



## Modernisation to Reduce Wait Times to Access Support and Services

- This initiative provides \$87.0 million over two years to improve the administration of the claims processing system and veterans' services. This measure will make it simpler and easier for veterans and families to lodge claims and access support and services through enhancements to ICT systems, including MyService and the development of business cases to modernise at-risk legacy ICT systems.
- The initiative supports the response to Recommendations 2 and 3 of the Royal Commission, helping veterans and families navigate the claims process through:
  - Supporting more complete claim form lodgement and providing greater transparency on the status of claims and services through MyService
  - Streamlining complex medical forms
- It will also position DVA for ongoing modernisation of the claims administration system, enabling efficiency and agility to rapidly implement legislative change called for by the Royal Commission.

### Why is this important?

To successfully address the interim recommendations of the Royal Commission, it is essential that DVA both sustains the transformation and improvements delivered under Veteran Centric Reform and position its ICT ecosystem for ongoing modernisation. This will ensure DVA's technology and digital channel delivery functions can support an improved claims administration system, enabling efficient claims processing and the elimination of the claims backlog. Modernisation of DVA's ICT ecosystem will also deliver the system agility necessary to support legislative change called for by the Royal Commission.

Veteran Centric Reform significantly improved access to DVA, however inefficient and fragmented ICT systems and complex forms have challenged DVA's compensation claims process, which has contributed to a backlog of claims and long wait times for veterans and families. Legacy ICT systems underpin the majority of DVA's core business processes, including payments and services. Many of these systems are at end of life and becoming increasingly costly to maintain. The lack of agility in legacy systems also constrains automation of manual processes and the ability to meet evolving veteran and family's needs.

### Who will benefit?

All current and future veterans and families, particularly those who lodge a claim with DVA, will benefit from this initiative.

### Date of effect?

1 January 2023.

## How much will this cost?

\$87.0 million over two years from 2022-23 to 2023-24.