

What is the DVA General Advice Line?

The DVA General Advice Line operated by Phoenix Australia is a free consultation service providing mental health-related resources and information, including information about available treatment options, to individuals and organisations that deliver services to veterans. Our service is staffed by mental health clinicians with extensive experience providing advice and guidance to those who support veterans and their families.



Am I eligible to access this service?

We invite any individual or organisation that works with Australian veterans to submit a general enquiry to our service.

The General Advice Line is not a crisis support service; we do not provide advice or services directly to veterans or their families.

How do I access this service?

Our consultation service operates between 9:00am and 4:00pm Australian Eastern Standard Time (AEST), Monday-Friday. We invite you to call us on **1800 838 777** and leave a voicemail. In your voicemail message, we ask you please provide:

- Your name
- Contact details
- The nature of your enquiry.

We will confirm receipt of your enquiry on the same day for calls received prior to 4:00pm AEST, or next business day for calls received after 4:00pm. Responses in the form of advice and guidance will be provided within five business days.

Does Phoenix Australia offer any other information and resources related to veteran mental health?

The Phoenix Australia website contains a comprehensive [list](#) of resources related to veteran mental health which you may find useful, including tip sheets, webinars, e-learning programs, and research summaries.