

Senate Standing Committee on Foreign Affairs, Defence and Trade
Additional Budget Estimates 2017-18; 28 February 2018
Answers to questions on notice from the Veterans' Affairs portfolio

Question 58

Outcome: All Program: All

Topic: Veteran Centric Reform (ICT Reform)

(Written Question on Notice)

Senator GALLACHER asked:

Can the Department provide an update on the implementation of the ICT reform?

- How many systems have been addressed?
- What are the next steps for the ICT program?

Answer

- The Government funded DVA to remediate immediate risk to critical processing systems via Improved Processing Systems (IPS) in 2015/16 and to plan and design the full solution through a second pass business case, which led to the Veteran Centric Reform (VCR) Program which was funded in the 2016/17 Budget.
- The IPS program is building business capability to take the place of 18 Rehabilitation and Compensation systems, three of which are considered business critical.

VCR Stage 1 (2017/18)

- Under the VCR program in 2017/18 the Student Payments Pilot will be delivered, resulting in new infrastructure and DVA staff processing capabilities. The pilot will deliver an end to end student solution, including a new client portal, new staff facing systems, common payments template and Customer Relationship Management for two student payments.

VCR Stage 2 (2018/19)

- Funding is yet to be provided for VCR in 2018/19 but if it is agreed, there are two critical capabilities to be addressed including Income Support (there are 13 major systems supporting Income Support business capability) and Compensation (applications supporting rehabilitation services overlap with compensation services),

VCR beyond Stage 2

Wellness and Rehabilitation Service Provision

- There are 18 major systems supporting rehabilitation outcomes.
- These systems deliver eligibility and compensation payment calculations for claims under the three Acts (*Military Rehabilitation and Compensation Act 2004*, *Defence-Related Claims Act 1988* and *Veterans' Entitlements Act 1986*), as well as payments to providers for services to clients.

Health ICT Support and Future Directions

- There are 25 major systems supporting health outcomes. At least half are at critical technical risk due to aging technology.

War Graves and Commemorations ICT Support

- Five systems support war graves and commemorations. Two are considered business critical.

ICT reform in DVA is a major undertaking and the solution will be delivered over a number of years.