



# DVA WA UPDATE

July 2013

## MESSAGE FROM THE DC

Welcome to the July edition of the DVA WA Update. Issue 9 contains a wide range of topics covering the recently released DVA Mental Health Strategy, reminder details of our Access Centre at the Army Museum in Fremantle, new MyAccount functions and a variety of others.

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Many of our readers will know of, and have had experience of, the impacts that ADF service related injuries or diseases can have on themselves, close family and friends.

DVA WA is keen to have your input to identify major health issues confronting current serving and more recent ex serving members of the ADF and their families. I am keen to use this newsletter to highlight a future series of targeted health information presentations and seminars that will help address some of the issues you consider important.

If you are able to assist us with identifying major family health and wellness issues, would you please send a response to the DC WA E mail at [dc.wa.news@dva.gov.au](mailto:dc.wa.news@dva.gov.au) and confirm your willingness to complete a short anonymous survey.

There is certainly a lot happening at the moment with research into mental health, planning, preparation and research into how we respond to the drawdown of troops and the special needs of Reservists and female veterans. As these activities progress we will share them with you.

If you would like to use future issues of this newsletter to promote any initiatives or calendar events you or your organisation may be planning, please feel free to send an email to [dc.wa.news@dva.gov.au](mailto:dc.wa.news@dva.gov.au) with the details so that we can make an effort to include them in a future issue.

Thank you for your continued readership and support.

Kind regards

Peter King  
Deputy Commissioner  
Department of Veterans' Affairs  
WESTERN AUSTRALIA



## Veteran Mental Health Strategy

A TEN YEAR FRAMEWORK  
2013 - 2023

# BREAKING NEWS !!!!!

## DVA MENTAL HEALTH STRATEGY

### A TEN YEAR FRAMEWORK 2013-2023

The Veteran Mental Health Strategy was released on 27th May 2013.

The Strategy provides a ten year framework for mental health care in support of current and future veterans and their families.

The Strategy's purpose is to:

- Set the context for the provision of mental health services in the veteran and ex. service community and for addressing mental health needs;
- Identify strategic objectives and priority actions to guide mental health policy and programs; and
- Ensure the best possible outcomes for individual mental health and wellbeing.

Strategy provides a blueprint for the future development of a mental health action plan. This will ensure a coordinated approach to implementing and evaluating existing programs, as well as underpinning the \$26.4 million dollars in new initiatives detailed in the 2013-14 mental health budget measures.

The Veteran Mental Health Strategy will ensure the Department remains responsive to the needs of existing clients while continuing to reposition itself in the context of contemporary veterans and their families.

Download a copy of the [DVA Mental Health Strategy](#).

For more information and resources please click the following link -

[www.at-ease.dva.gov.au/veterans/resources/dva-mental-health-strategy/](http://www.at-ease.dva.gov.au/veterans/resources/dva-mental-health-strategy/)



MyAccount

your DVA services online

## Claim for liability

**Claim for liability for Injury or Disease and / or Reassessment of Previously Accepted Injuries or Diseases**

**If you would like to lodge a claim you can with**

Online claim for liability >Start a new claim >

## ITEMS OF INTEREST

### WHAT'S NEW WITH MyAccount?

#### CLAIM ONLINE

##### Claim for compensation

The online claim for compensation process is for the use of current or former members of the Australian Defence Force, reservists, cadets, declared members, members of a peacekeeping force and others (such as members of philanthropic organisations).

##### Documents you may need

During the process you will be asked to attach documents to help the Department process your claim. These may include:

- Proof of identity information
- Service information
- Defence injury reports
- Medical diagnosis

##### Need assistance?

###### Assistance from DVA

You can seek assistance from DVA staff by phoning 133 254 or free call 1800 555 254 if you are outside a major city.

###### Assistance from ex-service organisations

You can also seek the assistance of an Ex-Service Organisation (ESO) of your choice. [Contact an ESO](#)

##### Learn more at the MyAccount website

<https://myaccount.dva.gov.au/>



## eHealth HAS ARRIVED !!!

Australia's new personally controlled **electronic health record** - **eHealth record** - is here!!!

