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Making a DVA Compensation Claim

- If you have any Service-Related Injury or Medical Condition, we urge you to make a claim to the Department of Veteran Affairs. It is your right to do so, and just compensation for the period of your youth taken from you by your National Service. Many of our members have received large Compensation payments for deafness, in particular, as we were not provided with adequate hearing protection. Compensation for back, knee and shoulder problems, and osteoarthritis, attributable to the heavy packs, weapons, ammunition we carried, should also be claimed for. You may also be able to claim for conditions, not necessarily directly attributable to your service. Keep reading.....

Making a DVA Compensation Claim

You can pursue a claim with DVA for Compensation and/or Treatment of a Service-Related Condition – or for one of the 20 Conditions covered by Provisionally Approved Medical Treatment (PAMT) – through three distinct pathways:

- Approach a qualified DVA Advocate at your local RSL Club, or consult the Advocate Register at <https://www.advocateregister.org.au/> Whenever an advocate is within reach, this is the route we recommend. This is a FREE service.
- Handle the claim yourself, whether online or through the paper DVA Form D2020. We favour the online route, and the steps for it are shown in this presentation.
- Turn to one of the several organisations that deliver this service for payment. Their pricing varies – a set fee in some cases, and in others a no-win, no-fee arrangement under which a share of any compensation awarded is retained. For a complex matter, this could prove an option worth considering. No single company carries our endorsement, and some have questionable reputations. Favourable results have been reported with Veteran Legal Pty Ltd – 1300 075 657 by some members.

See Next Slide for PAMT Conditions Covered

Treatment for 20 common ailments, not necessarily on your army medical records, may be available under DVA's **Provisional Access to Approved Medical Treatments (PAMT)** trial.

Ailments where you may be covered are:

- | | |
|--|---------------------------------|
| • Achilles Tendinopathy and Bursitis | Chondromalacia Patella |
| • Cut, Stab, Abrasion and Laceration | Dislocation |
| • Internal Derangement of the Knee | Fracture |
| • Intervertebral Disc Prolapse | Joint Instability |
| • Labral Tear | Lumbar Spondylosis (Lower Back) |
| • Non-melanotic Malignant Neoplasm of the Skin | Osteoarthritis |
| • Plantar Fasciitis | Rotator Cuff Syndrome |
| • Sensorineural Hearing Loss (Deafness) | Shin Splints |
| • Solar Keratosis (Skin Cancer) | Sprain and Strain |
| • Thoracic Spondylosis (Upper Back) | Tinnitus |
-
- Subject to authorisation, approval to commence treatment may be granted while your claim is being assessed. This is usually within 7 days of lodging a claim. If your claim is unsuccessful, you do not have to repay any of the costs associated with the treatment received.

