



## 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.](#)

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**Purpose of this form** This form allows individuals to claim compensation under the Compensation for Detriment caused by Defective Administration Scheme (CDDA Scheme). The CDDA scheme enables Government agencies to compensate individuals who have experienced losses caused by the agency's defective actions or inactions. The purpose of the CDDA Scheme is to put the claimant back into the financial position they would have been in had the defective administration not occurred.

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**Definition of "Defective Administration"** Actions which constitute defective administration include:

- A specific and unreasonable lapse in complying with existing administrative procedures that would normally have applied to the claimant's circumstances; or
- An unreasonable failure to institute appropriate administrative procedures to cover a claimant's circumstances; or
- An unreasonable failure to provide proper advice that was within an official's power and knowledge (or was reasonably capable of being obtained by the official); or
- Giving advice that was, in all circumstances, incorrect or ambiguous.

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**When the CDDA Scheme is NOT available?** The Department of Veterans' Affairs (DVA) will be unable to consider an application under the CDDA Scheme:

- Where the Commonwealth is likely to be found liable for a legal claim if the matter were litigated in court;
- Where there is an administrative review mechanism which can provide a remedy for the defective administration i.e. case review or reconsideration;
- If you have a debt due to DVA and you claim the debt arose as the result of our error (in that case, you should apply to us for a debt waiver);
- Where you have received the wrong advice that you were entitled to a DVA payment and it is later established you were not entitled, unless you incurred losses that would not have been incurred as a result of changing your position in reliance on the incorrect advice;
- Your claim concerns the actions or responsibilities of another Federal Government Department;
- If you are seeking compensation to supplement another entitlement related to an injury/incapacity.

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**Types of loss which can be claimed** Compensation is payable if the loss suffered is a direct result of the defective administration.

Loss or injury can be claimed for:

- Financial loss;
- Detriment relating to personal injury, including a recognised mental illness;
- Damage to property;
- Bank Dishonour fees.

**Note:** Compensation will not be given for grief, anxiety, embarrassment or disappointment that is unrelated to a personal injury that is being compensated under the CDDA scheme.

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**Assistance from ex-service organisations** Telephone numbers for these organisations can be found in local telephone directories or by contacting the DVA in your State.

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## How to contact DVA

For information, please call the Department of Veterans' Affairs (from anywhere in Australia) on:

**1800 555 254**

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<b>State</b>	<b>Address</b>	<b>Postal address</b>
New South Wales	Centennial Plaza Tower B 280 Elizabeth Street Sydney NSW 2001	GPO Box 9998 Brisbane QLD 4001
Victoria	300 La Trobe Street Melbourne VIC 3000	GPO Box 9998 Brisbane QLD 4001
Queensland	480 Queen Street Brisbane QLD 4000	GPO Box 9998 Brisbane QLD 4001
South Australia	Blackburn House 199 Grenfell Street Adelaide SA 5000	GPO Box 9998 Brisbane QLD 4001
Western Australia	AMP Building 140 St Georges Terrace Perth WA 6000	GPO Box 9998 Brisbane QLD 4001
Tasmania	Barrack Place 254 - 286 Liverpool Street Hobart TAS 7001	GPO Box 9998 Brisbane QLD 4001
Northern Territory	Winnellie Central 14 Winnellie Road Winnellie NT 0820	GPO Box 9998 Brisbane QLD 4001
Australian Capital Territory	6 Bowes Street Woden ACT 2606	GPO Box 9998 Brisbane QLD 4001

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**PART A****Personal Details**

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*(To be completed by the person who is claiming under the CDDA Scheme)*

1. **DVA File number** *(if known)*

2. **Your surname**

3. **Your given name(s)**

4. **Postal address**

  

5. **Contact details**

Home telephone

Work telephone

Mobile

Facsimile

Email address

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**PART B****Representative's Details**

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*(To be completed only if you wish to nominate a representative to act for you in matters relating to this application)*

6. **Do you wish to nominate a representative or organisation to act for you in matters related to this application?**

No

Yes

▶ Full name of nominated representative

Organisation (if applicable)

Address

Home telephone

Work telephone

Facsimile

Email address

7. **Is the representative trained under the Training and Information Program (TIP)?**

No

Yes

▶ To what level?

**PART C**

**Details of Your Claim**

**8. Please outline full details of your claim.**

(Please provide as many details as possible to assist DVA to make a determination on your application and attach all relevant documents).


If insufficient space, please attach a separate sheet.

**9. What actions have you taken to resolve the matter?**

(e.g. contacting the official responsible, internal review, ombudsman, courts or tribunals).


If insufficient space, please attach a separate sheet.

**10. What is the status and/or outcomes of these actions?**


If insufficient space, please attach a separate sheet.

**11. Please explain how the administration provided by DVA was defective.**

(You should outline the events and circumstances which you consider contributed to the defective administration (include names, dates and places of where the dealings took place)).


If insufficient space, please attach a separate sheet.

**PART C**

**Details of Your Claim** *continued...*

**12. What losses or injuries have you suffered as a direct result of the defective administration?**


If insufficient space, please attach a separate sheet.

**Note:** compensation is *not payable* solely for grief, anxiety, hurt, humiliation, embarrassment, disappointment, stress or frustration that is unrelated to a personal injury which is being compensated under the CDDA Scheme, no matter how intense the emotion may be.

The defective Administration must have been directly responsible for the loss or injury suffered. The actions of yourself and other individuals or organisations will be considered when determining if DVA is directly responsible for the loss.

**13. What is the total amount of compensation you are seeking for the losses suffered?**

\$
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**14. Please specify how the total amount claimed is calculated.**

(Provide a detailed breakdown of the amount you are claiming and attach any available documents).

<i>Description of Claimed Item</i>	<i>Amount</i>
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$

**15. If you are not seeking monetary compensation, how would you like your claim to be addressed?**


If insufficient space, please attach a separate sheet.

I declare that the information provided in this form is complete and correct.  
I understand that giving false or misleading information is a serious offence.

Signature



Date

***Please insert agents Authority if applicable.***