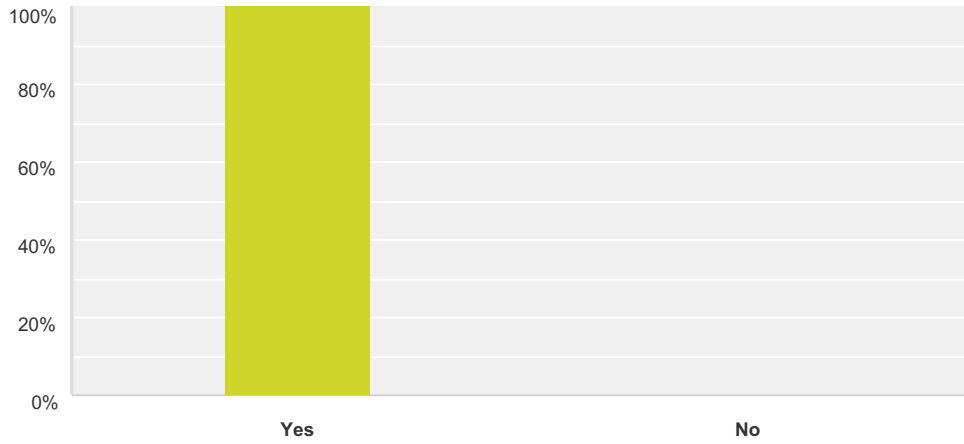


Q1 Are you currently a DVA client or have you ever been a DVA client in the past?

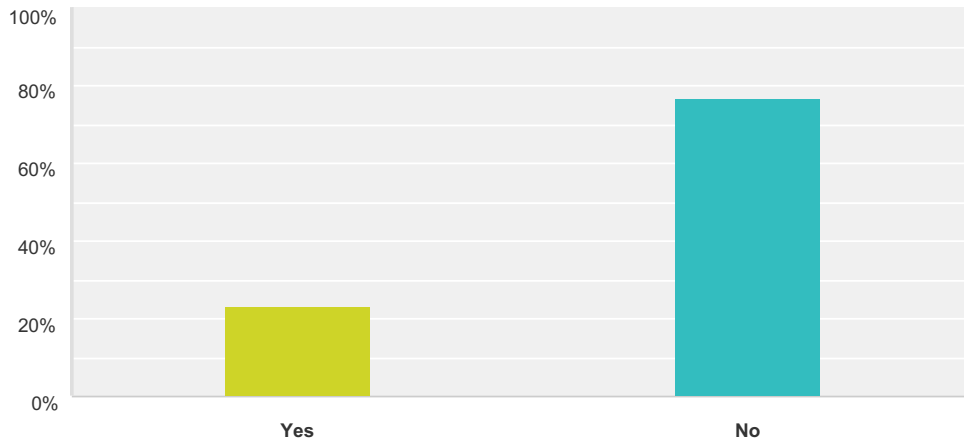
Answered: 714 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	714
No	0.00%	0
Total		714

Q2 Did you complete this survey last year?

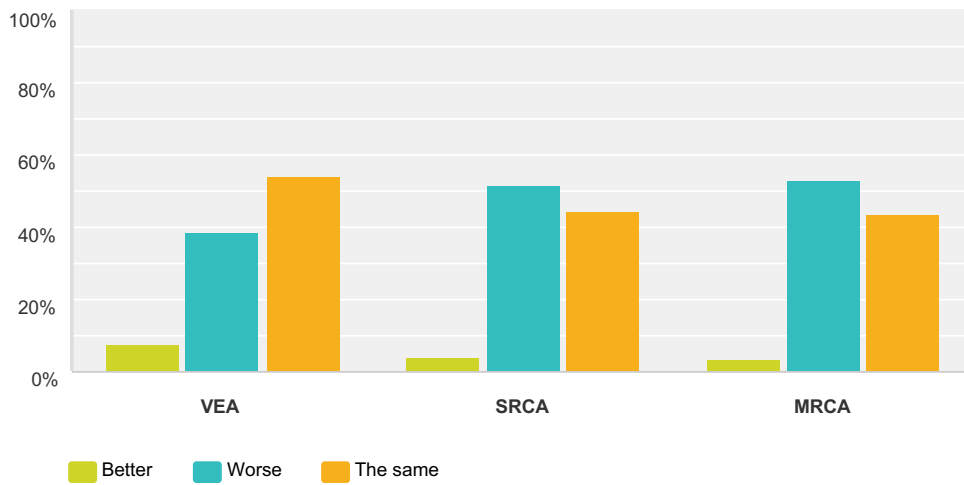
Answered: 714 Skipped: 0



Answer Choices	Responses	
Yes	23.39%	167
No	76.61%	547
Total		714

Q3 If yes, are your dealings with the DVA better, worse or remained the same since the last survey?

Answered: 343 Skipped: 371



	Better	Worse	The same	Total
VEA	7.47% 18	38.59% 93	53.94% 130	241
SRCA	3.98% 7	51.70% 91	44.32% 78	176
MRCA	3.47% 7	52.97% 107	43.56% 88	202

#	Please specify (optional)	Date
1	Not worth explaining	2/1/2017 9:27 PM
2	not sure of which act I'm under	11/22/2016 6:15 PM
3	Slow processing claims, every Appeal obstructed, not expedited.	11/16/2016 10:09 AM
4	N/A	11/6/2016 4:40 AM
5	The current "waiting" times for paperwork to be processed is an absolutely bloody joke!!! I feel unsupported, and pretty much like a doormat. Don't even get me started on the Rehab co-ordinator they provided, I thought they were supposed to help make our lives easier???	11/6/2016 1:17 AM
6	Case managers losing vital paper work & claiming not to have received the Faxes. Then taking time to send out more paperwork & incorrect paper work. Claim assessments are incorrectly assessed, reducing the % disability when it is being applied for an increase.	11/5/2016 10:25 PM
7	Terrible	11/4/2016 7:08 PM
8	Still hitting head on a brick wall.	11/4/2016 3:50 PM
9	Being shafted trying to get TPI	10/18/2016 8:05 PM
10	Not Applicable	10/7/2016 11:12 AM
11	They have attempted to improve, but failed.	10/5/2016 2:53 PM
12	9 years of Ongoing DVA Maladministration	10/5/2016 12:36 PM
13	total incompetence	10/5/2016 9:50 AM
14	Its always been bad	10/4/2016 4:47 PM
15	Been fighting dva since 1997. Bastards delay, deny appeal, delay deny etc	9/29/2016 11:28 AM
16	Incorrect Perminate impairment assessment carried out by Dva Doctor to award less points then entitled to	9/29/2016 7:45 AM

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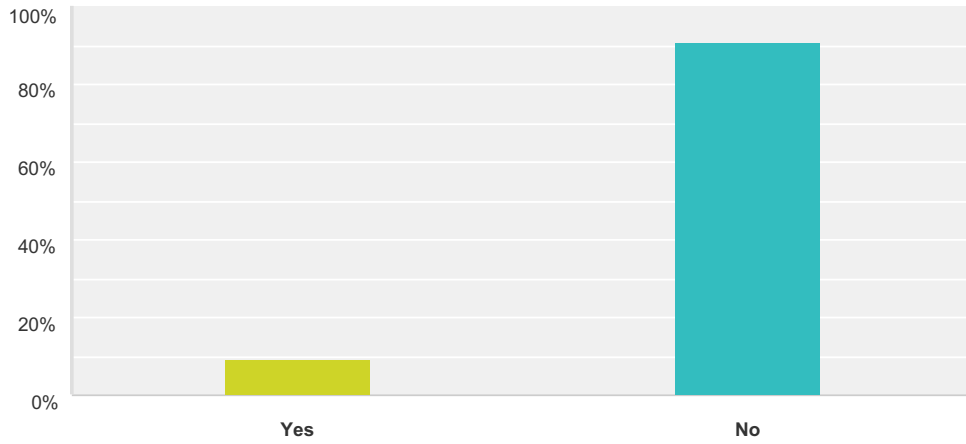
17	Started working and they cancelled my incap. Wont send me letters, saying that because i wasnt med discharged i can no longer get incapacity. The whole time ive been with dva they told me i would continue to get it. They forced me into a low paying \$19 an hour job. Saying if i dont take it they will cancel my incap. So i take it and now no top ups. Suicidal qt the best of times. This is pushing me over the edge	9/29/2016 7:34 AM
18	Was overpaid \$11,000, told DVA to stop. They sent a letter stating it would stop. It didn't. Told them again, they said they would stop it. They didn't. Now I have to pay the money back for their mistake.	9/29/2016 1:12 AM
19	Absolutely 0 help but all the same harassment for the past 19 years	9/28/2016 10:11 PM
20	SRCA- can't get in touch with my rehab coordinator, payments have been missed.	9/28/2016 9:57 PM
21	Not accepting conditions or pension upgrades	9/28/2016 2:03 PM
22	I get bounced around the country, from one office to other, when the department I used to deal with was here in Melbourne, it's now in Adelaide and Brisbane	9/28/2016 9:43 AM
23	They are less abrupt and more personal but the outcome is the same	9/28/2016 1:26 AM
24	Processing times, lost, misplaced or miss filed paperwork	9/28/2016 12:21 AM
25	Problem after problem with MRCA Incap Payments.	9/28/2016 12:01 AM
26	You people are monsters	9/27/2016 7:26 PM
27	Poor	9/27/2016 4:04 PM
28	Didn't know about survey	9/27/2016 2:49 PM
29	Went for review for my back, ankles and wrist. They sent me to a orthopedic surgoen for review. As a result my back was downgraded nothing for the others. My back is in a worse condition now that it wa sin 04 when first reviewed. The doctor did not write down what i advised he put in statements that i did not say.	9/27/2016 12:09 PM
30	Did not participate in the last survey	9/27/2016 12:07 PM
31	I have had a hearing at the AAT and it keeps getting put back as DVA keep changing their legal representatives this has been ongoing for over three years	9/27/2016 11:50 AM
32	Specialist reported PTSD however because of self medication claim was denied	9/27/2016 11:49 AM
33	Very little communication from all above. The do not assist, and when I have called, most people who answer don't know their own policies and hinder more than help.	9/27/2016 11:33 AM
34	n/a	9/25/2016 9:56 PM
35	Contracted rehabilitation consultant causing a lot of issues	9/23/2016 9:55 PM
36	RAP sends emails but when you reply they are abusive	9/22/2016 9:20 PM
37	N/A	9/18/2016 12:55 PM
38	claims put in 18 months ago are still not resolved	9/17/2016 8:16 PM
39	7 years post discharge and still fighting DVA and not one person has contacted me from DVA only through different rehab providers who give up after I point out the legislation.	9/17/2016 7:44 PM
40	Customer service still lacking.	9/17/2016 7:34 PM
41	Incapacity team are beyond useless	9/16/2016 11:53 PM
42	Information dva provide is always incorrect	9/14/2016 10:25 PM
43	N/a	9/13/2016 12:12 AM
44	no action on requests	9/10/2016 10:00 AM
45	Inappropriate behaviour not in accordance with DVA Service Charter and APS Code of Conduct	9/7/2016 1:13 PM
46	Useless staff losing documents. Documentms are repetitive and complicated and processes very very time consuming. Effecting mental health even more.....suicide!	9/6/2016 4:28 PM
47	They forced me to the AAT. I spent tens of thousands to prepare to defend myself then they dropped the case 3 weeks in when they knew I would be able to get my file under FOI. I only received \$600 in court costs. I was broken after this.	9/6/2016 1:04 PM
48	Nothing has change. Still going through the same dva loop holes	9/6/2016 12:56 PM
49	Ve a	9/5/2016 7:26 PM
50	Rhe length of time it is taking to finalize claims	9/5/2016 1:54 PM
51	Shit	8/27/2016 9:56 PM
52	MCRS does not exist	8/25/2016 9:17 PM

Department Of Veterans Affairs Client Survey (DVACS) 2016

53	Last appeal was granted but DVA ignored vrb advice, now in defective administration	8/25/2016 3:28 PM
54	Lack of communication everything takes to long	8/24/2016 8:37 PM
55	People answering phone who do not speak good English.	8/24/2016 5:44 PM
56	Intentionally holding up a claim	8/24/2016 2:18 PM
57	New delegates making weird decisions. Non sensical directions from DVA staff seemingly from a check list rather than experience or common sense.	8/23/2016 7:35 PM
58	Since moving from regional NSW to Townsville they have improved	8/22/2016 6:22 PM
59	MRCA	8/22/2016 3:22 PM
60	Time for processing and the standard of processing has declined	8/22/2016 12:41 PM
61	9 months ago a claim was accepted, I am still waiting to hear!	8/22/2016 12:42 AM
62	If it was not for myself I would not have been looked at for TPI under MRCA SRDP.	8/21/2016 11:38 PM
63	Overwhelming stress resulting in inpatient care, to date!	8/21/2016 9:31 PM
64	Painful to deal with, case manager changes more than my underwear	8/21/2016 9:24 PM
65	Slower response times	8/21/2016 6:46 PM
66	The time taken to review my case is ridiculously slow given my situation.	8/21/2016 5:16 PM
67	Still getting stuffed around	8/21/2016 5:03 PM
68	Client is an Advocate	8/20/2016 1:08 PM
69	Shut down a claim for increase pension based on thier Workplace DR and ignoring my specialists n Psychs, have given a ruling which that defies Thor own policy.ie. Can work 10-15 hrs a week which is EDA or intermediate rate but gave me 100% normal rate even though my DRs said I can't work...	8/20/2016 1:11 AM
70	Found it difficult to deal with both myself and husband. MRCA was worse by a long shot. Really poor support and service	8/20/2016 12:26 AM
71	My claim is still before the AAT and the bastards keep moving the goal posts	8/20/2016 12:01 AM
72	My wife was told on the phone whilst inquiring on my behalf "Well don't you want your money". The inquiry wasn't about money it was simply who was my case manager.	8/19/2016 9:13 PM
73	Completion date blown out fém 90 days to 16 months	8/19/2016 8:10 PM
74	Very slow reply and disregard for Specialist recommendations	8/19/2016 7:51 PM
75	Went to VRB still waiting decision 4 months later.	8/19/2016 7:36 PM
76	no free travel to doctors in qld unless your over 80	8/19/2016 6:51 PM
77	Multiple complaints put in about one staff member, length of time for claims and permanent impairment to be assessed and finalised too long and continual loss of paperwork.	8/19/2016 6:29 PM
78	I'm split between acts on 82 points 100 percent and can not go TPI	8/19/2016 6:16 PM
79	6 months and counting to approve my VEA claim even though conditions already accepted under SRCA	8/19/2016 6:05 PM
80	Still getting run around and crap service	8/19/2016 6:04 PM
81	Time frame too long. Delegates don't know legislations.	8/16/2016 6:40 PM

Q4 Are you a current serving member of the ADF

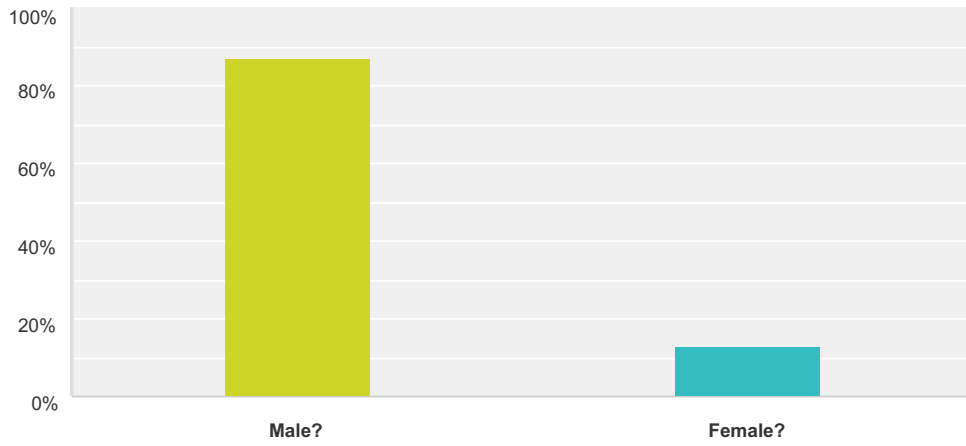
Answered: 714 Skipped: 0



Answer Choices	Responses
Yes	9.10% 65
No	90.90% 649
Total	714

Q5 Are you

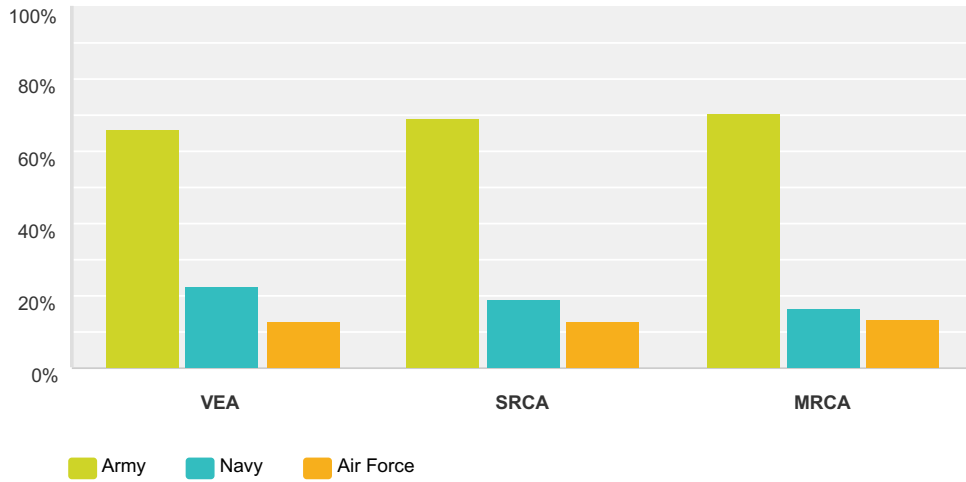
Answered: 714 Skipped: 0



Answer Choices	Responses
Male?	86.97% 621
Female?	13.03% 93
Total	714

Q6 What service in the ADF did you serve and under what Act?

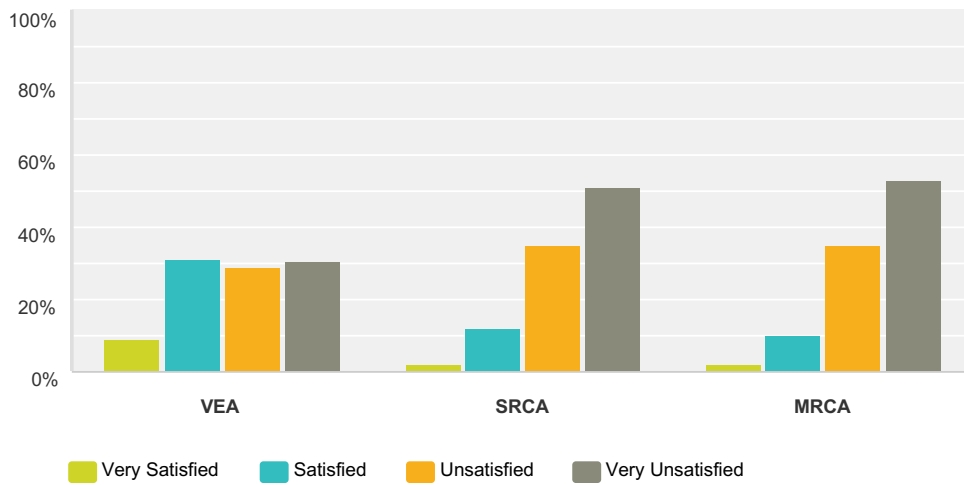
Answered: 714 Skipped: 0



	Army	Navy	Air Force	Total Respondents
VEA	66.09% 306	22.46% 104	13.17% 61	463
SRCA	68.82% 245	19.10% 68	12.92% 46	356
MRCA	70.34% 287	16.67% 68	13.73% 56	408

Q7 Are you satisfied that the Act/Acts that applies to you is productive and works well?

Answered: 714 Skipped: 0



	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Total
VEA	9.21% 42	30.92% 141	29.17% 133	30.70% 140	456
SRCA	1.99% 7	11.97% 42	35.04% 123	51.00% 179	351
MRCA	1.96% 8	10.05% 41	34.80% 142	53.19% 217	408

#	Please specify (optional)	Date
1	SRCA: CMP Left & Right Knee, Lumbar Spondylosis. MRCA: PTSD, Adjustment Disorder with Depressed Mood & Anxiety, Alcohol Abuse, Right Ear Otitis Externa, Bilateral Medial Tibial Stress Syndrome, Dengue Fever, Right Ear Otitis Media, Giardiasis	11/26/2016 1:24 PM
2	Legalistic, reactionary, truculent and belligerent	11/22/2016 12:14 PM
3	Paying for Medications that are supposed to be supplied. Having to get permission for things. Only allowed so many items in a year and not being told.	11/17/2016 11:48 AM
4	Benefits have not kept pace with REAL inflation!	11/16/2016 10:09 AM
5	DVA treats Veterans terribly, and are more like an Insurance company that tries its best to disprove claims despite overwhelming evidence to support the claimant	11/6/2016 10:47 AM
6	For someone who is medically unable to work, and has been this way for almost nine years, the uncap system simply does not work. For an injury so permanent and debilitating, I simply feel like a rag tossed out in the trash.	11/6/2016 1:17 AM
7	I am diagnosed with PTSD due to my service however, under MRCA i do not meet the criteria in the statement of principles set out by DVA. I have Psychiatrist, psychologist and doctors reports stating my diagnosis but for some reason this means nothing to DVA	11/5/2016 8:13 PM
8	The acts are so difficult for the average joe to negotiate.	11/5/2016 7:16 PM
9	Not enough room here!	11/5/2016 6:31 PM
10	Don't know the acts	11/5/2016 11:14 AM
11	12 month claims still waiting for answers.	11/4/2016 9:05 PM
12	Acts desgined to reduce compensation.	11/4/2016 7:08 PM
13	The entire system is clunky, confusing and feels deliberately confusing. It feels like you need a persoal tour guide to navigate the system effectively.	11/4/2016 5:24 PM

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14	I had my PTSD accepted as treatment only under VEA, 50/50 SRCA and with all my other accepted injuries being under SRCA and unable to ever work again, I will not ever be considered TPI unless legislation changes.	11/4/2016 3:50 PM
15	Still trying to get conditions accepted by dva	11/4/2016 3:06 PM
16	I don't fully know the Act	10/7/2016 11:12 AM
17	The SRCA and MRCA acts are extremely confusing and I feel I am constantly being assessed or re examined.	10/5/2016 9:55 PM
18	Not timely in any processes	10/5/2016 3:02 PM
19	The DVA has changed the conditions and policy	10/5/2016 2:53 PM
20	Engineered complexity, entirely constructed to serve the DVA Bureaucrat in making additional complexity, arguments as they strive to employ the DVA 4D's of Deny, Delay, Defend & Damage.	10/5/2016 12:36 PM
21	Although I went through hell to obtain them	10/4/2016 7:00 PM
22	They are designed to save the government money. If you don't fit the square you don't get it.	10/4/2016 4:47 PM
23	Stopped my payments due to not receiving my work invoices even though they of my employments in April last year.	10/2/2016 6:59 PM
24	Conditions classed as service related under one act but not the other.	10/1/2016 12:25 PM
25	Very time consuming and slow to receive results that generally need to be appealed.	10/1/2016 2:45 AM
26	Long wait times for supposed 'streamlined' claims. After being medically discharged resulting from 5 major knee operations, the PI assessment process was flawed as the assessing doctor diagnosed me with new conditions resulting in no payment until I resubmit new claims and go through the entire process again. A damaged knee should be a damaged knee and not rely entirely on specific doctors making new and varied diagnosis.	9/30/2016 8:56 PM
27	No easy mechanism for explanation of decisions, and when a explanation is given by the delegate you are bamboozled.	9/29/2016 9:07 AM
28	Points ratings on sliding scale do not indicate true impairment of the veteran. To get points allocated Drs are unwilling to give your injury a stable rating	9/29/2016 7:45 AM
29	Gold card near impossible, loss of incap	9/29/2016 7:34 AM
30	DVA treats our superannuation like it is a compensation, therefore decreasing our pensions.	9/29/2016 1:12 AM
31	An injury sustained during my duty is deemed not to be accepted under the legislation even though it required surgery	9/29/2016 12:11 AM
32	Unsatisfied due to 3 acts which create 3 rules and more hoops to jump through. Makes everything confusing and makes you not want to approach them.	9/29/2016 12:04 AM
33	Again 0 help	9/28/2016 10:11 PM
34	I had to fight all the way to the point where I went to Slater and Gorden	9/28/2016 4:56 PM
35	Due to having served twice, I am covered by a different act for each period of service therefore making it difficult dealing with DVA due to staff not noting this.	9/28/2016 4:09 PM
36	Extremely difficult to get my injuries recognised. Still have no cover after two years	9/28/2016 1:13 PM
37	Outdated and reduced benefits	9/28/2016 12:12 PM
38	Loosing paperwork. Going to same doctor's over. Dva telling a specialist to downplay my injurys	9/28/2016 11:54 AM
39	No because DVA double dips on my pension, even when they didn't accept my condition under VEA	9/28/2016 9:43 AM
40	All confusing am told I am under VEA but my claims went under SRCA or MRCA. Injuries were sustained on operations 2002 then go under SRCA. Even on base advocates put the claims in wrong, then I have to get them fixed post discharged adds more stress especially if you have PTSD, have been discharged for over a month no one has called me has a case manage, I was told by OBAS that I would be called a week after discharged! The Army didn't care, Was alienated after twenty years six operations DVA don't care! Over it!	9/27/2016 11:11 PM
41	Hard to read and interpret	9/27/2016 8:46 PM
42	You desserted me with a back injury and bowel problems when i need you most.	9/27/2016 7:26 PM
43	Clunky process	9/27/2016 7:14 PM
44	I am a triple act / triple conflict 20 year ADF veteran who is financially penalised for my extended service and for serving in multiple conflicts.	9/27/2016 6:37 PM
45	unwieldy, poorly administered and not reflective of variation in conditions (mental health, spinal injuries or other conditions where snap-shot reviews may be grossly inaccurate)	9/27/2016 6:08 PM

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46	When I speak to the DVA noone seems to understand the SRCA cases. Transport NSW do not recognise the SRCA so I am unable to get a concession card which I need. If I was VEA or MRCA I would be eligible.	9/27/2016 5:56 PM
47	Getting killed on tax	9/27/2016 5:12 PM
48	A specialist gave a % for impairment and a DVA delegate felt that was too generous and dropped the % which is a joke. I cannot fight it as it exhausting!	9/27/2016 4:42 PM
49	Process time is extremely long. Rehab programs ineffective with providers only offering full support in return to work scenarios.	9/27/2016 4:39 PM
50	When I claimed my hearing under mrca, all of my VEA injuries were automatically reassessed and miraculously my Orthopedic injuries had "substantially improved". Having chronic knee pain and no cartilage in either knee is not an improvement.	9/27/2016 2:32 PM
51	I'm too sick to serve, and not sick enough to receive compensation.	9/27/2016 2:28 PM
52	Even though deployed to East Timor , no coverage. SRCA IS A TOTAL JOKE. Prove that your injury is the cause of your service, i mean come on 13 1/2 years and they are asking for incident reports for everything. How was i to know that a twinge in my back, neck , shouler ankles or knees was going to turn out to be an issue later on. We were taught to soldier on and harden up now it comes back to bite you in the arse because you don't have paperwork or didn't go to the rap.	9/27/2016 12:09 PM
53	Process is extremely long. They have lost paper work many times.	9/27/2016 11:59 AM
54	I have one condition under SRCA and multiple under MRCA and when impairment points are calculated they are offset against one another. This may work for lessening the amount of compensation I'm entitled to, but my level of impairment doesn't decrease just because of their incorrectly applied formula.	9/27/2016 11:58 AM
55	Inflexible	9/27/2016 11:49 AM
56	Again, they need to communicate effectively and care about veterans, instead of screwing members.	9/27/2016 11:33 AM
57	fails to address back injuries prior to 1983	9/25/2016 9:56 PM
58	MRCA veterans get more domestic services than those on the VEA, like assistant shopping we have to give a list to the service provider, unsatisfactory	9/22/2016 9:20 PM
59	Offset against CSC - where as VEA are not, University study as career development is unheard of, timings are terrible	9/18/2016 2:25 AM
60	SRCA/MRCA are legalistic and an undisguised attempt to deny assistance to vets	9/17/2016 8:16 PM
61	Unsure as new to this. I'm under SRCA but think I should be under VEA as discharged in 1986. original claim accepted under Compensation (Commonwealth Government Employees) Act 1971. Still trying to clarify if I should be under VEA	9/17/2016 8:00 PM
62	The ACT itself is ok, could be better, the issue is the Department do not follow it, they only follow it to suit their own agenda which is to save money. They constantly put money saving over the health and well being of people.	9/17/2016 7:44 PM
63	Discharged with ten discharge injuries, responsibility has been accepted, butt eleven months down the track, I now have to see some DVA specialists to get them to check everything. Getting very sick of the run around.	9/17/2016 12:34 PM
64	nil valuable retraining, no gold card access	9/10/2016 10:00 AM
65	I was kicked out on a med discharge and never compensated and no rehabilitation offered (date of discharge 22 OCT 02)	9/8/2016 7:02 PM
66	Not a clear question??? Speak English!!	9/7/2016 8:05 PM
67	Still waiting on the Clarke report to be implemented	9/7/2016 6:33 PM
68	To complicated all these acts so I have to have Advocate support my claims, DVA should be supporting me in my claims not a several persons with different ways ideas on how to submit claims and under what act!@	9/7/2016 3:15 PM
69	Too much legal power unde MRCA for DVA/MRCC to prosecute the veteran as failure and or obstructing and cease payments within a week, leads to veteran suicides	9/7/2016 1:13 PM
70	Long delays in acceptance. Poor compensation for serious impairment	9/7/2016 11:29 AM
71	White card only!! Comsuper and DVA don't talk unless it suits them.	9/6/2016 8:01 PM
72	We need to roll all these acts into one and make it retrospective.	9/6/2016 5:29 PM
73	Absolutely needs updating and simplified....dva staff dont even understand it....giving out wrong info	9/6/2016 4:28 PM
74	MRCA and SRCA should link to DVA some how	9/6/2016 3:23 PM
75	The amount of red tape and different internal departmental agencies makes simple tasks excruciatingly difficult to accomplish.	9/6/2016 2:44 PM
76	White card is only good between Mon to Fri 9am to 5pm IF the dr and pathologists can be bothered with it!!	9/6/2016 1:04 PM

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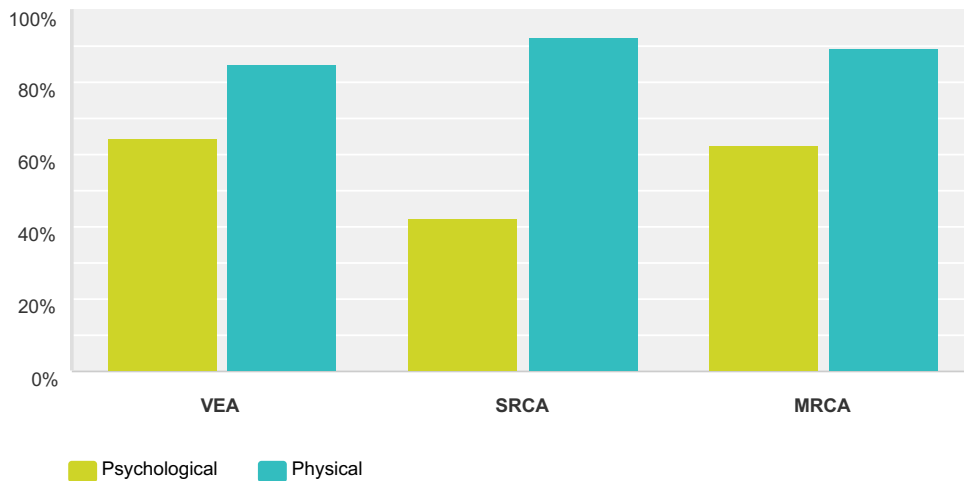
77	It likentbey dont care about veterans. Hard process for claims and also you have prove injuires	9/6/2016 12:56 PM
78	I was medically discharged 20 years ago, have had surgery on my spine and have been forced to work when my GP and surgeon have suggested otherwise. I have had to work to pay my bills and feed my children. I go without all luxuries just to make my children's lives a little better. Why am I not treated with the same consideration a politician is when they voluntarily retire or are voted out of office. All I want is the assistance I was promised when I joined.	9/6/2016 12:15 PM
79	Very hard to follow, takes to long for answer to come back and claim to go through	9/6/2016 1:06 AM
80	Three enlistments under all three Acts, however all service has been recognised under the original VEA act	9/5/2016 6:34 PM
81	The Acts are fine. It is the interpretation by DVA, the outright dishonesty that doesn't work.	9/2/2016 10:59 AM
82	Army Reserve under MCRS	8/25/2016 9:17 PM
83	Difficult to answer as they all have pros and cons but they seem to work against eachother!	8/25/2016 6:56 PM
84	in N.SW AT 71 MY TRAVEL TO DOCTORS/SPECIALITS/SHRINKS /ECT WAS FREE CAR & DRIVER IN QLD YOU HAVE TO BE 80 CANT AFFORD \$90 EACH WAY 4 DAYS A WEEK.	8/25/2016 5:46 PM
85	has worked against my husbands claims since the start	8/25/2016 3:28 PM
86	Using the CPI as against the Male average weekly earnings for pension adjustment.	8/25/2016 10:57 AM
87	Been going for 3 yrs now,so much stress on me, my family, not living where surviving just	8/25/2016 10:47 AM
88	I don't know which Act. I served from 1974 - 1977 (full time).	8/25/2016 9:26 AM
89	My SRCA Claim has not yet been submitted by my Advocate.	8/24/2016 10:29 PM
90	Offsetting of msbs length of claim process	8/24/2016 5:20 PM
91	Mrca is much more fair with regards to compensation. It is widely known that it's harder to claim under srca and benefits are worse.	8/22/2016 3:19 PM
92	Very confused.	8/21/2016 11:38 PM
93	Too much difference between my claim when they did as they pleased and changed it so they were not as accountable as before.	8/21/2016 10:46 PM
94	No matter what Act you served under the onus is always on the veteran to prove his disabilities. DVA sits in its ivory tower and makes decisions based on paper applications that are not always well written to the detriment of the veteran!	8/21/2016 10:05 PM
95	Case managers work loads are extreme.	8/21/2016 9:31 PM
96	poor communication	8/21/2016 9:24 PM
97	DVA is exacerbating my issues with the inability to complete my PI assessment.	8/21/2016 5:16 PM
98	MRCA is too complicated and the PI processed too drawn out.	8/20/2016 7:17 PM
99	Only have VEA accepted	8/20/2016 1:08 PM
100	Covered ankles, connected to feet and knees. Not covered	8/20/2016 12:26 AM
101	I am a triple act veteran who is penalised for my extended service and multiple deployments to three warzones.	8/19/2016 10:02 PM
102	they make life hard for veterans claiming	8/19/2016 9:39 PM
103	Has taken 25 to approach DVA. Nothing about the system was clear or routine. After 5 years of work, I am still seeking complete coverage of my service related injuries. Records are missing and the whole process in DVA is disjointed and a negative process.	8/19/2016 8:20 PM
104	Pensions too low no capacity to earn extra to make ends meet	8/19/2016 8:10 PM
105	Act does not cater. For individual needs	8/19/2016 7:51 PM
106	No communication and 5months of waiting for word on a claim	8/19/2016 7:50 PM
107	Excellent entitlements but extremely difficult to get passed slow cumbersome bureaucratic processes and belligerent brick walls.	8/19/2016 7:36 PM
108	The time it takes to process claims	8/19/2016 7:32 PM
109	I feel I have been treated fairly, but am unsure of the impact of being under 3 different acts.	8/19/2016 7:27 PM
110	It works against me	8/19/2016 6:48 PM
111	Even when claim should be straightforward the act makes it too difficult for claim to be accepted or denied and at times pedantic in making decisions.	8/19/2016 6:29 PM
112	Why should our entitlements be less under mrca than the other acts. Get rid of the offsetting. Its forcing us to go back to work when we can't.	8/19/2016 6:21 PM

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113	I'm split between VEA and MRCA and in limb like many other soldiers	8/19/2016 6:16 PM
114	So many loop holes used against Veterans	8/18/2016 3:57 PM
115	Disadvantaged because I cone under 3 legislations and length of your career served.	8/16/2016 6:40 PM
116	Very complicated and confusing having to deal with claims under 3 legislative acts. For veterans that come under the 3 different acts are disadvantaged from being fully compensated as they only get a few benefits from each act along with being punished by having claims under 1 act has a negative effect on claims under the other 2 acts. Its a disgrace.	8/16/2016 3:12 PM

Q8 What was your claim/claims?

Answered: 714 Skipped: 0



	Psychological	Physical	Total Respondents
VEA	64.60% 281	85.06% 370	435
SRCA	42.60% 141	92.45% 306	331
MRCA	62.47% 248	89.42% 355	397

#	Please specify (optional)	Date
1	SRCA: CMP Left & Right Knee, Lumbar Spondylosis. MRCA: PTSD, Adjustment Disorder with Depressed Mood & Anxiety, Alcohol Abuse, Right Ear Otitis Externa, Bilateral Medial Tibial Stress Syndrome, Dengue Fever, Right Ear Otitis Media, Giardiasis	11/26/2016 1:24 PM
2	PTSD from Abuse at HMAS LEEUWIN as a 15 1/2 in 1065	11/22/2016 6:15 PM
3	Hearing	11/16/2016 4:08 PM
4	PTSD mainly	11/16/2016 11:51 AM
5	Back and knees etc...	11/11/2016 7:41 PM
6	Skin problems, neck/shoulder injuries.	11/6/2016 10:47 AM
7	Accepted conditions for Shoulder dislocations & labral tears, Lumbar Spondylosis. Now applying for severe depression & Anxiety due to the length of time on heavy pain relief medication & now loss of mobility, sleepless nights & extreme pain.	11/5/2016 10:25 PM
8	PTSD	11/5/2016 9:33 PM
9	Spinal fusion - due to shocking treatment this has now turned into anxiety and depression and two auicide attemps	11/4/2016 10:09 PM
10	Back , knee, both sholders , shins.	11/4/2016 7:08 PM
11	Knee is srca, wrist is mrca both right side	11/4/2016 4:56 PM
12	PTSD, Panic Disorder, Lumbar spondylosis, Anxiety, Major Depressive Disorder, Bruxism, Tinnitus, Other minor physical conditions	11/4/2016 3:06 PM
13	PTSD, hearing loss, tinitis, tinea	10/7/2016 11:12 AM
14	PTSD	10/5/2016 3:02 PM
15	The DVA has cut off my benefits for 2 years and created loss of home and business.	10/5/2016 2:53 PM
16	2 injuries which occurred during my service	10/4/2016 4:47 PM
17	Cronic lower back pain	10/2/2016 6:59 PM

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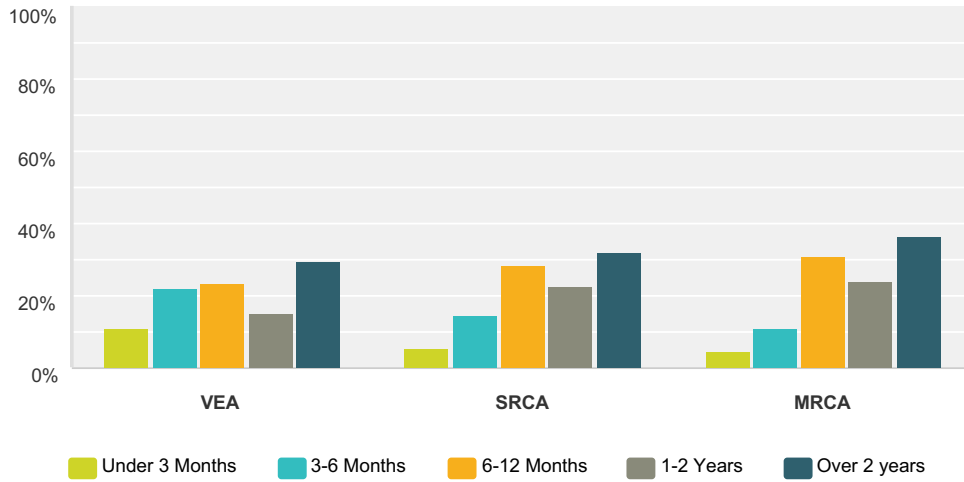
18	PTSD, major depressive disorder, disfigurement and no use of dominant hand/arm due to blast injury resulting in multiple compound fractures and bone/ tissue loss, wrist instability, multiple internal injuries, erectile disfunction, neurocognitive disorder, IBS, short term memory loss, regional chronic complex pain syndrome,	10/2/2016 8:42 AM
19	Cervical Spondylosis	10/1/2016 12:25 PM
20	Bilateral knee dislocations and surgical stabilisations, prolapse discs in lumbar spine, bilateral chondromalacia patella	9/30/2016 8:56 PM
21	Ptsd	9/29/2016 11:28 AM
22	Injury to RH elbow	9/29/2016 11:01 AM
23	Approved conditions are Adjustment disorder with mixed anxiety and depressed mood, Thoracic spondylosis, Cervical spondylosis, ATFL tear of the right ankle, Chondromalacia of the right knee, strain right knee. Unapproved condition: mechanical lumbar pain, patellafemoral fat pad impingement of the left knee.	9/29/2016 7:34 AM
24	PTSD	9/29/2016 1:12 AM
25	I had a back injury in East Timor which was supposedly as a result of a teenage condition	9/28/2016 4:56 PM
26	PTSD, physical injuries sustained during both periods of enlistment, autoimmune illness.	9/28/2016 4:09 PM
27	I	9/28/2016 2:34 PM
28	Depressive disorder, Alcohol abuse, chronic pain	9/28/2016 2:03 PM
29	Back injury	9/28/2016 1:13 PM
30	Major depression, compartment syndrome, PTSD	9/28/2016 9:43 AM
31	MRCA - PTSD, knee; SRCA - shoulder	9/28/2016 12:01 AM
32	Knees, back, ankles pending, sinus, PTSD	9/27/2016 11:11 PM
33	hearing, shoulders, little finger left hand, both knees, left ankle.	9/27/2016 8:50 PM
34	IBS (Which turned into leaky gut), Lower Back and Neck. You didn't accept anxiety because apparently the adf doesn't bully and torture people until they are psychologically crippled.	9/27/2016 7:26 PM
35	Mental health (Depression, multiple Sequelae), spinal and upper limb injuries.	9/27/2016 6:08 PM
36	Orthopedic knee, ankle and L Shoulder, back, neck	9/27/2016 2:32 PM
37	Stress due to workload and eventual attempted suicide as the result of a relationship breakdown due to previous factors. Back, knees, ankles, right wrist	9/27/2016 12:09 PM
38	Failed Spinal fusion, major depressive disorder	9/27/2016 11:59 AM
39	Degenerative Disc Disease L3-S1 SRCA. Knees, ankles, shoulders, neck, depression and anxiety (they won't accept PTSD) all under MRCA	9/27/2016 11:58 AM
40	PTSD	9/27/2016 11:49 AM
41	Multiple claim for over 23 years of service.	9/27/2016 11:33 AM
42	PTSD	9/26/2016 5:48 PM
43	severe back injury	9/25/2016 9:56 PM
44	Accepted in 1986 under Commonwealth Employees Compensation Act 1971. Recent contact showed they had me on MRCA, just had it changed to SRCA, unsure if they should be VEA	9/17/2016 8:00 PM
45	Ankle injuries and post discharge the effects of DVA's process has caused significant mental issues, to the point of being suicidal and when I asked for help they rejected it.	9/17/2016 7:44 PM
46	PTSD, Major Depressive Disorder, Left ankle reconstruction, left and right knee, L5/S1 fusion, carpal tunnel right wrist, bilateral thoracic outlet syndrome, right shoulder reconstruction.	9/17/2016 12:34 PM
47	Oral right knee replaced, ptsd	9/16/2016 1:52 AM
48	conditions have exacerbated due to negligence both by dva and defence	9/15/2016 6:14 PM
49	broken neck	9/11/2016 1:39 PM
50	musculoskeletal injuries.	9/10/2016 10:00 AM
51	I was part of the Anti Malarial trial, I was diagnosed with Major Depression and kicked out without any support, even though the trial said they would look after us, that was a lie!	9/8/2016 7:02 PM
52	An one who has PTSD should be designated a DVA Case Manager from the time they are diagnosed with this condition, to counsel them through the process of claims!	9/7/2016 3:15 PM
53	PTSD, immobility	9/7/2016 11:29 AM

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54	Due to sto date of vea mrca I a not covered under either act this must change	9/6/2016 11:30 PM
55	PTSD, ALCOHOLISM, MAJOR DEPRESSIVE DISORDER, HEARING LOSS, DISC DEGENERATION, ANKLE RECONSTRUCTION	9/6/2016 2:44 PM
56	Damaged 2 discs in my back. While serving I had no xray for 3 years, by which time more ddamage had been done. I now can only walk for a few minutes before my foot goes numb and usually limp and stoop as the pain of standing straight os too great.	9/6/2016 12:15 PM
57	Both knees, chronic pain, stress anger and anxiety	9/6/2016 1:06 AM
58	PTSD, Anxiety, Osteo Arthritis, heamarhoids, hearing, tinnitus, spondylosis(accepted) alcohol abuse, hypertension, plus	8/27/2016 2:20 PM
59	Neck, shoulder, ankles, knees and wrist	8/26/2016 7:07 PM
60	Motor Vecile Accident 1988 A Res	8/25/2016 9:17 PM
61	Lower back injury	8/25/2016 5:15 PM
62	PTSD	8/25/2016 9:26 AM
63	I am above 80 point MRCA whole per inpaired	8/24/2016 5:20 PM
64	Injury and abuse	8/22/2016 3:22 PM
65	PTSD, Skin Cancer, IBS, Tinitis etc	8/22/2016 11:34 AM
66	Ptsd	8/22/2016 8:03 AM
67	PTSD knee problems knee replacement loss of hearinh	8/21/2016 11:38 PM
68	Case managers work loads are extreme.	8/21/2016 9:31 PM
69	Multiple Myeloma	8/21/2016 6:03 PM
70	both under vea	8/20/2016 9:35 PM
71	Shoulder instability	8/20/2016 5:54 PM
72	PTSD, Acute Anxiety, Major Depression, Alcohol Abuse (rejected this, apparently 750mls a day isn't even considered, their Doctor didn't care because I didn't seek help..?), Ortho - Lower Back, Knee & neck	8/20/2016 10:45 AM
73	Back and knee injuries leading to inability to work.	8/19/2016 7:51 PM
74	Back pain, skin problems.	8/19/2016 7:28 PM
75	PTSD, Cardiomyopathy.	8/19/2016 6:56 PM
76	Pass 2	8/19/2016 6:56 PM
77	PTSD and Depression	8/19/2016 6:20 PM
78	I didn't know i had a SRCA claim until the MyGov website showed it	8/19/2016 6:11 PM
79	I am one of the Meflaquine drug trail veterans that don't exist	8/18/2016 3:57 PM

Q9 How long did the DVA take to give you an outcome on your claim/claims?

