



Your DVA claim checklist: does it affect you, and what to do now

A one-page guide from "Your DVA claim is taking forever. Here's why, and what you can do about it."
Companion to the full article at lavenderbear.org/blog.

STEP 1: DOES THIS AFFECT YOUR CLAIM MORE THAN MOST?

Group A

If your claim covers **one condition** and a **clear service history**, the delay you're seeing is mostly about system-wide timing, not something specific to your case.

Group B

If your claim covers **multiple conditions**, goes back **years**, or crosses **both DVA and CSC**, you're in the group most likely to be waiting longer than average.

STEP 2: FOUR THINGS YOU CAN ACTUALLY DO RIGHT NOW

- 1 Lodge through MyService**
MyService has been DVA's stated primary claims channel since 31 March 2025. Lodge through it rather than an older paper-based route.
- 2 Submit complete supporting evidence upfront**
DVA's own guidance states every request for additional information adds weeks to processing. Gather medical evidence and service records before you lodge.
- 3 Claim all known conditions together**
One multi-condition claim lodged at once generally moves through the system faster than the same conditions lodged one at a time.
- 4 Use a free ESO advocate for a straightforward claim**
For a single, uncomplicated condition, a free Ex-Service Organisation advocate can genuinely be all the help a claim needs.

If you're in Group B

Paid, professional coordination tends to add the most value for multi-condition claims, historical claims going back years, or cases that cross both DVA and CSC, where evidence and timing need to line up across more than one claim and more than one scheme.