

DVA Case Tracker

Help & User Guide — Version 3.2

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Getting Started

Welcome to the DVA Case Tracker. It was developed by a veteran to help other veterans keep track of DVA claims, correspondence and important dates.

It is a personal record-keeping tool and does not connect to DVA systems. It is also useful for keeping historic claims information in one place.

- Complete your details on the Home page.
- Add each DVA claim or case to the DVA Case Tracker.
- Record letters, emails and phone calls in the Correspondence Register.
- Use Send Report Now at any time to email yourself a summary of your active claims.
- If you want automatic email reports, select a Report Frequency and Preferred Report Day on the Home page.

Home

	A	B	C	D	E	F	G	H	I	J
1	Please complete this page before using the DVA Case Tracker									
2	Your Details									
3	Full Name	Malcolm John Beaton	Yes	Comments						
4	Preferred Name	Mal	Yes							
5	DVA Number	QSM xxxxxx	Yes	For your records only not used in report (Yet)						
6	Mobile	0414 xxx xxx	Optional							
7	Email	dvareport@xxx.com.au	Optional	If left blank, your signed-in Google account email will be used.						
8	Preferred Report Day	Monday	Optional	Email Summary day. Leave blank for no email updates NOTE: If selected this will email at 8am on selected day and selected report frequency						
9	Report Frequency	Weekly		Only Select if you want Email Reports. Works in conjunction with B8						
10										
11	Worksheet Details									
12	Claims Being Tracked		Auto							
13	Last Report Sent		Auto							
14	Last Updated		Optional							
15	Script Status		Auto							
16										
17										
18										
19	Advocate/Representative (Optional)									
20	Name		Optional	Useful if someone assists you with claims. Nothing implemented yet						
21	RSL/Business		Optional							
22	mobile		Optional							
23	Email		Optional							
24										
25										
26										
27	Privacy Notice									
28										
29	This workbook stores your information only in your own Google Sheet. It does not connect to DVA systems or send your information anywhere other than the email address you choose for your own weekly report.									
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DVA Case Tracker Home sheet

The Home page is where you enter your details and configure reporting. Yellow cells are for information you enter; green cells are maintained automatically.

- Enter your contact details.
- Select your Preferred Report Day and Report Frequency.
- View the number of claims being tracked.
- View the date of the last report sent.
- View workbook and email status.
- Send a report immediately using the Import/Report controls as provided by the workbook.

DVA Case Tracker

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Date Submitted	What	Date DVA Acknowledged	Reference	Date DVA First Action	Date DVA Assessment Started	Date Delegate Assigned	Claim Type	Current Status	Final Outcome Date	Business Waiting days	Calendar Waiting Days	Last Activity	Comments	
2	25/02/26	Bilateral Hearing Loss	26/02/26	ILO-Number>				Initial Liability	- Awaiting DVA Action -		142	206	27/02/26: DVA acknowledged		
3	25/02/26	Tinnitus	26/02/26	ILO-Number>				Initial Liability	- Awaiting DVA Action -		142	206	27/02/26: DVA acknowledged		
4	25/02/26	Solar Keratosis	26/02/26	ILO-Number>				Initial Liability	- Awaiting DVA Action -		142	206	27/02/26: DVA acknowledged		
5	10/05/26	Melanoma	11/05/26	ILO-Number>	27/08/26			Initial Liability	- Awaiting DVA Action -		96	126	07/09/26: DVA Confirms receipt of report	28/02/26: Received Secure Message requesting Dr Bill in Medical Assessment Report.	
6	13/07/26	Complaint re Covid test refund	13/07/26	CF0141200005	09/09/26			Formal complaint	- Accepted -		44	62	10/09/26: Received email acknowledging liability. To ask for	13/7/26: Received Rejection of claim submitted 14/11/25	
7	22/07/26	HHS Application Mowing	23/07/26	REH-Number>				Household Services	- Awaiting Decision -		37	53	14/07/26: DVA acknowledged	14/7/26: Response stated will work to resolve complaints within 28 days	
8	27/07/26	Anterior Wedge Compression Fracture	28/07/26	ILO-Number>				Initial Liability	- Awaiting DVA Action -		34	48	29/07/26: DVA acknowledged		
9	27/07/26	Bilateral Osteoarthritis of the hips	28/07/26	ILO-Number>				Initial Liability	- Awaiting DVA Action -		34	48	29/07/26: DVA acknowledged		
10	12/09/26	HHS Application Domestic Services	12/09/26	ILO-Number>				Household Services	- Awaiting DVA Action -		22	33	29/09/26: DVA acknowledged	10/05/26: Initial Stages Forms received from VSS to take to Doctors and send back	
11	22/08/26	Equipment Assessment (office chair)	08/09/26	N/A				Rehabilitation	- Awaiting Acknowledgement -		16	23	09/09/26: DVA acknowledged	23/08/26 submitted D904 to OT	
12	31/12/25	Displacement Of Lumbar Intervertebral D	31/12/25					Permanent Impairment	- Closed -	31/12/25	1	1	01/01/26: Final outcome	31/05/26 OT conducted assessment and will submit to DVA shortly. This has been accepted for years	
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DVA Case Tracker spreadsheet

