

Compilation of Section 137 Reports

UPDATED JANUARY 2020



Australian Government
Department of Veterans' Affairs

Department of Veterans' Affairs

*To support those who serve or have served in the defence of our nation
and commemorate their service and sacrifice*



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Introduction

This introduction sets out the procedures of the Veterans' Review Board (VRB) in relation to the documents a decision-maker must lodge under section 137 of the Veterans' Entitlements Act 1986 (VEA).

When and how does this process apply?

This information applies to any application for review of a decision to which section 137 of the VEA Act applies and is applied by the Military Rehabilitation and Compensation Act 2004 (MRCA).

When and to who must section 137 documents be provided?

The decision-maker must provide a copy of the Section 137 documents to the applicant within 42 days after receiving his or her application for review. The decision maker must forward a copy of the Section 137 documents to the VRB, only after the applicant has been provided a further 28 days to, if they decide to, make comment on the Section 137 report.

How must the section 137 documents be provided?

To the applicant

By delivering, posting or sending by electronic communication the section 137 document to a person's nominated contact address.

To the VRB

Pursuant to section 148(5A) of the VEA, the Principal Member directs that one hard copy of the section 137 report be provided to:

For NSW, ACT, VIC & TAS appeals	Sydney Registry
For QLD, SA, NT & WA appeals	Brisbane Registry

Additionally, an electronic copy of the section 137 report is to be provided in addition to a hard copy. The electronic copy should be forwarded to the relevant registry email box.



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What should the section 137 documents contain?

The section 137 report must contain the evidence under the decision-maker's control, which is relevant only to the review of the decision.

This will be further discussed later.

How should the section 137 documents be presented?

The section 137 documents must be arranged in the following order:

- (a) the application for review;
- (b) any section 31 or reconsideration decision and reasons;
- (c) the relevant Commission's decision and reasons for its decision;
- (d) the applicant's formal claim and/or application for increase;
- (e) all other documents in chronological order from the earliest to latest date.

Items (a) and (d) must contain a clearly visible record of the date the document was received by the decision maker.

Each document must be identified with a number commencing with the application for review as 'T1'. Subsequent documents will bear 'T' numbers in sequence. Each page must be numbered sequentially.

The Section 137 documents must be accompanied by a Coversheet, which sets out the date of each document and a brief description of each document. This will be further discussed later.

Can supplementary section 137 documents be provided?

The applicant may within the 28 days, after he or she has been given the section 137 documents, provide the Review Officer with comments on the report. This must be done in writing.

A Review Officer may then conduct a further investigation as a consequence of the comments. Any evidence obtained as a consequence of that investigation must also be sent to the applicant and the VRB (after expiry of the 28 days).



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Before getting started

Programs you will need

ISH
HPE Content Manager
VIEW
Outlook
Mainframe
CCPS
VEA & MRCA Tagging templates
VEA & MRCA Coversheet Template
VEA & MRCA Index Template
Client Template (email or letter version)
Cadet



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Important housekeeping

*A copy of the Section
137 report must be
provided to the
Veteran within 42
days of appeal
receipt date*

Finding your work

Cases will be allocated to you in ISH. You should work from oldest to youngest, ensuring you are mindful that a copy of the Section 137 report should be provided to the Veteran within 42 days of appeal receipt date, in accordance with the Introduction.

Be mindful you may receive notification of an urgent case due to exceptional circumstances. These cases should be prioritised.

Locate the case you wish to commence work on, click into it and take note of the assigned VRB number. This number is unique to the appeal and is used by the Veterans' Review Board throughout the life of the appeal. The following is an example of the VRB number.

Status: Under investigation	Edit
VRB/AAT Reference	s 22 - Out of scope - Edit

Using the UIN number for the Veteran, locate the Veteran's electronic file in HPE Content Manager and expand the file.

You are now ready to start tagging the relevant documents.



Tagging Template

Once you have located the appeal you wish to work on, you should open either the MRCA or VEA Tagging Template, depending on your case type.