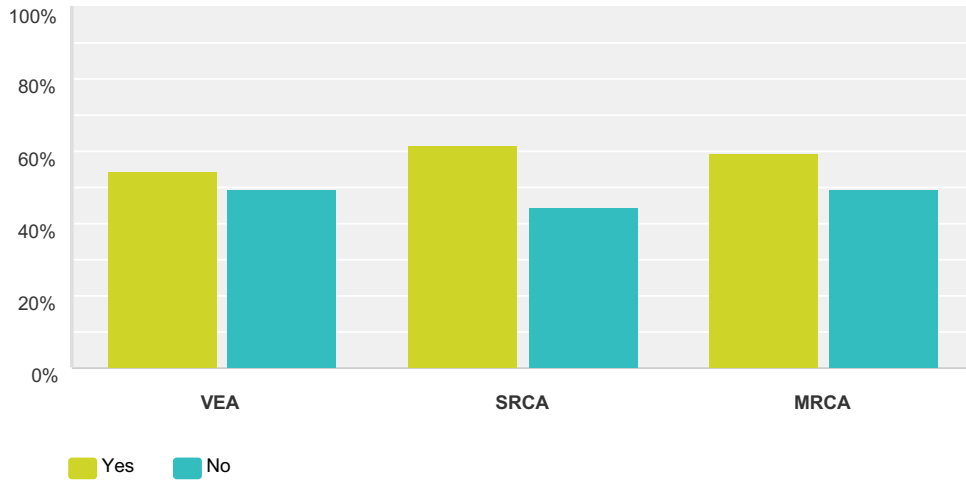
Answered: 714 Skipped: 0



	Under 3 Months	3-6 Months	6-12 Months	1-2 Years	Over 2 years	Total Respondents
VEA	11.01% 48	22.02% 96	23.62% 103	15.14% 66	29.59% 129	436
SRCA	5.68% 18	14.51% 46	28.39% 90	22.40% 71	32.18% 102	317
MRCA	4.57% 18	10.91% 43	30.96% 122	24.11% 95	36.29% 143	394

Q10 Was your claim/claims initially accepted?

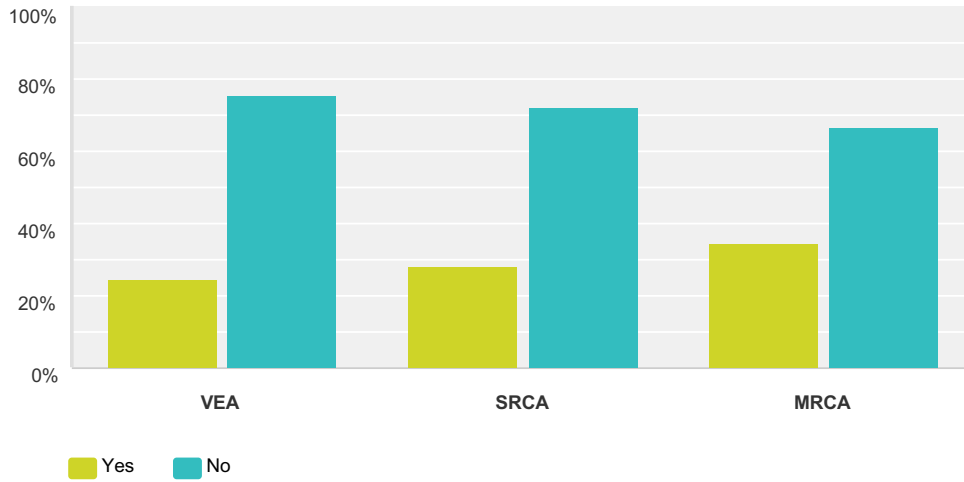
Answered: 714 Skipped: 0



	Yes	No	Total Respondents
VEA	54.67% 240	49.43% 217	439
SRCA	61.30% 198	44.58% 144	323
MRCA	59.64% 235	49.75% 196	394

Q11 In the last year, did you take your claim/claims to review?

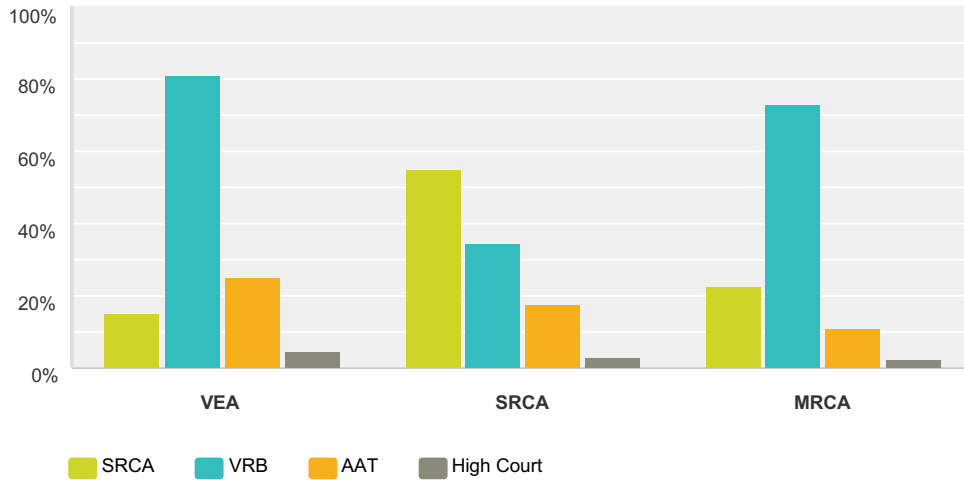
Answered: 714 Skipped: 0



	Yes	No	Total Respondents
VEA	24.65% 107	75.35% 327	434
SRCA	28.21% 88	71.79% 224	312
MRCA	34.34% 136	66.41% 263	396

Q12 Where did you take your claim to review?

Answered: 304 Skipped: 410



	SRCA	VRB	AAT	High Court	Total Respondents
VEA	15.13% 23	80.92% 123	25.00% 38	4.61% 7	152
SRCA	55.21% 53	34.38% 33	17.71% 17	3.13% 3	96
MRCA	22.45% 33	72.79% 107	10.88% 16	2.72% 4	147

#	Please specify (optional)	Date
1	MRCC	11/27/2016 8:02 PM
2	been awaiting outcome from mediation with RAN legal reps	11/22/2016 6:15 PM
3	n/a	11/17/2016 6:52 AM
4	N/A	11/16/2016 4:08 PM
5	N/A	11/16/2016 11:51 AM
6	As Advocate, tried Sect 31 (waste of time), but won at VRB	11/16/2016 10:09 AM
7	unsure	11/10/2016 4:48 PM
8	N/A	11/6/2016 4:40 AM
9	Applied for increase in Disability. Accepted to 80%.	11/5/2016 10:25 PM
10	In the process of appeal.	11/5/2016 8:13 PM
11	Awaiting outcome.	11/4/2016 10:09 PM
12	Advocate declined VRB hearing.	11/4/2016 7:03 PM
13	Did se advocate for review but did tpi review only. which only looked at my srca case and not mrca as well.	11/4/2016 4:56 PM
14	Still waiting on initial claims to be accepted as they require more medical proof as dva are stating not enough evidence ven though thats why I was discharged from the military.	11/4/2016 3:06 PM
15	Not applicable	11/4/2016 1:13 PM
16	None	10/18/2016 8:00 PM
17	Not applicable	10/7/2016 11:12 AM
18	Took 13 months to get a decision reviewed.	10/5/2016 3:02 PM
19	After 5 years still negotiating settlement on one claim, the other in AAT and possibly on the way to Fed. Cr.	10/5/2016 2:53 PM

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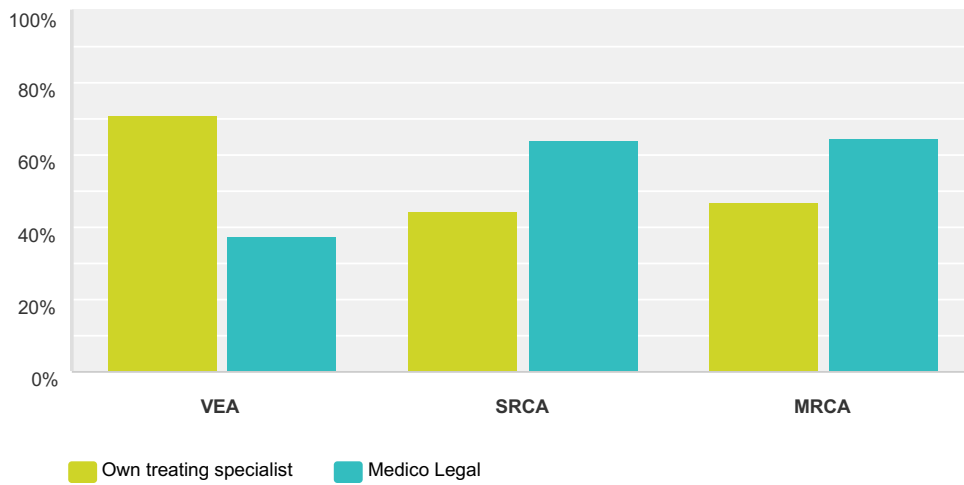
20	Plus Ombudsman, Layers and DVA has used 5 law firms over 9 years to fight my claims... where DVA secretly deleted Incapacity Policy in an attempt to hide the maladministration performed by DVA Delegates.... then, DVA corrupted a CDDA investigation and kept all of their SES level Malfeasance in Public Office a secret.	10/5/2016 12:36 PM
21	Classed as cat c until they reviewed that my initial injury was in 1992 and not 2010	10/2/2016 6:59 PM
22	Took one claim to VRB, was denied now taking it to AAT. Other claim is in the process to VRB.	10/2/2016 8:01 AM
23	Still working through SRCA process to get treatment - very drawn out. VEA SOP's very restrictive. Also still working with pension officer but access is slow due to work. One day a week pension officer availability ins't enough.	10/1/2016 12:25 PM
24	Still at aat but new dva lawyer wants to restart all over agin	9/29/2016 11:28 AM
25	Claim for both knees. Took over a year, still waiting.	9/29/2016 1:12 AM
26	Still drafting response	9/28/2016 11:07 PM
27	NA	9/28/2016 4:56 PM
28	I resubmitted my claims and claimed worsening of condition to cover the initial lack of coverage.	9/28/2016 1:13 PM
29	Reconsideration currently waiting!	9/27/2016 11:11 PM
30	Claim for permanent impairment to R&C Brisbane Permanent Impairment, DVA	9/27/2016 8:50 PM
31	Cancelled due to doctor review extremely bad not in my favour could not win VRB or S31	9/27/2016 8:46 PM
32	But withdrawn	9/27/2016 7:14 PM
33	MRCC (assuming SRCA is an error?) - internal appeal to DVA. Now need to proceed to AAT.	9/27/2016 6:08 PM
34	Even after a federal court decision VEA still elected to ignore the decision handed down at the federal level. Also, it was established that I should have been on a VA pension when I left the Army nearly 20 years ago.	9/27/2016 2:49 PM
35	This triggered a review of my VEA injuries	9/27/2016 2:32 PM
36	Still getting through the initial process.	9/27/2016 11:33 AM
37	still waiting for the review which is over 9 months	9/27/2016 11:14 AM
38	n/a	9/25/2016 9:56 PM
39	Self represented as RSL advocates were useless and didn't present my medical documents to DVA originally with my claim	9/22/2016 9:20 PM
40	N/A	9/18/2016 12:55 PM
41	Notified DVA should not be MRCA, resubmitted claim in 2016 to clarify exact spiral area accepted	9/17/2016 8:00 PM
42	Took it to the VRB and won because the delegate did not follow the legislation	9/17/2016 7:44 PM
43	currently with vrb	9/15/2016 6:14 PM
44	even the judge said my case should have been settled at the VRB!	9/10/2016 12:12 PM
45	pi assesment	9/10/2016 10:00 AM
46	2005 and did not relate to their SOP and apparently 3 years later Mefloquine was accepted as on the SOPS for the condition that I was diagnosed with!	9/8/2016 7:02 PM
47	Case Pending	9/8/2016 9:30 AM
48	No	9/7/2016 8:05 PM
49	Reconsideration review	9/7/2016 3:15 PM
50	My advocate handling everything.	9/7/2016 11:29 AM
51	Did not make a claim	9/6/2016 11:37 PM
52	Because I failed to report my medical condition of depression despit being discharged as physiological unfit	9/6/2016 11:30 PM
53	Have solicitor looking into it & taking them to court..	9/6/2016 9:32 PM
54	DVA	9/6/2016 9:30 PM
55	Maltracking of the right knee patellar dva answer was injury pre enlistment (constitutional) had served for 6 years and two deployments.	9/6/2016 1:06 AM
56	Waiting for current claims to finalise PI before conducting a review	9/5/2016 3:48 PM
57	Too many options from 1988 to 2016	8/25/2016 9:17 PM
58	Next step will be AAT	8/25/2016 6:56 PM

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59	none	8/25/2016 5:46 PM
60	VRB - some years ago - I was granted a 'White' Card for Anxiety and Depression.	8/25/2016 9:26 AM
61	Advocate working on file for VRB	8/24/2016 8:21 PM
62	I was too unwell to appeal	8/24/2016 5:20 PM
63	Seventeen years to accept my claim,it was back dated only one year and not 1990/1 initially I was told there was no evidence to my claim and probably so because we were under a 30 year secrecy . I can go on but what is the use	8/22/2016 12:09 AM
64	Intend to take to court proceedings	8/21/2016 9:31 PM
65	Undecided as yet what to do	8/21/2016 6:41 PM
66	RSL Advocate	8/21/2016 5:50 PM
67	I was initially not accepted under MRCA, later accepted under SRCA only to be told to apply for MRCA. Seriously! Incompetence is rife.	8/21/2016 5:16 PM
68	3 years still ongoing	8/21/2016 5:03 PM
69	Lost	8/20/2016 8:02 PM
70	resubmitted claim, with more evidence and SoP changed.	8/20/2016 1:08 PM
71	VRB the year before - Whilst successful there are still things outstanding that were not looked at at the time. Although they were very pertinent and noted, they were not part of the initial review request. The board said to put new claims in.	8/20/2016 10:45 AM
72	I am with Advocate going to appeal knockbacks for MRCA claims, still waiting 7 months later for determination of VEA claims	8/20/2016 8:50 AM
73	Keeps getting rejected DVA make it as difficult as they possibly can, hoping I will fade into obscurity	8/20/2016 12:01 AM
74	it took me 3 years via the DVA process.	8/19/2016 8:37 PM
75	MLCOA is NOT independant had to organizmusok and pay \$1850 For PSYCH report and \$2500 For a beiró Surgeon report	8/19/2016 8:10 PM
76	I had it reviewed by DVA	8/19/2016 7:51 PM
77	Currently in the process for denied claims	8/19/2016 7:50 PM
78	other	8/19/2016 7:11 PM
79	Legal aide,	8/19/2016 6:48 PM
80	still waiting for a hearing	8/19/2016 6:11 PM
81	also the ADR for another claim	8/16/2016 9:10 PM
82	Claim for hearing loss then DVA decided what legislation . Still awaiting an outcome	8/16/2016 6:40 PM

Q13 In the last year, did the DVA use your own treating specialist or did they use Medico Legal?

Answered: 714 Skipped: 0



	Own treating specialist	Medico Legal	Total Respondents
VEA	71.08% 290	37.25% 152	408
SRCA	44.57% 123	64.13% 177	276
MRCA	47.07% 177	64.63% 243	376

#	Please specify (optional)	Date
1	SRCA: CMP Left & Right Knee, Lumbar Spondylosis. MRCA: PTSD, Adjustment Disorder with Depressed Mood & Anxiety, Alcohol Abuse, Right Ear Otitis Externa, Bilateral Medial Tibial Stress Syndrome, Dengue Fever, Right Ear Otitis Media, Giardiasis	11/26/2016 1:24 PM
2	nil	11/22/2016 6:15 PM
3	n/a	11/17/2016 6:52 AM
4	N/A	11/16/2016 4:08 PM
5	N/A	11/16/2016 11:51 AM
6	My Veterans under all Acts.	11/16/2016 10:09 AM
7	None seen in the last year	11/10/2016 4:48 PM
8	DVA sent me to a specialist Orthopedic surgeon who made the assessment.	11/5/2016 10:25 PM
9	Neither	11/5/2016 11:14 AM
10	I haven't seen any doctors in the last year at the behest of DVA	11/5/2016 10:27 AM
11	They appointed a medico Legal, told us that was how it was done. After husband spoke to case manager we were told that own treating specialist is fine.	11/4/2016 10:10 PM
12	None, They did not base the decision on any medical evidence and I have had to wait 9 months for the black and white evidence of the claim to be reviewed	11/4/2016 10:09 PM
13	My own for mental and medico for physical	11/4/2016 3:06 PM
14	Not applicable	11/4/2016 1:13 PM
15	Shredded there own doctors report then denied it arrived or existed, then under review claimed I lied.	10/5/2016 2:53 PM
16	I'm still in the 9 year fight --- DVA's own law firm told DVA there is enormous medical evidence in my matters and basically said, stop sending him to Dr after Dr.'	10/5/2016 12:36 PM

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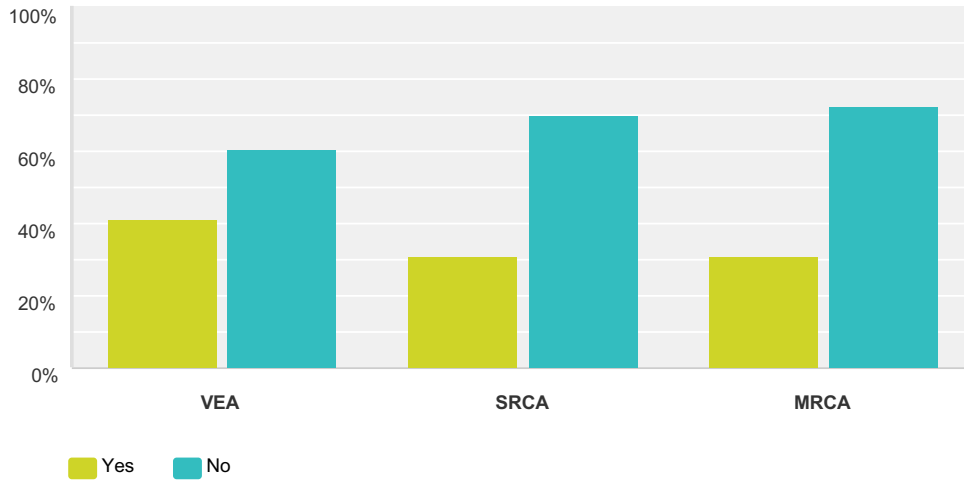
17	MRCA doctor to assess	10/2/2016 6:59 PM
18	no	10/1/2016 6:54 PM
19	Still working through SRCA process to get treatment.	10/1/2016 12:25 PM
20	Visit Psych every 6 weeks	9/29/2016 2:09 AM
21	Through MLCOA to discredit me.	9/29/2016 1:12 AM
22	They consulted no one	9/28/2016 11:07 PM
23	NA	9/28/2016 4:56 PM
24	Both	9/28/2016 11:54 AM
25	DVA only look at some facts, MRI says no injury found, then a specialist in analyzing injuries in soldiers identify the injury DVA ignore his recommendations	9/27/2016 11:11 PM
26	They specified one initially and I found my own medico legal	9/27/2016 7:26 PM
27	The Guy wrote on my report I was faking it and you people payed him to say it	9/27/2016 7:26 PM
28	Both	9/27/2016 7:14 PM
29	My treating specialist would not report to DVA, I selected another however DVA forced me to see one they wanted.	9/27/2016 6:08 PM
30	They tried to make me use there Medico by telling me that my specialist were retiring witch was false information	9/27/2016 5:48 PM
31	Own for a couple of claims, the others were forced to do via Medico Legal as no one would do the reports for me as they dont want to deal with DVA.	9/27/2016 4:42 PM
32	VEA elected to ignore reports and all medical evidence and accept their medical reviewer.	9/27/2016 2:49 PM
33	I was told in no uncertain terms that I had to see a specialist from MLCOA. It wasn't until recently that I became aware that I could see my own specialist.	9/27/2016 11:58 AM
34	Still serving	9/27/2016 11:33 AM
35	This is where it all goes wrong. I beleive the should let you choose your current specialist.	9/27/2016 7:59 AM
36	took both into account	9/25/2016 9:56 PM
37	Have not required this	9/23/2016 11:18 PM
38	N/A been on full benefits for over 10 years	9/22/2016 9:20 PM
39	Under SRCA for my Psychological issues they disregarded my treating Psychiatrist report and used my med docs from my time in service	9/18/2016 12:55 PM
40	Unknown NZ specialist - contradicted all other specialist recommendations no to have surgery despite significant risk and age	9/18/2016 2:25 AM
41	Do not have a treating specialist	9/17/2016 8:00 PM
42	Using my psychiatrist, but he is one of theirs anyway.	9/17/2016 12:34 PM
43	Initially DVA used MLCOA for orthopaedic surgeon and Psychologist for mental health issues (PTSD, MDD, Anxiety, ED, Alcohol Dependence). Even though I gave my specialist details as DVA requested, DVA still put me through the torture of seeing their specialists.	9/17/2016 8:55 AM
44	dismissed my conditions based on parameters made by medico legal	9/15/2016 6:14 PM
45	2 years ago	9/13/2016 10:15 AM
46	Neurologist who wasn't the Specialist who diagnosed me as Legally Blind, and blamed it on a different condition completely.	9/12/2016 11:31 PM
47	Have had no treatment since Discharge in regards to my initial claim although have commissioned a report paid for by myself regards to my mental health.	9/8/2016 7:02 PM
48	Not sure what this means!	9/7/2016 3:15 PM
49	Under duress	9/7/2016 1:13 PM
50	Sent to a contacted firm	9/7/2016 11:29 AM
51	N/A all claims accepted 2010 now TPI Gold Card.	9/7/2016 11:29 AM
52	Used a Medico Legal to assess my back injury.	9/6/2016 2:44 PM
53	I made sure I used mine I know their games.	9/6/2016 1:04 PM

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54	Physical my treating specialist and Psychiatric a DVA Psychiatrist who diagnosed PTSD but DVA did not accept liability for psych but I have requested a reconsideration.	9/6/2016 10:44 AM
55	Ask for the dr name who made the decision have never been given it.	9/6/2016 1:06 AM
56	N/A on going Chricopractor 2 x week last 2 - 3 years I THINK	8/25/2016 9:17 PM
57	none	8/25/2016 5:46 PM
58	Useless as i was told going to see for 2 things and ended seeing him for 1 as the other he didnt want to know about ,plus he sent a form to get medical info on me and when i turned up he had nothing ,was to see him for an hr and went for 45 min including taking shoes of	8/25/2016 10:47 AM
59	No dealings with DVA in this period that required reports of any description.	8/25/2016 8:53 AM
60	Ombudsman	8/24/2016 11:46 PM
61	No treatment required	8/24/2016 4:57 PM
62	Despite every attempt to send me to their specialist and also telling me most Dr's aren't qualified	8/24/2016 2:18 PM
63	DVA only use medico legal that's in their favour, evident	8/21/2016 9:31 PM
64	On white card automatically issued for cancer treatment but will not recognise side effects of treatment	8/21/2016 6:03 PM
65	Reports were over a year ago though.	8/21/2016 5:47 PM
66	I was told that I couldn't use my own specialist for DVA review purposes, when I requested that I use my own specialist.	8/21/2016 4:40 PM
67	I refused to see theirs.	8/20/2016 8:02 PM
68	QUESTION is not applicable.demanded an answer to process finalisation. Did you test this?????	8/20/2016 1:08 PM
69	I will not see anyone else.	8/20/2016 10:45 AM
70	never herd of this	8/20/2016 8:05 AM
71	Initially didn't agree, see there doctor, my doc reviewed, and asked for another independent consultant showing details to be correct. Higher level report forwarded	8/20/2016 12:26 AM
72	Didn't use any still serving	8/19/2016 9:46 PM
73	Was told I had no choice and had to use theirs	8/19/2016 9:13 PM
74	They disallowed my claim for medical grade shoes which are necessary to counteract my foot drop caused by my back injury leading to me having to pay 1200 dollars so I can walk properly and stop falling over as the ankle gives way.	8/19/2016 7:51 PM
75	Even with my own amd stating in sop's they still forced me to their own medico	8/19/2016 7:50 PM
76	Their mlcoa dr screwed but have own specialist reports that completely contradicted their fraudulent report. Hence need for vrb	8/19/2016 7:36 PM
77	SRCA told me it had to be there own med legal	8/19/2016 6:41 PM
78	I did see a neurologist (arranged by my GP) who made the diagnosis but the DVA doctor didn't accept her diagnosis nor the MRI report and refused to even look at the MRI scans.	8/19/2016 5:45 AM
79	Specialist flown up from Brisbane to Cairns.	8/16/2016 6:40 PM
80	Please note: DVA Medico Legal not within the last 12 months	8/16/2016 3:10 PM

Q14 Were these reports reflective of your level of impairment from the Medico Legal?

Answered: 520 Skipped: 194



	Yes	No	Total Respondents
VEA	41.18% 112	60.29% 164	272
SRCA	31.05% 68	69.86% 153	219
MRCA	30.98% 92	72.39% 215	297

#	Please specify (optional)	Date
1	Out dated medical reports	2/1/2017 9:27 PM
2	n/a	11/17/2016 6:52 AM
3	N/A	11/16/2016 4:08 PM
4	N/A	11/16/2016 11:51 AM
5	Invariably showed complete disregard for actual disabilities! Often ignored diagnosis by practising Doctors!	11/16/2016 10:09 AM
6	Inaccuracies reported as fact.	11/11/2016 7:41 PM
7	I wouldn't know, I never received a copy.	11/6/2016 1:17 AM
8	Not real certain as many of the questions did not relate to my injuries & disability....And still do not.	11/5/2016 10:25 PM
9	Unsure as i have not seen the report.	11/5/2016 8:13 PM
10	Cash for comment Doctors who do not know you or your situation. Make a life changing decision for you in a half hour appointment	11/5/2016 7:16 PM
11	My 1 protruding disc is now 5 DVA determined that my level of impairment had not increased and therefore my 40% pension would remain the same. Also, my psychological condition accepted as "acute stress reaction" in 1999. I sought incapacity payments 5 months after resigning my employment and DVA determined that I suffer from depression and therefore incapacity payments were refused.	11/5/2016 6:31 PM
12	not applicable	11/5/2016 10:27 AM
13	N/A	11/4/2016 10:09 PM
14	Unsure, as none are finilised after 12 months.	11/4/2016 9:05 PM
15	dva medico ignored what i said and based his report as if i had no pain or was not affected by medication	11/4/2016 7:08 PM
16	N/A	11/4/2016 7:03 PM
17	Appt to determine permanent liability is pending.	11/4/2016 5:24 PM

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18	Tba.	11/4/2016 4:56 PM
19	Don't know DVA won't show me the reports	11/4/2016 3:56 PM
20	I can't answer about theirs, I never got to see the report and get a response about it all.	11/4/2016 3:50 PM
21	DVA decided to go against specialist reports	11/4/2016 3:06 PM
22	Not applicable	11/4/2016 1:13 PM
23	Not applicable	10/7/2016 11:12 AM
24	DVA Dr's always reduce everything to 10% WPI --- whereas, non DVA Dr's/Specialists' always arrive at a higher WPI% measure	10/5/2016 12:36 PM
25	He said that nothing has changed since my initial assessment pre-discharge in 2012. But DVA was told that I'm fit for full employments.	10/2/2016 6:59 PM
26	no	10/1/2016 6:54 PM
27	eventually	9/30/2016 10:00 PM
28	Medico legal diagnosed me with new conditions resulting in DVA saying I had no entitlement for PI as I didn't have accepted claims for the new diagnosis.	9/30/2016 8:56 PM
29	Doctors write in medical lingo that public servants cant read or understand so dva denies claim without consulting anyone.	9/29/2016 11:28 AM
30	Dva have failed to provide myself or lawyers with medico legal reports	9/29/2016 7:34 AM
31	To some degree. The final report had discrepancies.	9/29/2016 1:12 AM
32	The DVA ignored them though	9/29/2016 12:20 AM
33	The specialist was inadequate and unable to assess a person with PTSD and depression. I went into hospital two weeks after the appointment with the medicolegal. Absolutely appalling treatment.	9/28/2016 9:48 PM
34	NA	9/28/2016 4:56 PM
35	Not there medical team	9/28/2016 11:54 AM
36	I saw the dr for a very short period of time and she basically said I was fine, country to many other specialists report I had already	9/28/2016 9:43 AM
37	Still awaiting outcome	9/28/2016 8:21 AM
38	Still waiting for an answer from DVA	9/27/2016 8:50 PM
39	Bad review from doctor, not relevant, incorrect statements made by doctor	9/27/2016 8:46 PM
40	After I used mine they were	9/27/2016 7:26 PM
41	"Mr Hayes needs psychological support to deminish his misbelief that his conditoin is worse than what it actually is"	9/27/2016 7:26 PM
42	Still under review	9/27/2016 6:44 PM
43	The word picture is often reflective of impairment, however the questions and granularity of %'s, combined with questionable phrasing, routinely results in responses that significantly marginalise the degree of impairment. Also, I am a Dr. since 1st report in 2010 EVERY REPORT produced has had multiple errors of fact rel to history, impact/lifestyle. I have placed 2 complaints (formally) and appealed all bar 1 report based on errors of medical fact, incorrect diagnoses, conflicting responses to DVA questions, and transcription errors. Only 1 of about 8 Specialists is someone I would refer patients to personally. Allegedly these are reviewed by internal medical experts but the lack of regard for quality suggests otherwise. If I have this trouble as a DR, what chance does the average Soldier/Airman/Sailor have?	9/27/2016 6:08 PM
44	After two months still waiting to get an answer	9/27/2016 5:51 PM
45	I have all the appts next month in October so we will see	9/27/2016 5:48 PM
46	Conflicted to the point of total denial	9/27/2016 2:49 PM
47	Own doctor done me no justice in her report	9/27/2016 1:33 PM
48	He falsified his report, it was not consistent with what i advised. He advise di could still be employed however can i still be employed as my army qualifications?	9/27/2016 12:09 PM
49	My most recent report from the ML stated on one page that I had no pain contributed to one of my accepted conditions and then on the following page there was 100% attributable pain to that condition. When I contacted DVA no-one returned my call for months, I was told my case manager was away and when I finally got someone they advised that the only recourse I had was to ask for a VRB. I haven't gone ahead with that option as it's just to difficult as I live several hours from the nearest capital city.	9/27/2016 11:58 AM

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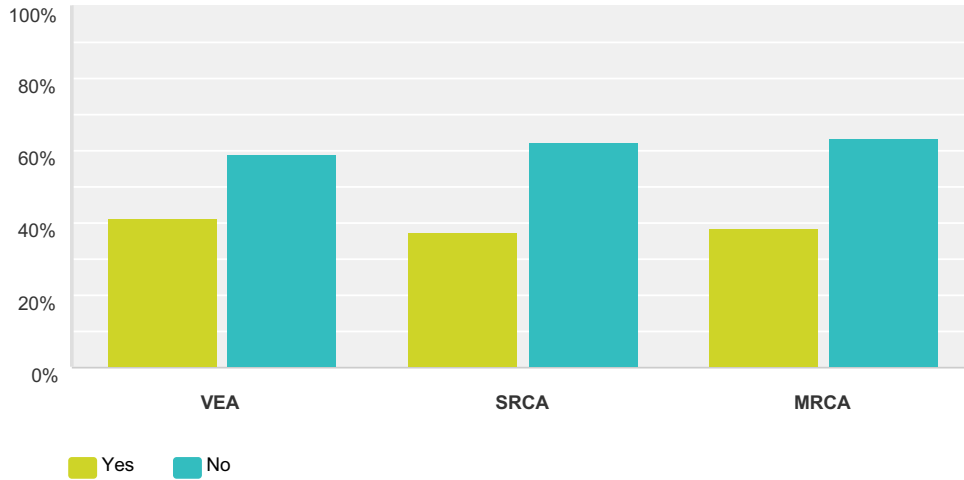
50	N/A	9/22/2016 9:20 PM
51	The medico legal practitioners never asked for a case history from DVA nor asked any questions about my injury history	9/18/2016 12:55 PM
52	Not all my conditions have been or fall under DVA - as they have unspecified causes	9/18/2016 2:25 AM
53	Did not cover level of impairment, just states greater than 21%. Does not mention thoracic area	9/17/2016 8:00 PM
54	Wouldnt say my injury was stable, said it was due to "High Arches" even though I wear orthotics to correct flat feet.	9/17/2016 2:04 PM
55	Unkown still waiting on PI report from DVA	9/17/2016 8:55 AM
56	Not sure yet as I have not heard back	9/17/2016 8:24 AM
57	I had not seen the Specialist for approx 23 months.	9/14/2016 9:43 PM
58	no idea	9/14/2016 8:22 PM
59	I guess so.	9/10/2016 10:00 AM
60	Was Diagnosed by ADF employed Psychiatrist and kicked out on MED class 4. with no compensation treatment or support	9/8/2016 7:02 PM
61	No Vet Affairs assistance from having an urgent MRI medical scan, recommended by Dr, as a 'specialist' would have taken another 4 days to diagnose the problem which was urgent!! Cost me \$250.00 for MRI.	9/7/2016 8:05 PM
62	One report contained lies, half truths and inaccurate information. DVA didn't and still don't care	9/7/2016 5:55 PM
63	Don't know!	9/7/2016 3:15 PM
64	Stated loss of range of movement was 45 degrees when Physio and surgeon can state that it's a loss of 90 degrees	9/7/2016 11:29 AM
65	I saw two. One did and one didnt	9/6/2016 11:10 PM
66	The surgeon said I was 20% incapacitated in the interview then wrote 10% on the report. I felt uncomforable with the surgeons patronising manner. And I want to be able to be assessed by a surgeon of my choice. DVA always using MRCA (who have a monopoly) is a conflict of interest and appears to favor outcomes in favor of DVA.	9/6/2016 5:29 PM
67	Still waiting to hear (expected within the next month)	9/5/2016 3:48 PM
68	Don't know as I am not told	9/5/2016 1:54 PM
69	Eventually. However VEA still attempted to twist the finding and focus on minor, insignificant injuries that had not been accepted and did not affect my ability to work.	9/2/2016 10:59 AM
70	He had some points confused in his reports.	8/27/2016 2:20 PM
71	Not known at this stage 6 months after seeing specialist	8/27/2016 10:37 AM
72	UNKNOWN	8/25/2016 9:17 PM
73	N/A	8/25/2016 6:56 PM
74	none	8/25/2016 5:46 PM
75	Not initially but outcome was changed	8/25/2016 3:28 PM
76	Said i could work 30 hrs remembering my specialist said i have been seeing for 8 hrs said due to my problems i could only work no more than 8	8/25/2016 10:47 AM
77	Initial claim for liability through MLCAO - completely missed very easy diagnosis	8/24/2016 2:18 PM
78	don't know as I haven't been given them yet	8/22/2016 12:42 AM
79	Not applicable.	8/21/2016 10:05 PM
80	DVA only use medico legal that's in their favour, evident	8/21/2016 9:31 PM
81	I am yet to see the reports, cannot answer	8/21/2016 5:16 PM
82	Haven't heard back yet	8/20/2016 5:54 PM
83	N/A if linked to Q13	8/20/2016 1:08 PM
84	Never saw a Medico Legal appointed by DVA - Saw my own	8/20/2016 10:45 AM
85	don't know	8/20/2016 8:05 AM
86	Statements did not reflect what i advised the specialist.	8/20/2016 2:56 AM
87	Percentage was substantially lower, corrected on review	8/20/2016 12:26 AM
88	Unsure	8/19/2016 10:15 PM

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89	One injury is still being disputed.	8/19/2016 9:52 PM
90	i got tricked into seeing a Non Treating psychologist to write a medico legal report on PTSD and it didnt reflect over 10 years of Medical History	8/19/2016 8:37 PM
91	Need a Trill independant MLCOA report waste of time and money on DVA s behalf	8/19/2016 8:10 PM
92	As above	8/19/2016 7:51 PM
93	Already diagnosed and dva medico diagonsed wrongly	8/19/2016 7:50 PM
94	15 mins only. Reviewed no notes scans or reports and made completely false statements. Answered DVA's questions without undertaking any history or physical exam that would allow him to answer either way.	8/19/2016 7:36 PM
95	Grossly inaccurate and fictional comments made by The DVA Orthopaedic medico legal rep.	8/19/2016 7:27 PM
96	very they thought DVA was insane and incompetent for not dealing with the problems in a professional manner	8/19/2016 7:11 PM
97	The doc got it all wrong, facts wrong did not listen	8/19/2016 6:48 PM
98	treating specialist is also a DVA Dr, he was spot on. MILCO Dr was poor I'm currently considering my options IRT their report.	8/19/2016 6:25 PM
99	No idea still awaiting response of their initiated review.	8/19/2016 6:04 PM
100	The DVA specialist poked n prodded and refused to listen or explain anything. He got factual information wrong (he couldn't even be bothered reading the med docs that i took with me)-too difficult to make complaint to DVA	8/19/2016 5:45 AM

Q15 If the reports from the Medico Legal were not reflective of your level of impairment, was the report overturned by your treating specialist?