A personally controlled eHealth record is a secure online summary of your health information. You control what goes into it and who is allowed to access it.

An eHealth record gives you more control over your health information than ever before, placing you at the centre of Australia's health system.

Your eHealth record allows you and your doctors, hospitals and other healthcare providers to view and share your health information to provide you with the best possible care and reduces the burden on patients to remember every medication, test or health related incident, or when a child was immunised.

This is a great initiative which will not only benefit you and your families but will improve the quality of healthcare on a national scale.

There are five different channels to register for an eHealth record:

- online at [www.ehealth.gov.au](http://www.ehealth.gov.au);
- in writing by completing the application form available online;
- over the phone by calling 1800 723 471;
- in person by visiting a service centre offering Medicare services; or by
- attending an Assisted Registration session or visiting a healthcare provider who facilitates Assisted Registration.

### Mobile App

Going mobile – My Child's eHealth Record mobile app - [Get the app](#)



For more information on the eHealth record system , or to register online, please visit [www.ehealth.gov.au/](http://www.ehealth.gov.au/).



## ENERGY CONCESSION EXTENSION SCHEME (ECES)

apply for ECES

apply for ECES

On 15 May 2013 the Western Australian Government announced the extension of the existing Cost of Living Assistance payment to eligible households that receive electricity charges through on-selling arrangements.

This will include people living in retirement villages or apartment buildings where the electricity costs are recouped from the tenants by the owner (e.g. strata entity or retirement village management) because the owner is billed directly by Synergy or Horizon Power on behalf of the residential complex.

The concessions will also apply to households that receive electricity charges direct from a retailer other than Synergy or Horizon Power (e.g. from retailers such as Perth Energy or Alinta Sales).

- The extended concessions will include:
- the Cost of Living Assistance Payment (CoLA)
- the Dependent Child Rebate (DCR)
- the Air Conditioning Rebate (ACR)

Additional information can be found in the [Energy Concession Extension Scheme Fact Sheet](#)

A [checklist](#) is available as a guide to ensure that you have all the required information ready, prior to commencing the application process.

## DIRECT BILLING

Applicants who are directly billed by Synergy or Horizon Power must contact their energy retailer to discuss their eligibility.

## RELATED LINKS

- [Energy Concession Extension Scheme Fact Sheet](#)
- [How to Apply](#)

For further information please access the following link:

<http://www.finance.wa.gov.au/cms/content.aspx?id=16885&linkidentifier=id&itemid=16885>



## ON TRACK WITH THE RIGHT MIX APP



A new tool to help you manage your alcohol consumption and learn about the health impacts of alcohol on your wellbeing and lifestyle. A mobile app from the Department of Veterans' Affairs that lets you keep track of the number and types of drinks you consume; the amount of money it's costing you and lets you know about the impact the alcohol has on your wellbeing and fitness levels.

The [DVA ON TRACK](#) with The Right Mix App has been designed specifically for current and ex serving ADF personnel.

Visit the [mobile applications](#) page of this website [www.therightmix.gov.au/](http://www.therightmix.gov.au/) to find out more.

The ON TRACK can be downloaded from both iTunes (iOS)\* and Google Play (Android)\*



**1800 1808 68**  
**CHANGING THE MIX**  
Alcohol Correspondence Program

The Changing the Mix – Alcohol Correspondence Program is a self paced program that will give you the skills to change your drinking patterns from the comfort and privacy of your own home.

## ALCOHOL CORRESPONDENCE PROGRAM

As Australians, alcohol is an important part of our culture and lifestyle. We like to relax, socialise, play sport, be with our family and friends but like all good things in life, moderation is the key.

Alcohol allows us to relax, unwind and de-stress but drinking too much may have serious implications for your general health and quality of life.

It is important that we manage our drinking to preserve our physical and mental health, no matter what age we are. Drinking to excess can have serious consequences to our relationships, finances, employment and many other aspects of our lives.

It is important to help you get the right mix of alcohol so that your lifestyle and health is balanced out and you can enjoy alcohol without the risks.

If you think you may be at risk or would like to work on managing your alcohol intake then the VVCS Changing the Mix - Alcohol Correspondence Program is for you.

