



## Support for veterans' advocacy services

This initiative will help to ensure that veterans receive high-quality advocacy services through the development and introduction of service provision standards for ex-service organisations (ESOs) receiving funding under the Building Excellence in Support and Training (BEST) grants program. It will also help to ensure that funding under the program is going where it is needed most.

### Why is this important?

The BEST grants program provides financial support to ESOs that assist veterans and family members with advice about and assistance with claims, entitlements and services.

- The new standards will help ensure that veterans and their families receive high-quality advocacy services.
- Making a claim can be complex and veterans and their families face a diverse range of challenging circumstances. Poor advice by an advocate can seriously impact on their social, mental and financial wellbeing.
- The new service standards will build on improvements to the training of advocates achieved under the Advocacy Training and Development Program by encouraging grant recipient organisations to focus on the quality of the advocacy services they provide to veterans and their families.
- A new assurance process will also be implemented to address concerns raised by the ex-service community about how funding under the BEST program is allocated.

### Who will benefit?

Veterans who choose to access advocacy support will benefit from high-quality advocacy services, if they wish to seek such support.

### Date of effect?

The new service provision standards will come into effect on 1 July 2022.

### How much will this cost?

\$4.7 million over four years.