Answered: 360 Skipped: 354



	Yes	No	Total Respondents
VEA	41.62% 77	58.92% 109	185
SRCA	37.58% 56	62.42% 93	149
MRCA	38.35% 79	63.59% 131	206

#	Please specify (optional)	Date
1	So disgusted do not want to deal with DVA again, If I do have a win I will not accept payments or rehabilitation.	2/6/2017 11:55 AM
2	Having further tests to destroy MLCOA report	11/25/2016 7:23 PM
3	I was unaware of my rights to review	11/25/2016 5:00 PM
4	no response	11/22/2016 6:15 PM
5	n/a	11/17/2016 6:52 AM
6	N/A	11/16/2016 4:08 PM
7	N/A	11/16/2016 11:51 AM
8	Especially orthopaedic and psychiatric!	11/16/2016 10:09 AM
9	Still ongoing	11/11/2016 7:41 PM
10	Own treating specialist was not consulted	11/11/2016 9:33 AM
11	unsure	11/10/2016 4:48 PM
12	N/A	11/6/2016 4:40 AM
13	Currently in review	11/5/2016 10:38 PM
14	DVA accepted the specialist report, which took over 3 months to be referred back to DVA by the specialist.	11/5/2016 10:25 PM
15	Did not know you could do that.	11/5/2016 7:16 PM
16	still waiting	11/5/2016 7:14 PM
17	not applicable	11/5/2016 10:27 AM
18	Under review as have not seen treating specialist long	11/5/2016 9:44 AM

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19	Have not approached my own specialist	11/4/2016 11:15 PM
20	N/A	11/4/2016 10:09 PM
21	this is in the process.	11/4/2016 7:08 PM
22	N/a	11/4/2016 7:03 PM
23	Awaiting	11/4/2016 6:41 PM
24	Didn't know we could do this	11/4/2016 5:22 PM
25	Tba	11/4/2016 4:56 PM
26	Waiting to see specialist and dva wont take my scans or reports as evidence	11/4/2016 3:06 PM
27	Not applicable	11/4/2016 1:13 PM
28	currently redressing all current claims and implementing a review through my advocate	10/19/2016 10:42 AM
29	Not applicable	10/7/2016 11:12 AM
30	ongoing	10/6/2016 9:44 AM
31	N/A	10/5/2016 9:55 PM
32	Used a interim report from there specailist	10/5/2016 2:53 PM
33	still in 9 year fight...	10/5/2016 12:36 PM
34	My treating docotor confirmed condition. DVA docotor who never examined me said condition did not exist.	10/5/2016 9:50 AM
35	Not yet	10/3/2016 12:04 PM
36	no	10/1/2016 6:54 PM
37	I wasn't made aware that this process could be followed.	9/30/2016 8:56 PM
38	Still in process	9/29/2016 9:44 AM
39	Currently at this stage	9/29/2016 7:45 AM
40	Didn't know that it could be overturned by your own doctor. Thought you only had option to go back through the appeals process.	9/29/2016 12:04 AM
41	Still going through an appeal	9/29/2016 12:01 AM
42	Couldn't afford to go back to own specialist	9/28/2016 11:45 PM
43	Still pending	9/28/2016 9:48 PM
44	NA	9/28/2016 4:56 PM
45	I didn't appeal as the process was too hard and I couldn't afford it.	9/28/2016 2:34 PM
46	Doctors do not give opinions on other reports	9/28/2016 11:46 AM
47	Dr Gelb used all my reports and his consults to write back to Dva	9/28/2016 9:43 AM
48	Have not yet received the report.	9/27/2016 8:50 PM
49	didnt fight it.	9/27/2016 6:58 PM
50	One over-turned. Am now 14 months into appeal under MRCA and looking at the AAT.	9/27/2016 6:08 PM
51	Ongoing	9/27/2016 5:51 PM
52	Still waiting	9/27/2016 5:48 PM
53	My only option was to go to the Medico Legal for certain claims. I had noone else to go to.	9/27/2016 4:42 PM
54	Waiting the 12 month period to go again as suggested by my advocate as it's easier than fighting	9/27/2016 3:28 PM
55	The fact that VEA has totally disregarded all reports that reflect my conditions, is on its own merits overturning.	9/27/2016 2:49 PM
56	I withdrew the claim as I didn't want to lose entitlements	9/27/2016 2:32 PM
57	N/A. Left it aside due to still suffering depressive swings and did not wish to agravate it any further.	9/27/2016 12:09 PM
58	I didn't realise I could consult my specialist in that regards. I will take it to him and see what his thoughts are.	9/27/2016 11:58 AM
59	Not attempted. Still considering	9/24/2016 10:41 AM
60	N/A	9/22/2016 9:20 PM
61	My treating specialists were never aware of the reports from the Medico Legal personnel	9/18/2016 12:55 PM

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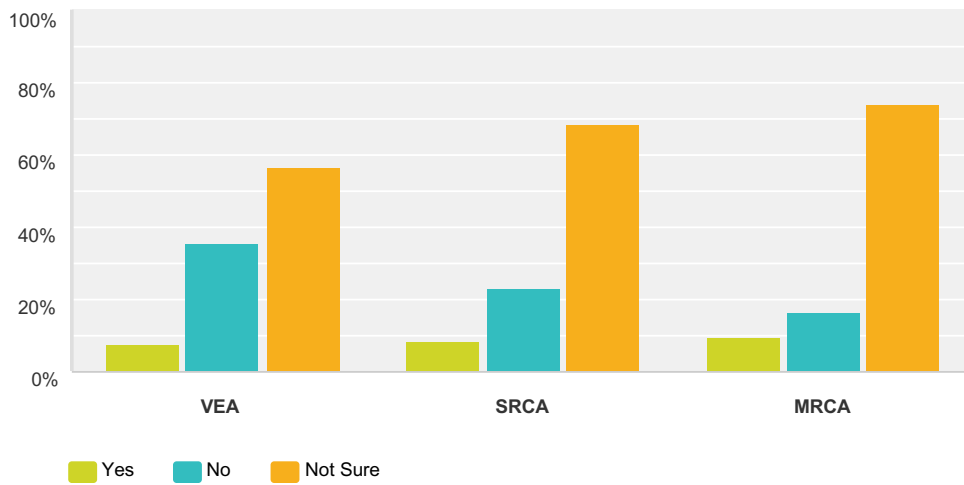
62	I am not psychologically well enough to undertake an appeal	9/17/2016 8:16 PM
63	Not referred back to a treating specialist	9/17/2016 6:47 PM
64	Waiting on determination	9/17/2016 8:55 AM
65	See above	9/17/2016 8:24 AM
66	no idea	9/14/2016 8:22 PM
67	Treating specialist contradicted outcome however DVA have ignored multiple reports.	9/10/2016 5:58 PM
68	N/A	9/8/2016 7:02 PM
69	Not applicable. What is a medico legal???	9/7/2016 8:05 PM
70	Treating specialist overturned first report however DVA doctor didn't take that into consideration. 20 minutes with non treating specialist holds more weight than seeing another for months apparently.	9/7/2016 5:55 PM
71	Doctor not asked	9/7/2016 11:29 AM
72	DVA has totally disregarded a report from my treating specialist yet continue to pay for my treatment with them. Yet their legal medico used it and agreed with it.	9/6/2016 11:10 PM
73	Currently under review	9/6/2016 9:30 PM
74	None have been heard at VRB, still waiting	9/6/2016 3:23 PM
75	Still waiting	9/6/2016 1:06 AM
76	Still awaiting VRB decision	9/5/2016 7:10 PM
77	Ongoing	9/3/2016 10:23 PM
78	Will be using my specialist later this year.	8/28/2016 10:04 PM
79	He didn't see them.	8/27/2016 2:20 PM
80	Not at this stage	8/27/2016 10:37 AM
81	Sorry JOAKE QUESTION	8/25/2016 9:17 PM
82	N/A	8/25/2016 6:56 PM
83	none	8/25/2016 5:46 PM
84	Postponed for further assessment after 12 months	8/25/2016 5:15 PM
85	This issue has not been resolved yet.	8/25/2016 3:33 PM
86	VRB over turned them so he was a waste of money,why didnt DVA take word of my spiecalist	8/25/2016 10:47 AM
87	Not yet overturned, in process of assessment by my other higher qualified specialists.	8/24/2016 10:29 PM
88	Didnt know he could overturn it	8/24/2016 10:28 PM
89	Took 5 mins for my spec to diagnose, confirmed with MRI	8/24/2016 2:18 PM
90	Still awaiting outcome	8/24/2016 2:16 PM
91	Didnt follow up after rejection	8/22/2016 3:22 PM
92	Have not received own specialist report, waiting for determination from DVA.	8/22/2016 2:36 PM
93	don't know as I haven't been given them yet	8/22/2016 12:42 AM
94	Not applicable.	8/21/2016 10:05 PM
95	Accused of faking, how is it even possible to fake PTSD	8/21/2016 9:31 PM
96	DVA was unrealistic with time frames for my doctor to get specialists ordered to work it through.	8/21/2016 9:31 PM
97	DVA doctors have the power DVA doesnt take anything from treating doctors reports	8/21/2016 7:18 PM
98	Still waiting	8/21/2016 5:50 PM
99	N/A if linked to Q13.	8/20/2016 1:08 PM
100	N/A	8/20/2016 10:45 AM
101	Still in the process of gathering other reports at my cost to appeal..on a note one Ortho they sent me to just three weeks...9 minutes in his office, did not want to look at me actually belittled me..I responded I am not getting into a bullshit argument with you and left...had to see my psych after that.	8/20/2016 8:50 AM
102	Na	8/19/2016 10:15 PM

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103	still waiting	8/19/2016 9:39 PM
104	Not applicable	8/19/2016 9:22 PM
105	with previous and current reports from my treating specialist	8/19/2016 8:37 PM
106	We are in the process of appealing the decision	8/19/2016 7:51 PM
107	In progress	8/19/2016 7:35 PM
108	I wasn't aware I could do this. I did lodge a complaint with DVA re this specialists attitude and inaccurate comments.	8/19/2016 7:27 PM
109	still going	8/19/2016 7:11 PM
110	N/A still considering	8/19/2016 6:25 PM
111	Didnt have one	8/19/2016 6:11 PM
112	I didn't even bother trying-it's all too difficult	8/19/2016 5:45 AM

Q16 In the last year, do you believe that the DVA used an external investigator to investigate your claim (eg Writeway)?

Answered: 714 Skipped: 0



	Yes	No	Not Sure	Total
VEA	7.67% 33	35.58% 153	56.74% 244	430
SRCA	8.33% 25	23.00% 69	68.67% 206	300
MRCA	9.51% 37	16.45% 64	74.04% 288	389

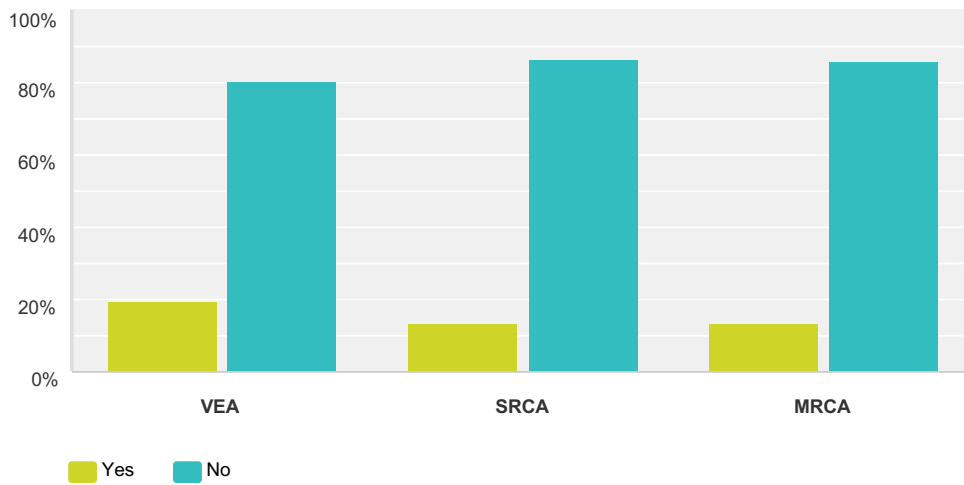
#	Please specify (optional)	Date
1	The PI's are obvious, I feel like shooting them or chasing them in my car.	2/6/2017 11:55 AM
2	lpar	2/1/2017 9:27 PM
3	Don't know	11/22/2016 6:15 PM
4	n/a I haven't had any recent claims	11/17/2016 6:52 AM
5	N/A	11/16/2016 4:08 PM
6	Na	11/5/2016 11:14 AM
7	I expect they spent money to try and get out of responsibility	11/4/2016 9:05 PM
8	odd cars hanging around home.	11/4/2016 7:08 PM
9	N/a	11/4/2016 1:13 PM
10	Not applicable?	10/7/2016 11:12 AM
11	DVA just used its 5th external law firm in my matters ---- I estimate DVA has spent \$560,000 of the Public Purse both fighting me and attempting to conceal the Maladministration enacted by front line staff in my matters --- basically, DVA is running a Staff Protection racket	10/5/2016 12:36 PM
12	Contractors	9/29/2016 11:28 AM
13	A	9/28/2016 4:56 PM
14	Not that I know of. As long as Im not asking you for money and help you greedy people are happy	9/27/2016 7:26 PM
15	In house, so called specialists...	9/27/2016 2:49 PM
16	N/A	9/22/2016 9:20 PM
17	It wouldn't suprise me.	9/17/2016 7:44 PM

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18	no	9/14/2016 8:22 PM
19	a bloody disgrace that dva used these lying hypocritical money grabbing people who sold their soul to you.	9/10/2016 12:12 PM
20	N/A	9/7/2016 11:29 AM
21	Maybe..explains why it takes so long and gets mixed up?	9/6/2016 4:28 PM
22	They used Jodie Donaldson as a Comsuper spy saying she would help me!! She wrote a dossier on me of very false and misleading things.	9/6/2016 1:04 PM
23	none	8/25/2016 5:46 PM
24	no claim in last year	8/20/2016 1:08 PM
25	I have heard of other saying they have caught investigators watching them. I am very wary of this and of course being Ex-EOD I do not use the same routes to & from home / wherever I go and always watchful...	8/20/2016 10:45 AM
26	i inquired via Freedom of info request DVA said there wasnt.	8/19/2016 8:37 PM

Q17 If yes, do you believe the report and outcome of the investigation was justified and fair?

Answered: 145 Skipped: 569



	Yes	No	Total
VEA	19.32% 17	80.68% 71	88
SRCA	13.33% 8	86.67% 52	60
MRCA	13.75% 11	86.25% 69	80

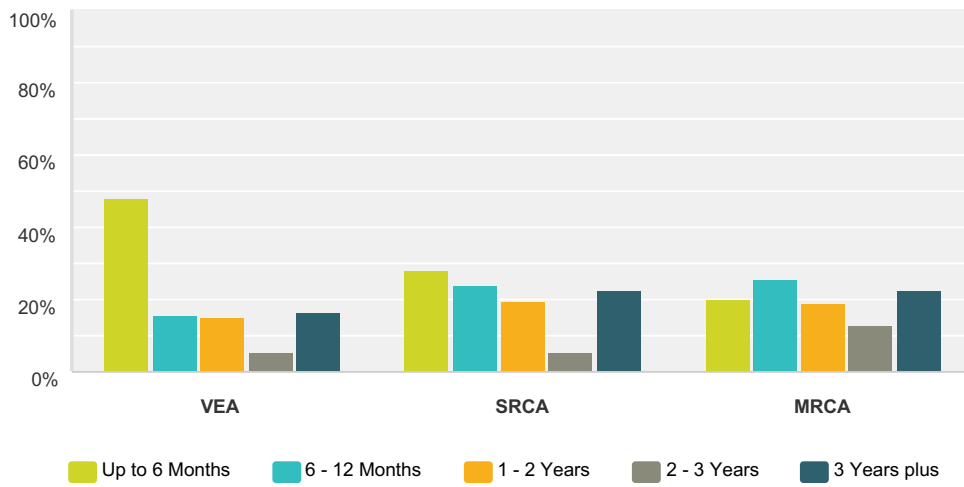
#	Please specify (optional)	Date
1	lpar falsely reported information that did not happen	2/1/2017 9:27 PM
2	n/a	11/17/2016 6:52 AM
3	N/A	11/16/2016 4:08 PM
4	N/A	11/16/2016 11:51 AM
5	Most 'historians'like Writeway are AMATEURS relying on documents only, not accepting that many operational events are NEVER recorded!	11/16/2016 10:09 AM
6	Cannot comment.	11/11/2016 7:41 PM
7	N/A	11/6/2016 4:40 AM
8	Because the generalised questions are like assessing the intelligence of a Goldfishes ability to climb a tree. The questions did not relate to many of my disabilities & injuries & the specialist did not want to hear what I had to say about the injuries & loss of movement & strength.	11/5/2016 10:25 PM
9	N/a	11/4/2016 8:03 PM
10	N/a	11/4/2016 7:03 PM
11	N/a	11/4/2016 1:13 PM
12	Not applicable	10/7/2016 11:12 AM
13	N/A	10/5/2016 9:55 PM
14	The 5th Report, while finding that I am correct in my interpretations of Statute and Case Law, did its very best to conceal deliberate Maladministration performed by DVA Delegates, and had to do that in order to additionally conceal the subsequent Malfeasance prosecuted in my case by senior DVA staff e.g. Shane Carmody etc	10/5/2016 12:36 PM
15	nknown	9/30/2016 10:00 PM
16	NA	9/28/2016 4:56 PM

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17	Unsure	9/28/2016 11:46 AM
18	Have not yet received the report.	9/27/2016 8:50 PM
19	Read Above	9/27/2016 7:26 PM
20	You need a NA button	9/27/2016 5:49 PM
21	Went against a specialist in their field and overrode their decision.	9/27/2016 4:42 PM
22	I have a document written by VEA that states that the VEA will do anything to discredit me and my medical documents	9/27/2016 2:49 PM
23	n/a	9/27/2016 12:09 PM
24	n/a	9/25/2016 9:56 PM
25	N/A	9/18/2016 12:55 PM
26	I'm still waiting ... the wait alone is ridiculous I'm lucky I do not have a mortgage, children or another commitments or I would be bankrupt and homeless	9/18/2016 2:25 AM
27	a cursory examination and questions more interested in personal history than how the injury affects me	9/17/2016 8:16 PM
28	Not sure	9/17/2016 8:55 AM
29	N/A	9/7/2016 11:29 AM
30	I was called a lyer in regards to my dart claim	9/6/2016 11:30 PM
31	I was given a Class A Medical pension for injuries recieved from ComSuper however my Impairment points did not even come close to what ComSuper have interpreted from medical reports.	9/6/2016 2:44 PM
32	Ongoing claim	9/3/2016 10:23 PM
33	still proceeding	8/31/2016 3:17 PM
34	UNKNOWN	8/25/2016 9:17 PM
35	N/A	8/25/2016 6:56 PM
36	none	8/25/2016 5:46 PM
37	I have lost my career due to the extent of the injury, however as soon as I am discharged I am treated as if it is just a mild inconvenience and that I will get better in the short term.	8/25/2016 5:15 PM
38	The VRB was similar to a police interrogation	8/25/2016 9:26 AM
39	N/A, (Re questinn 18, I assume i will be paid soon)	8/22/2016 12:42 AM
40	Because my employment was classified, industrial deafness is refused	8/21/2016 7:01 PM
41	Still waiting	8/21/2016 5:50 PM
42	links to Q16.	8/20/2016 1:08 PM
43	If they do actually do this it is disgraceful	8/20/2016 10:45 AM
44	Still awaiting hearing before the AAT. Not all evidence available as yet.	8/19/2016 11:36 PM
45	At this time will be pursuing further claims	8/19/2016 9:54 PM
46	Not applicable	8/19/2016 9:22 PM
47	Using the word ALONE to avoids my tpi claim	8/19/2016 6:48 PM

Q18 How long did it take the DVA to pay you a lump sum payment after your condition was accepted?

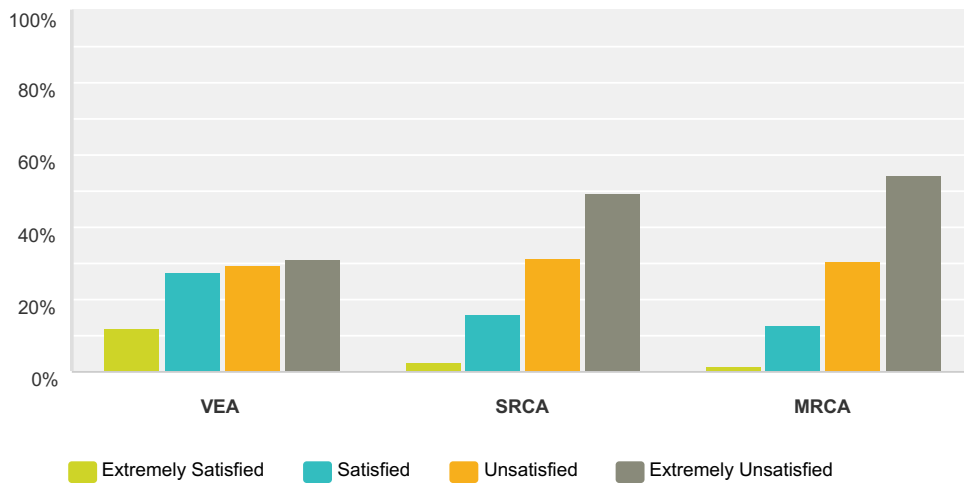
Answered: 501 Skipped: 213



	Up to 6 Months	6 - 12 Months	1 - 2 Years	2 - 3 Years	3 Years plus	Total
VEA	47.77% 118	15.38% 38	14.98% 37	5.26% 13	16.60% 41	247
SRCA	27.96% 59	24.17% 51	19.43% 41	5.69% 12	22.75% 48	211
MRCA	20.15% 55	25.27% 69	19.05% 52	13.19% 36	22.34% 61	273

Q19 In the last year, how would you rate the service/process that you have experienced while dealing with the DVA?

Answered: 714 Skipped: 0



	Extremely Satisfied	Satisfied	Unsatisfied	Extremely Unsatisfied	Total
VEA	11.94% 51	27.63% 118	29.27% 125	31.15% 133	427
SRCA	2.55% 8	16.24% 51	31.53% 99	49.68% 156	314
MRCA	1.53% 6	13.23% 52	30.53% 120	54.71% 215	393

#	Please specify (optional)	Date
1	DVA have been in denial of my claim since i intially lodged it in 2002 & through subsequent appeals	11/22/2016 6:15 PM
2	Delegate to lasy to contact treating medical specilist	11/22/2016 12:14 PM
3	n/a	11/17/2016 6:52 AM
4	Complaints were ignored and told that it isoften "our fault" and bit the mcloa when there is an issue, this was over a.complaint in the conduct of the assessment	11/5/2016 10:38 PM
5	I have had a case manager claim that 3 separate faxes did not arrive at her office in Melbourne from Malanda in Nth QLD, then when I lost the plot & told her what I thought of her & the DVA she then advised my advocate that I cancel & withdraw my application for increase in disability as she made the assessment that I would be reduced to 40%. I now have another 2 claims applications in for the new accepted conditions.	11/5/2016 10:25 PM
6	Could be a lot better though.	11/5/2016 7:16 PM
7	My Case Manager called myself and my doctor a fraud, ironically the scans taken prove otherwise.	11/4/2016 10:09 PM
8	My advocate left, the new one has never contacted me. And I can never get thru to him	11/4/2016 9:05 PM
9	Townsville office does nothing now . they have cut staff away	11/4/2016 7:08 PM
10	They failed to pay my Household Help provider in a timely manner and now I have to pay first and await repayment.	11/4/2016 3:50 PM
11	They go against specialist reports and recommendations	11/4/2016 3:06 PM
12	Incompetent staff. Some stuff have an accent I could not understand and I thought I had called an overseas number	10/18/2016 9:34 PM
13	Not applicable. Had telephone request for the issue of a new Gold Card which arrived promptly. I receive useful information via E-mail re DVA services.	10/7/2016 11:12 AM
14	DVA specialist was incompetent and did not diagnose main problem	10/6/2016 9:44 AM
15	Delegates report being snowed under with work and run off their feet	10/5/2016 3:02 PM

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16	DVA are still, after 9 years, and, where I have been shown to be correct on numerous points of law, by DVA's own 5th contractor, are still playing the punishing game of Delay, Deny, Defend & Damage... as my friend says, you've proven them to be liars and they don't like it, so its another Double-Down and you will have to pay for being (a) Correct and (b) For Exposing them.	10/5/2016 12:36 PM
17	Transport claims, restrictions on travel and Regional Specialist including Psychs dont want to accept DVA clients	10/5/2016 11:23 AM
18	they kept losing the documents or not following up on the file.	10/5/2016 9:50 AM
19	Very unprofessional. Last time I rung them up, they hung up on me.	10/2/2016 6:59 PM
20	It has caused a lot of stress to me and my family. It is a very adversarial process and also super confusing.	10/2/2016 8:01 AM
21	Lost files, files with other clients names and details mixed in mine, and generally the process of having to process a claim or try and get treatment through a volunteer organisation such as pesnion officers is terrible.	10/1/2016 12:25 PM
22	The assistance provided by the individual claims officers has been professional and helpful. It is DVAs policies and a information management system that is a laughing stock that has presented problems.	9/29/2016 12:33 PM
23	Unqualified people making judgements that they reckon is bulshit by the vet	9/29/2016 11:28 AM
24	Was homeless and they said they could not support me	9/29/2016 9:44 AM
25	Need to constantly call to try and get someone in incapacity, if anyone responds Failure to return email or call back.	9/29/2016 7:34 AM
26	Always calling to find out where the claim was and if it was progressing.	9/29/2016 1:12 AM
27	Cancelling of housecleaning assistance without notification. Then after 8 months sent me the invoices from the contractor. The contractor was also not informed of the ceasing of entitlement.	9/29/2016 12:04 AM
28	Rehab coordinator at DVA (Narelle Fuller) does not return any phone calls and deletes my emails without even opening them.	9/28/2016 9:57 PM
29	Lies, deceitful and have no respect for a veteran, with whom they would have a job without us.	9/28/2016 9:48 PM
30	I really can't cope with dealing with Vet Affairs as it tends to make me want to go postal	9/28/2016 4:56 PM
31	Difficult to get phone calls answered due to DVA being 'busy' & unable to get straight or accurate answers a lot of the time.	9/28/2016 4:09 PM
32	Delegates have poor knowledge of legislation and policies; determinations are often wrong; Delegates don't accept that they may have made an error; Delegates are obstructive, withholding information necessary for cross-checking their	9/28/2016 12:01 AM
33	I have been told the wrong things, I have to chase DVA up it's like if I don't prompt them they move onto someone else's case!	9/27/2016 11:11 PM
34	Have not yet received the report and DVA now slowing up my Med Discharge from the Army.	9/27/2016 8:50 PM
35	Once conditions approved, good service but hard battle till then	9/27/2016 8:00 PM
36	Soldiers bust their arse and do the right thing by the army despite getting treated like complete dogshit, then when we discharge with injuries and illnesses you dump us on our arse	9/27/2016 7:26 PM
37	The exception is individuals (some - not all) on the Household Services side who try to assist with empathy and a good attitude. The Liability and compensation side is worse than dealing with (another?) insurance company or Telstra.	9/27/2016 6:08 PM
38	Pathetic liars only wish they had to go though the process for there future	9/27/2016 5:48 PM
39	I have been lied to, decieved and treated as a liar and untrustworthy	9/27/2016 2:49 PM
40	For reasons stated above re medical legal appointments, not being able to speak to my case manager, documents having to travel all over the country despite the invention of computers, scanners and emails.	9/27/2016 11:58 AM
41	reason for decision was no longer current	9/27/2016 11:51 AM
42	No correspondence ref PI offer, PI determined months back. Awaiting now 2 years after constant follow up on loss of earnings VEA	9/26/2016 12:13 PM
43	Misinformation, or no information - but I assume they are understaffed and overwhelmed with work	9/18/2016 2:25 AM
44	still waiting for all claims to be finalised	9/17/2016 8:16 PM
45	Confusing, contradictory factsheets.	9/17/2016 8:00 PM
46	Length of time a claim takes in ridiculous. From the time they get the claim to pay out should not take more then 3 to 4 months	9/17/2016 7:34 PM
47	Multiple case managers, no information and because of the inability of those I dealt with, my discharge from the Army was held in abeyance indefinitely.	9/17/2016 12:34 PM

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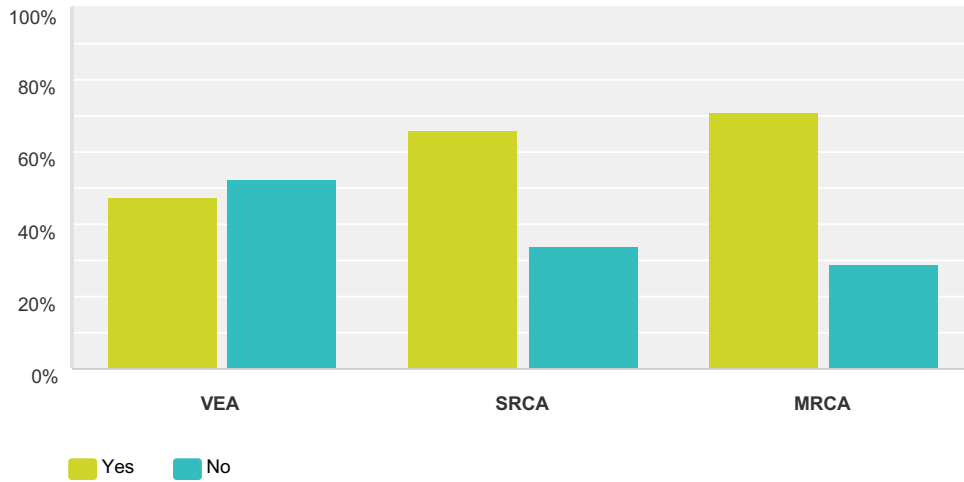
48	Lost paperwork from specialist. Lengthy time delays!	9/17/2016 8:55 AM
49	I have had very mixed results, many medical appointments made without consultation	9/17/2016 8:24 AM
50	beyond deplorable	9/15/2016 6:14 PM
51	I have not had any dealings with DVA this past year.	9/14/2016 8:22 PM
52	won't provide any real assistance in retraining. Im not working in a call centre	9/10/2016 10:00 AM
53	Awaiting for the Specialist appointed MEFLOQUINE team to contact me as TEST SUBJECT	9/8/2016 7:02 PM
54	Dithering	9/7/2016 8:05 PM
55	Still waiting to hear an outcome of accepted conditions	9/7/2016 7:43 PM
56	DVA have been wasteful in resources and time; very poor in communication; rejected claims on false reasons and much much much more.	9/7/2016 5:55 PM
57	Long winded, I require a new medical certificate to receive the 45 weeks, post discharge. The Army Doctor gave me one which is current for the next year DVA said they don't accept that one. And said it sucks but it is policy. So now I have visit GP and discuss my medical issues again, traumas and reaggravate my condition.	9/7/2016 3:15 PM
58	Inappropriate behaviour not in accordance with DVA Service Charter and APS Code of Conduct	9/7/2016 1:13 PM
59	N/A	9/7/2016 11:29 AM
60	I have been dealing with DVA for 20 years. It took a long time to become TPI even though I was sick and unemployed and was unable to claim any back pay due to the constantly changing dates on claims.	9/6/2016 10:12 PM
61	They are evil and nearly killed me. I think they are disappointed I'm alive especially Jennifer Stepien, Chris Noud and Adrian Tjerks	9/6/2016 1:04 PM
62	I lodged a claim in November 2015. I had my GP fill in a medical cert in February (post operation) and sent to DVA with my last pay slip (as requested by DVA). I phoned in late April to check progress and was told by a woman that she had received my forms and that the process shouldn't take much longer. In July I make another call to see why it is taking so long. I am firstly told that the claim had been denied because I failed to return medical cert. When I explained that I had proof that I had sent the form, and that I had spoken to the lady processing the claim, the story was changed and DVA claimed that they had misplaced my forms. I then have to get copies and send, only to then have DVA state they need a new medical cert because the GP has moved to a different town. Now the process of applying for incap payments has to start again, plus my lump sum claim process is also being started again. For 10 months I have been waiting for the new claim for assistance, only to be told they need to start again. I was told to get proof of ID (even though DVA had accepted my initial claim 20 years ago) and proof that I had the surgery (even though DVA paid for it). I have used my life savings just to survive over the last 10 months and have resorted to credit and redrawing from my mortgage just to feed and clothe my children. I am on the verge of losing my home, can no longer work, and have no idea how I am expected to continue without the assistance I was promised. I am now told I may need to wait another 12 months before assistance is received. By that tie my home will belong to the bank, my children will be forced to live with their abusive mother, and I will be homeless or worse.	9/6/2016 12:15 PM
63	Using a constitutional statement then no evidence provide , when asked the claims office wasnt able to aswer why.	9/6/2016 1:06 AM
64	I have a client support coordinator who is invaluable to me. Without that single point of contact and help I wouldn't have navigated or been able to navigate the Dva process. Although there has been some completely illogical results from specific employees I have some faith the right outcome will prevail, it's just frustrating that the employee didn't contact myself or my client support coordinator about some of my claims before making a determination. Upon my client support coordinator hearing the result her first response was to contact her, clarify why and the individuals reply was I've had it too long and he can just appeal it. Not logical or practical - or good enough.	9/5/2016 3:48 PM
65	Claim still not settled 6 months after seeing DVA doctor	8/27/2016 10:37 AM
66	Q 18 no lump sum payment made	8/25/2016 9:17 PM
67	i DON'T GO TO THE DOCTORS NOW ONLY FOR PERSCRIBIONS!	8/25/2016 5:46 PM
68	I waited 4 months to get a phone call or an email back from my case manager, and had to go over his head to the area manager to get a reply. The area manager's action was not followed up, and she went on leave the next day for 3 weeks without leaving me a point of contact. I then waited nearly 2 more months to be contacted before having to fight to get back in touch again. Time frames are constantly changed, and then at the final hurdle, I am told I have to wait indefinitely on something that could have been chased up by DVA at the beginning of the process.	8/25/2016 5:15 PM
69	They overlooked the claim then used it as an excuse to not move forward as husband had since become deceased, it's taken 6 years to get this far and I have had several advocates in that time	8/25/2016 3:28 PM
70	I m still waiting for out come,been nearly 3 yrs	8/25/2016 10:47 AM
71	I recieved no compensation - just related medical bills and medication paid for by the DVA	8/25/2016 9:26 AM

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72	Broken enough to het kicked out of the navy not broken enough to recieve any compensation even though conditions have been accepted by dva	8/24/2016 10:28 PM
73	DVA change the Goal Posts to suite themselves	8/24/2016 7:59 PM
74	Outright tried to intimidate me because I needed incap payments	8/24/2016 2:18 PM
75	Too much red tape. Waiting on phone for long periods at each phone calls. Under staffed, told would get phone calls back and never do. Hard 2 get in touch with delegates. Not following through in what they say. I can go on about this.	8/23/2016 9:04 PM
76	do not believe adequate medical consideration is given to claims	8/22/2016 12:42 AM
77	I try not to have much to do with DVA, being viewed as a " lepper " on society does not sit well. I have not claimed travel expenses except for a month of cancer treatment where I was not able to drive. Cancer (myaloma) they said was not a claimable disease however I notice now it is about third in the list. DVA seems to be very "fluid" on issues.	8/22/2016 12:09 AM
78	Above claim is ongoing and NO payment has been settled. No assistance at all and nothing has been said to me.	8/22/2016 12:08 AM
79	The case manager and rehab company were more detemind to make my life hell than listen to anything i had to say or what i wanted to do job wise	8/21/2016 7:18 PM
80	No one from DVA has contacted me to see how I'm going	8/21/2016 6:03 PM
81	Reapplied for incap payments after being unable to find work, despite being on a rehab plan for years and suffering series and permanent disability, was denied access to incapacity payments and told I was not eligible for them without undergoing new treatment. Told DVA this sort of behaviour is why veterans are killing themselves and now want nothing to do with their organisation.	8/21/2016 5:47 PM
82	Just get my PI assessment done. You have all the information.	8/21/2016 5:16 PM
83	No calls or emails returned. Long waiting times on phone only to be disconnected. Rude staff.	8/21/2016 4:40 PM
84	Too long from submission to determination. Very poor communication.	8/20/2016 7:17 PM
85	It is very hard to explain, if something is accepted under VEA, why it is rejected under SRCA.	8/20/2016 1:08 PM
86	Claim not determined now after four plus months.	8/20/2016 11:25 AM
87	Very stressful. We wonder why the increase of mental health... Delays do not help	8/20/2016 12:26 AM
88	Bumbling incompetent idiots with a total lack of compassion and respect	8/20/2016 12:01 AM
89	I don't like being treated as a criminal each time I discuss my service related injuries with people who have no idea what the injuries are and don't have access to information systems that have already accepted my illnesses and the approved treatments and my doctors. Very unprofessional and inwardly focussed.	8/19/2016 11:48 PM
90	due to falling under 2 acts it feels like they dont want to accept my injuries under scra.	8/19/2016 9:39 PM
91	i was was delayed 3 years of benefits due to DVAs Maladministration the AAT awarded by payments backdated to the first denial decision by DVA	8/19/2016 8:37 PM
92	DVA delegates cannot comprehend the English language Nor CAN They under strand the AppleMail word	8/19/2016 8:10 PM
93	When ringing to find out information no one seems interested and you end up finding things out from other DVA recipients or go without	8/19/2016 7:51 PM
94	Depends on who you talk to. Some are extremely helpful, others are downright rude.. But that wasn't in the last 12 months.	8/19/2016 7:35 PM
95	Still waiting to hear from anyone after doing medical and sending ID documents in.	8/19/2016 7:28 PM
96	Very slow to process my proven and accepted claims. I have been on Incap payments for almost two years, awaiting PI outcomes from the SRCA team still. I contacted them today, the reply was they are very busy.	8/19/2016 7:27 PM
97	Unbelievably unsatisfied, calling the police to remove me when I found a DVA manager was lying to me is totally unacceptable. Making a veteran with PTSD suicidal is not acceptable, refusing to discuss issues is not acceptable.	8/19/2016 7:11 PM
98	At time I feel like just ending everything so it's over.	8/19/2016 6:48 PM
99	I called to ask for help with chronic depression and anxiety (diagnosed by gp)-DVA refused to accept any diagnosis unless made by a psychiatrist (regardless that depressing started in the RAAF and was long term)-i explained it would take at least 6 months to get an appointment-was told too bad deal with it. I paid for all my treatment because again it's just too difficult to get help from DVA (that was even with help from an advocate.	8/19/2016 5:45 AM
100	I have put in two official complaints and was told I would never find out the results of these complaints and one of the outcomes I asked for was an official appolgy which has never come	8/18/2016 3:57 PM

Q20 In the last year, at any point were you financially disadvantaged by the DVA's process?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	47.37% 198	52.63% 220	418
SRCA	65.89% 199	34.11% 103	302
MRCA	70.98% 274	29.02% 112	386

#	Please specify (optional)	Date
1	continually disadvantages since 2002	11/22/2016 6:15 PM
2	Had teeth remove but because of the way DVA do things I cannot get implants, bridges or crowns as the teeth were removed to long ago. So I'm having to pay the dentist 2000AUD	11/17/2016 11:48 AM
3	I don't rely on DVA because I would still be waiting	11/11/2016 9:33 AM
4	I cannot work physically anymore & I am having difficulty sitting with the pain in my lower back. I am trying to survive off \$371/fortnight, paying off a home loan & buying food, rates, registrations, insurances & other bills.	11/5/2016 10:25 PM
5	I'm borderline homeless and I'm told once it's accepted that it won't be processed because they stand down over Xmas	11/4/2016 10:09 PM
6	Claims declined outright	11/4/2016 7:03 PM
7	I have had my invalidity payments cut when after 3 years of jobseeking, i applied and got accepted into university. Apparently it was because i got deemed able to work and i wasn't following the vocational rehabilitation plan.	11/4/2016 4:56 PM
8	See 19	11/4/2016 3:50 PM
9	Refused to backpay my Medical discharge until I made it clear that I was going to complain. They still said they didn't care and I had to deal with their decision which was based on nothing	10/18/2016 9:34 PM
10	At this stage I will be medically discharged on 12 Oct 16	10/5/2016 9:55 PM
11	Still waiting on incapacity payments and compensation	10/5/2016 3:02 PM
12	I've been ruined by DVA --- lost my home - employment - nearly homeless and fighting suicidal thoughts and planning every fucking day!	10/5/2016 12:36 PM
13	Travel claims at the Low Level is not sufficient for costs of travel per kms	10/5/2016 11:23 AM
14	Two pay days so far	10/2/2016 6:59 PM

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15	Loss of pay in regards to plan of promotion prior to blast accident. Minimal pay from discharge to com super decision, massive stress on wife and family causing numerous breakdowns and causing need for wife to take excessive time off work to deal with her own issues and my issues. Also excessive time off work required by my wife to assist me in attending all medical appointments.	10/2/2016 8:42 AM
16	We have had to use our savings to survive before incap payments started.	10/2/2016 8:01 AM
17	Costs to support my claim with medical reports and imaging as well as specialist referrals. 2 years + to process a claim and I'm still going.	10/1/2016 12:25 PM
18	I am currently unable to work, but under DVA's magical 'you're fixed in 45 weeks' formula, I am now now disadvantaged to the tune of \$25000 annually, not to mention the loss of superannuation.	9/29/2016 12:33 PM
19	Travel costs, time off work	9/29/2016 11:01 AM
20	2013 Granted Disability Support Pension from Centrelink. Am on 100% General rate DVA Disability with Gold Card and do not understand why not in receipt of Special Rate (TPI), given that I have been unable to work since that time and DVA keep referring to 2011 being when I ceased work (twice they have done that) which is totally incorrect	9/29/2016 9:07 AM
21	Incapacity cancelled	9/29/2016 7:34 AM
22	Had to work out a payment plan with cleaning contractor to pay 8 months of backpayments. At \$100 a fortnight, thanks for nothing and having the extra pain of trying to do the cleaning myself really helps the existing injuries and pain flare up.	9/29/2016 12:04 AM
23	Still serving until October 2016	9/29/2016 12:01 AM
24	Payments didn't go through and was told I would have to wait for the next pay period as it was "too hard" to do an out of pay period payment	9/28/2016 9:57 PM
25	Sought help from Bravery Trust	9/28/2016 9:48 PM
26	After my medical discharge I had to wait over 2 months for any financial support and over 6 months to be paid correctly.	9/28/2016 2:34 PM
27	Time to process very long so on dole	9/28/2016 12:12 PM
28	Wrong legislation	9/28/2016 11:46 AM
29	I was over paid for transport costs I should of been paid \$48 but was paid \$4800. At that time I went from 80% to 100% gold card and thought it was back pay. When I spoke to Dva. They had no record of over payment and couldn't explain what it was for.	9/28/2016 9:43 AM
30	Incap Payments were incorrectly calculated, ongoing issue, almost 2years (this time).	9/28/2016 12:01 AM
31	Currently on Interim payments, left Defence as A WO2 have to wait for determination this should be made prior to discharge! If it is six to twelve weeks start the determination. Six's to twelve prior to discharge date!	9/27/2016 11:11 PM
32	Being medically discharged from the Army and my unit is reluctant to employ me.	9/27/2016 8:50 PM
33	Not interested in money only a fair outcome of my injuries, not lies	9/27/2016 8:46 PM
34	You rejected my incapacity payments	9/27/2016 7:26 PM
35	They lie to me, as an example, a report has been written on me that states that I worked full time, I have not worked any full time work since leaving the Army nearly 20 years ago	9/27/2016 2:49 PM
36	Sequella accepted yet under legislation told I could not recoup my sick leave used to recover from surgery as I had used my entitlement under the first accepted condition. I would have thought that you would be reimbursed no matter how many times surgery was required for any one accepted condition.	9/27/2016 1:57 PM
37	when trying to have a claim approved, have to pay upfront for reports mri ect. I work 6 hrs a week.	9/27/2016 12:09 PM
38	I have a significant tax bill because DVA (Incap) have not been taking the correct amount of tax from my incap payments despite my requests to do so.	9/27/2016 11:58 AM
39	Not able to complete courses to increase SF allowances due to injuries.	9/27/2016 11:33 AM
40	Awaiting now 2 years after constant follow up on loss of earnings VEA	9/26/2016 12:13 PM
41	Mislead me and regarnished pay without even notification, I lived for 6 mths post discharge with no income and was no eligible for centrelink due to savings	9/18/2016 2:25 AM
42	Taxed on both CSC payments and Incapacity payments, with incapacity payments taxed as a second job, resulting in a huge tax bill	9/17/2016 8:16 PM
43	Yes, that was why I had to stop the recommended rehab program.	9/17/2016 8:00 PM
44	They dropped my incaps to 75% without notice causing me to lose my house and have to pay 2x rent while I fought the decision and had to be backpaid by then was too late.	9/17/2016 2:04 PM

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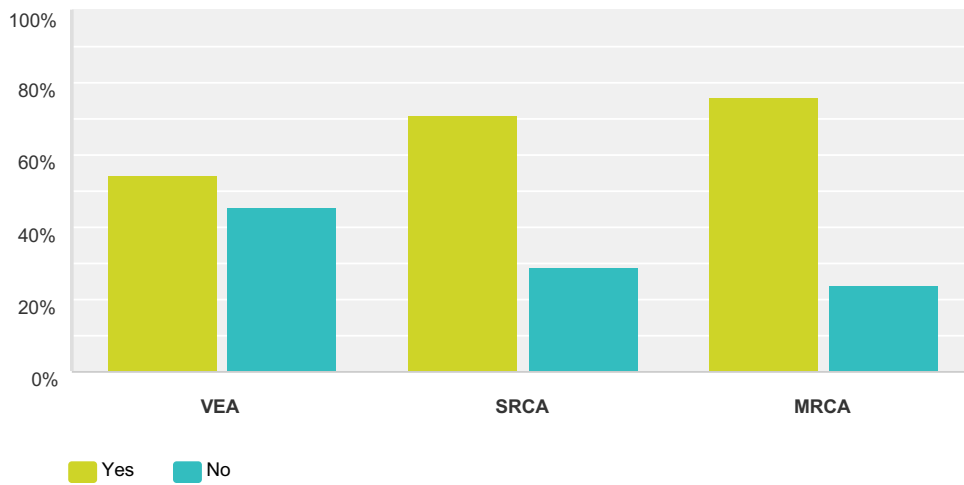
45	I am currently trying to live on the temporary incapacity payments from DVA and Military Super. Not easy for two adults and two teenage children. Can't afford rent which is why I am having to live with my brother in law.	9/17/2016 12:34 PM
46	Unsure	9/17/2016 11:44 AM
47	Once I was medically discharged J52 from army in Dec 2015 my DVA incap payments commenced promptly. The only issue is ny 45 weeks has ended and now my payments drop to 75%. I dint know how this is fair considering the army caused my medical problems and now Im financially worse off, especially that I can no longer work ever again.	9/17/2016 8:55 AM
48	the past three years	9/15/2016 6:14 PM
49	no but they still do not give me enough money to live on as I only get \$60 dollars per fortnight night from them.	9/14/2016 8:22 PM
50	After 5+ years I am still awaiting any financial assistance.	9/10/2016 5:58 PM
51	paying for my own university degree	9/10/2016 10:00 AM
52	Paid for own report by doctor	9/8/2016 7:02 PM
53	Had to pay \$250.00 for an urgent MRI because a 'specialist' not consulted for an OBVIOUS problem, only a GP.	9/7/2016 8:05 PM
54	I was close to selling all assets and declaring bankruptcy. Fuck you DVA!	9/7/2016 5:55 PM
55	N/A	9/7/2016 11:29 AM
56	DVA stopped paying me for aproximatly 3 months as they did not believe a doctors certificate was sufficient enough for my physical injuries. And would only accept a medical certificate from my psychiatrist for PTSD	9/6/2016 11:43 PM
57	Not entitled to any regular payment because my depression as not been accepted and I am a Carer for my wife	9/6/2016 11:30 PM
58	Was informed I'm not entitled to lump sum my injuries were from 1998 not sure why I'm under MCRA	9/6/2016 9:32 PM
59	Maybe around \$40,000 in legal fees	9/6/2016 1:04 PM
60	DVA lost my claim forms, tried to blame me, and have had to start the process again (after 10 months of waiting for htem to process a claim for a 20 year old injury that had already been accepted). I am now in debt and look to lose my family home. My children and I will be on the street before hte end of the year.	9/6/2016 12:15 PM
61	Debt recovery payments that lam contesting.	9/5/2016 6:34 PM
62	Since 1988 average about \$25,000 per year taxable income	8/25/2016 9:17 PM
63	I have lost my career, progression and benefits, and am now trying to make it on my own in the civilian world with no support, and a complete lack of cate.	8/25/2016 5:15 PM
64	My family and I were almost homeless. We were lucky the RSL was feeding us. DVA promised so much and never came through.	8/25/2016 3:33 PM
65	They covered the cost for me to attend the appeal	8/25/2016 3:28 PM
66	Trying to support my family,paying bills and trying to ensure family is looked after	8/25/2016 10:47 AM
67	I'm on the Disability Support Pension.	8/25/2016 9:26 AM
68	on newstart.	8/24/2016 8:21 PM
69	Offsetting	8/24/2016 5:20 PM
70	Needed to use my credit card and borrow money from family because incap payments took 6mnths	8/24/2016 2:18 PM
71	Not yet as still serving	8/24/2016 2:16 PM
72	Had to go to city and pay parking to see DVA specialist. Leave work at times to see specialists.	8/23/2016 9:04 PM
73	Medication and doctors cost	8/22/2016 3:22 PM
74	My treatments cost me out of pocket \$3428 ever 3 months.	8/22/2016 2:36 PM
75	Unable to create any wealth	8/22/2016 7:03 AM
76	Yes as I have waited over a decade since injury and will be back paid incapacity payments	8/22/2016 12:42 AM
77	I'm in complete finical ruin	8/21/2016 9:31 PM
78	Denied access to incapacity payments.	8/21/2016 5:47 PM
79	I have spent life savings to ensure we can get by, after medical discharge, only to have DVA sit on my claims for too long	8/21/2016 5:16 PM
80	Only becuase I have not submitted the claims	8/20/2016 10:45 AM

