



## Document created in accordance with section 17 of the *Freedom of Information Act 1982 (Cth)*

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**FOI reference number:** LEX 76655

**Request details:** *'...FOI request: 'Pursuant to the Freedom of Information Act 1982 (Cth), I respectfully request access to the following information held by the Department of Veterans' Affairs (DVA) regarding its administration and funding of medicinal cannabis treatments for eligible veterans:*

*The total number of veterans who have accessed medicinal cannabis under:*

- *Tier 1 applications and*
- *Tier 2 applications*

*The average number of medicinal cannabis medications prescribed per veteran, including, where available:*

- *Breakdown by product type (e.g, oil, flower, capsules)*
- *Breakdown by tier category (Tier 1 and Tier 2)*

*The average wait time for*

1. *Tier 2 application processing and*
2. *Telephone call duration for both a tier 1 and 2 tier approval script.*

*For each of the above items, I request data for the two most recent full calendar years:*

- *1 January 2024 – 31 December 2024*
- *1 January 2023 – 31 December 2023*



*And the two most recent full financial years:*

- 1 July 2023 – 30 June 2024
- 1 July 2022 – 30 June 2023

*If available, please also include any internal briefing material, explanatory notes, or data definitions used in compiling these figures, particularly in relation to how averages were calculated and any known limitations of the data...'*

**Date of decision:** 2 July 2025

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The total number of veterans who have accessed medicinal cannabis under:

Tier 1 applications and

Tier 2 applications

Medicinal Cannabis is an unlisted item on the Repatriation Pharmaceutical Benefits Scheme (RPBS), and as such data is only collected by item code. Tiers are for triage and processing purposes only.

The average number of medicinal cannabis medications prescribed per veteran, including, where available:

Breakdown by product type (e.g, oil, flower, capsules)

Breakdown by tier category (Tier 1 and Tier 2)

As Medicinal Cannabis is an unlisted item on the RPBS and data is only collected by item code, breakdown by product type is not possible.



The average wait time for Tier 2 application processing and Telephone call duration for both a tier 1 and 2 tier approval script.

DVA does not record processing time or call duration specific to medicinal cannabis or by tier breakdown.

The current processing time (as at 24.6.25) for Tier 2 applications is 25 business days.

The current average wait time for the Veteran Affairs' Pharmaceutical Advisory Centre (VAPAC) for June 2025 (as at 24.6.25) is 56 seconds.

The current average handle time for VAPAC calls for June 2025 (as at 24.6.25) is 4 minutes and 58 seconds. Data for calls transferred to senior clinical advisors, inclusive of Tier 2 application and approval requests, is not currently recorded.

For each of the above items, I request data for the two most recent full calendar years:

1 January 2024 to 31 December 2024

1 January 2023 to 31 December 2023

[Please see table below.](#)

And the two most recent full financial years:

1 July 2023 to 30 June 2024

1 July 2022 to 30 June 2023

[Please see table below.](#)



| <b>Period</b>             | <b>Service Quantity</b> | <b>Total clients</b> |
|---------------------------|-------------------------|----------------------|
| Calendar Year<br>2023     | 31,975                  | 5,384                |
| Calendar Year<br>2024     | 53,126                  | 7,550                |
| Financial Year<br>2022-23 | 17,217                  | 3,614                |
| Financial Year<br>2023-24 | 85,101                  | 8,440                |

- Data extracted from DMIS ICIT09 report run 24.06.2025, based on 'Date of Service' (dispensed date).
- Service Quantity equals the total number of individual dispensing activities, billed within the nominated period.
- Total Clients cannot be summed across periods.



## Average Wait Time

|                   | Accepted calls only | Abandoned wait time | Combined         |
|-------------------|---------------------|---------------------|------------------|
| Total Accept Time | 1060029             | 113822              | 1173851          |
| Accepted customer | 19426               | 780                 | 20206            |
| Secs              | 54.57               | 145.93              | 58.09            |
| Mins              | 0.91                | 2.43                | 0.97             |
| Min & Secs        | 0 min 54 seconds    | 2 min 26 seconds    | 0 min 58 seconds |

## Average Handle Time

|             |                  |
|-------------|------------------|
| Average AHT | 297              |
| Mins        | 4.94             |
| Min & Secs  | 4 min 56 seconds |