Commonwealth Services
The following is a snapshot of services. Please contact War Widows NSW on 9267 6577 if you need support or other information.

**Services Australia** delivers Medicare (including Pharmaceutical Benefits Scheme), Centrelink, and Child Support payments and services.
For more information, contact **1800 227 475** (Aged Care Fee Assessment & Services)
**13 20 11** (Medicare General Enquiries)
**13 22 90** (Pharmaceutical Benefits Scheme).

**Financial Information Service** via Services Australia is a free service that can inform and educate you about financial matters.
For more information, contact **13 23 00**.

**Australian Securities and Investment Commission (ASIC)'s Moneysmart Program** helps you to take control of your financial life. Offers financial counselling, information about options to pay bills or manage one's income.
For more information, contact **1300 300 630**.

**Grandparent Advisers** via Services Australia can help grandparents and non-parent carers with ongoing care for children. You may be able to get extra help like child care assistance, health care and Medicare.
For more information, contact **1800 245 965**.
Department of Veterans’ Affairs Services

The following is a snapshot of DVA services with more information available at www.dva.gov.au or 1800 555 254.

Defence Service Home Lending provides subsidised housing loans.
For more information, contact 1800 722 000.

Defence Service Homes Insurance offers a range of home, contents & other insurance policies.
For more information, contact 1300 552 662.

DVA Education Schemes provides financial assistance, special assistance, student support services, and arrangements for guidance and counselling for eligible children (under 16 years, between 16-25 years in full-time education).
For more information, contact 1800 555 254 or educationschemes@dva.gov.au.

DVA Lump Sum Advance Payment is available when a pensioner wishes to apply for a Lump Sum Advance. If you need a printed form, please contact War Widows office on 9267 6577.

Pension and Entitlements

The following is a snapshot of benefits. Please contact War Widows NSW on 9267 6577 if you need support or other information.

War Widow’s Pension is a compensation payment following the death of a spouse or partner. The Pension is not affected by other income, except from other compensation payments.

The Gold Card is a treatment card that provides you with clinically-required treatment for all medical conditions, as well as access to a range of services and support.
A Veteran’s Gold Card is not transferred to the surviving partner or any other dependant.
Partners and other dependants, who are eligible to receive the Veteran Gold Card, are issued with a Card in their own right.

The Veteran Card (Gold, White and Orange) is now the new, redesigned Gold Card. There are no changes to entitlements or services one can access with these cards. New cards are being issued from July 2020.

The Veteran Card is part of the Australian Defence Veterans’ Covenant which allows access to discounts and benefits from participating businesses via the Australian Partner of Defence (APOD).
For more information, contact 1800 838 372.
Other Benefits & Services include the Income Support Supplement, Energy Supplement, concessions on the cost of public and private transport services and public utilities. Please check with a service provider about entitlements as a War Widow.
For more information, contact 1800 555 254.

Taxation & DVA Payments may help you to determine if you are tax exempt or not. Typically:
- Income Support Supplement – taxable except for the supplementary amount
- War Widows Pension – tax exempt
You may need to lodge a tax return if your taxable income, including the amounts shown on your DVA Payment Summary, exceed the thresholds set by the ATO. If in doubt, contact the ATO on 13 28 61.

DVA Online Services is now available through myGov for all online transactions with Government.
For more information, contact 13 23 07.

Australian Veterans’ Children Assistance Trust (AVCAT), a national independent charity, offers tertiary scholarships to children and grandchildren of veterans. Applications for 2021 Scholarships open on 18 August and close on 31 October 2020.
For more information, contact 9213 7999 or info@avcat.org.au.
Advocacy

The following is a snapshot of services. Please contact War Widows NSW on 9267 6577 if you need support or other information.

Council on the Ageing NSW is a State-based peak organisation that represents the interests of people aged 50-plus, living in New South Wales. For more information, contact 9286 3860.

National Seniors Australia branches are one way for older Australians to get involved in community issues, participate in social events and ensure your voice is heard on issues that affect you. Branches are across NSW including Ashfield, Nowra, Parramatta, and Wyong. For more information, contact 1300 765 050.

New South Wales Services and Concessions

The following is a snapshot of services. Please contact War Widows NSW on 9267 6577 if you need support or other information.

Service NSW makes it easier to find NSW Government information and services such as online options to renew car registration or driver licence, apply for the Seniors Energy Rebate, Low Income Household Rebate, Gas Rebate, Pensioner Water Rebate, Mobility Parking Scheme Permit, and Appliance Replacement Offer. For more information, contact 13 77 88.

