

In the case of letters, set out the name and address of the MP or Senator in the top left-hand corner. This is not necessary in the case of emails. An MP's name should be stated in the address as follows: 'Mr/ Mrs/Ms/Dr First Name Last Name MP'. A Senator's name should be stated as follows: 'Senator First Name Last Name'.

MPs or Senators who are, or have been, government Ministers, are given the title 'The Honourable'. For ministers in the House, this becomes 'The Hon. First Name Last Name MP' and 'Senator the Hon. First Name Last Name' in the case of Ministers who are Senators.

[insert name of MP]
[insert address of MP]
[insert email address]
[insert date]

Start your letter as follows: 'Dear Sir/Madam' or 'Dear Mr/Mrs/Ms/Dr Last Name' in the case of MPs, and 'Dear Senator' or 'Dear Senator Last Name' in the case of Senators.

I write to you as both a [insert electorate] constituent and a physiotherapist. I want to bring your attention to a survey conducted by the Australian Physiotherapy Association (APA) showing Defence Force veterans are missing out on essential physiotherapy treatment because of fee discrepancies that are forcing physiotherapists out of providing health care.

Currently, many physiotherapists are treating veterans at a loss, out of good will and sincere care for veterans. With the DVA fee schedule for physiotherapy well below market price, it is financially constraining for our members to provide care to DVA clients. It is a terrible situation to see physiotherapists having to decide either to not provide healthcare to veterans, or to provide care which impacts the viability of their practice.

It is most concerning that the APA found a majority of physiotherapists face challenges in providing services to veterans under DVA funding. Approximately one-quarter of physiotherapists have already limited or stopped servicing the veteran community. The APA survey revealed:

- 98 per cent of physiotherapists reported that the Department of Veterans' Affairs (DVA) fee is less than the cost of their standard in-rooms physiotherapy service, with 52 per cent of physiotherapists taking at least a \$40 pay-cut per DVA service provided
- Over 90 per cent of physiotherapists reported that the DVA fee per physiotherapy service does not allow them to sustainably continue providing care for veterans
- 26 per cent of physiotherapists have already limited or stopped providing DVA services
- 45 per cent of physiotherapists will likely stop or limit DVA services if the fee doesn't increase.

The APA has written to the Minister for Veterans' Affairs; however, I seek your support in calling on the Commonwealth Government to urgently address the fee structure so that we do not see further declines in veterans' health care.

Physiotherapists like me are passionate about veterans' health, and we want our veterans to have the right to choose their physiotherapist. As more physiotherapists are forced to cease providing treatment for veterans, the pool of providers to choose from will continue to reduce.

I want to see veterans able to access the best care, and to see a physiotherapist of their choice. I believe that leaving physiotherapists behind is leaving veterans' health outcomes behind.

I can provide you with further and more detailed information on remuneration for DVA physiotherapy service and the data provided by the APA to the Federal Government. The APA is ready and willing to meet with you to discuss this further.

Your support for the physiotherapy profession and our veterans would be greatly appreciated.

Regards,

Name
Address
Contact details [email / telephone]