



Australian Government
Department of Veterans' Affairs

Budget 2021 - 22



What we will cover

- Year in review
- 2021-22 Budget outcomes for veterans and their families focuses on key themes
 - Providing the Department with a stable base to address growth, particularly claims
 - Veteran Centric Reform
 - Mental health and suicide prevention
 - Royal Commission into Defence and Veteran Suicide
- Cross-portfolio measures to benefit veterans and families
- Future direction and priorities

Year in review

- The unique challenges over the last year continue to impact our veteran community and DVA staff in 2021
- We have supported our veterans and their families through bushfires, the ongoing pandemic and floods in the eastern states
- Increase in veterans lodging claims and increasing time taken to process
- Commencement of the Joint Transition Authority
- Interim National Commissioner for Defence and Veteran Suicide Prevention
- Royal Commission into Defence and Veteran Suicide
- DVA continued to transform - to know, connect, support and respect veterans and their families

Strategic Intent



Our Vision

To provide world best practice benefits and services for our nation's veterans and their families – For what they have done, this we will do.



Our Mission

Putting the health and wellbeing of veterans and their families first.



Our Purpose

To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.

To achieve this purpose, DVA undertakes the following activities:

1. **Enhance Wellbeing:** Partnering with organisations and individuals to help design, implement and deliver effective programs and benefits, which enhance the wellbeing of veterans and their families.
2. **Respect and Commemorate:** Respecting and commemorating veterans' service and sacrifice, and promoting an increased understanding of Australia's wartime history.
3. **Policy:** Providing strategic and evidence-based policy advice to government.



Wellbeing

Veteran wellbeing is at the centre of everything we do. Our model, based on the Australian Institute of Health and Welfare approach, comprises seven domains; health, recognition and respect, income and finance, education and skills, social support and connection, housing and employment. While we acknowledge we are not primarily responsible for the delivery of services for all aspects of veterans' wellbeing, we do have a responsibility to represent their needs and collaborate with other agencies and organisations to ensure their particular needs are considered.

We work closely with Defence and other organisations to ensure our clients are serving, living and ageing well.



A stable and sustainable veteran support system

2020



2023



2030

Where we are...

Where we will be...

Through...

From costly

to

SUSTAINABLE

- Veterans are submitting claims earlier
- Military Compensation System cost increasing
- The department's operating budget and workforce are reducing
- Costly legacy systems
- Inefficient processes

- A stable and sustainable veteran support system with clear visibility of the cost of the ADF
- Better cost projections
- Accessing WOG ICT platforms – incl Defence, Aged Care and Medicare.

- Simplify claims processes and access
- Better data insights to inform injury prevention and cost of ADF operations
- Re-baseline department's budget and workforce
- Year 5 & 6 VCR roadmap for systems enablement

From illness

to

WELLBEING

- The system encourages 'illness' through language and proving how unwell you are
- Focus on 'compensation' rather than wellbeing
- Incentives for illness
- Advocacy for compensation – not community wellbeing

- Better access to connect veterans with continuity of care and healthcare
- Employment opportunities
- Veteran support organisations for community partnership

- Better incentives of wellbeing
- JTA – better transition planning from enlistment
- Continuity of care provision on transition
- Legislation

From reactive

to

PROACTIVE

- Responding to submission of claims
- Responding to advocates
- Responding to individual cases

- Know veterans through service to connect before transition
- Identify veterans at risk
- Engage in planning and monitor as required

- Partners in Joint Transition Authority
- Enhancing awareness and education of support and services
- Early intervention

From complex

to

SIMPLE

- MyService has made it easier for veterans and families to access services
- Digitisation of client files
- Multiple systems to SVOP

- Early engagement and early intervention throughout military service
- Information exchange at point of injury or illness
- Clients will have visibility and status of claims

- Information sharing at point of enlistment, injury, illness and operational service
- Clear pathways identified and known
- Navigator support provided

From reliant

to

SELF-RELIANT

- Veterans staying in payment longer
- Veterans returning multiple times to claim for compensation
- Veterans don't have choice of treatment/providers or alternative therapies
- Veterans have to 'claim' for treatment

- Self – reliance
- Tailored support
- Flexible support
- Providers accepting veteran cards

- Resilience building and planning for life after service
- Better informed consumers & choice
- Smart cards
- Competitive fees

