

DVA Corporate Plan on a page 2023–24



Our vision: To respect, empower and support veterans and their families.

Our purpose

To support the wellbeing of those who serve or have served in the defence of our nation, and their families, by:

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

Our top priorities

- eliminating the veteran compensation claims backlog
- reforming veterans' legislation
- modernising our information technology
- planning for the future
- continuing to respond to recommendations of the Royal Commission into Defence and Veteran Suicide.

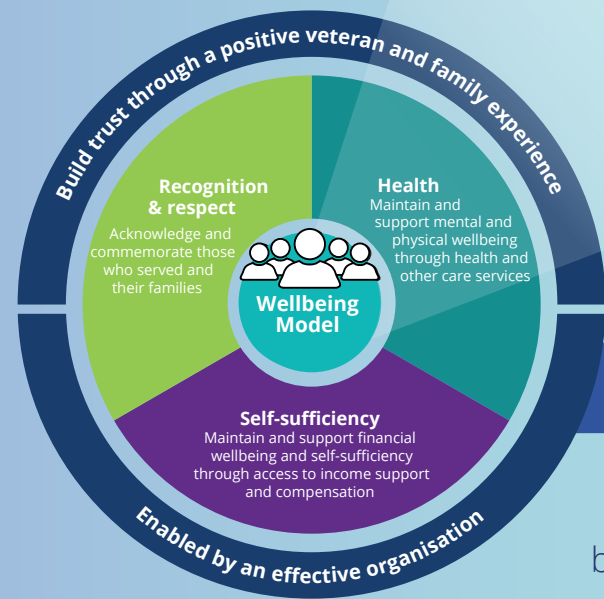
Deliverables

The outcomes we seek to deliver for veterans and families are:

- sustainable and valued veteran and family services
- a wellbeing focused approach
- being proactive to client experiences and needs
- simple process, pathways and legislation
- independence for veterans to live and age well
- a shared and joined up veteran support system
- commemorations that remain meaningful.

Our wellbeing

At the centre of our strategic framework is our wellbeing framework. DVA's wellbeing approach recognises that wellbeing outcomes for veterans and families are influenced by 8 interconnected domains.



Our key objectives

To build trust through a positive veteran and family experience, enabled by an effective organisation.

Environment

The external and internal factors we need to consider in order to achieve our purpose and objectives.

Capability

Where we will focus the technology, knowledge and skills required to support our current and future needs.

Cooperation

How we partner and work with other organisations to achieve our purpose and objectives.

Risk management

The areas of uncertainty that may impact the success of our programs and key activities, and the mitigation strategies put in place to ensure that our purpose is achieved.

Performance measures



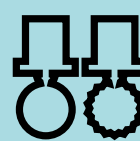
Outcome 1

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.