



Additional Funding for Claims Processing

Why is this important?

The number of claims received by the Department of Veterans' Affairs (DVA) has more than doubled over the last three financial years, from 60,663 claims received in 2017-18 to 143,155 in 2020-21 - a 136 per cent increase.

As with any business, this significant increase in workload requires additional resourcing to manage.

The additional funding announced in the 2022-23 Budget will fund the engagement of staff to reduce the backlog of unprocessed claims for two years.

Who will benefit?

Veterans and their families will benefit from the engagement of additional staff to process claims and enable claims to be processed in a timely manner.

Date of effect?

1 July 2022

How much will this cost?

The 2022-23 Budget has provided an initial \$22.8 million in 2022-23 for the DVA to engage 90 public service staff for two years to reduce the backlog of unprocessed claims.

This will be followed by a further investment by the Government at a later stage for additional staffing and to fund other measures to improve the veteran claims processing system and reduce waiting times.

The 2022-23 Budget builds on the significant investment announced in the 2021-22 Budget.

The 2021-22 Budget provided DVA with \$137.2 million over two years for DVA staffing, which included an additional \$98.5 million for 447 staff, primarily in service delivery roles.

