



# Veterans' Review Board Application for Review

## Information for Applicants

The Veterans' Review Board (VRB) was established to provide an independent review of decisions affecting certain *Veterans' Entitlements Act 1986* pensions and other benefits. The VRB is normally constituted by three members and holds hearings at which the applicant may attend and be represented. While the Repatriation Commission and the Military Rehabilitation and Compensation Commission (MRCC) may also attend these hearings, they do not usually do so.

This sheet provides basic information to applicants about the VRB, how it operates and how applications are dealt with.

## What decisions can the VRB review?

The VRB can review most decisions made by the Repatriation Commission under the VEA and the MRCC under the MRCA on such matters as:

- a claim for acceptance of injury or disease as service-related;
- a claim for war widow's pension;
- the assessment of the rate of pension paid for service-related incapacity; or
- claims for the grant of attendant allowance.

The decision letter you received will have advised you of your appeal rights and provided a link to the DVA specific appeals webpage and email address for those who wish to seek further information. If you are not sure if your decision can be reviewed you should contact the Department of Veterans' Affairs (DVA).

## How soon must I apply?

As there are time limits, if you are dissatisfied with a decision you should apply in writing for a review as soon as you can. The time limits are:

### VEA

- Where the decision is in respect of the death or incapacity of a veteran - 12 months from the date you receive notice of the decision (but maximum arrears can only be paid if you apply within three months of receiving notice of the decision).
- Where the decision is one assessing a rate of pension or concerning a claim for attendant allowance - 3 months from the date you receive notice of the decision.

### MRCA

- The application must be made 12 months from the date you receive notice of the decision and must set out the reasons for the application.

## What happens after I lodge an application?

1. The Department of Veterans' Affairs (DVA) will let you know that your application has been received.
2. DVA will prepare a report containing copies of its documents relevant to your case.
3. DVA will send you a copy of its report and give you 28 days, or longer if you ask, to study it and send in any comments you wish to make. You may wish to discuss the report with your representative, Local Medical Officer, or other adviser.
4. DVA will then send its report and your comments to the VRB (although it is possible that any comments you make may lead the Repatriation Commission to make a decision in your favour without the matter going further).
5. The VRB will write to ask you how you want it to deal with your application and to find out whether you wish to appoint a representative.
6. The VRB will then make arrangements with you to progress your application. Your case may be finalised during an Alternative Dispute Resolution (ADR) Process or at a hearing.
7. Following a hearing, or in some cases an ADR event, the VRB will send you a copy of its decision and reasons. If you are dissatisfied with this decision you may appeal the decision of the VRB to the Administrative Appeals Tribunal. The Repatriation Commission and the MRCC also have the right to appeal to the Tribunal if it is unhappy with the VRB's decision.

For any further assistance in completing your application form, please contact DVA. The addresses and telephone numbers are on the back of this page.

## Privacy notice

Your personal information is protected by law, including the *Privacy Act 1988*. Your 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.

[Read more: How DVA manages personal information](#)



**For more information please call the Department of Veterans' Affairs (from anywhere in Australia) on:  
133 254**

**Callers from regional Australia can call:  
1800 555 254**



**The addresses of the Department of Veterans' Affairs offices are:**

**State Offices:**

**Sydney**

Centennial Plaza Tower B  
280 Elizabeth Street  
GPO Box 9998  
Brisbane QLD 4001

**Adelaide**

Blackburn House  
199 Grenfell Street  
GPO Box 9998  
Brisbane QLD 4001

**Melbourne**

300 Latrobe Street  
GPO Box 9998  
Brisbane QLD 4001

**Perth**

AMP Building  
140 St Georges Terrace  
GPO Box 9998  
Brisbane QLD 4001

**Brisbane**

Bank of Queensland Centre  
259 Queen Street  
GPO Box 9998  
Brisbane QLD 4001

**Hobart**

Barrack Place  
254 - 286 Liverpool Street  
GPO Box 9998  
Brisbane QLD 4001

**Northern Territory**

Winnellie Central  
14 Winnellie Road  
Winnellie  
GPO Box 9998  
Brisbane QLD 4001

**Australian Capital Territory**

2 - 6 Bowes Street  
Woden  
GPO 9998  
Brisbane QLD 4001

**Townsville**

1st Floor, 520 Flinders Street  
GPO Box 9998  
Brisbane QLD 4001



Are you a serving member of the ADF? No   
Yes

Do you have a Representative? No  ▶ Please sign below

Yes  ▶ Name of Representative

Address

  

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POSTCODE

Telephone number

Representative organisation

Signature of applicant

### Contact by Email

Please tick this box if you would like the VRB to contact you and/or your nominated representative by email.

Please provide the email address you wish to be contacted on:

If you have a nominated representative, please provide the email address that he or she can be contacted on:

**Please note that while the VRB has a variety of security measures in place it is important to remember that email is not secure. The VRB cannot guarantee the privacy or confidentiality of any information that is sent over the internet by email.**

**By ticking the box, you accept that electronic mail passing over the internet may not be free from interception or interference by third parties.**