



## Information for Applicants

The Veterans' Review Board (VRB) was established to provide an independent review of decisions affecting certain *Veterans' Entitlements Act 1986* pensions and other benefits. The VRB is normally constituted by three members and holds hearings at which both the applicant and the Repatriation Commission may attend and be represented.

This sheet provides basic information to applicants about the VRB, how it operates and how applications are dealt with.

## What decisions can the VRB review?

The VRB can review decisions made by the Repatriation Commission on such matters as:

- a claim for acceptance of injury or disease as service-related;
- a claim for war widow's pension;
- the assessment of the rate of pension paid for service-related incapacity; or
- claims for the grant of attendant allowance.

## How soon must I apply?

As there are time limits, if you are dissatisfied with a decision you should apply in writing for a review as soon as you can. The time limits are:

- Where the decision is in respect of the death or incapacity of a veteran - 12 months from the date you receive notice of the decision (but maximum arrears can only be paid if you apply within three months of receiving notice of the decision).
- Where the decision is one assessing a rate of pension or concerning a claim for attendant allowance - 3 months from the date you receive notice of the decision.

## What happens after I lodge an application?

1. The Department of Veterans' Affairs (DVA) will let you know that your application has been received.
2. DVA will prepare a report containing copies of its documents relevant to your case.
3. DVA will send you a copy of its report and give you 28 days, or longer if you ask, to study it and send in any comments you wish to make. You may wish to discuss the report with your representative, Local Medical Officer, or other adviser.
4. DVA will then send its report and your comments to the VRB (although it is possible that any comments you make may lead the Repatriation Commission to make a decision in your favour without the matter going further).
5. The VRB will write to ask you how you want it to deal with your application and to find out whether you wish to appoint a representative.
6. The VRB will then make arrangements with you to hear your application.
7. After your hearing, the VRB will send you a copy of its decision and reasons. If you are dissatisfied with the VRB's decision you may appeal to the Administrative Appeals Tribunal (AAT). The Repatriation Commission also has the right to appeal to the Tribunal if it is unhappy with the VRB's decision.

For any further assistance in completing your application form, please contact DVA. The addresses and telephone numbers are on the back of this page.



For more information please call the Department of Veterans' Affairs (from anywhere in Australia) on:  
**133 254**

Callers from regional Australia can call:  
**1800 555 254**

To contact your local Veterans' Affairs Network (VAN) Office please call:  
**1300 55 1918**

If you wish to call DVA in another State please call:  
**1300 13 1945**



**The addresses of the Department of Veterans' Affairs offices are:**

**State Offices:**

**Sydney**

Centennial Plaza Tower B  
280 Elizabeth Street  
GPO Box 3994  
Sydney NSW 1141

**Adelaide**

Blackburn House  
199 Grenfell Street  
GPO Box 1652  
Adelaide SA 5001

**Melbourne**

300 La Trobe Street  
GPO Box 87  
Melbourne VIC 3001

**Perth**

AMP Building  
140 St Georges Terrace  
GPO Box F352  
Perth WA 6001

**Brisbane**

Bank of Queensland Centre  
259 Queen Street  
GPO Box 651  
Brisbane QLD 4001

**Hobart**

21 Kirksway Place  
Cnr Gladstone Street  
GPO Box 481  
Hobart TAS 7001

**Northern Territory**

Ground Floor  
Civic Plaza Building  
2 Chung Wah Terrace  
Palmerston NT 0831

**Australian Capital Territory**

Cnr Moore & Rudd Streets  
GPO Box 802  
Canberra ACT 2601