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81	My claim was held up because the delegate could not read tax returns and financial statements. So instead of banging on to the VRB, we withdrew the application. This meant I was not paid the Special Reate for the last three years because that was when I submitted the initial application to mo	8/19/2016 11:48 PM
82	I have been homeless in the last year because of DVA's incompetence.	8/19/2016 10:02 PM
83	incap payments dropped dow to 75%. it equals \$500 a fortnight loss of income for me. im unable to work due to my injuries and mental health yet am told i should be able to work which is why my pay dropped.	8/19/2016 9:39 PM
84	3 years i missed out on benefits	8/19/2016 8:37 PM
85	Un Ábel to work due to legislative limitations	8/19/2016 8:10 PM
86	1200 for my medical grade shoes and costs many practioners charge as top up due to the low fee they receive from DVA	8/19/2016 7:51 PM
87	Ceased incap without notice when I notified them of undertaking 8 hours of casual work for 12 weeks (casual teaching at uni). Took 6 months for review to be completed and threats of letters to mp and ombudsman by my advocate for the case manager to finalise her review. To my advantage except reduced to a "deeming" rate despite specialist saying that short term work not ongoing weekly work was appropriate. Essentially specialist said I shouldn't work but short duration and one day a week was ok in order to allow me a sense of purpose. le for my mental well being not physical.	8/19/2016 7:36 PM
88	Relevant to available pension discounts, as they are still sitting on my PI score and pension outcome.	8/19/2016 7:27 PM
89	I have been financially disadvantaged for the last 11 years	8/19/2016 7:11 PM
90	5 months to process my INCP claim	8/19/2016 7:02 PM
91	Length of delay in paying my costs for travel (Up to three months) before reimbursement for travel and accommodation	8/19/2016 6:45 PM
92	MVCS,vocational training.	8/19/2016 6:29 PM
93	I'm still waiting for SRDP. So I had to pay for my son's TAFE education, my other son can't afford to move out (uni student) because DVA are holding up the SRDP offer. DVA lost my PI file (Aug 15 to Jun 16) no action was taken by them. Now I'm getting reassessed etc, etc. (this is the 3rd time!)	8/19/2016 6:25 PM
94	Still em. Its has been over ten months to work out a overpayment issue. I let them know its having an impact on my mental health and still havent had a response	8/19/2016 6:21 PM
95	I believe so as i pay for my own treatment	8/19/2016 5:45 AM
96	I had to purchase private insurance while i was waiting months and months for a gold card that i was entitled to all along, i was not reimbursed.	8/16/2016 9:10 PM
97	Had overpayment bill because of offsetting issues with the 3 acts. Had just under \$5000 bill from family tax benefits because of the time it took fighting dva for compensation. Once recieved back pay 2 years later it messed up all family tax benefit payments and calculations.	8/16/2016 3:12 PM

Q21 In the last year, have you ever been given conflicting information by the DVA staff?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	54.48% 231	45.52% 193	424
SRCA	71.05% 216	28.95% 88	304
MRCA	75.89% 299	24.11% 95	394

#	Please specify (optional)	Date
1	They said they lost documentation...	2/6/2017 11:55 AM
2	no contact with DVA other than through legal team	11/22/2016 6:15 PM
3	My Advocate assured me my Medical evidence would equate to a successful claim.	11/6/2016 10:47 AM
4	All the time, it's as if they work on seperate planets!	11/6/2016 1:17 AM
5	Last year I was informed that I was only 5 points off being given a Gold card. Then my advocate told me that I am 35 points away from 100%.	11/5/2016 10:25 PM
6	Put in a claim for Medical grade foot ware, this was declined until my Podiatrist rang them. He was told that now he had contacted them it must be a true claim so it was the accepted. Good way to save money if they decline your first attempt.	11/5/2016 7:16 PM
7	I was told to put certain information on the medical certificate despite my doctor not agreeing initially, I advised him that's is what they asked me to do, they then used this to reject my claim.	11/4/2016 10:09 PM
8	Forms lost, files lost. Then they turned up. But black and blue they stated I never submitted them. I finally proved they were wrong.	11/4/2016 9:05 PM
9	Told to put in a chronic pain claim by the DVA and then they knocked it back!	11/4/2016 5:22 PM
10	VEA - diabetes info for TPI husband. SRCA - medical services for me	11/4/2016 3:50 PM
11	Attempted to coherse me into getting my report from a DVA specialist and wouldn't allow my own psychiatrist including lying to me about contacting his receptionist who reported having no such conversation with reference to my medico legal report	10/18/2016 9:34 PM
12	Not applicable	10/7/2016 11:12 AM
13	With regards to home help i.e. conditions to claim under for gardener and lawn mowing. Very single minded.	10/5/2016 10:54 PM
14	'Conflicting Information' in DVA speak is code for Constructive Lying.	10/5/2016 12:36 PM

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15	Travel and visiting specialist out of area	10/5/2016 11:23 AM
16	They told me they were not aware of my employment. An e-mail message from my OT to a staff member at MRCA said otherwise	10/2/2016 6:59 PM
17	File information mixed up	10/1/2016 12:25 PM
18	2012. Lost file,found ,sent to archives, found, all claims extinguished. 2014 resubmitt all claims agin	9/29/2016 11:28 AM
19	Put a claim in for mum RH elbow injury, they had some how got it confused with my shoulder.	9/29/2016 11:01 AM
20	or at least I believe so.	9/29/2016 9:07 AM
21	Told i would recieve incap top ups once working. Forced into low paying job. No longer receive incap	9/29/2016 7:34 AM
22	I've been given fuck all information for it to conflict	9/29/2016 12:20 AM
23	I don't even bother trying to contact dva-in the midst of chronic depression they are too hard to deal with	9/28/2016 11:45 PM
24	What treatment could be obtained	9/28/2016 12:12 PM
25	Depending if the information came from DVA of from my rehab provider conflicting info from both	9/28/2016 9:25 AM
26	Mefloquine toxicity.	9/28/2016 9:15 AM
27	Current delegate undid changes made by a previous Delegate which were based on advice from a 'policy expert'. Delegate is unwilling to review previous determinations and recommended I appeal instead.	9/28/2016 12:01 AM
28	Was told by DVA staff my medical certificate prior to discharge was fine to submit to receive Incap then no I need another one! And it's just policy! If the previous issues by ADF MO is not suffice for discharge then why did I get discharge it went for a year!	9/27/2016 11:11 PM
29	Not that I know of	9/27/2016 7:26 PM
30	On nearly every Occassion speaking with them	9/27/2016 7:14 PM
31	Told me I couldn't use my specialist due to them retiring which they were not at all my specialist got into contact with Dva	9/27/2016 5:48 PM
32	As above	9/27/2016 2:49 PM
33	Regards PDT skin cancers	9/27/2016 2:06 PM
34	First told not entitled to reimbursement of sick leave. Phone call to find out why to receive a letter in the post 3 months later stating that I had put in a request for review that has fallen in my favour, yet I don't recall requesting review.	9/27/2016 1:57 PM
35	Advocate always advised me	9/27/2016 1:33 PM
36	They told me 30% of my injury was due to unaccepted conditions however those unaccepted conditions were said to be already accepted in a previous letter. So now I have to appeal.	9/27/2016 11:59 AM
37	I filed a letter of complaint and was advised that it had been processed and I should have received a response months prior but hadn't then another person on another occasion advised that the complaint had been escalated and had not yet been finalised.	9/27/2016 11:58 AM
38	Staff not knowing their job	9/27/2016 11:33 AM
39	the told me no point in going for SRDP no finaical gain. But they did not tell me about the gold card and other benifits i would get if accepted for the SRDP.	9/27/2016 7:59 AM
40	contacted DVA to ensure they would pay for surgery and specialist appointment. Answer yes fully covered. Every specialist appointment account payment refused by DVA until I phoned and informed them I was informed by X that cover and suddenly computer should specialist costs where fully cover.	9/23/2016 9:06 PM
41	Constantly - It really is a case of what client or advocate knows to what you get	9/18/2016 2:25 AM
42	Not in the last year but prior to that, yes.	9/17/2016 6:47 PM
43	Yes all the time, now Im under "client co-ordinator" services that means I deal with 1 person, which is horrible considering a second opinion isnt possible and she doesnt know the systems leading to 3rd hand information.	9/17/2016 2:04 PM
44	Conflicting information was usually in regards to when things should be done and in what order. Not sure if anyone in DVA knows what's suppose to happen half of the time.	9/17/2016 12:34 PM
45	each time dva has been consulted.	9/15/2016 6:14 PM
46	As a Lvl 4 Advocate for 20yrs I get this daily	9/14/2016 9:43 PM
47	they all tow the line....	9/10/2016 10:00 AM
48	DAN TEHAN has Lied in published Media reports that things have been put in place and have yet to be implemented!	9/8/2016 7:02 PM

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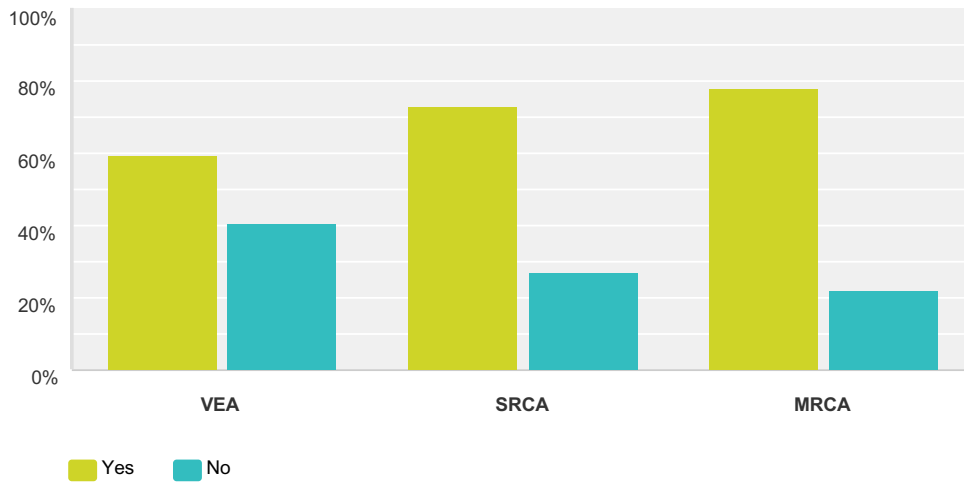
49	Don't speak to staff they only write to me	9/7/2016 7:43 PM
50	They always give conflicting information. Delegates advise you that you need to do a + b to achieve outcome c; what happens though is a+b achieves the opposite of c an then DVA blame you.	9/7/2016 5:55 PM
51	Ref medical certificate!	9/7/2016 3:15 PM
52	Re: using own specialists	9/7/2016 1:13 PM
53	N/A	9/7/2016 11:29 AM
54	All the time. No one seems to understand SRCA and continually apply MRCA	9/6/2016 8:01 PM
55	Changers to who was looking after my case	9/6/2016 2:34 PM
56	They said they are not spying on us using social media. They did. Privacy commission upheld their right to do so!	9/6/2016 1:04 PM
57	Yes on what my injury were coverage was	9/6/2016 1:06 AM
58	After 5 months told Doctors report finally received and handed to Delegate, and should have decision in a couple of days. 2 weeks later I was told they still didn't have Doctors report. Just continual lies	8/27/2016 10:37 AM
59	DO not talk to them	8/25/2016 9:17 PM
60	TRAVEL BY CAR WAITED FOR 10 WEEKS FOR A NEW T.P.I CARD FOR MY NEW STATE!	8/25/2016 5:46 PM
61	Conflicting forms to submit, timeframes, when I will be contacted, who to go to for information, etc.	8/25/2016 5:15 PM
62	Told a spec cert would be needed for incap, same pers kept changing goal posts for 6 months	8/24/2016 2:18 PM
63	When havent i? One example - i was told i would get payed full incapacity payments while i study fulltime. 2 months later have my incap dropped to 75% and had 2 find fulltime work which atopped me studying and had 2 drop out of the course which was wasted.	8/23/2016 9:04 PM
64	Outright Lies	8/22/2016 4:52 PM
65	Given wrong form and then claim just rejected, had to resubmit to have claim considered	8/22/2016 12:42 AM
66	I can have hearing aid replacement but I can not have the extra technology that can negate the extreme case of tinnitus, if I want that option I will have to shell out in excess of \$4,000.00.	8/22/2016 12:09 AM
67	No information in the past year	8/21/2016 5:50 PM
68	In regards to SRDP and TPI embossing. I went for SRDP even though I wouldn't have accepted it. I was told because I did not ever take incap paymetns OR see a Vocational Rehab person I could not be considered. I highlighted my conditions and why and then basically told stiff shit unless I meet all 3 criteria.. I basically have to try and take more money off them and see a 'kid' that knows nothing of me to get TPI that they know 100% I am entitled to. WTF mate	8/20/2016 10:45 AM
69	Previously whilst claim was process though. Hubby claim a lot worse, really bad advice over and over again. Never will forget Joan stenner.	8/20/2016 12:26 AM
70	Conflicting opinions in the state of my financial affair despite a letter from my former employer and my psychiatrist stating I'd ceased employment three years ago	8/19/2016 11:48 PM
71	Various	8/19/2016 9:54 PM
72	mostly travel claims	8/19/2016 9:39 PM
73	Yes you basically cant believe a word they say. even basic stuff like meal allowances for surgery. On the Legal side DVA are quiet obstructive in regards to Legislation and Law and dont apply the Pubilc Service Legislation and rules.	8/19/2016 8:37 PM
74	MRCA delegates state that u need 60 points For srdp and gold card where MRCA legislation clearly started if u meet the requirements u must be of férjed srdp and gold card at 50 disability points	8/19/2016 8:10 PM
75	The staff don't seem to know our entitlements under seperate acts and give wrong info	8/19/2016 7:51 PM
76	Lied to in regards to why incap review was taking so long on a number of occasions. Outright lies.	8/19/2016 7:36 PM
77	so many many times it's not funny, I have a huge report of the insane things done by DVA staff but no one is interested. I have been suicidal because of their insane decisions the only way to get action is to scream at them and then when they finally change their decision because you screamed at them they say "Oh there was no need to get upset" and blame the victim for their stupidity	8/19/2016 7:11 PM
78	Delegate chose to defer decision on PI based on absolute decision making process as opposed to balance of probabilities	8/19/2016 7:02 PM
79	Mileage allowance claims, someone at DVA decided that my trips were shorter than I was claiming and then cut back the Kms travelled to what they believed was correct without any discussion with me.	8/19/2016 6:56 PM
80	moving from nsw to qld have been told many things bt head office all conflicting wrong answers why bother calling	8/19/2016 6:51 PM

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81	I have spent the last 3 months getting re assessed by 4 specialist, so I have got heaps of DVA correspondence. I got a letter from Jennifer COLLINS today "File records indicate that it may have been quite a while since you've had contact with the DVA" dated 17 Aug 16. I got 2 letters from DVA dated 12 Aug 16, plus a phone call, I got 6 emails in June 16! These guys are idiots!	8/19/2016 6:25 PM
82	The is no information given by dva	8/19/2016 5:45 AM
83	Was sent a letter that due to my VEA pension was being cut due to a clerical error, that was discovered in September and I was not notified until November was asked to pay over payments back and was told they where taking the medication element of my pension to repay which I was told later that cannot be done	8/18/2016 3:57 PM
84	how to change my name from my married name to maiden name.	8/16/2016 9:10 PM

Q22 Did this conflicting information cause you any hardship?

Answered: 570 Skipped: 144



	Yes	No	Total
VEA	59.50% 191	40.50% 130	321
SRCA	72.83% 185	27.17% 69	254
MRCA	78.25% 259	21.75% 72	331

#	Please specify (optional)	Date
1	Loss of income, and worsening of mental and physical health.	2/6/2017 11:55 AM
2	N/A	11/16/2016 4:08 PM
3	N/A	11/16/2016 11:51 AM
4	N. A.	11/11/2016 7:41 PM
5	Has made my depression worse	11/6/2016 10:47 AM
6	N/A	11/6/2016 4:40 AM
7	This is emotionally exhausting... waiting for decisions, missing paperwork, lack of communication... my life is hard enough without DVA coming to the party too.	11/6/2016 1:17 AM
8	I am struggling with depression, anxiety & extreme anger management issues, I get road rage, neighbour rage over dogs barking & have even had attacks where I had the Police call on me for welfare checks & a veteran sit with me until the medication took effect on me 5 hours later.	11/5/2016 10:25 PM
9	I have lost everything and have made two attempts on my life	11/4/2016 10:09 PM
10	resubmission of forms via avocate	11/4/2016 7:08 PM
11	Anxiety, depression increases	11/4/2016 5:22 PM
12	I wasn't told i was able to apply for tpi review. when applying for austudy assistance at centerlink was continuously rejected die to dva staff writing about able to get lump sum throught tpi on forms sent to centerlink.	11/4/2016 4:56 PM
13	Did both our heads in and I ended up paying for treatment that now I have to get all the paperwork together to claim back.	11/4/2016 3:50 PM
14	Made my mental health worse	11/4/2016 3:06 PM
15	N/a	11/4/2016 1:13 PM
16	Overpayments from Comsuper and paying for medical appointment fees	10/18/2016 8:00 PM
17	Not applicable	10/7/2016 11:12 AM

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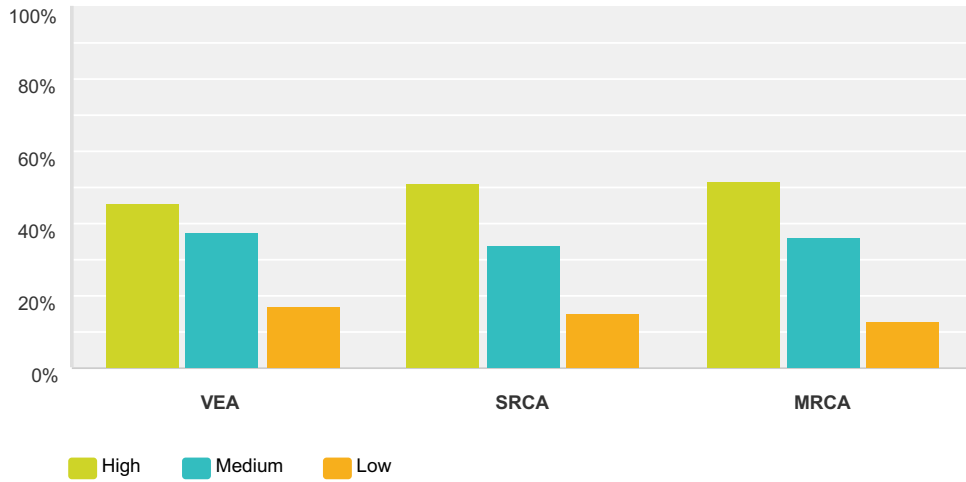
18	With my mental health problems the stress was extremely difficult to cope with	10/5/2016 9:55 PM
19	Stressed out waiting for an outcome. Always had to ring them to get updates. Nervous when receiving a letter.	10/5/2016 3:02 PM
20	There internal review was fixing the problem, my specialist eventually confirmed he never heard from the DVA.	10/5/2016 2:53 PM
21	that's the focus of all DVA lies... to add and cause additional harm, trespass, and damage.	10/5/2016 12:36 PM
22	Not giving me updates, even though they said they would	10/2/2016 6:59 PM
23	Financial	10/2/2016 8:42 AM
24	utter confusion	10/1/2016 6:54 PM
25	Added stress to the already long waiting period.	10/1/2016 12:25 PM
26	Relationship strain and mental anguish	9/29/2016 7:45 AM
27	Financial.	9/29/2016 12:04 AM
28	This has been happening since i left the army that is why i now have a mental illness	9/28/2016 10:11 PM
29	NA	9/28/2016 4:56 PM
30	Mental anguish and sub-standard treatment	9/28/2016 12:12 PM
31	1. It's a significant difference. 2. I can't budget and plan when there is no clarity in my Incap Payments. 3. It's a constant stress in my life think about my finances and worrying what they'll stuff up next.	9/28/2016 12:01 AM
32	Stress , anxiety depression chest pains	9/27/2016 11:11 PM
33	Confusion, no real direction from DVA	9/27/2016 8:46 PM
34	N/A	9/27/2016 7:26 PM
35	I was sent a white card I wasn't entitled to and told to destroy it, I was given confused and conflicted information and duplicate letters on a number of occasions	9/27/2016 7:24 PM
36	Intimidating Correspondence dictating actions required by me, that if not completed would result in an outcome absent my input. The Legislation quoted DOES NOT allow decisions in absentia - only a freeze on progress until I provide requested information. Just one example but these types of actions contribute to mental distress in people like me who already have mental health concerns.	9/27/2016 6:08 PM
37	confusion and frustration	9/27/2016 5:54 PM
38	I am on the edge, one more thing and I am gone.	9/27/2016 2:49 PM
39	It just pissed me off	9/27/2016 2:32 PM
40	A total economic loss of \$9400	9/27/2016 1:57 PM
41	Yes as it was in relation to the undertaxing of my incap payments meaning I was overpaid for the FY (3 years in a row now) and have been faced with a huge tax bill. Still no satisfactory response other than to not claim the tax free threshold.	9/27/2016 11:58 AM
42	resulted in a trip to the shrink and the prescription of drugs	9/27/2016 11:51 AM
43	The stress caused on not just myself, but family is enormous.	9/27/2016 11:33 AM
44	n/a	9/25/2016 9:56 PM
45	was constantly being rang by the specialist office to say DVA declined payment of account so I then had to phone even after having surgery on my eye. Surprisingly they did not question the private hospital and operation costs	9/23/2016 9:06 PM
46	I was stressed to point of not leaving house for days, or even changing my clothes , I was a blubbering mess	9/18/2016 2:25 AM
47	huge tax bill	9/17/2016 8:16 PM
48	Dropping my incaps when it should of stayed at 100% due to being a reserve (standby), called them up and she called me a liar before I had to get a letter scanned from a mate who had proof in writing from dva SA.	9/17/2016 2:04 PM
49	Only if feeling suicidal counts	9/17/2016 12:34 PM
50	The stress f have appointments made without notification was stressful	9/17/2016 8:24 AM
51	been driven tonthe point of attempting suicide. similar path going down again	9/15/2016 6:14 PM
52	mental trauma	9/13/2016 10:15 AM
53	Severe anxiety attacks, chronic depression, even suicidal thoughts	9/12/2016 11:31 PM

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54	Because My career was ended in 2002 and because of that and not having any support over the years I have to start the whole process over again for which the whole ordeal is even more stressful that the original injury	9/8/2016 7:02 PM
55	Mentally draining.	9/7/2016 3:15 PM
56	Exacerbated DVA accepted conditions causing more cost to the commonwealth to manage	9/7/2016 1:13 PM
57	N/A	9/7/2016 11:29 AM
58	Had a fall which was a result of an accepted condition the injury as a result of fall was not accepted nor payment of medical bills as a result	9/6/2016 11:30 PM
59	I now sit at home staring at the damn wall before I was a good writer and hoped to work from home now I have my degree.	9/6/2016 1:04 PM
60	Not hardship but extreme frustration, wasted time and effort, merry-go-round activities.	9/5/2016 3:48 PM
61	Mental health problems	9/1/2016 8:47 PM
62	Stress and heart problems causing hospital admittance	8/27/2016 10:37 AM
63	No conflicting info	8/26/2016 6:54 PM
64	See Q 21	8/25/2016 9:17 PM
65	stopped me going to doctors & have become a hermit in my house can't get help with lawns live on 8 acres live on my own.	8/25/2016 5:46 PM
66	Further delays in process of claims and loss of income, time off work to deal with paperwork.	8/25/2016 5:15 PM
67	my wife had to ring them as I am hearing impaired and let them know I was suicidal	8/25/2016 3:33 PM
68	Living without knowing if can pay bills and feed my family	8/25/2016 10:47 AM
69	Extreme Psychological stress for both my wife and I and some stress to our families	8/24/2016 2:18 PM
70	See Q 21. I lost money due to this and cannot get a career where i want to go. This really stuffed up my life and mentally effected me for well over a year	8/23/2016 9:04 PM
71	Unable to secure long term employment due to condition and medications cost	8/22/2016 3:22 PM
72	Delays	8/22/2016 12:42 AM
73	Over payments \$10000 letter from DVA admitting they were in the wrong. Still had to pay back because of legislation. This also caised tax problrms family payments ect	8/21/2016 11:38 PM
74	Ruined my life, job and marriage	8/21/2016 9:31 PM
75	Psychological hardships due to increased anxiety and stress.	8/21/2016 4:40 PM
76	Was left on the 80% rate when I could have been in the special rate, which was the final outcome.	8/19/2016 11:48 PM
77	As previously stated I was homeless!!!!	8/19/2016 10:02 PM
78	Not yet anyway	8/19/2016 9:54 PM
79	Ended up with a \$30,000 debt due to DVA stuff up	8/19/2016 9:22 PM
80	yes because legal advise keep saying DVA where wrong and displayed why DVA where wrong. But i had to wait 3 years until reaching AAT.	8/19/2016 8:37 PM
81	Hard to make ends meet	8/19/2016 8:10 PM
82	Anxiety as to what they were hiding and whether they were trying to cancel incap despite my clear entitlement to it. What was I missing? Etc and how I would manage mortgage and bills if it wasn't reinstated.	8/19/2016 7:36 PM
83	Comsuper offsetting of mRCA incap pay not done correctly iaw with the Act	8/19/2016 7:23 PM
84	It has made my condition so much worse and so much harder to deal with, all my treating doctors and specialists agree, they cannot believe the stupidity and incompetence of DVA staff	8/19/2016 7:11 PM
85	Exhausted savings as well as significant mental stress	8/19/2016 7:02 PM
86	Not hardship, the issue caused me mental stress. I can't cope with stress at any level, and for decisions to be made by someone somewhere without any consultation is in my opinion very wrong.	8/19/2016 6:56 PM
87	instead of going to doctors & specialists stayed home!	8/19/2016 6:51 PM
88	No just frustration	8/19/2016 6:25 PM
89	Hardship as in getting them to understand their own work? Then yes.	8/19/2016 6:04 PM
90	undue stress given that i suffer from ptsd	8/16/2016 9:10 PM

Q23 If you did suffer any hardship, what was the level of that hardship?

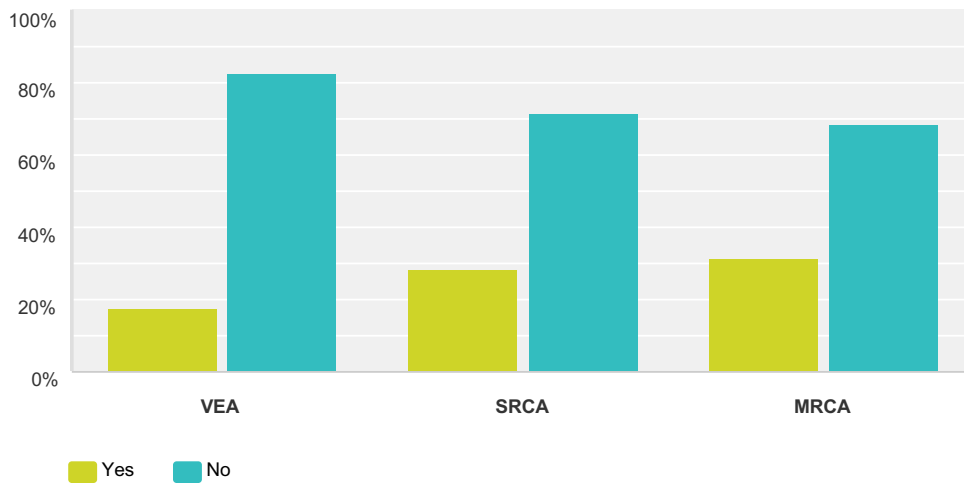
Answered: 470 Skipped: 244



	High	Medium	Low	Total
VEA	45.41% 104	37.55% 86	17.03% 39	229
SRCA	51.17% 109	33.80% 72	15.02% 32	213
MRCA	51.39% 148	35.76% 103	12.85% 37	288

Q24 In the last year, have you ever been abused or intimidated by a DVA staff member?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	17.29% 74	82.71% 354	428
SRCA	28.48% 88	71.52% 221	309
MRCA	31.31% 124	68.69% 272	396

#	Please specify (optional)	Date
1	treated like an idiot	11/25/2016 7:23 PM
2	no only had direct face to face contact last week	11/22/2016 6:15 PM
3	Told I was a fraud despite doing as initially requested, when I asked what am I going to do I was told "not my problem"	11/4/2016 10:09 PM
4	Told me if i didnt like outcome to just go away	11/4/2016 3:06 PM
5	After making an enquiry that my treating psych recomened I do , 2 weeks later I was harrassed for a rehab assesment, ended up in hospital and he and advocate shaking their heads in disbelief , the Dr has now quit working with DVA clients	10/6/2016 10:48 PM
6	I feel that I am being pressured into going against my pension officers advice	10/5/2016 9:55 PM
7	They are aware that it is not good to do that to me, I go direct to the Secretary, the Minister and the press.	10/5/2016 2:53 PM
8	Yes. Major General Craig Orm sent me a threatening letter in regards to my symptoms (Anger) and threatened, after i have been found to be 100% Correct, to Shut down DVA service... which he then did! I.e. to dea with me exposing DVA Maladministration, Craig Orm simply resorted to slamming the DVA doors shut.	10/5/2016 12:36 PM
9	Told me that they didn't know about my employment, even though they paid for my two courses. I want to send the e-mail that my OT sent to me to the director of DVA	10/2/2016 6:59 PM
10	"That is all you can get, your better redress the issues and wait"	10/1/2016 2:45 AM
11	Quoting tony qbbots hansard direct to you to deny, delay piss u off.	9/29/2016 11:28 AM
12	Dr who did the evaluation on level of injury was very intimidating, sly, difficult to communicate to. Constant mistakes, wrote incorrect information during consultation, winged about his personal life. The list goes on.	9/29/2016 11:01 AM
13	2 and half years waiting for my gold card, and being intimidated by the delegate, who was number 5 delegate dealing with my case.	9/29/2016 1:12 AM
14	I would find and kill them.	9/29/2016 12:20 AM

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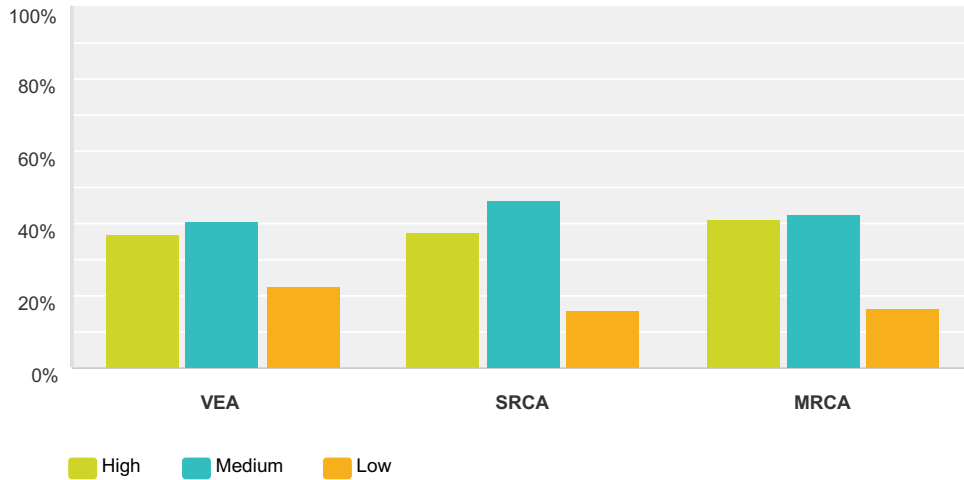
15	I have been abused to the point of never being able to deal with them	9/28/2016 10:11 PM
16	Was threatened that if I didn't go to the Medico legal appt instead of using my specialist then my incap payments would cease. Also was advised if I didn't participate in job seeking for my physical condition then my payments would be ceased, although my psychiatrist had provided a report stating that job seeking was not suitable for the next 12 months due to my severe PTSD symptoms being in an aggravated state.	9/28/2016 9:57 PM
17	But my wife, who deals with DVA, has been treated badly.	9/28/2016 9:48 PM
18	The feeling of being overwhelmed due to being moved from person to person and having my paperwork lost. I was also mixed up with someone of the same name who was in the navy for 4 years.	9/28/2016 8:47 PM
19	Spoke to me like I'm an idiot second rate citizen	9/28/2016 12:12 PM
20	Just not doing their job	9/28/2016 11:54 AM
21	I only communicate via email, however they were rude to my Advocate.	9/28/2016 12:01 AM
22	Intimidation - indirectly via corerspondence. In the main the Liability team are *ok* but some have a default passive aggressive setting.	9/27/2016 6:08 PM
23	Although they are not very helpful. They make everything seem harder than it should be.	9/27/2016 5:56 PM
24	My advocate deals with DVA staff as I cannot speak to them as it is too stressful.	9/27/2016 4:42 PM
25	They have tried to force me to sign documents that would cler DVA and disadvantaged me	9/27/2016 2:49 PM
26	I no longer deal with them, my advocate does.	9/27/2016 12:09 PM
27	They don't know their jobs and are unwilling to help	9/27/2016 11:33 AM
28	Including my wife	9/27/2016 9:59 AM
29	Called a liar, ignored, passive aggressive avoidance, treated as if I wasnt entitled to help, made to feel horrible about myself.	9/17/2016 2:04 PM
30	Just confused, irritated and pissed off	9/17/2016 12:34 PM
31	I have been in the past thou	9/17/2016 11:44 AM
32	dva townsville estelle phillips	9/15/2016 6:14 PM
33	I don't include flippant comments or such however	9/14/2016 9:43 PM
34	lied too though	9/13/2016 10:15 AM
35	Adrian (no last name given) from the DVA Brisbane office wrt incap payments.	9/10/2016 5:58 PM
36	DVA staff member threatend to ban my email from contacting on stupid grounds. They then fed a small amount of information to a state minister for DVA who sent me a stupid letter.	9/7/2016 5:55 PM
37	Grunted at and then silence on the end of the phone	9/7/2016 1:13 PM
38	N/A	9/7/2016 11:29 AM
39	Hard question to answer though, I did feel like I was bullied on some occasions because I did not have the correct information they required	9/6/2016 11:43 PM
40	During the AAT process	9/6/2016 11:30 PM
41	not in the last 12 months but have in the past	9/6/2016 11:10 PM
42	Yes every time I have to deal with them..	9/6/2016 9:32 PM
43	Intimidated	9/6/2016 9:30 PM
44	I was spoke to in a very patronising way when I was trying to find out why they refused to pay for an MRI (Which my GP had requested for an accepted condition).	9/6/2016 5:29 PM
45	A very angry arrogant women on the phone made me feel like a useless prick. A work mate heard her and said it was disgusting to be treated like that after what i have been through....i went home sick and cried.....no wonder we are taking our own lives. BITCH.	9/6/2016 4:28 PM
46	I simply rang a staff member for a layman's explanation of why my entitlements had been cut back. I was address with contempt and was made to feel stupid. I explained to her that my medications make it hard for me to understand and interpret complex situations but was told that it was not her problem. That afternoon I contemplated suicide as I knew DVA did not actually care for our well being.	9/6/2016 2:44 PM
47	Telling me I do not know what is gping on and not getting any information back from them	9/6/2016 2:34 PM
48	They were warned many times not to ring me. Angela Worrall rang me laughing at me - they pulled another review on me 4 months after my last one after I posted something negative about DVD on Facebook	9/6/2016 1:04 PM

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49	Told not to bother applying for a reconsideration of PTSD as it would not change their decision.	9/6/2016 10:44 AM
50	Always treated with courtesy	9/5/2016 7:26 PM
51	Do not talk to them	8/25/2016 9:17 PM
52	wait another 9 years you will get transport if you don't like it here in townsville go back to N.S.W SEEING ITS SO MUCH BETTER moved to qld because was flooded out twice!	8/25/2016 5:46 PM
53	When I re-applied earlier this year, the staff were very polite.	8/25/2016 9:26 AM
54	I had my file removed from Tville office due to unethical treatment of my partner and I and had to ask Sen Lambie to assist advocate for me	8/24/2016 5:20 PM
55	Told if I went on incap I could never do my usual job and I'd have a data entry job, also a really bad passive aggressive exchange after accidentally speaking to his team leader.	8/24/2016 2:18 PM
56	Staff members were very nice to talk to however results are either black or white and never gray.	8/22/2016 2:36 PM
57	Though I have been unable to work for 10+ years and though claim is at last accepted I was told my priority is low as I am not a serving member about to be discharged!	8/22/2016 12:42 AM
58	Re transport	8/21/2016 8:00 PM
59	My case manager thretend me constantly with stripping me of my payment if i didnt do exactly as he said	8/21/2016 7:18 PM
60	No contact in the past year	8/21/2016 5:50 PM
61	Treated like I was a drain on the system and them personally by asking for incap payments even though my disability level got me a gold card.	8/21/2016 5:47 PM
62	That said I was doubted and fobbed off .. I was told this regarding my Gold Card TPI query after I was told I was not accepted for SRDP - " Mr Kirkels, You don't meet all the criteria so there is no point applying for TPI, you won't get it". I cannot meet the criteri because although stable I cannot and will not meet 'their' people to be assessed for Vocational Training etc.. My Psychiatrist clearly states I will not work ever again and will not respond to training etc. Why should I have to meet an unknown to state the same.	8/20/2016 10:45 AM
63	Hubby case worker was a shocker, cause a lot of issues, including him attempting to take his own life. Mine was just delay due to mucking around with lost paperwork, and questioning my doctor	8/20/2016 12:26 AM
64	Being dismissed, talked over, treated with ignorance	8/19/2016 9:22 PM
65	Yes intimidated and blackmail into doing things for DVA that didnt benefit my health, but satisfied a desk jockey and intimidated at the AAT by first not giving me my T docs then BY DVA Requesting more time at the AAT after their allotted time frame set by the AAT had expired	8/19/2016 8:37 PM
66	De ide my authorization aratunk They cannot talk to me due to privacy reasons Person threatened not to deal with me	8/19/2016 8:10 PM
67	Mostly, my dealings have been courteous and professional.	8/19/2016 7:27 PM
68	So often it's not funny, They make you feel like you are asking for something unreasonable, they make you feel like you are a liar, they make you feel like dirt, they ignore you or then they blame you for getting upset	8/19/2016 7:11 PM
69	If a requested a decision from DVA on PI claim, they would make 0% PI determination, due to subjective decision making process	8/19/2016 7:02 PM
70	was told they know the act more than me	8/19/2016 6:51 PM
71	complaint lodged against person, nothing done a new complaint lodged	8/19/2016 6:29 PM
72	In my dealings they are just incompetant. I get EVERYTHING in writing from them, then check the legislation, with my advocate. She is better at dealing with DVA.	8/19/2016 6:25 PM
73	Their scotch board bitches can be a hassle because they don't always listen and think they know best. Very difficult when trying to get through to an area.	8/19/2016 6:04 PM
74	No contact with them-all too hard	8/19/2016 5:45 AM

Q25 If yes, what was the level of the abuse or intimidation?

