



**Australian Government**  
**Department of Veterans' Affairs**

## **Businessline**

**Action Required:** Note the implementation of two new stand-alone policy resources for the management of overpayments and debts under the veterans' legislation

**To:**

Assistant Secretary, Income Support Branch  
Assistant Director Business Improvement and Quality Assurance Branch  
Directors – Client Benefits Division  
Delegates (Compensation and Income Support)  
Procedural Planning and Assurance, Operational Support

**For information:**

Secretary  
Deputy President  
First Assistant Secretaries  
Deputy Commissioners

**SUBJECT:**

### **IMPLEMENTATION OF NEW OVERPAYMENT POLICY RESOURCES**

**Purpose:** To advise DVA staff of the implementation of two stand-alone policy resources for the management of overpayments and debts that arise under the *Veterans Entitlements Act* 1986 (VEA), the *Military Rehabilitation and Compensation Act 2004* (MRCA) and the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA).

**Key Points:**

- The Repatriation Commission and the Military Rehabilitation and Compensation Commission have endorsed new overpayment policies for DVA Staff to refer to and apply.
- The VEA Overpayment Policy is located in the Compensation and Support Policy Library at Part 12 Compliance and Obligations, [Chapter 12.6 Overpayments](#).
- The MRCA and DRCA Overpayment Policy is located in the MRCA Manuals and Resources Library at [Chapter 11.3 MRCA and DRCA Overpayment Policy in Chapter 11 Overpayments & Miscellaneous Items](#).

## Background:

- The existing Overpayment Guide for MRCA/DRCA and the Overpayment Management Manual (OMM) for the VEA combined policy with procedures which required simplification and updating.
- Policy Development Branch (PDB), in consultation with the General Counsel Division and other relevant DVA business areas, has developed two stand-alone policy resources for the management of overpayments and debts that arise under the VEA and MRCA/DRCA.
- The Overpayment Policy is high level and strategic in nature, designed to provide flexibility for business areas when managing overpayments, where supported by the provisions in the VEA, MRCA and DRCA.
- The Overpayment Policy takes into account DVA's obligation under the *Public Governance, Performance and Accountability Rule 2014* to pursue the recovery of debts which have arisen under the Department's legislation portfolio and sets out circumstances in which it may be appropriate for delegates of the Commissions to defer, write-off or waive a debt to the Commonwealth.
- These manuals were approved by the Repatriation Commission and the Military Rehabilitation and Compensation Commission in February.
- Procedural resources relating to the management of overpayments under the VEA, MRCA & DRCA will be updated where required by the relevant business areas in line with the Overpayment Policy.

## Action required:

DVA Staff are to refer to the updated and Commissions endorsed Overpayment Policy that has been added to the Consolidated Library of Knowledge and Information (CLIK) and is available at the following locations:

- The **VEA Overpayment Policy** in the Compensation and Support Policy Library at [Chapter 12.6 Overpayments in Part 12 Compliance and Obligations](#)
- The **MRCA and DRCA Overpayment Policy** in the MRCA Manuals and Resources Library at [Chapter 11.3 MRCA and DRCA Overpayment Policy in Chapter 11 Overpayments & Miscellaneous Items](#)



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22 February 2023