

## Submission to the Productivity Commission: A Better Way to Support Veterans

I fought in Vietnam, and I have had positive experiences with the Department of Veterans' Affairs (DVA) since that time. However, I have supported many veterans who were completely frustrated with their experiences after leaving the services.

While the Productivity Commission will examine various strategies to improve the delivery of service to veterans, I would like to put a "big picture" suggestion to you, and it may change perceptions of the culture of DVA.

When you read or write the title of DVA, the first bit that hits you is the word **DEPARTMENT**. Herein lies the problem. The focus is the **Department** first, not "Veterans' Affairs".

I think that any proposed reform should commence with erasing the word DEPARTMENT and then build a new, responsive culture with veterans as the real focus.

Secondly, the reculturing should address the Canberra-centric perception of VA as an organisation.

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**"N'oublions jamais l'Australie" (Let us never forget Australia). Villers-Bretonneux (ANZAC Day, 1918)**



Chairperson: Veterans' Children's Education Board (Department of Veterans' Affairs)  
Editor: CONTACT! Vietnam Veterans' Association Australia (WA)



Unit Citation for Gallantry: Coral-Balmoral  
May 1968