



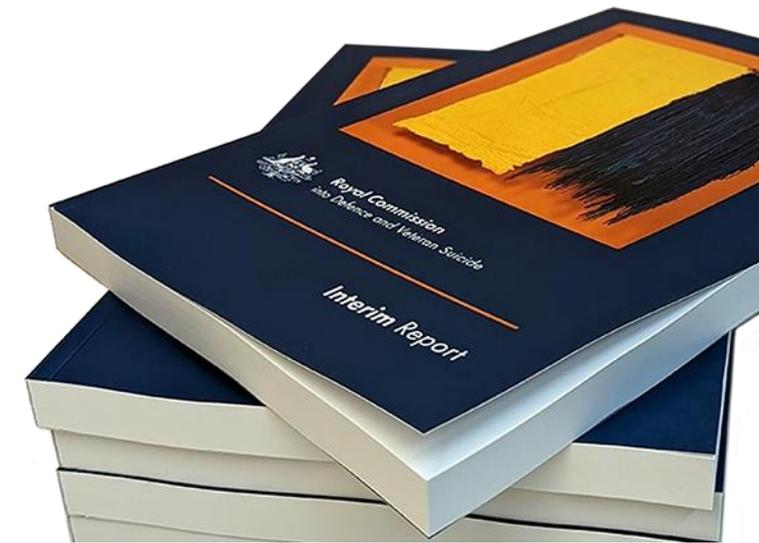
# Veterans' Entitlements, Treatment and Support (Simplification and Harmonisation) Act 2025 (VETS Act)

## The Single Review Pathway



# Background

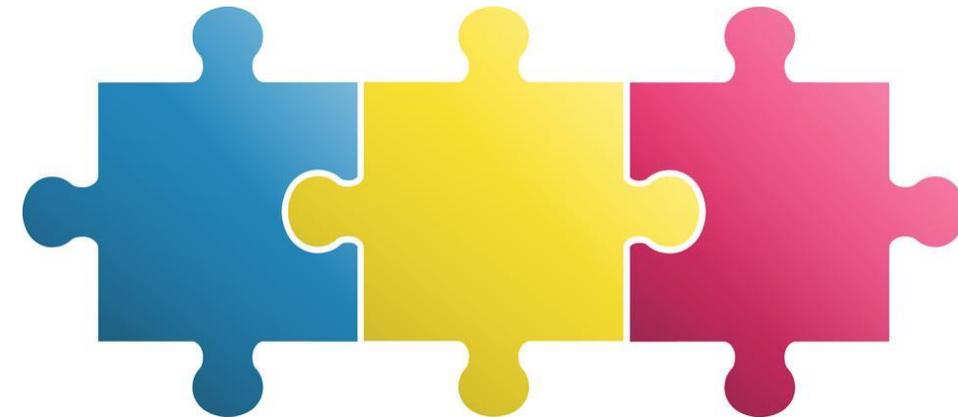
- The Royal Commission into Defence and Veteran Suicide's first recommendation of their interim report was to simplify and harmonise the veteran legislative framework
- With the passage of the VETS Act, external claim review arrangements will be harmonised across the three Acts, bringing consistency to the way veterans appeals are treated



# Harmonisation of appeal pathways

---

- From 21 April 2025, the first level of external review will be the Veterans' Review Board (VRB) regardless of which Act the original claim was lodged under
- This is known as “the Single Review Pathway”.



# What is changing?

---

From 21 April 2025:

- The first point of external review for compensation claim decisions made on or after 21 April 2025 will be through the Veterans' Review Board (VRB)
- This extends access to the VRB for veterans with coverage under the DRCA who previously would have taken their case directly to the Administrative Reviews Tribunal (ART)
- For original DRCA decisions made on or after 21 April, veterans will now have **12 months** to lodge an appeal with the VRB (up from 30 days)
- If the VRB does not uphold an appeal, the matter can then be taken to the ART



# Administrative Changes

---

From 21 April 2025:

- Section 137 reports will be known as section 352D reports to reflect the relevant section of the MRCA
- VRB will request the s352D report within 24-48 hours of receiving the appeal
- The time for DVA to process these reports has reduced from 42 days to 28 days
- The 28 days commences the day following the VRB's request for the s352D report
- Requests for s352D reports will be sent via email from the VRB to DVA

Note:

- For appeals of DRCA decisions made prior to 21 April 2025, the 30 day window will continue to apply and such cases will need to be appealed via the ART



# How to apply for a review

---

From 21 April 2025, veterans will apply for reviews of claim decisions directly to the VRB instead of applying through DVA

Veterans can request a review in one of the following ways:

- Lodge a claim online via links at the VRB website [www.vrb.gov.au/how-apply](http://www.vrb.gov.au/how-apply)
- send an email to [reviews@vrb.gov.au](mailto:reviews@vrb.gov.au)
- send a letter to **Veterans' Review Board (VRB), GPO Box 1631, SYDNEY NSW 2001**

Further information is available at [vrb.gov.au](http://vrb.gov.au)

DVA's internal own motion review process will remain in place. This means if DVA made an error, section 347 of the MRCA can be used to conduct an own motion review and resolve the error. The VRB is the first-tier external review body.



# Time frames for lodging an appeal

## Decisions made from 21 April 2025

### VEA

<b>Assessment of pension rate</b>	Appeal must be lodged within 3 months of decision ( <b>unchanged</b> )
<b>Attendant allowance</b>	Appeal must be lodged within 3 months of decision ( <b>unchanged</b> )
<b>Entitlement matters</b>	Appeal must be lodged within 12 months of decision (maximum arrears can only be paid if veterans apply for a review within 3 months of receiving notice of the decision) ( <b>unchanged</b> )

### MRCA

<b>All matters</b>	Appeal must be lodged within 12 months of decision ( <b>unchanged</b> )
--------------------	---

### DRCA

<b>All matters</b>	Appeal must be lodged within 12 months of decision ( <b>changed from 30 days</b> )
--------------------	--



# Quick Reference Guide

Original claim decisions prior to 21 April 2025			Original claim decisions on or after 21 April 2025	
	Appeal lodgement method	Timeframe	Appeal lodgement method	Timeframe
VEA claim decisions	Via DVA	Within 12 months of decision (except (maximum arrears can only be paid if veterans apply for a review within 3 months of receiving notice of the decision)	Direct to VRB	Within 12 months of decision (except maximum arrears can only be paid if veterans apply for a review within 3 months of receiving notice of the decision)
MRCA claim decisions	Via DVA	Within 12 months of decision	Direct to VRB	Within 12 months of decision
DRCA claim decisions	Direct to the ART	Within 3 months of decision	Direct to VRB	Within 12 months of decision

- Appeals regarding Income Support and Qualifying Service matters will continue to be heard in the first instance by the Administrative Reviews Tribunal (ART).



# Thank you

## Website

[www.dva.gov.au/legislationreform](http://www.dva.gov.au/legislationreform)

## Email

[legislation.reform@dva.gov.au](mailto:legislation.reform@dva.gov.au)

Defence Family Helpline 	Defence All-hours Support Line 
1800 624 608	1800 628 036

**OPEN ARMS**   
Veterans & Families Counselling  
1800 011 046 [OpenArms.gov.au](http://OpenArms.gov.au)

If you have any questions about this session please refer them to [CBD.LEARNING.AND.DEVELOPMENT@dva.gov.au](mailto:CBD.LEARNING.AND.DEVELOPMENT@dva.gov.au) or use the 'Contact Administrator' button in DVAttrain.

