

OAG PERFORMANCE AUDIT OF PROCESSING DISABILITY BENEFITS FOR VETERANS

Management Action Plan

About the Audit

The objective was to determine whether Veterans Affairs Canada was taking appropriate actions to reduce wait times for veterans, including active and former RCMP members, to receive the disability benefits they were entitled to, and which support their well-being.

OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Implementation Update
<p>Veterans Affairs Canada and the RCMP should work together to establish a formal costing process and determine the right level of funding needed for processing RCMP applications in a timely manner.</p>	<p>Agreed. Over the last two years, the RCMP and VAC have been working closely together to improve governance and put more robust processes in place to support the forecasting of financial requirements related to disability benefits. These processes will be expanded to include a specific costing framework related to the processing of applications.</p>	<p>An updated costing framework that determines the appropriate level of funding required to support the processing of RCMP disability benefits.</p> <p>OPI: RCMP Chief Financial Officer, in collaboration with Veterans Affairs Canada</p>	<p>March 31, 2024</p>	