The Tagging Template will be set out as follows. You will notice the most important pieces of information are always in the first four lines of the template in the yellow section.



Important housekeeping

Always be mindful to cross check documents with the Veteran's details.

We must always ensure the integrity of the data and maintain the privacy and security of the Veteran's personal information at all times

[illegible]

Grey represents the documents the primary delegate referred to in the determination under review, and should always be included in the tagging.

Green represents the Veteran's statement of service and blue is for the Veteran's relevant Defence medical records. These documents may or may not be relevant, depending on the appeal case type. This will be further discussed later.



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Completing the Tagging Template

In completing the Tagging Template, you should ensure the Veteran's details are placed at the top left.

You should start listing the documents the delegate referred to in the determination under review in the grey section of the Tagging Template, as shown in the below example.

General rules about what to tag depend on your case type and will be further discussed later under 'What to include in tagging template?'

Place the TRIM (HPE Content Manager) record number in the left column, with the date of the document in the middle. There are some general rules regarding the date to use. This will be further discussed later.



NAME: John Citizen
FILE NUMBER: QX00000
VRB NO: Q20/0001
UIN: 12345678

VRB Appeal, S347/S31 File Note, Determ, Claim Form
Specialist Reports/Surgical Reports/Imaging/Pathology
ADO Service Records
ADF General Medical Records (OCR Entries, MECR, Annual Health Assessments etc.)

		<i>Folios to be printed (entire document to be printed if no folios specified)</i>
Trim Document No:	Date	<i>Each Box should have its own T number on the index</i>
		VRB Application for Appeal
		S31/S347 screening minute
		Determination
		Claim Form
12345678C	1/01/2020	Combined Impairment Report
122345678C	10/12/2019	CMA opinion extracted from ISH
111234567C	1/12/2019	Medical Impairment Assessment forms
33215648C	1/12/2019	Specialist Medical report of Dr John Doe

Important housekeeping

Have additional documents been provided in support of the appeal?

If so, these must be included in the Tagging Template and labelled accordingly



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Date Column Rules

There are some rules to remember when selecting the date for your Tagging Template.

NAME: John Citizen
FILE NUMBER: QX00000
VRB NO: Q20/0001
UIN: 12345678

VRB
Spe
ADC
ADF
Anr

Trim Document No:	Date	Foli (en
		Eac
		VRB
		S31
		Det
		Clai
12345678C	1/01/2020	Cor
122345678C	10/12/2019	CM
111234567C	1/12/2019	Me
33215648C	1/12/2019	Spe



Something to remember....

Never use a TRIM record number registration date – this is incorrect.

The date should be listed in DD/MM/YYYY format

1. **VRB Application for Appeal** should always be the date the department received the document. This might appear as a date stamp or the date an email with the attached AFR was received
2. **Claim form** should always be the date the department received the document
3. **Screening Minute** should always be the date the Review Officer completed the screening
4. **All other documents** should be the date of the document i.e. the date the client or doctor signed the document / date of report
5. If a document is not dated you may write 'undated' or 'n/a' in the date column, with a received date in the description column
6. **For multiple documents** i.e. pay slips or clinical notes you may write 'various'
7. **Service documents** will be labelled 'various'
8. **Defence medical documents** will be labelled 'various'



What to include in the Tagging Template?

In general terms, each document the delegate referred to in the determination under review should be included in the Tagging Template.

Important: You should also always look out for additional documents the Veteran sent with the application for appeal. These are important documents and should always be included in the Tagging Template.

The following can be used as a checklist for documents that will usually be included in the Tagging Template with a MRCA or VEA case sub-type.

