

DVA Year In Review 2020

Know

- We now know over 220,000 veterans and 100,000 dependents.
- Partnering with Defence to know veterans and their families well before they leave the ADF.
- More than 19,000 welcome emails to newly enlisted ADF members and 27,000 new registrations processed through the Early Engagement Model.
- DVA Veteran Support Officers are located on more than 56 ADF bases around the country.

Connect

- Over 122,000 claims submitted online using MyService and 167,600 registered MyService users (as at 31 August).
- Streamlined processing for 40 of the most commonly claimed conditions.
- Paper-based forms containing 40+ questions reduced to a single form with only 3–7 questions online.
- Unprecedented increase in overall claims received from 47,500 in 2015-16 to more than 121,500 in 2019-20.
- Over 380,000 veteran files - more than 78 million pages of client information - have been digitised.
- Over 270 service delivery staff are now using Single View of Person.
- Veterans are now automatically registered with the DVA upon transition out of the ADF.
- Since launching in March, the new website is consistently supporting more than 200,000 users per month.
- We introduced a new Digital Assistant, 'Pat', to help veterans find content on the website.
- 179 telephone lines consolidated to just 14 and launched 1800 VETERAN.

Support

- Non-Liability Health Care automatic issue of a White Card to transitioning members.
- Introduction of a fully-funded comprehensive annual health check for five years.
- Provisional Access to Medical Treatment trial extended, providing thousands of veterans with early access to medical treatment.
- Expansion of Open Arms eligibility and service delivery suite; Community and Peer Advisors (Peers) integrated into clinical workforce nationally, and Safe Zone anonymous counselling line launched.

- Wellbeing and Support Program extended to provide intensive case management and psychosocial support for the veteran, their family and carers.
- Progress on establishing Wellbeing Centres in Nowra, Townsville, Darwin, Perth, Adelaide and Wodonga continues. Feasibility studies underway in the ACT and Tasmania.
- Launch of the Veteran Mental Health and Wellbeing Strategy and National Action Plan 2020-2023.
- Launch of the Family and Domestic Violence Strategy 2020-25.
- Online Awards Presentation for the Prime Minister's Veterans' Employment Program.
- Eligibility extended for insurance under the Defence Service Homes Insurance Scheme.
- 63 veterans approved for the Assistance Dog program, and more than 130 requests from veterans interested in adding an assistance dog to their mental health treatment plan.
- Appointment of Australia's first ever Veteran Family Advocate Ms Gwen Cherne to be a voice for our veterans' families.
- Appointment of Major General Stuart Smith AO DSC (Retd) as the inaugural Defence Engagement Commissioner to work closely with the ADF.

Respect

- Australian Defence Veterans' Covenant enshrined into legislation in November 2019.
- Launch of the Covenant including new Veteran Card, Veteran Lapel Pin or a Reservist Lapel Pin.
- More than 104,000 applications received from veterans; more than 800 businesses nationwide providing offers to Veteran Card holders.
- We consolidated the Nominal Rolls website to bring all four rolls managed by DVA into the one place.
- And developed an education activity for students to research war service records and connect with their family members who have served.
- In February, we marked the 50th Anniversary of Operation Hamersley in Vietnam, and the 25th Anniversary of Operation Tamar in Rwanda.
- Cancellation of overseas services for Anzac Day 2020 saw historic domestic participation in community commemorations.
- A COVID safe commemoration held for the 75th anniversary of the end of the Second World War.
- More than 5,000 registrations for the Commemorative Medallion and Certificate of Commemoration

COVID-19

- Up to 85 per cent of our staff participated in remote work during the pandemic.
- Currently around 57 per cent of our staff are working remotely on any given day.
- We have delivered over \$338 million dollars of economic support to about 225,000 veterans and their families during the pandemic.
- 1,200 of our dependents who receive education support have also received the fortnightly \$550 Coronavirus Supplement.
- We sent over 70,000 letters to our most vulnerable veterans; over 27,000 SMS text messages; and 20,000 letters to GPs regarding telehealth services.
- We also put out special e-news bulletins that reached more than 150,000 of our veteran community.
- Regular engagement with our Ex-Service Organisations.
- We changed the way we did things, while continuing to deliver services to the veteran community.