

DVA ENQUIRY LINES

Title	Phone Number	Hours of Operation	Description
<u>Bereavement</u>	1800 VETERAN (1800 838 372)	8am to 5 pm	A bereavement payment is designed to help with the costs that may follow the death of a pensioner or a current or former serving member. The bereavement payment may depend on when the person who died was injured
<u>Commemorative Grants</u>	1800 020 283		Enquiries regarding Saluting Their Service Grants Program which aims to preserve Australia's wartime heritage and to involve people throughout the nation in a range of projects and activities that highlight the service and sacrifice of Australia's service personnel in wars, conflicts and peace operations.
<u>Community Nursing</u>	1800 VETERAN (1800 838 372)		Community Nursing
<u>Defence Service Home Insurance</u>	1300 552 662	available 24/7 for emergency claim assistance	Comprehensive home building insurance cover tailored to the Defence community
<u>Defence Service Home Lending</u>	1800 722 000		Housing loans to recognise the contribution of those who have served in the Australian Defence Force

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DVA Feedback	1800 VETERAN (1800 838 372)	8am to 5 pm Monday to Friday	
General Enquiries	1800 VETERAN (1800 838 372)	8am to 5 pm Monday to Friday	General inquiries (calls from within Australia)
General Enquiries - International	+61 2 6289 1133	8am to 5 pm Monday - Friday	General enquiries for international callers.
Nominal Rolls	1300 780 133		A Nominal Roll is a list of the names of veterans who have served in a particular conflict in which Australia has participated.
Office of Australian War Graves	1800 VETERAN (1800 838 372)	9am to 5.30pm Monday to Friday	Enquiries regarding war graves eligibility.
Open Arms National	1800 011 046	24 / 7	Open Arms Veterans and Families Counselling
Prescriber Information	1800 552 580		

Title	Phone Number	Hours of Operation	Description
<u>Rehabilitation Appliances Program (RAP)</u>	1800 550 457		The Rehabilitation Appliances Program (RAP) Enquiry Line exists to enable ease of access to prescribers, suppliers, clients and internal staff to submit RAP related questions, accounts and requests.
<u>Transport Bookings</u>	1300 550 455	8am to 5 pm Monday - Friday	This line allows veterans their representatives and health providers arrange taxi transport to medical appointments under the BCWD scheme.
<u>Transport Claims</u>	1800 (VETERAN) 1800 838 372	8am to 5 pm Monday - Friday	This line allows veterans and the representatives to contact Transport staff members to make enquiries regarding the their travel reimbursement eligibility and to check on progress of claims previously lodged.
<u>Treatment Card Inquiries</u>	1800 VETERAN (1800 838 372)		Treatment Card Inquiries
<u>Use of the word Anzac</u>	1800 VETERAN (1800 838 372)		All enquiries around the use of the word Anzac.
<u>VAPAC</u>	1800 552 580		The Veterans' Affairs Pharmaceutical Approvals Centre

Title	Phone Number	Hours of Operation	Description
<u>Veteran & Community Grants</u>	1800 020 283		Information on the Veteran and Community Grants (V&CG) Program which is to maintain and improve the independence and quality of life for members of the Australian veteran community by providing funding for projects that sustain or enhance health and wellbeing.
<u>Veterans' Home Care Assessment</u>	1300 550 450		Veterans' Home Care Assessment Agency
<u>Veterans' Review Board</u>	1300 550 460		
<u>War Graves - Individual Commemorations</u>	1800 VETERAN (1800 838 372)		War Graves, individual commemorations