VEA – Entitlement Appeal

1. Statement of Service and relevant Defence medical records including (but not limited to):
 - a. MECRBs
 - b. CPHEs
 - c. Enlistment Medical
 - d. Discharge Medical
 - e. Injury reports
 - f. Psychological Screening
 - g. Radiology reports
 - h. Condition specific extracts
2. Contracted Medical Advisor opinion (extracted from ISH)
3. Delegate notes if applicable (extracted from ISH)
4. Diagnostic reports
5. Claimant Reports (lifting / carrying / repetitive use / injury / smoking / alcohol)
6. Relevant radiology
7. Audiology and Tinnitus TFI
8. Clinical notes
9. Veteran contention statements

What to include in the Tagging Template?



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Be mindful of....

*Has this same matter
previously been
heard by the VRB? Is
the previous VRB
decision relevant to
be included?*

VEA – Assessment Appeal

1. Medical Impairment Assessment forms
2. Audiology and Tinnitus TFI
3. Combined Impairment Report (Extracted from ISH)
4. Specialist Medical Reports
5. Lifestyle Questionnaire
6. Lifestyle Rating Form
7. Contracted Medical Advisor opinion if applicable (Extracted from ISH)
8. Workability Report
9. Specific Hours Questionnaire
10. Incapacity Assessment
11. Financial Documents (Tax returns, BAS etc.)
12. Veteran contention statements

VEA – War Widow Pension Appeal

1. Death Certificate
2. Coroner's report
3. Contracted Medical Advisor's opinion on cause of death
4. GP clinical notes
5. Hospital clinical notes
6. Smoking Questionnaire
7. Alcohol Questionnaire
8. Widow's proof of identification including marriage certificate if applicable
9. Widow contention statements

What to include in the Tagging Template?



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MRCA – Initial Liability Appeal

1. Statement of Service and relevant Defence medical records including (but not limited to):
 - a. MECRBs
 - b. CPHEs
 - c. Enlistment Medical
 - d. Discharge Medical
 - e. Injury reports
 - f. Psychological Screening
 - g. Radiology reports
 - h. Condition specific extracts
2. Contracted Medical Advisor opinion (extracted from ISH)
3. Delegate notes if applicable (extracted from ISH)
4. Diagnostic reports
5. Claimant Reports (lifting / carrying / repetitive use / injury / smoking / alcohol)
6. Relevant radiology
7. Audiology and Tinnitus TFI
8. Clinical notes
9. Injury Disease Details sheets (D2049)
10. Veteran contention statements

MRCA – Permanent Impairment Appeal

1. Medical Impairment Assessment forms
2. Audiology and Tinnitus TFI
3. Combined Impairment Report (Extracted from ISH)
4. Lifestyle Questionnaire
5. Lifestyle Rating Form
6. Contracted Medical Advisor opinion if applicable (Extracted from ISH)
7. Specialist Medical Reports
8. Delegate notes if applicable (extracted from ISH)
9. Previous MRCA PI determination / medical evidence / combined impairment report / if applicable
10. Veteran contention statements

What to include in the Tagging Template?



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MRCA – Incapacity Payments Appeal

1. Statement of Service
2. Reserves Pay Slips
3. Civilian Pay Slips
4. Rank and Pay information
5. Status Lines
6. Reserves Earnings
7. Tax Returns
8. Superannuation benefits
9. Loss of Allowance information
10. Salary Variance Advices (SVA)
11. Rehabilitation Plan reports (approved study information)
12. Specialist Reports concerning capacity for work
13. Medical Certificates
14. Veteran contention statements

MRCA – Special Rate Disability Pension Appeal

1. Include the same documents as with the Incapacity Payments appeal
2. Copy of MRCA PI determination letter showing 80+ points

MRCA – Household Services Appeal

1. Occupational Therapist Home Assessment Report
2. Activities of Daily Living Report
3. Specialist Medical Reports if applicable
4. Veteran contention statements
5. Quotations for gardening / cleaning / window washing / if applicable
6. Photos of home and garden if available



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Be mindful of...

Review Officers should always remember their internal review power.

If upon screening there is an opportunity to intervene and make a decision in the favour of the Veteran, then this should be conducted internally.

