



Department of Veterans' Affairs – additional resourcing to support service delivery

This measure provides \$47.6 million in 2025–26 to critical service delivery areas in the Department of Veterans' Affairs (DVA) to continue to meet increased demand for services.

DVA is better resourced than it has been in decades, meaning veterans and their families are receiving services and support through the Department faster. This has led to an increase in demand for DVA's services as more compensation claims are determined and more services are delivered.

This measure will allow the Department to meet this increased demand by supporting staff in key areas, including the Veteran Access Network, Veteran Support Officers, complex case management, information access and mental health support.

Why is this important?

Maintaining DVA's service-delivery workforce will help address increased demand for DVA services and improve the timeliness in which veterans and their families can access support.

Delays in access to services has been identified by the Royal Commission into Defence and Veteran Suicide as a key factor in the health and wellbeing outcomes of veterans.

Following previous resourcing investments, providing an additional 640 permanent APS staff (ASL) since 2022, DVA cleared and largely determined the almost 42,000 unallocated claims backlog as recommended by the Royal Commission into Defence and Veteran Suicide. This has led to an increase in demand and more services being delivered to veterans and their families. This additional funding will allow DVA to meet this demand and support the wellbeing of Australia's veteran community.

Who will benefit?

All veterans and their family members who access DVA services.

Date of effect?

1 July 2025

How much will this cost?

\$47.6 million in 2025–26.