



Australian Government  
Department of Veterans' Affairs

Mr Russell W Pettis FAIM  
National President  
Naval Association of Australia  
221 Centenary Avenue  
MELTON VIC 3337

  
Dear Mr Pettis,

**RE: Department of Veterans' Affairs services during the Christmas-New Year period**

I am writing to inform you that all DVA offices will be closed from Thursday 25 December 2014 to Thursday 1 January 2015. The offices will re-open for normal business on Friday 2 January 2015.

As in previous years, DVA services over the Christmas-New Year period will be provided through the Department's after-hours arrangements, such as those in place for the Easter break, public holidays and weekends. Under these arrangements, key DVA services are available, including:

- transport for treatment – while our transport booking service will be closed, transport remains available if it is booked prior to the Christmas period. Alternatively, it can be paid for up-front and reimbursement sought from DVA at a later date. Transport can also be booked and modified, and travel expenses can be lodged online through MyAccount-DVA's online services portal. If people are not registered for MyAccount they can arrange this prior to the Christmas-New Year period by phoning DVA on 133 254 or visiting <https://myaccount.dva.gov.au>
- hospital admissions – doctors can admit DVA patients into hospital without admissions approval over this period, and can seek any relevant approvals when DVA re-opens
- crisis counselling – Veterans and Veterans Families Counselling Service (VVCS) offers 24-hour crisis counselling through Veterans' Line. This service is available toll free on 1800 011 046 to veterans of all conflicts and their families, including members of peace operations, and
- Defence Service Homes Insurance – help with policy and claim enquiries is available 24-hours a day on 1300 552 662, while payments can be made on 1300 304 989, or via the DSH website [www.dsh.gov.au](http://www.dsh.gov.au).

People who require Rehabilitation Appliances Program (RAP) supplies are advised to ensure they have enough supplies to last them through the Christmas-New Year period. Whilst RAP suppliers will be available to take orders during this time, people may experience delays due to closures on public holidays. In case of emergency people should contact their Local Medical Officer or Health Provider, who can organise supply of urgent equipment over the Christmas-New Year period.

Please note – as Thursday 25 December is a public holiday, pension payments scheduled for payday Thursday 25 December 2014 will be advanced to Monday 22 December 2014.

I would appreciate it if you would circulate this information among your members.

On behalf of the Department, I extend my best wishes for the festive season to all members of the veteran, defence force and ex-service communities and their families.



Simon Lewis  
Secretary

21 November 2014