Screening Minute

The screening minute is an important document to be completed by a Review Officer and included in the Tagging Template. You will notice it is included in the second line of the yellow section, as follows:

NAME: John Citizen
FILE NUMBER: QX00000
VRB NO: Q20/0001
UIN: 12345678

VRB Appeal, S347/S31 File Note, Determ, Claim Form
Specialist Reports/Surgical Reports/Imaging/Pathology
ADO Service Records
ADF General Medical Records (OCR Entries, MECR, Annual Health Assessments etc.)

Trim Document No:	Date	Folios to be printed (entire document to be printed if no folios specified)
		Each Box should have its own T number on the index
		VRB Application for Appeal
		S31/S347 screening minute

The screening minute has two purposes:

1. To indicate the appeal has been screened by a Review Officer for possible intervention under the powers of either Section 31 of the VEA or Section 347 of the MRCA; and
2. If applicable, to provide the Veteran additional comments or information about why the claim cannot be intervened on under one of the relevant internal review powers.

The veteran is to be advised within this screening minute that they have 28 days upon receipt of the Section 137 report to make any comment to the Department about the contents of the report. Upon expiry of this 28 day period, the Section 137 report and the appeal is provided to the Veterans' Review Board.

The screening minute should appear in the Section 137 Report as follows:



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New South Wales State Office

SECTION 31 SCREENING MINUTE

VETERAN'S NAME:	
DVA FILE NUMBER:	
CA DECISION DATE:	
APPEAL RECEIVED DATE:	
TYPE:	
REPRESENTATIVE:	
Your appeal will stay with DVA for 28 days to provide you the opportunity to review the enclosed Section 137 report and make any comments on the evidence contained in it.	

Screened by:

Review Officer

Date: |



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Be mindful of....

The Coversheet Template is not allocated a 'T' number.

It will appear in the Section 137 report before the T documents commence

Coversheet Template

The Coversheet Template will appear as the very first document within the Section 137 report.

It is a summary of the unique information in regards to the Veteran and their appeal.

It includes information such as the appeal type, the Legislation of which the appeal has been lodged.

Details of the Review Officer who prepared the report as well as the Support Officer who compiled the report will be provided here.

This document also contains key dates such as:

1. AFR receipt date
2. Commission decision date

An example of the Coversheet Template is as follows:

VRB no:
DVA file no:
UIN:

SECTION 137 DOCUMENTS

First name LAST NAME

MRCA / VEA

Veterans' Details	
Name	
Date of birth	
Arm of service	
Accepted conditions (and relevant Act)	See Attachment
Non accepted conditions	See Attachment

Decision / determination under review
Type of Appeal

Key dates	
Receipt of AFR by DVA	
Commission decision	
Receipt of claim by DVA	

Prepared by:	Compiled by:	Date:
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Be mindful of....

The View Sheet is not
allocated a 'T'
number.

It will appear in the
Section 137 report
before the T
documents
commence

Client Details Sheet

The Client Details Sheet will appear as the second crucial document within the Section 137 report.

It is a summary of the Veteran's personal information and includes:

1. Name, date of birth, file number etc.
2. Contact information including phone number / email / addresses etc.
3. Service details
4. Accepted conditions
5. Rejected conditions
6. Level of incapacity if applicable

An example of the View Sheet is as follows:

Client: SMITH, John
File number: QSM12345
UIN: 01234567
Client state: QLD
DOB: XX/XX/XXXX

Phone and email

Mobile: XXXX XXX XXX
Home email:

Address details

Residential address:
123 Training St

Postal address:
PO Box 123

Service periods

XX/XX/XXXX to XX/XX/XXXX ADF

Arm of service: Army / Air Force / Navy

Employment type: Permanent

Service number: XXXXXXX

Discharge/transfer reason: XXXXXX

Defence reason: XXXXXXXX

Deployments

Start date	End date	Operation/Service	Type
21/01/2016	13/06/2018		Peacetime

Accepted conditions

Medical condition	Legislation Act	Effective date	Decision date
Plantar Fasciitis	Military Rehabilitation and Compensation Act 2004 (MRCA)	29/03/2019	29/10/2019



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Index Template

The Index Template will appear as the third crucial document within the Section 137 report.