## What is the Changing the Mix - Alcohol Correspondence Program?

The Changing the Mix - Alcohol Correspondence Program is a 10 week program that will give you the skills you need to change your drinking patterns from the comfort and privacy of your own home, anywhere in Australia. There are many benefits to Changing the Mix. Healthy alcohol consumption can help you lead a happier and healthier lifestyle.

The program is delivered via correspondence with modules sent to participants throughout the 10 weeks. Participants complete the modules, monitor their drinking and assess their progress with the support of the CTM team.

### Modules cover a range of topics:

- **Balancing Alcohol, health and lifestyle**
- **Decision making**
- **Solving problems**
- **Managing moods**
- **Planning for the future**
- **Maintaining changes**

### Eligibility:

- **Veterans, peacekeepers and their partners**
- **Current serving ADF personnel**
- **Ex-ADF personnel with an accepted disability**
- **Gold card holders**
- **Sons & daughters of Vietnam veterans**

Eligibility is **NOT** dependant on DVA entitlements.

Further information

To find out more information or to register for this program, contact the CTM team on **1800 1808 68**



## Touchbase PILOT PROGRAM

The *touchbase* pilot program provides separating and separated ADF members with information on useful topics and links to a range of resources.

The key elements of the *touchbase* pilot program are the [touchbase website](#) and e-newsletter.

### ***touchbase* website**

The [touchbase website](#) is an information portal where you and your family can access information and links to resources on a wide range of topics, from jobs, sports clubs and hobbies through to fitness, wellbeing and counselling.

*touchbase* is available to all ex-service members, whether you've recently separated from the ADF or you've been out for some time. Partners and other family members of ex-service personnel are welcome and encouraged to also access the benefits provided by *touchbase*.

Visit [www.touchbase.gov.au](http://www.touchbase.gov.au) for more information.

## TAX TIME FOR END OF FINANCIAL YEAR 2012/2013

It's that time of the year! Time to look at whether we have to put in a Tax Return!

Payment Summaries for the 2012/2013 financial year were mailed to DVA clients from 27 June 2013.

### **Department of Defence has commenced issuing Payment Summaries to DVA incapacity recipients.**

**As a result of a change to the PMKeyS Global Payroll system in January two payment summaries have been issued to those clients who were in receipt of incapacity payment before and after the January system changes. Each payment summary will show a different amount – one representing payment amounts from July 2012 to January 2013, the other from January 2013 to June 2013.**

**Only one payment summary will be sent to clients who either ceased their incapacity payment before January, or commenced their incapacity payment after January.**

If you have not received your Payment Summary from DVA and you are expecting to receive one, or if you would like a reprint, please contact DVA on 133 254 or from regional Australia free call 1800 555 254.





## UPCOMING DVA EVENTS

**DO YOU HAVE QUESTIONS FOR DVA?**

**DO YOU LIVE IN NORTHAM OR THE SURROUNDING AREAS?**



Staff from the Department of Veterans' Affairs will be visiting Northam to answer your questions and provide information about DVA entitlements including:

**Pensions, Compensation and Health Care.**

**WHEN: Friday 26<sup>th</sup> July 2013**

**WHERE: RSL Hall, Fitzgerald Street, Northam**

**BY APPOINTMENT ONLY**

**Appointments available between 10:00am and 3:00pm**

**To speak with a DVA staff member on Friday 26<sup>th</sup> July 2013,**

**Please telephone  
1800 555 254**

**Bookings for appointments are essential**

If you cannot attend an appointment, DVA staff are happy to help you over the telephone. Please call the above number for assistance.