The main tracker records each claim or case and calculates waiting times from the Date Submitted.

- Record Date Submitted, claim/case description, DVA acknowledgement date and reference.
- Record the claim type and Current Status.
- Track Business Waiting Days and Calendar Waiting Days.
- Record the Final Outcome Date for completed claims.
- Record Last Activity and comments.

Business Days Waiting stops when a Final Outcome Date is entered.

Correspondence Register

	A	B	C	D	E	F	G
1	Date	Related Claim/Case	Correspondence Direction	Type	Description	Storage Location/Link	Comments
2	13/11/25	Complaint re Covid test refund	Outgoing	PDF	D1181 Hernia claim expense	D1181 - Hernia claim expenses.pdf	
3	4/2/26	Solar Keratosis	Outgoing	PDF	D9325 Appointing a 3rd Party represent a DVA Client	20260205 - D9325 Filled Mal.pdf	
4	15/2/26	Bilateral Hearing Loss	Incoming	PDF	Audiwell Hearing Report	GP hearing Report 2026 .pdf	
5	16/2/26	Solar Keratosis	Outgoing	PDF	D2049 Solar Skin Damage	Solar Skin Damage.pdf	
6	16/2/26	Tinnitus	Outgoing	PDF	D2049 Bilateral Tinnitus	Bilateral Tinnitus.pdf	
7	16/2/26	Bilateral Hearing Loss	Outgoing	PDF	D2049 Bilateral Hearing Loss	Bilateral Hearing Loss.pdf	
8							
9							
10							
11							
12							
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22							

Add New Correspondence

Help - Correspondence Register

DVA Correspondence Register

Use the Correspondence Register to keep a separate record of incoming and outgoing correspondence associated with claims.

- Record letters, emails, phone calls, medical reports, decisions and forms.
- Record the correspondence direction and type.
- Store a Drive document link in the Storage Location/Link column.
- Use the normal add-row process where required so formatting and drop-downs are retained.

Travel Claims

	A	B	C	D	E	F	G	H	I	J	K	L
1	Date of Service	Related Claim	Provider	type	Distance (if needed) For KM Travel Claim only	Estimated Refund	Cost	Submitted Date Claim ID	Refund Date	Refund Amount	Comments	
2												
3		Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32		20/8/26 TRC<Number>	6 Sep 26	16.32		
4	26/7/26	Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32		20/8/26 TRC<Number>	6 Sep 26	16.32		
5		Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32		20/8/26 TRC<Number>	6 Sep 26	16.32		
6	2/8/26	Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32		24/8/26 TRC<Number>	30 Aug 26	16.32		
7	16/8/26	Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32		30/8/26 TRC<Number>	3 Sep 26	16.32		
8	24/8/26	Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32		31/8/26 TRC<Number>				
9	30/8/26	Melanoma	acme doctors	Private Vehicle KM	8	5.44						
10	31/8/26	Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32						
11	1/9/26	Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32						
12	6/9/26	Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32						
13	8/9/26	Displacement Of Lumbar Intervertebral Disc	xyz physio	Private Vehicle KM	24	16.32						
14	9/9/26	Displacement Of Lumbar Intervertebral Disc	acme doctors	Private Vehicle KM	8	5.44						
15												
16												
17												
18												
19												
20												
21	Travel Claims Summary											
22	Estimated Refund Owed		5.44									
23	Total Refunded		81.6									
24	Total Claims		10									
25	Outstanding Claims		3									
26	Not Submitted Yet		4									
27	Claims not submitted Val		54.4									
28												
29												
30												
31												
32												

DVA Travel Claims sheet

Use this sheet to record travel undertaken for DVA-related appointments and track reimbursement claims.

