



If you have a condition arising from your Australian Defence Force (ADF) service and you are (or were) a member of one of the following groups:

- permanent ADF personnel
- reserve Force personnel
- cadets, Officers or instructors of cadets
- other people declared in writing by the Minister for Defence to be members of the ADF,

you may be eligible to make a claim for rehabilitation and/or compensation and/or disability pension with the Department of Veterans' Affairs (DVA).

Next steps - review and complete the following:

- *DVA Rehabilitation and Compensation Claim Checklist*
- *Claim form appropriate to your service and injury dates*
- *Proving your identity to DVA information sheet (D663)*
- *Please provide a statement in your own words, describing how you think your condition is related to your ADF service.*

Note: If you have not previously lodged a claim for compensation with DVA, or you have not received any benefits within the last 24 months in relation to an existing claim, you will be required to prove your identity when lodging this claim.

Other documents to obtain

For current serving members, (including reservists and personnel preparing for discharge), provision of these documents with your claim may help reduce processing times with DVA:

- any relevant service medical records, including your entry medical board documents
- AC563 completed at the time of injury, or witness statement(s) taken after the event
- any relevant medical reports (including reports from civilian doctors), or information which may assist in establishing your entitlement to compensation
- ADO Service Record (Record of Service from PMKeyS)

If you have left the service and/or do not have access to the above-mentioned documentation:

- Don't worry if you are no longer serving in the ADF and do not have access to any of the above-mentioned documents. Once you have lodged your signed claim form, DVA can obtain these documents from Defence on your behalf.

Post your completed claim documents to GPO Box 9998 Brisbane QLD 4001

or

Lodge your claim & supporting documents online via www.dva.gov.au or www.myaccount.dva.gov.au

For further information: DVA has staff regularly visiting ADF bases and can assist you with enquiries, or you can seek assistance from an Ex-Service Organisation (ESO) Representative.

Contact DVA on **1800 555 254** or visit the DVA website www.dva.gov.au for more information on how you can get assistance in completing the claim process.

DVA CLAIM FLOWCHART

Use the Eligibility Self Assessment Tool at www.dva.gov.au to help you identify which claim form/s to complete.

Consider help with your claim from: an On Base Adviser, an Ex-Service Organisation Representative, or from DVA.

Review & complete DVA Claim Kit

- *DVA Claim Information Sheet*
- *DVA Claim Checklist*
- *Appropriate Claim form/s*
- *Proving your Identity to DVA Information Sheet*

Provide a statement about how you think your condition is related to your ADF employment or complete the Specific Injury Questionnaire

Other documents to obtain

If you are: a current serving member (including reservist or preparing for discharge)

1. Provide relevant service medical records, including your Entry Medical Board documents

2. AC563 completed at time of injury or any injury report or witness statement(s) taken after the event

3. Any relevant medical reports (including civilian), any information to assist establishing entitlement to compensation

4. ADO Service record (Record of Service from PMKeyS)

If you have left the service or don't have access to your documents

1. Include any relevant existing civilian medical reports you may have. Any information which may assist to establish entitlement to compensation

2. If you have retained some of your service medical records please include them with your claim

3. Don't worry if you have not kept any of your medical service records, DVA can obtain them from Defence on your behalf, following the lodgement of your claim form

If you experience difficulties accessing documents, understanding information or completing forms phone DVA for assistance on 1800 555 254

Post your completed claim documents to: The Department of Veterans' Affairs
GPO Box 9998 Brisbane QLD 4001

DVA will write to you once your completed claim documentation has been received