**RSVP 19<sup>th</sup> July 2013**

## **DVA INFORMATION SEMINAR AND EXPO**



**Are you a serving or ex-member of the Australian Defence Force?**

**Are you the spouse, dependant or carer of a serving or ex-member of the Australian Defence Force?**

**Come and join us in conjunction with the North Beach RSL on Monday 9<sup>th</sup> September 2013 and hear a variety of speakers from:**

**Department of Veterans' Affairs (DVA)**

**Veterans and Veterans Families  
Counselling Services (VVCS)**

**Local Community Services**

**Commonwealth Rehabilitation Services  
(CRS)**

**Department of Human Services (DHS)**

**WHERE: NORTH BEACH RSL (North  
Beach Bowling Club), 7 Kitchener  
Road, North Beach**

**WHEN: MONDAY, 9<sup>TH</sup> SEPTEMBER  
2013**

**WHAT TIME: 10:00am – 2:00pm**

**LUNCH BREAK: Lunch can be  
purchased from the RSL kitchen.**

**To register your interest in attending  
please call 133254 prior to Monday, 2nd  
September 2013.**

A blue square logo with the word "Expo!" in white, bold, sans-serif font. The text is centered and flanked by two horizontal white lines above and below it.

**Expo!**

## DEPARTMENT OF VETERANS' AFFAIRS ACCESS CENTRE



Located at:

**The Army Museum of Western  
Australia,  
Burt Street, Fremantle**

**IS NOW OPEN!!!!!!**

**Centre Opening Hours: 11:00am –  
4:00pm Wednesday/Thursday/Friday**

**The Centre is a “ONE STOP SHOP” to  
access written information and  
resources from:**



**Department of Veterans' Affairs - benefit  
information and claim forms**

**Veterans and Veterans Family Counselling  
Service – VVCS**

**Centrelink and Medicare**

**The Office of the Public Advocate and Public  
Trustee**

**Family and Children Health Promotion**

**Child Support**



**Veterans and current serving ADF members, partners  
and families are welcome to visit the centre during  
opening hours to source information and resources  
and discuss matters with DVA staff.**

**Appointments can be arranged by phone on  
0411 269 908 or email [dc.wa.news@dva.gov.au](mailto:dc.wa.news@dva.gov.au)**

## HELP DVA TO HELP YOU!!!



## HAVE YOUR SAY!!!

When a member of the Australian Defence Force is injured, falls ill, or dies as a result of their military service, these occurrences naturally impact on the lives of their immediate and extended family, colleagues and friends.

DVA in WA is looking at the benefits of developing a series of health and associated support programs to help address some of these issues.

Some ideas being considered, include presentations by health professionals, information displays, topical health articles and relevant agency contact details in our DC WA email bulletin.



In order to cover the areas of most concern to current serving and ex members and their families, **DVA WA needs your help** to identify the priority issues that you believe require attention.

If you would like to assist, please contact us at [dc.wa.news@dva.gov.au](mailto:dc.wa.news@dva.gov.au) to register and take part in a short online survey.



## UPCOMING EVENTS FROM OUR FRIENDS



### 16th BATTALIONS' FOUNDATION

Enjoy an evening with real Australian war heroes.

Men of the 2/16th Battalion, formed in Western Australia in 1940. Veterans of the WWII Middle East Campaign and the Kokoda Track.

The 16th Battalions' Foundation Dinner  
at  
The Bill Walker Room  
Patersons Stadium, Subiaco Road, Subiaco  
on  
Friday 23rd August 2013 at 6.30pm  
\$125

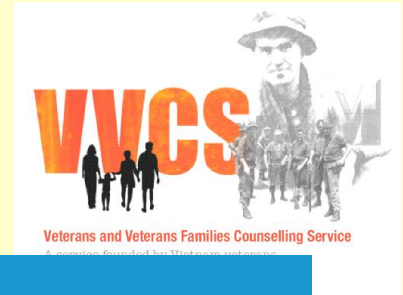
Brigadier Duncan Warren (Retd) A.M., RFD  
Patron of the 2/28th Battalion, 24th Anti Tank Company Association  
and the WA Branch of the Royal Australian Regiment Association  
will present the  
Brigadier Arnold Potts Oration

For information and bookings, contact:  
Mary Goldthorpe on 9384 9105 or 0409 085 987  
[mary.goldthorpe@yahoo.com.au](mailto:mary.goldthorpe@yahoo.com.au)



Australian Government

VVCS – Veterans and Veterans Families  
Counselling Service



## Parenting Workshop - Engaging Adolescents

This is a 3 session seminar that will teach parents strategies for better engaging with their teenager. Learn how to identify “normal” teenage behaviour, and improve communication between the whole family.

