



**TOTAL
VETERAN
HEALTHCARE**

Welcome to
Total Veteran Healthcare
Outpost Sydney

Ease of Access - Speed of Access - Quality of Service



About Total Veteran Healthcare

Total Veteran Healthcare is a dedicated Veteran healthcare provider operating from our flagship clinic in Brisbane and a growing number of Outposts. We provide complete health services to Veterans across Australia.

We provide primary, allied, and specialist healthcare services through face-to-face consultations from our clinic in Brisbane, our Total Veteran Healthcare Outposts, and via telehealth (where clinically appropriate).

We deliver complete Veteran healthcare through service-aware GPs who have substantial experience in Veteran health, providing continuity of care throughout your healthcare journey.

We coordinate your complete healthcare, no matter how many specialists or allied health professionals are involved in your treatment.

Forward From The Owner, Joshua Hall

Total Veteran Healthcare was founded in 2023 to provide Australian Veterans with a dedicated health service that took on the obstacles impacting so many Veterans from accessing the health care they deserve.

Our service is driven by three values:

- » Ease of access to healthcare
- » Speed of access to healthcare
- » Quality of service, both clinical and operational.

We have worked hard to attract world class clinical staff, build leading facilities, and establish strong relationships with other leaders in the Veteran health services space, including a communicative relationship with the Department of Veteran's Affairs.

This work has helped us deliver high quality healthcare to over 7,000 Australian Veterans, with this number growing every week.

We are not like any other medical services provider. We deliver value-driven healthcare, and are passionately mission-led to provide Veterans with ease and speed of access to high quality healthcare.



Ease of Access

Dedicated to Veteran Healthcare



We deliver services across the four pillars of Veteran healthcare.



Veteran General Practice

Veteran General Practice:

Your face-to-face GP is the centre of gravity throughout your healthcare journey, coordinating your access to allied health professionals and specialists, both in-house and across our network. They understand your service history, your unique healthcare needs, and manage your complete healthcare plan with your entire treatment team.



Pain Management

Pain Management:

We take a multidisciplinary approach to providing non-invasive and invasive pain relief, including innovative escalation treatments. We provide personalised treatment plans that address the physical, emotional, and psychological aspects of pain, incorporating input from your entire clinical team.



Mental Health Care

Mental Health Care:

We support you through every stage of recovery, from acute to ongoing care. Your personalised treatment may include traditional therapies like psychology and psychiatry, and innovative options such as TMS and Medication-Assisted Psychotherapy. We can also support your DVA Claim with detailed mental health reports by service-aware psychiatrists and GPs.



Life After Service

Life After Service:

We partner with trusted service providers and vetted Veteran support organisations to support you after your time in the ADF—no matter when you discharged. This includes crisis care, DVA claim support, medical file reviews, home services, education and employment assistance, and social connection.

Complete Healthcare for Australian Veterans



Speed of Access

Lowest Wait Times In Australia*



We are proud to have some of the lowest wait times in the country for Veteran healthcare.

5

GP Appointments:
5 days

0

Psychology Appointments:
Zero wait time

1

Psychiatry Appointments:
1 month wait time

Supporting Veterans in accessing timely psychiatric care and ensuring they receive the high-quality treatment they deserve is a privilege.

Dr Vineel Reddy, Total Veteran Healthcare Psychiatrist

Powerful Network of Veteran Healthcare Providers

We get you to the specialist you need faster and with easier onboarding.

When your care is managed by Total Veteran Healthcare, your referrals are simpler. You have streamlined access to our in-house specialists and provider-partners in our Australia-wide network, so you don't have to do anything other than attend your appointments.

*Total Veteran Healthcare's wait times are some of the lowest in country when compared to the current self-reported wait times of other veteran-focused clinics.



Quality of Service



Championing Veteran Healthcare

Veterans are unique patients and experience conditions highly specific to their time with the ADF.

Total Veteran Healthcare provides and supports professional clinical development for our consulting GPs and clinicians. We provide frequent education to our clinicians across Veteran lifestyle factors, the impact of global politics and events, insights into the enduring impact of ADF culture, education on changing DVA legislation and regulation, available and vetted Veteran services and support organisations, and emerging treatments and therapies in Veteran healthcare focus areas.

