



Frequently Asked Questions

DVA's new telecommunications platform and centralised contact model

This frequently asked question and answer sheet has been developed to support veterans, advocates and the wider veteran community as DVA transitions to a new telecommunications platform and streamlines contact numbers for all enquiries.

Q1: Why is DVA changing its telecommunications platform?

Answer: DVA is transitioning to a new telecommunications platform to support a more streamlined and consistent approach to managing enquiries, while enhancing DVA's ability to route calls to the most appropriate area for assistance.

The move to a new platform will deliver a more consistent and reliable customer experience for our clients, their representatives and advocates and is expected to commence shortly.

Q2. Will I notice any changes when DVA transitions to the new platform?

Answer: DVA clients will now only need to remember one phone number, 1800 VETERAN (1800 838 372), for general enquiries and enquiries about compensation claims. Calls will be directed to the appropriately trained specialist team based on the nature of the enquiry.

Q3: Why do all claim-related calls need to go through 1800 VETERAN?

Answer: This change is designed to make it easier for you to reach the team best placed to assist, while providing a more consistent and reliable client experience.

By calling 1800 VETERAN (1800 838 372), enquiries can be directed to appropriately trained specialists based on the type of claim or enquiry. This means clients can continue to receive assistance even when their assigned claims officer is on another call, on leave, or otherwise unavailable. It also reduces the likelihood of missed calls, delays and the need to be transferred between teams.

Q4: What can I expect when I call 1800 VETERAN?

Answer: When you call, you'll be asked the reason for your enquiry so it can be directed to the most appropriate team. You can use voice prompts to indicate the reason for your call and the smart routing system will direct you (or your advocate, if applicable) to the appropriate team or officer. This helps minimise transfers and improves first call resolution.

Q5: What if I don't have an assigned delegate or I am calling on behalf of my client?

Answer: If you don't have an assigned claims officer, or you're calling on behalf of a client, you will still be connected to someone who can help. Using voice prompts, you can indicate the type of claim you're calling about (e.g. initial liability, permanent impairment or a new incapacity claim), and your call will be directed to the appropriate specialist team.

Q6: What if I have more than one question?

Answer: Your claim specialist will be able to transfer you to the most appropriate team for further support.

Q7: Can I still use other DVA contact numbers?

Answer: 1800 VETERAN (1800 838 372) is the primary number for most DVA enquiries, such as claim-related queries.

Certain DVA business lines can continue to be used, including:

- 1800 011 046 – Open Arms Client Assist (24/7)
- 1800 142 072 – Open Arms Safe Zone (24/7)
- 1800 823 922 – Veteran and Family Wellbeing Agency
- 1800 550 455 – Transport Booking Hotline
- 1800 550 457 – Provider enquiries
- 1800 552 580 – VAPAC Hotline (24/7)
- 1300 434 627 – The Defence Home Ownership Assistance Scheme (DHOAS)
- 1800 722 000 – Defence Service Homes (DSH) Subsidy
- 1300 552 662 – DSH Insurance
- 1300 661 838 – Corporate Accounts
- 1800 550 460 – Veterans Review Board
- 1800 555 323 – Specialist Medical Review Council
- (02) 6289 1133 – International Access Line