### What is covered?

- **Understanding adolescents: a time of reconstructions, redeveloping social landscapes, brain snaps and body make-overs.**
- **Understanding your job as a parent of a teenager – observer, advisor, negotiator, director.**
- **Asking the question – is it serious? What’s worth reacting to and what’s not.**
- **How to hold the difficult conversations more successfully.**

*\*The program is available to all veterans, Peacekeepers, as well as eligible current and ex-serving ADF personnel, and their partners.*

### Next Group:

**Seminar dates: 29<sup>th</sup> July, 5<sup>th</sup> & 12<sup>th</sup> of August** (Must attend all 3 evenings)

**Evening Sessions 7.00pm- 9.30pm**

Facilitated by **behaviour<sup>®</sup>  
tonics** for **VVCS VETERANS AND VETERANS FAMILIES  
COUNSELLING SERVICE**

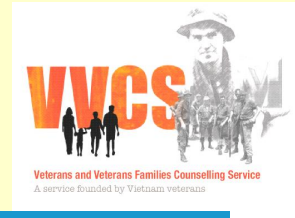
**Venue: VVCS Applecross 7 Kintail Road, Applecross**

**To register please contact the Group Program Coordinator –  
Tania Bartrop on 1800 011 046**



Australian Government

VVCS – Veterans and Veterans Families  
Counselling Service



# Parenting Workshop 1-2-3 Magic™ and Emotion Coaching

The role of parent to a young child/children can be challenging. Finding ways to effectively manage problem behaviour and tantrums can be hard. That is where 1-2-3 Magic and Emotion Coaching comes in.

This 3-part parenting seminar will enable parents to effectively manage difficult behaviour in 2-12 year olds. This program will teach you skills that will allow you to discipline your children without arguing, yelling and spanking.

Topics include:

- Different approaches to parenting
- Discipline without arguing, yelling or smacking
- How to handle testing and manipulation
- Encouraging good behaviour
- Strengthening your relationship with your child

*\*The program is available to all veterans, Peacekeepers, as well as eligible current and ex-serving ADF personnel, and their partners.*

## Next Group:

**Seminar dates:** 21<sup>st</sup> & 28<sup>th</sup> August, 4<sup>th</sup> September (Must attend all 3 evenings)

**Evening Sessions 7.00pm- 9.30pm**

Facilitated by **behaviour tonics**® for **VVCS VETERANS AND VETERANS FAMILIES COUNSELLING SERVICE**

**Venue:** VVCS Applecross 7 Kintail Road, Applecross

To register please contact the Group Program Coordinator –

Tania Bartrop on 1800 011 046



The Personally  
Controlled eHealth  
Record System



**Partners of Veterans Association Western Australia Inc is hosting an information day for eHealth and would like to extend an open invitation to all members of the veteran community**

**Any Veteran, Partner or family member is welcome to come along and join us to gain information and learn about eHealth**

**EVENT: INFORMATION DAY FOR Ehealth**

**WHEN: MONDAY 12<sup>TH</sup> AUGUST 2013**

**WHAT TIME: PLEASE ARRIVE BY 10:30am FOR AN 11:00am START**

**WHERE: CONFERENCE ROOM, CARERS CENTRE, 182 LORD STREET, PERTH**





ORIGINAL WORK BY WEST AUSTRALIAN ARTISTS  
Including Painting, Glass, Sculpture & Jewellery

**LEEWIN BARRACKS  
RIVERSIDE ROAD  
EAST FREMANTLE**

7pm – 10pm Friday, 2 August 2013  
Attendance by pre-purchased ticket only

10am – 5pm Saturday, 3 August 2013  
10am – 5pm Sunday, 4 August 2013

Everyone  
Welcome

Opening Night  
Tickets \$30

**BENEFICIARIES**  
**Retina Australia WA**  
**Fairholme Disability Support Group**

Ticket Enquiries: Viv – 0419 796 685  
(4:30pm – 8:30pm)  
Or email: [ArmyArtTickets@hotmail.com](mailto:ArmyArtTickets@hotmail.com)

[www.ArmyArt.org](http://www.ArmyArt.org)

Supported by Karrakatta Community House Inc

## FOCUS ON HEALTH

### GETTING A GOOD NIGHT'S SLEEP



How much sleep do you need?

