

PHOENIX AUSTRALIA



**Phoenix**  
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# DVA Practitioner Support Service & Advice Line

## How to utilise the DVA Practitioner Support Service and Advice Line

The DVA Practitioner Support Service and Advice Line operated by Phoenix Australia provides practitioners with *free* expert advice to improve the quality of services delivered to veterans in Australia.

### **Am I eligible to use the service?**

Our service is accessible to all medical and health practitioners or support organisations working with veterans with mental health problems. We also welcome enquiries from researchers who would like information on topics related to veteran mental health.

The DVA Practitioner Support Service line is not a crisis support service and it does not provide advice or services directly to veterans or their families.

### **I need advice about a specific client who is a veteran.**

Our multidisciplinary team of experts are available to provide consultation advice and support on individual cases. Practitioners can access discipline-specific perspectives from psychiatry, clinical psychology, neuropsychology, social work and general practice medicine. Our panel of experts each have over 20 years' experience in veteran mental health. We also have capacity to facilitate linkages to other disciplines if appropriate.

To submit your case and organise a consultation with us, please complete our [enquiry form](#) or call our intake line on 1800 838 777 (9-5pm Mon-Fri).

#### ***For GPs and medical practitioners:***

Call our intake psychologists on 1800 838 777. They will ask you a few questions to determine how we can best respond to your request and which panel member you should be connected with. We guarantee a response to your request within 2 days.

#### ***For allied health practitioners:***

To assist us in facilitating a consultation which will meet your needs, please provide us with detailed case information where possible. The types of information we request can be viewed (and submitted) in our [enquiry form](#).

These include but are not limited to:

- **Your reason for contact:** e.g. assistance with case formulation, diagnostic clarification and treatment planning, difficulties with engagement, complex risk issues, navigating health services, questions about pharmacotherapy
- **Client's service history:** e.g. deployment status and type, reason for discharge, rank on discharge, role within ADF, DVA entitlements
- **Medical and psychiatric history:** e.g. mental health diagnoses (when and by whom), physical health or pain issues, past treatment, current/past medications (dose, duration, compliance, tolerance), inpatient admissions or drug rehabilitation programs (reason, length, treatment provided, reason for discharge)
- **Presenting issues:** e.g. substance abuse, sleep difficulties, current stressors, risk issues, clinician formulation
- **Salient personal history:** e.g. family of origin, past pattern of interpersonal relationships, vocations/training, domestic violence history
- **Current treatment:** e.g. focus of current treatment, team members involved, client's willingness to engage, rapport, client's perspective on their issues/needs, successes and barriers in treatment thus far
- **Current supports/functioning:** e.g. stability of living circumstances, family functioning, parenting issues, social/community supports, engagement in meaningful activity, mental status examination.

**My enquiry is related to veteran mental health, and is not regarding a specific client.**

We provide information on general enquiries related to a range of veteran mental health topics.

If you would like to know more about veterans or veteran mental health, our website contains a comprehensive list of resources which you may find useful, including tip sheets, webinars, e-learning programs, networking opportunities and research summaries.

- [Supporting veterans:](#) Find information on the military experience and mental health, research trials and services for veterans, practitioner interest groups and online training resources for supporting veteran mental health (including during COVID-19).
- [Treating veterans:](#) Find information on the impacts of trauma include PTSD and practical tools and online programs for assessing and treating veterans with trauma-related mental health issues.

In addition to our online practitioner resources, you can send us your questions about veteran mental health and we will provide a written response or connect you with a team member to discuss your query.

Contact us by using our [enquiry form](#) (enter N/A in the fields 'Your client service history') or by calling our intake line on 1800 838 777 (9-5pm Mon-Fri).