The Delivering Australia’s Digital Future - Veteran Centric Reform - continuation measure funds the ongoing transformation of the Department of Veterans’ Affairs (DVA) to put veterans and their families first.

WHY IS THIS IMPORTANT?

The funding for the ongoing transformation of DVA in 2018-19 will continue to improve the experience veterans and their families have when interacting with DVA by delivering proactive, faster, easier-to-access and digitally-enabled services. This includes:

- Calling one phone number, 1800VETERAN, to access DVA services with quicker response times and improved call quality.
- Expanding MyService to make lodging claims for incapacity, permanent impairment and income support easier.
- Faster decisions on claims lodged in MyService through streamlined processes and increased automatic acceptance when possible.
- Reaching out to veterans and their families who are not in contact with DVA with more options to learn about our services and support.
- Using the power of data to anticipate the needs of veterans and their families and proactively connecting and offering services and support.
- Providing veterans increased choice and online visibility of aids and appliances.
- Continuing targeted ICT development.

WHO WILL BENEFIT?

The ongoing transformation of DVA throughout 2018-19 will deliver benefits to veterans, their families, DVA staff and whole of government through reform of the department’s culture, operating model and business processes and systems.

DATE OF EFFECT

The funding allocated to the ongoing transformation of DVA will commence from 1 July 2018.

HOW MUCH WILL THIS COST?

The 2018-19 Budget provides $111.9m over the four years to support DVA’s ongoing transformation initiatives.