

Additional Information

Commencing in 2008, the VLO continues to be a vital, highly committed service to the care of veterans and war widows throughout Townsville Hospital and Health Service, and the wider community.

DVA and the Department of Health have an agreement with public hospitals for your care as an entitled veteran or war widow under the Repatriation Private Patient Scheme. This scheme provides hospital services for entitled beneficiaries as private patients.

To show our gratitude for DVA gold and eligible white cardholders during hospitalisation, a free parking voucher is gifted to family/carers which is available from the Revenue and Central Admissions desk in the main foyer.

As a special tribute to our veteran community, the hospital has created Federation Gardens with a memorial donated by RSL Women's Auxiliary. Remembrance Day commemorations and Anzac Day dawn services are held each year in honour of past and present serving members, and the fallen. Inpatients and their families, hospital staff and the broader Townsville community are invited to attend.

VLO contact details

Monday - Friday
8:00am - 4:00pm

Veterans' Liaison Officer
Townsville University Hospital
100 Angus Smith Drive
Douglas QLD 4814

Phone: (07) 4433 2722
Fax: (07) 4433 2790
Mobile: 0428 717 825
Email: thhs-vlo@health.qld.gov.au

Townsville University Hospital
PO Box 670, Townsville QLD 4810
Ph: (07) 4433 1111

Published by Townsville Hospital and Health Service
www.townsville.health.qld.gov.au



This patient information brochure supports
National Safety and Quality Health Service
Standard 2 - Partnering with Consumers



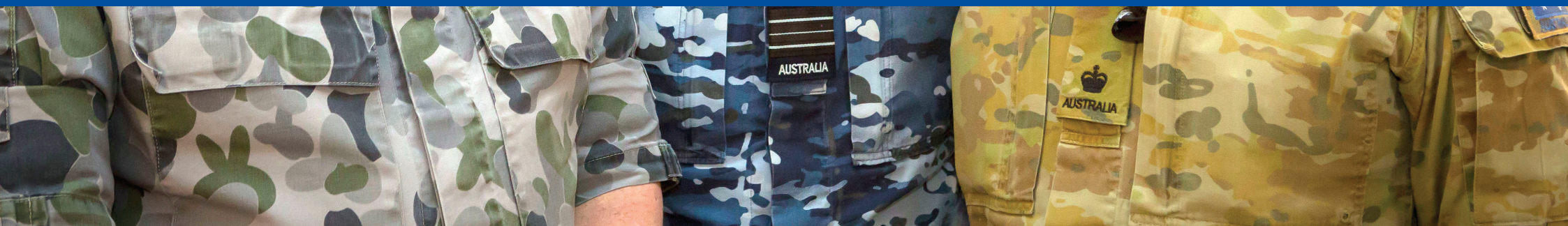
© The State of Queensland (Townsville Hospital and Health Service) 2020,
creativecommons.org/licenses/by/3.0/au

Veterans' Liaison Officer (VLO)

A guide for patients and families of the
Townsville Hospital and Health Service



Queensland
Government



Role of the Veterans' Liaison Officer

The VLO is a specialist clinical nurse who is qualified to assess your support needs.

Soon after presentation to the hospital you will be visited by the VLO who will undertake an initial assessment.

You and your family will be involved in planning for your discharge to identify what assistance may be required to support you at home.

The VLO will continue to visit regularly to monitor your progress. In consultation with you and your family/carers the discharge plan may be modified to optimise quality care outcomes.

The VLO aims to facilitate a smooth transition from hospital to the home by coordinating appropriate clinical and community based services per DVA entitlements.

The VLO can also assist with complex discharge planning designed to minimise risk and support the safety of veterans and war widows.

Whilst in hospital the VLO provides a single point of contact to advocate for you and your family.

Any time you wish to see the VLO please call or ask the hospital staff to do so on your behalf.

Confidentiality

It may be necessary to disclose details about your health to the VLO to assist with your treatment. On occasions information about your treatment is required to be provided to DVA. You will also be asked on your initial assessment for consent to exchange information with External Service Organisations (ESO) that are key stakeholders to the VLO position. This is not used for any purpose other than to ensure you receive the best possible care. The VLO maintains confidentiality of veterans and their families in regards to their personal information as outlined in the *Privacy Act 2009*.

Volunteers

Dedicated volunteers support the VLO providing a range of knowledge and skills to help support veterans and families whilst in hospital. Volunteers visit the hospital on a regular basis, eg. Vietnam Veteran Federation, Totally and Permanently Disabled Ex Servicepersons Association Inc. and RSL Women's Auxiliary.

Department of Veterans' Affairs

The VLO maintains effective working networks with DVA and attends committee meetings involving ex-service veteran organisations. Improvements or issues in relation to the provision of service to veterans are discussed at these forums. The DVA Townsville office can be contacted on (07) 4722 3333.

Service Entitlements

- Gold Card – entitles the holder to access health care and associated services for all conditions.
- White Card – enables holders to access health care and associated services for specific service-related conditions recognised by DVA.
- Orange Card – pharmaceuticals only for eligible British or Commonwealth or other Allied veterans.
- Eligible veterans, war widows and dependants have been issued with a Repatriation Health Card.
- Enquiries about Repatriation Cards or DVA Pensions should be made to the local DVA on (07) 4722 3333 or the Veterans' Access Network (VAN) on 1800 555 254.