Veterans deserve medical care that understands them as very different patients to the general community. For Veteran health to be effective, it needs to be informed by clinical developments in areas like pain management, mental health care, and the treatment of complex, chronic disease. A meaningful part of my role as a Veteran GP is maintaining an evolving understanding of the Veteran health landscape - including key specialists and available resources.

Dr Nerissa Naidoo, Total Veteran Healthcare GP, and GP Surgeon

Escalation Treatment Options

Travelling towards better health is a journey, and finding the right treatment for you a key part of it. What works for one patient may not work for another, which is why Total Veteran Healthcare is committed to providing treatment options beyond first response therapies.

60% of Veterans live with long-term health conditions.* Robust escalation healthcare is an important aspect of treatment plans addressing complex chronic disease and treatment-resistant conditions. Our GPs can develop personalised treatment plans that incorporate scalable and coordinated escalation options, so no Veteran is left languishing without a clear pathway forward on their healthcare journey.

A clear, delineated map of treatment options and solutions ensures you are always travelling towards wellbeing.

*Australian bureau of Statistics, Service with the Australian Defence Force 2021 Census.

Total Veteran Healthcare

Outpost Sydney

The TVH Sydney Outpost connects former ADF members living in or around Sydney to service-informed care.

We start with a GP on York Street who understands your history, then draw on the full TVH national network to address your needs, including chronic pain pathways and mental health care.

Here For You, Sydney

Our Sydney clinic offers a local entry point into a coordinated care model built specifically for Veterans.

We see Veterans at every stage of their healthcare journey, from those who've just recognised they need help, to those managing long-term conditions. You don't need to have everything organised before you book. Our role is to help guide you through the process and coordinate the care you need.



Meet The Team: Dr Vivin Thomas Mathew

*MBBS, FRACGP, AFRACMA, DCH, DPM,
MClInMed(Newcastle), ACCAM, JP*

Dr Vivin Thomas Mathew is an experienced General Practitioner with a strong focus on the health and wellbeing of current and former ADF personnel and their families. He draws on more than two decades of clinical experience across defence, veterans' health, aviation medicine and community general practice, giving him a nuanced understanding of service-related injury, transition to civilian life and the long-term impact of military service.

Dr Vivin has previously served as an Aviation Medicine GP with the Royal Australian Air Force and holds the Australian Civil Aviation Medicine qualification, alongside membership of the Australian Society for Aerospace Medicine. This background provides a deep appreciation of the physical, cognitive and operational demands placed on serving members, and informs his ongoing work with veterans presenting with complex, multi-system health needs.

A Fellow of the Royal Australian College of General Practitioners, Dr Vivin also holds a Master's in Clinical Medicine (Leadership and Management) from the University of Newcastle and is an Associate Fellow of the Royal Australasian College of Medical Administrators. He contributes to medical education as an ABN independent contractor with the University of Newcastle and as a mentor for doctors on the RACGP PEP-Specialist pathway, supporting the next generation of GPs to deliver high-quality, veteran-focused care.

Dr Vivin's clinical interests include chronic disease management, mental health, addiction medicine and geriatric care, with a particular emphasis on coordinated, trauma-informed care for veterans. He is also an experienced prescriber working within contemporary DVA frameworks, assisting eligible veterans with conditions such as chronic pain and other refractory symptoms in line with the updated Framework and RPBS requirements.



Services Available From Total Veteran Healthcare Outpost Sydney

Our Sydney clinic provides face-to-face and telehealth appointments, backed by the wider Total Veteran Healthcare network and coordinated care model.

Innovation in healthcare is vital. Medical innovation creates treatment options for those who need them the most – if you give people options, you give people hope – they are encouraged to keep trying new things until they find the healthcare solution that is right for them.

Dr Ted Cassidy, Total Veteran Healthcare Director - Mental Health



GP care for veterans

A dedicated GP who understands military service, veteran health and the long-term impact service can have on physical and mental wellbeing. Your GP remains the central point of coordination throughout your care journey.



Coordinated care planning

Your care is managed through one connected treatment plan, reducing the need to repeat your story across multiple providers. One team. One plan. One point of contact.



DVA healthcare

Care funded for eligible DVA White Card and Gold Card holders, with support in understanding entitlements, referrals and funded healthcare pathways.



DVA claim support

Clinical support for veterans preparing or progressing DVA compensation claims, including DVA claims, assessments and supporting documentation.



