

# DVA Corporate Plan on a page 2024–25



## Operating context

Understanding DVA's operating context is important as it affects how we deliver on our purpose.

### Our purpose

DVA's purpose is to support the wellbeing of those who serve or have served in the defence of our nation, and their families, by:

- partnering with organisations and individuals to help design, implement and deliver effective policies, programs and benefits, which enhance the wellbeing of veterans and veteran families
- providing and maintaining war graves and delivering meaningful commemorative activities to promote community recognition and understanding of the service and sacrifice of veterans.



### Partnerships and cooperation

DVA will look to engage more meaningfully with clients, partners and other providers and to create stronger connections.

### Environment

DVA will draw on the findings of the Royal Commission's Final Report. DVA will implement the Simplification and Harmonisation Bill 2024, if passed by Parliament.

### Capability

DVA will seek to deploy its resources to have the greatest positive impact for the veteran community and will continue to modernise information and communications technology.

### Risk

Effective risk management is integral to achieving DVA's objectives and supporting its purpose. DVA is committed to promoting a proactive risk culture that considers threats and opportunities.

### Veteran Support Ecosystem

The below list is not exhaustive, but provides an example of stakeholders within the ecosystem.

#### DVA

- OPEN ARMS – VETERANS AND FAMILIES COUNSELLING
- VETERAN EMPLOYMENT PROGRAM
- VETERANS' AND FAMILIES' HUBS
- NATIONAL CONSULTATION FRAMEWORK
  - ESO ROUND TABLE
  - YOUNGER VETERANS – CONTEMPORARY NEEDS FORUM
  - WOMEN VETERANS POLICY FORUM
  - VETERANS' FAMILIES POLICY FORUM
  - STATE CONSULTATION FORUM
- VETERAN, FAMILY AND STAKEHOLDER EXPERIENCE GROUP

#### DEFENCE

- JOINT TRANSITION AUTHORITY
- JOINT HEALTH COMMAND

#### EX-SERVICE ORGANISATIONS

#### VETERAN COMMUNITY

- FAMILIES
- OTHER COMMUNITY ORGANISATIONS

#### PROVIDERS

- HEALTH PROVIDERS
- CONTRACTED SUPPORT
- OTHER RESEARCH PARTNERS

#### ALL LEVELS OF GOVERNMENT

- SERVICES AUSTRALIA
- DEPARTMENT OF HEALTH AND AGED CARE
- AUSTRALIAN INSTITUTE OF HEALTH AND WELFARE
- AUSTRALIAN INSTITUTE OF FAMILY STUDIES
- OTHER FEDERAL GOVERNMENT AGENCIES
- STATE AND TERRITORY PARTNERSHIPS
- PRIMARY HEALTH NETWORKS
- DISTRICT HEALTH ADVISORY COUNCILS
- INTERNATIONAL PARTNERSHIPS



DEFENCE AND DVA ALIGNED WELLBEING FACTORS

▶ To view the Corporate Plan 2024–25 go to [dva.gov.au/corporate-plan](https://dva.gov.au/corporate-plan)

## Performance measures

We achieve our purpose through 3 outcomes, 14 programs and 19 key activities.

### Outcome 1: Maintain and enhance the financial wellbeing



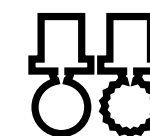
and self-sufficiency of eligible persons and their dependants through access to income support, compensation and other support services, including advice and information about entitlements.

### Outcome 2: Maintain and enhance the physical and mental wellbeing



and quality of life of eligible persons and their dependants through health and other care services that promote early intervention, prevention and treatment, including advice and information about health service entitlements.

### Outcome 3: Acknowledgement and commemoration



of those who served Australia and its allies in wars, conflicts and peace operations through promoting recognition of service and sacrifice, preservation of Australia's wartime heritage, and official commemorations.