

AT EASE VETERAN SOLUTIONS

DVA Natural Therapy

Face-to-Face Clinic & Transport Guide

22 clinic locations across Australia | DVA-funded transport explained | Booking cheat sheet included

IMPORTANT DEADLINE — 31 AUGUST 2026

DVA rule changes now require a face-to-face appointment before natural therapy prescriptions can continue. Veterans whose prescriber holds specialist AHPRA registration are covered until 31 August 2026 — but after that date, a completed face-to-face is required for uninterrupted supply.

Book your appointment now to secure your access and avoid any gap in your medication.

Why This Guide Exists

We speak with veterans every day who are already on their natural therapy prescription — managing chronic pain, getting results — but facing one problem: their nearest face-to-face clinic feels too far away to bother with.

At Ease Veteran Solutions connects veterans to our partner network of DVA-registered natural therapy providers, including 22 face-to-face clinic locations across Australia. We book your appointment — DVA covers your transport. This guide covers everything you need:

- Where all 22 clinic locations are, organised by state
- How DVA's transport service works — a cab is booked for you at no cost
- A step-by-step transport booking cheat sheet you can read straight off the page
- What to bring and what to expect on the day

Understanding the Face-to-Face Requirement

DVA updated the rules for natural therapy (medicinal cannabis) funding. Under the current requirements:

- All new patients must complete a face-to-face clinical assessment before prescriptions can be issued under DVA funding.
- Existing patients whose prescriber holds specialist AHPRA registration have until 31 August 2026 to complete their first face-to-face appointment.
- After 31 August 2026, no face-to-face = no continued DVA-funded supply.

The face-to-face appointment is a one-off clinical assessment. Once completed, your ongoing treatment continues as normal — telehealth consultations and home delivery of medication remain unchanged.

The good news: once your face-to-face is done, you're done. One appointment protects your supply.

22 Face-to-Face Clinic Locations — Organised by State

At Ease can book you into any of these locations. If your current provider's nearest clinic feels too far, there may be a closer option here. Call us and we'll find it.

City / Area	Venue / Building	Venue Type
Australian Capital Territory		
Canberra	Nishi Building, Level 9 (Servcorp)	Corporate Serviced Office
New South Wales		
Central Coast (Gosford)	Bonython Tower, Suite 112	Commercial Office Suite
Inverell	Inverell RSM Club	Veteran Community Club
Mudgee	Mudgee Railway Station (Heritage Listed)	Veterans Community Space
Newcastle	City Business Centre, Level 1	Commercial Office Suite
Sydney — Northern Beaches	Motive CoWorking, Warriewood	Professional CoWork Space
Wagga Wagga	Pro Patria Centre	Dedicated Veteran Health Hub
Northern Territory		
Darwin	5 Edmunds Street, Darwin City	Darwin City Clinic
Queensland		
Brisbane — City	AMP Place, Level 19 (Servcorp)	Corporate Serviced Office
Brisbane — New Farm	Habitual Health Building	Allied Health Hub
Cairns	Grace House, Cairns North	Community Health Building
Gold Coast	WOTSO Varsity Lakes, Ground Floor	Professional CoWork Space
Sunshine Coast (Birtinya)	Pulse Building	Medical / Professional Precinct
Townsville	Hyde Park Health Hub	Allied Health Clinic Hub
South Australia		
Adelaide	Westpac House, Level 30	Corporate Serviced Office
Tasmania		
Hobart	Reserve Bank Building, Level 6	Corporate Serviced Office
Victoria		
Bendigo	Bendigo District RSL	Veteran Community Club (RSL)
Geelong	60 Moorabool Street, Level 4	Commercial Office Tower

City / Area	Venue / Building	Venue Type
Melbourne — Boronia	108 Boronia Road	Suburban Clinic Premises
Western Australia		
Perth — City	Pharmacy 777, Hay Street Mall	Pharmacy-Based Clinic
Perth — Port Kennedy	6/7-9 Fielden Way	Commercial Tenancy
Perth — St Georges Terrace	Level 28, 140 St Georges Terrace (Servcorp)	Corporate Serviced Office

How DVA Covers Your Transport — No Out-of-Pocket Cost

You don't need to pay for transport to your face-to-face appointment and claim it back later. DVA has a dedicated transport booking service that arranges a cab or community transport directly — the cost never touches you.

Who is eligible? (if you already receive this treatment)

- Gold Card holders — all conditions covered
- White Card holders — for DVA-accepted conditions (including chronic pain)
- The veteran must be travelling to see a DVA-registered provider

DVA books your transport for you. You call 1800 550 455, give them the details, and a cab is arranged. No receipts. No claiming. No out-of-pocket cost.

Option 1 — Easiest: Call DVA Transport to Book

Call DVA's transport team directly. They'll take your details and arrange everything for you.

