

Information request 8.1 - Seeking participants views on which standard of proof

As an Ex-servicing member who is presently only just lodging claims with DVA, who is covered under all three acts – having two different standard of proof evidence puts the burden on Veterans to seek evidence.

A suggestion to make claiming simple is to go along the lines of the Provisional Access to Treatment Trial currently underway but taking it one step further. Using a hypothesis standard and balance of probabilities.

If someone services for example 3 years – everyone regards is automatically have XX conditions added to White card

Someone who service 6 years to 10 years - have additional conditions automatically added

Using a timeframe lined to amount of condition automatically added to card

***Noting most personal join to service their country not to seek in the future DVA health card....and we are group of people who only seek to use the card issues for what is needed - why would someone see medical treatment for an automatic condition of back, if not needed.*

If someone has qualifying service – issued gold card

If any other additional conditions are not covered under the two check points - then the individual would seek to have added under reasonable hypothesis standards and if additional medical evidence is required by a case by case requirement.

This possible process or something like this would reduce stress on Veterans and families, reduce red tape and reduce work load of DVA staff. From my personal experience I have had claims lodged for determination for over six months and now onto my eighth delegate looking at my claims.

Current processing and policy can make a veteran feel they are doing something wrong or they are seen as applying for something they are not entitled too, it can and does add to un-wellness and large impact on families. For many veterans who discharged over 10years ago or longer are very unaware of DVA and changes and did not have any of the support which is provided now before deference personal discharge now – this group are finding it hard to ask for help and the burden of evidence for claiming is demoralising for many.

As far as compensation payments - Veteran when would need to seek compensation based on medical evidence for the conditions. Compensation can be treated separately as a claim regardless of the card issued and conditions linked too – this would need a mind shift