It is a summary of the evidence used in making the Commission decision which is under review.

It includes:

1. Tribunal Document Numbers or 'T' numbers – these are used to separate evidence according to its type
2. Folio numbers – these are a record of page numbers or page ranges within the Section 137 report
3. Date - Please refer to 'Date Column Rules' as previously discussed on page 5 of this document.

The Index Template is used as a 'Table of Contents' and its purpose is to provide the Veteran with a clear and concise summary of all documents contained within the Section 137 report.

An example of the Index Template is as follows:

Veteran:
File:
UIN:
VRB:

Index of documents for Veterans' Review Board

T-Doc No	Folio No	Date	Description
T1			Application for VRB Appeal
T2			S347 Screening File Minute
T3			MRCA / VEA Determination
T4			Claim Form
T5			
T6			
T7			
T8			
T9			
T10			
T11			
T12			

Prepared by / Compiled by



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What happens in the 28 days?

*The Veteran may
provide comment on
the Section 137
report or may choose
to provide additional
documents they
deem necessary to
be included.*

*After 28 days the
S137 report will be
provided to the
Veterans' Review
Board*

Section 137 Report Cover Letter

The Section 137 Report Cover Letter contains crucial information for the Veteran about the enclosed Section 137 report and what the Section 137 report contains and is used for.

The Cover Letter advises the Veteran they have 28 days from the date the report was served, to comment on the documents contained within the Section 137 report.

Information regarding extensions and what happens if the Veteran has no further comments to make on the Section 137 report is contained within this letter.

After expiration of 28 days a copy of the Section 137 report is provided to the Veterans' Review Board. In other words, **the report is not to be sent to the VRB before the expiration of the 28 days.**

Before sending the Section 137 report



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Before sending the Section 137 report

Before sending the Section 137 report to the Veteran there are some important things to check.

Use this checklist to ensure you have everything covered.



Be mindful of...

To ensure the integrity of the data and maintain the privacy and security of the Veteran's personal information you must ensure the Section 127 report is Quality Assured prior to sending

Check Action	Yes/No
Is the Coversheet inserted as the first document in the S137?	
Is the Client Details Sheet inserted as the second document?	
Is the Index inserted as the third document?	
Is the Application for review inserted at T1?	
Is the Section 31 screening minute or Section 31 determination inserted at T2?	
Is the Commission decision under review inserted at T3?	
Is the Veteran's formal claim or application for increase inserted at T4?	
Are all other relevant documents inserted at T5 in chronological order from the earliest to the latest date?	
Is the VRB number listed correctly within the documents?	
Has the Section 137 report been carefully checked to ensure only the Veteran's details are contained within? Specifically check: 1. Name 2. Date of Birth 3. UIN 4. Each page of the report to ensure it belongs to the Veteran	
Has the Veteran nominated a representative and is this representative listed on the Section 137 report?	

Before sending the Section 137 report



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*A Veteran may
phone and request
a copy of the
Section 137 report
be printed and
posted*

<p>Have the following been removed:</p> <ol style="list-style-type: none"> 1. Blank pages 2. Information leaflets 3. Duplicates 4. Invoices 5. Cover letters that do not provide prudent information 6. Proof of ID other than death or marriage certs for War Widow Pension claims 	
<p>Have the following details been redacted from the report:</p> <ol style="list-style-type: none"> 1. DVA staff last names (including email addresses) 2. CMA last names (including email addresses) 3. Tax File Numbers 4. Bank Details 5. Old page numbers / T numbers that will interfere in the current report 	
Is the font on the Coversheet and Index Sheet Times New Roman	
Do the dates selected on the Index meet the guidelines provided?	
Has the S137 report been Quality Assurance (QA) checked by a team member?	
Have any issues raised by the QA checker been rectified?	
Has the necessary data been recorded in the relevant spreadsheet?	