Chronic pain management

Assessment, treatment planning and multidisciplinary referral pathways for musculoskeletal injuries, service-related conditions and persistent pain presentations, with access to broader support where required.



Fast access to 20+ services

Access to a trusted national network of allied health providers, including physiotherapy, exercise physiology, occupational therapy, dietetics and other services coordinated through your GP and care plan.



Mental health support

GP-led mental health care with access to psychology and psychiatry referral pathways for PTSD, anxiety, depression and other mental health concerns.



Telehealth or face-to-face care

In-person consultations are available at our Sydney clinic on Short Street. Telehealth services connect you with service-informed providers across the country.

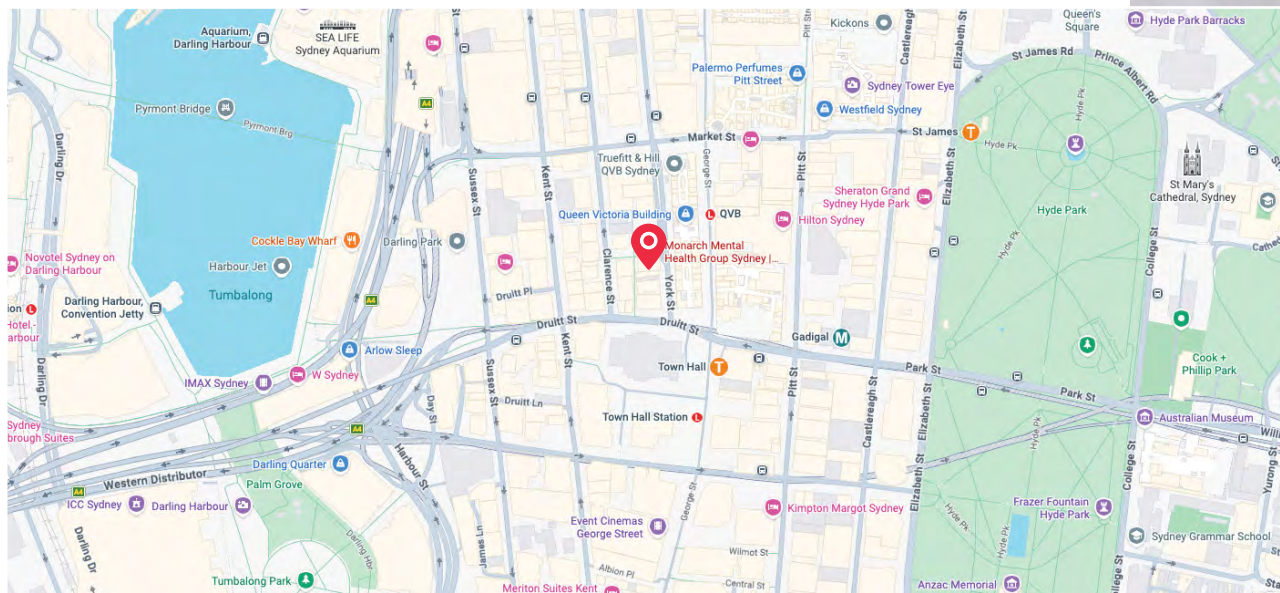
Learn More

Contact us

-  TVH Outpost Sydney
Monarch Mental Health
Level 4, 131 York Street, Sydney NSW 2000
-  02 7228 6388
-  sydney@totalveteranhealthcare.com
-  Current hours: Mon-Fri, 8:30am – 5pm
-  Appointment types: Face-to-face and telehealth

Getting here

-  **Public Transport:** Monarch Mental Health is conveniently located in Sydney's CBD and is easily accessible by train, light rail and bus. The nearest train station is **Town Hall Station**, approximately a 3–5 minute walk away. **Wynyard Station** is also within easy walking distance (around 5–7 minutes).
-  **Car parking:** Several secure public car parks are located within a short walk of Monarch Mental Health, including parking at the **Queen Victoria Building** and nearby **York Street** and **Market Street** locations. Limited metered street parking is also available in the surrounding CBD, although spaces can be difficult to find during busy periods. We recommend allowing extra time for parking or pre-booking a nearby car park if possible.





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Learn more, or onboard today.
www.totalveteranhealthcare.com

