



Australian Government
Department of Veterans' Affairs

COMMUNITY NURSING NEWSLETTER No. 58

October 2025



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

Notes for Community Nursing Providers

The Notes for Community Nursing Providers (the Notes) have been reviewed and updated, with the updated version taking effect from November 2025.

Updates to the Notes include:

- Updates to the nurse practitioner referrer category to remove the requirement for Nurse Practitioners to specialise in a Community Nursing field and change the referral period for Nurse Practitioners. The change to the referral period (from 12 months to 6 weeks) makes the referral period consistent with referrals from hospitals and is in acknowledgement that a client's GP has ongoing clinical oversight of a client's care and should provide a referral for ongoing services (*Sections 3.2, 3.2.4*)
- Updates to nursing consumables claiming requirements, including which fee items the consumables items can be claimed with, and clarifying rules for claiming (*Sections 6.9 and Attachment D*)
- Updated information about relevant programs available through the Department of Health, Disability and Ageing following the commencement of the Support at Home program from 1 November 2025 (*Section 12.4.1*)
- Inclusion of references to Registered Nurse prescribing guidelines (*Sections 4.2, 6.3.2.2, 10.2*)
- Updated references to classification, majority of care and Schedule of Fees for clarity (*Multiple Sections*)
- Additional information for providers about incorrect payments, including overpayments and the process to submit voluntary acknowledgements for incorrect payments (*Section 7.13*)

The updated version of the Notes is attached, and will be available on the [DVA website](#).

Compliance and claiming

DVA Community Nursing providers are required to deliver nursing services in line with program requirements, as outlined in the Notes for Community Nursing Providers (the Notes) including correct claiming of fee items from the Schedule of Fees (SoF).

Routine compliance monitoring activities are built into the program to confirm that providers are complying with the requirements set out in the Notes and are claiming appropriately. Compliance reviews can also give providers the chance to confirm good practice and strengthen processes.

Adhering to program requirements, maintaining clear and concise documentation and claiming appropriately for services will ensure provider compliance with the Community Nursing Program.

Getting claiming right

Accurate claiming of the SoF items is an essential part of provider compliance. Providers are required to:



- claim only for eligible services as outlined in the Notes
- ensure claims match assessed care and services delivered
- maintain supporting evidence and clinical documentation such as:
 - referral/s from authorised referral source
 - legible and detailed clinical progress notes with dates, names and staff roles
 - comprehensive nursing assessments
 - signed and dated care plans
 - best practice wound care charts.

Tips



- Refer to the Notes regularly and read the Community Nursing newsletters for updates
- Use clear, concise, consistent documentation practices
- Make compliance part of daily practice, not just when an audit occurs.

Quick checklist for providers



- Is the DVA client eligible for care funded by the Community Nursing Program?
- Does the nursing or personal care service relate to an assessed clinical nursing need?
- Is the service within the scope of the Community Nursing Program?
- Was the care claimed for provided to the client?
- Is the documentation clear, concise and complete?

Enquiries about the Community Nursing Program

Providers are encouraged to review the Notes and program information on the DVA website in the first instance and reach out with any enquiries about the Community Nursing Program via email to nursing@dva.gov.au. Providers are encouraged to be proactive and contact DVA with any claiming queries to alleviate incorrect claiming.

Education sessions

DVA offers education sessions about the Community Nursing Program for DVA contracted Community Nursing providers. To register your interest please email [Community Nursing Contracts](#).

Overpayments

If providers identify incorrect claiming or overpayments for Community Nursing services, please contact the Community Nursing Program team via email to nursing@dva.gov.au.

Repayment process

- To initiate the repayment process for any incorrect or ineligible claims resulting in overpayments, providers can notify Medicare by completing Services Australia's [Voluntary acknowledgement form \(MO057\)](#) and submitting to veterans.processing@servicesaustralia.gov.au
- Following submission of the form, a Recovery Officer from Services Australia will make contact to provide details of how to make repayments. Alternatively, DVA can initiate the recovery process with Services Australia.
- Incorrect claims must be repaid in full prior to resubmission of any eligible claims.

For further information, refer to the Notes for Community Nursing Providers (*sections 7.13 Incorrect payments, 7.14 Inappropriate claiming, 7.15 Recovery of overpayment*).