If upon review of the checklist you are satisfied you have answered yes for each section above, the Section 137 report is ready to be provided to the Veteran and their nominated representative.

The document should be attached to the Cover Letter and either sent by post or email, depending on the Veteran's preference.

Be mindful that a Veteran may contact the Department and request a hard copy of the Section 137 report. This should be completed in a timely manner.

Dear [name],

I am writing to you about your application for review of the **Repatriation Commission** [or **Military Rehabilitation and Compensation Commission**] decision of [date] about [what] by the Veterans' Review Board (VRB).

The first step in the review process is to provide you with an opportunity to comment on the report of evidence held by the Department of Veterans' Affairs (DVA) that is relevant to the review.

That report of evidence is attached for your comment.

Due to the COVID-19 pandemic and current public health advice in relation to social distancing measures our essential services will continue, however could be limited at times. With staff working remotely all S137 reports will be delivered electronically via email through the appeals@dva.gov.au mailbox

Time frame to provide comments

You have 28 days from the date of this email to provide comments on the report.

Any comments you make should be in writing and can touch on any aspect of the evidence contained in the report. This could include providing additional evidence to support your claim.

Request for extension

If you require more time to provide comments, you can request an extension of time by replying to this email. Any such request should be made in writing within the 28 day time frame.

Your request for an extension of time should clearly state how much time you need and the reasons for an extension. We will grant all reasonable extension requests.

Next steps in the review process

If you provide us with comments on the report, we will assess any grounds for a reconsideration of the decision made on your claim. We may also request further information in support of your comments or may contact you to discuss.

Where we find there are no grounds for a reconsideration, your comments and any additional evidence obtained as a result of further investigation will be added to the report and forwarded to the VRB. A copy of this will also be provided to you.

If you do not provide comments within the time frame granted, the original report provided to you will be forwarded to the VRB for them to consider your application for review.

Reimbursement of costs

Applicants to the VRB may be reimbursed the costs of obtaining medical evidence in support of their review.

A maximum amount of \$1000 for obtaining such relevant documentary medical evidence for each condition may be reimbursed. In addition, you may seek reimbursement of reasonable travel expenses incurred in obtaining such medical evidence.

To claim reimbursement please complete the relevant claim forms within three (3) months of date of obtaining the evidence or undertaking the travel:

- Medical Evidence: <https://www.dva.gov.au/about-us/dva-forms/claim-costs-relevant-documentary-medical-evidence-incurred-applicants-veterans>
- Travel: <https://www.dva.gov.au/health-and-treatment/local-or-overseas-medical-care/reimbursing-travel-expenses-under-mrca-or-drca>

Information about the VRB is available at www.vrb.gov.au.

Contact officer

Your Review Officer is **REVIEW OFFICERS FIRST NAME** and they may be contacted on 1800 VETERAN (1800 838 372), or directly on **REVIEW OFFICERS PHONE NUMBER.**

Yours sincerely,

The Reviews Support Team

Dear [name],

I am writing to you about your application for review of the **Repatriation Commission** [or **Military Rehabilitation and Compensation Commission**] decision of [date] about [what] by the Veterans' Review Board (VRB).

The first step in the review process is to provide you with an opportunity to comment on the report of evidence held by the Department of Veterans' Affairs (DVA) that is relevant to the review.

That report of evidence is attached for your comment. If you require a printed copy of the report please send that request to appeals@dva.gov.au.

Time frame to provide comments

You have 28 days from the date of this email to provide comments on the report.

Any comments you make should be in writing and can touch on any aspect of the evidence contained in the report. This could include providing additional evidence to support your claim.

Request for extension

If you require more time to provide comments, you can request an extension of time by replying to this email. Any such request should be made in writing within the 28 day time frame.

Your request for an extension of time should clearly state how much time you need and the reasons for an extension. We will grant all reasonable extension requests.

Next steps in the review process

If you provide us with comments on the report, we will assess any grounds for a reconsideration of the decision made on your claim. We may also request further information in support of your comments or may contact you to discuss.