The sheet records Date of Service, Related Claim, Provider, Type, Distance where required, Estimated Refund, Cost, Submitted Date/Claim ID, Refund Date, Refund Amount and Comments.

Use Add New Travel Claim to add another row while retaining formatting and drop-downs.

MEPI — Medical Expenses Privately Incurred

[illegible]

DVA MEPI sheet

Use this sheet to record medical expenses you have paid privately and are seeking reimbursement for from DVA.

The V3.2 columns are Date of Expense, Related Claim, Where, Item or Service, Claimed Cost, Date Submitted, MEPI Claim Number, Date Processed, Accepted / Denied, Reason, Amount Reimbursed and Comments.

The MEPI Summary shows Total Claimed, Total Reimbursed, Outstanding MEPI Claims, Outstanding Claimed Value, Not Submitted Yet, Accepted and Denied.

Use Add New MEPI to add another row while retaining formatting and validation.

DVA Case Summary Email

DVA Case Summary	
Report generated: 14 Sep 2026 08:48	
Executive Summary	
Active Claims	9
Longest Wait	143 business days
Average Wait	74 business days
Travel Claims	
Not Submitted Yet	4
Outstanding Travel Claims	1
Estimated Refund Owed	\$5.44
Total Refunded	\$81.60
MEPI - Medical Expenses Privately Incurred	
Not Submitted Yet	0
Outstanding MEPI Claims	0
Outstanding Claimed Value	\$0.00
Total Reimbursed	\$16.00
Accepted	1
Denied	0
Status Breakdown	
Accepted	1
Awaiting Acknowledgement	1
Awaiting DVA Action	7
Awaiting Decision	1
Closed	1

[DVA Case Summary Email report](#)

The current summary report brings the tracker information together in one report.

- Executive Summary — Active Claims, Longest Wait and Average Wait.
- Travel Claims — not submitted, outstanding claims, estimated refund owed and total refunded.
- MEPI — not submitted, outstanding claims, outstanding claimed value, total reimbursed, accepted and denied.
- Status Breakdown — number of claims at each current status.
- Active Claims — current status, waiting time and Last Activity.
- Completed Claims — claims with a final status of Accepted, Rejected or Withdrawn.

You can send a report at any time using Send Report Now. Automatic reports are controlled by Report Frequency and Preferred Report Day.

DVA Detailed Summary Email

Select Claim



Detailed DVA Claim Report

Select the claim to report on:

Melanoma — Awaiting DVA Action



Cancel

Generate Report

Detailed DVA Claim Report selection

The Detailed Report button lets you generate a detailed report for one selected claim.

Select the claim you want to report on and choose Generate Report. The report provides a more detailed view of that claim than the main DVA Case Summary Email.

DVA Detailed Claim Report

Melanoma

Report generated: 14/09/2026 09:43

Date Submitted	11/05/2026
Date DVA Acknowledged	12/05/2026
Reference	ILC<Number>
Date DVA First Action	28/08/2026
Date DVA Assessment Started	
Delegate Assigned	
Claim Type	Initial Liability
Current Status	Awaiting DVA Action
Final Outcome Date	
Business Waiting Days	91
Calendar Waiting Days	127
Last Activity	07/09/26: DVA Confirm receipt of report

Claim Comments

28/8/26: Received Secure Message requesting Dr fill in Medical Assessment Report
1/9/26: Dr Williamson filled in report and sent to DVA
7/9/26: DVA Confirm receipt of report

Claim Timeline

Date	Event
11/05/2026	Claim submitted
12/05/2026	DVA acknowledged
28/08/2026	DVA first action

DVA Detailed Claim Report email

The detailed report includes the claim's formal milestone dates, current status, waiting times and Last Activity, followed by the claim comments and a claim timeline.

Dates Mentioned in Comments (3)

These dates were found in comments and are shown separately from the formal claim milestone dates.

Date	Source	Comment
28/08/2026	Claim Tracker comments	28/8/26: Received Secure Message requesting Dr fill in Medical Assessment Report 1/9/26: Dr Williamson filled in report and sent to DVA 7/9/26: DVA Confirm receipt of report
01/09/2026	Claim Tracker comments	28/8/26: Received Secure Message requesting Dr fill in Medical Assessment Report 1/9/26: Dr Williamson filled in report and sent to DVA 7/9/26: DVA Confirm receipt of report
07/09/2026	Claim Tracker comments	28/8/26: Received Secure Message requesting Dr fill in Medical Assessment Report 1/9/26: Dr Williamson filled in report and sent to DVA 7/9/26: DVA Confirm receipt of report

Correspondence & Documents (0)

Date	Direction	Type	Description	Document	Comments
No matching correspondence found.					

