



Media Release

Senator the Hon Michael Ronaldson

Minister for Veterans' Affairs

Minister Assisting the Prime Minister for the Centenary of ANZAC

Special Minister of State

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VA082

GOVERNMENT CUTS RED TAPE FACING VETERANS AND THEIR FAMILIES

The Government is slashing red tape for veterans and their families, making it easier for them to access services from the Department of Veterans' Affairs (DVA).

The Government promised to cut \$1 billion of red tape each year and we have now more than doubled this effort, announcing over \$2.1 billion in red tape reductions ahead of today's Spring Repeal Day. We are committed to reducing regulatory burdens imposed on the Australian community, and to ensuring interactions with government are as simple and commonsense as possible.

DVA has implemented a range of initiatives that will reduce red tape and streamline interactions between the Department, veterans and providers. These initiatives include –

- *DVA Webclaim*: An on-line system enabling dental, optical and allied health providers to submit claims for payment for services provided to veterans. This is improving the efficiency of the claims lodgement process;
- Changes to the *Better Discharge Planning Programme* (BDP): To reduce the administrative burden associated with reporting requirements – increasing from six months to annually; and
- *Proof of Identify Changes*: Current serving Australian Defence Force (ADF) members including Reservists who hold a purple ADF ID card will no longer have to prove their identity with DVA by completing a 100-point identification check for the purposes of making a claim.

In addition to these initiatives, DVA has a number of other strategies underway to streamline and improve processes. These include improving our case management practices, reviewing and improving business processes, redeveloping IT systems and improving communication with our clients.

Providing quality support and services to the defence and veteran communities and their families is a priority for DVA and it will continue to identify opportunities to better and more easily support our clients now and into the future.

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Veterans and Veterans Families Counselling Service (VVCS) and Veterans Line can be reached 24 hours a day across Australia for crisis support and free and confidential counselling. Phone 1800 011 046 (international: +61 8 8241 4546)

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