

Compensation and Rehabilitation for Veterans

Productivity Commission.

SUBMISSION Mr. Geoffrey Shafran

Dear Sir.

On 23 August 2017, I submitted a Compensation for Detriment caused by Defective Administration (CDDA) claim to DVA in relation to recovering costs incurred in seeking legal advice on how to remedy this defective administration.

Without going into the specifics, it is now getting on for 12 months since I submitted this claim, and despite the draft recommendation I received on 15 February 2018 stating that, "Given the above delay, which constitutes a specific lapse in complying with DVA's statutory obligations and administrative procedures, a finding of defective administration is recommended." This matter has not been finalised.

On 6 April 2018, I was advised "DVA's Legal Services team have confirmed your CDDA submission will now be progressed for executive clearance. You will be notified in writing once the decision-maker has made a decision on your claim."

A further 3 months has passed and I have still not received an outcome, I genuinely struggle to comprehend how such a simple and clear-cut issue can't be resolved more quickly.

What is more important, is this is typical of what I regard as the less than satisfactory administrative processes that I have been subject to over the last 2 years, which has deteriorated further since a CLU restriction has been imposed in February this year, demonstrable by the fact that a new claim had been incorrectly filed for some 3 months.