



KNOW  
CONNECT  
SUPPORT  
RESPECT



Australian Government  
Department of Veterans' Affairs

# DVA Service Charter

## Our Service Charter

The Department of Veterans' Affairs (DVA) Service Charter outlines what you can expect from us. It also tells you what you can do to help us give you the best service we can.

## About us

We support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.

**We KNOW, CONNECT with,  
SUPPORT and RESPECT  
veterans and their families.**

## Who we support

**Through the Minister for Veterans' Affairs, DVA provides support, information, and services to:**

- Veterans and their eligible dependants
- Serving members of the Australian Defence Force (ADF)
- war widow/ers, and
- other eligible civilians.

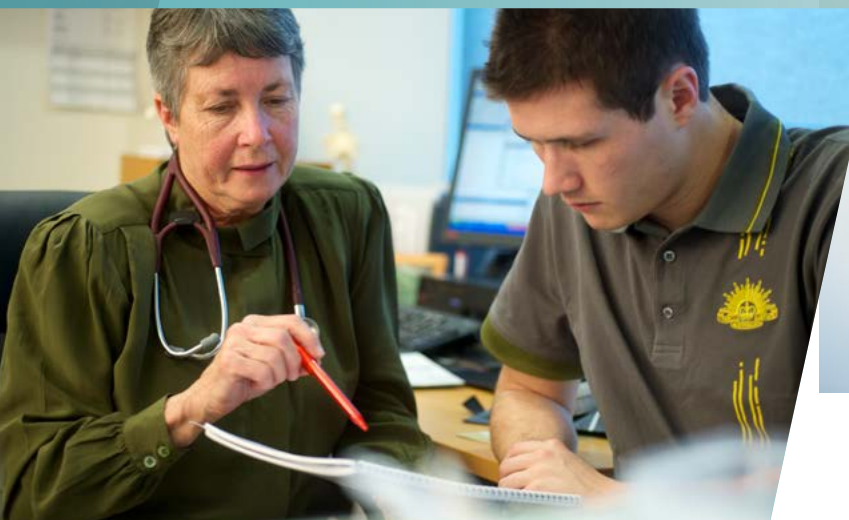
## How we support you

DVA works with veterans and their families to design, implement and deliver improved services and support for those who have served in the ADF. We partner closely with other Australian Government departments, service providers, state and territory governments, organisations and individuals to ensure the needs of veterans and their families are met. We connect veterans with access to other programs and benefits to ensure they are serving, living and ageing well.

**We support you to maintain your whole of life wellbeing by:**

- funding the delivery of health care and rehabilitation services emphasising wellness and self-sufficiency
- providing compensation and income support, and
- providing information about our services.

We acknowledge and commemorate those who served Australia by recognising their service and sacrifice through official commemorations.







## Our commitment to you

Our commitment is to provide a responsive, quality service that will enable you to make your own decisions about what matters to you and your family.

### To do this we will:

- be courteous, considerate and respectful
- listen to you
- respect and protect your privacy
- be fair and ethical in our dealings
- deliver our services in a timely and prompt manner
- make it easy for you to use online services and find information
- inform you of any delays in processing your matters
- resolve any concerns, problems, enquiries and complaints quickly
- provide accurate, clear and consistent information
- maximise choice in how you access DVA services
- keep you fully informed of your rights and entitlements
- recognise that you have varying and changing needs
- develop and equip our staff so they can provide you with quality service, and
- increase awareness in the community about issues facing veterans, war widows and widowers, and serving and former members of the Australian Defence Force.

## What you can expect from us

### When interacting with us, you have a right to:

- fair and unbiased assistance and decision making
- be treated with courtesy, consideration and respect
- a clear explanation of the reasons for the decisions we have made
- expect us to respect your privacy and keep your information confidential, unless disclosure is authorised by you or by the law
- access and correct records held about you, subject to Commonwealth legislation
- nominate someone to act on your behalf
- use an advocate to represent you when dealing with DVA, and
- lodge a complaint.

If you do not speak English as a first language, you can call the Translating and Interpreting Service (TIS) and ask them to call us.

### To contact the TIS:

- from within Australia, call 131 450
- from overseas, call +61 3 9203 4027.

If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service ([www.relayservice.gov.au](http://www.relayservice.gov.au)).

## How you can help us to serve you better

### You can help us give you the best service we can by:

- providing us with accurate, comprehensive and current information about you and your individual circumstances
- notifying us promptly of any significant changes in your circumstances (for example change in income and assets, change of address, change of marital status)
- responding to our requests for information in a timely manner and letting us know if you are unable to reply on time
- if dealing through an advocate, keeping your advocate informed of any changes in your circumstances
- treating our staff with the same courtesy, consideration and respect that we show to you, and
- understanding that our decisions are made within the legislation we administer.



## Your right to review

Depending on the type of decision you want reviewed, you can:

- contact the decision maker to discuss the reason(s) for the decision
- contact your representative or advocate, or
- appeal to the appropriate independent person or body, e.g. Veterans' Review Board, Administrative Appeals Tribunal or the Commonwealth Ombudsman.

Please note there are some decisions that are specifically excluded from review by our legislation. We will advise you if this is the case.

## Your feedback

We value your feedback as it helps us to understand what is working well and where improvements can be made.

**We welcome your comments on any aspect of our service. You can:**

- lodge feedback via the DVA website on <https://www.dva.gov.au/about-dva/contact-us/feedback>
- give feedback online through MyService
- phone the DVA feedback line on 1800 VETERAN (1800 838 372)
- email [feedback@dva.gov.au](mailto:feedback@dva.gov.au) or
- write to The Manager, Feedback Management Team, GPO Box 9998, BRISBANE QLD 4001.

**To enable us to properly investigate your complaint, please provide us with as much information as possible, including:**

- your full name and contact details
- your file number
- the reasons you are dissatisfied with our service
- details of when things occurred and who dealt with it (if known)
- what outcome, action or result you are seeking.

If you are not happy with the way we have handled a complaint from you, you may also contact the Commonwealth Ombudsman on 1300 362 072 or via the internet at [www.ombudsman.gov.au](http://www.ombudsman.gov.au). More information about complaints, compliments and feedback is available on the DVA website.

From time to time, DVA will ask about our client service via a survey. Clients who are invited to be surveyed are encouraged to participate.

Open Arms operates a feedback reporting system independent to that of DVA. For feedback related to Open Arms – Veterans and Families Counselling, or for more information on this service, you can call 1800 011 046 or visit [www.openarms.gov.au](http://www.openarms.gov.au)

