



Department of Veterans' Affairs Claims Processing – Additional Funding

This initiative will provide \$64.1 million in 2023-24 to maintain the Department of Veterans' Affairs' (DVA's) skilled workforce for a further year to meet immediate requirements across critical services experiencing increased demand.

Why is this important?

It is important that DVA maintain its skilled workforce to meet current demand and reduce the risks of delays in providing services to veterans and families, now and into the future.

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.

This initiative also allows DVA to continue its work towards several recommendations made by the Royal Commission into Defence and Veteran Suicide in its Interim Report. A key finding was that DVA take action to eliminate the backlog of claims. This initiative provides the funding necessary to maintain bolstered staffing levels, required to address the backlog.

Who will benefit?

All current DVA clients will benefit from bolstered resources at the department, as well as veterans and current serving ADF members who may require DVA support in the future.

Date of effect?

From 1 July 2023 to 30 June 2024.

How much will this cost?

\$64.1 million in 2023-24.