Answered: 217 Skipped: 497



	High	Medium	Low	Total
VEA	37.08% 33	40.45% 36	22.47% 20	89
SRCA	37.37% 37	46.46% 46	16.16% 16	99
MRCA	40.91% 54	42.42% 56	16.67% 22	132

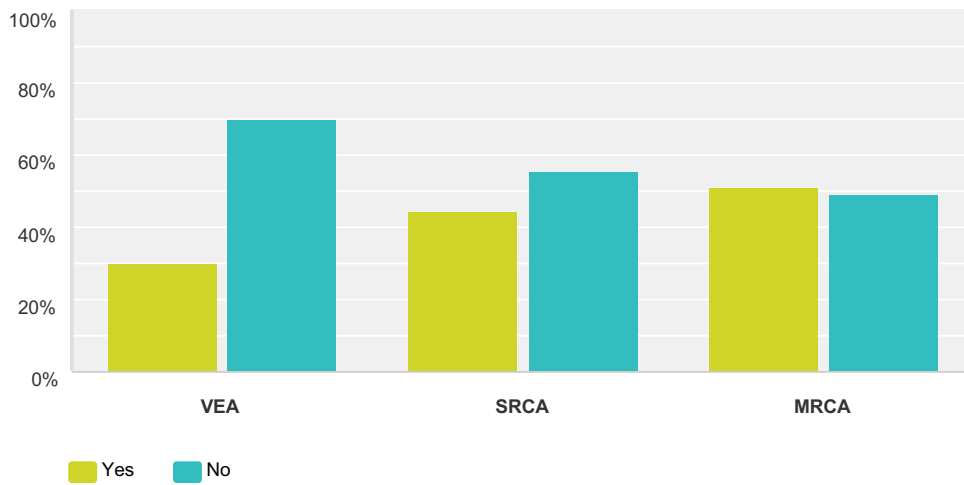
#	Please specify (optional)	Date
1	N/A	11/16/2016 4:08 PM
2	N/A	11/16/2016 11:51 AM
3	N/A	11/6/2016 4:40 AM
4	N/A	11/4/2016 7:03 PM
5	Got threatened that if I did not go to rehab, they would stop my payments	11/4/2016 5:22 PM
6	Not applicable	10/7/2016 11:12 AM
7	Some investigator in Sydney, alleged that I spoke inappropriately to a staff member, I advised him he did not know what inappropriately is. I sent him a copy of my correspondence to the Secretary about the incident. He replied Thank you.	10/5/2016 2:53 PM
8	It's 'High' because its a continuation of Service Denial and their 9 years of abuse... it's all designed to force me to kill myself.	10/5/2016 12:36 PM
9	Covering for each other, arse covering	10/2/2016 6:59 PM
10	normal routine intimidation	9/30/2016 10:00 PM
11	Insult3d humiliated depressed	9/29/2016 11:28 AM
12	As above.	9/28/2016 9:57 PM
13	n/A	9/27/2016 7:26 PM
14	Contant harrassment and presure	9/27/2016 2:49 PM
15	N/A	9/18/2016 12:55 PM
16	I was told that I can't expect the Australian Tax payer to fund my life (referring to incapacity payments) and I was told when I sought physiological assistance	9/17/2016 7:44 PM
17	In the past medium	9/17/2016 11:44 AM

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18	N/A	9/12/2016 11:31 PM
19	Intimidation. Threading to cancel my applications again so I would have to start the process again.	9/10/2016 5:58 PM
20	nil	9/6/2016 10:12 PM
21	Taunting, lying	9/6/2016 1:04 PM
22	Refuse to give answer on how the dva doc came to the constitutional answer and tell myself or my advocate they name.	9/6/2016 1:06 AM
23	Threaten to stop incap payments	9/5/2016 6:36 PM
24	N/A	8/25/2016 9:17 PM
25	I believe my claim was intentionally delayed as an act of revenge	8/24/2016 2:18 PM
26	i have been in the past by DVA SES officers	8/19/2016 11:48 PM
27	What more CAN i Say i report és the Person to the Deputy Commissioner he was moved	8/19/2016 8:10 PM
28	Not applicable (you really need an N/A answer on some of these questions)	8/19/2016 7:23 PM
29	They called the police to remove me because i was calm rational and quiet but the DVA manager had lost his temper and was shouting at me	8/19/2016 7:11 PM
30	Put in an offical complain to which I was told I would never find out the results	8/18/2016 3:57 PM

Q26 In the last year, do you believe that a staff member of the DVA has intentionally misled you regarding any matter?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	30.17% 127	69.83% 294	421
SRCA	44.34% 137	55.66% 172	309
MRCA	50.77% 198	49.23% 192	390

#	Please specify (optional)	Date
1	No comment	2/1/2017 9:27 PM
2	not sure	11/25/2016 7:23 PM
3	Delegate could be bothered with minimum assistance	11/22/2016 12:14 PM
4	N/A	11/16/2016 4:08 PM
5	Haven't heard from anyone!!	11/11/2016 9:33 AM
6	I just do not believe that most DVA staff are actually trained enough & the government is reducing the staff numbers to save money but are causing more issues as the staff are being overloaded with extra cases.	11/5/2016 10:25 PM
7	As per above, I was advised to put information on my medical certificate that was then used to reject my claim.	11/4/2016 10:09 PM
8	Forms lost, files lost. Then they turned up. But black and blue they stated I never submitted them. I finally proved they were wrong.	11/4/2016 9:05 PM
9	I think the system, rather than any individual staff member, is misleading	11/4/2016 5:24 PM
10	Each claim I out in at their request, they deny	11/4/2016 5:22 PM
11	Misled by dva staff on review process, had to see advocate to review tpi.	11/4/2016 4:56 PM
12	I don't think most of them know they jobs that well, especially the client service officers answering the switch. They don't listen and don't understand on the whole.	11/4/2016 3:50 PM
13	Lied about rehabilitation matters and had major conflict of interest regarding my case	11/4/2016 3:06 PM
14	I believe that the DVA Spt officer has an agenda that is not in my best interest as a veteran requiring assistance	10/5/2016 9:55 PM
15	My claims are being deliberately waylaid.	10/5/2016 2:53 PM
16	I have the evidence - I always collect the evidence - no one believes you without 'evidence' and even then, teh ESO's e.g. The RSL, sides with DVA by being avoidant.	10/5/2016 12:36 PM

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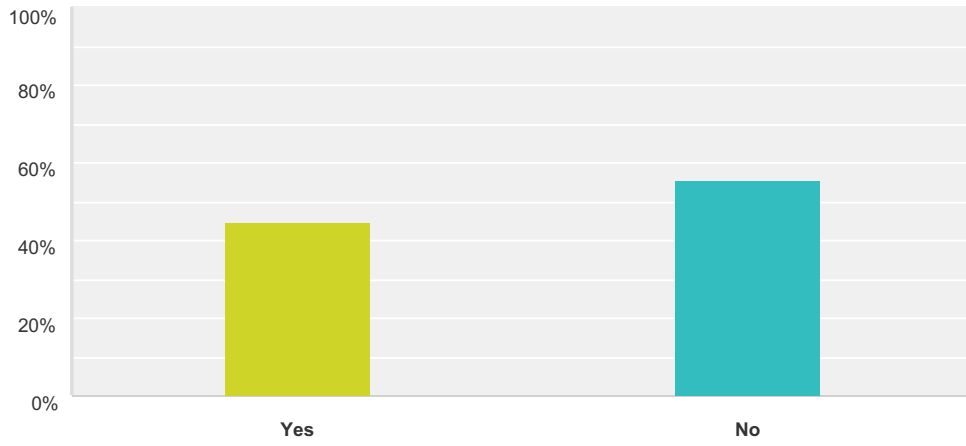
17	In regard to Clients appeal to VRB the person was the DVA Advocate	10/5/2016 11:23 AM
18	Always misleading. They can't obsorb how I get paid I.e not a 9 to 5, Monday to Friday type of job	10/2/2016 6:59 PM
19	Told misleading info by RCG	10/2/2016 3:26 PM
20	Negative result from my PI claim and the claims manager stating that I had to accept what was given and then follow up with new and more claims if I wanted to get what I should have received resulting from the PI assessment.	9/30/2016 8:56 PM
21	Staff says,,i have no right to challenge his decission....well red flag at a bull	9/29/2016 11:28 AM
22	Claims under SRCA being advised to put in under VEA and then having them rejected and counted against me for future claims.	9/29/2016 9:07 AM
23	Just not intersted to take the time to explain in detail what was required, as they seem to think we already know their entire system.	9/29/2016 12:04 AM
24	But previously yes	9/28/2016 10:01 PM
25	Not mislead but not providing guidance either	9/28/2016 8:14 PM
26	I try not to deal with them	9/28/2016 4:56 PM
27	Not sure	9/28/2016 12:51 PM
28	Hearing aids and treatmebt	9/28/2016 12:12 PM
29	I think my Delegate chooses not to look into the issues that I raise because she doesn't want to do the work.	9/28/2016 12:01 AM
30	Katie Kerkin - She denied my incapacity payments in the blink of an eye and laughed at me on the phone.	9/27/2016 7:26 PM
31	I think they were incompetent, notdelineratelymisleading	9/27/2016 7:24 PM
32	Witenssed TELECON involving my adviccate. Delegate refused to discuss actions taken that exceed legislated rights of DVA.	9/27/2016 6:08 PM
33	Don't know	9/27/2016 5:54 PM
34	I think they just don't know their subject matter	9/27/2016 5:49 PM
35	Regarding full time work, yes. Made me take my ankle injury from my claim to disadvantage me and hide that my ankle was accepted in 1997	9/27/2016 2:49 PM
36	In relation to the tax issue with Incap payments. Being advised to not claim the tax free threshold is not right. That's a legal entitlement to every Australian taxpayer.	9/27/2016 11:58 AM
37	SRDP MRCA	9/27/2016 7:59 AM
38	LEtter of increase to 90% had a note from Delegate...I note that Mr XYZ is working fulltime and therefore cannot offer Intermediate rate Gold Card etc..where the fact was I was never asked and had it quickly overturned adn Godl Card issued by my Advocate..	9/26/2016 12:13 PM
39	Unsure?	9/22/2016 9:20 PM
40	I honestly think they didn't have a clue what they were doing - and kept getting told I didn't fit there normal cases	9/18/2016 2:25 AM
41	not sure	9/17/2016 8:16 PM
42	They did not discuss my rehab program with me and closed it without advising me and deemed me able to earn which is why I won at the VRB.	9/17/2016 7:44 PM
43	This client support co-ordination program is a deliberate action by DVA to streamline us in to having to accept 1 answer as gospel and if you contact anyone else you're told off and sent a nasty letter.	9/17/2016 2:04 PM
44	I honestly doubt the capability of some of the staff. Was told by my second case manager that they don't worry about trying to sought out your claims prior to your discharge date as it isn't important. Even though the army can't discharge you till they at least accept or deny responsibility. Staff didn't even seem to be aware of this policy.	9/17/2016 12:34 PM
45	Yes in the past	9/17/2016 11:44 AM
46	Not sure. You expect to receive the right advice but cant be sure.	9/17/2016 8:55 AM
47	estelle phillips dva townsville	9/15/2016 6:14 PM
48	Hard to prove but probably	9/14/2016 9:43 PM
49	yes DAN TEHAN in regards to MEFLOQUINE TOXICITY along with DEFENCE JHC	9/8/2016 7:02 PM
50	Feel free to email me in regards to any false and misleading information. I have received	9/7/2016 5:55 PM
51	Re: using own specialists, DVA Rehab specifically stated had to use MLCOA	9/7/2016 1:13 PM
52	N/A	9/7/2016 11:29 AM

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53	Still awaiting other services told I'm quad & they will get to it..	9/6/2016 9:32 PM
54	I believe they have covered up for themselves as there has been a high amount of negative attention towards them and are doing anything to look good....	9/6/2016 4:28 PM
55	Telling me that no paperwork had been received by them when I know it was sent to them	9/6/2016 2:34 PM
56	They always do	9/6/2016 1:04 PM
57	On what cover i can get and what is covered from a successful claim.	9/6/2016 1:06 AM
58	With holding information / lies	8/27/2016 10:37 AM
59	DO not talk to them	8/25/2016 9:17 PM
60	3 phones calls in 1 hour 3 different answers	8/25/2016 5:46 PM
61	Yes they told me that I was going to be on incap payments and then two days after told me I wasn't.	8/25/2016 3:33 PM
62	Losing paperwork .not returning ph calls	8/25/2016 10:47 AM
63	No, but your DVA newspaper did.	8/25/2016 9:26 AM
64	certain Tville office staff	8/24/2016 5:20 PM
65	as above	8/24/2016 2:18 PM
66	I know the information they provided regarding incapacity payments was wrong because I was on them only a few months prior. The Dva bloke lied directly to me about what was required to be eligible.	8/21/2016 5:47 PM
67	However they cannot coordinate complex cases that span all three legislations	8/21/2016 5:16 PM
68	Constant run around	8/20/2016 8:02 PM
69	As per 24	8/20/2016 10:45 AM
70	there social worker giving wrong info, Advocate informed them to cease	8/20/2016 8:50 AM
71	I could have been told to remove myself as a director from a company I gained no financial benefit from as I had not worked for three years. This would have allowed my claim to go through one year earlier. The next DVA Officer told me what exactly to do if I was not performing director duties.	8/19/2016 11:48 PM
72	Michelle Higgins , Narrelle fuller (sat on my application for 6 months), and management at Townsville DVA	8/19/2016 8:37 PM
73	Or They DO NOT KNOW THEIR JÓB AND HIVIMG ADVICE THATS NOT RIGHT OR STAFF WHO CANNOT COMPRHEND THE ENGLISH LANGUAGE OR COMPREHEND A SIMPLE GPS REPORT AND UNDERSTAN THE ENGLISH LANGUAGE IN WRITTEN FORM	8/19/2016 8:10 PM
74	as above, it has been common over the last 10 years	8/19/2016 7:11 PM
75	I was informed that DVA had submitted FRI to other departments; however when I asked for the date of submission they were either not able or unwilling to provide the information	8/19/2016 7:02 PM
76	Just not honest I guess	8/19/2016 6:48 PM
77	Incorrect or misleading conduct by DVA Advocate in regard to VRB Claim for client.	8/19/2016 6:45 PM
78	unsure really but I do believe I was mislead so he didn't have to do as much work	8/19/2016 6:29 PM
79	No contact with them	8/19/2016 5:45 AM
80	Sent a letter to my GP to re-do an assessment as she didn't agree with the first signed paperwork. Stated that "I am never now or in the future going to be classed TPI"	8/19/2016 12:12 AM
81	i was told i would be reimbursed for private health cover	8/16/2016 9:10 PM

Q27 Have you been the victim of assault (sexual or physical), bullying, bastardisation or rape during your service?

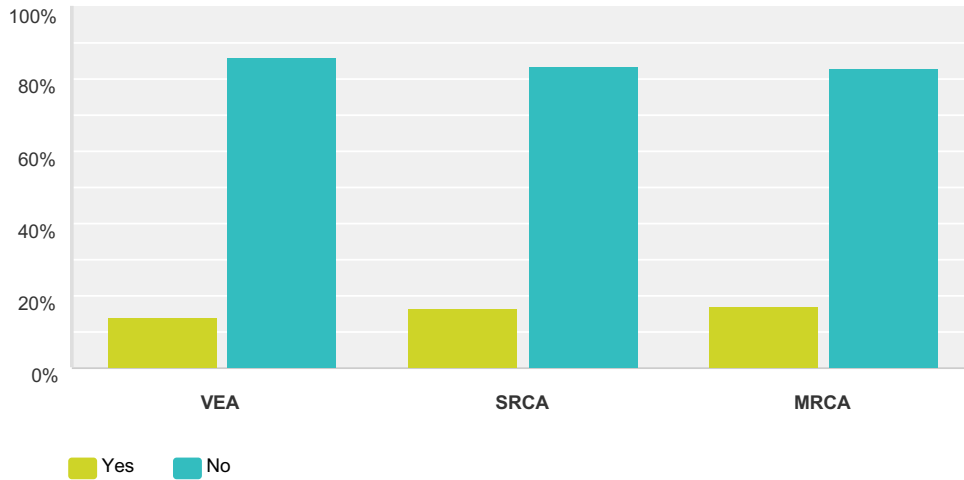
Answered: 714 Skipped: 0



Answer Choices	Responses	
Yes	44.82%	320
No	55.18%	394
Total		714

Q28 If yes, did the DVA deal with your claim with dignity and respect?

Answered: 234 Skipped: 480



	Yes	No	Total
VEA	13.85% 18	86.15% 112	130
SRCA	16.51% 18	83.49% 91	109
MRCA	17.16% 23	82.84% 111	134

#	Please specify (optional)	Date
1	Never mentioned the bullying as I don't think justice will be served.	2/6/2017 11:55 AM
2	Didn't claim abuse	1/23/2017 9:12 AM
3	no DVA denied the abuse even after supplying witness letters. DVA provide Psychiatric services connected to PTSD but deny the cause or liability.	11/22/2016 6:15 PM
4	N/A	11/16/2016 11:51 AM
5	Minimal interaction, make you feel like a malingerer. They do not apply principles of natural justice.	11/11/2016 7:41 PM
6	Dignity yes, respect no. Claim was refused despite a damning report	11/11/2016 9:33 AM
7	Not reported - impossible to verify	11/10/2016 4:48 PM
8	Never claimed	11/5/2016 10:38 PM
9	I have not lodged a claim for this abuse & assault during my service. I simply took discharge after 9 years 10 months service. I started a new life after discharging & have no intention of even being in the same grid square as those scumbags.	11/5/2016 10:25 PM
10	No claim	11/5/2016 11:14 AM
11	Claim not submitted as yet	11/5/2016 9:44 AM
12	Have not raised this as yet	11/4/2016 10:09 PM
13	Still un answered clas after 12 months. I call for days to talk. Yet nobody ever calls back. I am just a number to them. Complete disrespect.	11/4/2016 9:05 PM
14	Dva don't recognise as comcare blanked out all copies of investigation to protect the names of the perpetrators under the freedom of information act.	11/4/2016 7:08 PM
15	NA	11/4/2016 7:03 PM
16	They only act towards their duty of care. Im being threatened of having me admitted so I will be psychologically impaired to have a say and blacklisted from speaking to DVA	11/4/2016 6:41 PM

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17	I didn't even bother applying. After how my service related PTSD/Anxiety and Depressive Disorder was referred to by DVA nominated psych some years ago. She blamed it all on me not feeling supported by female colleagues and that it wasn't that bad. That was while her new puppy was busy pissing on the carpet in front of me. She was dismissive of me and downright rude.	11/4/2016 3:50 PM
18	DVA dont care and told me I could put a claim in	11/4/2016 3:06 PM
19	I've not claimed for it.	11/4/2016 12:09 PM
20	Troop Lieutenant referred to me as a malingerer because I was being sent to Vung Tau base hospital. His successor threatened me with punishment because I refused to go to a function (attendance was voluntary).	10/7/2016 11:12 AM
21	have never claim for it, as it was to embarrassing < most was acceptect as the norm, accept the sexual rape stuff>	10/6/2016 10:48 PM
22	Won't recognise or accept liability	10/6/2016 3:38 PM
23	The DVA will not recognise the Court Martial of the Officer involved, who was found guilty. The DVA will not recognise the Civil County Court result, where the Crown settled. The DVA is currently in the AAT, contesting Federal Court precedence, to avoid my case.	10/5/2016 2:53 PM
24	never followed it up.	10/4/2016 5:26 PM
25	Haven't claimed as I don't have enough proof	10/4/2016 4:47 PM
26	I never reported it, this is rank throughout the services.	10/1/2016 2:45 AM
27	N/A	9/30/2016 10:00 PM
28	Never claimed against it.	9/29/2016 12:06 PM
29	All right when ya ring up dva case office every two days for two months and ask for a positive out come	9/29/2016 11:28 AM
30	Dva havent spoken to me regarding my claims	9/29/2016 7:34 AM
31	Cannot talk about it	9/29/2016 2:09 AM
32	Have not reported it.	9/29/2016 12:46 AM
33	Never made a complaint	9/29/2016 12:15 AM
34	Never claimed against.	9/29/2016 12:04 AM
35	Didn't claim	9/28/2016 11:45 PM
36	Not reported by me as I am sure it will be ignored as others have.	9/28/2016 8:14 PM
37	Claim was lost, supposedly not received.	9/28/2016 4:09 PM
38	Never claimed	9/28/2016 11:22 AM
39	I didn't put a claim in.	9/28/2016 9:43 AM
40	They dismissed it	9/28/2016 9:01 AM
41	This was written on my PTSD statement at no stage have ever contacted me about this!	9/27/2016 11:11 PM
42	It was never dealt with nor accepted within any claim made by the DVA	9/27/2016 7:33 PM
43	I'm not claiming anything	9/27/2016 7:26 PM
44	I bash bashed, bullied and bastardized in 8/12 regt and have since been diagnosed with PTSD. I will be appealing my claim	9/27/2016 7:26 PM
45	Haven't claimed as yet	9/27/2016 7:03 PM
46	DVA appear unwilling to recognise the exacerbation of mental health issues created by their behaviour. Perhaps not DVA specifically, but inquiry notes from a sensitive investigation involving unacceptable behaviours were provided (redacted) to 'prove' to DVA my claim. an UNREDACTED copy was sent to the main antagonist - who was still serving as a Head of Corps with authority and power to affect every single Officer and Soldier who had been interviewed.	9/27/2016 6:08 PM
47	They have not investigated my claims.	9/27/2016 5:56 PM
48	I haven't claim, it's traumatic enough dealing with physical injuries .	9/27/2016 5:49 PM
49	Was conducted swiftly as I had already been through the DART review.	9/27/2016 4:42 PM
50	I was treated and still being treated like shit. They have no respect or understanding of what I have faced	9/27/2016 2:49 PM
51	I had to go to the AAT to win my claim. I felt horribly belittled and was treated like I was a whinger.	9/27/2016 1:43 PM
52	Did not claim specifically but it was mentioned in one of my claims- stress depression which was declined by DVA.	9/27/2016 12:09 PM
53	didn't take it any further	9/27/2016 11:51 AM

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54	Pletty of bullying in the Army. I have put up with this for years. I have not submitted a claim for this yet though.	9/27/2016 11:33 AM
55	n/a, never claimed	9/25/2016 9:56 PM
56	Treated like a fool and intentionally kept in the dark about what I should or should not do. Harassed with phone calls as was my daughter in law. Informed I was non compliant and abusive. Travel allowance withheld and other emails deliberately not answered	9/25/2016 5:51 PM
57	Not claiming for it.	9/24/2016 1:09 PM
58	To hard to prove now	9/24/2016 12:12 PM
59	Didn't deal with it	9/24/2016 10:41 AM
60	I have never claimed for this.	9/23/2016 11:18 PM
61	Have not made a claim	9/23/2016 8:55 PM
62	I have severe trouble dealing with the incidents that happened whilst in Defence, so much to the point where I have not submitted any claims for the bullying and bastardisation I received in Defence.	9/18/2016 12:55 PM
63	I have never submitted a claim - I didn't even realise I could	9/18/2016 2:25 AM
64	did not claim for it, it was the world we lived in back then	9/17/2016 8:16 PM
65	You're treated with contempt, as worthless and guilty and have to fight, in my case for the last 3 years every single day to get the small amount of help offered. Its a nightmare.	9/17/2016 2:04 PM
66	Didn't bother claiming for this, as I have heard too many horror stories as to how DVA deal with it.	9/17/2016 12:34 PM
67	I havnt made a cliam as i didnt want to relive it im not strong enough yet	9/17/2016 11:44 AM
68	Not claimed	9/17/2016 8:24 AM
69	Not claimed as yet.	9/15/2016 10:57 PM
70	Non liability treatment only for depression anxiety and ptsd and I was choked and had my head thrown into a wall from a seated position	9/15/2016 6:14 PM
71	No claim has been made in this regard	9/14/2016 10:29 PM
72	Never claimed it, spoke to them about it, they know, but nothing ever followed up ever	9/13/2016 10:15 AM
73	didn't claim, but who hasn't been bullied in defence.....	9/10/2016 10:00 AM
74	They ignored the DVA appointed psychiatrist's report and discounted supporting historical statutory declarations. The also applied their own interpretation to medically recorded entries such when I was once assaulted and my nose was broken, the doctor wrote "Hit on nose.". The SRCA review woman said "oh yes I saw that but it doesn't say "Hit on nose in fight" ".	9/10/2016 6:48 AM
75	Not claimed for	9/8/2016 10:52 PM
76	Stated that I was BULLIED and Harassed, and assaulted on one occasion and my complaint was ignored!	9/8/2016 7:02 PM
77	Have not put a seperate claim in for that	9/7/2016 7:43 PM
78	It happened in 1968 at the former HMAS LEEUWIN	9/7/2016 6:33 PM
79	In my time of serving bullying and bastardization was a was a way of life in the ADF	9/6/2016 11:43 PM
80	No at AAT I was accused of lying and not reporting my condition when the navy was fully aware and this was not passed on to dva. I had to re live my whole bulling and dart claim only to be call a lyer and my claim was denied	9/6/2016 11:30 PM
81	N / A	9/6/2016 11:21 PM
82	not tried to claim for it	9/6/2016 11:10 PM
83	Still subject of a Royal Commision	9/6/2016 9:30 PM
84	It didn't go to DVA. In fact, it has been kept quiet for 21 years.	9/6/2016 8:01 PM
85	Did Not claim. As didn't think they would believe me.	9/6/2016 5:29 PM
86	I have never claimed against it. By the time I heard about the DART, it was to late for me to claim.	9/6/2016 4:37 PM
87	I have never made a claim for bastardisation.	9/6/2016 2:44 PM
88	DVA did not show any compassion but DART did deal with my claim with dignity and respect. .	9/6/2016 10:44 AM
89	Havent claimed as not worth the stress	9/5/2016 7:10 PM
90	Never submitted any claim	9/2/2016 9:05 PM
91	Did not claim against those events.	9/2/2016 10:59 AM

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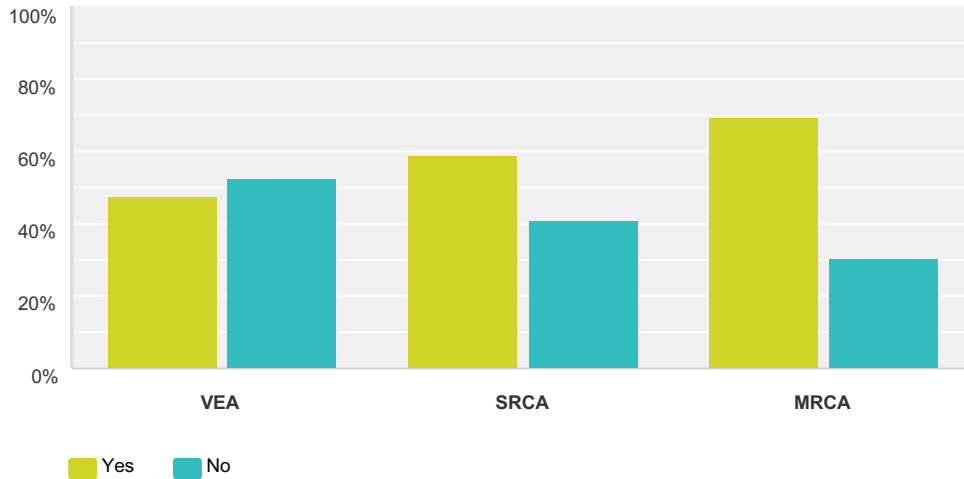
92	did not lodge a claim on these matters.	8/25/2016 11:38 PM
93	a.s a 20 year old nasho to ashamed to report it!this was 1965	8/25/2016 5:46 PM
94	I did not claim	8/25/2016 3:33 PM
95	Barstartisation was to be expected when I joined in 82 . But yes there was plenty of that to go around.	8/25/2016 11:59 AM
96	Because it happened so long ago, and all evidence 'disappeared' from Military records, they ignored it.	8/25/2016 9:26 AM
97	I never brought it up. All I wanted was out	8/25/2016 1:40 AM
98	This issue is being submitted to SRCA, as it deals with a wrongful dismissal, hiding the fact that racism was partly responsible for the outcome at RAAF (Army was good to me).	8/24/2016 10:29 PM
99	Bullying etc after my physical and mental injuries - DVA don't understand how they impact on that even further. They have no idea what partners and kids are going through also.	8/24/2016 5:20 PM
100	Never claimed	8/24/2016 4:57 PM
101	Did not claim	8/24/2016 4:45 PM
102	I have never claimed for bullying or bastardisation as this would be hard 2 prove. It happened alot 2 me and others daily but could not do anything about this due to being punished for it.	8/23/2016 9:04 PM
103	Never claimed	8/23/2016 8:10 PM
104	Not claimed	8/23/2016 7:35 PM
105	Was told not an acceptable claim even though the royal commission said it was in the severe category for abuse	8/22/2016 3:22 PM
106	After dealing with DVA feels like I have been dryed humped.	8/22/2016 2:36 PM
107	Did not claim	8/22/2016 11:34 AM
108	Claim is being processed but DVA was written to by abuser years ago specifying abuse which was ignored!!!!!!!!!!	8/22/2016 12:42 AM
109	did not put a claim in	8/22/2016 12:09 AM
110	No I dealt with it myself	8/21/2016 9:49 PM
111	Don't care to claim for it	8/21/2016 5:16 PM
112	No evidence as was case in those days nobody cared	8/21/2016 5:03 PM
113	No claim made	8/20/2016 9:52 PM
114	No claim lodged	8/20/2016 8:02 PM
115	I didn't claim.	8/20/2016 5:20 PM
116	no claim made	8/20/2016 2:45 PM
117	Not finalised yet	8/20/2016 9:08 AM
118	I never claimed, it is only recently that I was diagnosed with PTSD..	8/20/2016 8:50 AM
119	They don't know about that side of it as it was not part of my initial claims	8/20/2016 8:30 AM
120	stated issues were not service related and or active service did not contribute	8/20/2016 2:56 AM
121	No claim put in, I was to,d it would be too hard to prove	8/20/2016 12:26 AM
122	Claim not yet lodged.	8/19/2016 11:36 PM
123	Not lodged through DVA	8/19/2016 10:15 PM
124	The matter has now been resolved at the political level because DVA failed me.	8/19/2016 10:02 PM
125	unsure if bullying/bartardisation can be claimed	8/19/2016 9:39 PM
126	not applicable	8/19/2016 9:22 PM
127	Made no claim so not applicable	8/19/2016 8:20 PM
128	Did not report It i decked the offender	8/19/2016 8:10 PM
129	I have not claimed.	8/19/2016 7:51 PM
130	Haven't claimed any. Didn't know I could, and there's no proof, so, what could I do?	8/19/2016 7:35 PM
131	Not claimed as a condition under any other Acts	8/19/2016 7:23 PM

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132	No, not since day one, the few times I have felt that my claim was progressing and that things had changed for the better were soon crushed by yet another unbelievable act of stupidity or total incompetence I say stupidity or total incompetence because I prefer to think staff are stupid and incompetent rather than actively vindictive and use their power to harass and belittle veterans	8/19/2016 7:11 PM
133	didn't! tell them as to ashamed	8/19/2016 6:51 PM
134	Never claimed	8/19/2016 6:48 PM
135	I am took my harassment matter to OIAC as it was a breach of Privacy Act. It was dealt with in a much better way than DVA or ADF.	8/19/2016 6:25 PM
136	It was during a Commision of Inquiry into my brothers Suicide from 2009'to 2012 and evident in the final report I have not put a claim in- should I?	8/19/2016 6:16 PM
137	Never bothered trying to claim. Documented physical injuries are hard snog without them denying what I know happened to me.	8/19/2016 6:04 PM
138	I never even tried to claim assistance for dealing with the sexual harassment	8/19/2016 5:45 AM
139	Never put one in.	8/19/2016 12:12 AM
140	bullying not reported by me	8/16/2016 3:10 PM

Q29 In the last year, whilst dealing with staff in the DVA in regards to claims, incap payment or other, has the process and treatment by the DVA resulted in your accepted condition worsening?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	47.39% 200	52.61% 222	422
SRCA	58.80% 177	41.20% 124	301
MRCA	69.57% 272	30.43% 119	391

#	Please specify (optional)	Date
1	The processes and policies are very difficult to understand. A simple and clear understanding given to DVA clients such as myself would assist in not worsening my my mental health issues	11/26/2016 1:24 PM
2	Refused treatment for degraded injury resulting in extreme delay whilst acceptance of full condition occurred. Differing advice from Dva delayed process further	11/25/2016 8:33 PM
3	stressors of continuall rejections over the last 14 years	11/22/2016 6:15 PM
4	n/a I haven't had recent claims	11/17/2016 6:52 AM
5	Been thru worsening anxiety coz they have no empathy for situation.	11/11/2016 7:41 PM
6	Phsyncologically	11/10/2016 4:48 PM
7	Stress has caused my health to deteriorate	11/6/2016 10:47 AM
8	I have to say yes, as I am experiencing mental health issues & have now started to say "No wonder veterans commit suicide having to deal with DVA shit". I have not yet reached that low level of darkness but I have a network of people who do check on me regularly.	11/5/2016 10:25 PM
9	Now shattered, high anxiety, depressed and suicidal,	11/4/2016 10:09 PM
10	No progress for a long time. So I expect the average time will be the case. Reported over 2 years in recent news.	11/4/2016 9:05 PM
11	I can no longer leave the house due to increases anxiety, depression and paranoia	11/4/2016 5:22 PM
12	My health has degraded due to the cut of incap payment made to me.	11/4/2016 4:56 PM

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13	It is one of the most stressful things to go through, they make you feel like you are worthless and that there is nothing wrong with you, they don't have any compassion for the members, all we are is a number and are treated accordingly. And you would swear that any money whether it be incapacity payments or PI payment that the money was coming out of the claims officers personnel bank account, they seem to be a machine and not human in the way that they treat you, No Compassion at all.	11/4/2016 3:56 PM
14	Flaring of pain, and usual crap with PTSD.	11/4/2016 3:50 PM
15	My PTSD and mental state has gone through the roof and has now caused me to feel suicidal	11/4/2016 3:06 PM
16	Not applicable	10/7/2016 11:12 AM
17	DVA engineers High Stress in order to exploit your 'High Stress' --- they essentially keep you in a permanent state of High Stress, which becomes Complex-PTSD.	10/5/2016 12:36 PM
18	Yes, deteriorated immensely since they wanted my invoices about 2 months ago. I received an e-mail out of the blue telling me that they will cut off my pay if they don't receive the invoices	10/2/2016 6:59 PM
19	PTSD was increased 10 fold during claim process	10/2/2016 3:26 PM
20	Excessive paperwork and medical requirements, gave me a feeling of being overwhelmed causing me to shut down. And not get anything done thus creating more work and pressure on my wife to ensure everything was completed on time and ensuring I attended all appointments to satisfy requirements of DVA	10/2/2016 8:42 AM
21	Depression and anxiety.	10/2/2016 8:01 AM
22	Delays in processing means delays in getting treatment. My condition worsens by the week.	10/1/2016 12:25 PM
23	My pain and impairment levels appear to have increased. I have had a total of 5 major surgeries between both knees and am being told that I should expect two full knee replacements. I am currently only 28 years old.	9/30/2016 8:56 PM
24	The system is completely reckless as to policies that directly worsen psychological conditions. For example, the financial hardship under the current arrangements puts extreme distress on my family and relationship.	9/29/2016 12:33 PM
25	Deteriorating mental health due to time taken and paperwork being lost	9/29/2016 7:45 AM
26	Anxiety and depression, now contemplating suicide. They deceived me in regards to incap. Drs say I should work more than 6 hours a day 4 days a week. I'm doing 9.5 hours a day 6 days a week just to match what I was getting on incap	9/29/2016 7:34 AM
27	On medical separation from the ADF I cannot apply for tpi or srpd until after separation	9/29/2016 12:01 AM
28	Increased anxiety. I no longer have contact with DVA. My wife had to deal with all DVA correspondence as I can no longer cope with the mental health issues that happen afterwards.	9/28/2016 9:57 PM
29	My marriage broke down due to my wife dealing with the stress of DVA.	9/28/2016 9:48 PM
30	I no longer deal with DVA and am most likely missing out on entitlements but it takes too much of a toll on my psychological health and has driven me close to suicide.	9/28/2016 2:34 PM
31	Physiological	9/28/2016 11:46 AM
32	Anger issues	9/28/2016 12:21 AM
33	PTSD + DVA = worse depression, anxiety and suicidal thoughts. (I have support from family, ESO and psych)	9/28/2016 12:01 AM
34	I have PTSD I was told conditions normally get worse as you go through this process by the military psychiatrist, if he is telling me this there is a problem! Yes it got worse!	9/27/2016 11:11 PM
35	IBS has turned into leaky gut	9/27/2016 7:26 PM
36	Mental health has deteriorated significantly. I'm 6 years along and my life still feels empty and pointless ... and the recurring crashes impacting relationships, are often linked with DVA and the grindstone dealing with them has proven to be.	9/27/2016 6:08 PM
37	Depression	9/27/2016 5:49 PM
38	I have lost my daughter because of the stress relating to this. I am 1 step closer to killing myself. I believe that is the ultimate goal of DVA is to make you give up because it is too hard.	9/27/2016 2:49 PM
39	Mentally drained and on the verge of suicide.	9/27/2016 1:57 PM
40	Initially I was under a psychologist for treatment of my depression etc, however I'm now seeing a psychiatrist monthly and my marriage is also starting to suffer	9/27/2016 11:58 AM
41	CONSIDERABLE STRESS WHILE DEALING WITH THE TIME FRAMES OF CALIMS	9/27/2016 7:59 AM
42	My accepted condition will deteriorate regardless of what DVA does	9/26/2016 4:23 PM
43	not in last 12 months but plenty before that	9/25/2016 9:56 PM

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44	Feeling about how I'm treated with disrespect made me think of worthless life. Was considering suicide on numerous occasions.	9/25/2016 5:51 PM
45	n/a	9/22/2016 9:20 PM
46	Stress, delayed finances had impacted wholistic health and access to health care or rehab needs	9/18/2016 2:25 AM
47	Conditions not accepted	9/17/2016 10:58 PM
48	the time it takes for claims to be resolved and lack of communication as to what is happening	9/17/2016 8:16 PM
49	Yes, their constant harrassment and contact makes me push myself too hard in an attempt to get them off my back which aggravates my injury and causes more physiological symptoms and family problems. Its a vicious cycle.	9/17/2016 7:44 PM
50	Heightened my level of depression	9/17/2016 7:34 PM
51	I started having suicidal thoughts	9/17/2016 12:34 PM
52	Attempted suicide 29 Aug 2016 due to mental health issues worsening. I'd had enough of the system! of	9/17/2016 8:55 AM
53	Information is confusing as to the different acts.	9/14/2016 10:29 PM
54	I have not had any dealings with them this past year.	9/14/2016 8:22 PM
55	DVA assessing doctor dislocated my shoulder during examination.	9/10/2016 5:58 PM
56	I require increasing dosages of anti-depressants.	9/10/2016 6:48 AM
57	NO because DVA did not accept my claim as it did not relate to SOPs at the time as MEDICAL DOCUMENTS were ABSENT AUSTRALIAN MALARIAL INSTITUTE TEST SUBJECT information which caused the illness (Medical Maladministration)	9/8/2016 7:02 PM
58	Constant stress with the lack of communication and understanding from DVA.	9/7/2016 5:55 PM
59	Each serving or supported organisation advocates, tells you different things to place in claims! There is time limits on every letter I receive!	9/7/2016 3:15 PM
60	Causing more cost to the commonwealth	9/7/2016 1:13 PM
61	N/A	9/7/2016 11:29 AM
62	My depression and anxiety is worse	9/6/2016 11:30 PM
63	Levels of Anxiety and Depression to extent on going pain and inability to move around my residence due to boring OT reports and my emails	9/6/2016 11:21 PM
64	In the last year no. However, during my 4 years of claims being denied I was suicidal.	9/6/2016 10:12 PM
65	Have independent specialist reports to prove this.	9/6/2016 9:32 PM
66	Exacerbated my anxiety and depression. I prefer to stay at home and not go out at all	9/6/2016 8:01 PM
67	My GP ordered an MRI which was then second guessed and refused by DVA staff. Effectively a public servant over second guessed my GP's request. Both my GP and treating Osteo needed it for my treatment and DVA said I needed to see a specialist to order it. This would have been a waste of money as I was being managed by my GP.	9/6/2016 5:29 PM
68	Mentally draining, frustrating and wears you down. Then the follow on effect worsens already severe conditions	9/6/2016 4:28 PM
69	The steps in which a simple claim has to go through is very complicated, extremely difficult to navigate and very demeaning of your personal circumstances. Also it is up to you to track down and follow up on appointments and or reports from specialists in which DVA need.	9/6/2016 2:44 PM
70	Unknown	9/6/2016 1:08 PM
71	I'm much much worse. No hobbies no partner no health	9/6/2016 1:04 PM
72	I suffered from stress and depression as a result of my injury, constant pain and not being able to lead a normal life. Being on the verge of losing my home and forcing my children to live elsewhere has greatly added to my levels of depression and stress.	9/6/2016 12:15 PM
73	Depression, anger and anxiety	9/6/2016 1:06 AM
74	I'd say the process would contribute to depression. Having someone look after themselves regardless of the best outcome for both myself and Dva given countless more time involved just so they can get it off their desk is frustrating. It also leads you to question yourself when you're already in a poor headspace. A simple phone call to myself or my coordinated client support person would have removed another 18months of this process having to wait for Pi to be finished, then review the error before going through Pi again!	9/5/2016 3:48 PM
75	When you have service recognized PTSD, depression and anxiety. Dealing with DVA becomes very difficult. And they genuinely don't seem to care.	9/3/2016 10:23 PM

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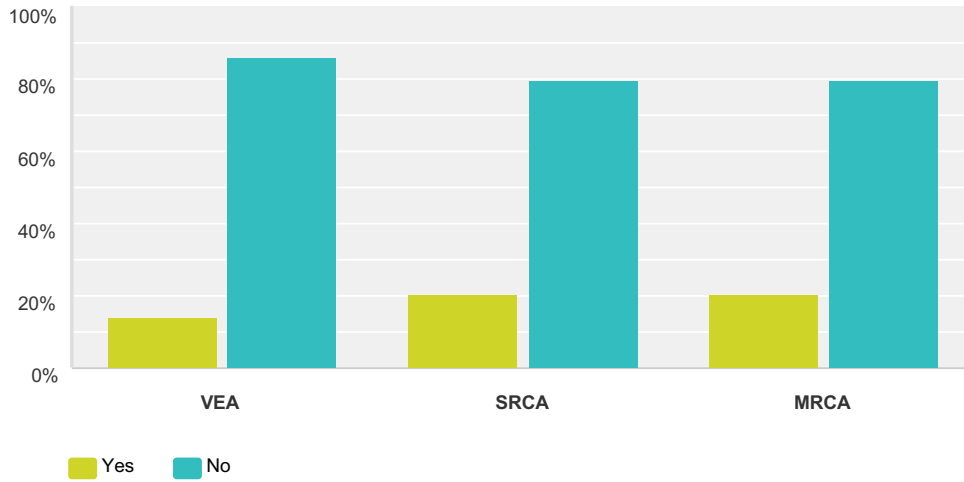
76	For financial reasons I have had to continue working in a job that conflicts with specialist advice as the process is so slow and very confusing	9/2/2016 9:05 PM
77	Due to length of current procedures anxiety etc. has increased.	8/27/2016 2:20 PM
78	Do not deal with them	8/25/2016 9:17 PM
79	go to bed at night praying I won't wake up! I exist day at a time!	8/25/2016 5:46 PM
80	Delay of treatment between leaving the Army and being able to see a specialist.	8/25/2016 5:15 PM
81	Only because it is I that has been dealing with it, if it were my husband them most definatley	8/25/2016 3:28 PM
82	My ailment has gotten worse if that's what your asking	8/25/2016 11:59 AM
83	More stress on me	8/25/2016 10:47 AM
84	No dealings with DVA in this period that covered claims, incap payments etc	8/25/2016 8:53 AM
85	Psychological plus being forced back to work worsened my joint injury before i had to quit again a few months later	8/24/2016 2:18 PM
86	Havent been sure where to go to get assistance to get it reviewed	8/22/2016 3:22 PM
87	10+ years of rejection before acceptance and still waiting with no income or dignity left	8/22/2016 12:42 AM
88	No conclusion to above claim for PTSD - I'm now broke and destitute	8/22/2016 12:08 AM
89	They wouldn't know how my treatment is going because no one has contacted me and never have for 15 yrs	8/21/2016 6:03 PM
90	Have to rely on family to partially support me as I look for work as my pension is heavily taxed and is much less than my defence salary	8/21/2016 5:47 PM
91	Mentally I am struggling, DVA are not assisting	8/21/2016 5:16 PM
92	PTSD	8/20/2016 8:02 PM
93	I feel like I am a problem for them to deal with and better of not chasing things up and just disappearing. Suicide is a constant thought on my mind, I don't because I have hurt my family enough already and to be honest I will not let DVA / the enemy beat me	8/20/2016 10:45 AM
94	I was getting transport to specialist appointments in Melb., I cannot drive too far or public transport great distances as I walk with an aid..it all ceased due to now no transport under MRCA...it is a one way trip of 85 K to specialist so i cancel all the time	8/20/2016 8:50 AM
95	because they declined my claim for stress depression ect so no accepted claim	8/20/2016 2:56 AM
96	Hubby yes	8/20/2016 12:26 AM
97	Mental pain and suffering	8/20/2016 12:01 AM
98	Psychologically I became more anxious and considered suicide on many Occasions.	8/19/2016 11:48 PM
99	Golf card but applying for tpi shortly	8/19/2016 9:54 PM
100	lower back pain	8/19/2016 9:39 PM
101	My mental health can't deal with this. My wife deals with it	8/19/2016 9:13 PM
102	i dont know but since 2015 i have been diagnosed with Leukemia and my stress related conditions have become worse	8/19/2016 8:37 PM
103	Added more stress worry due to the time It took For claims to be finalize and the un necessary doctors appointments that i had to under go after my GP and Specialist have made a FORM diagnosis	8/19/2016 8:10 PM
104	Anxiety and depression markedly increased during 6 months to review incap payments. They ceased them outright then took 6 months. Should have continued payments whilst they conducted review. Bet the review would have been completed much quicker. How many times can they loose a file. Or "I'm looking at your file this afternoon" despite the fact I know my file is on the other side of the country with VRB. Then they get my file sent to Brisbane a week before my VRB date so the board don't have access to them for the board. It was this that made them finalise it in a day thanks to my irate advocate who treated ombudsman and mp involvement.	8/19/2016 7:36 PM
105	PTSD	8/19/2016 7:32 PM
106	Can't answer correctly as claim is still ongoing.	8/19/2016 7:28 PM
107	not sure, I have stopped caring, it causes me too much stress, I get the feeling that this is what DVA wants, veterans to give up and just go away.	8/19/2016 7:11 PM
108	Signs and symptoms of degenerative disease of lumbar spine worsened	8/19/2016 7:02 PM
109	have at home become a hermit left N.S.W were I had support moved back to qld to die!	8/19/2016 6:51 PM
110	PTSD worse from the stress DVA put me through. Body worse from having to keep working to earn money	8/19/2016 6:48 PM

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111	Psychologically, anxious and worry about dealing with them	8/19/2016 6:29 PM
112	Stress, anxiety, PTSD, headaches from neck injury	8/19/2016 6:04 PM
113	Went from being off medication and looking at joining the Air Force to being put back on meds and being classified as unfit for work	8/18/2016 3:57 PM

Q30 In the last year, have you ever lodged any complaints against the DVA?

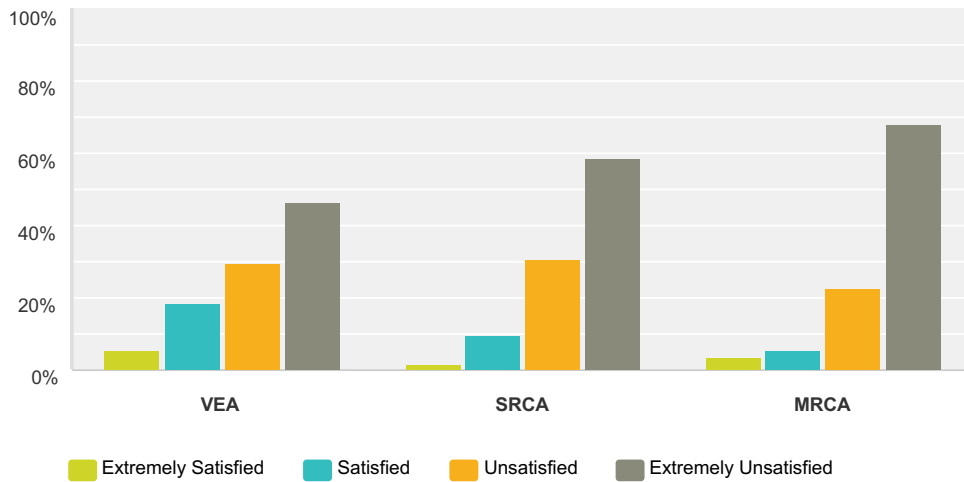
Answered: 714 Skipped: 0



	Yes	No	Total
VEA	13.99% 60	86.01% 369	429
SRCA	20.71% 64	79.29% 245	309
MRCA	20.25% 80	79.75% 315	395

Q31 If yes, were you satisfied with the outcome of your complaint?