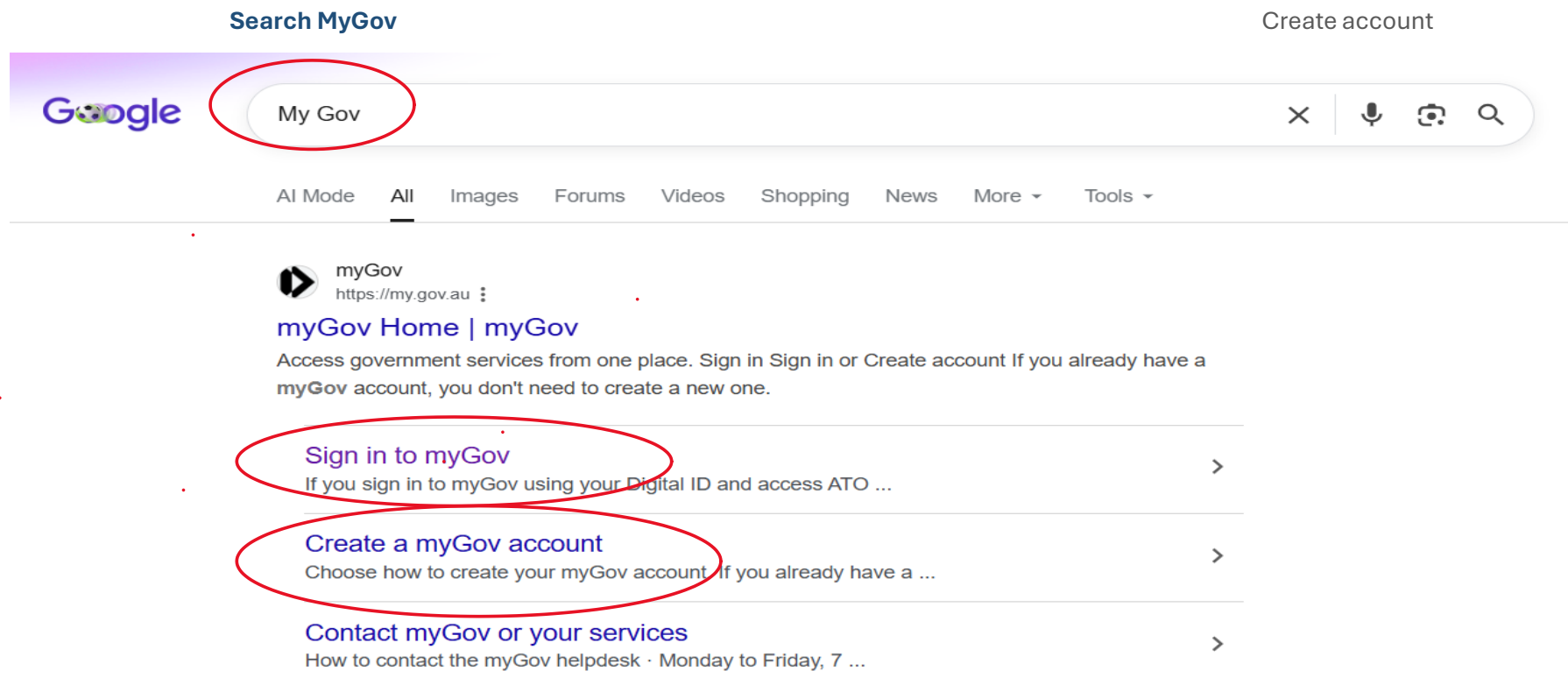
How to Apply Online to DVA for Treatment and/or Compensation

- Before you start making an online claim, you must have a written diagnosis from your doctor, a specialist or a registered audiologist, verifying your ailment.
- You need to scan this into a PDF File so it can be uploaded into your claim. If you do not have a scanner, ask the provider to give it to you in digital form. It may be worth taking a USB stick with you to the appointment (available from Office Works).
- Your audiologist should accept your White Card as payment for a hearing test. Other health professionals may not. It is always worth asking. Keep all receipts. You may be able to claim back out of pocket expenses related to your treatment.

How to Apply Online to DVA for Treatment and/or Compensation

Step 1: Search MyGov and sign into My Gov.

If you can't, go to Create a MyGov account and sign in. Centrelink and Medibank are also accessible through MyGov, so it's worth doing.



Step 2: Once you're in MyGov, Click on Department of Veterans Affairs

Welcome

Geoffrey Robert

Last sign in: 1 April 2025 at 02:44:23 PM AEDT

 **Inbox**

Read important messages from linked services



 **Security review**

Check what actions you need to take to protect your account



 **Payments & claims**

Track payments, claims and applications

 **Assistant**

Linked services (4 linked)

[View and link services](#) >

Go to
Australian Taxation Office



Go to
Centrelink



Go to
Department of Veterans' Affairs



Go to
Medicare



Step 3: Click on Apply Now



Signed in as Geoffrey Parkes

Sign out

Good afternoon Geoffrey

Tasks

No new tasks

Claims

1 claim underway >

Payments

\$7.00 11 Jun 2026 >

Services and benefits

Apply now

What can I apply for?

Request review of decision

Your information

My details

Service history

Payment destination

Representation

Your card



Step 4: Click on Initial Liability



Signed in as Geoffrey Parkes

Sign out

← Back to home

Claims and applications



DVA suggests seeking advice from a qualified advocate if you are unsure about any aspect of your claim. You do not need to pay, or give up a portion of your entitlements, for advice from an advocate. **Free advice is available from qualified Ex-Service Organisation Advocates.** You can learn more about advocates and where to find them at the [DVA Website](#).

Getting started

Qualifying Service

Submit a claim to determine if you have qualifying service.