From siloed

to

SHARED

- Department's information is siloed
- WOG information is siloed

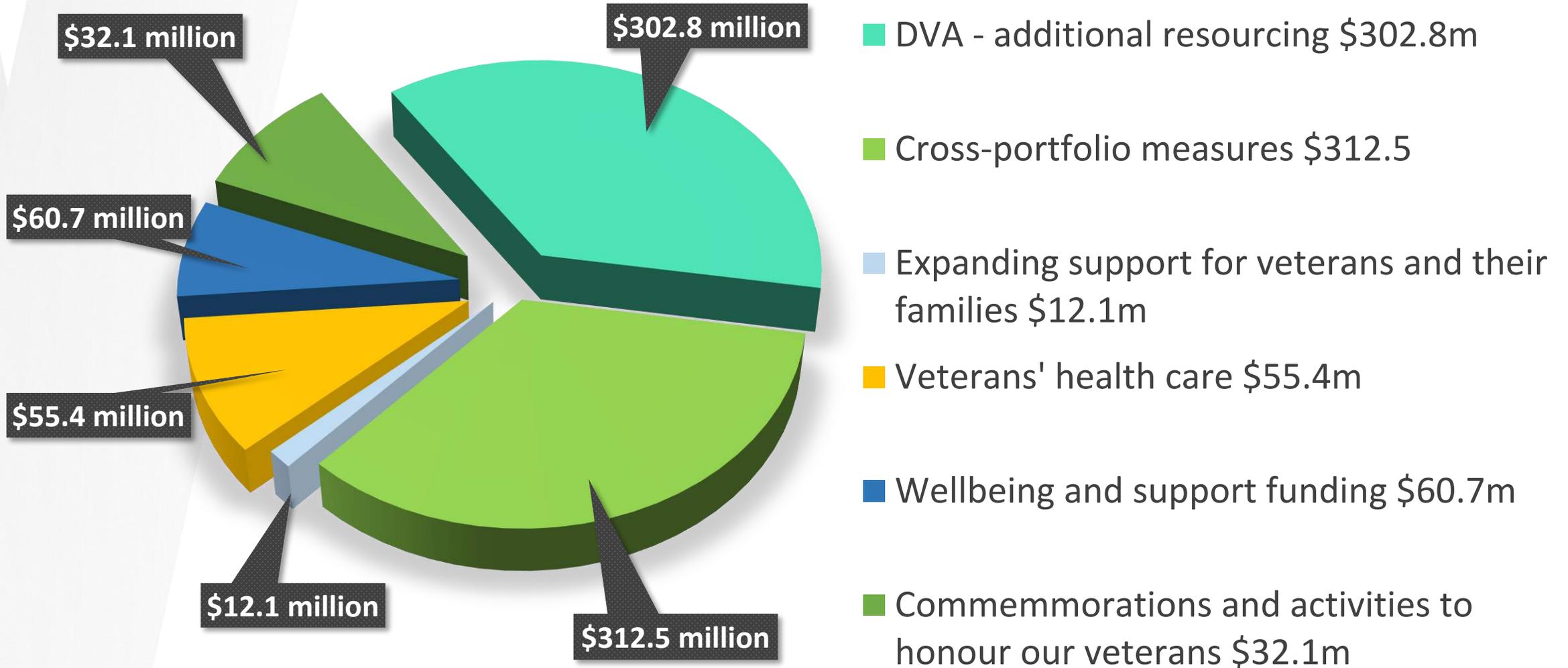
- Departments of Defence, Health, Social Services, the NDIA and Services Australia to identify opportunities for data sharing and analytics pilots

- A whole of government approach

Budget 2021-22 summary

- The Government invests over **\$11.5 billion** for DVA to support veterans and their families
- **\$775.6 million** in Budget 2021-22 additional funding over four years with a focus on veteran and family wellbeing, support, suicide prevention, and additional resourcing for DVA
- This will support around **220,000 veterans and 100,000 dependants**

Budget at a glance





2021
-22

BUDGET OUTCOMES

FOR VETERANS AND THEIR FAMILIES

DVA – additional resources

\$302.8 million for DVA – additional resources

- **\$137.2 million** to provide DVA including:
 - **\$98.5m** to address the backlog of claims and manage the increased workload, and
 - **\$38.7m** to provide DVA with more than 440 additional staffing positions
- **\$27.4 million** to continue funding for the Veterans' Recognition Program, ICT Shared Services costs and Commissioner for Defence Engagement to strengthen strategic engagement with Defence
- **\$21.0 million** to improve integrity of the veterans' entitlement system
- **\$40.7 million** (including **\$22.7 million** for Defence) to fund stages 2 and 3 of the Defence/DVA Data Sharing and Analytics Solution
- **\$21.4 million** to invest in DVA's data and analytics capability
- **\$55.1 million** (including **\$25.5 million** for Services Australia) to continue the Veteran Centric Reform program

\$55.1 million (\$25.5m to Services Australia) to continue the VCR program

- In 2021-22, VCR will consolidate the foundations established in the first four years
- This will enable VCR to continue transforming health, rehabilitation, compensation and other services from 2022-23
- A key focus in 2021-22 is continuing the digitisation of client paper files

Supporting suicide prevention and responding to the Royal Commission for Defence and Veteran Suicide Prevention

