



# Order Form Diabetes Products

**Privacy notice** – Personal information is protected by law, including the *Privacy Act 1988*. Personal information may be collected by the Department of Veterans' Affairs (DVA) for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants.

Go to [www.dva.gov.au/privacy](http://www.dva.gov.au/privacy) for more information about how DVA manages personal information.

## Initial orders

**Initial requests for AF02 – Continuous Blood Glucose Monitors and AF03 - Insulin Pumps** MUST be made by an **Endocrinologist**. After this initial supply, subsequent supply and replacements can be prescribed by a suitably qualified health provider (i.e. General Practitioner, diabetes educator, diabetes clinic etc.)

**Gold Card** – Send the form directly to the DVA contracted supplier (details are in the 'DVA Contracted Suppliers' section of this form on page 2).

**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.

## Subsequent / Re-orders

**Abbott FreeStyle Libre sensor clients** will be placed on an ongoing subscription with three (3) months supply at a time automatically delivered to the client's address. **There is no need to contact Abbott or DVA.**

**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 3 month's 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 or more as appropriate)

Abbott (FreeStyle Libre Products only)
  Aidacare
  Allianz Global Assistance  
 BrightSky
  Country Care Group

## Provider details

Endocrinologist
  Diabetes Clinic
  Diabetes Educator
  GP
  RN

**Provider Stamp (if applicable)**

**Name**

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

**Employer**

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

**Email address**

**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.

Does the client live in a

No 

Residential Aged Care Facility?

Yes 

Residential Aged Care Facilities are funded to provide diabetes products for clients with a clinical need. Where an aged care facility is funded to provide diabetes products and consumables, it is expected to do so.

DVA does not seek to duplicate these arrangements.

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*)**Abbott FreeStyle Libre sensors clients** will be placed on an ongoing subscription with three (3) months supply at a time automatically delivered to the client's address. **There is no need to contact Abbott or DVA.****Other Diabetes products:** Orders are limited to 3 months' supply. For more information please visit RAP National Guidelines on the DVA website [www.dva.gov.au/RAPGuidelines](http://www.dva.gov.au/RAPGuidelines).

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)

**DVA Contracted Suppliers**

Supplier	Phone	FAX - General	Email
Abbott (FreeStyle Libre products only)	1800 801 478	Not available	<a href="mailto:dva@abbott.com">dva@abbott.com</a>
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.**