How much sleep does your partner and/or your children need?

No-one is exactly sure why we need to sleep, but we know that without sleep, we don't function as well.

Some people cope well with four hours, whereas others need at least ten hours each night.

Sleep is an active brain process that helps us sort through the events of the day. Getting a good night's sleep allows us to be more efficient, concentrate better, be less accident prone and less moody the next day.



Sleeping difficulties are common and sleep quality is subjective, however; what seems like insomnia to one person may be a good night's sleep to another.

Other factors govern our ability to go to sleep and stay asleep. Mental and physical health problems can make sleep more difficult along with sleep habits learned early.

### SLEEP STRATEGIES

**In order to sleep well, make sleep a priority.**

#### During the Day



- **Exercise regularly during the day**
- **Get out in the sunshine during the day**
- **Nap for no more than 30 minutes**
- **Deal with worries and stress prior to going to bed**

#### In the Evening



- **Avoid caffeine at least four hours before bed**
- **Avoid alcohol late in the evening and before bed**
- **Time your evening meal so that you are neither full nor hungry at bedtime**
- **Have a warm milk or relaxing herbal tea prior to going to bed**

## Immediately Before Bed



- Try to go to bed at the same time every night
- Turn down the bedside clock brightness or face it away from you
- Make sure the bedroom is dark
- Write down any persistent worries, and promise yourself you will deal with them in the morning
- Use a relaxation technique or play relaxation music

## In Bed

- Have a comfortable bed, mattress, pillow and bedding.
- Don't watch TV, use a laptop or eat in bed
- Wear earplugs if your partner snores or your environment is noisy
- Make sure the temperature is comfortable in bed
- If you're not asleep after half an hour, try doing some quiet reading until you're sleepy



## Sleep Problems

- Concerns about sleep problems should be discussed with your GP
- If there are other factors affecting your sleep e.g. mental health issues, a discussion with the appropriate professional is recommended

## Further Information

For further information please access the following links:

**Veterans and Veterans Families Counselling Service (VVCS)**

[www.dva.gov.au/health\\_and\\_wellbeing/health\\_programs/vvcs](http://www.dva.gov.au/health_and_wellbeing/health_programs/vvcs)

**The Wellbeing Toolbox**

[www.wellbeingtoolbox.net.au](http://www.wellbeingtoolbox.net.au)

**Veterans' MATES**

[www.veteransmates.net.au](http://www.veteransmates.net.au)

**The Sleep Health Foundation**

[www.sleephealthfoundation.org.au](http://www.sleephealthfoundation.org.au)

**The Better Health Channel**

[www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)



## HANDY LINKS



The Department of Veteran Affairs  
[www.dva.gov.au/Pages/home.aspx](http://www.dva.gov.au/Pages/home.aspx)

The Department of Health and Ageing  
[www.health.gov.au/](http://www.health.gov.au/)

Veterans and Veterans Families Counselling Service (VVCS)  
[www.dva.gov.au/health\\_and\\_wellbeing/health\\_programs/vvcs](http://www.dva.gov.au/health_and_wellbeing/health_programs/vvcs)

The Wellbeing Toolbox  
[www.wellbeingtoolbox.net.au](http://www.wellbeingtoolbox.net.au)

ConcessionsWA  
[www.concessions.wa.gov.au/Pages/default.aspx](http://www.concessions.wa.gov.au/Pages/default.aspx)

Public Transport Authority  
<http://www.transperth.wa.gov.au/>

Men's Advisory Network  
[www.man.org.au/Home/tabid/37/Default.aspx](http://www.man.org.au/Home/tabid/37/Default.aspx)

Citizens Advice Bureau  
[www.cabwa.com.au/](http://www.cabwa.com.au/)

Beyond Blue  
[www.beyondblue.org.au/](http://www.beyondblue.org.au/)



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