



Australian Government
Productivity Commission

Veteran Support System

Briefing on the Draft Inquiry Report

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XXX December 2018

> What has the Commission been asked to do?

The Constant Battle: Suicide by Veterans



Terms of Reference

- Comprehensively examine the compensation and rehabilitation system
- How it should operate in the future
 - Whether it is 'fit for purpose'
 - Whether it reflects best practice
 - Review the efficiency and effectiveness of the legislative frameworks
 - Consider the Statements of Principles
 - Whether it is well-targeted, efficient and veteran-centric
- This is a 15 month inquiry

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The Commission's task

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> The current system



Complex and
difficult to
navigate



Poorly targeted
supports



Some supports
discourage
wellbeing



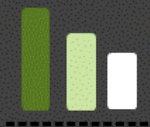
Confusing, slow
and process
oriented

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The current system

3

> The current system



Inefficient
processes



Missing
incentives



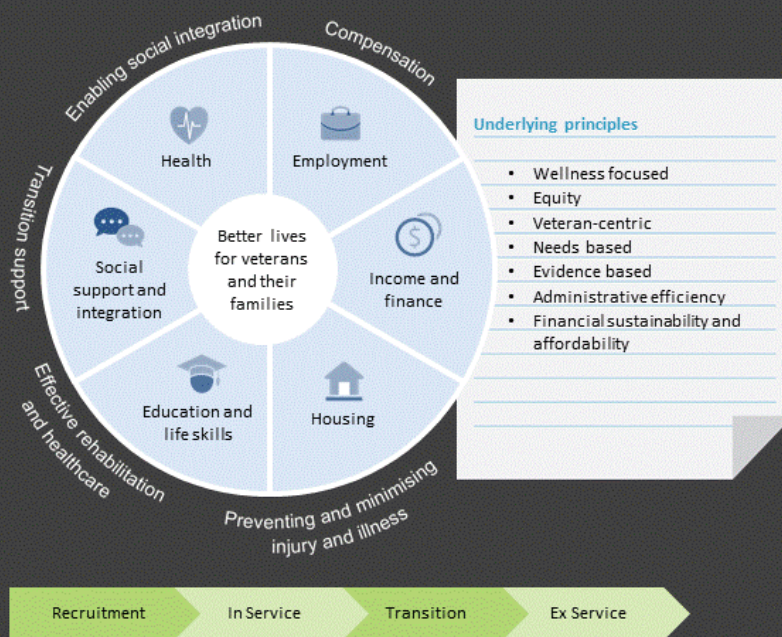
Limited
outcomes
measures

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The current system

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> The wellbeing approach

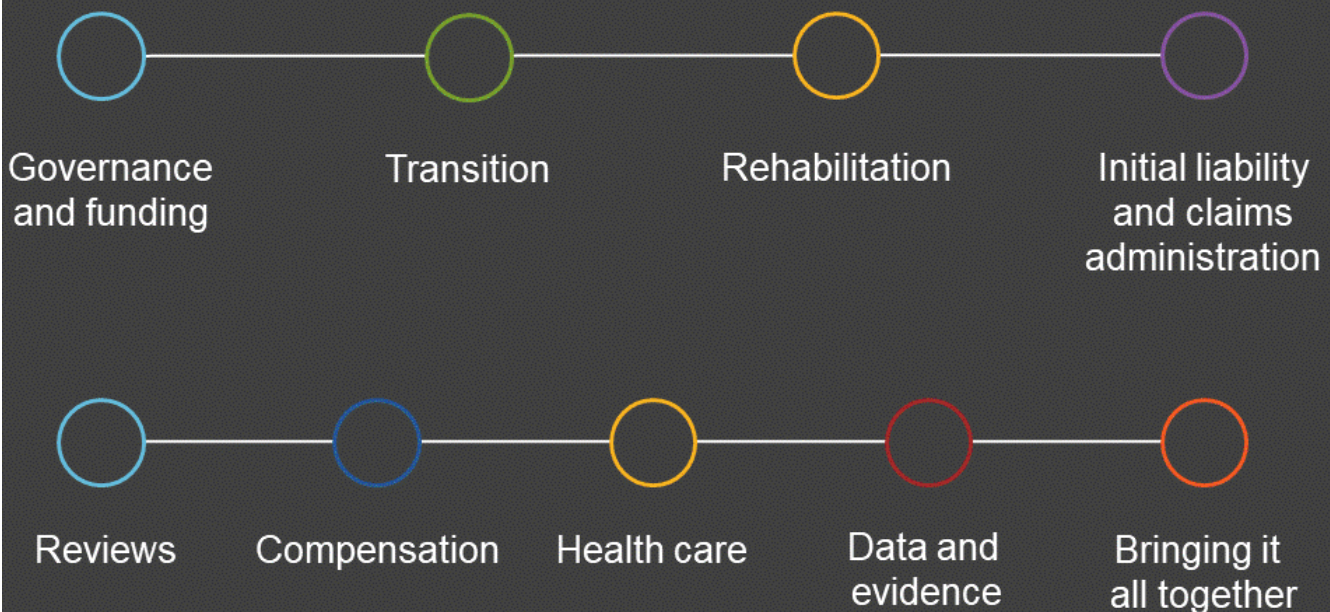


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The Commission's approach

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> The Commission's suite of proposed changes



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The reform suite

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> New governance arrangements are needed



Consolidate veterans' policy inside Defence

A single, unified portfolio with clear lines of responsibility

Help shift the balance of Defence policy to focus on the long-term wellbeing of service personnel

Create an independent Veteran Services Commission to manage the veteran support system

