



## YOUR RIGHTS TO REVIEW

Depending on the type of decision you want reviewed, you can:

- contact the decision-maker to discuss the reason(s) for the decision;
- contact your representative or advocate; or
- appeal to the appropriate independent person or body, e.g. Veterans' Review Board, Administrative Appeals Tribunal.

## OUR STANDARDS

We strive to meet the following standards:

- action or acknowledge your correspondence within 28 days;
- attend to you within 10 minutes of your specified appointment time;
- process travel claim reimbursements within 28 days; and
- determine claims for:

compensation under the *Veterans' Entitlements Act 1986*, on average, within 75 days of lodgement, or inform you if a determination is going to be delayed;

initial liability under the *Military Rehabilitation and Compensation Act 2004*, on average, within 120 days of lodgement, or inform you if a determination is going to be delayed;

initial liability under the *Safety, Rehabilitation and Compensation Act 1988*, on average, within 120 days of lodgement, or inform you if a determination is going to be delayed; and

income support pensions, on average, within 32 days of lodgement, or inform you if a determination is going to be delayed.

We will report to you on our performance against these standards following the end of each calendar and financial year.

## OUR COMMITMENT

Our commitment is to provide quality service and we will:

- be courteous, considerate and respectful;
- listen to you;
- respect your privacy;
- be fair and ethical in our dealings;
- deliver our services in a timely and prompt manner;
- inform you of any delays in processing your matters;
- resolve any concerns, problems, enquiries and complaints quickly;
- provide accurate, clear and consistent information;
- keep you fully informed of your rights and entitlements;
- recognise that you have varying and changing needs;
- develop and equip our staff so they can provide you with quality service; and
- increase awareness in the community about issues facing veterans, war widows and widowers, and serving and former members of the Australian Defence Force.

## OUR VALUES

We respect those who have served our nation and the members of the Australian Defence Force.

We uphold the values of the Australian Public Service.

Integrity, honesty, fairness and openness will underpin our approach to achieve and maintain excellence in everything we do.

The Department of Veterans' Affairs provides policy advice and administrative support to:

- the Minister and the Australian Government;
- the Repatriation Commission in the administration of the *Veterans' Entitlements Act 1986*; and
- the Military Rehabilitation and Compensation Commission in the administration of the *Military Rehabilitation and Compensation Act 2004*, and for claims relating to defence service and certain overseas police service covered by the *Safety, Rehabilitation and Compensation Act 1988*.

The Department also administers the *War Graves Act 1980*, through the Office of Australian War Graves, and the *Defence Service Homes Act 1918*.



To call DVA ring **133 254**  
or from Regional Australia **1800 555 254**

[www.dva.gov.au](http://www.dva.gov.au)

Photos courtesy of the Australian Government Departments of Defence, Health and Ageing, Veterans' Affairs; and *The Canberra Times*.



Australian Government  
Department of Veterans' Affairs

**SERVICE CHARTER**



## MISSION

*To support those who serve or have served in defence of our nation and commemorate their service and sacrifice.*

## WHO WE SUPPORT

Through the Minister for Veterans' Affairs, DVA supports:

- veterans, war widows and widowers;
- serving and former defence force members;
- eligible Australian Federal Police members with overseas service; and
- their dependants and carers by providing assistance.

## HOW WE SUPPORT THEM

- Providing compensation and income support entitlements.
- Delivering health care and rehabilitation services.
- Providing transition support emphasising wellness and self sufficiency.
- Fulfilling Australia's commitment to remember and honour those who serve



## YOUR GENERAL RIGHTS

In dealing with us, you have a right to:

- fair and unbiased assistance and decision-making;
- be treated with courtesy, consideration and respect;
- a clear explanation of the reasons for the decisions we have made;
- expect us to respect your privacy and keep your information confidential, unless disclosure is authorised by you or by law;
- access and amend records held about you subject to the *Freedom of Information Act 1982*;
- nominate someone to act on your behalf;
- use an advocate to represent you when dealing with DVA;
- lodge a complaint; and
- have decisions reviewed or reconsidered.

## WE VALUE YOUR FEEDBACK

We welcome and value your feedback as it assists us to monitor and improve our service to you.

If you have a complaint about our service you should:

**STEP 1** Raise it with the person you have been dealing with.

**STEP 2** If you're not satisfied with the response, ask to talk to the manager.

**STEP 3** If you are still not satisfied with the response, please contact us by:

phoning our feedback number on 1300 555 785

contacting us by email [feedback@dva.gov.au](mailto:feedback@dva.gov.au)

writing to us at:  
Department of Veterans' Affairs  
PO Box 21 WODEN ACT 2606

If you remain dissatisfied with the handling of your complaint, you may also contact the Commonwealth Ombudsman on 1300 362 072 or via the internet address [www.comb.gov.au](http://www.comb.gov.au)

## YOUR RESPONSIBILITIES

You can assist us by:

- providing us with accurate, comprehensive and current information;
- notifying us promptly of any significant changes in your circumstances, e.g. change in income and assets, change of address, marital status;
- if dealing through an advocate, keeping your advocate informed of any changes in your circumstances;
- responding to our requests for information in a timely manner and letting us know if you are unable to reply on time;
- treating our staff with courtesy and respect; and
- understanding that our decisions are made within the legislation and guidelines we administer.

