



Australian Government

Department of Veterans' Affairs

Community Nursing and Veterans' Home Care Sustainability Payments Frequently Asked Questions (FAQs)

What is this funding for?

This Budget measure will provide \$48.4 million in sustainability payments over a two year period from 1 July 2024 to 30 June 2026 for Department of Veterans' Affairs (DVA) Community Nursing and Veterans' Home Care (VHC) service providers. Sustainability payments will support the immediate viability of providers to continue providing in-home care and support services to the veteran community in the face of increasing market pressures.

The measure will support current DVA providers so that eligible DVA clients can continue to access services that enable them to remain in their own home, reducing the likelihood of early admission to residential aged care. This will also reduce the risk of DVA clients not being able to access care, or experiencing significant disruptions to their care.

Who is eligible to receive the funding from DVA?

All current DVA contracted Community Nursing and VHC service providers are eligible to receive sustainability payments for each DVA client they have received payment for during the relevant quarter(s), for services delivered under these programs.

How will payment amounts be calculated?

The quarterly payments will be calculated based on the unique number of clients that providers have received payment for, in each month of the preceding quarter, for services delivered under the Community Nursing and/or VHC programs.

The amounts will be calculated at a rate of \$90 per client per month for Community Nursing services and \$35 per client per month for VHC services (amounts are GST exclusive).

Why is the amount per client higher for Community Nursing?

The higher amount for Community Nursing reflects the more complex nature of providing and managing clinical services in the community nursing environment, including undertaking initial assessment and regular review of client clinical care needs.

How do providers receive these payments?

DVA will calculate the amount Community Nursing and VHC providers can receive each quarter. Providers will be advised of the amount following the end of each quarter through existing communication channels.

Emails will be distributed towards the end of the month, following the end of the quarter.

Providers will need to submit a correctly rendered tax invoice (with GST applied) to DVA for the amount advised by DVA. Payment will be made to the provider's nominated bank account.

The tax invoice will need to be sent via email directly to DVA at dva.sustainability.payments@dva.gov.au, and at a minimum will need to include:

- the amount DVA has advised the provider can receive, in \$AUD (plus GST)
- provider organisation name
- provider ABN
- provider number and/or VHC Service Provider UIN
- contact details (email and postal address)
- provider bank account details (account name, BSB and account number)
- invoice date and reference
- description (DVA Sustainability Payment month – month year).

DVA will review each provider's tax invoice to ensure it is for the amount provided by DVA, and that it contains sufficient information to enable it to be processed through DVA's invoice payment system.

GST

The amount you are eligible to claim, as provided by DVA, will not include GST. However, if your organisation is eligible to claim GST, you will need to add GST to your tax invoice.

Dual VHC and Community Nursing Providers

If you are a provider that delivers both VHC and Community Nursing services, you will receive two emails advising you of your sustainability payment eligibility for each program. Please ensure that you look for both emails, as the eligible amounts will be different in each email.

Do separate invoices need to be submitted for both the Community Nursing and VHC programs?

No. Providers can submit one invoice per quarter for the sustainability payment across both DVA programs. Where a provider submits an invoice for a sustainability payment for both the Community Nursing and VHC programs, the invoice will need to clearly state the amount for Community Nursing and the amount for VHC, as well as the total amount for the invoice. Providers may choose to submit separate invoices.

When should I submit my tax invoice?

DVA strongly encourages providers to lodge their correctly rendered tax invoice **within 30 days** of receiving the email advising of their eligible sustainability payment.

Will the payment process impact existing claiming arrangements?

No, there will be no change to or impact on existing claiming arrangements for the Community Nursing and VHC programs. Providers should continue to submit claims for payment for services delivered to DVA clients using the existing fee schedule and claiming arrangements. This includes clients receiving Community Nursing services under Exceptional Case (EC) funding.

Existing claim processing timeframes will not change or be impacted by this process.

When will providers receive the payments?

Payments will commence in the first quarter of the 2024-25 financial year, and be made quarterly thereafter, for the duration of the sustainability payment process. The first sustainability payment will be calculated based on Community Nursing and VHC payments made to providers between 1 April and 30 June 2024 inclusive.

When does the funding end?

Sustainability payments will be made each quarter up to the April – June 2026 quarter. Sustainability payments in the final quarter will be based on Community Nursing and VHC payments made to providers between 1 January and 31 March 2026 inclusive.

No sustainability payments will be made after 30 June 2026.

Why is the funding only for two years?

This funding addresses the immediate viability of providers in delivering DVA programs in the face of increasing market pressures.

The Independent Health and Aged care Pricing Authority (IHACPA) conducted its cost collection in 2024, with the first pricing advice provided to Government in early 2025 to inform the implementation of the Support at Home Program by the Department of Health, Disability and Ageing. DVA will also consider the cost collection to inform future approaches to addressing pricing disparities for DVA's Community Nursing and VHC programs.

DVA is committed to ensuring long-term sustainability of in-home care and support services to veterans and will engage with the veteran community and sector in considering approaches to address this.

Why isn't DVA just increasing its fees for Community Nursing and Veterans' Home Care services?

The Independent Health and Aged care Pricing Authority (IHACPA) conducted its cost collection in 2024, with the first pricing advice provided to Government in early 2025 to inform the implementation of the Support at Home Program by the Department of Health, Disability and Ageing from November 2025. DVA will also consider the cost collection to inform future approaches to addressing pricing disparities for DVA's Community Nursing and VHC programs.

Can a provider receive this funding if it began contracting under DVA's arrangements during a quarter?

Yes. If an organisation entered into a contract with DVA during a quarter and received payments for services in that quarter, they would be eligible to receive a payment in the subsequent quarter.

Can a provider receive this funding if they were contracted under DVA arrangements during a quarter, but had not received payment for any services provided under Community Nursing and/or VHC?

No, a provider will only be able to receive a sustainability payment for claims paid in the preceding quarter.

Can a provider apply for this funding if they were contracted under DVA arrangements during the quarter, but are not currently contracted at the time the payment amounts are calculated?

No. Sustainability payments are only available to providers who remain contracted for DVA and have received payment for services in the preceding quarter.

What if a provider disagrees with the amount due for a quarter provided by DVA?

If a provider disagrees with the amount advised by DVA, they can contact DVA and provide evidence of the amount they believe their organisation should be eligible to receive, via email to dva.sustainability.payments@dva.gov.au. This will need to include the number of clients for whom the organisation received payment during each month of the quarter.

Additional information?

For further information, DVA can be contacted directly at dva.sustainability.payments@dva.gov.au.