



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 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. 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)

☐ Abbot (Libre Freestyle Sensor 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 | <input type="checkbox"/> Gold <input type="checkbox"/> 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)

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.

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) |
|--------------|----------------------------------|---|----------------------------|
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DVA Contracted Suppliers

| Supplier | Phone | FAX - General | Email |
|--|--------------|---------------|--|
| Abbot (Libre Freestyle Sensor products only) | 1800 801 478 | Not available | dva@abbott.com |
| Aidacare | 1300 888 052 | 1300 787 052 | dva@aidacare.com.au |
| Allianz Global Assistance | 1800 857 715 | 1800 653 556 | mfs@allianz-assistance.com.au |
| BrightSky | 1300 799 243 | 1300 799 253 | mfs.orders@brightsky.com.au |
| The Country Care Group | 1800 727 382 | 1800 329 382 | dva@country-care.com.au |

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.