



## Veteran Centric Reform

The Government is making a significant investment in transforming veteran services. As part of the 2017–18 Budget, the Government is investing in Veteran Centric Reform to provide the veteran community with a greater standard of service through reform of business processes and culture, identification and implementation of government-endorsed best practice service options and targeted ICT redevelopment.

### Why is this important?

New clients of the Department of Veterans' Affairs (DVA) expect to receive personalised services that are connected across government and simple to access. They expect that their families will also receive appropriate services.

DVA operations and infrastructure are no longer fit for purpose as current business systems are claims based, requiring the veteran to approach the Department, and lack the information sharing and data analysis necessary to meet veterans' expectations of a quality service.

Without change, some veterans may continue to be disengaged from DVA services, which can inhibit a successful transition from the Australian Defence Force and lead to poor health and life outcomes.

Veteran Centric Reform aligns with broader government reform agendas by leveraging the Department of Human Services' ICT capabilities, particularly improvements driven by the Welfare Payment Infrastructure Transformation program and other relevant government ICT programs.

### Who will benefit?

Veteran Centric Reform is about providing veterans and their families with easier access to support.

Veteran Centric Reform will achieve: simpler, better, digitally enhanced experiences for clients when they interact with DVA; early intervention and preventive health care, enabling clients to live healthy and productive lives; access to early treatment for physical and mental health issues to prevent these problems becoming more acute later in life; and an ICT platform that mitigates risk and improves DVA's service delivery.

### How much will the Veteran Centric Reform program cost?

The 2017–18 Budget has provided funding of \$166.6 million for Veteran Centric Reform, including for proactive interventions and cyber security.

## Veteran Centric Reform – proactive interventions

The Government is providing funding to implement a suite of proactive interventions to deliver targeted assistance that will support veterans to lead healthy and productive lives.

### Why is this important?

By joining together the information held by the DVA, and looking at it in a new way, the Department will be able to provide services to veterans earlier than it has in the past.

This measure will deliver targeted assistance to veterans and their families to lead healthy and productive lives.

1. DVA will consider veterans' needs by analysing the services they access through the Department, from car bookings through to health and rehabilitation services, to understand which policies, programs and early interventions are most in demand.
2. Building on the work of the Government's Behavioural Economics Team, DVA will implement a two-year pilot of behaviour-informed design and trial small-scale policy interventions to evaluate different approaches to veteran support.
3. Taking the insights provided through proactive interventions 1 and 2 above, DVA will implement a framework to actively manage the assistance provided to veterans. The framework will provide real-time assessment of the effects of these initiatives so DVA can proactively alter support arrangements to better meet the needs of clients.
4. DVA will implement a two-year trial to provide veterans with access to medical treatment for specified conditions while their claim under the *Military Rehabilitation and Compensation Act 2004* (MRCA) and the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) is being processed.

### Who will benefit?

These initiatives will support DVA clients, with a focus particularly on younger veterans.

DVA will analyse and evaluate individual veteran needs, and test and trial different approaches that are responsive and targeted to better support them in the future.

Providing early access to treatment services, before a claim is determined, will avoid further deterioration in a medical condition and aid in recovery outcomes. It will also improve social outcomes, particularly during transition from the Australian Defence Force to civilian life.

## Veteran Centric Reform – mitigation of cyber security risk

This measure will provide funding to mitigate risks associated with cyber security threats to DVA systems.

### Why is this important?

The Australian Government Protective Security Policy Framework recommends *upgrading to newer operating systems should be a high priority, particularly for computers which are running significantly out-of-date versions*. The outdated technology currently underpinning DVA business systems is at risk of cyber security attacks.

Mitigating the cyber security risk of this legacy equipment will enhance the protection and confidentiality of veterans' records and payments. It will also improve compliance with the Australian Signals Directorate's Top 4 cyber security mitigation strategies.

### Who will benefit?

The information DVA holds about all clients will be better protected as a result of this measure.