



Investing in Front Line Service Delivery

This initiative invests \$233.9 million over four years for 500 additional frontline DVA staff to help eliminate the compensation claims backlog and support the wellbeing of veterans and families.

Why is this important?

The number of compensation claims lodged with DVA has more than doubled in recent years, increasing from 53,568 claims in 2017-18 to 131,936 in 2020-21 – an increase of 146 per cent. This has resulted in a backlog of claims and long wait times for veterans and families.

The Royal Commission into Defence and Veteran Suicide identified the claims backlog as a critical issue to address in its Interim Report, handed down on 11 August 2022.

500 additional frontline staff will help to eliminate the backlog of claims and reduce wait times for veterans and families, improving health outcomes and wellbeing in the veteran community. These staff will be employed as Australian Public Service positions.

Who will benefit?

All veterans and families who lodge claims with DVA will benefit from the funding for additional staff to increase the number of claims processed. Recruitment of frontline staff also boosts front line services through the Veterans Access Network shopfronts and on Australian Defence Force bases, and rehabilitation support.

Date of effect?

Immediate.

How much will this cost?

\$233.9 million over the forward estimates.