




**Australian Government**  

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**Department of Veterans' Affairs**

**THE NOTES FOR  
MEDICAL GRADE FOOTWEAR  
SUPPLIERS**

I, Sue Campion, First Assistant Secretary, Health and Community Services Division, of the Department of Veterans' Affairs (DVA) hereby approve the Notes for Medical Grade Footwear Suppliers.

  
.....  
(Sue Campion)

Dated this ... 24<sup>th</sup> ..... day of October ..... 2016

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# 1. The purpose of the Notes for Medical Grade Footwear (MGF) Suppliers

## Introduction

- 1.1 DVA recognises that MGF suppliers play a key role in providing MGF products and services to entitled persons. MGF suppliers can provide ready made and/or custom made MGF.
- 1.2 The Notes for Medical Grade Footwear Suppliers (the Notes) have been developed to define and describe the tasks the supplier is required to undertake in the delivery of MGF products and services (the Service), to define the standards of the Service, to define the parameters for providing MGF services to entitled persons and to describe the relationship between DVA, the entitled persons and the supplier.
- 1.3 The Notes set out the business rules and identifies:
  - (a) the purpose of the MGF supply;
  - (b) what is MGF;
  - (c) who is eligible to receive MGF;
  - (d) limits on the quantity of MGF that an entitled person can receive;
  - (e) the purpose and function of the MGF Register;
  - (f) the process for listing footwear on the MGF Register; and
  - (g) health professionals (i.e. assessing health providers) entitled to prescribe MGF.
- 1.4 MGF suppliers will need to familiarise themselves with the guidelines and responsibilities laid down in the Notes to ensure appropriate supply of products and payment for MGF and related services.
- 1.5 The Notes explain the procedures to be followed when MGF suppliers render services to entitled persons under the following legislation:
  - (a) *Veterans' Entitlements Act 1986* (VEA); or
  - (b) *Military Rehabilitation and Compensation Act 2004* (MRCA); or
  - (c) *Australian Participants in British Nuclear Tests (Treatment) Act 2006* (APBNT(T)A); or
  - (d) *Safety, Rehabilitation and Compensation Act 1988* (SRCA)

- 1.6 These are collectively referred to as “the Acts”.

### **The Commissions and DVA**

- 1.7 The Repatriation Commission and the Military Rehabilitation and Compensation Commission (MRCC) administer the Acts. DVA undertakes the administration of the Acts on behalf of the Commissions.
- 1.8 Under the Acts, the Commissions are authorised to prepare legislative instruments called the Treatment Principles for each Act as documents legally binding on providers, entitled persons and the Commissions. The Treatment Principles set out the circumstances under which financial responsibility is accepted for MGF services to entitled persons.

### **Status of the Notes**

- 1.9 The Notes, including all the attachments, are a legally binding document setting out the conditions and accountability requirements under which MGF suppliers may provide services to entitled persons under DVA’s health care arrangements.
- 1.10 The MGF supplier must read and understand the Notes. The Notes comprise the following information:
- (a) Technical specifications for MGF (see Attachment A);
  - (b) Ready made MGF supply workflow (see Attachment B);
  - (c) Custom made MGF supply workflow (see Attachment C);
  - (d) The Medical Grade Footwear Register  
<http://www.dva.gov.au/providers/provider-programs/rehabilitation-appliances-program-rap#medical-grade>
  - (e) The MGF Fee Schedules  
<http://www.dva.gov.au/providers/fee-schedules/dental-and-allied-health-fee-schedules> (link to MGF payment codes and fees for ready made and custom made MGF, fees for modifications and repairs to all existing footwear);
  - (f) Medical Grade Footwear Prescription Form (D0688)  
<http://www.dva.gov.au/providers/forms-service-providers> (link to electronic printable forms page at DVA website); and
- 1.11 MGF suppliers should also have regard to the DVA Service Charter.
- (g) DVA Service Charter <http://www.dva.gov.au/about-dva/overview/dva-service-charter>.

- 1.12 DVA does not guarantee any volume of business to any MGF supplier for the period of the agreement.

## **2. Purpose of the MGF Supply**

- 2.1 The provision of MGF and related services, aims to restore, facilitate or maintain functional independence and/or minimise disability or dysfunction as part of the provision of quality health care services to entitled persons.
- 2.2 MGF may be prescribed when readily available everyday footwear cannot be used or modified for this purpose. It would be provided to an entitled person in place of their everyday footwear which cannot be worn, or modified, or is not recommended due to clinical reasons.

## **3. What is MGF?**

- 3.1 MGF is either:

- (a) Ready made footwear that:
- (i) meets the technical specifications at Attachment A;
  - (ii) has had its price accepted by DVA; and
  - (iii) is listed in DVA's Medical Grade Footwear Register (MGF Register).

or

- (b) Custom made footwear that:
- (i) meets the technical specifications at Attachment A;
  - (ii) is manufactured from individual lasts and patterns;
  - (iii) is manufactured by a person or organisation contracted to DVA to manufacture and supply custom made MGF; and
  - (iv) has been approved by DVA for supply to an entitled person.

- 3.2 MGF is not provided solely to accommodate orthoses. Additional clinical need (e.g. significant foot deformity or abnormal foot morphology) must exist for MGF to be provided.

## **4. Who is eligible to receive MGF**

- 4.1 An "entitled person" means a person eligible for benefits or treatment from the Commonwealth as represented by the Commissions, in accordance with relevant legislation in DVA's portfolio. Entitled persons will hold a DVA Health Card issued by DVA, or have written authorisation on behalf of the Repatriation Commission or the MRCC.
- 4.2 If an entitled person is a Gold or White Repatriation Health Card holder (for white cardholders, the clinical need for MGF must be related to an accepted disability), they can be provided with clinically necessary MGF services at no cost and as part of their entitlement to health care services through DVA.

- 4.3 If an MGF supplier is unsure of an entitled person's eligibility for services due to an incomplete D0688 they should contact the prescribing health provider for further clarification. The onus is on the assessing health provider to obtain and inform the supplier of the relevant footwear history to enable appropriate selection and fitting of footwear [see section 20 for contact details].
- 4.4 All DVA Health Cards must be current, as indicated by the expiry date, for the entitled person to be eligible for DVA funded treatment.
- 4.5 Services can only be provided to the entitled person named on the DVA Health Card.
- 4.6 Other cards issued by DVA, such as a Pensioner Concession Card or the Orange Card, do not entitle the person to health care services. Spouses and dependants of living entitled persons are not automatically eligible for treatment under DVA's health care arrangements.
- 4.7 The following conditions must be met for the service to be considered adequate and appropriate. When providing services to an entitled person:
- (a) the entitled person will be the centre of the treatment process;
  - (b) the entitled person will be assessed and provided services, according to clinical needs and best practice; and
  - (c) services will be delivered in consultation with the entitled person and their assessing health provider, where appropriate.
- 4.8 An entitled person may ask for services that are not specified on the prescription form or clinically necessary. DVA will not accept financial responsibility for such services.

## **5. MGF quantity limits**

- 5.1 DVA policy allows the provision of up to two pairs of MGF to entitled persons at any one time. It is DVA's expectation that MGF should last at least two years. Requests for further pairs of MGF will require prior approval from DVA. Prior approval should be sought in writing and the services requested not supplied until written consent is received from DVA.
- 5.2 Existing MGF should only be replaced when it is no longer repairable or serviceable, or an entitled person's clinical condition changes and different MGF is therefore required.
- 5.3 DVA may also provide one additional pair of recreational MGF (i.e. bowling or golf shoes) if the entitled person is a current and active member of a registered sporting club. A letter from the club is required and must state both financial and playing status. MGF recreational footwear will only be supplied if the sporting club requires specific soled footwear and the entitled person has been previously supplied with MGF. Separate approvals are required for each supply. DVA may provide up to

three pairs of MGF to entitled persons at any one time if the entitled person lives in a rural or remote area that is 100 kilometres from the nearest assessing health provider.

