

Opportunity for veterans to contribute their ideas to help improve DVA's online services

DVA is commencing co-design activities in May by inviting participation from the veteran community in a series of sessions that will run throughout 2023. These sessions will help DVA build a stronger understanding of the pain points, needs, expectations and preferences of veterans and families when accessing online services. By co-designing our services with you, we are committed to delivering an improved experience for the veteran community.

Who should attend?

We welcome participation from the veteran community, including

1. current MyService users who have submitted claims, as well as those who have not
2. veterans and their families who are unfamiliar with MyService
3. advocates and other representatives who assist veterans with their claims

How to express interest in attending?

Email Service.Delivery.Reform@dva.gov.au to express your interest.

Participating in co-design sessions will not affect participants' DVA entitlements, including any current or future pension, benefits or health services entitlements.

DVA is committed to making it simpler and easier for veterans and families to lodge claims and access support and services. We look forward to working together with the veteran community to achieve this.

Thank you