



# Budget 2019-20

This information is accurate as at 2 April 2019.

## **Veteran Centric Reform — putting veterans and their families first**

This measure provides more support and improved service access to veterans. The department delivers this measure with the Department of Veterans' Affairs (DVA). This measure supports DVA's transformation programme, Veteran Centric Reform – 'Putting Veterans and Their Families First'.

The department will continue working with DVA to modernise its ICT and telephony capabilities. This includes building further MyService capabilities for veterans and their families to have better access to online services. This work will continue to leverage the department's Welfare Payment Infrastructure Transformation (WPIT) programme.

The department will work with DVA to:

- strengthen DVA's data and analytics capability
- provide veterans and their families living in regional Australia greater access to services through existing pilots
- enhance DVA's telephony capability for a more streamlined and efficient experience
- provide governance, program management and business support
- complete design work for the decommissioning of DVA legacy systems in 2020-21
- assist with change management and development of staff reference materials for DVA staff.

### **Who is affected by this measure?**

This measure affects veterans and their families.

### **When will this start and finish?**

This measure starts 1 July 2019 and ends 30 June 2021. Except for ICT maintenance that continues until 30 June 2025.