## **6. The purpose and function of the MGF Register**

- 6.1 DVA's MGF Register lists brands, makes, and styles of shoes that have:
- (a) been assessed by DVA against the technical specifications;
  - (b) been accepted by DVA as meeting those specifications; and
  - (c) had the price for each pair accepted by DVA.
- 6.2 The MGF Register reflects technical suitability, quality of workmanship/manufacture and materials of ready made MGF that is considered appropriate to meet the clinical needs of entitled persons.

### **The process for listing MGF on the Register**

- 6.3 Updates of the Register occur as required, to ensure that superseded/discontinued lines are removed and new lines added. This is with a view to provide entitled persons a choice of footwear from an appropriately broad range, and the most up-to-date variety of design. New samples submitted by MGF suppliers for consideration for inclusion on the MGF Register are assessed against DVA's MGF technical specifications.

## **7. Exclusions**

- 7.1 DVA's MGF supply precludes the provision of sports type shoes (e.g. dual density sole), slippers and slip-on style shoes because they cannot, by their nature, meet MGF specifications.

## **8. What are the service requirements**

- 8.1 In delivering the service, the MGF supplier is required to:
- (a) accept prescriptions for the supply of ready made MGF;
  - (b) accept prescriptions for the supply of custom made MGF (where applicable);
  - (c) process prescriptions;
  - (d) record, file and retain prescriptions;
  - (e) measure, fit and supply MGF;
  - (f) manufacture custom made MGF (where applicable);
  - (g) deliver MGF to assessing health provider;
  - (h) repair and modify MGF;



- (i) ensure each item of MGF meets DVA's standards;
- (j) guarantee the quality of MGF through warranty provisions;
- (k) use appropriately qualified personnel at all stages of the service;
- (l) be accountable and responsible for all staff and sub-contractors involved in the provision of the service;
- (m) adhere to all relevant State and Commonwealth laws;
- (n) provide samples of MGF to DVA upon request;
- (o) provide high quality customer service to members of the veteran community;
- (p) provide high quality customer service to assessing health providers who prescribe MGF;
- (q) invoice through the Department of Human Services (DHS);
- (r) maintain records in accordance with the *Archives Act 1983* (as amended); and
- (s) submit to audits as required.

8.2 Succeeding sections set out these tasks in detail and establish the required DVA standard.

## **9. General conditions for the supply of MGF**

9.1 DVA aims to ensure that MGF services provided to entitled persons meet the following performance standards, in accordance with an assessed clinical need, and as prescribed by an assessing health provider:

- (a) competent fitting of good quality and clinically appropriate footwear;
- (b) providing MGF that performs its role over the expected life and usage (2 years);
- (c) providing delivery methods that are efficient, effective and in particular timely;
- (d) meeting the overall health care objectives;
- (e) ensuring ongoing value for money; and
- (f) a strong focus on nationally consistent service delivery.

9.2 DVA, in consultation with its podiatry advisers, will be responsible for confirming achievement of the following standards, and to handle

complaints from entitled persons in the light of these standards and general requirements as described in the Notes.

- 9.3 All MGF including repairs or modifications supplied under the agreement shall be constructed, repaired, or modified with materials suitable for such an application, and be of the highest quality. The workmanship, production finish, assembly and repair or modification of MGF supplied to the entitled person shall comply with the following requirements:
- (a) the general appearance and workmanship of MGF including any repairs or modifications shall be of a high standard;
  - (b) the interior of the MGF shall be free of wrinkles, creases or holes that could cause discomfort to the wearer;
  - (c) all grindery items used in the manufacture of MGF shall be of appropriate length and properly clinched on the insole; and
  - (d) all leathers used in the production of MGF, regardless of origin or type, shall be free of obvious scars, holes, brands, grub marks and blemishes.

#### **Prescriptions for MGF Services**

- 9.4 A prescription is required for an entitled person to receive DVA funded MGF services. A prescription is valid for the supply of the services specified on that form. For each additional MGF service a subsequent prescription form must be obtained.

#### **Who are assessors for MGF**

- 9.5 The supplier is to ensure that prescriptions for MGF (DVA form D0688) have been completed by an approved assessing health provider.
- 9.6 Approved assessing health providers for MGF are:
- (a) Podiatrist; and
  - (b) Medical Specialist i.e. Vascular Surgeon, Orthopaedic Surgeon, Rehabilitation Specialist, Rheumatologist.
- 9.7 The majority of prescriptions for MGF will originate from podiatrists.
- 9.8 If the supplier has doubts as to whether the assessing health provider is able to prescribe MGF they should contact DVA on 1300 550 457 (metro) or 1800 550 457 (regional) and select option 1 to contact the Rehabilitation Appliances Program (RAP).

#### **How assessing health providers activate the service for MGF**

- 9.9 Entitled persons access the MGF Program by consulting with an assessing health provider who will assess them to establish if there is clinical need for MGF products and services and if so a MGF prescription

form (D0688) is to be completed and sent to an MGF supplier for a measurement and fitting.

- 9.10 Prescriptions for MGF must be in writing on the D0688 form. All prescriptions must include the following information about an entitled person to ensure the MGF supplier understands the entitled person's medical history and to allow the MGF supplier to claim payment from DVA:
- (a) name and DVA file number of the entitled person (as shown on the DVA Health Card);
  - (b) the treatment entitlement of the person, i.e. Gold Card or White Card (include accepted conditions, if known, for White Card);
  - (c) name and provider number of the assessing health provider;
  - (d) date of the prescription;
  - (e) entitled person's clinical details (including recent illnesses, injuries and current medication, if applicable); and
  - (f) Entitled person's footwear history

## **10. MGF prescription form (D0688)**

- 10.1 After measuring, fitting and trialling appropriate MGF or measuring the feet of the person specified on the prescription for the purposes of constructing custom made MGF, the supplier will complete Section B: "Medical Grade Footwear Details" on the MGF prescription form or a copy of the prescription.
- 10.2 For ready made footwear from the DVA MGF register, a copy of the D0688 with Section B completed should be sent to the assessing health provider with the MGF being supplied. This will form part of the acquittal process and maintains the warranty.
- 10.3 For custom made MGF the form will need to be forwarded to DVA for prior approval before the MGF can be supplied.

## **DVA processing of MGF prescription form**

### **(a) Ready made MGF**

- 10.4 As no prior approval is required for ready made MGF the prescription form only needs to be retained by the supplier for future reference or review by DVA.
- 10.5 Prior approval is required for White Card Holders. Upon receipt of the MGF prescription form, DVA will determine if there is a clinical need that is related to the accepted disabilities of the White Card Holder.
- 10.6 Recreational MGF requires prior approval. A letter from the club is required and must state both financial and playing status. MGF recreational footwear will only be supplied if the sporting club requires specific soled footwear and the entitled person has been previously supplied with MGF. Separate approvals are required for each supply.

See Attachment B for a summary of the ready made MGF supply workflow.

### **(b) Custom made MGF**

- 10.7 Prior approval is required for custom made MGF. Upon receipt of the MGF prescription form, DVA will determine if there is a clinical need for supply of custom made MGF. In arriving at a determination, DVA may seek further information from the assessing health provider and /or the MGF supplier.
- 10.8 Where DVA determines that MGF is clinically necessary, the MGF can be supplied as specified on the prescription form.
- 10.9 Where DVA determines that MGF is not clinically necessary, it will not accept financial responsibility for the supply of MGF.
- 10.10 DVA will notify the assessing health provider, the MGF supplier and entitled person of the determination.
- 10.11 Prescriptions are not required to be sent with your accounts to DHS however, all prescriptions must be kept with patient records and if required, made available for auditing purposes.
- 10.12 DVA will advise the outcome of the request. See Attachment C for a summary of the custom made MGF supply workflow.

## **MGF supplier processing of MGF prescription form**

- 10.13 Upon receipt of a prescription the MGF supplier will undertake the following tasks for ready made depth and width MGF supply:
- (a) perform a detailed measurement and fitting in accordance with the footwear prescription;

- (b) trial an appropriate number of MGF to ensure proper fitting of MGF;
- (c) complete Section B of the MGF prescription form (D0688) and make a copy; and
- (d) provide the MGF and a copy of D0688 with Section B completed, to the assessing health provider for acquittal and supply to the entitled person in accordance with MGF Program procedures.