Historical Leave Liabilities

Fair Work Commission Aged Care Work Value Case

In September 2024, the Fair Work Commission (FWC) made a decision under Stage 3 of the Aged Care Work Value Case to further increase award wages for many aged care workers in two stages. In December 2024, the FWC made a decision to further increase award wages for aged care nurses in three stages. As part of the Australian Government's commitment to fund the increases following the FWC's decisions, the fees for personal care delivered under the Veterans' Home Care (VHC) and Community Nursing programs increased from 1 October 2025. The fees for nursing services delivered under the Community Nursing Program increased from 1 March 2025 and 1 October 2025.

In addition, funding has been made available for providers of Department of Veterans' Affairs (DVA) VHC and Community Nursing services to fund historical leave liabilities for in scope employees as a result of the FWC's decisions.

About the funding

You can apply for historical leave liability funding from DVA directly if you:

- **are a DVA-only provider** of Community Nursing and/or VHC services
- **are not an aged care provider** (i.e. you are not registered to provide aged care programs including Residential Aged Care, Home Care Packages Program, Commonwealth Home Support Programme etc.) AND
- **you have employee/s impacted** by the FWC's decision/s.

This funding opportunity is to fund providers for 50 percent of the cost associated with paying higher leave entitlements for in scope workers that have had their wages increased from 1 March 2025 and/or 1 October 2025 as a result of the FWC's decisions. Funding can only be claimed to 'top up' relevant leave entitlements that are directly attributable to:

- the FWC's Aged Care Nurses decision increase for nurses (March 2025) of a 2.270 percent wage increase. This includes payment of leave entitlements when an employee resigns
- the FWC's Aged Care Nurses decision increase for nurses (October 2025) of a 1.812 percent wage increase. This includes payment of leave entitlements when an employee resigns
- the FWC's Stage 3 decision increase for personal care workers (October 2025) of a 0.696 percent wage increase. This includes payment of leave entitlements when an employee resigns.

This application process is only valid for increases as part of the FWC's Aged Care Work Value Case decisions for in scope personal care workers and nurses.

Further information on the aged care wage increase can be found on the [Department of Health, Disability and Ageing's website](#).

How to apply

To apply for funding from DVA you will need to complete the Provider Application Form and submit this along with supporting documentation to DVA.Sustainability.Payments@dva.gov.au. Applications close on 30 November 2025.

Please refer to the attached Aged Care Wages – Historical Leave Liability Funding documents:

- Provider Application Process and Guidelines – October 2025
- Provider FAQs – October 2025
- Provider Application Form – October 2025

If you have any questions regarding the application and funding process, please email DVA.Sustainability.Payments@dva.gov.au.

HumanAbility Career Pathways Project

HumanAbility is the Jobs and Skills Council for the care and support economy to ensure Australia's vocational education and training sector delivers better outcomes for learners and employers.

The aim of the Career Pathways Project was to develop clear and rewarding career paths for existing and future employees, including those in the aged, disability and veterans' care sectors. One of the outcomes of the project is a series of resources for learners, job seekers and employers including a Career Pathways Framework and a Good Practice Guide. These resources are free to download and share.

Career Pathways Framework

The Career Pathways Framework outlines:

- Current and emerging roles within the care and support workforce.
- Describes the purpose, tasks, education and training requirements for each role in the aged care, disability, and veterans' care sectors.

The Framework is intended to be used by stakeholders to support workforce development, including prospective **employees** who seek to enter the sectors, careers advisors working in schools or the community and government in understanding workforce needs.

Good Practice Guide for the Care and Support Sectors

This Good Practice Guide is designed to provide:

- Practical information that outlines insights into core issues and common barriers employers may experience.
- Strategies to improve outcomes to attract, develop and retain aged care, disability and veterans' care sector workforces.

Further information is available at the following link:

[Resources to Support Career Pathways in Aged Care, Disability Services and Veterans' Care - HumanAbility](#)

Community Nursing providers may choose to distribute this link to interested stakeholders within their networks.

DVA Website

The enhanced DVA website is now live, offering a clearer, more intuitive experience for veterans, families, advocates and providers.

This major update reflects feedback gathered through co-design workshops, surveys and user testing and responds to recommendations from the Royal Commission into Defence and Veteran Suicide. Key improvements include:

- A new service-focused navigation system
- A modernised appearance with intuitive design
- An AI-enabled search tool that delivers fast summarised answers across all DVA websites.

We encourage providers to use the new website to access streamlined content on the Community Nursing Program by going to: www.dva.gov.au > Menu > Providers. Community nursing services and providers ([Community nursing services and providers | Department of Veterans' Affairs](#)).