Answered: 147 Skipped: 567



	Extremely Satisfied	Satisfied	Unsatisfied	Extremely Unsatisfied	Total
VEA	5.33% 4	18.67% 14	29.33% 22	46.67% 35	75
SRCA	1.33% 1	9.33% 7	30.67% 23	58.67% 44	75
MRCA	3.41% 3	5.68% 5	22.73% 20	68.18% 60	88

#	Please specify (optional)	Date
1	Ombudsman claimed he could not look into medical issues	11/25/2016 7:23 PM
2	n/a	11/17/2016 6:52 AM
3	N/A	11/16/2016 4:08 PM
4	N/A	11/16/2016 11:51 AM
5	Slow action regarding medical investigation, had to approach Dep Commissioner direct!	11/16/2016 10:09 AM
6	What is the point, they only pay lip service as always	11/10/2016 4:48 PM
7	N/A	11/6/2016 4:40 AM
8	What's the point giving them more work to do. They don't have enough staff/resources now. This is the only reason why I never raised a complaint.	11/4/2016 9:05 PM
9	NA	11/4/2016 7:03 PM
10	Awaiting	11/4/2016 6:41 PM
11	Didn't really know how or have support to make complaints.	11/4/2016 4:56 PM
12	My husband did though because I couldn't deal with the idiots any more. I still can't get DVA to understand that we need ADF Medically Retired option for income tax returns otherwise ATO see all our income as paid employment and I have to lie on my return every year saying I am a Junior Navy Officer when I'm not.	11/4/2016 3:50 PM
13	They did there internal review and up hold the decision to reject my claims stating they arent service related even though thats why I was kicked out of the military	11/4/2016 3:06 PM
14	Not applicable	10/7/2016 11:12 AM
15	What outcome, all cases have been avoided by the DVA, my solicitor has had to fight to be heard.	10/5/2016 2:53 PM
16	I have a complaint that is currently 5 years old, and DVA refuse to reply in writing... so, every 30 days, I issue them a follow up request, identifying the No of the Request and tally up the age of the request i.e. 866 days.	10/5/2016 12:36 PM
17	had to eventually go to ombudsman for action to occur	10/5/2016 9:50 AM

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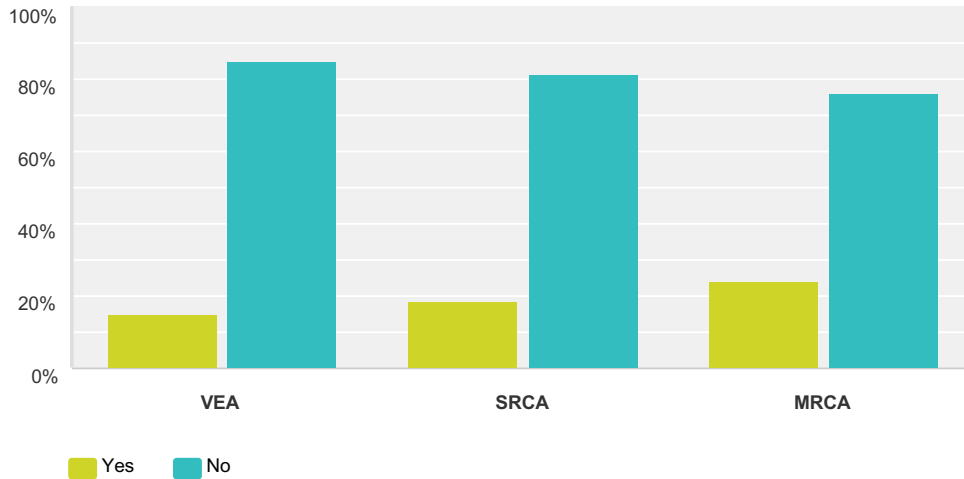
18	Not worth the extra stress	9/30/2016 10:00 PM
19	Who would really help	9/28/2016 10:11 PM
20	They sent me chasing answers with the medicolegal company, instead of dealing with the complaints.	9/28/2016 9:48 PM
21	could not be bothered	9/28/2016 2:24 AM
22	Still waiting outcome 80 days and counting	9/28/2016 12:21 AM
23	N/A	9/27/2016 7:26 PM
24	I have not in fear that it will make the process longer	9/27/2016 5:48 PM
25	DVA never replied to my complaint!	9/27/2016 3:06 PM
26	DVA has done nothing except cause more heartache and pain. The process is combative and degrading and you are treating as a lying mongrel who deserves nothing	9/27/2016 2:49 PM
27	Tax issue as outlined above. Response effectively was "It's your tax therefore it's your problem."	9/27/2016 11:58 AM
28	I will be	9/27/2016 11:51 AM
29	A supervisor from DVA did call to clarify some points, but that was it.	9/27/2016 11:33 AM
30	not in last 12 months plenty before and a future one to be submitted	9/25/2016 9:56 PM
31	Made to feel like I was at fault and punished like a naughty little boy and told to sit in the corner	9/25/2016 5:51 PM
32	Not a successful outcome for me, the veteran its like a gog chasing its tail. DVA says contact the service provider, the service provider says contact the contractor, the contractor says contact DVA.	9/22/2016 9:20 PM
33	N/A	9/18/2016 12:55 PM
34	There is no point lodging complaints, they never do anything and only back up their own delegates.	9/17/2016 7:44 PM
35	Didnt know i could make a complaint	9/17/2016 11:44 AM
36	My advocate formally complained	9/17/2016 8:55 AM
37	On going	9/14/2016 10:25 PM
38	lodged a complaint for waiting years, within a week claim rejected	9/11/2016 6:33 PM
39	Unresolved. They called me and told me my application should be determined early the following week. That was some months ago.	9/10/2016 5:58 PM
40	Nothing changed	9/7/2016 5:55 PM
41	Waiting response	9/7/2016 2:21 PM
42	Enquirer about complaining and to date have not received any info about the process despite requesting it	9/6/2016 11:30 PM
43	Makes no difference.	9/6/2016 9:30 PM
44	According to Stuart Robert all is awesome!!!	9/6/2016 1:04 PM
45	Never hear back from the complaint	9/6/2016 1:06 AM
46	Not yet resolved.	9/2/2016 10:59 AM
47	Did not even leave the office	8/31/2016 12:19 PM
48	Never heard back from them	8/25/2016 10:47 AM
49	Not worth worrying about. You can't fight the All Powerful DVA.	8/25/2016 9:26 AM
50	PLan to lodge complaint, fear retribution	8/24/2016 2:18 PM
51	No point it falls on def ears. Not worth all the hassle that comes with this as its a pain just to get compensated. Would hate 2 find out how the complaints department would go.	8/23/2016 9:04 PM
52	n/a	8/22/2016 12:26 PM
53	To affaird to report and have blowback	8/21/2016 9:31 PM
54	I requested emails from my case manager to the rehab company but they didnt give me and of the case managers emails only the emails from the rehab company to the case manager	8/21/2016 7:18 PM
55	Could not see a point in complaining when it is self assessed.	8/20/2016 8:02 PM
56	The compliant department is not a seperate entity so how are we meant to believe it will be looked at holistically	8/20/2016 10:45 AM
57	Never heard back in regards to mt written complaint after last PI	8/20/2016 8:50 AM

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58	N/A	8/20/2016 12:26 AM
59	I didn't lodge the complaint because I had been misled to pursue a course and when the same delegate denied the claim I had no energy to pursue it. Instead I took the easy way out and withdrew the claim and put a new one in, and it was approved.	8/19/2016 11:48 PM
60	Not game to complain until all pending matters are finalised. Will lodge complaints re:- medico-legal Doctor and some DVA staff.	8/19/2016 11:36 PM
61	whats the use	8/19/2016 9:53 PM
62	got no response and it was lodged	8/19/2016 8:37 PM
63	Still awaiting a result For my complaints from DVA and the Federal minister Minister Dan Tehan!	8/19/2016 8:10 PM
64	Not sure of the outcome if any. I redressed the MLCOA specialists attitude and false comments.	8/19/2016 7:27 PM
65	I forced DVA into a mediated meeting to discuss my complaints. I was told my claim was progressing well and would be totally finished by early 2010	8/19/2016 7:11 PM
66	Waiting for return from DVA Minister's Office	8/19/2016 7:02 PM
67	Referring to the cutting down of my travel claims, one claim has been settled, however your Travel Claims section hasn't communicated with me in any way, with regard to the one claim settled I found out it was settled when I saw the money in my bank account. I had previously sent in an email about 3 other travel claims in July , I have written emails twice asking if someone can contact me, and am still waiting for that contact from the claim dept. It is now the 19th of Aug, so 20 days with since I sent the initial mail and as yet I have only received your mails advising me that the claims have been forwarded to the Travel claims dept.	8/19/2016 6:56 PM
68	Told I'd never find out the results of complaint	8/18/2016 3:57 PM

Q32 In the last year, have you ever been declined finance by a bank or financial institution due to being on incap or other payments from the DVA? (eg Incap not considered a stable income)

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	15.12% 65	84.88% 365	430
SRCA	18.36% 56	81.64% 249	305
MRCA	23.91% 93	76.09% 296	389

#	Please specify (optional)	Date
1	N. A.	11/11/2016 7:41 PM
2	I don't rely on DVA payments	11/11/2016 9:33 AM
3	Not on incap payments	11/6/2016 2:50 PM
4	Couldn't even get rental house.	11/4/2016 9:05 PM
5	classed as a pensioner.	11/4/2016 7:08 PM
6	Still not getting any payments	11/4/2016 6:41 PM
7	I wouldn't be able to be accepted for anything with the amount i receive let alone my credit rating.	11/4/2016 4:56 PM
8	Not applicable	10/7/2016 11:12 AM
9	I am not game to ask for assistance. My financial situation is dire and I will loose my home when I turn 65.	10/5/2016 2:53 PM
10	I lost everything because of DVA Evidenced Maladministration ---- my life's work, home, superannuation etc etc.... all because I had to self-fund my incapacity and had no means to pay my mortgage..... DVA cost me everything and, that 'everything' was ontop of every other loss and sacrifice from ADF service..... three times now I've been ruined by either the ADF or DVA... it's death by a thousand slashes.... it's a clever system of abuse and re-abuse, just for being injured!	10/5/2016 12:36 PM
11	Have not applied for any finance	10/2/2016 8:01 AM
12	Did not apply for any	10/1/2016 12:25 PM
13	Haven't tried, living by the week and cannot afford a loan after paying for a mortgage in a garrison town in another state.	10/1/2016 2:45 AM

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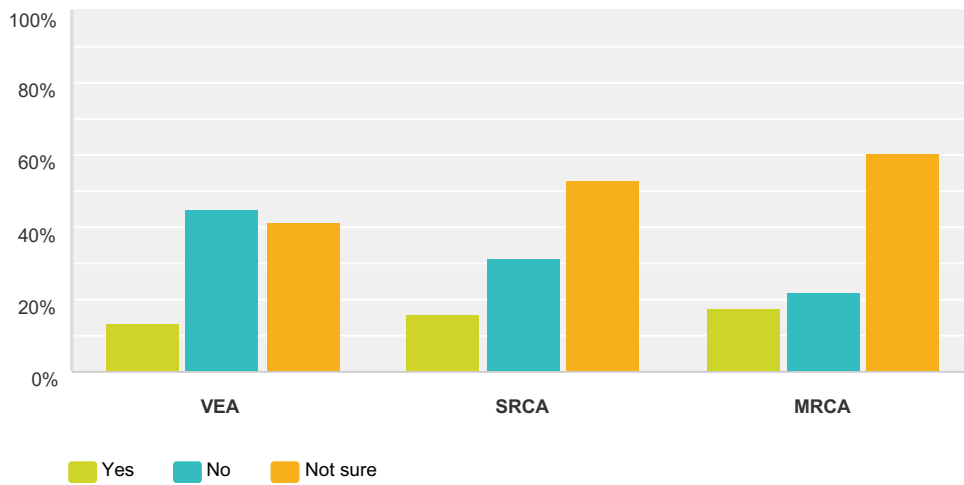
14	Despite having class A incapacity payments from MSBS, because it is paid with the caveat 'it can be reviewed at any time', banks consider you effectively unemployed when considering a home loan, so we have been unable to get finance to purchase a home. My DHOAS certificate is effectively worthless as banks consider me unemployed.	9/29/2016 12:33 PM
15	DEFENCE Bank Loan	9/29/2016 9:07 AM
16	I have been declined mortgage insurance due to my service related injuries, so now I am unable to provide security for my family in regard to our mortgage should I meet an untimely end.	9/29/2016 12:46 AM
17	Has not applied to me as yet	9/29/2016 12:01 AM
18	Not applied for	9/28/2016 8:14 PM
19	N/A	9/28/2016 11:22 AM
20	do not receive DVA Payments Yet	9/28/2016 2:24 AM
21	Have not applied yet! I believe I will!	9/27/2016 11:11 PM
22	Have not applied for a loan.	9/27/2016 8:50 PM
23	However my wife was still working.	9/27/2016 8:00 PM
24	You wouldnt give me incap payments I had to work as a security guard with a sore back just to eat and pay rent. Awesome hey	9/27/2016 7:26 PM
25	Havent applied	9/27/2016 5:54 PM
26	Havent applied for any	9/27/2016 4:04 PM
27	Yes. The home loan we currently have is in my wife's name because the banks won't accept Incap as income as it's "subject to constant medical review". In other words I could lose my income just as quick as anyone else who has a job but somehow it's treated differently.?????	9/27/2016 11:58 AM
28	You are forgetting about loss of drivers lic due to the information being shared	9/27/2016 9:59 AM
29	Wife left me and I had to remortgage or loose the house. It's very difficult to do this type of thing when you have PTSD and severe depression	9/25/2016 5:51 PM
30	I haven't applied for any loans	9/24/2016 12:12 PM
31	Haven't applied for finance due to the extreme likelihood of being declined	9/18/2016 12:55 PM
32	Couldnt get a mortgage and they dont understand being unemployed and receiving incaps as income.	9/17/2016 2:04 PM
33	I am not receiving enough money to even think about applying for finance. I can't afford to rent!	9/17/2016 12:34 PM
34	Yes 5 years ago	9/17/2016 11:44 AM
35	Quite the opposite	9/14/2016 9:43 PM
36	No I'm still awaiting my payments over 5 years on.	9/10/2016 5:58 PM
37	It took CUA 5 weeks to understand the system and how I got TPI and where the money comes from.	9/6/2016 11:37 PM
38	Yes, I was offered a much higher interest rate because I am on a TPI.	9/6/2016 10:12 PM
39	This is a big one for me.	9/6/2016 5:29 PM
40	Couldn't get a car loan because they didn't consider it an income	9/6/2016 3:23 PM
41	But i will be	9/6/2016 12:56 PM
42	Home loan insurance was declined by my bank after I disclosed my DVA status. I now have no cover on my loan if I die before the loan is paid out, and my family have no security in our home if I die before the loan is paid out.	8/25/2016 11:38 PM
43	yes & refused public housing as ern to much on paper T.P.I. PENSION WAS PAYING \$750 A FORTNIGHT RENT.	8/25/2016 5:46 PM
44	My wife has an incurable illness but is forced to work to keep me, and I have exhausted what superannuation I had	8/22/2016 12:42 AM
45	I am in my 70's who would lend me anything	8/22/2016 12:09 AM
46	Retired now 66 living on MSBS Pension	8/21/2016 6:03 PM
47	Haven't refinanced as we used savings to pay for living expenses whilst undergoing PI assessment	8/21/2016 5:16 PM
48	Not applied	8/21/2016 5:03 PM
49	Need to renovate home make safer. Denied	8/20/2016 9:52 PM
50	Bankrupt.	8/20/2016 8:02 PM
51	Never had Incap...	8/20/2016 10:45 AM
52	tried to refinance home laon ..got knocked back	8/20/2016 8:50 AM

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53	N/A	8/19/2016 11:36 PM
54	I have not gone for a home loan yet	8/19/2016 9:13 PM
55	Not considered as a Stanley income	8/19/2016 8:10 PM
56	I have never applied	8/19/2016 7:51 PM
57	Still in full claim process	8/19/2016 7:50 PM
58	Parents guarantees.	8/19/2016 7:36 PM
59	Can't answer correctly as claim is still ongoing.	8/19/2016 7:28 PM
60	Yes,	8/19/2016 7:27 PM
61	I have not even bothered to ask I know the answer	8/19/2016 7:11 PM
62	public housing as on paper was getting to much pension was paying \$700 PER FORTNIGHT NO RENT ASSISTANCE	8/19/2016 6:51 PM
63	They only count 80% as income	8/19/2016 6:48 PM
64	Credit card declined due to incap not being considered stable	8/19/2016 6:29 PM
65	Haven't tried to get finance.	8/19/2016 6:20 PM
66	N/A	8/19/2016 6:11 PM
67	For a home loan	8/16/2016 3:12 PM

Q33 In the last year, has your superannuation been effected by DVA payments? (Offsetting)

Answered: 714 Skipped: 0



	Yes	No	Not sure	Total
VEA	13.49% 58	44.88% 193	41.63% 179	430
SRCA	15.96% 49	31.27% 96	52.77% 162	307
MRCA	17.48% 68	22.11% 86	60.41% 235	389

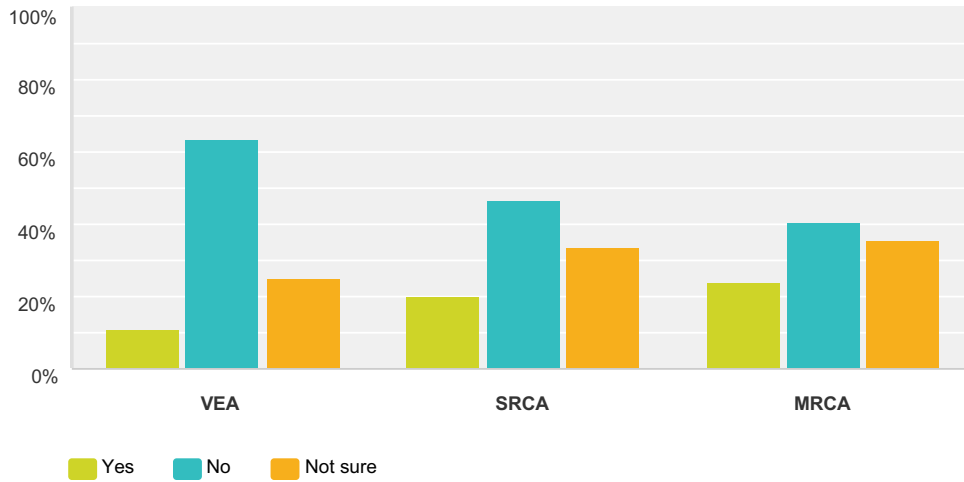
#	Please specify (optional)	Date
1	Increase in DFRDB decrease in Service Pension	11/17/2016 6:52 AM
2	N/A - I have no superannuation.	11/16/2016 11:51 AM
3	Still working.	11/11/2016 7:41 PM
4	That is my only income ATM. Class A military pension.	11/4/2016 9:05 PM
5	In order to recive a pension i had to sign over my all my superanuauon from employer contributions and interest , this mean i have lost over \$400,000 dollars by the time of retirement .	11/4/2016 7:08 PM
6	I don't get any super now	11/4/2016 5:22 PM
7	Not applicable	10/7/2016 11:12 AM
8	I have no superannuation, both my wife and I lost that when the DVA cut off my payments.	10/5/2016 2:53 PM
9	It's all gone ---- used to repay borrowings that funded my incapacity.	10/5/2016 12:36 PM
10	Not that I'm aware of	10/2/2016 6:59 PM
11	I believe my incapacity is payed from my employer contributions.	10/1/2016 2:45 AM
12	were has my employer benefit gone MRCA claim that the money has gone to cover pension	9/29/2016 12:38 AM
13	My pension is my super which i pay tax on . Oh did i say i paid tax on it on the way into super aswell.	9/29/2016 12:04 AM
14	DVA fort nightly payments have dropped due to superannuation pension increasing with inflation etc.	9/28/2016 4:09 PM
15	Had to draw on it	9/28/2016 11:46 AM
16	Do not receive DVA Payments Yet	9/28/2016 2:24 AM
17	When I sort out DVA stuff I might have time to look at super :-)	9/28/2016 12:01 AM

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18	I spent twenty years in the service! I have been told because I have been medically discharged I have no super how does that happen! I am still shocked!	9/27/2016 11:11 PM
19	Have no super as it got rolled into a big bucket to pay everyone	9/27/2016 5:12 PM
20	I get a medical pension not super from CSC but they do not differentiate	9/27/2016 4:04 PM
21	VERY WRONG HOW CAN THEY GET AWAY WITH THAT	9/27/2016 7:59 AM
22	I don't have any super	9/26/2016 4:23 PM
23	NO super in my entire life, not worked since aged 42.	9/22/2016 9:20 PM
24	Offset at 45wk mark - reduced to 120 dollars a fortnight ...again luck I have no children,mortgage or commitments	9/18/2016 2:25 AM
25	Ive been on incaps for 3 years with no super payments going in.	9/17/2016 2:04 PM
26	Dfrdb was not calculated into my disability support pension even though I told them I had dfrdb, they supposedly asked for proof but no letter came but they still payed out	9/16/2016 1:52 AM
27	I don't think I have any	9/15/2016 7:35 PM
28	I am lucky to be in the group that do not have DFRDB offset	9/14/2016 9:43 PM
29	I don't have any.	9/12/2016 11:31 PM
30	No I'm still awaiting my payments over 5 years on.	9/10/2016 5:58 PM
31	N/A have no super.	9/7/2016 11:29 AM
32	incap pay a "notional" superannuation. In other words, my super is not being paid into at all by anyone.	9/6/2016 8:01 PM
33	Yes it has and people are looking to see if it is illegal under legislation	9/6/2016 4:28 PM
34	The complexity of Incap payments, ComSuper, Compensation and Centrelink payments makes it almost impossible to understand. You need to be an accountant to understand the process of payments and what they mean to you.	9/6/2016 2:44 PM
35	Ha! I have 7k in super after 10 years service. No future now	9/6/2016 1:04 PM
36	NO super anyway	8/25/2016 9:17 PM
37	Too early to tell, I have only just been informed of my Comsuper pension level	8/25/2016 6:56 PM
38	They dont pay my super. I cant work and no super.	8/22/2016 8:03 AM
39	Didnt get anything from DVA whilst serving dont get anything from them now either	8/21/2016 6:03 PM
40	Have no super	8/21/2016 5:03 PM
41	Not yet as far as I know	8/19/2016 9:54 PM
42	On DFRDB superannuation - no offsetting	8/19/2016 8:20 PM
43	It decreases and i do NOT RECIEVE MY FULL ENTITLEMENTS AS I EARN? Too much according to DVA	8/19/2016 8:10 PM
44	Can't answer correctly as claim is still ongoing.	8/19/2016 7:28 PM
45	I spent all my super and all my wife's super trying to survive while DVA stuffed about with my claim	8/19/2016 7:11 PM
46	Maybe question should be the other way round. Superannuation effects DVA payments.	8/19/2016 6:34 PM
47	No employer contributions to my super.	8/19/2016 6:04 PM
48	I didn't even know there could be an impact!	8/19/2016 5:45 AM

Q34 In the last year, have you been affected or had any problems with the ATO due to DVA payments?

Answered: 714 Skipped: 0



	Yes	No	Not sure	Total
VEA	11.11% 48	63.66% 275	25.23% 109	432
SRCA	19.87% 61	46.58% 143	33.55% 103	307
MRCA	23.98% 94	40.56% 159	35.46% 139	392

#	Please specify (optional)	Date
1	Every two years, get inquiry why exempt Medicare Levy as TPI, even though I enclose DVA printout in tax return!	11/16/2016 10:09 AM
2	After discharge was having to pay the ATO money	11/10/2016 4:48 PM
3	I am not being taxed at the correct rate, everytime I've tried to bring this to DVA's attention, it's swept under the carpet. I now have a big, fat tax debt due to this.	11/6/2016 1:17 AM
4	Not enough tax taken out on Incap payments. Had to pay back at tax time.	11/5/2016 7:16 PM
5	Bit I expect next year will be a big problem.	11/4/2016 9:05 PM
6	Because they don't tax me enough each fortnight, I have to pay the ATO!	11/4/2016 5:22 PM
7	I still can't get DVA to understand that we need ADF Medically Retired option for income tax returns otherwise ATO see all our income as paid employment and I have to lie on my return every year saying I am a Junior Navy Officer when I'm not. Meanwhile I had to have a private ruling to accept that I am not employed so I can claim my personal super contributions as a deduction.	11/4/2016 3:50 PM
8	After being unemployed after being kicked out, i finally got some compensation and pension from csc. But when i did my tax this year i got a tax debt over 30 thousand dollars and deemed me in the high income earner bracket. I even paid over 120 thousand in tax on my comsuper cat a pension. I have a partner who stays home too look after me and 3 young kids and they dont care and my partner gets no assistance from dva or government	11/4/2016 3:06 PM
9	Between DVA and Comsuper I end up being under taxed. So every year I get hit with a \$1000 tax bill. Dva told that their is nothing they can do about it.	11/4/2016 12:09 PM
10	The DVA sent the ATO to do a full audit on my account and my wives Trust Acc, because they can.	10/5/2016 2:53 PM
11	Yep.... the ATO is currently up to something as i write this email....I don't know what that is, but my senses tell me it has to with DVA and DHS... theirs coordination occurring behind the scenes... as usual.	10/5/2016 12:36 PM
12	Tax for FY 14/15 was processed without any problems	10/2/2016 6:59 PM
13	First tax debt ever in my working life at 34 yo.	10/1/2016 2:45 AM

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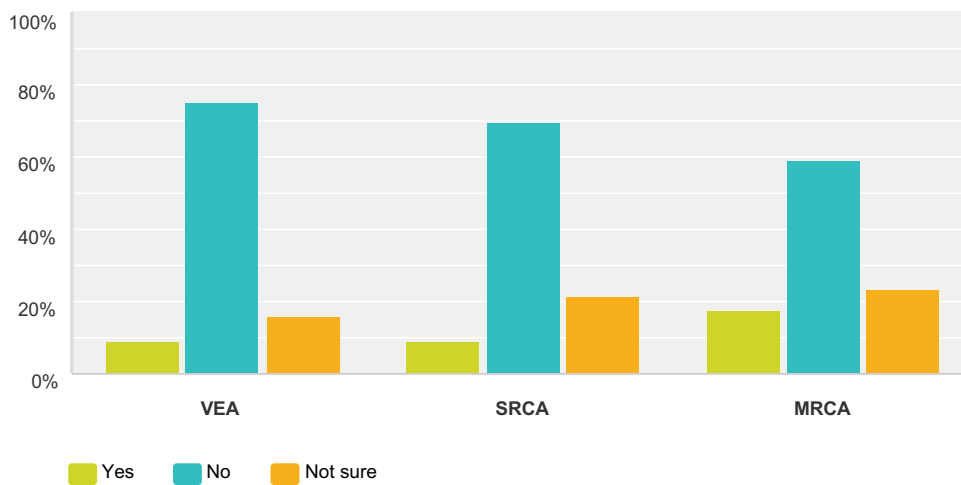
14	Was given a lump sum in arrears for 5 years of underpayments. Ato regarded it as income for the current financial year. Ended up with a 20k tax bill and 10k centrelink debt in regards to childcare	9/29/2016 7:34 AM
15	Have a \$1000 tax bill due to DVA not taking enough tax, even though it was asked.	9/28/2016 9:48 PM
16	Haven't received tax return notice for FY2015/16 yet.	9/28/2016 4:09 PM
17	Group certificate amount different to ATO estimate	9/28/2016 12:12 PM
18	Paying a lot of tax Due to reciving comsuper and incap payments	9/28/2016 9:25 AM
19	Do not Receive DVA Payments Yet	9/28/2016 2:24 AM
20	Had to pay a extra \$2000 in tax	9/27/2016 4:04 PM
21	As outlined above.	9/27/2016 11:58 AM
22	the amount of tax levied on both csc and incap payments	9/17/2016 8:16 PM
23	Was given medicare levy 3 times by accountant since it was a Department of Defence group cert, now ATO is fining me for 3 years of medicare levy <5k	9/17/2016 2:04 PM
24	Next year will be my first year dealing with the ATO.	9/17/2016 12:34 PM
25	Yes msbs	9/17/2016 11:44 AM
26	Over payment.	9/15/2016 8:25 PM
27	No I'm still awaiting my payments over 5 years on.	9/10/2016 5:58 PM
28	back pay for reclassification with comsuper. Cant work ut how much tax is should have paid	9/10/2016 10:00 AM
29	Taxed incorrectly	9/7/2016 1:13 PM
30	I have about \$4-5000 too much tax taken out each year and NO ONE can explain why after numerous calls to numerous departments	9/6/2016 11:21 PM
31	They don't take into account the extra days in the month	9/6/2016 9:32 PM
32	I owe them money as not enough tax was taken out to cover my student loan	9/6/2016 5:29 PM
33	Absolutely terrible!!!!!! It is so complicated even the accountant who i saw whilst in the army struggled to put it all together.... a simple print out at tax time of whats what would solve a serious nightmare.....and again more frustration and mental issues.	9/6/2016 4:28 PM
34	Was told that compensation and Incap payments does not need to be declared when it does. Once i did my tax return i had a \$5,000 bill owing to my ex partner for Child Support. We also received a fine from the government because we were paid to much from Family Tax benefit.	9/6/2016 2:44 PM
35	Claimed as second income only found out about rebate 3 years ago constantly paying tax bills	8/24/2016 10:19 PM
36	Because dva pay incap i have tax more on my military super pension which as this is classes as second income. Its a pension! I had 2 pay tax for the past few yrs due to inder taxing.	8/23/2016 9:04 PM
37	Tax incorrectly calculated by DVA	8/22/2016 7:54 PM
38	Owing money to ATO. not enough tax taken even if you have ask for tax being taken from incap payments.	8/21/2016 11:38 PM
39	I always owed money to ATO	8/21/2016 7:18 PM
40	do not recieve any payments	8/20/2016 2:56 AM
41	Lump Sum pay out taxed at a Very high rate éven when It is explained that It is a disability pay ment NOT money earned and applying For an individual tax rulling under section 199	8/19/2016 8:10 PM
42	Can't answer correctly as claim is still ongoing.	8/19/2016 7:28 PM
43	Not enough tax taken out of incap payments	8/19/2016 7:11 PM
44	The ATO have very kindly suspend all my tax issues untill DVA sorts out what they are doing, I explained my situation to them and they agreed that I had enough problems to deal with without them chasing me for forms and information, they were really nice to deal with	8/19/2016 7:11 PM
45	DVA did not take any tax out of my incap payments I got a 4K tax bill!	8/19/2016 6:25 PM
46	I'm undertaxed by DVA?Comsuper resulting in a \$600 tax bill every year for the past 6 years.	8/19/2016 6:15 PM
47	No but Family Tax part B is confusing	8/19/2016 6:11 PM
48	SRCA Incap, and have to declare that I am a Navy Officer when I am not employed because DVA will not resolve this with ATO. DVA Secretary denies it is even an issue. Had to get private ruling for taxation of my personal private super, separate from MSBS, because of classification of SRCA Incap payments. Again an issue caused by DVA/Defence.	8/19/2016 6:04 PM

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49	Underpaid then told to pay back money after their clerical error	8/18/2016 3:57 PM
50	Fought dva for 2 years over incap payments and because they paid me it in a lump sum it got added to that years already payg summary which threw our family tax benefit calculations and payments out so we ended up with massive bill	8/16/2016 3:12 PM

Q35 In the last year, have you incurred any overpayments from the DVA, Centrelink or Comsuper due to the DVA claim process?

Answered: 714 Skipped: 0



	Yes	No	Not sure	Total
VEA	9.17% 40	75.00% 327	15.83% 69	436
SRCA	9.03% 28	69.68% 216	21.29% 66	310
MRCA	17.65% 69	58.82% 230	23.53% 92	391

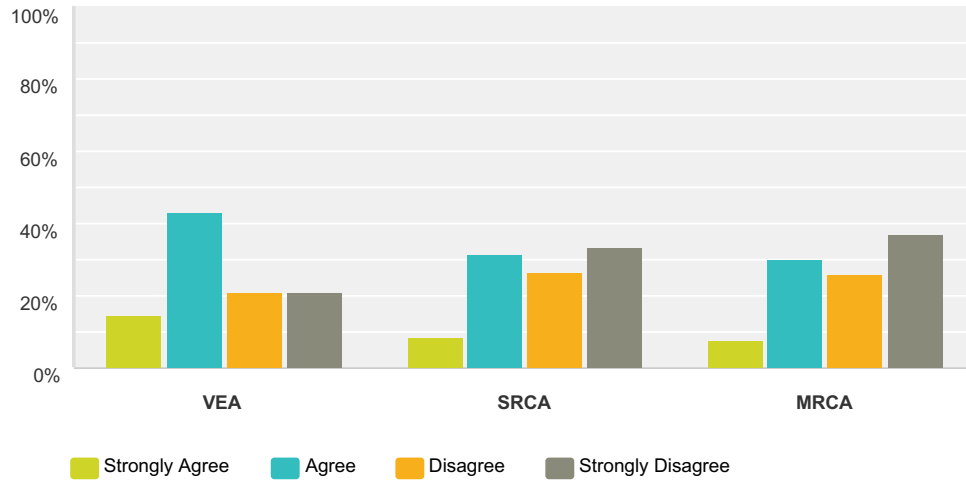
#	Please specify (optional)	Date
1	Due to the incompetence of DVA after following their rules of notification, I had to pay back over \$1,000 out of my pocket	11/10/2016 4:48 PM
2	But I expect that it won't go well.	11/4/2016 9:05 PM
3	But my partner got an overpayment in her family tax benefits ecause apparently i earned to much. Comsuper and ato have tax me on lump sum but havent adjusted to reflect previous years in which the back pay was for. Hence now huge tax debt and having to a huge medicare levy surcharge as i dont have a gold card but have all my medical covered by my white card	11/4/2016 3:06 PM
4	However they are very good at deducting HECS Fees for the ATO.	10/5/2016 2:53 PM
5	Not that - but in the past, DVA have double-Dipped from me, merge Seperate and Stand Alone Conditions and called them one condition.... that's actually DVA Double Dipping.	10/5/2016 12:36 PM
6	They forgot to stop the Special Forces allowance - for 8 months -	10/3/2016 12:04 PM
7	They were perfectly aware that I was working	10/2/2016 6:59 PM
8	I have constant centrelink debts everytime DVA changes my payments	10/2/2016 3:26 PM
9	Die to interim payment which was used solely as deposit on the house, centrelink classed it as income, due to financial constraints from discharge to comm super descision on pension we jad to decrease our income estimate with centrelink to recieve fortnightly benefits in this time. At tax time this resulted in a \$5000 debt, which is now being recovered from my wives carers allowance for me giving her a total fortnightly allowance of \$6.	10/2/2016 8:42 AM
10	Have to pay back centrelink	10/2/2016 8:01 AM
11	Service Pension because means testing!	9/29/2016 9:48 AM
12	\$11000	9/29/2016 1:12 AM
13	Have not received any form of compensation	9/29/2016 12:01 AM
14	Wrong legislation	9/28/2016 11:46 AM

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15	Do not Receive DVA payments yet comsuper is incorrect, Deemed as an employee not as an invalid pensioner	9/28/2016 2:24 AM
16	Currently. Underpayment has been 'resolved' incorrectly resulting in an overpayment. I told the Delegate before she made her determination but she ignored me.	9/28/2016 12:01 AM
17	Overpayments of \$10000 which wasn't my fault and I had to pay back. Which worsened my mental illness	9/27/2016 11:59 AM
18	again, as highlighted above, the overpayment of income has resulted in a tax bill, which has a flow on effect to Centrelink and Family Tax Benefit B	9/27/2016 11:58 AM
19	did happen about 15 years ago	9/27/2016 11:51 AM
20	Haven't received any funds yet	9/27/2016 11:33 AM
21	not in last year but plenty before this	9/25/2016 9:56 PM
22	YES, luckily I picked up on it straight away and paid it back, they were double paying me.	9/17/2016 7:44 PM
23	ComSuper overpaid me because of a computer glitch.	9/17/2016 12:34 PM
24	No I'm still awaiting my payments over 5 years on.	9/10/2016 5:58 PM
25	incap payments paid back due to comsuper upgrade.	9/10/2016 10:00 AM
26	Had no payout still waiting	9/7/2016 7:43 PM
27	Recently discharged!	9/7/2016 3:15 PM
28	Overpayments from Centrelink due to misinformation.	9/6/2016 2:44 PM
29	Despite negotiating part payments they took as lump sum 9k	9/6/2016 1:04 PM
30	\$6.20 a fortnight but wasn't sure why. Not discussed with DVA until asked.	8/22/2016 12:08 AM
31	Haven't had any	8/21/2016 6:03 PM
32	DVA centrelink. DFISA system communication between DVA-centrelink failures.	8/20/2016 1:08 PM
33	overpaid incap payments when i told DVA that i already got my class A pension from comsuper 5 days after discharged. took DVA 2 months to sort it out.	8/19/2016 9:39 PM
34	not yet	8/19/2016 8:37 PM
35	Éven when DVA has admitted that over payment is their fault	8/19/2016 8:10 PM
36	none that I have been told of	8/19/2016 7:11 PM
37	No however Comsuper Illegaly applied a family Law Act to my super being split	8/19/2016 6:16 PM

Q36 In the last year, my experience with a Rehab provider has been productive.