10.14 Upon receipt of a prescription the MGF supplier will undertake the following tasks for custom made MGF manufacture and supply:

- (a) perform a detailed measurement and fitting in accordance with the footwear prescription;
- (b) submit quote for supply of prescribed footwear to DVA for prior approval on the MGF prescription form (D0688);
- (c) upon receipt of written prior approval from DVA, construct the MGF as specified on the prescription form;
- (d) ensure the MGF meets DVA technical specifications – see Attachment A;
- (e) conduct fittings as necessary to determine appropriateness of the prescribed MGF, ensuring adequate fit, make adjustments as required; and
- (f) provide the approved MGF and a copy of D0688 with Section B completed, to the assessing health provider for acquittal and supply to the entitled person in accordance with MGF Program procedures.

10.15 For general queries on MGF supply status to veterans, MGF suppliers should first contact the assessing health provider. If additional information is required MGF suppliers should contact DVA on 1300 550 457 [see section 20 for contact details]. The RAP team member has the option to referring your queries to a podiatry adviser if required.

Payment should not be claimed until the MGF has been supplied to the entitled person and is deemed suitable by the assessing health provider via the acquittal process.

10.16 DVA reserves the right to recover money if the MGF is not found to be satisfactory.

### **Prior approval process**

10.17 Certain MGF services require prior approval from DVA. These services are highlighted in the MGF Schedule of Fees with shading. MGF

suppliers must contact DVA prior to administering these services to be able to claim for payment [see section 20 for contact details].

- 10.18 An MGF supplier can request prior approval from DVA by forwarding the D0688 form and their supply quote by facsimile or email [see section 20 for contact details].
- 10.19 DVA will not automatically grant requests for prior approval. Each request is considered individually. Previous approval does not exempt the MGF supplier from requesting prior approval in each circumstance.
- 10.20 Generally, DVA will not pay retrospectively for services where prior approval was required from DVA but not obtained unless the circumstances are exceptional. DVA reserves the right to recover monies paid to MGF suppliers for services where prior approval was required from DVA but not obtained.

## **11. Modifications and Repairs – Schedule of Fees**

- 11.1 DVA recognises that from time to time, MGF may require modifications and/or repairs that are not covered by warranty. Details of accepted modifications are listed in the current MGF Schedule of Fees. Anything outside that Schedule requires receipt of written prior approval from DVA.
- 11.2 The assessing health provider must include the required modifications and repairs on the D0688.
- 11.3 MGF suppliers will be expected to provide the modifications and/or repairs listed on the MGF Schedule of Fees at the stipulated prices. Any modifications or repairs not listed will be subject to price negotiation with DVA. Modifications and repairs must be made in accordance with DVA's specifications.
- 11.4 Details of all modifications carried out are to be recorded by the MGF supplier and made available to DVA upon request. These are:
  - (a) date of modification;
  - (b) type(s) of modification;
  - (c) reason(s) for modification;
  - (d) materials used; and
  - (e) price claimed.

- 11.5 Item F611/F612 Modifications to MGF can include resoling, heel raises, padded collars, velcro closures, stretching.
- 11.6 Modifications cannot be claimed for ready-made MGF where such a modification is already included as a standard feature of the footwear supplied i.e. velcro closure, padded collars, rocker soles.
- 11.7 Item F611 Modifications to MGF during manufacture may be approved if requested by the assessing health provider and supported by a documented clinical need.
- 11.8 Modifications cannot be claimed at the same time of manufacture of custom MGF, as DVA expects that any special feature which is clinically justified to be part of the design of the shoe.

### **Modifications to entitled person's own footwear**

- 11.9 Where an entitled person does not meet the criteria for MGF but clinically requires modifications to their own suitable self-purchased footwear, assessing health provider may refer them to a MGF supplier, with a D0688 prescription outlining the clinical reason and type of modification required - item F604.
- 11.10 Modifications can be made for up to three (3) pairs of the entitled person's own footwear within a twelve (12) month period.

### **Split Sizing**

- 11.11 Split sizing may be claimed at supplier's invoice cost in certain circumstances, such as when the differential between feet is greater than one full size in length and/or width, and when supported by the prescribing health provider's documented clinical need.
- 11.12 When ordering footwear from an agent or distributor, single shoe orders are not always available. Consideration as to the cost of a second pair at supplier's invoice price will be balanced against the cost of a full custom issue. Split sizing will not be paid where shoes are manufactured to order.

## **12. Warranty**

- 12.1 To ensure that MGF supplied to entitled persons and funded by DVA is of an appropriate level of merchantable quality, the supplier shall provide a warranty period of twelve (12) months for new ready made and custom MGF, and three (3) months for repairs.
- 12.2 For new MGF, the warranty will provide replacement MGF at no cost to DVA or the entitled person.
- 12.3 In relation to repairs, the warranty will stipulate that further repairs carried out to make good a deficient initial repair will be undertaken at no cost to DVA or the entitled person.

- 12.4 The warranty shall exclude reasonable wear and tear, negligence, or misuse by the entitled person. DVA retains the right to determine whether failure of either new MGF or repairs within the respective warranty period is a result of wear and tear, negligence, or misuse by the entitled person, or is a result of poor merchantable quality in the case of new MGF, or poor workmanship in the case of repairs.
- 12.5 If the MGF supplier disagrees with DVA's warranty determination, they should notify a dispute under the dispute resolution mechanism specified in section 18.

## **13. Delivery requirements**

### **Delivery of MGF to assessing health provider for dispensing**

- 13.1 DVA requires that all MGF supplied should be sent to the assessing health provider for issue to the entitled person.
- 13.2 In some situations where it is more practical to deliver the MGF directly to the entitled person, the supplier may do so only on approval from the assessing health provider.
- 13.3 DVA requires that all MGF supplied is acquitted by the assessing health provider to ensure that the MGF is clinically suitable and in accordance with the MGF prescription.

### **Delivery times**

- 13.4 The MGF supplier will deliver:
- (a) ready made MGF within four (4) weeks from the date the entitled person is measured for supply of MGF; and
  - (b) custom made MGF within eight (8) weeks as measured from the date DVA approved supply.

### **Home visits and kilometre allowance for MGF suppliers**

- 13.5 DVA will not accept financial responsibility for MGF suppliers undertaking visits to entitled persons unless the visit has been specifically requested by the assessing health provider.
- 13.6 Eligibility for payment of home visits is based on the mobility and general health of the entitled person who must be in receipt of medical/allied health home visitations or is a resident of an aged care facility.
- 13.7 For visits to entitled persons who live in metropolitan or regional areas a flat fee of \$65 will be paid for each visit. Where the distance is more than 75 km from the location of the MGF supplier's closest clinic, DVA will pay a kilometre allowance in addition to the flat fee as set out in the MGF Schedule of Fees. The kilometre allowance is determined by DVA.



### 13.8 Example of kilometre allowance:

A trip to visit an entitled person that lives 100km (200km round trip) from the supplier's closest clinic should be charged as follows using the F681 code (GST free).

Flat Rate:	\$65 (covers first 75km out)
Out trip:	25km x76c per km = \$19
Trip back:	100km x76c per km = \$76
Total cost:	\$65+\$19+\$76 = <b>\$160</b>

### 13.9 The kilometre allowance is claimed by using the Home Visit item code/s F680/681.

#### **Travelling assistance for entitled persons**

- 13.10 DVA provides support for entitled persons to travel to attend treatment through the Repatriation Transport Scheme (RTS). Entitled persons can seek reimbursement of their travelling expenses or subject to certain criteria, may be able to access the Booked Car Scheme (BCS). A Factsheet detailing the RTS is available on the DVA website. <http://www.dva.gov.au/health-and-wellbeing/home-and-care/travel-treatment>.

