Australian Government: Department of Veterans’ Affairs, Australia
MyService

Duration: 2 years; Budget: €1.3 M

Project description
MyService is a Department of Veterans’ Affairs (DVA) project in partnership with the Department of Human Services (DHS). MyService is a new way of assisting veterans’ access to eligible services and programmes to help them lead healthy and productive lives. It’s a simple, intuitive and innovative digital solution designed to improve the veteran experience, empowering veterans, helping them get the assistance they need with less stress. MyService is building greater trust and confidence between DVA and its clients and an example of how DVA can deliver a modern responsive claiming process meeting the needs of veterans and their families, government and staff.