



## Australian Government

### Department of Veterans' Affairs

#### Salary

\$ 76696 to \$ 81802

#### Opportunity Type

Full-Time

#### Opportunity Status

Ongoing;Non-Ongoing

#### Opportunity Employment Type

Specified Term

#### APS Classification

APS Level 4

#### Closing Date

10/09/2023

#### Job Category

Administration,  
Customer service, Call centre

#### Office Arrangement

On Site

Department of Veterans' Affairs

### Claims Support Officer

📍 Brisbane QLD,Melbourne VIC,Perth WA,Sydney NSW

**The Client Benefits Division (CBD)** has responsibility for the assessment of client's eligibility and payability for Compensation and Income Support entitlements. It also manages applications for review of decisions in regard to these benefits. These functions are undertaken to give effect to defined DVA policy outcomes through registration, assessments, determinations, reviews and reconsiderations, as well as operational support activities such as quality assurance and compliance, performance reporting, business coordination and improvement and learning and development.

### The key duties of the position include:

In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices, APS values and APS Employment Principles, the duties may include but are not limited to:

- Answering calls or emails from clients about entitlements or their case status
- Managing cases and processing multifaceted claims following set steps and processes and applying government legislation to the claim process
- Actively investigating claims, liaising with clients and stakeholders (healthcare providers and medical experts) to supply evidence to inform decision making, chasing up documents and referral letters
- Undertaking research and interpreting legislation to inform evidence-based decision making
- Demonstrating high-level client service skills, including phone & written contact with clients & internal/external stakeholders, having difficult conversations from time to time
- The client engagement may last for the duration of the claim cycle and may include but is not limited to: providing updates on the claim investigation; requesting outstanding information and explaining to the client the claim journey.

**For more information and to apply for APS 4 Claims Support Officer (Ref: DVAO1805), click 'apply now'.**

### Eligibility

Applicants must be an Australian citizen to apply and must be capable of passing necessary pre-engagement checks.

### Notes

This recruitment process is being used to fill ongoing and non-ongoing positions.

A merit pool of suitable applicants may be created which may be used to fill future ongoing and non-ongoing vacancies should they become available over the next 18 months.

Successful applicants engaged into the APS will be subject to a probation period.

DVA embraces and fosters a culture that supports diversity, inclusion and respect, where people are empowered to fulfil their potential. We welcome people with diverse skills, experiences, perspectives and backgrounds. We are dedicated and committed to attracting and recruiting Aboriginal and Torres Strait Islander peoples and encourage applications from people with disability, people that identify as LGBTQIA+ and people from culturally and linguistically diverse backgrounds. Take on a rewarding, varied, and broad career with an Australian Public Service Department that can bring balance and flexibility to your working life, while supporting you to stay connected to your community.

DVA is committed to improving the data skills and capability of our workforce to underpin our goal of becoming a leading data-driven organisation.

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job. For more information visit: <https://www.apsc.gov.au/recruitability>. This initiative/program is only applicable where the successful applicant will be employed under the Public Service Act 1999. Similar conditions may apply when employed under other Acts. For clarification please contact the advertising agency.

**Contact Officer**

Una Nifhlathart

**Contact Phone**

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**Agency Employment Act**

PS Act 1999

**Website**

[Department of Veterans' Affairs](#)

**Position Number**

DVAO1805

**Vacancy Number**

VN-0729058

## Getting to know the Department of Veterans' Affairs

The Department of Veterans' Affairs (DVA) exists to fulfil the nation's duty to support our serving and ex-serving Australian Defence Force members and their families. We do this through programs of care, compensation, commemoration, income and Defence support services. Our aim is to enhance self-sufficiency, quality of life, financial wellbeing and community recognition for those we support.

DVA is both a policy and service delivery agency. We have strong relationships with Australian ex-service organisations, Federal and State Government agencies and the veteran community.

DVA's vision is to honour veterans, and empower them and their families to continue life after service, within a society that understands and values their military service and their ongoing contribution to the community.

[Learn More](#)