



Australian Government

Department of Veterans' Affairs

Factsheet HIP72 - Providers - Rehabilitation Appliances Program

Purpose

This Factsheet provides information to providers about the Rehabilitation Appliances Program (RAP). It includes the range of aids and appliances available and how to access them.

What is the Rehabilitation Appliances Program (RAP)?

RAP assists eligible members of the veteran community to be as independent and self-reliant as possible in their own homes. The provision of aids and appliances help to minimise the impact of disabilities and maximise quality of life and independence.

RAP provides equipment according to each individual's assessed clinical need as part of the overall management of their health care. Eligible persons are assessed by a qualified health professional, usually an occupational therapist, GP, physiotherapist or registered nurse. Items issued under RAP are generally designed specifically for people with an illness or disability.

Who is eligible?

Members of the veteran community are eligible if they have an assessed clinical need for an aid or appliance and are a:

- Gold Card holder; or
- White Card holder (only for conditions accepted by DVA as related to service); or
- veteran from an allied country (only for conditions accepted by DVA as related to service).

What aids and appliances are available under RAP?

Aids and appliances that are available to the veteran community are listed in the [RAP National Schedule of Equipment](#). The Schedule outlines the criteria for provision and whether DVA's approval is required and is available on the RAP [Schedule and guidelines](#) page of the DVA website at www.dva.gov.au/service_providers/rap/Pages/Schedule_Guidelines.aspx

The items listed on the Schedule include the following categories:

- Continence
- Diabetes
- Oxygen and Continuous Positive Airways Pressure (CPAP)
- Mobility and Function Support
- Personal Response Systems (PRS)

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The most cost-effective, safe and clinically appropriate aids and appliances should be recommended.

Home modifications and household adaptive appliances

The aim of the home modification program is to enable the entitled person to remain in their home with:

- improved independence and safety;
- reduced need for a carer;
- lower likelihood of moving away from family, friends and community; and
- reduced risk of falls.

Major home modifications are only provided to one residence and must be completed by a registered tradesperson. DVA will not pay for repairs and/or maintenance to a residence as this is the homeowner's responsibility.

Non-Schedule items

Requests for the supply of aids and appliances that are not on the Schedule must be sent in writing to the Director RAP Operations and Policy for consideration. For more information, please contact the RAP Health Provider Enquiries number listed under More Information at the end of this Factsheet.

Repairs and replacements

DVA will cover the cost of repairs and replacements of aids and appliances if they are lost or damaged by normal wear and tear. DVA will also replace aids and appliances if the entitled person's clinical condition has changed.

RAP and Residential Aged Care

RAP aids and appliances are provided to residents in Australian Government funded aged care facilities depending on the level of care being received.

Low Level Care - DVA provides RAP aids and appliances to entitled persons receiving low level care.

High Level Care - DVA RAP aids and appliances are not provided to entitled persons receiving high level care in an Australian Government funded aged care facility. Approved providers of Australian Government funded aged care facilities are required to provide care and services as specified under the *Aged Care Act (1997)* and the *Quality of Care Principles (1997)*. Schedule 1 of the *Quality of Care Principles (1997)* lists the specified care, services and equipment to be provided to all residents that require them.

If an entitled person moves from low level care to high level care, RAP items previously issued may be kept by them if approved by the aged care provider. DVA will maintain responsibility for the repair, maintenance and replacement of these items.

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Entitled persons receiving services under the Home Care Packages Program are able to access RAP items where the service provider is not legally required to supply them. Please call the My Aged Care Gateway on 1800 500 853 for more information.

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

- [HAC03 Veterans' Home Maintenance Line \(VHML\)](#)
- [HSV60 Repatriation Health Card - For All Conditions \(Gold\)](#)
- [HSV61 Repatriation Health Card - For Specific Conditions \(White\)](#)

Related Forms

- [D0804 Home Medical Oxygen Therapy Form](#)
- [D0988 Continence Direct Order Form](#)
- [D0992 Mobility and Functional Support \(MFS\) Direct Order Form](#)
- [D1316 Recliner Chair Assessment Form](#)
- [D1323 Authority to Install/Modify Form](#)
- [D1327 Home/Access Modifications Assessment Form](#)
- [D9140 Application for CPAP/Bi-Level Therapy Equipment](#)
- [D9160 Request for Exercise Bike Form](#)
- [D9199 Personal Response System \(PRS\) Assessment Form](#)

More Information

DVA Service Provider Enquiries

Metro Phone: 1300 550 457 *

Regional Phone: 1800 550 457 *

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

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

[Service Provider Website](#):

www.dva.gov.au/service_providers

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

RAP Health Provider Enquiries

Metro Phone: 1300 550 457 *

Regional Phone: 1800 550 457 *

Transport Bookings

Metro Phone: 1300 550 455 *

Regional Phone: 1800 550 455 *

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