\$28.9 million to support suicide prevention

- **\$2.6 million** over two years for a targeted adverse events analysis capability in DVA to look in depth at veteran deaths by suspected suicide, attempted suicide, or other key events at the time they occur
- **\$3.7 million** over 12 months to support DVA in responding to the interim National Commissioner for Defence and Veteran Suicide Prevention
- **\$22.5 million** over two years for DVA to produce extensive records and evidence, and make available witnesses, and deliver timely and high-quality information to assist the Royal Commission

Expanding support for veterans and their families

\$12.1 million to expand support for veterans and their families

- **\$5.1 million** to enhance the Family Support Package to more veterans' families and widowed partners and allow them greater choice in how to use the services provided through the program
- **\$4.7 million** allocated to improve the Building Excellence in Support and Training Program (BEST) grants program by incorporating new service standards to improve quality assurance and allocation of funding to advocates
- **\$2.3 million** to implement a two-year non-liability pilot program for veterans with vocational and psychosocial rehabilitation needs to access services and support, without requiring them to have lodged a compensation claim

\$84.8 million for Veterans' Health Care

- **\$61.9 million** to increase fees paid by DVA to occupational therapists and podiatrists when treating veteran clients, supporting an increase in access to services and quality of care provided
- **\$16.9 million** to extend the Provisional Access to Medical Treatment program for a further two years
- **\$6.0 million** to support ADF firefighters who served at RAAF Base Point Cook between 1 January 1957 and 31 December 1986 with presumptive liability under DRCA for 31 specified health conditions
- Strengthening the integrity of DVA health provider payments will achieve efficiencies of **-\$29.4 million** to be reinvested in services and support for DVA clients
- **Net Spend \$55.4million**

Wellbeing and Support Funding

\$60.7 million for Wellbeing and Support Funding

- **\$23.3 million** in funding for the Wellbeing and Support Program to continue on an ongoing basis to provide quality intensive case management support for highly vulnerable veterans transitioning from the military to civilian life or have complex care needs
- **\$19.3 million** to maintain current funding levels for social and community care programs impacted by the cessation of the Social and Community Services (SACS) supplementation
- **\$10.7 million** to establish Wellbeing Centres in Tasmania and South East Queensland, with funding to support DVA to implement the expansion
- **\$7.4 million** to bring forward a 2020-21 Budget measure for TPI veterans who pay private rent

Commemorations and Activities to Honour our Veterans

\$32.1 million Commemorations and Activities to Honour our Veterans

- **\$16.7 million** for annual international Anzac Day services from 2022 onwards
- **\$12.5 million** in additional funding for the Office of Australian War Graves to address the increasing costs associated with the care and maintenance of war cemeteries, war plots and official commemorations in almost every community cemetery in Australia
- **\$2.9 million** for the delivery of a four-year Commemorative Calendar 2021-24, as part of an overarching Commemorative Strategy

Productivity Commission response

- The Government is investing **\$175.3 million** in 9 measures that address 11 of the recommendations, either in part or full, made by the Productivity Commission in its report, *A Better Way to Support Veterans*, and build upon the Government's interim response
- This includes a range of program improvements and expansions that support the lifetime health and wellbeing of veterans and their families
- The Minister will release a response to the Commission's report as part of the budget process, accessible via the DVA website.
- The Government will finalise any outstanding matters from the Productivity Commission report as part of its response to the Royal Commission once it is finalised



2021
-22

CROSS-PORTFOLIO MEASURES

Cross-portfolio measures

\$271.2 million from Department of Health measures

- \$246m - Government response to the Royal Commission into Aged Care Quality and Safety
 - Including \$22.7 million to ensure the 17,000 DVA clients living in residential aged care facilities are able to access allied health and aids and appliances through DVA card arrangements
- \$11.7m - COVID-19 Response Package
 - Guaranteeing Medicare and access to medicines – extension
 - Vaccine purchases and rollout
- \$4.3m- Guaranteeing Medicare
 - Changes to the Medicare Benefits Schedule
 - Improving diagnostic imaging
 - Strengthening the rural health workforce
- \$8.9m - Improving Access to Medicines - Pharmaceutical Benefits Scheme new and amended listings
- \$0.4m - Primary Care

\$12.3 million from Department of Social Services measures

- \$1.6m Increasing the flexibility of the Pension Loans Scheme
- \$1.5m Aligning provider regulation across the care and support sector
- \$9.2m Increased support for unemployed Australians



2021
-22

**FUTURE DIRECTION
AND PRIORITIES**

Future direction

- Continuing DVA's commitment to delivering simpler, better and faster support and services for veterans and their families
- Reducing the compensation claims backlog and establish a stable veteran and family support system
- Continuing DVA's focus on veteran and family health and wellbeing
- Supporting the inquiries of the Royal Commission into Defence and Veteran Suicide
- Providing support for veterans and their families impacted by the Inspector-General Australian Defence Force Afghanistan Inquiry
- Continuing to support the whole of Government response to the coronavirus pandemic to ensure support for veterans and their families
- Delivering international and domestic commemorations