## **14. DVA management requirements**

- 14.1 To be eligible to provide services under the DVA health care arrangements, an MGF supplier must be a contracted supplier with DVA at the time the service is provided.

#### **Insurance & indemnity**

- 14.2 The MGF supplier will indemnify DVA, its officials and contractors against any claim, loss or damage arising in connection with any breach of the MGF supplier's obligations or representations under this agreement. The MGF supplier's obligation to indemnify DVA, its officials and contractors will reduce proportionally to the extent that any act or omission, on the part of DVA or its officials or contractors contributed to the claim, loss or damage.
- 14.3 The MGF supplier will maintain adequate insurances for the term of the agreement and provide DVA with proof when reasonably requested.

#### **Privacy**

- 14.4 MGF suppliers must comply with the *Privacy Act 1988* (Privacy Act) in relation to the collection, storage, security, use and disclosure of the personal information of individuals, including entitled persons, as if they (MGF suppliers) were an agency under the Privacy Act. This means MGF suppliers must not do an act, or engage in a practice under the agreement or a subcontract, that would breach an Australian Privacy Principle under the Privacy Act, if done or engaged in by DVA.

## **Record keeping requirements and provision of information**

- 14.5 The MGF suppliers must create and maintain adequate and appropriate records relating to all administrative and clinical aspects of the provision of treatment to an entitled person. The records/notes must be updated in a timely manner in relation to MGF services provided on a specific date of service.
- 14.6 DVA expects MGF suppliers to maintain accurate and detailed records of footwear supplied and services provided. Information should be retained by the MGF supplier and made available to DVA upon request. Such information should include:
- (a) The number of pairs of MGF provided, including details of makes and model;
  - (b) The number of prescriptions received by the assessing health provider's number; and
  - (c) The number and details of any complaints received from entitled persons/assessing health provider (including details of actions taken to resolve problems).
- 14.7 Supplier notes must include, where applicable:
- (a) Date(s) of attendance indicating date of initial measurements, consequent fittings;
  - (b) Measurements and/or tracing/outlines of the feet;
  - (c) Style of shoe;
  - (d) Details of shoe colour and materials;
  - (e) Details of custom made specifications/requirements;
  - (f) Modifications –as listed on the MGF Fee Schedule;
  - (g) History of repairs, when and specify type of repairs; and
  - (h) The original last or pattern and keep details of why a new one was required.

## **Access to premises and records**

- 14.8 The MGF supplier agrees to provide, or arrange, prompt reasonable access for DVA (including the DVA Delegate or DVA Contract Manager) and Commonwealth "accountability personnel", to:
- (a) premises where the services are, or were, being undertaken or delivered, including by its personnel and subcontractors; and
  - (b) DVA material, wherever located, including any system connected with the performance of this agreement.

- 14.9 Commonwealth “accountability personnel” means an individual performing statutory or parliamentary functions, including as authorised by the Auditor-General, the Ombudsman, the National Archives of Australia, the Privacy Commissioner, Parliament, or a Parliamentary Committee, and the MGF supplier acknowledges that any of these may name the MGF supplier in a public report or comment lawfully on this agreement.
- 14.10 Where records include personal information about entitled persons (such as name, address, age and services received) their confidentiality must be protected. MGF suppliers shall ensure that records are stored securely and only accessible by staff that have undergone appropriate security checks.
- 14.11 MGF suppliers will comply with any reasonable request from DVA to supply information in relation to any entitled person. Sufficient information must be provided within seven (7) days of receiving an information request from DVA.
- 14.12 In relation to inappropriate or non-compliant claiming, the MGF suppliers must cooperate fully with DVA in investigating the matter, and must provide sufficient information within fourteen (14) days of receiving an information request from DVA.

#### **Electronic Communication**

- 14.13 For the purpose of the Notes, and unless the contrary intention appears, DVA and an MGF supplier may communicate about any matter by electronic transmission, including the making of a request or the provision of a notice or document.

#### **Advertising**

- 14.14 MGF suppliers must not refer to DVA in any promotional material unless, after written approval they observe the following conditions:
- (a) the Australian Government logo must not be used in the advertisements;
  - (b) the advertisement or websites must not imply endorsement as DVA's preferred MGF supplier, or that the MGF supplier is an employee or agent of DVA;
  - (c) the advertisement may only advise that the MGF supplier can provide services to DVA entitled persons; and
  - (d) no false or misleading information is to be included in the advertisement.
- 14.15 If the advertisement or website is brought to DVA's attention after publication, the MGF supplier will be contacted and advised of these guidelines. If the advertisement or website does not conform to these guidelines it can no longer be used and must be removed from the public space.

## **Benchmarking and monitoring and the audit process**

- 14.16 The MGF supplier agrees to participate in meetings, whether face to face, over the telephone or other media, with DVA regarding their performance in delivering the service.
- 14.17 The MGF supplier also agrees to DVA conducting audits of the supplier's delivery of the service. Audits may involve attending the supplier's premises, accessing the supplier's records relating to the provision of the service and viewing the physical environment where delivery of the service to entitled persons is conducted.
- 14.18 DVA has systems in place to monitor the servicing and claiming patterns of MGF suppliers. DVA uses this information, in addition to best practice guidelines from professional regulatory and/or representative bodies, to establish internal benchmarks for the future delivery of services and to identify possible instances of overpayment resulting from administrative error, inappropriate-servicing or non-compliance.
- 14.19 DVA conducts audits of MGF suppliers. The audits will examine whether an MGF supplier is complying with the:
- (a) MGF Terms and Conditions; and
  - (b) Notes.
- 14.20 The key objectives of the audit process are to:
- (a) ensure compliance with DVA's management requirements;
  - (b) provide an opportunity for DVA to inform MGF suppliers about their responsibilities when providing services to entitled persons;
  - (c) monitor the quality of MGF and related products being provided;
  - (d) monitor the achievement of MGF services for entitled persons; and
  - (e) minimise the risk of overpayment as a result of administrative error, inappropriate servicing and non-compliance.
- 14.21 The compliance audits will be conducted at the supplier's location, or at a DVA Office at DVA's discretion. The MGF supplier will be given at least fourteen (14) days advance written notification of the audit.

### **Key Performance Indicators**

- 14.22 In assessing the quality of the service, DVA will pay particular attention to the:
- (a) availability of MGF and related services as per this agreement (as amended from time to time);
  - (b) compliance with the MGF Register insofar as footwear not present on the MGF Register may not be supplied under the MGF Program;
  - (c) compliance with DVA's technical specifications;

- (d) timely delivery of MGF and related services, including the time taken to supply MGF from prescription to delivery; and
- (e) appropriate, professional standard of service expected from MGF suppliers.

14.23 The following benchmarks indicate required performance levels in each performance area.

**Table 1: Key Performance Indicators**

KPI	BENCHMARK	METHOD OF MEASUREMENT
1. Delivery	95% of deliveries meet agreement specifications i.e <ul style="list-style-type: none"> <li>• Ready made MGF within <b>four (4) weeks</b> from the date entitled person is measured for supply of MGF.</li> <li>• Custom made MGF within <b>eight (8) weeks</b> as calculated from the date DVA approved the supply of MGF.</li> </ul>	<ul style="list-style-type: none"> <li>• Audit of entitled persons' files</li> </ul>
2. Products supplied according to prescription	98% compliance. Any reasons for difference with the prescription must be discussed with the assessing health provider and the entitled person in the first instance, and with DVA if necessary. The outcome of the discussions must be recorded.	<ul style="list-style-type: none"> <li>• Audit of supplier records</li> <li>• Feedback from entitled persons/assessing health provider</li> <li>• Post payment Monitoring</li> </ul>
3. Products supplied according to the MGF Register and technical specifications (i.e. quality assurance)	MGF supplied is 100% compliant with technical specifications.  Ready made MGF supplied is listed under the MGF Register.	<ul style="list-style-type: none"> <li>• DHS invoicing</li> <li>• Audit of entitled persons' files</li> <li>• Post Payment Monitoring</li> <li>• DVA's contracted podiatry advisers periodically examines current MGF listed on the Register to ensure they continue to meet DVA's technical specifications.</li> </ul>

KPI	BENCHMARK	METHOD OF MEASUREMENT
4. Maintains DVA Service Charter	100% compliance in dealings with veteran community, assessing health provider and DVA.	<ul style="list-style-type: none"> <li>• Feedback from entitled persons/ assessing health provider</li> <li>• Information provided to DVA in response to queries</li> </ul>
5. Number of complaints about breach of privacy	Nil substantiated claims/occurrences.	<ul style="list-style-type: none"> <li>• Feedback from entitled persons/assessing health provider</li> </ul>
6. Record keeping	Clauses 14.5 -14.12 followed.	<ul style="list-style-type: none"> <li>• Audit of supplier records</li> </ul>
7. Dispute resolution (if applicable)	Section 18 followed.	<ul style="list-style-type: none"> <li>• Documentation letters, emails, phone call records.</li> </ul>

14.24 If an MGF supplier persistently breaches the KPIs specified above, DVA may terminate the MGF supplier's agreement.

#### **Inappropriate claiming**

14.25 DVA reserves the right to broadly determine the level and type of servicing for entitled persons for which it will accept financial responsibility.