DVA Transport Team: 1800 550 455

Monday to Friday, 8am – 5pm local time

Have your appointment date, time, and clinic address ready before you call. Use the Cheat Sheet on the next page to fill in the blanks — you can read everything straight off it.

TRANSPORT BOOKING CHEAT SHEET

Fill in the blanks below BEFORE you call. Read it out to the DVA transport team on 1800 550 455 when you get through. You may wait 10–15 minutes on hold — stay on the line, the booking itself only takes about 10 minutes.

My name is:	
My DVA number is:	
My address for pickup is:	

My appointment date is:	
My appointment time is:	
The clinic address is:	
I am travelling there because:	<i>A pain specialist appointment</i>

What to Tell Them

- ✓ I need a return trip — both ways, to and from the appointment.
- ✓ Please allow 60 to 90 minutes at the destination, not just 20 minutes — medical appointments often run over time.
- ✓ In the special instructions, please note: "My appointment is at [TIME]. Please allow until [TIME + 60 mins] before arranging my return trip."
- ✓ I am a Gold Card holder — transport is fully covered.
- ✓ Please confirm the driver's contact number when they pick me up, so I can call when I'm ready to return.

⚠ Do NOT book your return trip for exactly 20 minutes after your appointment. Clinics always run late. If your driver leaves before you're done, you could be stranded. Always ask for 60-90 minutes minimum.

Option 2 — Online via DVA MyService

If you prefer to book online, use the DVA MyService portal. Most people find calling 1800 550 455 much easier — but the online steps are below if you need them.

⚠ Important: If you search "MyService" on Google, the NSW Government site comes up first — that's the wrong one.

Go directly to: myservice.dva.gov.au

Step 1

Log in to myservice.dva.gov.au using your myGov username and password.

TIP: If you've forgotten your myGov login, call 132 307 for help.

Step 2

In the left-hand menu, go to Services & Benefits → Book Transport.

Important: select "Book transport" — not "Claim travel expenses." That is a different process.

Step 3

Select: Return Trip — so your transport covers both getting there and getting home.

Do NOT select One Way.

TIP: You'll call the driver directly when you're ready to come home — ask for their number when they pick you up.

Step 4

Enter your pickup address — your home address, or wherever you're being collected from.

Step 5

Enter the clinic destination — select 'Enter new destination', then add the clinic name, phone number, and full address.

Select Medical Specialist Rooms as the practitioner type.

TIP: Your clinic details will be in the confirmation message from At Ease.

Step 6

Enter your appointment date and time.

Under Primary condition being treated — select one of your accepted pain conditions.

Under Appointment type — select Specialist.

Step 7

In the Special Instructions box, type: "My appointment is at [TIME]. Please allow until [TIME + 60 mins] before arranging my return trip — medical appointments often run over schedule."

This is the most important step. It prevents you being left stranded if the clinic runs late.

Step 8

Click Submit. You'll see a confirmation screen with your booking reference number.

Screenshot or write down the booking number.

TIP: Your return trip will show as "Call when ready" — that means you ring the driver directly when you're done.

Can't log in or something not working? Call 1800 550 455 and they'll book it over the phone.

What to Bring to Your Appointment

Your face-to-face appointment is straightforward. Bring the following:

- ✓ Photo ID (driver's licence or passport)
- ✓ Your DVA Gold or White Card
- ✓ Your current prescription details or medication name (if known)
- ✓ A list of any other medications you're currently taking
- ✓ Any relevant medical records or DVA paperwork (optional but useful)

The clinical assessment typically takes 15–20 minutes. You'll speak with a registered clinician about your condition, current treatment, and how it's going. No procedures — it's a consultation.

Book Through At Ease — We Connect You to Our Partner Network

At Ease Veteran Solutions connects veterans to our partner network of DVA-registered natural therapy providers. When you contact us, we:

- Find the closest available clinic location within our partner network

- Book your appointment at a time that suits you
- Confirm all details so you know exactly where to go and what to expect
- Follow up to make sure everything went smoothly

Once your appointment is booked, you contact DVA on 1800 550 455 to arrange your transport — it's a 10-minute call and everything is covered.

There is no cost to you. At Ease is funded by provider partnerships — veterans never pay.

Ready to Book?

Call or go online — we'll find your nearest clinic and lock in a time.

 1300 XXX XXX |  ateaseveteransolutions.com.au

Deadline: 31 August 2026 — Secure your spot now.

Disclaimer: This guide is produced by At Ease Veteran Solutions for informational purposes. DVA eligibility criteria, transport arrangements, and clinical requirements are subject to change. Always confirm current details with DVA on 1800 555 254 or at dva.gov.au. At Ease Veteran Solutions receives fees from service providers, not from veterans. This guide does not constitute medical or legal advice.