



Rehabilitation Appliances Program

Information for Providers about the Rehabilitation Appliances Program

Overview

This Factsheet outlines the process for accessing aids and appliances under the Rehabilitation Appliances Program (RAP), and describes the range of aids and appliances available.

What is RAP?

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

RAP provides aids and appliances according to assessed clinical need. Eligible persons are assessed by an appropriately qualified health professional, usually an occupational therapist, GP, physiotherapist or registered nurse. Where appropriate, the health professional will also provide instruction in the use of the aid/appliance.

Items issued under RAP are generally designed specifically for people with an illness or disability.

Who is eligible?

Gold Card holders are eligible to receive aids and appliances subject to assessed clinical need.

White Card holders are eligible to receive aids and appliances subject to assessed clinical need in relation either to a disability accepted by DVA as service-related, and/or cancer, tuberculosis, anxiety, depression and post-traumatic stress disorder, whether or not these conditions are accepted by DVA as service-related.

Veterans from allied countries are eligible for aids and appliances only in relation to accepted disabilities.

Accessing RAP

Where an aid or appliance is assessed as clinically necessary the assessing health professional must complete a Direct Order Form and forward it to a DVA-contracted supplier who will then fill the order.

Information for Providers about the Rehabilitation Appliances Program, *continued*

Available items

The RAP National Schedule of Equipment appears on DVA's website at:

http://www.dva.gov.au/service_providers/rap/Documents/schedule_of_equipment_sept_2008.pdf

The Schedule lists available aids and appliances by alpha-numeric classification, and includes information relating to quantity and duration of supply, financial limits, and which health providers may assess for individual items. Aids and appliances fall into five categories:

- continence (eg pads, catheters)
- diabetes (eg insulin syringes, blood glucose monitors)
- oxygen (eg cylinders, nebulisers) and continuous positive airways pressure therapy (CPAP machines)
- mobility and function support (eg wheelchairs, walking frames, handrails); and
- personal response systems.

As a general rule, the simplest and most-cost-effective item will be provided. Certain items also require prior approval from DVA before supply can be initiated.

Non-Schedule items

One-off requests for non-Schedule items may be considered where an assessed clinical need cannot be adequately addressed by any current Schedule item. The assessing health professional must send a written request detailing why the item is required to:

The Manager RAP & HomeFront Operations
Department of Veterans' Affairs
GPO Box 9998 in your capital city.

Repairs and replacements

DVA will cover the cost of repairs and replacements of an aid or appliance if:

- it was lost, or damaged by normal wear and tear; or
- the health provider treating the entitled person considers a replacement is required because the entitled person's clinical condition has changed.

RAP and Residential Aged Care

Entitled persons receiving **high level care** in an Australian Government funded residential aged care facility (RACF) are not generally provided with RAP aids and appliances. DVA does, however, routinely provide a range of items to entitled persons in low-level care. These may include custom made wheelchairs, continence products, low vision aids, compression stockings and medical grade footwear.

Information for Providers about the Rehabilitation Appliances Program, *continued*

When an entitled person moves from low-level care to high-level care, RAP items previously issued may be taken with them subject to the approval of the RACF. DVA will maintain responsibility for the repair, maintenance and replacement of such items.

Entitled persons receiving Extended Aged Care at Home (EACH) services or Community Aged Care Packages (CACP) are able to access RAP items where the service provider is not legally required to supply them.

Further information is available by calling the **Aged Care Hotline on 1800 500 853**.

Other Factsheets

Other Factsheets related to this topic include:

HSV 70 Information for Providers about Home Modifications

HAC 03 Veterans' Home Maintenance Helpline

HSV 60 Repatriation Health Card - For All Conditions (Gold)

HSV 61 Repatriation Health Card - For Specific Conditions (White)

More information

All DVA Factsheets are available on request from any DVA office or on the DVA web site at <http://factsheets.dva.gov.au/factsheets/>.

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

You can telephone DVA for the cost of a local call* on the numbers listed below:

Health Providers

- **Metro** 1300 550 457
- **Non-metro** 1800 550 457

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.