14.26 Should it appear an MGF supplier may be supplying inappropriate quantities or types of MGF services, or has been submitting incorrect claims, DVA may contact the MGF supplier by telephone or in writing to discuss and clarify DVA's concerns. This may include requesting copies of patient records/notes and other relevant documentation.

14.27 A reasonable period of time (not exceeding fourteen (14) days) will be given to the MGF supplier either to:

- (a) demonstrate the MGF services supplied were appropriate to meet the entitled person's treatment needs; and/or
- (b) implement an agreed remedial action plan with DVA.

- 14.28 DVA retains the right to recover payments made for incorrect claims or servicing not appropriately provided. Overpaid monies may be sought by DHS on DVA's behalf in the first instance.

### **Right of the Australian Government to recover money**

- 14.29 Without limiting the Australian Government's rights under any provision of the Notes, the Treatment Principles, any other legislation or under the Common Law, any payment or debt owed by the MGF supplier to the Commonwealth under the Notes may be recovered as a debt due to the Commonwealth in a court of competent jurisdiction. The Commonwealth can recover the amount of payment from any claim or from any other monies payable to the MGF supplier for any debt owed.
- 14.30 Recovery of monies paid to MGF suppliers by DVA can also be pursued via the civil recovery process.
- 14.31 If agreement cannot be reached on a remedial action plan (see section 18 managing disputes), or if inappropriate servicing or claiming practices continue at variance with the said plan, DVA may:
- (a) terminate your DVA agreement;
  - (b) withdraw entitlement for payment for any services performed by you after the effective date of termination;
  - (c) recover any relevant payments made to you; or
  - (d) notify your DVA clients of the change in your supplier status, and make alternative arrangements for provision of MGF services.

### **GST and ABNs**

- 14.32 It is the MGF supplier's responsibility to notify DHS of all changes to GST registration status. DHS must have this information to ensure correct GST processing of claims for payment.
- 14.33 All MGF suppliers who receive DVA payments under DVA's health care scheme are required to have an Australian Business Number (ABN). Having an ABN does not automatically mean a business is registered for GST. A withholding tax must be deducted from payments if an ABN is not quoted.

## **15. Financial matters**

### **Financial responsibilities**

- 15.1 DVA will accept financial responsibility for the provision of MGF services to meet the clinically assessed needs of entitled persons. The MGF services must be delivered in accordance with the Notes.
- 15.2 DHS undertakes the processing of DVA claims for MGF suppliers. DHS operates a computerised claims processing system to pay MGF suppliers who treat entitled persons. Payment can be delayed or rejected if MGF suppliers submit claims containing incomplete, inaccurate or illegible information.

### **Schedule of fees**

- 15.3 Payment for MGF services is based on DVA's MGF Schedule of Fees and the fee payable for each specific product as listed on the MGF Register at the time of supply. An entitled person must first be assessed as requiring MGF services and be issued an MGF prescription before seeing an MGF supplier.
- 15.4 Fees for the provision of MGF products and services as set out in the MGF Register and the MGF Schedule of Fees will be accepted by the MGF supplier as full payment for the supply and delivery of those services.

### **Billing procedures – manual claiming**

- 15.5 An accounts claim is made up of a 'Health Practitioner Service Voucher' (Form D1221) and a 'Claim for Treatment Services Voucher' (Form D1217).
- 15.6 The MGF supplier can send the claim forms to DHS for processing. Please see section 20 for details on where to send these claims.
- 15.7 The information below is required for a claim to be considered as correctly submitted:
- (a) where the patient is the holder of a DVA White Card, the name of the condition being treated (e.g. osteoarthritis), not the description of the service that was provided; and
  - (b) the assessing health provider's name, provider number and the date of the prescription.
- 15.8 The process when making a paper-based claim for payment is as follows:
- (a) All fields on the claim form should be completed in permanent pen before an entitled person is asked to sign;
  - (b) Submit the original copies of D1221 and D1217 to DHS;
  - (c) Give the entitled person the patient copy of the claim voucher; and
  - (d) Keep the claimant copies of D1221 and D1217 on record.
- 15.9 Recording the patient's entitlement number exactly as it appears on their card when filling out DVA stationery minimises errors when processing accounts.
- 15.10 All MGF services in an account submitted by an incorporated business entity or Government body MGF supplier must have been rendered at the same business location.
- 15.11 The claim may contain service vouchers of various clients, so long as the total number is no more than 50 and contains no more than 99 services.
- 15.12 All claims for payment should be forwarded to DHS within three (3) months from the date of service delivery.



- 15.13 For MGF services that require prior financial authorisation from DVA, please ensure the prior financial authorisation is granted by DVA at least one week before any associated claims are lodged with DHS.

#### **Billing procedures – online claiming**

- 15.14 Online claiming allows MGF suppliers to submit electronic claims for processing without the need to send any paperwork to DHS.
- 15.15 Paper copies of forms do not need to be retained if claiming online. However a copy of the voucher should be provided to the entitled person. MGF suppliers should be sure that they can, from other means of record keeping, satisfy any request from DHS or DVA for evidence of services and details of products supplied.
- 15.16 The entitled person should be provided with a record of the services rendered.
- 15.17 When using online claiming, the MGF supplier must adhere to the following principles, as is required when filling out Form D1217:
- (a) the services were rendered by the MGF supplier or on the MGF supplier's behalf and, to the best of the MGF supplier's knowledge and belief, all information in the claim is true;
  - (b) none of the amounts claimed are for a service which is not payable by DVA; and
  - (c) no charge was or will be levied against an entitled person for the service, i.e. no co-payment will be requested except where approval is given in writing by DVA.

#### **Billing procedures – DVA Webclaim**

- 15.18 DVA Webclaim is a real-time web based electronic claiming channel that allows MGF suppliers to submit electronic claims via the internet, without the need to send any paperwork. The following should be noted when using DVA Webclaim;
- (a) access to DVA Webclaim is available via the Department of Human Services (DHS) Health Professional Online Services (HPOS) portal;
  - (b) MGF suppliers need a Medicare provider number and an individual Public Key Infrastructure (PKI) certificate to access DVA Webclaim;
  - (c) If you have a current Medicare provider number you can apply for your individual PKI Key through DHS; and
  - (d) For more information on DVA Webclaim, see the DVA Website provider information <http://www.dva.gov.au/providers/webclaim-here>.

## **Payment to different names and addresses**

- 15.19 Provider numbers are location specific. The provider number used for claiming purposes must correspond to the provider number of the location at which the service was provided.
- 15.20 DHS has a group link facility, which allows payments to a name or address different from the name or address of the treating provider. When a group link is established, the payment name and address is linked to the health care provider number in the DHS system to ensure correct payment. To establish a group link, contact DHS [see section 20].

