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Contact details

Information on ways to contact DVA is available at www.dva.gov.au/contact.

General enquiries

Telephone:
• within Australia—1800 555 254
• international—61 2 6289 1133

The telephone enquiries service is available between 8am and 5pm, Monday to Friday. A call back can be requested through the DVA website.

Email: GeneralEnquiries@dva.gov.au.

This email facility is not secure. Please do not use it to send personal information to DVA.

Mail: Department of Veterans’ Affairs
GPO Box 9998
Brisbane QLD 4001

Media enquiries

Telephone: 02 6289 6466

Email: dvamedia@dva.gov.au

Provider enquiries

General provider enquiries: 1800 550 457
Transport bookings: 1800 550 455
Veterans’ Affairs Pharmaceutical Advisory Centre enquiries: 1800 552 580

Online interactions

DVA website: dva.gov.au
Veterans and Veterans Families Counselling Service website: www.vvcs.gov.au

Facebook:
• Department—facebook.com/DVAAus
• Anzac Centenary—facebook.com/AnzacCentenary

Flickr: flickr.com/DVAAus
Twitter: twitter.com/DVAAus
YouTube: youtube.com/DVAAus
Reader’s guide

This annual report includes separate reports for the Repatriation Commission, the Military Rehabilitation and Compensation Commission and the Department of Veterans’ Affairs (DVA). It comprises three main elements, as set out below.

The terms ‘DVA’ and ‘the Department’ are used interchangeably and do not specifically refer to the Department as a unique entity within the Veterans’ Affairs portfolio.

Overview

The Overview includes reports by the Secretary and the Chief Operating Officer; a description of the Veterans’ Affairs portfolio; information on the Department, including its role, relationships and approach to service delivery; and a statistical snapshot of the veteran community.

Annual reports of the two Commissions

The annual report for each Commission describes its functions and powers, structure, membership, relationship with DVA, and key results for 2017–18.

Department of Veterans’ Affairs annual report

The DVA annual report has been prepared in accordance with Resource Management Guide No. 135: Annual reports for non-corporate Commonwealth entities as released in May 2018. It comprises:

• a summary of the Department’s performance, and the annual performance statements
• a report on the Department’s management and accountability and other mandatory information
• the audited financial statements for DVA and the audited financial statements for the Defence Service Homes Insurance Scheme
• appendixes providing data to supplement the main report; additional reports required by legislation; and lists of figures and tables that appear in the main report.

The final section includes definitions of terms and abbreviations used in the report, and details of the report’s compliance with annual reporting requirements.

Performance reporting covers the 2017–18 financial year unless specified otherwise. Where accurate data will not become available until after the report is tabled, the data provided in this report are identified as estimates, and accurate figures will be provided in the next annual report.

Enquiries about the annual report

Enquiries and comments about this report should be directed to:

Executive Director
Governance
GPO Box 9998
Canberra ACT 2601
Email: CMBART@dva.gov.au

Previous reports
