



## Housing and Accommodation

### HomeFront

#### Overview

This Factsheet describes HomeFront, a Department of Veterans' Affairs (DVA) falls and accident prevention program that commenced in January 1999.

#### What is HomeFront?

HomeFront provides eligible veterans and war widows with a free annual home assessment, and information about Departmental and other community support programs and services that will assist them to remain living in their own homes.

DVA has contracted Mondial Assistance to deliver HomeFront to the veteran community. Mondial Assistance is a national and global service assistance company that also provides the Veterans' Home Maintenance Line (VHML) to veterans.

DVA will provide some financial assistance per calendar year to the veteran household, through Mondial Assistance, towards the cost of recommended aids and minor home modifications that will reduce the risk of falls and accidents.

A HomeFront assessor will also assess the need for home and community supports that may assist you to live independently in your home for as long as possible.

#### Who is eligible?

All DVA Gold and White Card holders are eligible.

#### How do I arrange a home assessment?

Gold and White Card holders should telephone **1800 80 1945\*** to arrange a HomeFront assessment.

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### What will a home assessment involve?

If you are a Gold or White Card holder and would like a home assessment, an assessor will visit you to identify potential hazards in and around your home. The following list provides examples of the items the assessor would look for:

- hazardous cracks in outside paths
- handrails needed in toilets/bathrooms and outside entrances
- the safety of steps
- presence of loose steps or planks
- floors that are slippery
- the need for a light switch near the bed
- inadequate lighting
- loose or dangerous floor coverings.

### Will I have to pay for costs associated with HomeFront?

The cost of the home assessment will be met by DVA. The cost of providing and installing recommended aids and appliances will also be met by DVA up to the HomeFront subsidy of \$200 each calendar year. The recommended aids and appliances will generally be low-cost items such as handrails or the provision of non-slip strips on steps.

You may choose to install more expensive items or a wider range of items as recommended by the home assessor, in which case you will need to pay the difference between the full cost and DVA's contribution.

### Can I receive assistance under DVA's Rehabilitation Appliances Program (RAP) as well as HomeFront?

Yes. Home modifications under RAP are based on assessed clinical need. Under HomeFront, minor home modifications can be provided that are not based on clinical need if they will help to prevent falls and accidents in and around the home.

### Other Factsheets

Other Factsheets related to this topic include:

- *Defence Service Homes Loans: HAC 01*
- *Defence Service Homes Insurance: HAC 02*
- *Home Maintenance Helpline: HAC 03*
- *Home Support Loans: HAC 05*

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### More information

All DVA Factsheets are available on request from DVA offices, and on the DVA web site at [www.dva.gov.au](http://www.dva.gov.au).

You can phone DVA for the cost of a local call on 133 254 or 1800 555 254 for country callers.

Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can send an email to DVA at: [generalenquiries@dva.gov.au](mailto:generalenquiries@dva.gov.au)

You can get more help from any DVA office.