AVA Client Journey

Australian Veteran Advocacy

"I am a veteran seeking support to access DVA benefits"

Australian Veteran Advocacy

IL = Initial Liability
PI = Permanent Impairment

Action Plan | AVA representation | Ongoing support (5 yrs total)

Regular status updates on your claims and optional meetings as desired with AVA Lead Advocate, Carrissa Ibbott

Veteran

CLIENT INFORMATION FORM
Tell us about yourself and your service history.

Self-representation

Representation by other ESO

DECISION POINT
How should I implement my Action Plan?

ENGAGE WITH AVA
Complete Nomination of Representation and AVA agreement documentation.

HEALTH RECORDS
Provide your military and civilian health records.

ADDITONAL EVIDENCE
Provide additional documentation and attend appointments as requested.

PI CLAIM ACCEPTED
Receive and accept your Letter of Offer (you can still appeal offer after acceptance).

ONGOING SUPPORT
Receive advice and support for new claims throughout the remaining time of your 5 year contract period with AVA.

IL/PI CLAIM REJECTED
You receive a 'rejected' claim determination.

IL CLAIM ACCEPTED
You receive an 'accepted' claim determination.

RECEIVE COMPENSATION PAYMENT FROM DVA

PAY AVA INVOICE

ACCESS ENTITLEMENTS
Access treatment, INCAP and HHS as needed.

AVA

ACTION PLAN
We will develop an action plan tailored to your circumstances. This is suitable for you to use to self-represent if desired.

DVA NOTIFICATION
We will notify DVA that AVA is representing you.

RECORD REVIEW
We will organise a review of your health records by a GP who specialises in veteran health services.

NEEDS ASSESSMENT
We will provide you information on entitlements you can now access and assess if your accepted conditions qualify for a Permanent Impairment (PI) claim.

REVIEW DETERMINATION
We will review the assessment in your determination for accuracy and assess appeal options if needed.

IL/PI CLAIMS IN PROGRESS MANAGEMENT
We will review your claims in progress and provide additional evidence from your Record Review and other sources.

NEW IL/PI CLAIM LODGEMENT
We will lodge new claims for you in accordance with your Action Plan and Record Review.

PI CLAIM LODGEMENT
We will lodge your PI claim for you based on your accepted IL conditions, and initiate additional activities to support the claim.

APPEAL LODGEMENT & REPRESENTATION
If we agree to represent you through the appeals process, we will draft and lodge your appeal for you, represent you at proceedings, and recommend progression to next stage appeals or withdrawal until a final decision is reached.

ONGOING DVA LIAISON
We will liaise with DVA on your behalf and arrange further evidence of conditions or impairment as needed to reach a claim determination.