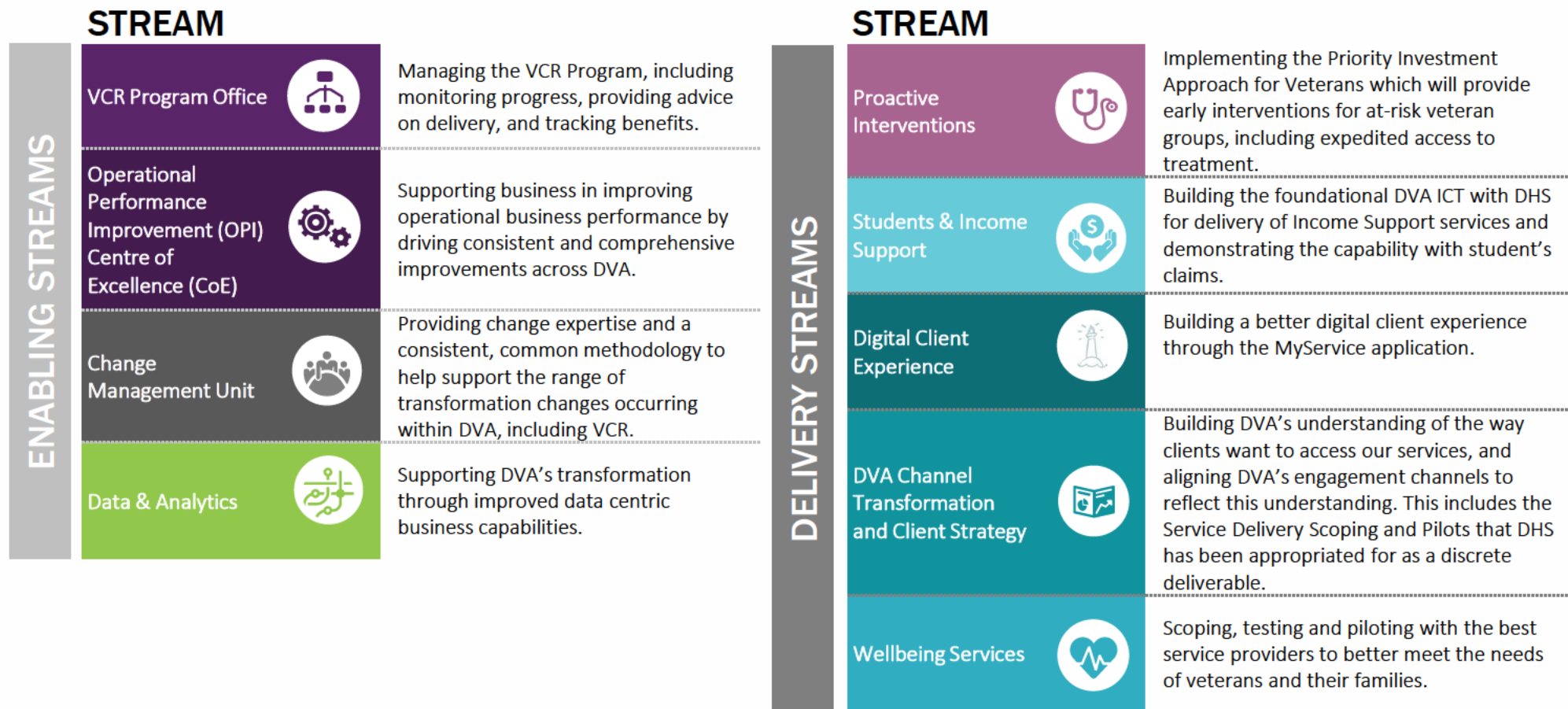













The VCR Program is composed of nine program work streams, that are detailed below and categorised into enabling and delivery streams, with their key initiatives for 2017-18:



# Program Overview

DVA's Transformation is composed of a program office and nine program work streams. These are detailed below with their key initiatives for 2018-19 (Year 2):

Proactive Interventions		Improving outcomes for veterans through early interventions, improved communications and a better relationship with DVA.
Students & Income Support		Introducing new ICT capabilities to improve the experience of veterans and their families, as well as staff.
Digital Client Experience		Improving the way that veterans and their families interact with DVA in a digital way through the MyService application.
Website		The new online presence to represent DVA's Transformation
Channel Transformation and Client Strategy		Building a better understanding of the way that clients access DVA services to design and introduce an improved channel experience for veterans and their families.
Wellbeing Services		Improving how the Department connects veterans and their families to rehabilitation and compensation services.
Digitisation		Digitisation of client files to reduce paper file movement, increase efficiencies and delivery faster outcomes for veterans and their families.
Operating Model & Workforce Planning		Building the future DVA Operating Model and Workforce with business, to guide and align strategic decisions.
Operational Performance Improvement (OPI)		Driving consistent and comprehensive business and process enhancements across a number of the Department's operational business areas.
Costing & Benefits		Working within DVA and with other agencies to determine costs to implement the coming years of Transformation Program and promote its benefits via a refreshed Business Case and Cabinet Submission.
Data & Analytics		Enabling the analysis of data to better understand the experiences and needs of DVA clients and delivering insights that inform and improve services to veterans and their families.

# VCR-PVFF Transformation Program Streams will deliver on DVA's Transformation agenda



DVA and the Department of Human Services (DHS) will receive \$219.3m over four years (FY20 to FY23) to continue the Veteran Centric Reform. The VCR-PVFF (The Program) will continue to:

- Progress improvements to the ICT systems underpinning DVA's Students, Income Support, Client Management and Aged Care services
- Enhance the digital channel including MyService to so that more claims and transactions can be completed online
- Continue to strengthen DVA's data holding and analytics capability
- Drive service experience enhancements by applying new service management and data capabilities to provider management and performance assurance for transport, health, community services, aged care and rehabilitation



## Focus Areas

Staff Experience		Ensuring our staff have easy to use modern tools and skills to deliver intuitive and contemporary services to Veterans and their families
Client Experience		Providing simple and intuitive services across channels so Veterans and their families have their needs met faster
Analytics & Insights		Harnessing client data and delivering valuable insights that improve the client and staff experience
Provider Ecosystem		Strengthening relationships with providers and improving procurement and contract management policies and processes to deliver fit-for-purpose services and improve wellness outcomes for our clients
Improved Pathways		Enhancing and making consistent the transition pathway for veterans and their families through personalised and proactive early interventions

## Supporting Transformation Streams

Organisational Change Culture		Creating an integrated change management capability and developing client focused strategies that support our cultural vision and business ownership of change
Business Process Improvement		Empowering consistent business design and process improvements, and simplification of systems across DVA

## Enabling Transformation Streams

Enabling Services Improvement		Redesigning DVA's enabling functions to ensure high quality, streamlined and standardised services
Transformation Portfolio Office		Providing the support required to initiate, deliver and manage initiatives that directly contribute to our strategic objectives, including VCR-PVFF