You can also apply for transport benefits such as the Gold Opal Card with a $2.50 daily travel cap and the Regional Seniors Travel Card (restricted to defined areas). For more information, contact 13 77 88.

NSW Spectacles Program funds free glasses and optical aids for eligible people including those who receive a full income support payment. For more information, please contact Vision Australia on 1300 847 466.

NOTE: War Widows (with a Gold Card) are covered for eye health services and spectacles under DVA.

The Taxi Transport Subsidy Scheme (TTSS) provides subsidised taxi transport to residents of NSW who are unable to use public transport because of a qualifying severe and permanent disability. Strict eligibility criteria must be met. Contact Transport for NSW on 13 15 00.
**Mobility Parking Scheme (MPS)** provides special parking conditions to eligible people with a disability, as defined by legislation. You can get a copy of the application form from a Service NSW or you can contact us to send you a copy. The medical certificate section of the form must be completed by your doctor to confirm your eligibility.

For more information, contact **13 77 88**.

The **NSW Companion Card** is valid on most public transport in NSW and provides free travel for an attendant when accompanying the Companion Card holder.

The Companion Card holder will pay their normal fare, which will depend on their concession status.

For more information, contact **1800 893 044**.

**NSW Seniors Card** is issued free and provides access to savings on a range of goods and services provided by participating businesses. The Gold Card (Seniors) is for those who do less than 20 hours of paid work.

The Blue Card (Senior Savers) is for Seniors who do more than 20 hours of paid work and are not yet eligible for the Seniors Card.

For more information, contact **13 77 88**.

**NSW Photo Card** is a voluntary card for people who do not hold other forms of identification, such as a driver licence. The card can help you access services that require identification.

For more information contact Roads and Maritime Services on **13 22 13**.

For more information about **Concessions in New South Wales**, please contact **13 77 88**.
Veterans Home Care (VHC) Program provides a small amount of practical help to allow you to remain at home. It is not designed to meet complex or high level care needs. You can receive domestic help, personal care, respite care, safety-related home and garden maintenance for a small contribution toward costs.

For more information, contact 1300 550 450.

The maximum co-payment for services is as follows:

- $5/week for domestic help (capped at $5)
- $10/week for up to 1.5 hours of personal care (capped at $10/week)
- $5/hour for safety-related home and garden maintenance (capped at $75 per 12 month period)

There is no co-payment for Respite Care service.

You can receive up to:

- 28 days of residential respite care or
- Up to 196 hours of a combination of in-home or residential respite care or
- Up to 216 hours of emergency short-term home relief in a financial year

My Aged Care is the starting point of a person’s aged care journey. The Contact Centre can provide you with information about service options or connect you to an assessor to better understand your need for support and services. We can assist with online referrals on your behalf, if you need help.

For more information, contact 1800 200 422.

The Contact Centre does not manage access or referrals to Veterans Home Care (VHC).
Commonwealth Home Support Program (CHSP) – Entry Level Care is available for those who are able to manage but need support with a few tasks. Typically, a person would receive 1-2 services whether as meals, transport, personal care, domestic help, home modifications, social support, nursing, allied health services, respite care. There is a cost for each CHSP service. For more information, contact 1800 200 422.

Home Care Packages (HCP) – Complex Care is available for those who need a number of care and support services, typically more frequently and more complex. They may include allied health interventions, nursing and other specialised supports. For more information, contact 1800 200 422.

Assessment is part of the process of identifying eligibility for subsidised aged care. Assessment is typically done online or over the phone followed by an in-person assessment, where practical. For Commonwealth Home Support Programme services, you will usually find out if you’re eligible at the face-to-face assessment (or phone assessment in situations where face-to-face is not possible such as during Covid-19).

Costs of Care is dependent on the type of help you need, the provider you choose, your financial situation, and the services you receive. Whether you receive VHC, CHSP, HCPs, respite or residential (nursing home), you may be required to contribute to the cost of care.

Complaints is your right to express justifiable concerns about the level of support or services that you may have negotiated with a provider. At all times, the best option is to first speak with your provider.

For DVA-specific services, contact DVA on 1800 555 254.

For CHSP, HCP and other aged care services, please contact My Aged Care on 1800 200 422. If still not satisfied, you can make a formal complaint to the Aged Care Quality & Safety Commission on 1800 951 822.

