



Australian Government
Department of Veterans' Affairs

COMMUNITY NURSING NEWSLETTER No. 54

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This **Newsletter** is issued to provide updates to DVA contracted Community Nursing providers.

Public Liability and Workers Compensation

It is compulsory for DVA Community Nursing providers to send through their annual Public Liability and Workers Compensation certificates of Currency. As per clause 14 of the Terms and Conditions for the Provision of Community Nursing Services, **a Community Nursing provider must have:**

- (a) Public (and Products) liability insurance for not less than \$10,000,000 per claim covering liability owed to another person who suffers loss or damage by reason of your business activities,
- (b) Professional indemnity type insurance for not less than \$5,000,000 per claim, and
- (c) Workers' compensation insurance as required by State/Territory law.

Please send through your current Certificates of Currency as they are renewed to community.nursing.contacts@dva.gov.au.

Community Nursing Program - Education Sessions

DVA is holding **Education Sessions for Community Nursing Program** providers on the following dates:

- Thursday 08 May 2025: 1.00 – 2.00 AEDT
- Thursday 28 August 2025: 1.00 – 2.00 AEDT
- Thursday 20 November 2025: 1.00 – 2.00 AEDT

During these sessions DVA will provide information about the Terms and Conditions, Notes for Community Nursing Providers and frequently asked questions including claiming queries.

Please note we will provide a meeting link closer to these dates.

Leading up to the meeting, if there are sections of the Notes you would like to hear about, please let us know by email to community.nursing.contacts@dva.gov.au.

Sustainability Payments

DVA has now emailed all service providers who were eligible for a Sustainability Payment for Quarter 4.

Emails for Quarters 1 – 3 were sent out to eligible providers following the end of each quarter, and DVA encourages you to submit your invoice/s as soon as possible for any unclaimed payments to date.

To ensure that you receive your full entitlement, it is important that you lodge your claims for payment as soon as possible.

The DVA website [Sustainability Payments for Community Nursing and Veterans' Home Care providers / Department of Veterans' Affairs](#) provides extensive information for service providers to easily access important information and frequently asked questions about Sustainability Payments.

Invoices and queries regarding Sustainability Payments should be sent to dva.sustainability.payments@dva.gov.au

AusTender Reporting Requirements

In compliance with the Commonwealth Procurement Rules (CPRs), DVA has recently updated contract information on AusTender (www.tenders.gov.au), which includes the reporting of anticipated contract values that are at or above the CPRs reporting threshold of \$10,000 (GST inclusive), for non-corporate Commonwealth entity contracts.

This means that if DVA expects to pay your organisation \$10,000 or more for Community Nursing services for the specified period, an estimated amount has published on AusTender. This amount is an estimation only and actual expenses may be higher or lower than the amount shown.

DVA will review the published amounts regularly and update any required amendments on AusTender.

Frequently Asked Questions

DVA has received **frequently asked questions** from Community Nursing providers in recent months.

Please see the most common questions below, and refer to the [Terms and Conditions for the provision of Community Nursing Services](#) and the [Notes for Community Nursing Providers](#) for information about program requirements.

How do we receive referrals?

A Community Nursing provider must receive a valid written referral for an eligible client before the commencement of services, from one of the following authorised referral sources:

- General Practitioner (GP)
- Treating medical practitioner in a hospital
- Hospital discharge planner
- Nurse Practitioner specialising in a Community Nursing field.

Referrals from GPs and nurse practitioners are valid for 12 months at which time a new referral is required. Where a referral is received from a hospital (treating doctor or discharge planner) following a client's stay in hospital, the referral is valid for a period of six weeks post discharge. An updated referral is required from the client's GP to cover ongoing care needs beyond the six week period.

Referrals should outline necessary services to meet an assessed nursing care need for a medical condition. The clinically required nursing and personal care interventions should be included in the referral.

Please refer to Section 3.2 of the Notes for Community Nursing providers (effective March 2025).

Can we advertise using the DVA logo? Can we advertise as a DVA provider via media? (e.g. radio, television)

Community Nursing providers can advertise that they are a contracted provider for DVA. However, the DVA logo cannot be utilised in media, website or advertisement materials. You are also not permitted to promote yourself as a DVA preferred provider.

Providers must ensure they meet the requirements as per section 13, representations and inducements, of the Terms and Conditions for the provision of Community Nursing Services. If a provider is unsure about whether their proposed advertising aligns with the Terms and Conditions, they can email nursing@dva.gov.au and the request will be reviewed on a case-by-case basis.

How do we claim for the provision of services?

There are currently two options available for claiming DVA Community Nursing services. Both options are processed through Medicare (Services Australia):

1. Medicare Online claiming

- Community Nursing providers can lodge claims for payment through Medicare Online claiming. This is the preferred method for claiming and allows for the automatic submission of the Minimum Data Set (MDS). Providers can only submit online claims using Medicare compliant software (refer to Software developers for Medicare Online).

2. Manual claiming

- Providers must complete hard copy forms and vouchers that are submitted via post to Medicare for processing
- Community Nursing providers who claim for services manually must submit MDS each claim period by using the MDS Collection Tool. The MDS Collection Tool is an Excel spreadsheet that is used to collect MDS data manually.

Please refer to Section 7 (Claiming) in the Notes for Community Nursing providers for information on how to submit claims.

For queries about Community Nursing claims, including rejected claims, please contact Medicare in the first instance on 1300 550 017 and select option 2.

Should we use online claiming? What are the benefits?

Medicare Online claiming provides a streamlined system for the lodgement of claims, including a digital record for lodgements. Online claiming can result in faster actioning of claims for payment of services. In addition, Minimum Data Set (MDS) information is captured using the software and submitted automatically

with online claims. Where providers submit claims manually (i.e. by post), MDS must be submitted separately via email using the MDS Collection Tool.

There is a cost associated with purchasing Medicare compliant software and the cost differs between software developers. Software vendors are third party operators and not linked to DVA. There are no additional charges from Services Australia to use Medicare Online claiming.

A number of software developers provide software for online claiming through Medicare. Community Nursing providers are required to use Medicare compliant software to claim online. Not all software is compatible to claim for community nursing services. Please refer to the Services Australia link for further information: [Software for Medicare Online, ECLIPSE and the AIR - Health professionals - Services Australia](#)

If my registered address, Legal Entity and/or ABN changes, what should I do?

Please notify the DVA Community Nursing Contracts team at community.nursing.contracts@dva.gov.au for any changes to the Legal Entity, ABN or business address. Any change requires a new provider number which will be issued by the Community Nursing Contracts team. Please ensure that all claiming under the previous provider number is completed before the change in the above has been finalised.

If you change your mailing address but not the business address, please let DVA Community Nursing Contracts know as it will still need to be updated to ensure you receive claiming remittance notifications.

How can we access training and resources for the Community Nursing Program?

Training and resources for DVA Community Nursing providers can be found on the DVA website at: [Training and resources for community nursing providers | Department of Veterans' Affairs](#)