

New DVA website

Information sheet

When will the new website be available?

The new website will be available on the evening of 3 March and will be available on the morning of 4 March 2020. It will replace the existing website at the dva.gov.au address. In the lead-up to the changeover, we encourage you to familiarise yourself with the new look and feel at beta.dva.gov.au

Why has the DVA website changed?

The new site focuses on information that is simple to find, easy to understand and clearer for the veteran community. Considerable effort was made to ensure the website focuses on how and where veterans and their families can gain access to services and support rather than the configuration of the old website, which was developed when websites were primarily seen as corporate communication tools.

The website was redesigned as part of DVA's transformation program and was in direct response to client feedback on the suitability of the old website. The new website has been available for feedback since July 2019. It has been constantly updated with new content, functions and features ahead of the changeover. DVA will continue to improve features and refine content post-launch.

The valuable feedback from the veteran community told us our previous website was too confusing and hard to navigate. We were told it was designed for people who already knew about DVA programs and services and didn't focus on the needs of the user.

We listened, and with a clean look and feel the website groups information under five themes: health and treatment, financial support, civilian life, recognition and providers.

The new website was built to better support veterans and their families – the new format focuses on service delivery to the user.

What's on the new website?

There are more than 1000 pages on the new website, including 200 of the most popular pages that have been refreshed to focus on what people need to know and what they need to do, a new digital assistant, improved search functionality, ongoing feedback capability to ensure we can keep improving the website to best serve users, a new online newsroom, a new location finder for DVA offices, a smart general enquiries form that directs questions to the right area in DVA, photo galleries, research and official publications and more than 300 forms.

Will my existing bookmarks still work?

No – the new website will use the dva.gov.au domain name but your old bookmarks will no longer work. We encourage you to look at the new website in the lead-up to the changeover and from 4 March 2020, replace your links and downloads with those from the new website.

Where do I find fact sheets?

The new website provides users with information about specific topics on a single page that can be printed in an easy to read format, removing the need for fact sheets. Navigation to relevant content is simple. Based on user feedback and analytics of the most popular searches, you shouldn't need to click through more than three pages to find what you are looking for. Alternatively, you can do a keyword search or type in the old fact sheet title or number.

Where do I find forms?

While the website has a new look and feel, there is no change to the [MyService](#) platform or the availability of online forms. Forms are indexed on the new website – click on 'About us' and then 'Forms'. If you are searching for forms by number, you should use the search function on the forms page. You should also update any links you have to forms using links from the new website.

What does 'Pat' do?

The digital assistant 'Pat' (as in rePATriation) is able to answer your questions and direct you to the information you are looking for. Simply click on the 'Ask Pat a Question' box at the bottom of your screen. Pat is resolving more than two-thirds of requests to a user's satisfaction. The accuracy of digital assistants increases over time as more people use them.

How do I provide feedback?

A website is never finished and we want to continually improve it based on user feedback. We welcome your feedback – you can click on the 'Tell us what you think' tab at the bottom right of the homepage or click the 'Feedback' tab on the right of your screen to rate particular pages.

What if I still can't find the information I'm looking for?

You can phone DVA on 1800 555 254 or visit one of our [Veterans' Access Network offices](#) and DVA staff will assist you.