Where we find there are no grounds for a reconsideration, your comments and any additional evidence obtained as a result of further investigation will be added to the report and forwarded to the VRB. A copy of this will also be provided to you.

If you do not provide comments within the time frame granted, the original report provided to you will be forwarded to the VRB for them to consider your application for review.

Reimbursement of costs

Applicants to the VRB may be reimbursed the costs of obtaining medical evidence in support of their review.

A maximum amount of \$1000 for obtaining such relevant documentary medical evidence for each condition may be reimbursed. In addition, you may seek reimbursement of reasonable travel expenses incurred in obtaining such medical evidence.

To claim reimbursement please complete the relevant claim forms within three (3) months of date of obtaining the evidence or undertaking the travel:

- Medical Evidence: <https://www.dva.gov.au/about-us/dva-forms/claim-costs-relevant-documentary-medical-evidence-incurred-applicants-veterans>
- Travel: <https://www.dva.gov.au/health-and-treatment/local-or-overseas-medical-care/reimbursing-travel-expenses-under-mrca-or-drca>

Information about the VRB is available at www.vrb.gov.au.

Contact officer

Your Review Officer is **REVIEW OFFICERS FIRST NAME** and they may be contacted on 1800 555 254, or directly on **REVIEW OFFICERS PHONE NUMBER.**

Yours sincerely,

The Reviews Support Team



Australian Government
Department of Veterans' Affairs

Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001

17 December 2024

Dear NAME,

Request for Review of Decision

I am writing to you about your application for review of the **Repatriation Commission** [or **Military Rehabilitation and Compensation Commission**] decision of [date] about [what] by the Veterans' Review Board (VRB).

The first step in the review process is to provide you with an opportunity to comment on the report of evidence held by the Department of Veterans' Affairs (DVA) that is relevant to the review.

That report of evidence is attached for your comment. If you require a printed copy of the report please send that request to appeals@dva.gov.au.

Time frame to provide comments

You have 28 days from the date of this email to provide comments on the report.

Any comments you make should be in writing and can touch on any aspect of the evidence contained in the report. This could include providing additional evidence to support your claim.

Request for extension

If you require more time to provide comments, you can request an extension of time by replying to this email. Any such request should be made in writing within the 28 day time frame.

Your request for an extension of time should clearly state how much time you need and the reasons for an extension. We will grant all reasonable extension requests.

Next steps in the review process

If you provide us with comments on the report, we will assess any grounds for a reconsideration of the decision made on your claim. We may also request further information in support of your comments or may contact you to discuss.

Where we find there are no grounds for a reconsideration, your comments and any additional evidence obtained as a result of further investigation will be added to the report and forwarded to the VRB. A copy of this will also be provided to you.

If you do not provide comments within the time frame granted, the original report provided to you will be forwarded to the VRB for them to consider your application for review.

Reimbursement of costs

Applicants to the VRB may be reimbursed the costs of obtaining medical evidence in support of their review.

A maximum amount of \$1000 for obtaining such relevant documentary medical evidence for each condition may be reimbursed. In addition, you may seek reimbursement of reasonable travel expenses incurred in obtaining such medical evidence.

To claim reimbursement please complete the relevant claim forms within three (3) months of date of obtaining the evidence or undertaking the travel:

- Medical Evidence: <https://www.dva.gov.au/about-us/dva-forms/claim-costs-relevant-documentary-medical-evidence-incurred-applicants-veterans>
- Travel: <https://www.dva.gov.au/health-and-treatment/local-or-overseas-medical-care/reimbursing-travel-expenses-under-mrca-or-drca>

Information about the VRB is available at www.vrb.gov.au.

Contact officer

Your Review Officer is **REVIEW OFFICERS FIRST NAME** and they may be contacted on 1800 555 254, or directly on **REVIEW OFFICERS PHONE NUMBER.**

Yours sincerely,

The Reviews Support Team