



Community Nursing BULLETIN No. 36

June 2022

FOR DISTRIBUTION TO ALL DVA COMMUNITY NURSING PROVIDER STAFF

This bulletin is being issued to provide an update to Department of Veterans' Affairs (DVA) Community Nursing (CN) providers about:

- Client survey on Community Nursing services;
- Ausmed training modules;
- Exceptional Cases; and
- Service delivery by two CN providers.

Thank you

DVA and the Community Nursing team would like to express gratitude to all of our Community Nursing providers for their continued efforts in providing services to veterans during the COVID-19 pandemic and industry wide staffing shortages.

Client Survey on Community Nursing Services

As part of DVA's commitment to provide high quality Community Nursing (CN) services to veterans and their families, we are currently seeking feedback through a survey of clients who have received CN services in the period since July 2021, including current clients.

Invitations from DVA to participate in the upcoming survey were posted on 7 June 2022 to approximately 2,750 veterans nationally.

Survey forms will be posted in the coming weeks to those veterans who choose to participate, seeking feedback on:

- client experiences of CN services; and
- the impact that the delivery of CN services has on their general health.

Family members and carers have also been given the opportunity to provide feedback in a separate section of the survey.

The voluntary survey is being conducted by ORIMA Research on behalf of DVA. CN clients have been provided contact details should they have any questions about the survey. An escalation protocol will be in place should ORIMA or DVA's client contact teams have concerns about individual clients.

DVA is not seeking information on individual providers or clients as part of this survey. A returned survey will not be able to be linked back in any way to an individual veteran. Survey results will be provided in aggregate form to DVA. Comments made anonymously by veterans may be included in reporting. The survey results will inform DVA's continuous improvement activities.

Any results of relevance to CN providers will be shared through a bulletin once they have been reported by ORIMA to DVA. Results are scheduled to be delivered to DVA later in 2022.

Ausmed Training Modules

DVA has partnered with Ausmed, a provider of continued professional development (CPD) training, to offer a range of training opportunities for our Community Nursing providers who support veterans. This training is available for nurses and personal care workers.

Links to 15 modules are available on the recently created [Training and resources for community nursing providers](#) page of the DVA website.

Exceptional Cases

Thank you to all providers who have been adhering to the changes to the Exceptional Case (EC) process which applied from 1 July 2021, including the utilisation of the new EC templates. A friendly reminder to:

- Please ensure that EC applications for new or existing clients are submitted prior to the commencement of care outside of the Schedule of Fees, with sufficient time to allow for prior approval to be provided.
- Please review any current EC approvals, note when the approval is due to expire and ensure a new application is submitted prior to the expiry date, to enable ongoing funding and continuity of care.

Service Delivery by two CN Providers

Where required, a client is able to have two CN providers delivering services as long as there is no duplication of services. Where two providers are required, CN providers should liaise with each other to ensure there is no duplication and ensure claims for services are made appropriately. Where claims are made and are rejected by Medicare, please contact nursing@dva.gov.au for assistance.

Changes to Contact Details

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