



## Australian Government

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### VVCS – Veterans and Veterans Families Counselling Service

#### **Overview of VVCS – Veterans and Veterans Families Counselling Service**

The VVCS – Veterans and Veterans Families Counselling Service is a specialised, free and confidential Australia-wide service to assist all Australian veterans and their families address problems in their lives, with the aim of finding effective solutions for an improved quality of life. VVCS is a service delivered through the Department of Veterans' Affairs (DVA).

VVCS staff are professionally qualified psychologists or social workers with skills in working with life problems faced by veterans and their families. They can also provide a wide range of programs and treatments for war and service related mental health conditions.

#### **Services**

VVCS provides a range of services, including:

- Individual, couple and family counselling  
Counsellors help veterans and their families address problems in their lives with the aim of finding effective solutions for an improved quality of life.
- Crisis counselling and after-hours telephone crisis counselling  
Veterans Line provides an after hours telephone crisis counselling service to assist veterans and their families in coping with crisis situations outside VVCS office hours.
- Group programs including lifestyle management programs  
The Group Program provides a variety of educative and therapeutic groups to enhance the quality of life of veterans and their families.
- Referral to other services  
Referrals can be arranged to specialist services and treatment programs
- Information and education.  
VVCS provides information and education on health and welfare issues that affect veterans and their families. VVCS also assist the veteran community to identify needs and access services in the broader community.

#### **Eligibility**

VVCS services are available for:

- All Australian veterans of all conflicts and peace keeping operations.
- Partners, ex-partners and dependant children of veterans with issues arising from the veteran's service.
- Sons and daughters of Vietnam veterans with issues relating to their parent's

- service.
- Current serving members of the ADF under special referral arrangements.

DVA entitlement is not required to access VVCS services.

Referrals to VVCS services can be made by:

- Veterans and/or members of their families can refer themselves.
- Medical practitioners, other service providers, community agencies and ex service organisations can provide written or verbal referrals to VVCS services.

### **Contact details**

VVCS can be contacted nationwide on 1800 011 046.