## **Non-payment of claims and resubmitting claims**

### **Manual Claims**

- 15.21 DHS will process manual claims within 20 business days of receiving a complete and correct claim. Do not contact DHS with queries relating to unpaid claims until at least 25 business days after posting a manual claim. It may take up to an additional two(2) business days (if paid by Electronic Fund Transfer (EFT)) or an additional five(5) business days (if paid by cheque) for payable benefits to be received by the MGF supplier.
- 15.22 If a claim is not paid by DHS because of errors on the form, the entire claim or a number of service vouchers will be returned to the MGF supplier with an explanation of non-acceptance.
- 15.23 If an entire claim is returned, please resubmit it to DHS with a new Form D1217. If a single voucher or number of vouchers is declined and returned, the information needs amending. The voucher(s) can be resubmitted with the next claim.
- 15.24 If you wish to query a manual claim, contact DHS [see section 20].

### **Online Claims**

- 15.25 DHS will process online claims within two business days. It may take up to an additional two(2) business days (if paid by EFT) or an additional five(5) business days (if paid by cheque) for payable benefits to be received by the MGF supplier. If your claim has not been paid within this time you should request an electronic remittance report.
- 15.26 Remittance reports detail claims paid and rejected. Where a claim has been rejected the report will indicate the reasons for the rejection.
- 15.27 If you wish to query an online claim, contact DHS [see section 20].

### **Adjustments**

- 15.28 An adjustment may be required if an incorrect payment has been made. Requests for adjustments should be made in writing to DHS, and the following information must be supplied:

- (a) the reason for the adjustment;
- (b) the MGF supplier provider number;
- (c) the claim number of the original claim; and
- (d) details of the entitled person on the claim.

15.29 The MGF supplier should not submit a Form D1221 or a Form D1217 to make an adjustment.

#### **Services DVA will not accept**

15.30 DVA will not pay for any of the following services:

- (a) services that have been paid for, wholly or partly, by DHS or a health insurance fund; and
- (b) services where the cost is otherwise recoverable, wholly or partly, by way of a legal claim.

#### **Inducements to third parties**

15.31 If DVA establishes that the supplier has given or offered financial or other inducement to any third party to generate requests for MGF, it may terminate its agreement with the MGF supplier and take any further action available under the Terms and Conditions.

## **16. Delivering notices**

16.1 Notices given by a party under this agreement must be in writing and (as applicable):

- (a) signed by DVA and handed to the MGF supplier or sent to the address in Section 20 or as the MGF supplier notifies DVA in writing; or
- (b) signed by the MGF supplier and handed to DVA, or sent to the address in Section 20 or as DVA notifies the MGF supplier in writing.

16.2 Where a party has not acknowledged receipt of a notice, the notice may, in good faith, be treated as received:

- (a) on the date of delivery (if delivered to the appropriate place or person); or
- (b) according to the ordinary postal timing (if sent by prepaid post); or
- (c) on the next business day at the relevant location following dispatch (if transmitted electronically), provided that:
  - the sender's electronic system indicates that the transmission succeeded, and
  - the recipient does not promptly inform the sender that it was illegible.

## **17. Complaint handling**

- 17.1 If a complaint is made by any person that relates to this agreement:
- (a) the parties will determine and follow an agreed complaints handling procedure;
  - (b) the MGF supplier agrees to promptly notify DVA about the complaint's nature, in particular where the MGF supplier receives a complaint alleging an interference with the privacy of an individual by the MGF supplier or any of its personnel or subcontractors; and
  - (c) the MGF supplier agrees to allow DVA to intervene as it decides, including managing or settling the complaint.

## **18. Managing disputes**

- 18.1 For any dispute arising under the agreement, the parties agree to comply with (a) to (d) of this section sequentially:
- (a) both parties will try to settle the dispute by direct negotiation;
  - (b) if unresolved, the party claiming that there is a dispute will give the other party a notice setting out details of the dispute and proposing a solution;
  - (c) if the proposed solution is not accepted by the other party within five (5) business days, each party will nominate a more senior representative, who has not had prior direct involvement in the dispute. These representatives will try to settle the dispute by direct negotiation; and
  - (d) failing settlement within a further ten (10) business days, DVA will, without delay, refer the dispute to a mediator selected by DVA or, at DVA's discretion, to the chairperson of an accredited mediation organisation to appoint a mediator, for mediation to commence within fifteen (15) business days of the request.
- 18.2 Representatives of each party must attend the mediation. The nominated representatives must have the authority to bind their organisation and act in good faith to genuinely attempt to resolve the dispute.
- 18.3 The parties agree to bear their own costs in resolving a dispute other than the costs of an independent person which will be shared equally.
- 18.4 If the dispute is not resolved within thirty (30) business days after mediation commences, either party may commence legal proceedings. Despite the existence of a dispute, the parties will continue to perform their obligations under this agreement unless requested by the other party not to do so.
- 18.5 The procedure in this section does not apply to action relating to compensation or cancellation (section 18.6), or termination or to legal proceedings for urgent interlocutory relief.

## **Compensation or cancellation**

- 18.6 DVA reserves the right to cancel this agreement, at any time where there is a significant change in Commonwealth policy, including the introduction of centralised procurement of goods and services, or where there is a change in control or ownership of the MGF supplier, by written notice stating any end date(s).
- 18.7 Upon being given notice under clause 18.6 the MGF supplier agrees to:
- (a) stop relevant aspects of the services from the revised end date; and
  - (b) promptly prepare an invoice for payment to the relevant end date
- 18.8 DVA's liability to compensate under clauses 18.6 and 18.7 extends only to:
- (a) paying fees, reimbursing costs and providing assistance for services rendered before the relevant end date; and
  - (b) compensating the MGF supplier for costs reasonably incurred and directly attributable to the cancellation up to a limit of the reasonable total payments that it otherwise would have paid, and not to cover prospective profits the MGF supplier might have lost.

## **19. Rehabilitation Appliances Program (RAP)**

Further information on RAP is available on the DVA website. The RAP schedule of items can be found at:

<http://www.dva.gov.au/providers/provider-programs/rehabilitation-appliances-program-rap#medical-grade>

## **20. Contact List**

### **MGF Suppliers**

- 20.1 MGF suppliers can contact DVA for advice, including requests for prior financial authorisation, on the following numbers.

Metro:	1300 550 457
Non-metro:	1800 550 457
Fax:	(08)8290 0279 (07)3223 8579
Email:	<a href="mailto:rap.mgf.requests@dva.gov.au">rap.mgf.requests@dva.gov.au</a>
Postal address:	GPO Box 9998 In your capital city

## **Entitled Persons**

- 20.2 Entitled persons can contact DVA for general information on the following;

General enquiries: 133 254  
Country callers: 1800 555 254  
Interstate Dial-in: 1300 13 1945  
Email: [generalenquiries@dva.gov.au](mailto:generalenquiries@dva.gov.au)

## **Transport booking**

- 20.3 To make a transport booking for an entitled person or for information about transport from the Repatriation Transport Unit, use the following numbers:

Metro: 1300 550 455  
Non-metro: 1800 550 455

## **Department of Human Services (DHS)**

- 20.4 Claims enquiries should be directed to DHS:

Phone: 1300 550 017

- 20.5 Written queries and completed claims for payment should be sent to:

Veterans' Affairs Processing  
Department of Human Services  
GPO Box 964  
ADELAIDE SA 5001

Online claiming:

Phone: 1800 700 199  
Email: [onlineclaiming@dva.gov.au](mailto:onlineclaiming@dva.gov.au)

## **Reporting Fraud**

- 20.6 To report allegations of fraud to DVA's Business Compliance Section:

Phone: (03) 9284 6402  
Email: [fraudallegation@dva.gov.au](mailto:fraudallegation@dva.gov.au)

**21. Attachment A – Technical Specifications for MGF**



**Australian Government**

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**Department of Veterans' Affairs**

**Technical Specifications of  
Medical Grade Footwear**

## **Objective**

DVA, through the MGF Program, accepts financial responsibility for the provision of appropriate footwear to eligible members of the veteran community as a means of providing clinical treatment for deformity in gait, feet or lower limbs.

