



The Hon Darren Chester MP

Minister for Veterans' Affairs

Minister for Defence Personnel

Minister Assisting the Prime Minister for the Centenary of ANZAC

MEDIA RELEASE

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INVESTMENT PAYS ON CLAIMS PROCESSING TIMES

- **Overall satisfaction of the Department of Veterans' Affairs (DVA) services remains above 80 per cent and satisfaction among clients aged 45-and-under is improving.**
- **Improvements at DVA mean around 85 per cent of rehabilitation and compensation claims are processed in one system and in reduced timeframes.**
- **The goal to improve the quality of service to veterans and their families by reducing claim processing times is being achieved.**

MODERNISATION of the Department of Veterans' Affairs (DVA) processes, systems and technology aimed at putting the needs of the veterans and their families first is continuing to deliver results with overall satisfaction of the DVA's services remaining above 80 per cent.

The 2018 Client Satisfaction Survey of more than 3000 randomly selected DVA clients, including veterans, war widows/ers, carers and dependants, found an overall satisfaction rating of 81 per cent for DVA services.

Minister for Veterans' Affairs Darren Chester said the survey results illustrate DVA's Transformation program continues to show positive results for veterans and their families, but that there is still much more to do.

"Satisfaction for DVA clients aged 45 years-and-under is up from 49 per cent in 2016 to 56 per cent in 2018, and dissatisfaction of this group has more than halved from 31 per cent to 15 per cent for the same period," Mr Chester said

"It also showed for clients aged 45–64 years, satisfaction has improved from 69 per cent to 72 per cent from 2016 to 2018.

"Change takes time and there may be small disruptions to services for clients, however, tracking the ongoing satisfaction of DVA's clients through the survey is one important way to gauge the outcomes and benefits of system improvements."

The Transformation program has an ongoing commitment and investment from Government, including more than \$166 million in 2017–18 and more than \$111.9 million in 2018–19.

Recently, DVA completed the Improved Processing System (IPS) project, which was a two-year \$23.9 million project improving the claims processing services and putting needs of veterans and

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their families first. As a result, veterans have seen significant improvements in the median time taken to process Permanent Impairment claims under the *Military Rehabilitation and Compensation Act 2004* (MRCA) and the *Safety, Rehabilitation and Compensation (Defence-related claims) Act 1988* (DRCA).

“The IPS project incorporated improvements as part of DVA’s ongoing transformation and now around 85 per cent of DVA rehabilitation and compensation claims are processed in one system and in reduced timeframes,” Mr Chester said.

“The target processing time for Permanent Impairment claims under the MRCA and DRCA is 100 days. I am pleased to report that processing times have dropped from a median of 152 and 137 days in the 2016–17 financial year to 78 and 71 days respectively for the last financial year,” Mr Chester said.

“This program of work, in-line with DVA’s overall transformation program, has contributed significantly to the Government’s goals to improve the quality of service to veterans and their families by reducing claim processing times.

“These results reinforce key Government budget initiatives to support DVA’s ongoing transformation, including: support for the Veteran Payment, Provisional Access to Medical Treatment, Streamlined Incapacity, Enhanced Family Support and the extension of non-liability health care for all mental health conditions and be available to eligible reservists who may not have had permanent ADF service.

“DVA, through its Transformation program, will make sure veterans and their families will benefit from simplified access to services and support.”

Results from the 2018 survey are available on the [DVA website](#).

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