Community Nursing and Veterans' Home Care

Sustainability Payments

Frequently Asked Questions (FAQs)

What is this funding for?

Sustainability payments were initially introduced to provide $48.4 million in additional funding 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 (providers). The measure has been extended for an additional two-year period until 30 June 2028. 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 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.

How to invoice DVA for your sustainability payment

DVA implemented a new financial accounting system, TechnologyOne, on 10 November 2025, changing the way we process invoices. This means that there are changes in the way you now bill DVA for your sustainability payment.

All invoices must now be submitted to a new centralised mailbox, accounts.payable.mailbox@dva.gov.au, and the invoices must be submitted as an attachment in the email, not a link. Please do not CC anyone in the email.

It is a requirement to state your new TechnologyOne contract reference number for your Community Nursing and/or your VHC contract(s) on your invoice.

Invoice requirements

The tax invoice will need to be sent via email (as an attachment) directly to DVA at accounts.payable.mailbox@dva.gov.au. All tax invoices must include the following information:

- the amount DVA has advised the provider can receive, in $AUD (plus GST)
- legal entity and trading name/s
- ABN
- your TechnologyOne contract reference number*
  - dual Community Nursing and VHC providers refer to instructions below
- 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).

* If you do not know your TechnologyOne contract reference number, please contact your DVA Contract Manager immediately. You cannot submit an invoice without quoting this number. Failure to include your Contract Reference Number could delay your sustainability payment.

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 TechnologyOne.

GST

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

Dual Community Nursing and VHC providers

If you are a provider that delivers both Community Nursing and VHC 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. Please note that you have different TechnologyOne contract reference numbers for each program. The TechnologyOne contract reference number for that program will be listed in the email.

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

Yes.

Since implementing TechnologyOne, dual providers will have a different contract reference number for both Community Nursing and Veterans' Home Care programs. Providers **must** submit a separate invoice for each program, quoting the relevant program TechnologyOne Contract Reference Number on each invoice.

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 commenced in the first quarter of the 2024-25 financial year, and will be made quarterly thereafter, for the duration of the sustainability payment process. The first sustainability payment was 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 2028 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 2028 inclusive.

No sustainability payments will be made after 30 June 2028.

Why is the funding time limited?

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 VHC 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 will 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. All queries of this type must be submitted to dva.sustainability.payments@dva.gov.au, together with counts of what your organisation believes to be the correct unique client count for each month in the preceding quarter - do not submit invoices for what you believe to be the correct amount to the centralised mailbox for payments as this will result in delays to the matter being investigated and resolved.

Additional information?

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