



# Order Form Diabetes Products

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## Initial orders

**AF02 – Continuous Glucose Monitors** – The order form needs to only be completed once (1) and the client will be put on a subscription to provide three (3) months' supply of products delivered to their door on an ongoing basis.

**AF03 – Insulin Pumps** MUST be made by an Endocrinologist/Specialist. See subsequent orders below.

**Other Diabetes Products** – Orders on this form are valid for two (2) years. During that period the prescriber, the client or their nominated representative will need to contact the supplier to order. Orders are limited to three (3) months' supply only.

## Subsequent / Re-orders

**AF02 – Continuous Glucose Monitors** – The initial order continues to be valid for ongoing supply (see above). The client will need to contact the contracted supplier if their residential address changes or they no longer require the sensors.

**AF03 Insulin Pumps\*** – After initial supply by an Endocrinologist, subsequent supply can be prescribed by a General Practitioner, Diabetes Educator, Diabetes Clinic or a Registered Nurse. This order form is valid for two (2) years only. During that period the prescriber, the client or their nominated representative will need to contact the supplier to order.

**For all other diabetes products\*** – This order form is valid for two (2) years only. During that period the prescriber, the client or their nominated representative will need to contact the supplier to order. Orders are limited to three (3) months' supply only.

\* After two (2) years, and before the order expires, the DVA client will need to be reassessed by the appropriate health provider, and a new form completed.

**Supplier choice** (select one only)  Aidacare  Allianz Global Assistance  BrightSky  Country Care Group

## Provider details

Endocrinologist (E) / Specialist (S)  Diabetes Clinic (DC)  Credentialed Diabetes Educator (CDE)  
 General Practitioner (GP)  Registered Nurse (RN)

**Provider Stamp** (if applicable)

**Name**

**Provider number**   
(Registered Nurse use AHPRA number)

**Employer**

**Phone number** [  ] **Mobile**

**Email address**

**Provider's clinic address**  **Postcode**

**Signature**  **Date**

**Once completed, please provide the client with a copy of this form for re-ordering.**

**DVA client details / Delivery details**

Surname

Given name(s)

Date of birth

DVA File number

Card type

Gold

White - Client must have diabetes as an accepted DVA condition.  
DVA will check eligibility.

Client's contact phone number

[    ]

Alternate contact number

[    ]Client's address for delivery  
(including State and postcode)

Postcode

Delivery instructions  
(warning re dogs etc.)**Order details** (Health Provider to complete)

Type of order

Initial

Re-order

DVA Item No.	Supplier's Product Catalogue No.	Description of diabetes product (e.g. brand, model)	Quantity (3 months supply)

**Gold Card** - Send the form directly to the DVA contracted supplier of your choice (see table below).**White Card** (with diabetes as a DVA accepted condition) - Send the completed form to [rapgeneralenquiries@dva.gov.au](mailto:rapgeneralenquiries@dva.gov.au).  
DVA will check to ensure the client has an accepted condition of diabetes. If approved DVA will forward the order directly to the nominated DVA contracted supplier.**DVA Contracted Suppliers**

Supplier	Phone	FAX - General	Email
Aidacare	1300 888 052	1300 787 052	<a href="mailto:dva@aidacare.com.au">dva@aidacare.com.au</a>
Allianz Global Assistance	1800 857 715	1800 653 556	<a href="mailto:mfs@allianz-assistance.com.au">mfs@allianz-assistance.com.au</a>
BrightSky	1300 799 243	1300 799 253	<a href="mailto:mfs.orders@brightsky.com.au">mfs.orders@brightsky.com.au</a>
The Country Care Group	1800 727 382	1800 329 382	<a href="mailto:dva@country-care.com.au">dva@country-care.com.au</a>

**Prescribers are reminded that the choice of supplier is theirs. The alphabetical listing above is for administrative ease only.  
Once completed, please provide the client with a copy of this form for re-ordering.**