Initial Liability

Your first step towards treatment and support for a service-related injury or condition.



Read This Page
Carefully

Initial liability is the first step in the claims process. This is where we decide whether your injury or condition is related to your service in the Australian Defence Force. Once we've accepted liability for a condition, you can get compensation, treatment and other support. In some cases, we can cover the cost of your treatment before your claim is finalised. Go to [Making a claim for a service-related condition](#)  to find out more.

You can only submit an initial liability claim for one condition at a time. If you have more than one condition, you will need to submit multiple claims.

Go through your Service Medical Records and copy any records of visits to the RPA, hospital etc that relate to your claim. These should be in PDF format for uploading with your claim.



Preparing for this claim

When submitting your initial liability claim, you will need to provide:

- a medical diagnosis of your injury or condition, such as a report from a GP or specialist
- any [documents](#)  that help establish your injury or condition is a result of your service
- details of your medical provider.

If you don't have a medical diagnosis, please get one and upload it as soon as you can. This will enable us to progress your claim.

DVA suggests seeking advice from a qualified advocate if you are unsure about any aspect of your claim. You do not need to pay, or give up a portion of your entitlements, for advice from an advocate. **Free advice is available from qualified Ex-Service Organisation Advocates.** You can learn more about advocates and where to find them at the DVA Website .

Click on the Arrows beside the Privacy Notice & Declaration Boxes and read.
Click on Next to Accept and move to the next page.

Privacy notice

▼

Declaration

▼

By selecting **Next**, you confirm that you have read and agreed to our Privacy notice and Declaration.

Cancel

Next

Start typing in the medical diagnosis by its medical term if possible. The box will provide options.

Unless you have an exact date of the onset of the condition, click NO.

You cannot make a claim on DVA if you have already received compensation from another body.

What did your medical practitioner diagnose you with? 



Start typing the medical term, then if possible select from the options presented. This will assist us to process your claim.

Example: 'Acute meniscal tear of the knee'.

Did the condition occur on a specific date?

Yes

No

Have you received compensation outside of DVA for this injury or condition? 

Yes

No

Previous

Cancel claim

Save and next

Injury details

Where did the injury occur on your body?

Lower back



The dropdown arrow will give options relating to your injury depending on your answers on the previous page

Which side of your body did the injury occur?

Not applicable



Choose **save and next** to continue

Previous

Cancel claim

Save and exit

Save and next

Click on YES.

Boxes for your Doctor's details will appear. Fill them in and click on SAVE & NEXT

Do you have a General Practitioner for this condition?

Yes

No

General Practitioner details

Doctor's name

Dr Joe Blow

Phone Number

Include area code where applicable (for example, "03" for Victoria).

0395522555

Practice address

Medical practice

Blow Family Doctors

Now's the time to upload any files you have to support your claim.

Click YES and the different Report Boxes will open.

Find the files you need and click Upload.

Do you have any of the following documents for your injury or condition? (?)

- X-ray report
- MRI report
- CT scan report
- Orthopaedic surgeon report

Yes

No



Accepted file types are: PDF, JPG, PNG. Maximum file size is 50 MB.



Please upload any of the following:

X-ray report

Upload

MRI report

Upload

CT scan report

Upload

Orthopaedic surgeon report

Upload

Previous

Cancel claim

Save and exit

Save and next

What service were you in when your condition or illness started:

Army

Type of service

Permanent

Start date of this service (DD / MM / YYYY)

7 / 3 / 1970

End date of this service (DD / MM / YYYY)

6 / 3 / 1972

Discharge reason

Voluntary

Do you have operational service?

Yes No

Upload service records (recommended)

Please upload any service documents

Upload

Previous

Cancel claim

Save and exit

Save and next

What Service were you in? Click on Army.

Type of Service? Click on Permanent.

Enter Start and End of Service Dates.

Discharge Reason? Voluntary.

Do you have Operational Service? NO.

Upload a copy of Your Discharge Certificate if you have one.

Next Page

Which statements best describe how your condition happened?

Select all that apply.

