



# 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

Thursday, 21 August 2014

VA062

## CUTTING RED TAPE FOR VETERANS AND THEIR FAMILIES

Current serving ADF members, including Reservists, who hold a purple ADF ID card will benefit from a new DVA and Defence move to reduce red tape in the claims application process, Minister for Veterans' Affairs Senator the Hon Michael Ronaldson announced today.

Senator Ronaldson said that from 1 September 2014, ADF members will be able use their purple ADF ID Card to prove their identity for the purposes of making a DVA claim.

“The new arrangement means a claim can commence from the point of first contact. It will streamline the current 100 point identity verification process, speeding up the process for both clients and staff.”

“This initiative recognises the unique nature of military service and demonstrates the Government's ongoing efforts to cut red tape for veterans and their families.”

Senator Ronaldson said the new arrangement was made possible through DVA and Defence's existing information sharing arrangement and would ensure current serving members and Reservists could get help quickly without the need for initial paperwork.

“The ability for ADF members to talk to a DVA staff member at over 35 bases across the country as part of the On Base Advisory Service, or attend a DVA office in person and lodge a claim on the spot, will ensure they get faster access to the support they need.”

Senator Ronaldson said this arrangement is one of many actions the Government is taking to reduce red tape and the time taken to process claims.

“Work will continue to improve claims processing times including reviewing and improving business processes, redeveloping IT systems, and improving communication with clients.”

“DVA is making many positive steps in the right direction and I will update the defence and veteran communities as this work progresses.”

More information on new proof of identity arrangements is available in a Factsheet on the DVA website, [www.dva.gov.au](http://www.dva.gov.au). For more information on the On Base Advisory Service visit [www.dva.gov.au/obas.htm](http://www.dva.gov.au/obas.htm)

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