For Home Care Packages, residential respite or residential care, your assessor, typically a member of the Aged Care Assessment Team (ACAT), will meet with you in a face-to-face assessment. They will not make an immediate decision as they need more time to review information collected at the assessment. The Assessor will send you a letter to advise you of your eligibility for service such as the level of Home Care Package.
Health

The following is a snapshot of both Commonwealth and State health services and benefits. Please contact War Widows NSW on 9267 6577 if you need support or other information.

All DVA-related enquiries should be made to 1800 555 254.

Pensioner Concession Card holders may be eligible for medication under the Pharmaceutical Benefits Scheme (PBS) at $6.60 per prescription.

War Widows (with a Gold Card) are covered under the Repatriation Pharmaceutical Benefits Scheme for a range of medicines and wound care items at a concession rate. Your pharmacist can advise about medicines available under the Scheme.

Ambulance transport is available to War Widows (with a Gold Card) for all health conditions, subject to medical need. Transport will be to your nearest clinical facility that meets your clinical needs.

Booked Car with Driver Scheme is available to eligible DVA clients when they attend approved treatment locations. Health providers can also arrange transport under the Booked Car Scheme on behalf of a DVA client. A provider can contact 1800 550 455.

Booked Car with Driver (BCWD) Scheme is available for Gold Card holders who are:
- Aged 80 years of age or over;
- Legally blind (regardless of age);
- Suffering from dementia (regardless of age)

Booked Car with Driver Scheme is also available, under certain conditions, for Veteran Gold Card holders aged 79 years or younger.

For more information, contact 1800 550 455.

Repatriation Transport Scheme covers some financial assistance associated with transport and accommodation meals and attendant care to attend a health provider for medical treatment within Australia.

For more information, contact 1800 550 455.

Sydney Dental Hospital (SDH) and Oral Health Services (OHS) provide public and oral health services to eligible card holders.

For more information, please contact the Central Oral Health Intake and Information Service (COHIIS) on 9293 3333.

DVA Dental Services covers treatments to keep your teeth and mouth healthy. Services may include:
- Regular checkups and cleaning
- Prevention of tooth decay
- Treatment for cavities
- Dentures
- Treatment for dental injuries

War Widows (with a Gold Card) may be able to receive dental services if they have an assessed clinical need. There are restrictions on what can be provided without prior approval from DVA. Contact your dental provider to find out if they will accept your Gold Card.

DVA Hearing Services includes assistance, advice and high-quality devices under the Hearing Services Program or Rehabilitation Appliances Program.

For more information, contact 1800 555 254.
DVA Optical Services are available if you have an assessed clinical need. You can get 2 appointments with an optometrist or ophthalmologist every year if you are 65+ or every 3 years if under aged 65. DVA covers every 2 years for:
  • 1 pair of glasses with multifocal lenses; or
  • 1 pair of reading glasses and 1 pair of distance glasses
Glasses are only provided every 2 years unless there has been a change in vision. Frames (at no cost) must be chosen from the range that DVA pay for. Co-payment can be made if the client chooses frames that are not on the free list.
For more information, contact 1800 555 254.

Convalescent Care is short-term care which is medically necessary for recovery following a stay in hospital. As a Gold Card holder, the cost of convalescent care is covered by DVA. Care is available in a range of settings such as:
  • Public or private hospitals
  • Multipurpose services
  • Australian Government funded aged care facilities
  • Other suitable institutions
Convalescent Care cannot be provided in your home. If you are approved for care in a non-hospital institution, DVA will pay for up to 21 days of care in a financial year.

Dementia Support Australia provides online support services for a person living with dementia; their carer or family member; health professional or care worker. Contact DSA on 1800 699 799 or dsa@dementia.com.au.

Coordinated Veterans’ Care (CVC) uses a proactive approach to improve the management of chronic conditions and your quality of care. As a team-based program, you, your general practitioner (GP) and a Nurse Coordinator (NC) will work together as a Core Team to make sure that the care you get is the care you need. There is no charge to participate in the program. Speak with your GP who will determine if you are eligible for the program.

Open Arms (Veterans & Families Counselling) is a service that supports your wellbeing and your family’s. For more information, contact 1800 011 046 (24 hour service).

BreastScreen NSW provides free screening mammograms for women aged 50-74. Women aged 40-49 and women aged 75+ are also eligible to attend. For more information, contact 13 20 50.
Community Services

The following is a snapshot of both Commonwealth and State services. Please contact War Widows NSW on 9267 6577 if you need support or other information.

