



Veteran Centric Reform – Continuation

Why is this important?

Veteran Centric Reform – Putting Veterans and Families First (VCR) is the signature initiative for Government to deliver better services and support for veterans and their families. VCR delivers on the Government's vision for improved service delivery, person-centred design and digital transformation.

In line with the recent findings from the Auditor-General's Performance Audit, *Effectiveness of the Planning and Management of Veteran Centric Reforms*, and noting the impact of COVID-19, emerging concurrent activities across Government and delays in system delivery, the Department of Veterans' Affairs (DVA) and Services Australia will consolidate VCR over the next 18 months. This consolidation and preparation phase will focus on:

- Improving servicing to veterans and their families through minor enhancements and integration of ICT;
- Providing faster access to services for veterans and their families by improving claims processing;
- Preparing to decommission at-risk legacy systems which are costly to maintain;
- Preparing for the next phase of VCR by analysing business processes and developing a fully costed and considered Business Case for Government consideration in the 2022-23 Mid-Year Economic and Fiscal Outlook (MYEFO).

Digitisation

This initiative also provides funding to digitise 22,000 files for living clients from the Vietnam conflict and 67,500 paper files will be transferred to National Archives of Australia (NAA). This will:

- Assist in reducing the DVA claims backlog by allowing claims delegates to immediately access records;
- Allow DVA to meet its commitment to the Government's digital agenda;
- Preserve our nation's history and ensure this information is easily accessible for future generations.

Who will benefit?

All DVA clients will benefit from this initiative, in particular those clients lodging claims for compensation, benefits or services and those seeking access to their digitised ADF service or health records.

Date of effect?

1 July 2021 (both VCR consolidation and digitisation).

How much will this cost?

\$55.1 million comprising of:

- DVA funding of \$20.8 million in 2021-22 and \$8.8 million in 2022-23.
- Services Australia funding of \$25.5 million to deliver ICT projects.

