



Before You Travel

Overview

This fact sheet provides information to assist veterans and war widow/widowers in case of ill health and any expenses incurred from ill health when travelling interstate for example to reunions, commemorations or holidays. This may also be of benefit to their partners, next of kin or travelling companions. Note: This relates to travel within Australia.

What should I consider before I travel?

Make sure that you:

- check with your health provider/doctor that you are well enough to travel and whether there are any precautions you should take;
- take sufficient medicines to last the duration of your travel plus some extra medicine for a few days in case of any unexpected delays;
- or take any repeat prescriptions you may have for the medicines you are currently taking;
- keep a list of your medicines; obtain this list from your doctor/health provider if necessary. It is advisable to carry a copy on your person and give a copy to someone travelling with you. This could be important in case of illness or hospitalisation; and
- make sure that you carry your Medicare Card, DVA Gold/White/Orange Card with you. Your Pensioner Concession Card (PCC) may not be accepted in another state.
- if possible request your treating health provider to advise you of where you can access any required treatment.

Travel Insurance

It is recommended that you take out travel insurance when travelling away from home.

Before You Travel, *continued*

Next of Kin

Ensure that your next of kin, family and dependents know where you are travelling. It is suggested that you have their contact details and they have yours. Keep the names and numbers prominently on you, in your wallet or purse.

Power of Attorney

If you exercise a Power of Attorney, you should be aware of where this document is held and be able to access it should you become incapacitated. If you are travelling with the person you hold Power of Attorney for, then you will find that the Power of Attorney laws are different in each state. Nevertheless, it is wise to have a copy of the document with you when travelling.

Travel to Treatment

If you are a Gold Card holder and you need to go to a doctor or fall ill while travelling in Australia, DVA will pay for transport to the closest practical health provider. For White Card holders, treatment and travel to treatment is paid by DVA for your accepted disabilities only. For Gold and White Card holders DVA will also pay to transport you back to the location of your temporary accommodation after treatment. DVA will not pay for your transportation home. Travelling expenses can be reimbursed by completing and lodging a Claim for Travelling Expenses (D800) form with the Department within 12 months.

If you become ill while travelling and are either a gold card holder, or a white card holder being treated for an accepted disability, and you are required to extend your stay in your temporary accommodation to undergo further treatment, you are not entitled to payment of accommodation expenses. Similarly, if you are travelling with a partner or medical attendant and you are admitted to hospital your attendant is not entitled to payment of accommodation expenses.

Ambulance Transport

Gold Card holders are covered by DVA for ambulance services. White Card holders are covered for ambulance services which relate to your accepted disability. If you do not hold a Gold Card, your Pensioner Concession Card or Commonwealth Seniors Health Card (CSHC) *may* be acceptable to the state ambulance service for a concession. It is important that you check your coverage with the state ambulance service in the state to which you will be travelling before you go. Consider ambulance-only insurance for

Before You Travel, *continued*

circumstances where DVA does not cover costs, for example, DVA will not pay for your return trip home, only to the temporary residence.

Medical Expenses Privately Incurred

If you forget to bring your Gold/White/Orange Card with you when you travel, you may still be able to claim reimbursement after your travel. Retain original accounts, receipts and rebate statements, including receipts for travelling expenses and then complete an *Application for Refund or Payment of Privately Incurred Medical Expenses (D1181)* form. Refunds for prescribed medicines must have a copy of the prescription, or an itemised receipt certified by the dispensing pharmacist.

Admission to Hospital

If you require hospitalisation the Department is unable to transfer you to a hospital closer to home for personal reasons.

Oral advice

While we make every effort to ensure that you are given accurate information, it is important that you seek written confirmation of oral information or advice before making any major decisions based on that information.

We continually strive to improve the level of service you receive and make this request as an added safeguard for you.

Other fact sheets

Other fact sheets related to this topic include:

- *Overview of the Repatriation Transport Scheme: HSV02*
- *Receiving Health Services while Overseas: HSV65*
- *Ambulance Travel: HSV 120*
- *Medical Expenses Privately Incurred: HSV64*

More information

All DVA fact sheets are available on request from any DVA office or on the DVA web site at www.dva.gov.au/factsheets/default.htm.

Before You Travel, *continued*

If you need more information about this topic, contact your nearest DVA office or visit the DVA web site at www.dva.gov.au.

If you call DVA you will be connected to the DVA office closest to where you are. You do not need to call the office in your home state. Every office will be able to help you. You can telephone DVA for the cost of a local call* on:

133 254 – city callers; or
1800 555 254 - country callers.

Note: * If you use a mobile phone, calls may be more costly. You are advised to use a normal phone (i.e. a landline phone) when ringing these numbers.