



For queries contact the DVA Health Provider Line: 1300 550 457 (metro) 1800 550 457 (regional) - Option 1

### Privacy

Your personal information is protected by law, including the *Privacy Act 1988*. Your personal information may be collected by the Department of Veterans' Affairs (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](#)

1. **Client name**
  
2. **Date of birth**
  
3. **DVA file number**
  
4. **Card type**  Gold  White - confirmed eligibility with DVA
  
5. **Client address (include postcode)**
  
6. **Access information (e.g. one way street, lot number)**
  
7. **Phone number (include area code)**
  
8. **LMO name**
  
9. **LMO phone number (include area code)**
  
10. **Recommended appliance**
  - PRS - 3G Mobile (*supplier can assist with choosing appropriate alarm*)
  - Pendant  Wrist Trigger  Replacement Pendant
  - Falls Detector  PIR Detector  GPS Dementia Watch
  - Room/Door/Exit Sensors (*use **Additional Information** section to specify type of item*)
  - Hostel/Retirement Village Pendant Only Requests (*send to DVA and include name, phone and fax number of facility*)
  
11. **Recommendation**
  - New installation  Takeover of Existing Alarm by eligible Spouse
  - Name of existing company
  -
  
12. **Current residence**  House or Unit  Rental  Department of Housing

Client name  DVA File No.

**Criteria** **Note:** The criteria listed below is a summary of the criteria required to be considered prior to prescription of a PRS to be supplied by the Department

- EITHER  This person lives alone
- OR  This person does not live alone but is without assistance
- OR  This person does not live alone, but his/her carer is unable to provide or obtain assistance (e.g. due to significant hearing impairment, dementia or mobility problems)

The entitled person **should** meet one or more of the following criteria prior to the provision of a personal response system

- EITHER  This person has a significant risk of medical emergencies
- OR  This person has a recent history (within the past 12 months) of falls. (The falls must have been investigated and the cause of the falls eliminated where possible. Therefore personal response systems should only be considered if there is a continued risk of falls)
- OR  This person displays a number of factors that would put them at high risk of a fall. (Risk factors include severe visual impairment, severe mobility and balance problems, severe incontinence, and medical conditions which affect balance and mobility (such as Parkinson's or Meniere's Disease))
- Person has sufficient physical function to operate the PRS
- Person has sufficient cognitive function to wear and operate the Pendant and PRS
- Person has a willingness to wear the Pendant 24 hours a day
- Person has a willingness to activate the PRS if necessary and test once each month

**Technical Information**

- 13. Type of phone (e.g. Std, VoIP etc.)
- 14. Number of phones/phone sockets and location
- 15. Proposed location of PRS unit
- 16. Phone service supplier
- 17. Is a power point available solely for the PRS unit near the phone?  No  Yes
- 18. Is there a Broadband Internet connection or fax machine in use?  No  Yes
- 19. Is there an active NBN connection?  No  Yes

**Provider Details**  OT  RN  PT  LMO  Specialist

- 20. Provider name
- 21. Provider number
- 22. Phone number (include area code) [  ]
- 23. Fax number (include area code) [  ]
- 24. Email address
- 25. Do you recommend supply?  No  Yes - fax to the supplier of your choice listed on the last page of this form
- 26. Provider signature  Date

Client name

DVA File No.

**Emergency Contact Details**

**27. Name 1**

Relationship

Address (include postcode)

Phone number (include area code)  [    ]    Mobile number

Any restrictions

**28. Name 2**

Relationship

Address (include postcode)

Phone number (include area code)  [    ]    Mobile number

Any restrictions

**Additional Information**    If applicable, use this section to expand on any previous sections including important medical conditions, medications, allergies, height, weight etc.

**29. Additional Info/Notes**

**Nominated DVA Contracted Supplier**

- INS LifeGuard** - phone 1800 621 881    website: [www.theinsgroup.com.au](http://www.theinsgroup.com.au)    fax 1300 770 730    email: [lifeguard@theinsgroup.com.au](mailto:lifeguard@theinsgroup.com.au)
- Safety Link** - phone 1800 813 617    website: [www.safetylink.org.au](http://www.safetylink.org.au)    fax 1800 193 233    email: [cscdept@safetylink.org.au](mailto:cscdept@safetylink.org.au)
- Tunstall Healthcare** - phone 1800 603 377    website: [www.tunstallhealthcare.com.au](http://www.tunstallhealthcare.com.au)    fax (07) 3868 4322    email: [customer.service@tunstallhealthcare.com.au](mailto:customer.service@tunstallhealthcare.com.au)
- Vitalcall** - phone 1300 360 808    website: [www.vitalcall.com.au](http://www.vitalcall.com.au)    fax 1300 554 483    email: [sales@vitalcall.com.au](mailto:sales@vitalcall.com.au)