- ☐ having an inflammatory joint disease from the specified list of inflammatory joint diseases, in the thoracolumbar spine before the clinical onset of thoracolumbar spondylosis
- ☐ having a thoracolumbar intervertebral disc prolapse at least 6 months before the clinical onset of thoracolumbar spondylosis at the level of the intervertebral disc prolapse
- ☐ lifting loads of at least 20 kilograms while bearing the weight through the thoracolumbar spine:
 - (a) to a cumulative total of at least 150,000 kilograms within any 10 year period before the clinical onset of thoracolumbar spondylosis; and
 - (b) where the clinical onset of thoracolumbar spondylosis occurred within the 25 years following that period

Yadda, yadda, yadda etc etc etc



Work your way down this page, ticking as many boxes as you think may be applicable.

The Box at the bottom of this page is important – See Next Slide

In the box below, tell the story as best you can. For deafness, how we had little pieces of cotton wool for hearing protection. For arthritis, how we carried huge packs and marched long distances in inadequate boots. There's plenty of room in the box so tell it in your words.

How did your service cause, aggravate or contribute to your condition?

Telling us about the events that led to your condition will help us assess your claim.

If a classified operation led to your condition, enter 'classified'. Do not provide details about the classified operations.

Tell us how your service caused, aggravated or contributed to your condition.



Upload any other supporting documents you may have and then click **SAVE & NEXT**

Tick the boxes that are relevant to you. (optional)

Your answers are not used to calculate compensation rates. Telling us how you have been affected by your condition will help us understand which services are right for you.

Tick any
boxes
that may
apply to
you

My condition meant I was impacted financially by :

- ☐ paying for medical treatment
- ☐ a loss of allowances whilst serving
- ☐ a delay in my initial employment training
- ☐ a loss of civilian employment
- ☐ a loss of income
- ☐ taking sick or unpaid leave
- ☐ being unable to work more than 8 hours per week

Tick any
boxes
that may
apply to
you

I am interested in :

- ☐ getting a new job
- ☐ assistance to help me stay in my current job
- ☐ vocational training
- ☐ work experience

My condition has impacted my :

- ☐ spouse/partner
- ☐ child/children
- ☐ ability to interact in social situations (eg. interacting with friends and family)

Tick
any
boxes
that
may
apply
to you

As a result of my condition I require :

- ☐ medical treatment
- ☐ transport to/from medical appointments
- ☐ aids or appliances (eg. hearing aids, oxygen supplies, mobility and functional support)
- ☐ modifications to my home or vehicle
- ☐ assistance with personal care (eg. grooming, bathing, dressing)
- ☐ assistance with household activities (eg. cleaning, lawn mowing, gardening)

Would you like to tell us anything else and expand on your answers above? (optional)

Put in anything
else you would
like to add



Click YES if you wish to nominate someone else to represent you in this claim, or NO, if you don't. If you click YES, a box for your representative's details will appear.

Claim representative

Do you wish to nominate a claim representative for this claim?

Your representative can receive updates and make queries about this claim on your behalf.

Yes	No
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Previous

Cancel claim

Save and exit

Save and next

Okay. You're nearly done! Just check all the information you have entered and Change, if you need to.

Review and submit

Diagnosis

Change

What have you been medically diagnosed with?	degenerative disc disease of the lumbar spine
Did the condition occur on a specific date?	No
Approximately when did you start noticing symptoms?	07 / 1972
Have you received compensation outside of DVA for this injury or condition?	No

Injury details

Change

Where did the injury occur on your body?	Lower back
Which side of your body did the injury occur?	

Just Click on
Submit
Claim and
you're all
done!!

:	
I am interested in :	
My condition has impacted my :	
As a result of my condition I require :	• medical treatment • modifications to my home or vehicle
Would you like to tell us anything else?	

Claim representative

[Change](#)

Do you wish to nominate a claim representative for this claim?	No
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By selecting **submit claim** you confirm this information is true and accurate.

[Previous](#)[Cancel claim](#)[Save and exit](#)[Submit Claim](#)



What Next?

Keep an eye on your email inbox. You should get an email advising that there is a new Message in your MyGov in box. This should have the full details of your claim and a PAMT Treatment Confirmation Form on the last page. You need to take this to your GP and have him sign it, tick the boxes of the PAMT that apply to you and have his office email a copy to DVA. You keep the original and present it to any provider you would like services from. Ask them if they accept your DVA White Card as payment. Your compensation claim could take up to 2 years but you can continue to access PAMT until it is settled.