



Expanding the Demand Driven Funding Model

This initiative will improve DVA's modelling capabilities to better forecast future demand for services and to support its operations. It will also provide additional resources to meet immediate requirements across critical services to veterans and families which have experienced increased demand associated with high claim numbers.

Why is this important?

Demand for DVA's services is impacted by a wide range of factors such as the size of the Australian Defence Force (ADF), the timing and nature of deployments, shifting demographic profiles, the nature of service and injury, and various policy and operational settings.

Recent years have seen substantial growth in the demand for DVA services reflecting the increased tempo of the ADF as well as a range of transformation initiatives designed to make DVA benefits and services more accessible for veterans and families.

It is critical that DVA improve capabilities to accurately estimate demand for its services and the anticipated resources required to keep up.

This initiative supports the Government's response to the Interim Report of the Royal Commission in Defence and Veteran Suicide.

Who will benefit?

All current DVA clients, as well as veterans and service ADF members who may require DVA support in the future.

Date of effect?

Immediate.

How much will this cost?

The initiative will cost \$24.3 million over the forward estimates which is broken down into two elements:

- \$11.1 million to enhance the demand driven funding model (DDFM) to cover a broader range of support services which are impacted by the number of claims; establish a new demand forecasting model; and improve data sharing between DVA and the Department of Defence.
- \$13.2 million for an additional 108 staff to support critical services experiencing high demand, including the Veteran Access Network, Accounts Processing, Veteran Support Officers, Complex Case Managers and Information Access.