

Health Service Provider Engagement and Communications Strategic Plan

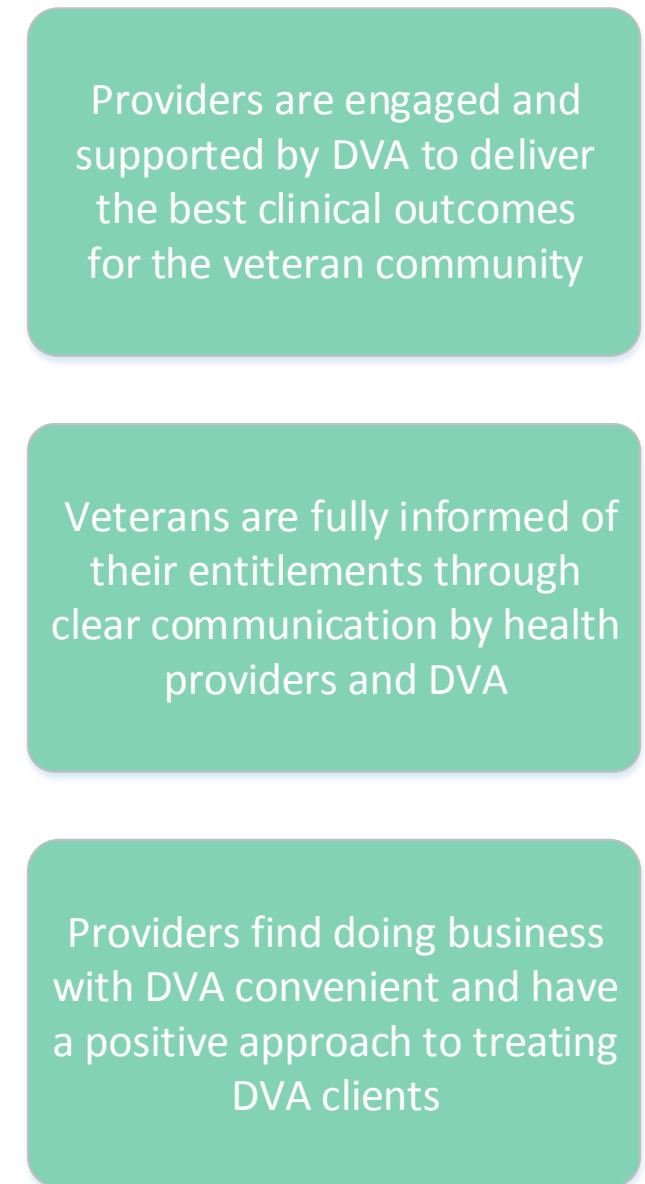
OUR COMMUNICATION PRINCIPLES



OUR APPROACH



OUR GOALS



OUR IDEAL FUTURE STATE

We will know DVA has a successful engagement and communication strategy and culture when...



Our stakeholders tell us:

- ▶ DVA understands their circumstances
- ▶ they know to come to DVA for information and advice as the first point of call
- ▶ that our communication is timely, appropriately targeted and effective



Our staff:

- ▶ identify with our corporate identity, understand DVA's work better and support our approach to communication
- ▶ feel empowered to use new communication channels
- ▶ adopt and give positive feedback about the communication advice, guidance and tools provided