The following standards stipulate the minimum physical and quality requirements of footwear that can be issued under the MGF Program. Footwear assessed as meeting DVA standards, and has had its price accepted by DVA, will be accepted as MGF for the purposes of the MGF Program.

### **1. Custom Made Footwear**

Custom footwear is MGF that is constructed specifically for one person using lasts and patterns made by the custom MGF supplier.

All MGF produced for an entitled person by a custom footwear manufacturer must meet the prescribed clinical needs of that person, utilise one or both of cement lasted or welted construction and meet the following standards:

#### **1.1 Upper Leathers**

- (i) The leathers used may vary in types such as calf, kangaroo and full-grain hide. Kid may be used in certain circumstances, where appropriate. All leathers regardless of origin shall be soft and mellow in texture.
- (ii) Leather hides shall have a minimum thickness of 1.4mm. Heavier leathers may be used with certain foot conditions, if prescribed for additional support and protection
- (iii) All leathers shall be free from obvious scars, brands, grub marks and other blemishes, and shall be uniform in colour and grain appearance.

*Note: Pigskin and similar materials will not be accepted leathers for an upper and should not be used.*

#### **1.2 Vamps**

- (i) The vamp shall be cut from the best portion of the skin (prime).
- (ii) The vamp when cut shall be free from scars, brands, grub marks and other blemishes that will affect its appearance or wearing qualities.

#### **1.3 Upper Quarters**

- (i) Upper quarters shall be cut adjacent to the vamps (where possible) or from an appropriate quality section of the skin.
- (ii) The upper quarters when cut, shall be free from obvious scars, brands, grub marks and other blemishes that will affect their appearance or wearing qualities.

#### **1.4 Back Straps – Tongues**

Back straps and tongues shall be free of permanent wrinkles or creases, obvious scars, brands, or other blemishes that will affect their appearance or wearing qualities.

#### **1.5 Straps**

- (i) Overlay or fastening straps shall be cut opposite the stretch, avoiding any stretching during their functional life.
- (ii) Buckle straps shall be cut corresponding to buckle size so that they function easily, when entering or exiting from buckles.



## 1.6 Leather Top Line

- (i) Beaded top line shall be skived and beaded to a width of 5mm with the lining under-trimmed;
- (ii) Bagged top line shall have both materials skived, stitched at least 4mm from edge and turned;
- (iii) All leather bindings shall be split to a substance of not less than 0.5mm, and during attachment, carry a reinforcement tape of not less than 3.0mm in width.

## 1.7 Lining Materials

- (i) The lining materials required are entirely neutral coloured leather, where other non-leather materials are used neutral colours are still required.  
*Note: A lining other than leather may be acceptable, however if use of a non-leather lining issued, details of its technical specifications and properties must be made available upon request.*
- (ii) The leathers used in the production of linings may vary. Such leathers as hide, pigskin and calf will be acceptable. All leathers regardless of type shall be of a soft, mellow texture with a minimum thickness of 0.9mm.
- (iii) All leathers used in linings shall be free from obvious scars, brands and grub marks and be uniform in colour and grain appearance.
- (iv) The vamp lining shall be cut from an appropriate area of the material selected.
- (v) The vamp lining shall be free from any blemishes that will affect its appearance or wearing qualities.
- (vi) The quarter lining shall be cut adjacent to the vamp lining where possible, and shall be free from any obvious blemishes, that will affect its appearance or wearing qualities.
- (vii) It is preferred that quarter linings contain a heel grip with a minimum thickness of 0.9mm.
- (viii) A heel grip may be of the split-leather type and shall be free from any obvious blemishes that will affect its appearance or wearing qualities.
- (ix) The sock lining shall be a three-quarter plain sock covering the insole, the sock shall be cut from the same leather as the upper linings, be free from any obvious blemishes and be of uniform colour.
- (x) The sock lining should carry the manufacturer's or supplier's brand or label.

## **2. Components for custom, modifications and repairs**

The components used in the manufacture of MGF may vary according to the foot ailment to be treated, component supplies, manufacturing process and prescription indicators. Components used in the manufacture, supply, repair or modification of MGF for entitled persons shall conform to the following:

### **2.1 Insole**

- (i) The insole shall be of suitable material (e.g. Leather, Texon or Copex). It shall be of suitable density and be between 2.5mm and 3.0mm thick.

### **2.2 Outsoles**

- (i) All outsoles shall be constructed having proper regard to relevant safety concerns, and should have a non-slip surface.
- (ii) All leather outsoles shall be cut from prime butt leather, possess a tight fibre structure, and be free of blemishes such as scars or brands that would affect the appearance and quality, of the MGF.
- (iii) Leather soles shall have a minimum thickness of 4.0mm for women and 6.0mm for men.
- (iv) Synthetic - microcell rubber wedge units, EVA wedge and sole units, EVA soles and others shall be of a medium density, with a substance of approximately 8.0mm in the sole forepart, supporting a compatible heel height.
- (v) Synthetic soles where applicable in their structure should contain a sole pattern (tread) that has non slip properties.
- (vi) Synthetic outsoles should also provide some shock absorption to the wearer.

*Note: Depending on the foot ailment and condition of the feet, external footwear corrective devices may need to be made of harder material density*

### **2.3 Padded Innersole**

An additional removable full-padded innersole with a thickness of at least 3.0mm padding shall be included in all custom footwear.

### **2.4 Heels**

- (i) Leather stacked heels shall contain lifts of shoulder, having fibre structure and built to a height that allows suitable toe spring.
- (ii) Synthetic heels such as those produced from Microcell rubber and EVA materials should be of a density that will provide some shock absorption when walking.
- (iii) Top pieces - Topy type materials shall be used for all heel top pieces with a minimum thickness of 4.0mm for women's MGF and 6.0mm for men's MGF.

### **2.5 Nails**

Shall be of a length as to securely attach all leather heels. Attachment of leather heels shall have a nail spread of at least six flat head heel nails.

### **2.6 Eyelets**

Shall be manufactured from a good commercial quality brass sheet and be spaced as necessary on the quarter lug. Eyelets shall be coloured to blend with leathers used within a reasonable colour band.

### **2.7 Laces**

Shall be tipped either with nylon or metal and be of a type and length for the patient to tie easily.

**2.8 Shanks**

Shall be made of spring steel and must be correctly fitted to all MGF behind the joints and sufficiently secured under the heel breast.

**2.9 Counters/Stiffeners/Toe Puffs**

Shall be made of leather, pre-moulded leather board type, or heat-moulded thermoplastic, must have sufficient stability, strength, height or length to support the needs of MGF.

**2.10 Stitching**

Uppers should be evenly spaced with a minimum of 16 stitches per 25.0mm.

**2.11 Adhesives**

Adhesives used in MGF shall be of a type that adheres to the selected material, and will remain flexible and be effective for the life of the MGF.

### **3. Ready made Depth / Width Footwear**

Ready made MGF is footwear made from a last that has additional height added to the base of the last and/or extra width fittings. All ready made MGF supplied to an entitled person must meet the prescribed clinical needs of that person and meet the following standards:

#### **3.1 Depth**

Ready made footwear offered as depth shall have:

- (i) a minimum of 6.0mm added evenly along the last; and
- (ii) Inside back heights be a minimum of 67.0mm for size 7 women's shoes; or
- (iii) Inside back heights be a minimum 72.0mm for size 9 men's shoes; and
- (iv) a 2.0mm difference in back height between each size range.

*Samples provided to DVA for assessment must be provided with innersole/s to a thickness of 6.00mm. (Excluding Sandals).*

#### **3.2 Width**

Ready made footwear that does not meet the depth requirement and is offered as width shall have:

- (i) availability in at least three (3) width fittings; and
- (ii) a minimum width sizing of a standard EE forefoot. (i.e., the Women's Standard 7EE forefoot width is 89.0mm and Men's Standard 9EE forefoot width is 99.0mm); and
- (iii) inside back heights be a minimum of 60.0mm for size 7 women's shoes or
- (iv) inside back heights be a minimum 65.0mm for size 9 men's shoes; and
- (v) a 2.0mm difference in back height between each size range.

