



Australian Government
Department of Veterans' Affairs

COMMUNITY NURSING NEWSLETTER No. 61

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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, taking effect from July 2026. Please ensure all provider staff have access to the current version of the Notes.

Updates to the Notes include:

- The extension of a temporary provision relating to Sustainability Payments, by two years to 30 June 2028 (Section 1.1.1).
- Improved guidelines to clarify that nutritional assessments are to be conducted by suitably qualified health professionals using a validated nutritional assessment tool (Sections 3.2.1, 5.1, and 6.4).
- Improved guidance around claiming of nursing consumables to provide clarity on the items eligible for reimbursement (Section 6.8 and Attachment D).
- Amended references from Residential Aged Care Facilities to Residential Care Homes for alignment with terminology in the new Aged Care Act.
- Veteran Card references, to reflect the formal card name changes taking effect from 1 July 2026:
 - Veteran Gold Card to Veteran Card – All Conditions, and
 - Veteran White Card to Veteran Card – Specific Conditions

N.B. The change to card names does not impact eligibility to receive services under Veteran Card arrangements.

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

Fair Work Commission Aged Care Work Value Case

As part of DVA's ongoing commitment to support the Fair Work Commission's (FWC) decision to increase award wages under the Aged Care Work Value Case, clinical care fee items in the Community Nursing Schedule of Fees will be increased from 1 August 2026.

The increase for clinical care items is the final of three tranches of increases for nursing staff, with the first applied from 1 March 2025 and the second applied from 1 October 2025.

The DVA Community Nursing Schedule of Fees effective from 1 August 2026 is attached for reference and will also be available on the [DVA website](#) in the coming weeks.

Community Nursing providers who deliver services to clients under an Exceptional Case approval will receive an updated approval letter in October for each client to reflect the fee increases.

Historical Leave Liabilities

Additional funding will be made available to Community Nursing providers to fund historical leave liabilities resulting from the FWC decision. The funding will cover the increases applied from 1 August 2026. Further information will be made available as soon as possible.

Getting Compliance and Claiming Right

In line with the DVA Community Nursing contract, providers must understand and comply with the requirements outlined in the Notes for Community Nursing Providers (the Notes), including when claiming for services using fee items in the Schedule of Fees.

Routine compliance monitoring helps confirm that services are delivered appropriately, and claims are accurate. It also provides an opportunity for providers to strengthen internal processes and demonstrate best practice.

Maintaining clear documentation and claiming correctly are essential to ensuring compliance and supporting quality care outcomes.

What compliance looks like

Providers should:

- Ensure services delivered to eligible clients meet assessed clinical needs
- Claim only for eligible services that have been provided
- Keep supporting records including referrals, assessments, care plans, progress notes, wound care documentation, and travel records.

Key compliance reminders

- Check client eligibility before delivering services
- Ensure all staff who provide care document progress notes for every visit
- Only provide services and consumables items that are within scope and clinically required.

Travel claiming

- Check eligibility to claim additional travel with requirements set out in Attachment B of the Notes, and:
 - deduct 20 km from each journey, to and from the client's home
 - use the correct kilometre rate, as set out in the Schedule of Fees.

Nursing consumables

- Claiming for nursing consumables items must align with the requirements set out in Section 6.8 and Attachment D of the Notes, including:
 - personal items such as body wash and shampoo are not claimable
 - products that can be obtained through RAP or the RPBS cannot be claimed through the Nursing Consumables item numbers.

Quick checklist

- Is the client eligible?
- Is the care clinically required?
- Is the care/service within scope?
- Is the documentation complete?
- Is the claiming accurate for care provided during the 28-day period?

Section 7.13 of the Notes contains information about identifying and managing incorrect claiming or overpayments.

