



Australian Government
Department of Veterans' Affairs

DVA Community Nursing Provider Bulletin **21 December 2016**

Community Nursing Update No5

Panel of Community Nursing Providers – Service Delivery Areas

The Service Delivery Areas for the DVA panel of community nursing providers (Panel) has recently been updated on the DVA website. Thank you for all the feedback received. Web updates for the Panel will occur on a quarterly basis, commencing in January 2017. All Panel members are requested to review their current Service Delivery Areas listed at -

<http://www.dva.gov.au/providers/community-nursing/panel-community-nursing-providers>

Please email <NMBCN@dva.gov.au> if any updates are required or anomalies are identified. To ensure you are accessing the most current version of the Panel check the footer.

Panel of Community Nursing Providers – Subcontracting Arrangements

DVA has become aware that some community nursing providers have subcontracting arrangements in place that were not included as part of their 2016 Tender submission. In accordance with the *Terms and Conditions* specified in *The Agreement for the Provision of Community Nursing Services*, DVA must be advised of such arrangements. If you are a provider that has not declared subcontracting arrangements that are in place within your organisation you must complete the subcontracting template available via this [link](#), and email it to <NMBCN@dva.gov.au> by 20 January 2017. This will ensure the Department is aware of your organisations intention to utilise subcontractors to deliver community nursing services to DVA entitled persons.

Contract Management Queries and Claiming Enquiries

Enquiries regarding the Terms and Condition of your Agreement for the provision of community nursing services with DVA, including changes of address details or key personnel, need to be directed to Community Nursing Contract Management at <NMBCN@dva.gov.au>

Enquires relating to claiming issues, such as rejected claims, can be addressed by contacting the Department of Human Services (Medicare) on 1300 550 017.

Panel of Community Nursing Providers – Email Addresses

Community Nursing Bulletin updates are sent to one nominated contact in each contracted entity. DVA does not send the Bulletin to individual site locations but rather rely on the nominated contact to forward the Bulletin to relevant persons within their contracting entity. Can you please advise <NMBCN@dva.gov.au> if you would like to change the one nominated point of contact for Community Nursing Bulletins.

Thank you for all of your hard work throughout the year. Have a very happy Christmas and a prosperous new year, and we look forward to working with you in 2017!

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