A 2.0mm increase in the width of the tread area of the last, measured from the 1st to 5th metatarso-phalangeal joint position, between all sizes and fittings is preferred by DVA.

*Note: DVA may seek additional details from the manufacturer to support claims against the above width requirements, such as circumference and/or tread-width of the last used to manufacture the shoe. A supplier may also submit additional information that they believe may be relevant to the shoe's classification as width footwear, such as the shoe's bottom patterns or other measurements such as insole width.*

#### **3.3 Shoe Opening and Closures**

- (i) The design of the quarters and vamp opening should allow easy donning and doffing.
- (ii) The shoe should be lace up, velcro or buckle closure and able to be easily modified in this respect.

#### **3.4 Soles**

- (i) Soles must be of a high quality (durable), modifiable and repairable material.
- (ii) Outsoles should be constructed having proper regard to relevant safety concerns e.g. non-slip surface.
- (iii) The sole must be either wedge (rigid shank preferred) or stepped sole and heel (rigid shank must be provided).

#### **3.5 Material for Uppers**

- (i) Leather used must be soft and mellow in texture, and have a minimum thickness of 1.4mm.

- (ii) Leather must be free from obvious blemishes or damage.
- (iii) Synthetic material may be accepted, providing it is of good quality, not rigid or plasticised and the use of synthetics instead of leather for that particular shoe has demonstrable benefits for the wearer.

*Note: Pigskin and similar materials are not accepted for use as an upper.*

### **3.6 Lining Materials**

- (i) Must be neutral coloured whether leather or non-leather materials are used.
- (ii) Must be soft and mellow in texture with a minimum thickness 0.9mm.
- (iii) Must be free from scars and marks and be uniform in colour, grain and appearance.

*Note: Variations of the upper and lining thickness may be acceptable where the overall thickness is a minimum of 2.3mm.*

### **3.7 Heel Height**

- (i) Should be no more than 25.0mm, measured at the breast of the heel and taking into consideration any rise of a shoe's platform in relation to the sole's thickness.
- (ii) Toe spring must be a minimum of 15.0mm.

### **3.8 Toe Box**

- (i) Must have a minimum external height achievable of 30.0mm.
- (ii) Must not be narrow in width (i.e. pointed or chiselled).
- (iii) Must not be angled from the first metatarso-phalangeal joint by more than 5 degrees.
- (iv) Should be retained by a good quality material for the toe puff.

### **3.9 Heel Counters**

- (i) May be made of leather, pre-moulded leather board type, or heat moulded thermoplastic.
- (ii) Must have sufficient stability, strength, height or length to support the needs of MGF.

### **3.10 Design and Function**

- (i) Should compliment foot function during gait.
- (ii) Should accommodate a range of foot types and shapes.

### **3.11 Sandal Styles**

Must have:

- (i) two (2) adjustable front straps (vamp area).
- (ii) one (1) adjustable instep strap.
- (iii) a full back with appropriate heel counter.
- (iv) a covered padded insole (full sock lining).

In ready-made depth/width sandals, the covered padded insole must be removable.

In depth only ready made sandals, the padded insole may be non removable.

*Note: Sling-back styles are not acceptable. Variations of design may be accepted if the shoe stability and adjustability remain a feature.*

### **3.12 Adhesives**

Adhesives used in the manufacture of ready made MGF:

- (i) Shall be of a type that adheres to the selected material.
- (ii) Should remain flexible and effective for the life of the MGF.

### **3.13 Cost**

The proposed price of ready made MGF may be negotiated prior to acceptance on the MGF Register. The price must represent value for money according to the following:

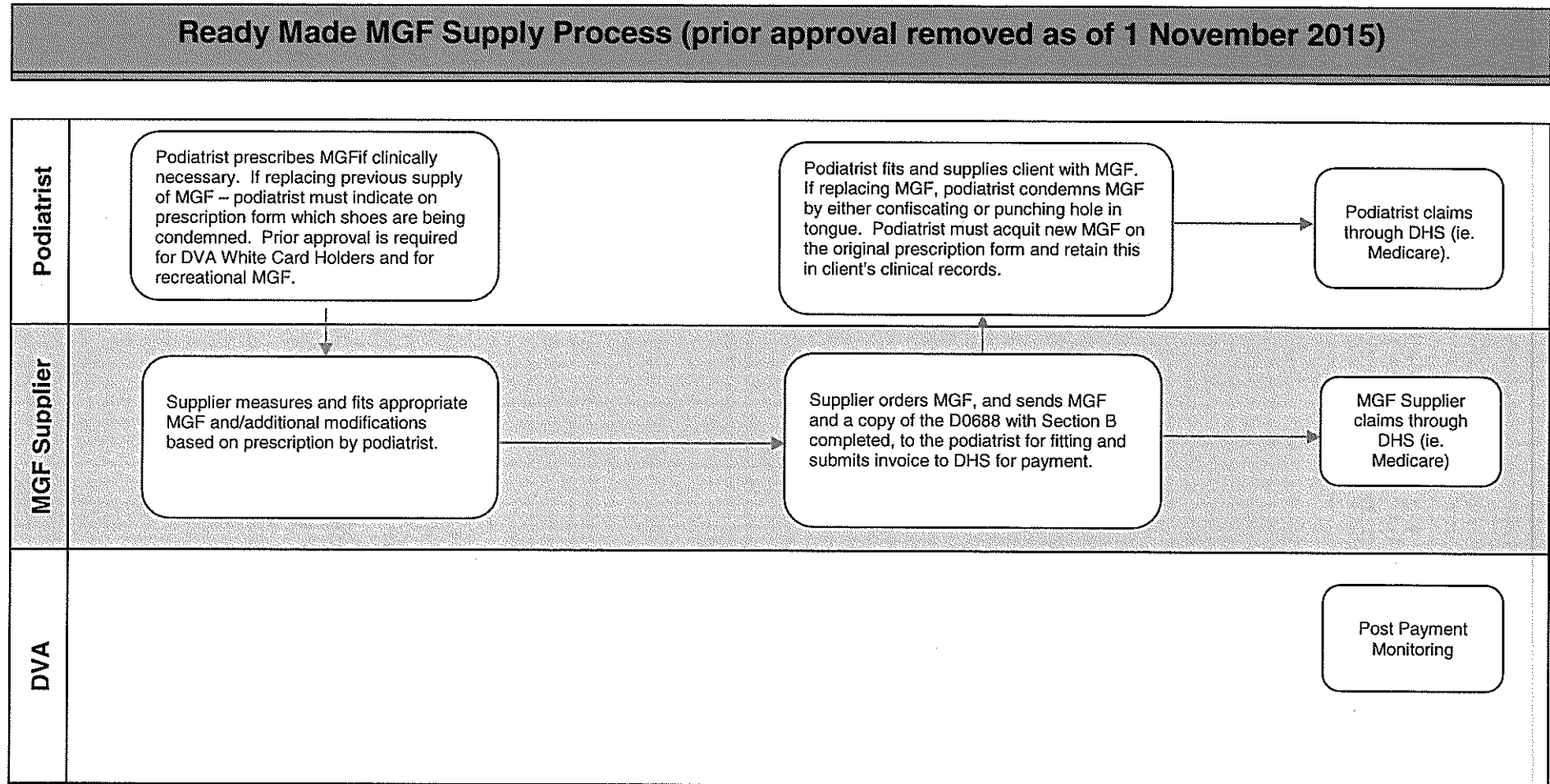
- (i) product quality.
- (ii) Availability.
- (iii) comparison with current MGF Register pricings.

### **3.14 Exclusions**

The following shoes styles are generally not provided as by the nature of their style/design they do not meet these MGF specifications:

- (i) Sports type shoes (e.g. dual density sole).
- (ii) Slippers.
- (iii) Slip-on styles.

## 22. Attachment B – Ready Made MGF Supply Process



## 23. Attachment C – Custom Made MGF Supply Workflow