Provide efficient and effective administration of early, cost-effective interventions

This will lead to better service delivery and better outcomes for veterans and their families

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The reform suite

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> Implementing a premium



Price signal to Defence about the long-term costs of injuries and illnesses



Focus on lifetime wellbeing



Promote cost-effective rehabilitation and wellbeing



Towards a fully funded veteran support system

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The reform suite

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> A transition system that works for veterans and their families

Establish the Joint Transition Command



Engage veterans early in their careers



Provide individualised support



Ensure continuity of services



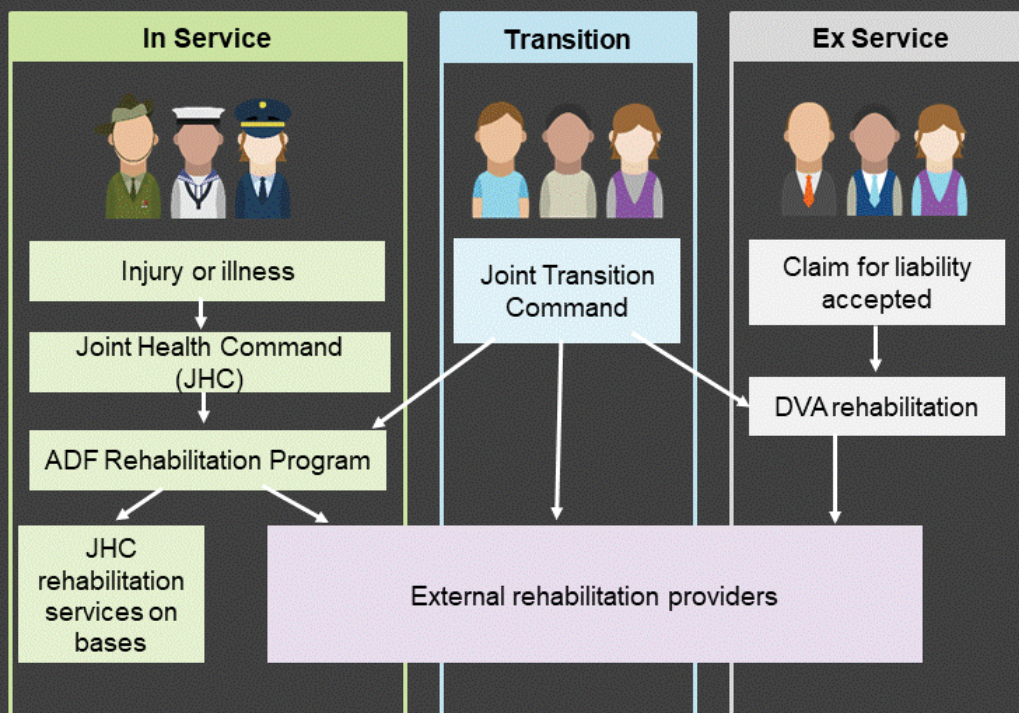
Report on outcomes

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The reform suite

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> Potential future rehabilitation system for veterans

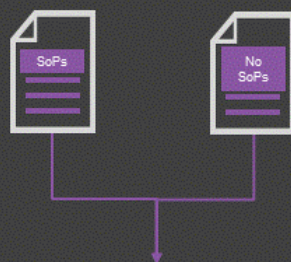


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The reform suite

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> Initial liability and claims administration



Harmonise the initial liability process



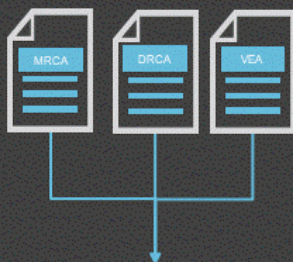
Expand the powers, resources and transparency of the RMA

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The reform suite

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> Reviews



Single review pathway across the three Acts, with internal reconsideration



Alternative dispute resolution



Better feedback to DVA claims assessors

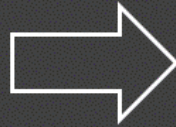
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The reform suite

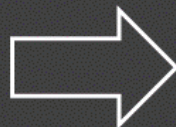
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> Compensation

From three Acts ...



