



**Australian Government**  
**Department of Veterans' Affairs**

# **Community Nursing Program**

## **Community Nursing Providers Bulletin**

### **1 July 2016**

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#### **Welcome to all community nursing providers**

Following the invitation process conducted by the Department of Veterans' Affairs (DVA) during 2016 the new panel of community nursing (CN) providers has been finalised, this will be available on the DVA website shortly. The CN program welcomes all new and returning CN providers who will be delivering community nursing services to entitled veterans and war widow(er)s.

#### **Contacting DVA**

Enquiries regarding day-to-day operational issues relating to community nursing services delivery can be addressed by contacting the DVA provider enquiry line on 1300 550 457 (metropolitan areas) or 1800 550 457 (non-metropolitan areas).

#### **Contract management**

Enquiries regarding your Agreement status including change of details such as address including DVA website updates or key personnel or requirements under the Agreement need to be directed to Community Nursing Contract Management either by e-mail at [NMBCN@dva.gov.au](mailto:NMBCN@dva.gov.au) or by telephoning 1300 550 466 and ask to speak to Community Nursing Contract Management.

#### **Health Programmes**

Enquiries regarding the CN program including understanding the Notes, the classification system, education and general issues and/or queries can contact the Department on [nursing@dva.gov.au](mailto:nursing@dva.gov.au) or by telephoning 1300 550 457 (metropolitan areas) or 1800 550 457 (non-metropolitan areas) and ask to speak to Health Programmes (Community Nursing and Coordinated Veterans' Care).

#### **Claiming**

Enquiries relating to claiming e.g. rejected claims, can be addressed by contacting the Department of Human Services (Medicare) on 1300 550 017 (option 2).

**Please ensure that all relevant staff in your organisation are made aware of the information contained in this Bulletin.**