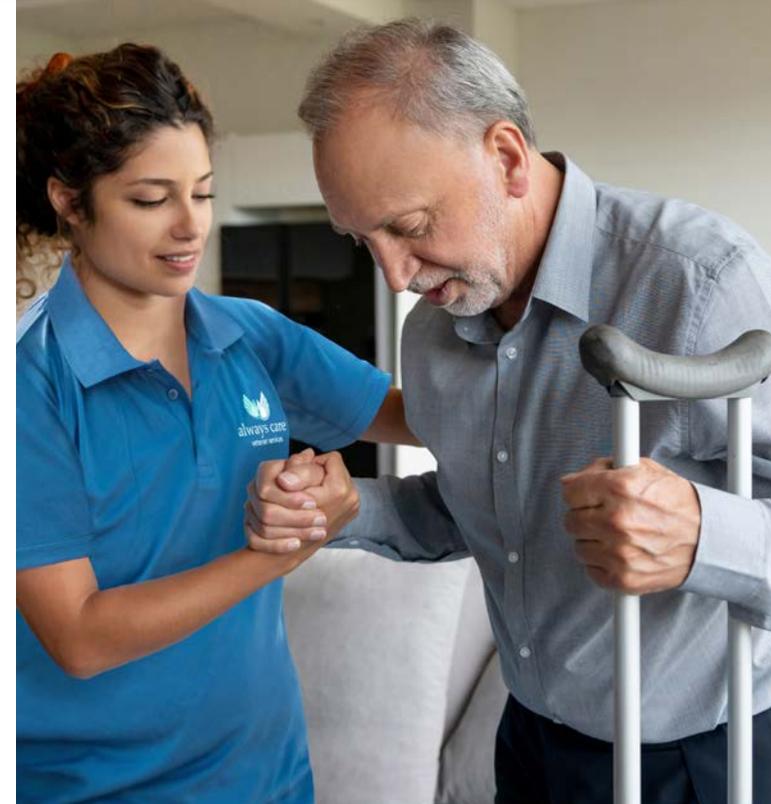
Australian Government  
Department of Veterans' Affairs

Always Care Services is a DVA approved Community Nursing provider, and a VHC (Veterans Home Care) provider.



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Call 1300 ALWAYS

(1300 259 297)

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We support those who have defended our nation.

[www.alwayscare.com.au](http://www.alwayscare.com.au)

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Our aim is to enhance your health and independence, enabling you to remain in your own home for longer.

## How should I start to be able to access these services?



Always Care Services will offer veterans, war widows and widowers (entitled persons) access to a range of nursing and personal care services provided in your home by qualified nurses and support staff.

Our many services for those who served and their loved ones are varied, ranging from medication, nursing and personal care through to palliative care if required.



1

To be eligible for community nursing you need to have a written referral provided to Always Care Services from your GP, a treating doctor in hospital, a hospital discharge planner, or the Veterans' Home Care Assessment Agency.

2

Referrals need to outline the necessary services that you require to meet your assessed nursing needs for relevant medical conditions.

3

Referrals from your GP or a nurse practitioner are valid for 12 months, at which time a new referral is required. Referrals from hospitals are only valid for 6 weeks, at which time a new referral from your GP is required.

## What services are available to me?

The Always Care Veterans Services are delivered by registered nurses, enrolled nurses and nursing support staff.

The services we offer are:

- nursing and personal care
- medication and wound care
- personal hygiene
- showering and dressing
- palliative care if required.

Always Care Services are also approved VHC (Veterans Home Care) providers, offering practical help at home so you can continue to live independently.

Support services  
when **you** need them.

Call 1300 ALWAYS  
(1300 259 297)