**DVA Day Clubs** provide opportunities across New South Wales for people to maintain social contact outside the home through activities such as games, sports, fitness, information sessions, and arts and crafts. Contact the NSW/ACT Community Support Adviser on 1800 555 254.

**Do Not Call Register** is a secure database where individuals can register, check or remove their Australian telephone or mobile to opt out of receiving most unsolicited telemarketing calls. Registration is free and you only need to do it once.
For more information, contact 1300 792 958.

**NSW Fire & Rescue** may be able to provide assistance with the installation of smoke alarms and change of their batteries. Contact your local fire station and organise to have a Safety Visit conducted.

**NSW Rural Fire Service** offers AIDER – Assistance for Infirm, Disabled & Elderly Residents – as a one-off free service to reduce bush fire hazards. This includes thinning vegetation; removing leaves, sticks and fallen branches; trimming branches from around and overhanging the home; mowing or slashing long grass; or cleaning gutters.
For more information, contact (02) 8741 4955 to request for an assessment of your property.

**State Emergency Service (SES)** is a volunteer-led emergency and rescue service that provides 24/7 service through the year.
For more information, contact 13 25 00.

**Fire & Emergency** can be contacted on 000. If deaf or hearing impaired, contact 106.

NSW Fair Trading is part of the NSW Department of Customer Service. They provide a range of information such as rights & responsibilities of residents in Retirement Villages, buying products and services, buying and selling property, and strata and community living schemes.
For more information, contact 13 32 20.

**Planning Ahead Tools** website, funded by NSW Government, contains information on all aspects of planning ahead. It has comprehensive information on Wills, Powers of Attorney, Enduring Guardianship and Advance Care Planning.
For more information, contact 1300 887 529.

**Identity theft** happens when someone steals your personal information and uses it to commit a crime (for example, stealing money from your bank accounts, getting loans and benefits in your name). Once your identity has been stolen it can be difficult to recover and you may have problems for years to come. Organisations that can help include
Scamwatch 1300 432 273
iDcare 1300 432 273
Stay Smart Online 1300 292 371
Your local police 131 444
Legal Aid provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law. For more information, contact 1300 888 529.

Elder Abuse is often not well understood. If you want to talk to someone about potential or actual abuse, please call the Ageing & Disability Abuse Helpline (previously known as the Elder Abuse Helpline) on 1800 628 221.

Seniors Rights Service (SRS) is a community organisation dedicated to protecting and advancing the rights of older people, particularly vulnerable and disadvantaged groups. SRS provides free and confidential telephone advice, aged care advocacy and support, legal advice and rights-based education forums to seniors across New South Wales. For more information, contact 1800 424 079.

Telecross is a phone call each day to check you’re okay. For more information, contact 1800 733 276.

Local Council Services
Seniors Programs are provided by a range of local councils. Some may organise bus trips, movies, or referrals to a range of services for older adults. Please contact your Local Council for more details.

War Widows NSW’s Services

Individual Transport is provided to eligible members to assist with attendance at monthly meetings of their local Social or Guild Club. For more information, contact 9267 6577 or 1800 451 615 (country).

Group Transport and/or Social Grant is provided to a Social or Guild Club up to a maximum of $825 for transport and $825 for lunch (maximum of 33 members) to bring members together. For more information, contact 9267 6577 or 1800 451 615 (country).

Friendship Line is a peer support service delivered by Volunteers. We offer a birthday call for women aged 90 years and older, or a wellbeing call for those who appreciate a regular social call. If you’d like to either volunteer on the Line, or receive a regular call, please contact 9267 6577 or 1800 451 615 (country).
Australian War Widows NSW Ltd

Telephone          (02) 9267 6577  
National Toll-Free  1800 451 615  
Address            Suite 1.01, Level 1, 9 Help Street
                   Chatswood NSW 2067  
Email               guild@warwidowsnsw.com.au 
Website             www.warwidowsnsw.com.au  
Facebook           Australian War Widows NSW Ltd

Disclaimer The information provided in this Guide is of a general nature only. Whilst every effort is made to ensure information is accurate at the time of printing, information may change within a short time. Australian War Widows NSW Ltd cannot be held responsible for any changes, errors or omissions which may occur.

Australian War Widows NSW Ltd holds the copyright to this document. Reproductions must be in full with acknowledgement of the organisation.

Please note that this publication may contain images of deceased War Widows. If they cause you distress, please contact the office on 02 9267 6577.