

# MEETING EXPECTATIONS: Timely and Transparent Decisions for Canada's Ill and Injured Veterans

## WHY

**DELAYS** are the **#1 COMPLAINT** received by the Office of the Veterans Ombudsman

**DELAYS** can hinder access to healthcare and other benefits

## WHAT WE DID



**EXAMINED** 1,000 completed disability benefit applications



**CONSULTED** VAC staff



**REVIEWED** guidelines, business processes, policies, and legislation

## WHAT WE FOUND

**29**  
WEEKS

average wait time  
(excluding prioritized claims)

Delays are longer for certain groups, such as Francophones and women

Reporting on turnaround times is unreliable due to inconsistencies in when the clock starts ticking

Delays can worsen other inequities, such as those who die with an application still in progress or those waiting for access to treatment

Those who may be at risk are not always prioritized proactively

Insufficient information is provided throughout the process

## 7

## WHAT WE RECOMMENDED

Seven recommendations related to:

- providing timely decisions for all Veterans
- standardizing Service Standard Start Dates
- triaging applications based on need
- eliminating the negative consequences of delays
- providing more transparency and better information to applicants throughout the process

1

Service Standard Start Dates are being made more consistent for Veterans and still-serving members

2

A checklist has been added to the disability benefit application form to remind applicants what is required

3

Announcement that additional bilingual staff will be hired to help reduce the backlog for Francophone applicants

## IMPACT MADE TO DATE



Government of Canada / Gouvernement du Canada

Veterans Ombudsman / Ombudsman des vétérans

Canada