Modernisation and Sustainment of ICT Systems

This initiative provides $254.1 million over four years to modernise and maintain Department of Veterans' Affairs (DVA) IT systems and replace the financial management system to improve the delivery of payments to veterans, families and the service providers who provide critical support and services to the veteran community.

Why is this important?

Recent reforms to DVA have significantly improved access to DVA services and compensation payments. However inefficient and legacy ICT systems underpin the payment system and require urgent upgrades to ensure efficient and accurate payments to veterans, their families and health care providers who deliver critical support and services to the veteran community.

The Departmental On Line Accounting and Reporting System (DOLARS) is the primary system that facilitates payments to veterans, families and service providers. These include payments directly to veterans and families such as income support, or payments for invoiced services submitted by veterans, families or service providers following the delivery of services and support to veterans.

The lack of agility in the DOLARS legacy system also constrains automation of manual processes and the ability to meet the evolving needs of veteran and families.

This initiative will also provide ongoing funding for targeted enhancements to DVA's ICT systems to improve the experience for veterans and families, such as to reduce complexity of the claims system in line with Recommendation 3 of the interim report of the Royal Commission into Defence and Veteran Suicide.

Who will benefit?

All veterans, families and the service providers who provide critical services and support to them will benefit from DVA systems being appropriately updated and maintained. DVA staff will benefit from being able to access modern and efficient technology to support them to do their jobs.

Date of effect?

Ongoing from 1 July 2023.

How much will this cost?

$254.1 million over four years.