

# Veterans' Better Life Program



Veterans, a better life starts with you.

Whatever your goals, we'll support you to achieve them. We're dedicated to improving the physical and mental health of veterans.

While health care normally focuses on treating symptoms in isolation, we're focused on the person as a whole—you.

We're not here to judge or tell you what you should do. We're here to support you to achieve your goals—whatever they are.

We'll work with you to set your goals and use science and best practice to achieve them.

Whatever your goals, we've got you.

Feel Better. Be Better. Live Better.

## FAQS

### 1. Who is eligible for the program?

The program is available to all Australian veterans who have served at least one day in the Australian Defence Force (ADF).

### 2. How is your program different?

- **Shaped by veterans for veterans:** our program has been shaped by veterans for veterans, so it offers support the way you like it.
- **One team, one location, one appointment:** there's no running around town from one appointment to the next, regurgitating the same story. You'll have one dedicated team (a physiotherapist, exercise physiologist and psychologist) with just one appointment at one location. We're a one-stop-shop for all the support you need to get back on track.
- **Relaxed environment:** we're based in health clubs, so it's relaxed with no clinical feel. It's just us in our PT gear and fun socks.
- **Tailored program:** we understand that:
  - every veteran is different and has different treatment needs
  - every veteran has different goals.Instead of telling you what you should do, we start by asking what's most important to you right now—then tailor the program from there.
- **Integrated and evidence-based:** our program is a multidisciplinary evidence-based health care service designed to support physical and mental wellbeing.

### 3. What is the cost of the program?

There are no out-of-pocket costs for eligible veterans. DVA Health Cards (Gold and White) are accepted as payment upon a GP referral.

We welcome DVA clients.

### 4. Can I join the program if I am not a DVA card holder?

If you're not a DVA Health Card holder but want to join our program, get in touch and we'll discuss your options.

### 5. How long is your program?

Our program's duration is tailored for each person's needs. Its duration is also based on regular reviews with you and your GP.

### 6. How often will I attend?

While the program is tailored for each person's needs, typically you will attend two (1 hour) appointments per week. This can include individual and group-based support.

### 7. Where can I attend your program?

Our program currently runs out of health clubs on the:

- Gold Coast
- Brisbane
- Tweed Shire.

Visit our website to find a location near you.

### 8. Can current ADF members join the program?

Current or former ADF members (including reservists with at least one day of continuous full-time service) may be eligible for the program through non-liability health care.

### 9. Does your program work?

Our program gets results.

Six weeks in, veterans report living a better life and show meaningful improvements in physical and mental health.

Since 2015, we've been supporting hundreds of veterans each year to get back on track.

This includes:

- improving fitness
- losing weight
- reducing injury and pain
- managing disease and addictions
- finding direction
- improving job prospects
- enhancing relationships.

### 10. How can I join the program?

Joining the program is easy. All you need is a referral from your doctor or hospital discharge planner, and we'll do the rest.

### 11. What is the Veteran Health Association?

It's an organisation that's dedicated to improving the mental and physical health of Australian veterans.

### 12. Where can I get more information?

For more information, please visit [veteranhealth.com.au](http://veteranhealth.com.au) or give us a call on [1800 490 623](tel:1800490623).

**Start living a better life now**

If you're ready to live better, we're ready to support you to get there.

Get in touch today, phone **1800 490 623**.