



Community Nursing BULLETIN No. 17

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FOR DISTRIBUTION TO ALL DVA COMMUNITY NURSING (CN) STAFF

Exceptional Case Process

Did you know applications for Exceptional Case (EC) status are valid for a maximum of 12 months? If you have clients being provided care under EC arrangements that are due to expire, a **new** application will need to be completed and submitted. Application forms are available on the [website](#).

Extensions – extensions to EC applications can be made if the original application was for a period of less than 12 months. Extensions will only be approved up to a maximum of 12 months from the date of the original application.

Variations and Interruptions to Care – Variations and Interruptions to Care (ItC) can be made at any time during the approved EC period of care. ItC will not affect, change or extend the approved period of care, and the original expiry date will still apply.

To ensure efficient processing of EC applications please ensure all forms are completed in full and all required attachments are provided including a Care Plan signed by the client.

Please submit all applications to nursing@dva.gov.au using our secure email channel. If you do not have a secure email from us please email nursing@dva.gov.au and we will send you an email marked **OFFICIAL:Sensitive – Personal Privacy**. This will allow you to send secure emails to DVA.

ECU Changes

Over the next couple of months you may notice some changes to information on the Exceptional Case Unit (ECU). The ECU no longer exists as a 'unit'. Exception Case (EC) applications, enquiries, extensions, variations and interruptions to care are still processed by the Community Nursing Program. The changes will not impact how these cases are assessed or administered.

Changes, including updated forms, will be posted on the [Community Nursing webpage](#).



Community Nursing Schedule of Fees – Indexation

Annual fee indexation has been applied to the DVA Community Nursing Schedule of Fees. Indexation will take effect from 1 January 2020 for claim periods commencing on or after this date.

An updated Schedule of Fees will be made available on the Community Nursing page of the DVA website from 1 January 2020.

Merry Christmas!

DVA offices including the Community Nursing Program, will be closed from 5pm Tuesday 24 December 2019 reopening 8.30am Thursday 2 January 2020.

We wish you a safe and Merry Christmas. Thank you for the care you provide our veterans.