

# GST Processing and RCTI Registration Changes

## Frequently Asked Questions (FAQ)

### **1. Why has the 60-day backdating period for GST adjustments changed?**

Answer: The Department of Veterans' Affairs (DVA) is aligning its policy with Medicare to streamline GST processing. This change aims to reduce administrative burden, improve processing efficiency, and ensure consistency in GST treatment across government programs.

### **2. How will this change affect my ability to request GST adjustments on past claims?**

Answer: GST adjustments on past claims will no longer be processed. You must register for GST with DVA before submitting any claim that includes a GST component to ensure payment of the GST amount.

### **3. What happens if I fail to register for GST before providing services to DVA clients?**

Answer: If you provide services without a current GST registration on file, you will not be able to claim GST on those services. Only services provided after your registration has been processed will include the GST component.

### **4. What if I forget to register for GST?**

Answer: DVA encourages all providers to proactively register for GST as soon as they become eligible to avoid disruptions in claim processing.

### **5. How can I verify and update my GST registration status with DVA?**

Answer: You can verify and update your GST registration status by contacting the Services Australia GST Team via telephone: 1800 653 629 (Monday to Friday, 9 am to 5 pm AEST) directly or by contacting Services Australia eBusiness team via email ([ebusiness@servicesaustralia.gov.au](mailto:ebusiness@servicesaustralia.gov.au)).

### **6. Will this change affect all types of health providers?**

Answer: Yes, this policy change affects all health providers who claim for services that attract GST under DVA fee arrangements.

### **7. How soon will the change take effect?**

Answer: The change takes effect on 28 February 2025. DVA recommends that providers review their GST and RCTI status as soon as possible to avoid future claiming issues.

### **8. Will this change impact my ability to claim GST credits on expenses?**

Answer: No, this change only affects how GST is applied to claims submitted to DVA. Your ability to claim GST credits on business expenses through the Australian Taxation Office (ATO) remains unchanged.

### **9. Where can I get more information on GST, Recipient Created Tax Invoice (RCTI) Agreements, working out your turnover threshold or other information?**

Answer: More information can be accessed via the ATO Website ([Registering for GST | Australian Taxation Office](#)) however, for personalised advice we recommend reviewing the resources and contacts available here: (<https://www.ato.gov.au/businesses-and-organisations/gst-excise-and-indirect-taxes/gst/how-we-can-help>).