



Department of Veterans' Affairs – additional resourcing to support service delivery

This measure provides \$194.4 million over four years from 2024-25 and \$20.6 million ongoing from 2028–29 to maintain and increase DVA's staffing levels and improve its ICT infrastructure. This will meet the continuing increase in demand for DVA's services and assist veterans and their families to access the support they need faster.

This includes:

- \$186 million over four years, and \$20.6 million ongoing from 2028-29, to increase DVA's service-delivery workforce by 141 ongoing staff.
- \$8.4 million over two years to pilot a modern clinical case management and workflow solution.

Why is this important?

Increasing DVA's service-delivery workforce and improving its ICT infrastructure will help address increased demand for DVA services and improve the timeliness in which veterans and their families can access support.

Delays in access to services has been identified by the Royal Commission into Defence and Veteran Suicide as a key factor in the health and wellbeing outcomes of veterans.

While DVA fulfilled the Royal Commission's recommendation to clear the unallocated claims backlog, this measure provides DVA with the resources required to improve claim processing times and return to 'business as usual' timeliness standards by 30 June 2026.

The pilot for a modern clinical case management and workflow solution will replace an existing case management system that is no longer fit for purpose, as well as provide an opportunity to assess the solution for broader use across the department. In response to the Interim Report of the Royal Commission into Defence and Veteran Suicide, the Government is continuing to invest in modernising DVA's ICT systems so the department can better support veterans to access to claims and services.

Who will benefit?

All veterans and their family members who access DVA services now and in the future.

Date of effect?

1 July 2024

How much will this cost?

\$194.4 million over four years from 2024-25 and \$20.6 million ongoing from 2028-29.