

I like to take this opportunity to write about how we can fix the mess we are in, in regards to administration.

In order to change the way the whole process is being run at the present time there needs to be a change within Defence first.

- Every unit should have a Senior Non Commissioned Officer (SNCO), who is responsible for administering the incident reporting as soon as the incident occurs. This position should not be an additional burden on an already existing position, because this will lead to poor management of the claimants and cause extra stress on the SNCO. This position could be called a “Rehabilitations NCO”. I do understand that there are already civilian equivalents in the system, but they only come into play once there are long term restrictions imposed on the soldier involved and this could be years after an incident has occurred.
- This positions job description must include that all necessary paperwork/online forms have been completed and submitted by the claimant in consultation with the “Rehabilitation NCO” and submitted to DVA.
- This process should be concluded only, once DVA has made a determination on the case and both parties are happy with the result. If the claim has been “rejected” and the claimant wants to redress the claim, then the case should be kept open by the “Rehabilitations NCO” until the redress has been considered by the appropriate delegates. This process must be compulsory/ an order for all claimants not just the once that are about to discharge.
- This system would ensure that all incidents are dealt with, shortly after the incident has occurred and would free up valuable time once/if the claimant gets medically downgraded and discharged.
- At the moment, there is no system in place within Defence, that takes care of the DVA claims in a timely fashion. It is not enough to have only the incident reporting done on sentinel.
- If this system would be in place, then DVA and ComSuper would be able to deal with the claimant as soon as a separation notice has been issued by Defence. This is in most cases three month out from the date of discharge.
- At the current moment, DVA and ComSuper, do not look at the case until the day of discharge. If claimants have not submitted their medical conditions claim at that point, it will take months to just process these claims which then will be followed by permanent impairment claims and in some cases incapacity claims.
- Three months should be ample time for both DVA and ComSuper to process permanent impairment and incapacity claims.
- This should allow the claimant to transition from Defence to civilian life without getting in financial difficulties.

- I had all my claims excepted and finalized before my discharge.
- I have been medically discharged from Defence on 09 May 16.
- It is now 06 Sep 16 and I am still not receiving my incapacity payments and I have been booked in for more medical exterminations in October 2016 for my permanent impairment claims.
- I have been sent to 3 DVA physicians for external evaluation so far. Two of them have been psychiatrists even though the first one already confirmed my condition to be service related. The third physician was a surgeon.
- I have just been informed by DVA, that I have to see the same surgeon again for my incapacity claim. He has already confirmed that my conditions are service related.
- DVA has now contacted my psychiatrist as well in order to get the same form which the other two have already completed filled out.
- They want me to get another hearing test as well and I need to see a third specialist for nerve damage.
- It seems to me that this whole process is completely unnecessary and a major waste of time effort and resources. It is not like I was able to select the physicians that diagnosed me with my accepted conditions in the first place.
- Is there no trust in the Defence approved doctors or do we have too much money in the budget?
- The impairment section and incapacity section within DVA do not talk to each other and are wasting time and money!
- Last but not least please sort out ComSuper at the same time, because DVA will not pay anything without the completed ComSuper investigation.

As you can see from the above list, it is not only a problem with DVA and ComSuper but a complete failure from Defence to look after Defence members as well. Please sort this dilemma out, in order to get Veterans what they deserve, without being submitted to this ordeal!

Regards,

Craig Rohse