... to two schemes



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> Health care



The Gold Card is costly, inefficient, inequitable and not needs-based



Mental health care and suicide prevention are key areas of need

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> Data and evidence



Evaluation, reviews
and policy trials



Outcomes and
performance
frameworks



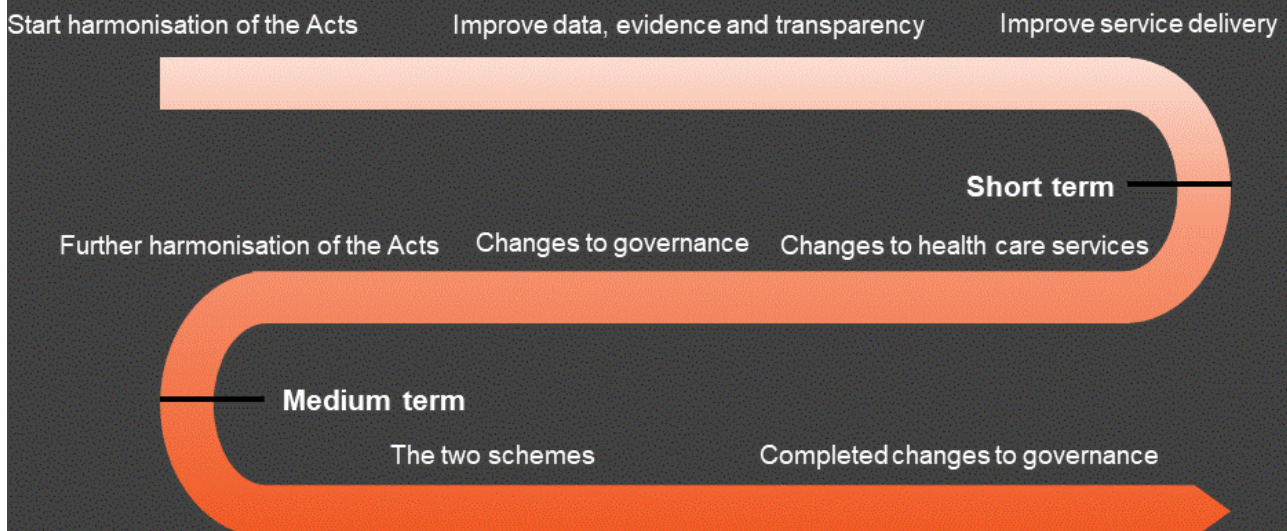
Strategic approach
to research

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> Reform timeline



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Bringing it all together

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➤ Reform timeline: As soon as practicable



Start harmonisation

- Including the:
- initial liability process
 - MRCA/DRCA incapacity payments
 - administration of superannuation invalidity pensions and compensation

Data, evidence and transparency

- Publishing the premium
- Increasing reporting (rehabilitation, VRB, implementation of recommendations, Open Arms)
- Conducting more high-quality evaluations, reviews and policy trials

Service delivery

- Engaging with rehabilitation providers
- Conducting an education allowance trial
- Improving claims administration (staff training in trauma)

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Bringing it all together

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➤ Reform timeline: Medium term



Further harmonisation of the Acts

- Including:
- implementing a single review pathway
 - the MRCA/DRCA permanent impairment payments and dependant benefits
 - changing MRCA permanent and stable provisions

Changes to governance

- Establishing the Joint Transition Command
- Expanding the powers, resources and transparency of the RMA
- Establishing the Veterans' Advisory Council
- Giving primary responsibility for commemorations to the Australian War Memorial

Health care services

- Amending payments for Coordinated Veterans Care
- Updating the Veteran Mental Health Strategy

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Bringing it all together

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➤ Reform timeline: Long term



The two schemes

- Adopting and fully implementing the two schemes approach

Governance

- Establishing the Veteran Services Commission
- Making the veteran support system a fully-funded compensation system

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Bringing it all together

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Next steps

12 Dec 2018

Draft report released

**4 Feb –
1 Mar 2019**

Public hearings in 10 cities and towns

4 Feb 2019

Submissions due

27 June 2019

Final report to Government