



Service standards for claims advocacy

Standards



1 Responsiveness of claims advocacy services

Veterans and families are able to access claims advocacy services quickly and the advocacy process and timeframes are transparent.

The ESO is able to assist veterans and families with claims advocacy services within a reasonable timeframe of initial request.

The ESO will assess the wellbeing needs of veterans and families at the initial request.

The ESO keeps the veterans and families informed throughout the process.

2 Reliability and accuracy of claims advocacy services

Veterans and families receive a high standard of claims advocacy advice and assistance to access services and support from DVA.

The ESO providing claims advocacy services ensures advocates are suitably trained and qualified.

The ESO submits claims on behalf of veterans and families (or assists) that are of a high standard (valid and complete).

The ESO submits claims electronically.

3 Ease and safety of access of claims advocacy services

Claims advocacy services are accessible to veterans and families and safe for them and the ESO advocate.

The ESO is able to offer claims advocacy services to veterans and families across a range of channels and regardless of location.

While accessing claims advocacy services, veterans and families are physically and mentally safe.

While providing claims advocacy services, the advocate is physically and mentally safe. This includes the ESO setting and communicating expectations of the advocate role.

4 Management of claims advocacy services

ESO claims advocacy services are managed effectively and efficiently, and veterans and families are supported by well-managed ESOs who are continuing to learn and improve.

ESOs have good record keeping practices that includes recording claims advocacy case notes and numbers of claims and clients assisted.

The ESO has professional indemnity insurance.

The ESO participates in, and supports advocates with, continuing professional development.

Advocates have the appropriate checks and registrations.

Veterans and families are able to provide feedback or make a complaint with the ESO about the service they received. The ESO will take reasonable action to resolve a complaint.

To find out more about the service standards, and how to meet them, visit the DVA website at dva.gov.au/standards.