



Provider Hotline Number: 1800 550 457 – choose Option 1 for Aids & Appliances provided under the Rehabilitation Appliances Program (RAP).

This form is to be used for requesting items through the RAP. For prior approval items and White Card holders, please attach clinical justification or use Department of Veterans' Affairs (DVA) specified forms.

**Privacy notice** – Your personal information is protected by law, including the *Privacy Act 1988*. Your personal information may be collected by the DVA for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants.

[Read more: How DVA manages personal information](#)

**RAP and other government services (such as the National Disability Insurance Scheme (NDIS), Home Care Package or Commonwealth Home Support Program (CHSP))** – Aids, appliances and modifications can be provided by RAP or other government services, such as NDIS/Home Care Package/CHSP, as long as the same aid/appliance/modification is not duplicated by both RAP and NDIS/Home Care Packages/CHSP.

**Supplier choice**       Aidacare       Allianz Global Assistance       BrightSky       Country Care Group

### Provider Details

OT     RN     Physio     GP/LMO    Other (Specify profession)

**Provider Stamp** (if applicable)

**Name**

**Provider number**   
(Registered Nurse use AHPRA number)

**Employer**

**Address**

POSTCODE

**Phone number** [  ]       **Fax** [  ]

**Mobile number**

**Email address**

### Client Delivery Details

**Surname**

**Given name(s)**

**Date of birth**  /  /       **DVA File number**

**Card type**     Gold     White – please contact DVA on **1800 550 457** or [RAPGeneralEnquiries@dva.gov.au](mailto:RAPGeneralEnquiries@dva.gov.au) to check eligibility under the client's Accepted Disability(ies).

**Does the client live in a Residential Aged Care Facility?**    No     Yes  ▶ ACFI Classification not yet assigned

**Note:** Please check the [Aged Care Eligibility Matrix](#) as some items should be supplied by the RACF.

ACFI Classification

Does the ACFI classification contain 1 high domain or 2 or more medium domain categories?

No     Yes  ▶ (Refer to DVA)

**Has the client received aids, equipment and/or modifications from NDIS, Home Care Package or CHSP?**    No     Yes  ▶ NDIS     Home Care Package     CHSP

What aids, equipment and/or modifications have they received?

Surname  DVA File number

*Client Delivery Details continued...*

**Client's contact phone number**  Alternate contact number

**Residential address**  
  
 POSTCODE

**Delivery address**  
 (if different to above)  
  
 POSTCODE

**Hospital Discharge Details** *(Please fill out this section where equipment is related to the client's discharge from hospital)*

Item is required for discharge **Date of discharge**  /  /

**Prescription Details** *(Provider to complete)*

Please refer to the [RAP National Schedule of Equipment](#)  
 The RAP Schedule lists prior approval requirements and recommended quantity limits that should be considered in conjunction with the [RAP National Guidelines](#) for the provision of RAP items.

RAP Item No.	Supplier's Product Catalogue No.	Specifications	Quantity

 For **prior approval items**, please attach clinical justification or use DVA specified forms ([see RAP Schedule](#))

For White Card holders and/or prior approval items, please outline the specific clinical conditions that necessitate the supply of the item, the functional issue and how the prescribed items will address this issue. Please attach additional justification or DVA specific forms if required.


 For all **home installations/modifications**, please attach a completed [Authority to Install Form \(D1323\)](#)

I certify that the client has been clinically assessed and that the RAP National Schedule of Equipment and RAP National Guidelines have been taken into account.

Signature

Date  
 /  /

DVA Rehabilitation Appliances Program

**Contracted Suppliers of  
Mobility & Functional Support (MFS) Equipment**

**Effective 1 May 2016**

<i>Supplier</i>	<i>Phone</i>	<i>FAX - General</i>	<i>Email</i>
Aidacare	1300 888 052	1300 787 052	<a href="mailto:dva@aidacare.com.au">dva@aidacare.com.au</a>
Allianz Global Assistance	1800 857 715	1800 653 556	<a href="mailto:mfs@allianz-assistance.com.au">mfs@allianz-assistance.com.au</a>
BrightSky	1300 799 243	1300 799 253	<a href="mailto:mfs.orders@brightsky.com.au">mfs.orders@brightsky.com.au</a>
The Country Care Group	1800 727 382	1800 329 382	<a href="mailto:dva@country-care.com.au">dva@country-care.com.au</a>

**Prescribers are reminded that the choice of supplier is theirs.**

**The alphabetical listing above is for administrative ease only.**

**PLEASE DO NOT FAX THIS PAGE**