Key themes from our client engagement

While each client had their own personal journey and experience with DVA, there were some common themes that contributed to their pain-points.



The only form of relationship with DVA is through putting a claim.

"It feels like we need to prepare our case for a legal trial when lodging a claim."



Fragmented experience

Our clients have a fragmented experience across government when leaving Defence.

"Why do I have to prove myself over and over? Why can't I just receive my Medicare, DVA card and Centrelink support straight away when I'm discharged?"



Lack of transparency

It's confusing and slow to navigate our claim process. Clients can wait for long periods with no contact from DVA.

"It's really hard to understand and find information about how to lodge a claim when it's your first time."



Inconsistent experience

There are different pathways with differences that seem to be very dependent on circumstances.

"No one in DVA knows all the services provided, it depends on who you are talking to."



Cultural barriers

Cultural barriers are a major factor when understanding our client's perspective and mindset when engaging with DVA

"I'm not here for money, just treatment."
"I hide my condition for months before I say anything."

