Compensation and Rehabilitation for Veterans

Productivity Commission Issues Paper. May 2018.

SUBMISSION Mr. Rustyn W. Thomas ██████

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Dear Sir Madam.

Recently I have had a claim heard in the Administrative Appeals Tribunal that has been outstanding – in other words an ongoing application for a period of 6 years.

I clearly state that I have NO objection to the Commission accessing my file for any reason if the Commission sees fit to do so.

I regard what has happened to me over the last 6 years as nothing short of appalling in so far as the constant delays, length of time and the treatment at the hands of DVA and the Administrative Tribunal.

My DVA file would prove an adequate testimony to the 6 years of frustration and literally hell I have put up within endeavouring to come to a satisfactory solution.

My case essentially consists of DVA approved disability health application approved in 2012. Some time After however a DVA board hearing, I found myself in unique situation of having to prove that I did NOT suffer from a complaint of Gluteal Tendinopathy that I had NOT applied for.

The last Administration Appeals tribunal hearing was held on the 27th of April this year. I could not attend the hearing because of recent heart surgery. My advocate had been fully briefed prior to the meeting by email as to how I thought the meeting should proceed and was asked for comment. None was forth coming so I had every reason to believe that the hearing would so proceed and 2 questions would be asked of my witness.

However I was informed after the fact that my witness to the hearings had been dismissed as not necessary by my advocate and DVA to without my prior knowledge and I believe my extreme detriment. I was left with no alternative to accept the DVA offer. Natural justice was denied. I cannot believe that DVA or anyone else can dismiss a clients witness without the prior approval.

If the commission is looking for improved proceedures in assisting defense force members then, surely my case has got to be a classic case of how not to assist.