

VETERAN CENTRIC REFORM – PUTTING VETERANS AND THEIR FAMILIES FIRST

The continuing investment in the Department of Veterans' Affairs' (DVA) transformation will fund ongoing enhancements to how the Department delivers services to veterans and their families.

WHY IS THIS IMPORTANT?

The program of work under way is building a better client experience, making it faster and easier for veterans and their families to get the treatment and support they need, when they need it.

The Department is continuing to focus on:

- The digital experience – expanding MyService to include more claims and self-service options online.
- The telephone experience – we are simplifying our telephone system and introducing more technology to make it faster and easier to reach the Department and will introduce a single contact number 1800VETERAN.
- In partnership with the Department of Human Services (DHS), expanding the face-to-face services and reach more veterans and their families across Australia, particularly in rural and regional areas.
- The data capability – continuing to invest to better know, understand and support veterans and their families proactively.

WHO WILL BENEFIT?

Veterans, their families, the broader Australian community, DVA staff and government.

DATE OF EFFECT

1 July 2019.

HOW MUCH WILL THIS COST?

\$219.3 million over four years from 2019–20 to 2022–23 to enable DVA and DHS to continue the work of the Veteran Centric Reform program delivered over the past two years.