Answered: 495 Skipped: 219



	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
VEA	14.65% 40	43.22% 118	21.25% 58	20.88% 57	273
SRCA	8.25% 17	31.55% 65	26.70% 55	33.50% 69	206
MRCA	7.27% 21	29.76% 86	25.95% 75	37.02% 107	289

#	Please specify (optional)	Date
1	It was 18 months ago, the relationship between DVA delegate and rehabilitation occupational therapist seemed rather lucrative to the therapist and outcomes are determined via monetry payment not on the needs of the DVA recipient.	2/6/2017 11:55 AM
2	Rude, pushy, intimidating attitude	11/27/2016 8:02 PM
3	N/A	11/25/2016 7:23 PM
4	n/a	11/17/2016 6:52 AM
5	N/A	11/16/2016 4:08 PM
6	N/A	11/16/2016 11:51 AM
7	I don't have a rehab provider as apparently my issue is "resolved"	11/11/2016 9:33 AM
8	Not seen as Rehab have done all they could	11/10/2016 4:48 PM
9	N/A	11/6/2016 4:40 AM
10	I am absolutely appalled with my current rehab provider. A serious money pit! I feel guilty knowing how much they cost and how little hey do to help me.	11/6/2016 1:17 AM
11	They did mess around the Orthopedic surgeon, but as he respects all servicemen/women he dealt with it very professionally.	11/5/2016 10:25 PM
12	No contact with rehab provider.	11/4/2016 10:10 PM
13	N/A as yet	11/4/2016 10:09 PM
14	None provided at this stage. All injuries are un determined. Out of pocket for me when I can afford them.	11/4/2016 9:05 PM
15	They are in it for the money only . leaching as much out of dva as they can	11/4/2016 7:08 PM
16	NA	11/4/2016 7:03 PM
17	Don't have a rehab provider	11/4/2016 5:24 PM

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18	They moved 1 hour away and expected me to work around when they were in my town 1 days a week	11/4/2016 5:22 PM
19	What rehab provider? IM on my own, volunteered to a job network providernon my own.	11/4/2016 4:56 PM
20	They get paid lots to do nothing and force you to go back to work when you specialist deems that you"ll never return to work due to my medical conditions	11/4/2016 3:06 PM
21	Although it took a long time, 6 months post discharge, to be contacted by Rehab they have help greatly	10/19/2016 10:42 AM
22	I consult with a psychiatrist regularly.	10/7/2016 11:12 AM
23	My request to see a Rehab providor after confirmation of deterioration has been ignored.	10/5/2016 2:53 PM
24	Fucking Useless	10/5/2016 12:36 PM
25	Physios and Occupational Therapists and Psychiatrist are refusing to take on DVA Clients due to low pay level.	10/5/2016 11:23 AM
26	The Case Manager from 3D Mind, Paris Waters, decided without consulting DVA itself that I had to return to work because my PTSD, Anxiety Disorder, Depressed Mood, Adjustment Disorder and Alcohol Use Disorders had NOT stabilised enough for DVA to do a permanent impairment points assessment and that meant the points for my physical spinal & nerve damage injuries still keep me under a Gold Card. This precipated a massive suicidal episode. My Mum is answering these questions for me. I gave her Enduring Power of Attorney in early 2015. I don't answer my phone or call anyone and haven't since mid 2014	10/3/2016 12:04 PM
27	Case managers lkeep changing, DVA staff go on holidays without informing clients. I have to chase everything up constantly	10/2/2016 3:26 PM
28	living remote means extremely difficult to get access to services	9/29/2016 3:10 PM
29	The rehab provider is useless. All they have done is contact me every second month to 'see how you're travelling'. There has been nothing productive offered. The training offered is a joke as it's limited to Diploma level which is not very useful for someone already holding a masters degree in a field in which I can no longer work.	9/29/2016 12:33 PM
30	What rehab provider. DVA have been useless	9/29/2016 12:20 AM
31	Physio for ongoing assistance is required to help ease pain and flate up of muscle spasms.	9/29/2016 12:04 AM
32	Haven't had a rehab provider	9/28/2016 11:45 PM
33	Have not been to rehab in the last year	9/28/2016 10:01 PM
34	My experience with my defence rehab provider (ADFRP) was fantastic, that girl is a saint. My experience with DVA's rehab provider has been shit. I feel as if it's all just about the \$\$\$ for them.	9/28/2016 9:57 PM
35	It is confusing and overwhelming as it's way to early to do what they ask! I was shoved their as I made a complaint after being cut off incapacity payments.	9/28/2016 8:47 PM
36	I prefer holistic alternative treatments such as Yoga and naturopathy however DVA to not fund these despite the plethora of peer reviewed evidence based research on their effectiveness.	9/28/2016 2:34 PM
37	Retired	9/28/2016 1:17 PM
38	Limited treatment allowed max 10 sessions	9/28/2016 12:12 PM
39	Had a rehab provider since 2012 complete waste of money for a a very poor service and I'm not aloud to change to a new providers	9/28/2016 9:25 AM
40	They still refuse to accept or treat mefloquine toxicity. Their advice is "see your GP" yet they refuse to address the issue properly or acknowledge the scale of it. This has led to many years of misdiagnosis and medications that have frankly made my condition worse. Mefloquine toxicity is brain damage not depression caused by a chemical imbalance. If only they'd read the current medical literature.	9/28/2016 9:15 AM
41	Have not been contacted by one!	9/27/2016 11:11 PM
42	Have not had rehab in the past year.	9/27/2016 8:50 PM
43	I have had no sush provider	9/27/2016 7:26 PM
44	I have been discharged for gong on 4 weeks and still no one has called and or emailed me about rehabilitation.	9/27/2016 6:44 PM
45	I'm treading water but not improving mentally. Physical conditions unstable. I can access help however I am uncertain of permanent gains being made.	9/27/2016 6:08 PM
46	What's that?! Discharged and dumped!	9/27/2016 5:49 PM
47	It has taken many years to get here	9/27/2016 3:32 PM
48	No rehab, just as required medical treatment	9/27/2016 2:32 PM
49	Non-existent. Since the company that was being used in my area changed I have not seen or heard from a rehab person in over 18 months	9/27/2016 11:58 AM

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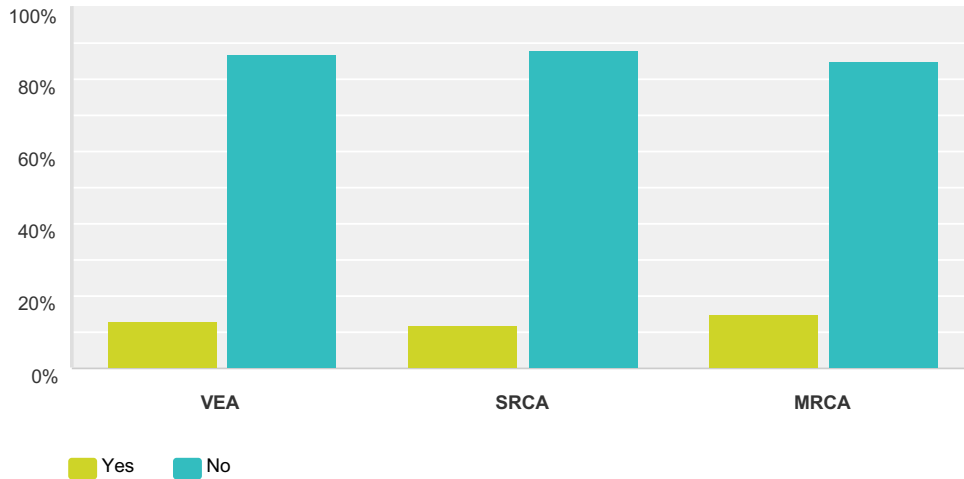
50	I have an exersize bike provided for home use, also recieve gardening services all ok	9/27/2016 11:51 AM
51	Still greying through the initial claims process	9/27/2016 11:33 AM
52	I organise my own providers, DVA pay.	9/26/2016 4:23 PM
53	Waste of time as engaged way too early with no mobility and operations to be endured	9/26/2016 12:13 PM
54	refer to my answer to question no. 31 above.	9/22/2016 9:20 PM
55	I have been discharged for a year - my first appointment with a provided is next week	9/18/2016 2:25 AM
56	Just when I think they are their to help me they leave because they can't get DVA to sign off on a plan so a new one comes in and I have to start the explaining all over again.	9/17/2016 7:44 PM
57	Ive had 4. All are after the bonus from DVA, ive been threatened numerous times that theyll take my incaps if i dont work at Subway (8yr Infantry vet with ptsd from op slipper deployments) they wouldnt even organise a free cpr refresher at St. Johns and youre not allowed to organise your own. Wont reimburse me for RPL diplomas <5k, wont let me go to uni otherwise theyll stop my payments. Have had to grt my psych to report me as not fit for work to get them to stop harassing me. Now i just sit at home drinking all day.	9/17/2016 2:04 PM
58	I dont have one	9/17/2016 11:44 AM
59	I see external rehab Carfi every 3 months. In the past 7-8 months they have done nothing for me of benefit. Every meeting I hear lip service on what they can get DVA to do/help me with, but nothing has happened. This is a wasteful service in my opinion and money could be bettet spent elsewhere.	9/17/2016 8:55 AM
60	until dva has ceased that support	9/15/2016 6:14 PM
61	N/a	9/14/2016 9:43 PM
62	they do not think that I am injured enough to get Rehab.	9/14/2016 8:22 PM
63	No change and it will never change, more likely become worse	9/12/2016 11:31 PM
64	I'm still awaiting contact.	9/10/2016 5:58 PM
65	Have not required any Rehab	9/10/2016 12:18 PM
66	Never been contact by one!	9/7/2016 3:15 PM
67	Push to continue with rehab and make money despite evidence to the contrary	9/7/2016 1:13 PM
68	Provided with no rehab	9/7/2016 3:13 AM
69	Not provided with rehab	9/6/2016 11:30 PM
70	OT has washed their hands after the report and there are many items and assist works still not done	9/6/2016 11:21 PM
71	whats a Rehab provider? I have never been offered one. I have had to source all my own treatments since leaving the Army	9/6/2016 11:10 PM
72	What the hell do they actually do? And why is tax payer dollars being wasted on this service which does nothing?	9/6/2016 2:44 PM
73	Spies!!! They are banned from my home	9/6/2016 1:04 PM
74	No rehab provider supplied.	9/6/2016 10:44 AM
75	Havent started this yet but adf physio is just as bad.	9/6/2016 1:06 AM
76	no rehab	8/31/2016 3:17 PM
77	N/A	8/27/2016 2:20 PM
78	N/a	8/25/2016 6:56 PM
79	WERE BEING NICE TO ME BECAUSE i HAD A GOLD CARD!	8/25/2016 5:46 PM
80	Own rehab provider,not DVA'S	8/25/2016 10:47 AM
81	No rehab	8/25/2016 12:33 AM
82	Not used	8/24/2016 4:57 PM
83	Easec has been a great company and very professional.	8/23/2016 9:04 PM
84	How dare Dva ring the company how are retraining me, asking how long will the course run.... I'm injured and my injuries dictate how long the course will take! Not the service provider, not the Dva rep..my injuries are physical but by the time the process is finished - my injuries will be mental!	8/22/2016 8:21 AM
85	3 different people in less than 6 months	8/22/2016 8:03 AM
86	As part of Needs Study I asked for Rehab but ignored	8/22/2016 12:42 AM

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87	I find because of where I live it is hard to find a good provider that accepts dva clients.	8/21/2016 10:46 PM
88	Not applicable.	8/21/2016 10:05 PM
89	Not applicable didn't have any during chemo treatment or after stem cell transplant left to own devices	8/21/2016 6:03 PM
90	nothing happening still waiting	8/21/2016 5:50 PM
91	Was pushed into rehab to early and was unable to complete it as I was unable to	8/21/2016 5:16 PM
92	Don't have one	8/21/2016 5:03 PM
93	Little time given by them, keen to have me gone out of the Gym..more interested in encouraging me to make further claims.	8/20/2016 9:52 PM
94	Nothing but emails and phone calls, 2 face to face before I asked DVA to stop sending me.	8/20/2016 8:02 PM
95	NEVER seen one.	8/20/2016 10:45 AM
96	do not use	8/20/2016 8:05 AM
97	Ptsd extreme difficult to find a psychiatrist thst understrnsfd my condition within a 40kmradius.	8/19/2016 9:54 PM
98	My rehab atopped as nothing further can be done for me atm	8/19/2016 9:52 PM
99	Not applicable	8/19/2016 9:22 PM
100	I have not been assigned one from DVA	8/19/2016 9:13 PM
101	rehab provider was a puppet for DVA. didnt worry about my medical condition just worried about the DVA paper work.	8/19/2016 8:37 PM
102	N/A	8/19/2016 8:19 PM
103	Have to complete courses prior to az tending Tehan (no course attended NO rehab	8/19/2016 8:10 PM
104	They are a waste of money. They claimed a great deal of money to rehab me back to the workforce without getting a clearance from my doctor who said I couldn't work! Then they just terminated me	8/19/2016 7:51 PM
105	Very happy with the Cairns provider in general.	8/19/2016 7:27 PM
106	Been twice and unsatisfied both times, but in the last 12 months	8/19/2016 7:23 PM
107	they were so incompetent I had another bout of suicidal thoughts and massive depressive episode, they were aided in this by stupid incompetent requests from DVA I was far worse off from asking for rehab help than if I had never asked, I wonder if this is to reduce people asking for help ?	8/19/2016 7:11 PM
108	STILL WAITING FOR MY MOTERISED MOTER SCOOTER	8/19/2016 6:51 PM
109	Specialist are refusing DVA Gold Card holders (x2)	8/19/2016 6:45 PM
110	I have NEVER heard from a DVA Rehab provider, I've been out for 3 1/2 years.	8/19/2016 6:25 PM
111	The person I'm dealing with seems very keen to help but heavily restricted by what DVA are willing offer.	8/19/2016 6:20 PM
112	Have nothing to do with Rehab providers. When I did they were irrelevant and had no idea of military background.	8/19/2016 6:04 PM
113	I haven't seen any rehab providers through DVA-all too difficult.it's easier to find the money to pay someone than jump through dva hoops and paperwork	8/19/2016 5:45 AM
114	First meeting the tried to send me out of town to get a job as a park ranger. Never helped me at all.	8/19/2016 12:12 AM
115	Put in an offical complaint due to money	8/18/2016 3:57 PM
116	i don't have a rehab provider that i'm aware of.	8/16/2016 9:10 PM
117	Don't have a rehab provider	8/16/2016 3:10 PM

Q37 In the last year, if you have been in and out of regular employment and have had periods of unemployment, has the DVA put you back on incap or any other payments without causing you any hardship?

Answered: 302 Skipped: 412



	Yes	No	Total
VEA	12.94% 22	87.06% 148	170
SRCA	11.76% 16	88.24% 120	136
MRCA	14.88% 25	85.12% 143	168

#	Please specify (optional)	Date
1	I told DVA to get lost due to the treatment I recieved from delegate and occupational therapist, would rather not be paid incap.	2/6/2017 11:55 AM
2	I haven't been able to work and they told me I wasn't entitled to incap anymore	11/27/2016 8:02 PM
3	N/a	11/25/2016 7:23 PM
4	I was unaware of my rights to incapacity payment	11/25/2016 5:00 PM
5	n/a	11/17/2016 6:52 AM
6	N/A	11/16/2016 4:08 PM
7	N/A - I am TPI.	11/16/2016 11:51 AM
8	Unemployable due to incapacity	11/10/2016 4:48 PM
9	Never notified DVA	11/6/2016 4:40 AM
10	NA	11/5/2016 10:38 PM
11	I ticked yes as I was still working at the start of last year & was provided Loss of Earnings, I do not work due to the injuries becoming worse & I now have to take triple the dose of pain relief medication just to drive to a location for work (Security operative 18 years experience)	11/5/2016 10:25 PM
12	still waiting for DVA to accept claim	11/5/2016 7:14 PM
13	I have not worked in the last year	11/5/2016 10:27 AM
14	Still unemployed since discharge in 2010	11/4/2016 4:56 PM

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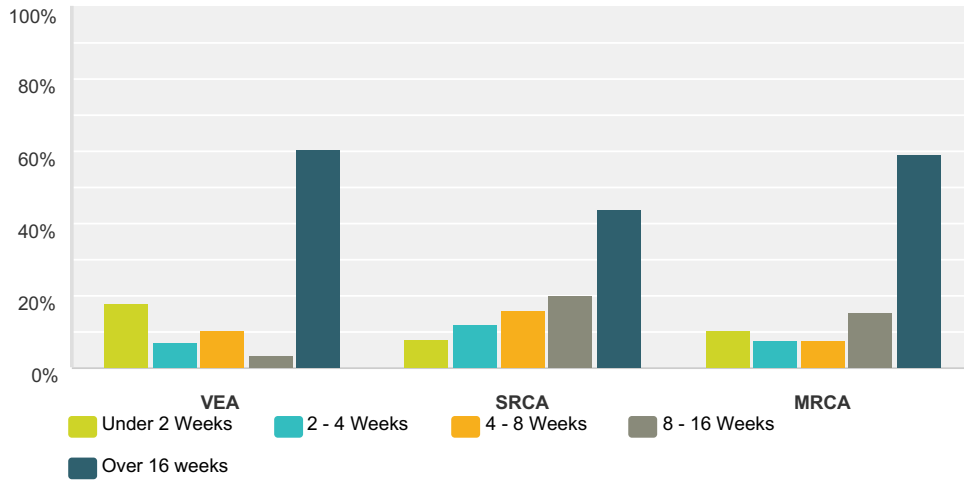
15	They never let you know what you are entitled too, I only found out because of an advocate that a friend told me about.	11/4/2016 3:56 PM
16	N/a TPI	11/4/2016 1:13 PM
17	still currently unemployed, 10 months post med discharge	10/19/2016 10:42 AM
18	Not applicable	10/7/2016 11:12 AM
19	TPI under VEA	10/5/2016 10:54 PM
20	I am not separated from Army yet	10/5/2016 9:55 PM
21	DVA has hounded me into closing my business via the ATO audits.	10/5/2016 2:53 PM
22	DVA's aim is always about causing more Hardship	10/5/2016 12:36 PM
23	Not working, still extremely unwell	10/3/2016 12:04 PM
24	N/A	10/2/2016 8:42 AM
25	N/A	9/30/2016 10:00 PM
26	N/A	9/29/2016 12:06 PM
27	Retired	9/29/2016 11:28 AM
28	Have been in and out of work due to my injuries but the process to claim is too difficult.	9/29/2016 12:15 AM
29	Still in the ADF	9/29/2016 12:01 AM
30	Not applicable.	9/28/2016 9:57 PM
31	Still on incap but only about \$100 f/n	9/28/2016 9:48 PM
32	Not applicable	9/28/2016 8:14 PM
33	NA	9/28/2016 4:56 PM
34	Retired	9/28/2016 1:17 PM
35	Have been out of work for a couple of years now	9/28/2016 11:54 AM
36	N/A	9/28/2016 11:22 AM
37	Not fit for work!	9/27/2016 11:11 PM
38	My employment was with the Army as a Reservist 100 to 150 days a year with CTC, that has now ceased.	9/27/2016 8:50 PM
39	Na	9/27/2016 8:00 PM
40	I am still waiting to see if incap payments for period of lost employment are approved. It's only been 4 months since I submitted the first ...	9/27/2016 6:08 PM
41	Not applicable	9/27/2016 5:51 PM
42	I was told once I have proven I can support myself I cannot re-access those payments.	9/27/2016 5:49 PM
43	Can not work and haven't for years	9/27/2016 5:48 PM
44	I have had no contact from DVA	9/27/2016 2:28 PM
45	I'm unemployed and not on any payments because I'm still not sure what I'm entitled to. I don't get the dole because hubby is employed. My unemployment is due to my medical condition.	9/27/2016 1:43 PM
46	Was not aware I was entitled to this.	9/27/2016 12:09 PM
47	Still serving	9/27/2016 11:33 AM
48	I do not receive any pension from the ticked items, I am an aged pensioner (ex Serviceman)	9/26/2016 4:23 PM
49	n/a	9/25/2016 9:56 PM
50	N/A	9/22/2016 9:20 PM
51	Permanently cannot work due to accepted conditions	9/18/2016 12:55 PM
52	Not entitled	9/17/2016 11:44 AM
53	NA. Im 48 yrs old and unable to return to work and on incap payments	9/17/2016 8:55 AM
54	Not applicable	9/16/2016 1:52 AM
55	Due to my condition I have been deemed unemployable by treating doctor, claim is in. Not worked for over a year.	9/15/2016 10:57 PM
56	cannot do the job I was in, but can work doing something else so no Incap payments.	9/15/2016 12:08 AM

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57	N/a	9/14/2016 9:43 PM
58	I have not been able to get a steady work since leaving the Navy.	9/14/2016 8:22 PM
59	I haven't been able to work since 1996 and won't be able to work ever again, yet they won't move me from 100% to the Special rate Blind Pension	9/12/2016 11:31 PM
60	No I'm still awaiting my payments over 5 years on.	9/10/2016 5:58 PM
61	A little over a year ago I received close to 18 months worth of incap back pay. Iris Nilsen deliberately cause that hardship.	9/7/2016 5:55 PM
62	N/A	9/7/2016 2:21 PM
63	N/A	9/7/2016 11:29 AM
64	Not employed	9/7/2016 3:13 AM
65	Not applicable	9/6/2016 9:30 PM
66	But the hard part is getting a GP to write a long term certificate and it has to say unable to work at all or you dont get paid a cent.	9/6/2016 5:29 PM
67	They stopped me from earning \$40 a month I do nothing now	9/6/2016 1:04 PM
68	I was made redundant 4 days after notifying my boss of my back injury and need for surgery. I have been waiting to receive incap payments for ten months.	9/6/2016 12:15 PM
69	I am not employable	8/31/2016 3:17 PM
70	Between jobs I didn't make any claims to DVA.	8/27/2016 2:20 PM
71	Nil employment, nil incap.	8/26/2016 6:22 PM
72	Became sole trader many years ago	8/25/2016 9:17 PM
73	N/A	8/25/2016 6:56 PM
74	NA	8/25/2016 5:15 PM
75	Not Applicable - on aged pension	8/24/2016 10:29 PM
76	Caused much hardship, still not resolved 7 months later	8/24/2016 2:18 PM
77	n/a	8/23/2016 7:35 PM
78	Na	8/22/2016 11:53 PM
79	n/a	8/22/2016 12:26 PM
80	N/A	8/22/2016 12:42 AM
81	I dont deal with dva at all anymore	8/21/2016 7:18 PM
82	un employed fpor the past 2 years	8/21/2016 5:50 PM
83	Remained unemployed post discharge	8/21/2016 5:16 PM
84	N/A	8/20/2016 10:45 AM
85	still work	8/20/2016 8:05 AM
86	N/A	8/19/2016 11:36 PM
87	Not applicsblyet et	8/19/2016 9:54 PM
88	Unable to ever work again -gold TPI card	8/19/2016 9:52 PM
89	Not applicable	8/19/2016 9:22 PM
90	See previous comments	8/19/2016 7:36 PM
91	Not applicable	8/19/2016 7:23 PM
92	I am totally unemployed and totally unemployable	8/19/2016 7:11 PM
93	Payments because i couldn't work? I didn't know they provided that	8/19/2016 5:45 AM
94	Permenantly unfit for work (SRDP eligibility/TPI embossed gold card)	8/16/2016 3:10 PM

Q38 If no, how long did it take the DVA to put you back on payments?

Answered: 58 Skipped: 656



	Under 2 Weeks	2 - 4 Weeks	4 - 8 Weeks	8 - 16 Weeks	Over 16 weeks	Total
VEA	17.86% 5	7.14% 2	10.71% 3	3.57% 1	60.71% 17	28
SRCA	8.00% 2	12.00% 3	16.00% 4	20.00% 5	44.00% 11	25
MRCA	10.26% 4	7.69% 3	7.69% 3	15.38% 6	58.97% 23	39

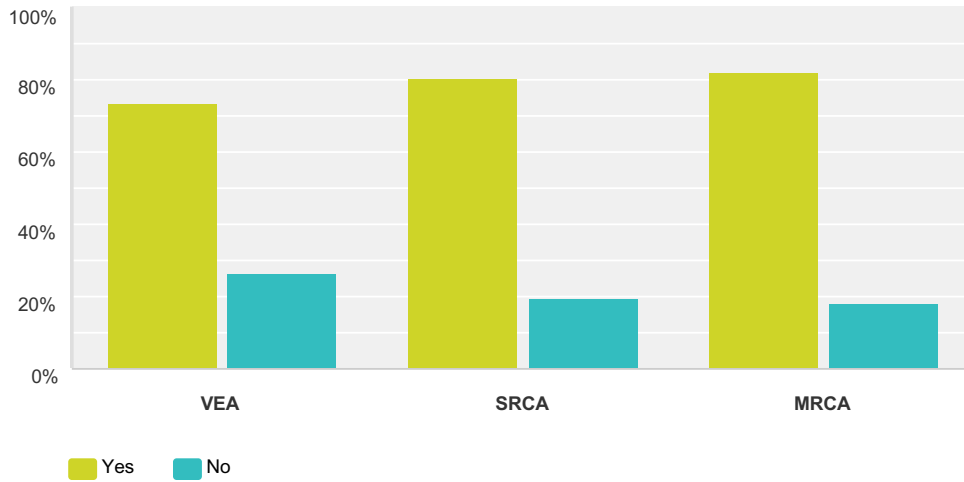
#	Please specify (optional)	Date
1	Still receiving nothing	11/27/2016 8:02 PM
2	N/A	11/25/2016 7:23 PM
3	n/a	11/17/2016 6:52 AM
4	N/A	11/16/2016 4:08 PM
5	N/A	11/16/2016 11:51 AM
6	N/A	11/6/2016 4:40 AM
7	not applicable	11/5/2016 10:27 AM
8	NA	11/4/2016 7:03 PM
9	It's been around 6 weeks but I am still waiting	11/4/2016 3:56 PM
10	Not applicable	10/7/2016 11:12 AM
11	Never	10/6/2016 3:38 PM
12	It has never occurred	10/4/2016 5:21 PM
13	N/A	9/30/2016 10:00 PM
14	Not entitled, supposedly	9/29/2016 9:44 AM
15	I have only just lodged my application for incap	9/29/2016 12:01 AM
16	N/A	9/28/2016 10:01 PM
17	Not applicable.	9/28/2016 9:57 PM
18	Never	9/28/2016 11:54 AM
19	Have never been on in cap or any other payments.	9/27/2016 8:50 PM
20	Not relevant for me	9/27/2016 8:46 PM

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21	Na	9/27/2016 8:00 PM
22	payments are for absence not unemployment. Still awaiting approval (in the 8-16 week window).	9/27/2016 6:08 PM
23	NA	9/27/2016 2:32 PM
24	n/a	9/25/2016 9:56 PM
25	N/A	9/22/2016 9:20 PM
26	N/A	9/18/2016 12:55 PM
27	Not entitled	9/17/2016 11:44 AM
28	N/a	9/14/2016 9:43 PM
29	N/A	9/7/2016 2:21 PM
30	Haven't been back at work since July 2013	9/6/2016 8:01 PM
31	Very very stressful and constant phone calls and being passed around	9/6/2016 4:28 PM
32	10 months and still waiting.	9/6/2016 12:15 PM
33	Hasn't happened to me.	9/3/2016 10:23 PM
34	Became unemployed as of today, therefore I can't provide information on any financial assistance by DVA	9/2/2016 9:05 PM
35	Never	8/31/2016 12:19 PM
36	N/A	8/27/2016 2:20 PM
37	No incap payments.	8/26/2016 6:22 PM
38	N/A	8/25/2016 6:56 PM
39	Never	8/25/2016 3:33 PM
40	Never received any payments from DVA. I went straight into a job	8/25/2016 1:40 AM
41	never had payments	8/24/2016 8:21 PM
42	Kept moving goal posts, delegate was particularly vengeful	8/24/2016 2:18 PM
43	Still waiting and it's been 18 months...trying to survive on unemployment with many injuries	8/22/2016 6:22 PM
44	n/a	8/22/2016 12:26 PM
45	N/A	8/22/2016 12:42 AM
46	still waiting	8/21/2016 5:50 PM
47	They told me I wasn't eligible without receiving new treatment for my permanent disability	8/21/2016 5:47 PM
48	N/A	8/20/2016 10:45 AM
49	Have yet to receive any Incap. VRB in process	8/20/2016 9:08 AM
50	never used all way looked after my self	8/20/2016 8:05 AM
51	N/A	8/20/2016 12:26 AM
52	N/A	8/19/2016 11:36 PM
53	NOT APPLICABLE	8/19/2016 9:54 PM
54	Not applicable	8/19/2016 9:22 PM

Q39 Do you believe that your life/lifestyle has been adversely effected by your DVA status?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	73.55% 317	26.45% 114	431
SRCA	80.46% 243	19.54% 59	302
MRCA	82.05% 320	17.95% 70	390

#	Please specify (optional)	Date
1	I'm now on anger management, more pills for depression. What do you think?	2/6/2017 11:55 AM
2	Have to sell our house due to my conditions	2/1/2017 9:27 PM
3	Immense strain on my family and I had been immense. Have never been depressed but they have caused this due to their ongoing difficulty to deal with.	11/25/2016 8:33 PM
4	I am too scared and tired to go back and be reassessed	11/25/2016 5:00 PM
5	yes I have gone from having a resonable lifestyle to not being in a finaciall position to have any form of social activities other than family things as i only get the bare RAS pension & hearing loss payment	11/22/2016 6:15 PM
6	n/a I haven't had recent claims	11/17/2016 6:52 AM
7	I've taken steps to not allow it to affect me	11/11/2016 9:33 AM
8	Life/lifestyle has dramatically changed since injury	11/10/2016 4:48 PM
9	Deepened my depression/anxiety & stress levels	11/6/2016 10:47 AM
10	If the previous application for increase in disability had been processed in a few weeks correctly without faxes & paperwork going missing then I could be a Gold card. My rates would be rebated, my registrations, electricity bills & insurances would be greatly reduced as my phone bills.	11/5/2016 10:25 PM
11	Only allowed to do up to 10 hours of volunteer work per week.	11/5/2016 7:16 PM
12	As per above responses	11/4/2016 10:09 PM
13	Its hard to heal and move on when its all un decided and nobody has taken responsibility	11/4/2016 9:05 PM
14	My life is horrible full stop.	11/4/2016 7:08 PM
15	It is highly stressful dealing wiht the DVA as they always say no!	11/4/2016 5:22 PM
16	I can't afford to eat properly my rent and utilities are more than two thirds of my fortnightly income. let alone fuel food etc. Had th approach a charity to get new prescription glasses and a few other things..	11/4/2016 4:56 PM

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17	It has caused more stress which in turn has made my depression worse.	11/4/2016 3:56 PM
18	Where do I start? I'm medically retired but actually considered employed by Defence. Every increase on my Class A Disability with MilSuper is offset by SRCA Incap. I can't get ahead.	11/4/2016 3:50 PM
19	Pension is out of date	11/4/2016 1:13 PM
20	The stress is over whelming	10/5/2016 9:55 PM
21	I'm ruined and stuck in a mental loop where on any assessment I conclude that 'Im fucked' and will have to kill myself.	10/5/2016 12:36 PM
22	TPI increasing by only the CPI for many years has put us all behind in money received. It is supposed to compensate us for being unable to work. The they restrict the increases below the award rates that others receive	10/5/2016 11:23 AM
23	I am a single dad. between centrelink and DVA I spend at least 4 hours everyday on the phone sorting their jobs for them	10/2/2016 3:26 PM
24	Ultimately my working life will be cut short by my condition and I will have to endure financial loss and hardship. Nerve damage and loss of use of my arms is worsening and will prevent me beign able to work in my trade as well as any social and family impacts that it will have.	10/1/2016 12:25 PM
25	Companies will not employ me when I need a rehab consultant to assess the work environment.	10/1/2016 2:45 AM
26	I have lost my employment within defence and my current lifestyle has been a massive decline from years previous.	9/30/2016 8:56 PM
27	Financial loss is having a terrible effect on my wife and our family, especially being unable to secure a home loan as I'm considered 'unemployed' by a bank because of the nature of MSBS incapacity payments. I am incurring massive financial loss	9/29/2016 12:33 PM
28	Yes...dva doc says ..dont go anywhere we may want ask u questions,,,they never do so your life is held hosstage by dva for next 3 mths	9/29/2016 11:28 AM
29	Wanting to move on with my life but due to length and slow process life has been on hold for the last 2 years	9/29/2016 7:45 AM
30	Ss soon as anything is mentioned to anyone about DVA you are treated like a leper	9/28/2016 10:11 PM
31	Marriage breakdown	9/28/2016 9:48 PM
32	I don't have a kind word for them they put me through the ringer my	9/28/2016 4:56 PM
33	Ongoing stress and still appealing & battling for recognition of PTSD & chronic autoimmune illness.	9/28/2016 4:09 PM
34	I no longer deal with DVA and am most likely missing out on entitlements but it takes too much of a toll on my psychological health and has driven me close to suicide.	9/28/2016 2:34 PM
35	On pension, embarrassed, live as low income earner	9/28/2016 12:12 PM
36	I can't budget and plan ahead. ongoing issues with Incap Payments make life difficult with work (8hours) because I'm employed casually.	9/28/2016 12:01 AM
37	Have more stress now!	9/27/2016 11:11 PM
38	The Army is discharging me due to knee replacement surgery. At 59 not a good time to be looking for a job.	9/27/2016 8:50 PM
39	Mate my back is rooted. I cant work a job where stand up anymore and my IBS drives me mental	9/27/2016 7:26 PM
40	ABSOLUTELY. Two reasons: (1). Mental distress caused by interactions and uncertainty with DVA as well as burden of appealing and fighting bad decisions. (2). Constant fear of losing support on review (based on history with DVA) that I receive from CSC or DVA, so I have pushed myself to continue working else I will lose my registration and ability to Practice (already lost 1 job due to inability to work enough). The cost of this has been mental health deterioration, physical pain and suffering, cut away all other physical actions I enjoy except rehab based exercise. Damage to relationships (broke up with long term partner of 'wife standard').	9/27/2016 6:08 PM
41	If I was VEA or MRCA it would be easier.	9/27/2016 5:56 PM
42	Yes. A lot of jobs that I believe I am still capable of doing, DVA advise they don't support as they believe it will worsen my injuires. Just being upright will worsen my injuries. I haven't worked since my discharge in Dec 2012 and I'm not only 43. I'm very close to just getting a job and telling DVA to get stuffed.	9/27/2016 11:58 AM
43	Unable to complete some course which would assist my career progression	9/27/2016 11:33 AM
44	Not at this time	9/24/2016 1:09 PM
45	Have had to take sick leave from work due to the condition, this is using up my sick leave	9/23/2016 9:06 PM
46	Stress - damaged my relationships, I feel I can't spend money or do things because I don't know if or when next hiccup or finance reduction will come.	9/18/2016 2:25 AM
47	reduction in wages due to tax takes me well below the %75 of wage it is supposed to be	9/17/2016 8:16 PM

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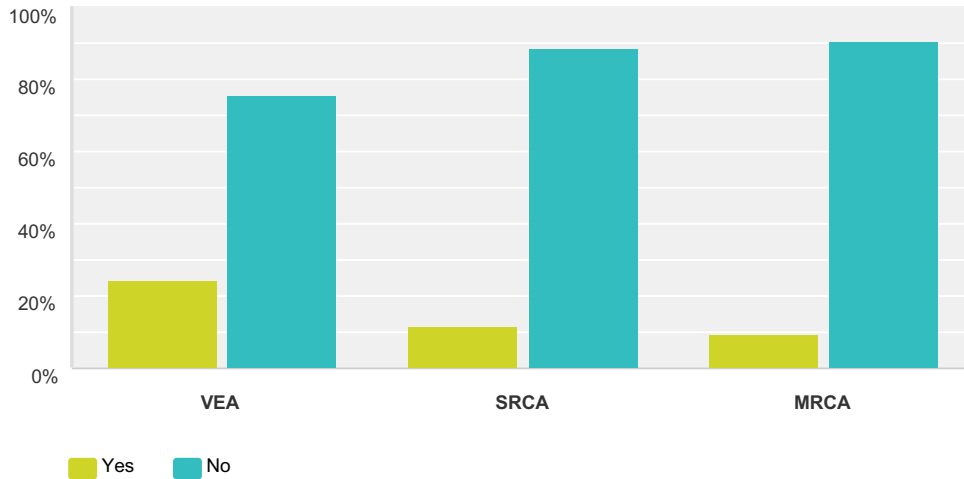
48	Absolutley 100%, my life has been turned upside down, I no longer socialize, I hate crowded areas or large gatherings even if its family	9/17/2016 7:44 PM
49	100%. My life is a never ending nightmare, an everyday struggle against dva. Im treated like a criminal and my crime was serving this country.	9/17/2016 2:04 PM
50	Can't work and can't get enough money to live on. I'd say that was an adverse effect	9/17/2016 12:34 PM
51	Im a proud veteran	9/17/2016 11:44 AM
52	Recently I attempted suicide and was rushed to hospital and revived. I wish I was never diagnosed with PTSD and kept my mensl health to myself. Id still be in thEd army with my mates and have meaningful employment instead of sitting at home with nothing to do each day drinking my life away!	9/17/2016 8:55 AM
53	Treated as 2nd Class at Ramsey Health(ex Repat Hosp) and other places.	9/14/2016 9:43 PM
54	For the better	9/11/2016 1:39 PM
55	Poor and inadequate treatment. Untimely household assistance. No financial support. Loss of self worth. Increase of stress and anxiety.	9/10/2016 5:58 PM
56	of course. I'm young and struggle to survive financially with kids.	9/10/2016 10:00 AM
57	If I was treated correctly In the first place by defence I would have had piece of mind instead of having STIGMA attached to my illness and not being listened to by DVA and VRB and being ignored,	9/8/2016 7:02 PM
58	Reduced mobility	9/7/2016 6:33 PM
59	Look at my file. Nearly 15 months of back payments in incap alone. PI report with lies in it. It's a joke	9/7/2016 5:55 PM
60	Yes mentally!	9/7/2016 3:15 PM
61	Limited joint movement means I can't do thing I used to love	9/7/2016 11:29 AM
62	I'm a fucking train wreck	9/6/2016 9:30 PM
63	I am unable to get a job for some reason I have applied for over 20 of them.	9/6/2016 5:29 PM
64	Isolated and lonely	9/6/2016 1:04 PM
65	I am embarassed to be in such financial ruin. My children go without due to lack of finances. I have become a recluse.	9/6/2016 12:15 PM
66	Find it hard to deal withbsny of my claims.	9/6/2016 1:06 AM
67	Definitely a period of questioning my integrity despite having all the evidence required for above mentioned topics	9/5/2016 3:48 PM
68	The time delay in claims just makes my ptsd worse.	9/5/2016 1:54 PM
69	Misinformation from over 15 years ago has forced me back into the workforce and as a result, my conditions have worsened and additional conditions have arisen	9/2/2016 9:05 PM
70	Not enough income	8/27/2016 2:20 PM
71	Yes, my disabilities have had an adverse effect upon my lifestyle, that is why I am A DVA disability pensioner.	8/25/2016 11:38 PM
72	I have a number of conditions that have not been covered by DVA which prevented treatment	8/25/2016 6:56 PM
73	i had planed to work till Over 80 but while in hospital came out of a operation a r.sl guy asked was I vetran said no signed paper next thing my boss calls me into his office says good-bye your on a T.P.I PENSION was depressed for 2 years & still am.	8/25/2016 5:46 PM
74	Not just my life my family too! If i could dor see all this i would never of joined the defence force.	8/23/2016 9:04 PM
75	Very much so	8/22/2016 12:42 AM
76	I find it hard to get a rental house due to my payments	8/21/2016 9:24 PM
77	Apart from the banks reaction to a request to allow a change of credit cards to one with lower interest	8/21/2016 6:22 PM
78	Had to adjust lifestyle accordingly by not broadcasting thatI had a "terminal illness"as stamped on my medfile	8/21/2016 6:03 PM
79	no job no cash	8/21/2016 5:50 PM
80	Non-financially stable	8/21/2016 5:47 PM
81	Lost house and 2 marriages	8/21/2016 5:03 PM
82	Unsure	8/20/2016 8:02 PM
83	Attempted suicide once	8/20/2016 12:01 AM
84	I have no life. I am in constant pain. I have no hobbies. I can't tolerate my grandchildren, my mother and quite often my wife. I have one friend. No fun.	8/19/2016 11:48 PM

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85	People look down on you and some yeat you accordingly	8/19/2016 9:54 PM
86	Unable to make ends meet especially with rend child mindig fees etc	8/19/2016 8:10 PM
87	Mental state worsening and with adf taking their time on if i will be discharged	8/19/2016 7:50 PM
88	Anxiety depression	8/19/2016 7:36 PM
89	I am unsure of my future financial situation, and had been negatively effected by DVA mistakes re my required surgery for accepted conditions being recorded incorrectly, and DVA cancelling the surgery.	8/19/2016 7:27 PM
90	so much words cannot express it, my condition is bad enough to try to live with, DVA and their actions just continuously make it so much worse it's impossible to express how bad and how damaging they have been	8/19/2016 7:11 PM
91	Cost of living is out of reach, force my wife back to work instead of being with the baby	8/19/2016 6:48 PM
92	My life style had been adversely affected by my Service	8/19/2016 6:16 PM
93	No pensioner status, no chance of TPI status which I would have if under other acts. I will never work again due to service incurred injuries but am treated as a WorkCover wannabe under SRCA.	8/19/2016 6:04 PM
94	i am on a pension, but not treated as a pensioner and must pay full price for most things because DVA don't issue us with a pension card.	8/16/2016 9:10 PM

Q40 Do you believe that you have been adequately compensated by the DVA for your injury/illness and the impact on your ability to earn, loss of future promotions and future earning ability?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	24.60% 107	75.40% 328	435
SRCA	11.58% 36	88.42% 275	311
MRCA	9.46% 37	90.54% 354	391

#	Please specify (optional)	Date
1	I haven't worked in 10 years I doubt I will ever again.	2/6/2017 11:55 AM
2	Disability pensions should be indexed the same as Aged and Service Pensions.	11/17/2016 6:52 AM
3	Have not been adequately compensated for my injury, Loss of earnings, or quality of life. I mostly stay at home on a continuous basis.	11/10/2016 4:48 PM
4	I think overly compensated, I see many friends abuse what we get.	11/8/2016 1:06 PM
5	I am in a constant 5 -6 pain barrier under medication & have been using cannabis as an additional pain relief.	11/5/2016 10:25 PM
6	I don't believe I ever will be.	11/4/2016 9:05 PM
7	The compensation i have recieved is 10% or what i would have recieved had i been a civilian when injured.	11/4/2016 7:08 PM
8	Claims denied by dva	11/4/2016 7:03 PM
9	Permenant injury claim in process.	11/4/2016 5:24 PM
10	Definitely not. I am a returned serviceman i served my country and because of injury ive been jobless forgotten and homeless several times over the last 6 years. and had my income cut because of trying to get a university education for a better chance at employment.	11/4/2016 4:56 PM
11	No lump sums, not considered impaired enough, future earnings were not taken into account, I've been kept back at 75% of my salary, no allowances of 2007.	11/4/2016 3:50 PM
12	I would be compensated better if it was not through military and dva	11/4/2016 3:06 PM
13	Who knows what my earning capacity could have been had I not developed PTSD.	10/7/2016 11:12 AM
14	LOL 25 K for TPI	10/6/2016 10:48 PM

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15	keep getting refused by DVA auth	10/6/2016 5:08 PM
16	Rate for SR way below the levels they should be at with regard to average wage etc	10/5/2016 10:54 PM
17	Hm, let's see: I lost \$2M in personal wealth e.g. my home, when totally incapacitated over a 8 month period, where DVA denied Incapacity Entitlements..... and 3 years later they drip feed me \$100K in back payments of Incapacity.... Hmm, my -\$2m loss compared to DVA \$100K delayed drip feed.... what do you think?	10/5/2016 12:36 PM
18	As specified before loss of income due to planned promotion which didnt eventuate, loss of income due to no additional wages associated with pay recieved when attending training exercises, loss of pay on wifes behalf due to excessive need for time off to assist me. And inability to work ever again or assist in helping around the house causing the need to rely on contractors to do work I would normally do.	10/2/2016 8:42 AM
19	You I only receive 1/3 of the wage I earned as a registered nurse.	10/1/2016 6:04 PM
20	Rating/s compared to impairment is so bad and is unjust.	10/1/2016 12:25 PM
21	A one of payment is nice, but I would give it all back for my health and what my trade is worth outside the ADF.	10/1/2016 2:45 AM
22	I am 28 years old and have received a total of 5 knee operations. I was a captain in the army and I have only ever received a lump sum of \$20,000. How can this be justified as fair compensation for a person who could have potentially served another 30 years in army?	9/30/2016 8:56 PM
23	MSBS and DVA payments need to be adjusted to ensure there is no disadvantage to members who are unable to work. Compared to my salary when I was medically discharged, I am now being disadvantaged by close to \$30000 per year, and complete loss of superannuation. The policy that DVA payments drop to 75% of income after 45 weeks is a joke as it is arbitrary and not reflective of medical assessments of the individual concerned. Payments should also be reflective of promotional prospects and superannuation losses.	9/29/2016 12:33 PM
24	I am still waiting for claims that were accepted earlier this year to be compensated.	9/29/2016 12:06 PM
25	Still at aat	9/29/2016 11:28 AM
26	Injuries given no points value or rating even when medical evidence there	9/29/2016 7:45 AM
27	No. I was earning over \$80k pa when i was told to cease work due to my health issues. I lost out on a promotion, EBA payrise that would have put me on over \$100k pa and every year the gap between my actual pension and what I was/would have been earning if not for my injuries increases. This effects my quality of life, self esteem, family lifestyle and my ability to provide for my wife and children. I did not receive any lump sum compensation to compensate for this loss, just the SR TPI pension which is well below my prior earnings. I am grateful for the VEA TPI safety net, but it in no way compensates me for my lifestyle and financial losses or the impact on my family and their quality of life.	9/29/2016 12:46 AM
28	Still have outstanding issues. But will never get to the point of happy with DVA.	9/29/2016 12:04 AM
29	My condition can only widen and I'm struggling as it is	9/28/2016 11:45 PM
30	My injuries are getting worse and I really don't want to go through all their BS again	9/28/2016 4:56 PM
31	I am still waiting after over a year for any form of vocational rehabilitation.	9/28/2016 2:34 PM
32	VEA pension outdated	9/28/2016 12:12 PM
33	Had completed sub one for corporal before discharge. Was not promoted to to discharge	9/28/2016 12:21 AM
34	No. Incap Payments will have me at the same pay level unless I earn more which the Doctor says I never will. DVA only recognises rank/qualification obtained in the services not other qualifications achieved outside.	9/28/2016 12:01 AM
35	I was told they look after you but I have been told my wage will drop to 75% how is that looked after I was on WO2 earnings now I will be on CPLs is not my fault I was medically discharged!	9/27/2016 11:11 PM
36	Results of claim for permanent impairment still pending.	9/27/2016 8:50 PM
37	TPI	9/27/2016 8:00 PM
38	I have never been compensated for trauma received by being extremely bastardised in recruit training.	9/27/2016 7:33 PM
39	My life is dogshit and I wish I was dead. Thanks for dumping me on my arse. I hope the chief of army has fun eating his lobster for dinner.	9/27/2016 7:26 PM
40	Recognise I can only work at best 2 days per week due to physical incapacity; Recognise mental health concerns of unstable nature.... Offer \$9 per fortnight as a pension.	9/27/2016 6:08 PM
41	As stated above, it was not until I got to the federal court that anyone really listened to me in relation to my claim. When it returned to the AAT and the Repat commission the finding in the federal court was ignored. The federal court stated that I should have been on a penion in 1997, when regarding the evidence put forward.	9/27/2016 2:49 PM
42	Nothing gets back time that you can't "kick the footy" with your kids.	9/27/2016 2:32 PM
43	Not at all. No payments received from the DVA. Too sick to serve, not sick enough to receive payment	9/27/2016 2:28 PM

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44	Further claims pending	9/27/2016 2:06 PM
45	\$40k to date for a so called 20% whole person impairment for spondylolisthesis which nearly put me out of work entirely. If I had received the incap payments my family would be struggling. I am therefor forced to work.	9/27/2016 1:57 PM
46	I was qusalified as a storeman in the army, i did this job before joining the army. I have a back injury and am in the process of trying to have my knees covered as well. I am activley seeking work but no longer any physical form of work as it is detrimental to my back condition. I recieve nothing from DVA in any form of incap payments ect.	9/27/2016 12:09 PM
47	Long story short I can barely walk or stand up for 10 minutes, following major back surgery which failed with also major depressive disorder and they came to \$50,000 which I am appealing. What a joke	9/27/2016 11:59 AM
48	Not in the slightest. In total I've received \$60K in compensation for a total of 12 accepted conditions many of which have not been thoroughly investigated by DVA. EG My lower back condition hasn't been investigated by DVA. IE Nothing other than a couple of x-rays when seeing a medico legal has been done.	9/27/2016 11:58 AM
49	my accepted conditions impact on my life in ways that can't be financially compensated.	9/27/2016 11:51 AM
50	My service dates affect any compebsation I should receive Legislations prevents me from receiving any payments for injury or pain and suffering from injuries I sustained during my military service	9/26/2016 4:23 PM
51	It appears that the loss of future promotions and earning capacity is severely underestimated to the point of virtually being non-existent.	9/18/2016 12:55 PM
52	my service destroyed my life and my families life to the point of needing hospitalisation for my daughter suffering from mental health problems as a direct result of my service	9/17/2016 8:16 PM
53	NOT AT ALL, The people I joined with are all on 6 figure incomes now and I was well ahead of some of them before being discharging. I can no longer become a police officer either which was a dream of mine.	9/17/2016 7:44 PM
54	Not at all. Ill never be and ill kill myself from having to continue fighting long before I win.	9/17/2016 2:04 PM
55	I still don't have a source of income, my wage doesn't include any allowances that I have received for the 16 years I served and I can't improve on my situation as I'm not allowed to work.	9/17/2016 12:34 PM
56	No!	9/17/2016 8:55 AM
57	I am getting worse as I age and my disability will not improve.	9/15/2016 8:25 PM
58	you have to be fucking kidding	9/15/2016 6:14 PM
59	I am over \$50,000pa out of pocket with my DFRDB/TPI compared to what my peers are earning	9/14/2016 9:43 PM
60	No I'm still awaiting my payments over 5 years on. I haven't received any financial support whatsoever.	9/10/2016 5:58 PM
61	When I became a TPI in 2001 my salary package was \$120K+ I still had 13 years to work do the math.	9/10/2016 12:12 PM
62	Not only was my Career left in tatters I would have been at least a WO2 by now I ran into a friend that I went through the School of Infantry with stated that he was financially stable and has over 600,000 in his super account, he is a WO2 ARA that make me believe that the future earnings from 2002 when I was discharged apparent.	9/8/2016 7:02 PM
63	In the process of being medically discharged	9/7/2016 7:43 PM
64	Payment adjust with the speed of a service promotion not CPI.	9/7/2016 3:15 PM
65	As a professional I have lost a shit load, i.e. we cntinue to pay for the adverse effects of our service.	9/7/2016 2:21 PM
66	CPI increase does not keep up with DFRDB and cost of living, inflation, etc	9/7/2016 1:13 PM
67	Not even fucking close	9/6/2016 9:30 PM
68	I have lost my career but all they talk about is loss of range of movement.	9/6/2016 5:29 PM
69	Whats the point. Ive given up.	9/6/2016 4:28 PM
70	I was discharged from the Army due to injuries received from my service. I have been told it is highly unlikely that I will ever work again. I was compensated with the equivalent of 2 years pay. Now does that sound adequate for someone that has given there all in the name of the nations service? My life is ruined, my family is affected severely and I can not even get a gold card to deal with my failing health. It is completely unacceptable and inadequate for our service men and women who sign on the dotted line to give there life away for our country.	9/6/2016 2:44 PM
71	Lawyers use it up fighting DVA on my behalf as I'm too sick to do paperwork now	9/6/2016 1:04 PM
72	Not at all.	9/6/2016 12:56 PM
73	I have received absolutely no compensation for such matters. If I was still serving I would be earning around \$100,000 p/a and travelling the world. Now I hide in my home, ignore the phone when it rings and can't bring myself to interact with friends or family unless absolutely necessary.	9/6/2016 12:15 PM
74	Wont know till it been done	9/6/2016 1:06 AM
75	Not really	9/5/2016 7:26 PM

