



Community Nursing BULLETIN No. 31

June 2021

FOR DISTRIBUTION TO ALL DVA COMMUNITY NURSING STAFF

This bulletin is being issued to provide an update to Department of Veterans' Affairs (DVA) Community Nursing (CN) providers about changes to the Notes for Community Nursing Providers – Attachment E, and printed copies of a client brochure that will be available on request from DVA from July 2021.

Updated Notes for Community Nursing Providers – Attachment E Coordinated Veterans' Care Information

Attachment E – Community Nursing and the Coordinated Veterans' Care (CVC) Program section of the Notes for Community Nursing Providers is being updated to take effect from 1 July 2021.

This update is to reflect changes to the CVC Program that take effect from 1 July. The Program is currently only available to eligible Gold Card holders, however from 1 July 2021, eligible White Card holders who have a mental health condition which DVA has accepted as being related to their military service (accepted mental health condition) will be eligible to participate in the program.

There will be no change to how the program is delivered.

If your organisation believes a client would benefit from enrolment in the CVC Program, the client should be referred to their GP to discuss eligibility.

Further information about the CVC Program is available on the DVA website at [Coordinated Veterans' Care \(CVC\) Program | Department of Veterans' Affairs \(dva.gov.au\)](https://www.dva.gov.au/programs-services/coordinated-veterans-care-program)

Community Nursing guide for veterans, family members and carers

DVA has recently produced a booklet "Community Nursing guide for veterans, family members and carers". The booklet, which was developed following clients' responses to a Community Nursing Client Feedback Survey conducted in 2019, aims to improve overall engagement with and awareness of the program. It provides information about services, eligibility, providers, nursing care plans, aged care assessments, rights and responsibilities, elder abuse, getting help from an advocate, and more. The booklet can be accessed on the DVA website, [Department of Veterans' Affairs Community Nursing services. A guide for veterans, family members and carers | Department of Veterans' Affairs](https://www.dva.gov.au/programs-services/community-nursing-services)

dva.gov.au), or you can request print copies from DVA by phoning 1800 550 457, or emailing us at nursing@dva.gov.au. Copies of the booklet can be ordered to be provided to clients who may be eligible to receive DVA funded Community Nursing services.

COVID-19 Pandemic

With the COVID-19 Pandemic situation and requirements evolving around Australia, providers should continue to ensure they adhere to the current jurisdictional COVID-19 requirements in the State/Territory in which services are being delivered.

Update regarding Bulletin 30

Bulletin 30, circulated on 8 June 2021, was effective from June 2021. With the exception of changes to the Exceptional Case process, which come in to effect from 1 July 2021, all other changes to the June 2021 version of the Notes for Community Nursing Providers come into effect from June 2021.

Updated Exceptional Case templates will be available on the website from July 2021 to reflect the recent changes. CN providers must check the DVA website to ensure the current versions of EC forms are being used. The forms can be found at: [Exceptional Cases \(EC\) | Department of Veterans' Affairs \(dva.gov.au\)](#)

Questions?

If you have any questions about the content of this bulletin, please email nursing@dva.gov.au

Updates to Provider Details

If you have any changes to contact or other details, please contact the Community Nursing Contracts team via email at: Community.Nursing.Contracts@dva.gov.au