Generated automatically by DVA Case Tracker v3.2

DVA Detailed Claim Report dates and correspondence

Where applicable, the report also shows dates found in claim comments and a Correspondence & Documents section. This gives you a single detailed record of the selected claim and its supporting information.

First-time Google Authorisation

When you first use Send Report Now, Google may display an Authorisation Required warning.

Google requires permission so the script can access your Google Sheets workbook and Gmail account. The script runs from your own Google account and operates on your copy of the workbook.

- Select OK.
- Select Advanced.
- Select Go to DVA Claims Monitor (unsafe).
- Review the permissions and select Continue.

Authorisation required

A script attached to this document needs your permission to run.

Cancel

OK

Google authorisation step 1



Google hasn't verified this app

The app is requesting access to sensitive info in your Google Account. Until the developer (<your google email address here>) verifies this app with Google, you shouldn't use it.

Advanced

BACK TO SAFETY

Google authorisation step 2



Google hasn't verified this app

The app is requesting access to sensitive info in your Google Account. Until the developer (<your google email address here>) verifies this app with Google, you shouldn't use it.

[Hide Advanced](#)

[BACK TO SAFETY](#)

Continue only if you understand the risks and trust the developer (<your google email address here>).

[Go to DVA Claims Monitor \(unsafe\)](#)

Google authorisation step 3

The screenshot shows the Google sign-in interface for the 'DVA Claims Monitor' app. At the top, it says 'Sign in with Google'. Below that, the app name 'Sign in to DVA Claims Monitor' is displayed. A dropdown menu shows a green circle with a 'Y' and the text '<your google email address here>'. The main heading states 'Google will allow DVA Claims Monitor to access this info about you'. Below this, an email address is listed with an envelope icon and the label 'Email address'. A paragraph explains that the user should review the app's privacy policy and Terms of Service to understand data processing. It also provides links to the user's Google Account for changes and a link to learn more about signing in with Google. At the bottom, there are two buttons: 'Cancel' and 'Continue'.

Google authorisation step 4

DVA Claims Monitor wants access to your Google Account

 mal.beaton@gmail.com

 This app hasn't been verified by Google. Because this app is requesting some access to your Google Account, you should continue only if you know and trust this app developer. [Learn more](#)

You can let the app developer (mal.beaton@gmail.com) know that they need to submit a request to have this app verified by Google. Otherwise, some of this app's access to your data may be lost.

Select what **DVA Claims Monitor** can access

☒ Select all

 Read, compose, send and permanently delete all your email from Gmail. [See access details](#) ☒

☒ See, edit, create and delete all your Google Sheets spreadsheets. [See access details](#) ☒

Make sure that you trust DVA Claims Monitor

 [Learn why you're not seeing links to DVA Claims Monitor's Privacy Policy or Terms of Service](#)

Review DVA Claims Monitor's [privacy policy](#) and Terms of Service to understand how DVA Claims Monitor will process and protect your data.

To make changes at any time, go to your [Google Account](#).

Learn how Google helps you [share data safely](#).

Cancel

Continue

Google authorisation step 5

Colour Guide

The tracker uses colour to distinguish between information you enter and information calculated or displayed by the workbook.



Use the colour of a cell as a quick guide to whether you should enter information or simply read the value provided by the tracker.

Using the Tracker on iPhone or iPad

The tracker can be viewed and edited normally using the Google Sheets app on iPhone and iPad.

The custom buttons currently require Google Sheets on a desktop computer. This affects Add New Claim, Add New Correspondence, Add New Travel Claim, Add New MEPI and Send Report Now.

Scheduled reports continue to operate automatically.

Privacy

This workbook does not communicate with DVA.

All information remains within your own Google account or spreadsheet.

The only email generated is the report you choose to send to yourself.

Change Log

The Change Log records the version history and major changes made to the DVA Case Tracker. Use this tab when you want to see what was added or changed between versions.

Important Information

This spreadsheet is an independently developed personal tracking tool. It is not produced, endorsed or supported by the Department of Veterans' Affairs.

It is intended to help veterans keep their own records and monitor the progress of their claims. It does not provide legal, medical or advocacy advice.

Before making significant changes to formulas or workbook structure, keep an untouched copy of the original workbook.