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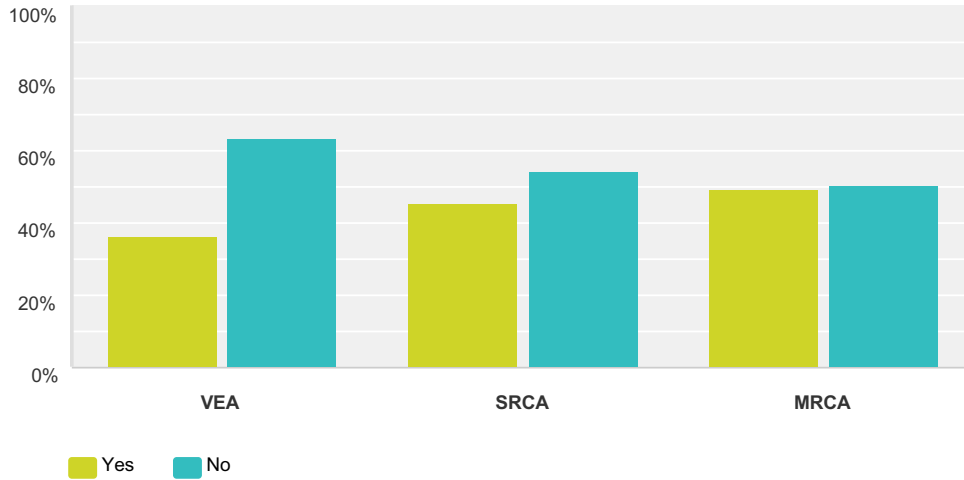
76	Over a decade of reduced income, and previous dealings with DVA exasperated my conditions, instability with employment, transition process from defence to civilian life and guidance to have DVA affairs in order were virtually non-existent	9/2/2016 9:05 PM
77	Again not enough income	8/27/2016 2:20 PM
78	Still not settled	8/27/2016 10:37 AM
79	Prior to being medically retired I was earning double what I now receive as disability pension. My ability to provide for my family and for my children to live in a style they were accustomed to has been severely curtailed. No lump sum, delays before the pension starts, and it gets less every year as the CPI increase is not keeping up with inflation and my previous work pay is going up every 2 or 3 years with each new EBA and now I have no opportunity to increase my income through promotion or extra work etc. So no, I do not believe I have been adequately compensated for my service injuries.	8/25/2016 11:38 PM
80	Although my conditions have a diagnosis DVA have not accepted some of my paperwork	8/25/2016 6:56 PM
81	Still fighting dva	8/25/2016 10:47 AM
82	still waiting on VRB and a determination	8/24/2016 8:21 PM
83	Offsetting as compared to VEA TPI	8/24/2016 5:20 PM
84	Still serving however medically separate in Jan 17	8/24/2016 2:16 PM
85	I have 2 deal with this for the rest of my life. If this was through insurance companies payouts would be a lot more. If i decided 2 bring in a lawyer i loose compensation just to get compensated? How does that benefit veterans? My injuries will only get worse as i get older!	8/23/2016 9:04 PM
86	Removal of the above the scheduled fee treatment under the SRCA has impacted on the quality and continuity of care that I receive	8/22/2016 12:41 PM
87	Past present and future capacity to earn income had be n extremely m ly reduced	8/22/2016 7:03 AM
88	Still waiting for offer	8/22/2016 12:42 AM
89	I am TPI with five or six issues, not much applies to me	8/22/2016 12:09 AM
90	Not even close	8/21/2016 9:31 PM
91	I was in RASVY and spent years bent over digitising tables making maps for Australia. My back is always painful and there are days I simply do not want to continue with the pain. I self medicate most days and generally just keep myself from ending life. I have tried to get this looked at but DVA refuse to accept this issue event though the Corps was fully operational for the entire time I served.	8/21/2016 9:31 PM
92	I was forced to take early retirement due solely to my dissabilty. I anticipated a further 4 years in full time employment. I managed to find part time work of an entirely different nature and at significant financial loss. I applied for an increase in my pension, DVA said no because I was still working! They completely ignored my significant financial loss circa \$900,000 in lost income and superannuation.	8/21/2016 9:20 PM
93	When diagnosed file marked terminal illness so restricted postings and promotion who wanted to promote someone who has a terminal illness	8/21/2016 6:03 PM
94	Dva is drip feed to just staying alive	8/21/2016 5:03 PM
95	Registered Nurse, can't work barely make ends meet, spend a lot of time alone restricted in mobility..	8/20/2016 9:52 PM
96	My PTSD onset is under VEA - the initial damage pension is 2/5's of F**K All... Is that all our lives are worth? The worsening of PTSD & other mental health is under MRCA, payouts were a joke.. I will NEVER work again and am homebound.. I would like to see them live on what they give. YES I am on a Class A CSC Pension but that is besides the point. In addition, my left arm has had reported that I have lost 70% of nerve function yet this was not looked at when my VRB happened only the onset of the injury. I am yet to claim the Chronic Denervation as I am scared of the process again, I also have nerve pinching in L3,L4&L5 of lower back due to heavy loads etc BUT heard we have to prove how many kgs per day & for how many hours... AGAIN, I have to re-live all the shit again for DVA..	8/20/2016 10:45 AM
97	Tba	8/19/2016 9:54 PM
98	Still waiting. My first 2 claims went in 4yrs ago	8/19/2016 9:13 PM
99	No way not even close	8/19/2016 8:37 PM
100	lost essentially my whole income due to degrading physically and having mental issues from my service.	8/19/2016 8:20 PM
101	E G under VEA I am \$250 per week short due to Gough Whitlam moving dfrdb to consolidated revenue in the 70s after 24 Yes of service my dfrdb pension is farless if it was investef in an industry super fund	8/19/2016 8:10 PM
102	I am paid much less than what I could receive in the workforce with little hope for a secure future except for my husbands ability to earn. It has wrecked my life. I	8/19/2016 7:51 PM

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103	I'm not sure.	8/19/2016 7:35 PM
104	Compared to civilian compensation DVA are a long way off.	8/19/2016 7:31 PM
105	Can't answer correctly as claim is still ongoing.	8/19/2016 7:28 PM
106	what a joke, no, in no way have I been compensated for my financial loss, my loss of my health or the loss of my ability to enjoy life.DVA actually changed my SELF ASSESSMENT form because they said I did not believe I was that bad, I WANT TO KILL MYSELF and DVA says that is not that bad	8/19/2016 7:11 PM
107	now earn less than a 3rd of actual wage when made TPI	8/19/2016 7:07 PM
108	I look at what refugees get	8/19/2016 6:56 PM
109	Not even close, body and mind both stuffed	8/19/2016 6:48 PM
110	Many years of reduced income, also TPI only increasing by CPI is less than actual costs. Compare original TPI and current rate (Disraceful)	8/19/2016 6:45 PM
111	A civilian bus driver received \$400,000.00 for PTSD from a exercise, a soldier is offered approx 180,000.00	8/19/2016 6:16 PM
112	Not bad enough for permanent impairment.	8/19/2016 6:04 PM
113	Being under the 3 differentacts we are penalised as they have implications on each other so we will never be adequately compensated compared to someone just dealing with 1 act	8/16/2016 3:12 PM

Q41 Are you in the position at this point in time that you need financial, psychological or physical help from the DVA that you are not currently receiving? VVCS 1800 011 046

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	36.51% 157	63.49% 273	430
SRCA	45.70% 138	54.30% 164	302
MRCA	49.49% 193	50.51% 197	390

#	Please specify (optional)	Date
1	I am currently waiting for a decision on TPI increase	11/22/2016 6:15 PM
2	Psychological	11/11/2016 9:33 AM
3	Need all three sections to help me, but what is the point. They will come back with an excuse of policy	11/10/2016 4:48 PM
4	Still awaiting for the new DVA Case manager to arrange these Psychological & Orthopedic appointments. Soon to have a referral for the specialist that performs a surgical procedure on my back to burn the nerves.	11/5/2016 10:25 PM
5	I have been given a contact person at DVA, but she does not know anything about SRCA. She has not come back to me with answers I asked more than two weeks ago now.	11/5/2016 10:27 AM
6	IBT & CBT have not worked Pyschiatrist recommended DBT group therapy but rejected by DVA so going nowhere with therapy.	11/4/2016 10:10 PM
7	Seeing VVCS now	11/4/2016 10:09 PM
8	I had called many times. Put onto a rep with new phone number. Never got hold of him.	11/4/2016 9:05 PM
9	I get psych help, but need home help and they say that my partner and 13 year old son can do all the work around the house.	11/4/2016 5:22 PM
10	I see a vvcs councillor fortnightly but would be nice to have some physiotherapy and more income per fortnight so i dont have to ration everything i have.	11/4/2016 4:56 PM
11	Receiving week treatment with mental health on my own terms and not arranged by dva	11/4/2016 3:06 PM
12	Loss of mobility and loss of Occupational Therapists to treat or assess	10/5/2016 11:23 AM
13	Not yet	10/2/2016 6:59 PM
14	unable to get tpi as i have not left employment due to accepted conditions	10/1/2016 6:54 PM
15	Not now, but the time is coming.	10/1/2016 12:25 PM

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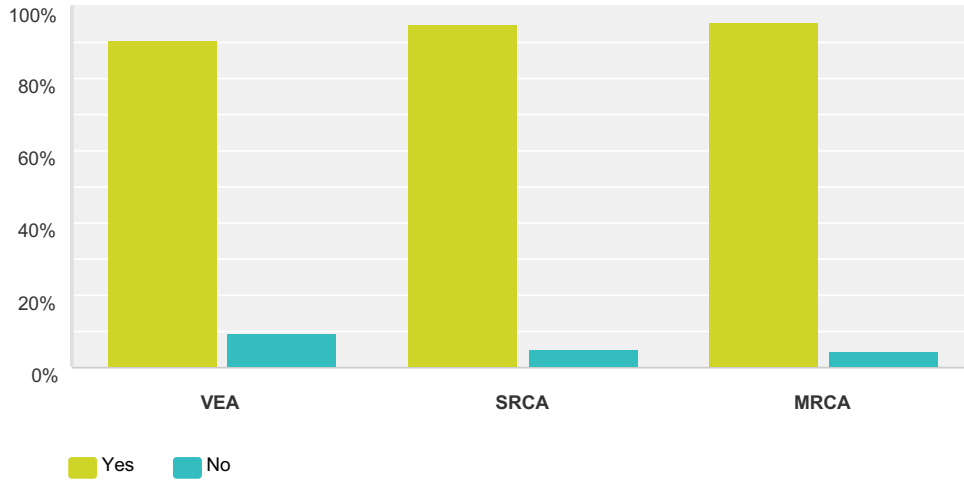
16	Just a verbal pat on the shoulder.	10/1/2016 2:45 AM
17	Not going to be of great benefit.	9/29/2016 12:06 PM
18	Currently receiving psych and rehab	9/29/2016 12:04 AM
19	I would not and cannot accept any help due to my mental condition and the massive stress that there so called help has cause my family	9/28/2016 10:11 PM
20	Its a pain to deal with them. Dont want anymore to do with them thanni have to.	9/28/2016 9:48 PM
21	I already use VVCS, DVA drove me to the brink!	9/28/2016 8:47 PM
22	As per above	9/28/2016 4:56 PM
23	Have just had to start seeing a new Psychiatrist due to DVA slandering and not believing the credibility of previous Psychiatrist due to him speaking out in defence of veterans being mistreated by the ADF & DVA.	9/28/2016 4:09 PM
24	Psychological - cannot find anyone wanting to take on new clients to ease travel burden	9/28/2016 11:22 AM
25	Home care because dva says that because i am married and ga e 4 kids under the age of 16 that i am not intitled to it	9/28/2016 12:21 AM
26	Not sure!	9/27/2016 11:11 PM
27	Not sure. Results of claim for permanent impairment still pending.	9/27/2016 8:50 PM
28	Receiving two separate consul, one for past 12 years	9/27/2016 4:00 PM
29	DVA are pushing me to my limit, They are now doing everything they can to discredit me and all my records. The prcess is combative and insults everything I am trying to achieve	9/27/2016 2:49 PM
30	I work 6 hours a week, my partner works and due to her income i can not recieve any payments from centrelink, not that i want to i would rather be working.	9/27/2016 12:09 PM
31	I try to keep myself in a position whereby I don't need ANYTHING from DVA as there is generally not much forthcoming and what is there is so difficult to obtain I'm better off without the psychological trauma of dealing with them.	9/27/2016 11:58 AM
32	All of the above	9/27/2016 11:33 AM
33	VVCS is useless for me, as my physical disability impacts on my mental illness, VVCS says that is too complicated for them to deal with.	9/22/2016 9:20 PM
34	Receiving help through GP and specialists. Not through VVCS	9/18/2016 12:55 PM
35	Why bother	9/17/2016 10:58 PM
36	Rejected psychological assistance	9/17/2016 7:44 PM
37	Financially I am barely getting by. Psychologically, DVA is causing me too much grief, as if I don't have enough and if I could find out if I will be getting a gold card, I could get more treatment.	9/17/2016 12:34 PM
38	I now have a civi dr that is at the top of her game	9/17/2016 11:44 AM
39	I see my Psychiatrist and treating DOCTOR weekly. Im also returning to ward 17 mental facility in heidelberg next week due to a recent suicide attempt.	9/17/2016 8:55 AM
40	Like they care	9/15/2016 7:35 PM
41	Nobody can help me anymore. I am just waiting to die. No medical person has any experience in what I have gone through.	9/12/2016 11:31 PM
42	help with uni fees. Paying them myself.	9/10/2016 10:00 AM
43	I may require help but it seems to go on deaf ears with the DVA I have just toughed it out and felt betrayed by DVA	9/8/2016 7:02 PM
44	I see VVCS on a fairly regular basis, but my financial status at this point in time I may end up loosing my house and may either have to live in my car or move interstate and hopefully one of my family members can take me in	9/6/2016 11:43 PM
45	There is nothing that DVA or the VEA can do. I am TPI. It took a long time to get TPI. My Comsuper payment have cut my TPI by \$200 per week. Very disappointing.	9/6/2016 10:12 PM
46	DVA have a list of what treatment they will and won't pay for. They have no regard for symptom relief. Even my treating specialist has taken me onas a charity case because DVA are stingy	9/6/2016 9:30 PM
47	I'd rather get help from anyone other than DVA. DVA do not take my confidentiality into consideration, nor do they ask for permission to contact my treating specialist via my solicitor.	9/6/2016 8:01 PM
48	I need them to fund my MRI that my GP has requested.	9/6/2016 5:29 PM
49	I get Anglicare and St Vinnies due to denial of services.	9/6/2016 1:04 PM

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50	I am financially destitute and about to lose my home, forcing my children and I onto the streets. I only eat one meal per day to save money. I have trouble walking, standing and sitting but am expected to look for work. This makes my level of depression worse as potential employers look at me as if I am stupid for even asking about work considering the condition I am in physically, and yet Centrelink and DVA force me into this position.	9/6/2016 12:15 PM
51	The process is finally starting to get sorted but within the last 72hrs I was informed I'll my employment will be terminated	9/2/2016 9:05 PM
52	Financial	8/27/2016 9:56 PM
53	Who cares - nobody did before - Hold ground go on	8/25/2016 9:17 PM
54	can'y go to see a shrink	8/25/2016 5:46 PM
55	Incap payments still not resolved	8/24/2016 2:18 PM
56	Waiting on compensation from DVA. Process is really slow. Was told once all my paperwork is in. It will take 6-8 wk until DVA specialist will look at my claim to make decision. Was told it might take weeks after that for a claims officer 2 look at my claim???? How long is this list?	8/23/2016 9:04 PM
57	getting counselling	8/22/2016 12:42 AM
58	Had VVCS counselling, can't work..	8/22/2016 12:08 AM
59	I need hope	8/21/2016 9:31 PM
60	I struggle daily with wanting to live.	8/21/2016 9:31 PM
61	I can no longer mow the lawn	8/21/2016 6:22 PM
62	I only want what I am owed financially	8/21/2016 5:03 PM
63	Need to know how to survive on minimal money, get transport to Psychiatrist but not Psychologist, psychological condition not recognized .. But well documented	8/20/2016 9:52 PM
64	I am lucky in a way I see a Psychologist every week and a Psychiatrist every 3rd week. My family is very supportive as well..	8/20/2016 10:45 AM
65	Received advice and am pursuing further	8/19/2016 9:54 PM
66	i dont know what is going on	8/19/2016 9:53 PM
67	Unsure	8/19/2016 9:22 PM
68	Have adf supplied help	8/19/2016 7:50 PM
69	Wouldn't go to them for my physical or psychological needs. Sort it out myself. They are paying bills but wouldn't bother going back on their rehab plan as was a complete waste of time and money	8/19/2016 7:36 PM
70	I have a current clam	8/19/2016 7:35 PM
71	Can't answer correctly as claim is still ongoing.	8/19/2016 7:28 PM
72	Need DVA and Comsuper and the ATO to all get on the same page	8/19/2016 7:23 PM
73	I see my doctor my psychologist and psychiatrist on a regular basis, they all agree that the only thing that will improve my condition is for DVA to become a professional organisation that deals with problems in a timely and professional manner.They have yet to meet a DVA client who has not had their condition worsened by the actions of DVA	8/19/2016 7:11 PM
74	I've contacted them last week, waiting to see my counsellor	8/19/2016 6:48 PM
75	Financial as they won't help me get a vehicle that suits my accepted conditions that a DVA OT has said would be most suitable, so I am stuck driving a vehicle that causes pain and discomfort and DVA will not help financially.	8/19/2016 6:29 PM
76	I am sick of seeking psychological help under VVCS. I a. Not prepared to go through my story again for the self gratification of one of their pleb psychologists who will then stop seeing me because they can't fix me.	8/19/2016 6:04 PM

Q42 Do you think it would be necessary and would you support an inquest into the DVA's treatment and dealings with Veterans?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	90.35% 412	9.65% 44	456
SRCA	94.94% 338	5.06% 18	356
MRCA	95.42% 417	4.58% 20	437

#	Please specify (optional)	Date
1	The relationship of DVA to the RSL is nepotistic to the point very few young diggers would join. I was at an RSL for 7 years asked to do courses for 7 years, I was always denied by the welfare officer, who was also the secretary. Not only that this certain welfare officer wouldn't even help me apply for a medal I asked him for 3 years, that I ended up working out how to apply for myself, then shit hit the fan apparently I did the wrong thing didn't go through the RSL's chain of command. The RSL is corrupted by DVA money, not only that the vietnam vets are treating us how they were treated. The vast majority of young diggers I know will not join the RSL as I wish I never did.	2/6/2017 11:55 AM
2	Heard horror stories from ex servicemen	1/23/2017 9:12 AM
3	Veterans Suicides and the time frame for claims for the younger veterans.	11/17/2016 6:52 AM
4	Not for VEA	11/16/2016 4:08 PM
5	The inquest is long overdue into the treatment of veterans and former ADF personnel	11/10/2016 4:48 PM
6	Most certainly do support an inquest. The questionnaires for each veteran's individual case need to be readdressed so that they actually address the injury of that person.	11/5/2016 10:25 PM
7	Absolutely	11/4/2016 9:05 PM
8	Dva is a cost saving tool . Dva frustrates soldiers so much dva have had to protect dva staff with security guards	11/4/2016 7:08 PM
9	Mistakes were made when I left the Navy. I believe the system has been abused by some veterans and others who really needed help fell through cracks. it has taken too long to address this issue and a lot of good men and women are gone.	11/4/2016 6:24 PM
10	Fuck yeah	11/4/2016 4:56 PM
11	There is way too much anecdotal evidence to say things are right. I can't get an honest answer from DVA about my tax situation and I'm not the only one in this position yet the Sec of DVA has lied in official correspondence to me. He said there is no problem and I don't have to put Navy Officer on my return. There is no other option.	11/4/2016 3:50 PM

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12	Beurocratic communication between DVA and ADF unnecessarily delays claims and in cases results in claims being rejected. My step-son submitted a claim for incapacity due to his service in the RAN and this was initially rejected because he was deemed to have "not been in service" and was thus not eligible under VEA. This was overturned and a new claim had to be submitted. The claim was delayed because DVA claimed that he had not served on the ship that he said he served on and that the ship was not where he claimed it was on certain dates. The RAN would not release verification of his ship's location or of his service because they claimed that it was "classified". The information was available on the RAN website! I asked my local Federal Mp to intervene as it was now three years since the initial claim. The stupidity was that the Minister Of Defence had to obtain permission from the Chief of Navy (his subordinator!) before he could act. It took three days after this that the claim was granted. What bullshit!!!!	10/7/2016 11:12 AM
13	Definitely MRCA. The Act is orientated to Government benefit not Veterans	10/5/2016 10:54 PM
14	Most definitely	10/2/2016 6:59 PM
15	And Families. I feel families need to be looked at also, many wives/partners suffer silently due to members injury/illness/stress of discharge or claims process	10/2/2016 8:42 AM
16	Its wrong that the system is made so difficult and complex for veterans to get their earned entitlements	10/1/2016 12:25 PM
17	I've lost my career/any responsible career because of restrictions. I am stuck at home and sleep all day! I need a real job, to be the man of the house again, the bread winner!	10/1/2016 2:45 AM
18	Definitely corrupt and pressured by gov to deny vets anything.	9/29/2016 11:28 AM
19	I believe the system needs to be looked at, over hauled in some regards as claims should not take this long nor should the process cause this much heart ache and angst. Illegal aliens get better treatment than ex service personnel and their bogus refugee claims are processed and fast tracked much quicker than those of some veterans. And they don't get given the run around or the refugee advocates will get onto the case or the claimants will riot, we don't, we just suffer.	9/29/2016 12:46 AM
20	The SCRA and MRCA to be rolled into one package with the higher entitlement if you come under both.	9/29/2016 12:04 AM
21	Ask why the van offices need visible in your face security at the front counter. This is confronting to injured servicemen and an insult.	9/28/2016 8:14 PM
22	It is needed	9/28/2016 4:56 PM
23	I am in full support of a long overdue needed inquest into DVA.	9/28/2016 4:09 PM
24	I was stuck for 12 months where DVA wouldn't accept till the army had discharged and the army wouldn't discharge till DVA was sorted. I ended up discharging while in hospital.	9/28/2016 1:26 AM
25	Policy need to change, especially for veterans who served through multiple conflicts in different acts!	9/27/2016 11:11 PM
26	Had a fall in Mar 2011 injured l/knee still waiting for claim to be processed, in meantime had bilateral knee replacement.	9/27/2016 8:50 PM
27	Its Essential. DVA Desserts its hard working veterans.	9/27/2016 7:26 PM
28	My story needs to be told. My advocate is the only one who is on my side, DVA, repat and the AAT are no use.	9/27/2016 2:49 PM
29	100% There are too many acts which have been introduced to progressively erode the benefits applicable to veterans. Each new govt seems to erode them just that little bit more. Eventually we'll all be better off dead and then the govt won't have the burden of fixing the people they broke. John Howard and Dana Vale (when she was Min for Def) introduced the points system into the PI world with the intention that points accumulated under multiple pieces of legislation would be added together so that the member was not in any way disadvantaged. NOW, DVA offset the points against one another so that the GOVT and DVA are not disadvantaged. What a joke and disgrace this organisation is. The govt should be ashamed about their treatment of Veterans but they are far too busy selling the country off to the lowest bidder and ensuring they stay in office long enough to get their \$200K plus pensions from the moment they stop working.	9/27/2016 11:58 AM
30	look at the number of serving and retired suicides	9/27/2016 11:51 AM
31	Hell yes, the DHOAS are the only part of DVA that actually do their job, well it feels like it	9/27/2016 11:38 AM
32	The system needs to be re-built, with veterans employed. There are too many people employed in these agencies with little to no empathy to service men and women who have been injured as part of their service to this country.	9/27/2016 11:33 AM
33	All Acts need to be combined as say VEA and DVA not reduced in number or palmed off to Centrelink Veterans need to be advised of their entitlements up front and not have to go through protracted extraction of information from DVA	9/27/2016 11:31 AM
34	MRTA needs to be more transparent and automated	9/24/2016 1:09 PM
35	In my experience not specifically the employees, but more so the legislation	9/24/2016 12:12 PM
36	But we all know that won't happen, as governments and staff can't be summoned before an inquiry.	9/22/2016 9:20 PM
37	100% agree with this	9/18/2016 12:55 PM

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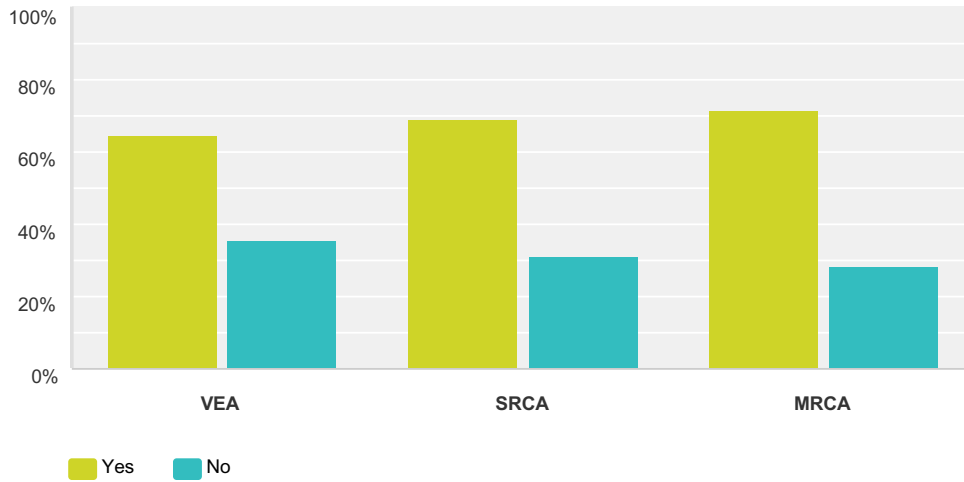
38	the adversarial culture of DVA that sees the veteran as a liar and thief to be gotten rid of.	9/17/2016 8:16 PM
39	Need clarification as to what Act myself & others should be under, and what our entitlements are.	9/17/2016 8:00 PM
40	Yes, luckily for me I didn't serve overseas and have to witness unbearable things, I get so upset and angry with DVA because if they treat those veterans like they treat me (which they do) its no wonder there are so many suicides.	9/17/2016 7:44 PM
41	This needs to happen. Nothing else they have done has improved the system so far. It's made it harder to get things done.	9/17/2016 12:34 PM
42	Yes its comon knowledge that dva always turn down 1st and most 2nd applications	9/17/2016 11:44 AM
43	particularly young men who attempted cd training and have their bodies wrecked too	9/15/2016 6:14 PM
44	over the years I have dealt with many cases presented to dva & the treatment they have received has been disgusting. You would think the case managers were paying the pensions out of their own pockets. How many men have just given up because DVA have called them liars.	9/10/2016 12:12 PM
45	Yes as an Inquest will give results for the BROKEN DVA SYSTEM as well as a more friendly approach other than pure legislation when trying to place a claim in.	9/8/2016 7:02 PM
46	Most issues to do with DVA seem to me to have been brought on by government, i.e. Parliament with regard to legislative chnganges and busgetary measures. The major potential issue is Centrelink et al taking over DVA.	9/8/2016 10:21 AM
47	Have had to obtain an advocate to help navigate this process, as its complex, hard to understand, and takes so long	9/7/2016 7:43 PM
48	ridiculous question	9/7/2016 5:55 PM
49	Not the treatment, the policy on how claims made and detirmined!	9/7/2016 3:15 PM
50	They MUST be held to account. What is the basis of bonus payments to senior staff?	9/7/2016 2:21 PM
51	Royal Commission into DVA is required - look at the Childe Abuse Royal Commission - unearthed godless acts	9/7/2016 1:13 PM
52	That is my experience assisting other veterans to get their claims logged and accepted using an advocate.	9/7/2016 11:29 AM
53	Revert to VEA.	9/6/2016 10:12 PM
54	Absolutely	9/6/2016 9:30 PM
55	Absolutely. Change is needed. DVA should employ more ex ADF that understand military people.	9/6/2016 5:29 PM
56	ABSOLUTLEY!!!!!!! If the truth is found and DVA can be fixed and sped up then lives WILL be saved. It has to fixed.	9/6/2016 4:28 PM
57	More of DVA's budget is spent on staff members joining committees or attending unnecessary workshops/study trips than is spent on actual ex-service men and women.	9/6/2016 12:15 PM
58	I don't know, if I wasn't lucky enough to have a client support coordinator I believe I'd personally want one. I think an inquest isn't the best use of money. I think Dva staff know what is required to fix the system and need the funding to get there. More staff and a computer based system would be key to fixing the process. Also, providing specific reasons why something wasn't accepted to speed the process for the review etc, common sense has to come in to play sooner!	9/5/2016 3:48 PM
59	Things seem to be changing for the better, however myself and my family endured many years of neglect from DVA (MCRS) and even abuse, threatening and veiled comments from delegates.	9/2/2016 9:05 PM
60	A full Royal Commission. A few bad kids in the NT get filmed being restrained and one was started. DVA's treatment of Veterans is causing untold hardship and resulting in suicides, and so far, absolutely nothing.	9/2/2016 10:59 AM
61	My claims over the years have been rejected then accepted and I have had differing reports.	8/27/2016 2:20 PM
62	Absolutley !!	8/25/2016 6:56 PM
63	It is currently a faceless organisation, no one has been held liable for the administration mistakes so no one has felt obligated to make up for them	8/25/2016 3:28 PM
64	Some newer younger veterans with PTSD seem to have trouble with applications, and would be better off being provided help by referral to available ESO's Advocacy	8/24/2016 10:29 PM
65	Sen Lambie already has my story to use as an example of evidence- my partner is also helping others to speak out	8/24/2016 5:20 PM
66	I would sign a petition regarding this. I would consider more if i was not in the spot light as i still struggle with being around high levels of stress and ppl.	8/23/2016 9:04 PM
67	Only hearsay	8/22/2016 11:34 AM
68	Royal Commission is Neccessary Immediatley	8/22/2016 7:03 AM

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69	Everything made very complex to claim over 3 Acts each one different and difficult to identify during which did illness begin	8/21/2016 6:03 PM
70	Absolutely!!!	8/21/2016 5:47 PM
71	ABSOLUTELY, in particular - process or lack of process dealing with psych vets and dying Vets.	8/20/2016 1:08 PM
72	Needs a complete overhaul there is a complete lack of internal communication	8/20/2016 12:01 AM
73	Inquest - not Royal Commission	8/19/2016 8:20 PM
74	Something MUST BE DONE TO STOP DVA OVERPAYMENTS WHICH ARE CAUSING SUICIDE, improve DECISION TIME IN HANDING DOWN DECISION FOR CLAIMS, Stop sending veterans to MLCOAs AFTER A FIRM AND COMPREHENSIVE DIAGNOSIS HAVE BEEN MADE BY GPs, SPECIALISTS AND PSYCHOLOGISTS	8/19/2016 8:10 PM
75	House cleaning is once a fortnight and then it is very limited and i am left to struggle to do the rest and it is very distressing and difficult. Many of the young ones a treated terribly and their claims take too long causing untold misery	8/19/2016 7:51 PM
76	Absolutely. Stone Age systems adversarial processes. Use of mlcoa and othe medico legal firms whom write false and detrimental reports.	8/19/2016 7:36 PM
77	I do believe in the last twelve months DVA has largely improved but it could be better.	8/19/2016 7:31 PM
78	Can't answer correctly as claim is still ongoing.	8/19/2016 7:28 PM
79	My dealings have been adequate, if slow in processing. (2 years since discharge after 27 years active service).	8/19/2016 7:27 PM
80	Not an inquest A full Royal Commission into DVA and Veterans homelessness and suicides	8/19/2016 7:11 PM
81	My experience go back to when the dept was called Repat. And my treatment at the hands of the dept in the 1970's was to say the least pathetic. So I gave up. I believe that an enquiry/inquest would be beneficial to both sides, far too often I see comments from Vets stating that DVA have "Bugged" them around,, that DVA have "Rejected" a valid claim, etc, etc. We never however get to hear DVA's side of the story. It would probably solve a lot of the "Urban Myths" and could be an exercise well spent if the average ex-service person could see how DVA works. I'm pretty sure that there is fault on both sides.	8/19/2016 6:56 PM
82	WOULD LOVE TO BE ON THE PANEL	8/19/2016 6:51 PM
83	Need to be done sop, written to stop them helping us	8/19/2016 6:48 PM
84	Absolutely. From my experience and the experience of advocates I know, fellow veterans and mental health professionals I've dealt with, dealing with DVA in its current format is often as traumatic as the events that lead people to seek help in the first place.	8/19/2016 6:20 PM
85	A royal commission definately needs to be undertaken with the dva. I am surprised no staff from dva has been killed.	8/16/2016 3:12 PM

Q43 If yes, would you be willing to provide further detailed confidential statements in regards to your issues with the DVA?

Answered: 714 Skipped: 0



	Yes	No	Total
VEA	64.67% 280	35.33% 153	433
SRCA	69.02% 225	30.98% 101	326
MRCA	71.43% 295	28.57% 118	413

#	Please specify (optional)	Date
1	The fact I've had vexatious welfare officer at the RSL, not only that I managed to have a vexatious witness who was out to get me due to the fact I had his wife kicked off the single mum pension, and the vexatious witness kicked off of centrelink disability pension. DVA wasn't happy, instead of being honest with me DVA went out of there way to indulge an ex-con who spent 4 years in prison for insurance fraud. Good onya DVA.	2/6/2017 11:55 AM
2	I have made submission to Senate	11/25/2016 7:23 PM
3	bloody oath long over due. DVA moved the goal posts with my claim. DVA asked for witness letters I supplid these. DVA basically accused me of getting mates to right them	11/22/2016 6:15 PM
4	N/A	11/16/2016 4:08 PM
5	The process is designed to disadvantage Vets and discredit their claims.DVA and its associates treat claimants as dishonest and with suspicion.	11/6/2016 10:47 AM
6	N/A	11/6/2016 4:40 AM
7	I already hate talking about the issues I have with DVA, sorry.	11/6/2016 1:17 AM
8	I have already written to some politicians regarding my issues.	11/5/2016 10:25 PM
9	Serving member that does not need the heat	11/4/2016 11:15 PM
10	I have worked within civilian Workers Compensation in Victoria and SA, if the insurers acted in this manner they would have their licence revoked.	11/4/2016 10:09 PM
11	not sure	11/4/2016 8:03 PM
12	Sure where do i sign?	11/4/2016 4:56 PM
13	I think if I provided information it make it harder to get any assistance if the claims officers found out.	11/4/2016 3:56 PM
14	Yes, try being a woman with a young child married to a male veteran. We are treated like we are the first ones to ever do this.	11/4/2016 3:50 PM

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15	I'd love to say yes, but I wouldn't be able to cope with the stress. Not at the moment. The stress of dealing with DVA helped destroy my marriage and my life. I've got nothing left. I'm just waiting for it to all be over.	11/4/2016 12:09 PM
16	Only from Pension Officer point of view as I am trained to VRB Advocate (Volunteer) Level Three	10/5/2016 10:54 PM
17	I have made a submission to the Senate enquiry.	10/5/2016 2:53 PM
18	I have the evidence!	10/5/2016 12:36 PM
19	Submitted to Senate Enquiry	10/5/2016 11:23 AM
20	Of course	10/2/2016 6:59 PM
21	No incase it makes it harder for me to deal with them	10/2/2016 11:00 AM
22	Until they change their game their is no point!	10/1/2016 2:45 AM
23	Significant risk	9/30/2016 10:00 PM
24	No where else to write this but some questions need a bit more the yes no. Q10 regarding whether claim accepted needs a partial as in my case some were rejected and some accepted, and for similar problems	9/29/2016 3:10 PM
25	Unsure.	9/29/2016 12:06 PM
26	They already have everything.	9/29/2016 12:04 AM
27	Fear of repercussions	9/28/2016 10:30 PM
28	I wish i could help but i am now unable to even open mail as i end up physically sick to remove myself and family away from the stress we have now sold our family home and live on the road to help me deal with my mental condition	9/28/2016 10:11 PM
29	I want nothing to do with them face to face. They are deceitful and hide behind lies..	9/28/2016 8:14 PM
30	Maybe at a different time	9/28/2016 6:20 PM
31	I have kept my docs so I have the timelines	9/28/2016 4:56 PM
32	Had to resign as Level 2 case officer due to illness.	9/28/2016 1:17 PM
33	Sorry, not at this time. I would love to help other however I am havign a hard enough time helping myself	9/28/2016 11:22 AM
34	Missing ADF records	9/28/2016 2:24 AM
35	I'll make a submission to the Senate Inquiry.	9/28/2016 12:01 AM
36	And info on military transitions	9/27/2016 11:11 PM
37	For an injury I initiated claim for in 2011 to still be outstanding in 2016 is a bit too long a wait.	9/27/2016 8:50 PM
38	Unsure, depends on my mental status at that time	9/27/2016 8:46 PM
39	Absolutely.	9/27/2016 7:26 PM
40	I'm scared that it will adversely affect my pshycological and financial situation. I am already struggling and borderline homeless	9/27/2016 7:14 PM
41	I would but afraid that my case will be jeopardised	9/27/2016 5:48 PM
42	I want my story told. What has been done to me is illegal and unjust. DVA know that they should have given me a pension in 1997, Now, they are doing everything they can to destroy me and discredit me	9/27/2016 2:49 PM
43	It has taken me so long to get what I now have and don't want to face any more	9/27/2016 11:31 AM
44	Filling this out on behalf of husband and not sure he is up to doing a submission	9/27/2016 11:29 AM
45	Defiantly	9/25/2016 5:51 PM
46	Hasn't effected me yet.	9/25/2016 2:42 PM
47	Only if it didn't adversely affect me.	9/22/2016 9:20 PM
48	I have already submitted to the Inquiry.	9/18/2016 12:55 PM
49	I have already put in a submission to the Senate Inquiry in veterans suicide detailing the issues with DVA	9/17/2016 8:16 PM
50	When it comes to DVA, I am a novice and do not know what I am talking about. I am still trying to work it out or understand it.	9/17/2016 8:00 PM
51	My gripe is not being reconised for the trial drug they put us on and the msbs ato taxing us and no clear line of referance into what or how much work ican do as my dr wantit as part my inter gration back into civi life but not work to hard that i have another brake down	9/17/2016 11:44 AM
52	Because they will get payback. Not even comfortable doing this	9/15/2016 7:35 PM

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53	As previous, I am a Lvl 4 Advocate with extensive experience and have a littany of real life cases to show the failures	9/14/2016 9:43 PM
54	depends only if it would not effect any future claims that I may put in.	9/14/2016 8:22 PM
55	What's the use they have already told me that they will never progress me to even TPI level.	9/12/2016 11:31 PM
56	I am no longer an advocate because dealing with DVA became too stressful, I no longer put myself in that position!	9/10/2016 12:12 PM
57	Well I am still waiting for DVA MEFLOQUNE TEAM SET UP IN MELBOURNE TO CONTACT ME AS SAID BY DAN TEHAN	9/8/2016 7:02 PM
58	not sure	9/7/2016 11:08 PM
59	All now resolved but we need to have a consolidated list of the issues so the magnitude of DVA's corruption is known.	9/7/2016 2:21 PM
60	Only on my experience assisting other veterans.	9/7/2016 11:29 AM
61	I am not emotionally stable enough to deal with anything to do with DVA.	9/6/2016 10:12 PM
62	Sorry I dont have it in me anymore. I'll leave it to thise that do. Im done with DVA until its fixed. I cant efford the set backs.	9/6/2016 4:28 PM
63	Happy to provide my 15 page ministerial	9/6/2016 1:04 PM
64	Im still in till oct then iam medical discharge	9/6/2016 1:06 AM
65	I haven't had	9/5/2016 7:26 PM
66	Debt recovery for a small compensation payout from QLD police that has a never-ending date and therefore the longer I live the more payments I will make beyond the original compensation figure.	9/5/2016 6:34 PM
67	I think an inquest is not the best value for money.	9/5/2016 3:48 PM
68	When the Royal Commission is commenced I will provide details.	9/2/2016 10:59 AM
69	Possibly	8/27/2016 9:56 PM
70	2.4 meters of A4 paper work	8/25/2016 9:17 PM
71	because it will do no good as i have tried before and got no where DVA JUST MAKE MISTAKE AFTER MISTAKE AND THEY DONT CARE ABOUT THE VETS	8/25/2016 7:11 PM
72	With support, yes.	8/25/2016 6:56 PM
73	Having said that, I am having no issues with DVA	8/25/2016 8:53 AM
74	Not directly involved, third party contacts describing above issues.	8/24/2016 10:29 PM
75	Nothing to do with DVA is confidential. I would be concerned of a "payback" ie payments stopped if I give statements	8/24/2016 8:38 PM
76	Not sure yet	8/24/2016 2:16 PM
77	Do not want to go through it all again as it would bring back everything and may make me decline mentally again	8/23/2016 9:04 PM
78	I have see how DVA can fuck me around thanks but no thanks	8/22/2016 2:36 PM
79	Really... Over dealing with dva	8/22/2016 8:21 AM
80	To stressfull for me to undertake	8/21/2016 9:49 PM
81	Without public knowledge	8/21/2016 9:31 PM
82	This would be subject to the outcome of my appeal to the AAT	8/21/2016 9:20 PM
83	na	8/21/2016 7:34 PM
84	I do not understand what VEA is ? SRCA is ? MRCA is ? I dont want to upset DVA because I will never get my claim processed.	8/21/2016 5:50 PM
85	Tell me what you need... DVA overall is good to me but unreal expectations to levels of " evidence" needed to qualify claims...	8/20/2016 9:52 PM
86	Only if they are to an independent third party	8/19/2016 11:48 PM
87	Not sure as yet. Maybe.	8/19/2016 11:36 PM
88	Love to	8/19/2016 8:37 PM
89	I have nothing to provide	8/19/2016 8:20 PM

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90	As a Case officer with VVPPAA MOST DEFINATELY	8/19/2016 8:10 PM
91	Maybe	8/19/2016 7:36 PM
92	Not sure that it would help much.	8/19/2016 7:35 PM
93	Can't answer correctly as claim is still ongoing.	8/19/2016 7:28 PM
94	Oh yes please when can I do this ? Who will actually listen and change things We have lost 41 veterans to suicide in the last 12 months why has no one bothered to ask why before this ?	8/19/2016 7:11 PM
95	If I had problems with DVA, I would do so, however, every issue I have had (apart from one recent one where I ended up going to the MInister) has been resolved, sometimes in my favor and sometimes not.	8/19/2016 6:56 PM
96	It took SRCA 7 years to approve my shoulder surgery	8/19/2016 6:16 PM
97	I have no claims under MRCA	8/19/2016 6:04 PM
98	Emails and letters from particular staff members declining transport claims when they don't even work in that area. Letters telling my doctor what to write in the paperwork.	8/19/2016 12:12 AM