



Australian Government  
Department of Veterans' Affairs



Veterans'  
Home Care

## Veterans' Home Care Bulletin

### For Assessment Agencies and Service Providers

22 March 2010

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#### **Paying VHC Service Providers in emergency situations**

The purpose of this bulletin is to provide policy advice on one-off emergency situations where a VHC Service Provider's care worker attends a scheduled visit and finds that a veteran, war widow/widower, or a member of the household requires medical attention or is deceased.

The VHC Service Provider will be able to claim for the time taken if their care worker attends a scheduled visit and finds that the veteran, war widow/widower, or a member of the household requires medical attention or is deceased. This is considered to be a one-off situation and the time taken that can be claimed for in this situation includes calling and waiting for the ambulance or police.

When this type of one-off situation occurs, the VHC Service Provider must contact the VHC Assessment Agency so that:

- the amount of time required for the service is changed in the care plan to allow the correct amount of time to be claimed for by the VHC Service Provider;
- another service is included in the care plan if the service needs to be rescheduled; and
- a note is included in the progress notes to state that this one-off situation has occurred.

If the situation involves the death of a veteran or war widow/widower, the VHC Service Provider must also contact their DVA contract manager after they have contacted the appropriate authorities.

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**Please ensure that all relevant staff in your organisation are made aware of the information contained in the Bulletin.**  
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