



Community Nursing BULLETIN No. 30

June 2021

FOR DISTRIBUTION TO ALL DVA COMMUNITY NURSING STAFF

This bulletin is being issued to provide an update to Department of Veterans' Affairs (DVA) Community Nursing (CN) providers about changes to the Notes for Community Nursing Providers and to the Exceptional Case process.

Updated Notes for Community Nursing Providers

DVA has recently undertaken a comprehensive review of the Notes for Community Nursing Providers (the Notes). The Notes have been updated to provide increased clarity about the provision of CN services to clients, and reflect current program requirements.

While updates have been made throughout the Notes (with the exception of Attachment F – Submitting Minimum Data Set (MDS)), a summary of the larger updates is below:

Section	Section Title	New / Updated / Removed	Page
2.2	Community Nursing Program	Updated to include additional information	9
2.3	Out of scope / Exclusions	Updated to include additional information	10
3.2	Referrals	Updated to include additional information	12 – 14
3.2.1	Written referral requirements	Updated to include additional information	
3.2.2	Referrals from hospitals	New section	
3.2.4	Referral period	Change of name from ongoing referral	14
N/A	Verbal enquiry	Removed	N/A
5 and 5.3.2	Personnel	Updated to include additional information	17 - 18

6	Assessments	Updated to include additional information	21
6.2	Nursing Care Plan	Updated to include additional information relating to the pandemic period	22
7.4	Personal Care Schedule	Updated to include additional information	27 – 28
11.1.2	Two providers in a 28 day claim period	Updated to include additional information	47 – 48
Attachment A	Exceptional Case Process	Updates that will take effect from 1 July 2021	61 – 66
Attachment E	Coordinated Veterans' Care Program	Updates to align with the updated Notes for Coordinated Veterans' Care Providers	74 – 77

CN providers must ensure that all staff and sub-contractors providing CN services to DVA clients have access to and a working knowledge of the current version of the Notes.

A copy of the updated Notes are attached, and will be available on the DVA website at [Information for community nursing \(CN\) providers | Department of Veterans' Affairs \(dva.gov.au\)](#)

Any questions about the updated Notes can be emailed to nursing@dva.gov.au

Updated Exceptional Case process

As of 1 July 2021, the Exceptional Case (EC) process through Community Nursing is changing. Prior approval **must** be sought from DVA through the EC process and an EC approval given before the commencement of care outside of the Schedule of Fees. DVA is not liable to pay for any services that have been delivered before prior approval has been given. Providers can claim for services delivered prior to the exceptional case approval through the Schedule of Fees.

Where urgent circumstances apply regarding the commencement of care, the CN provider can contact DVA via secure email exceptional.cases@dva.gov.au to outline these special circumstances. Discretionary one off approval may be granted for up to ten working days. Where one off (interim) approval is provided, a full EC application is required to be submitted within two business days of the this approval for further assessment and processing.

EC applications will not automatically receive 12 month approval status – each application will be assessed and the length of time determined accordingly. CN providers are reminded to check each approval letter for the length of approval time provided. If further EC funding is required after the approval end date, a new EC application is required to be submitted 28 days prior to the expiry of the current EC approval.

Further information on the requirements for submission of EC applications can be found in the Notes at Attachment A.

The EC application forms will be updated over the coming weeks and will be available on the DVA website. CN providers must check the DVA website to ensure they are always using the current versions of forms when submitting EC applications. The forms can be found at: [Exceptional Cases \(EC\) | Department of Veterans' Affairs \(dva.gov.au\)](#)

Updates to Provider Details

If you have any changes to contact or other details, please contact the Community Nursing Contracts team via email at: Community.Nursing.Contracts@dva.gov.au