



**Australian Government**  
**Department of Veterans' Affairs**

**MEDIA RELEASE**

**DVA WINS AWARD FOR BUSINESS INNOVATION**

THE Department of Veterans' Affairs (DVA) Data and Insights Branch has been selected as the [Winner for Business Innovation](#) in The Australian Business Awards 2020 for its Priority Investment Approach – Veterans (PIA-V) evidence-based platform.

The [Australian Business Awards](#) are an annual awards program which recognises organisations that demonstrate the core values of business innovation. The Business Innovation Award is awarded to organisations that implement business initiatives which demonstrate innovative solutions for new and existing business needs.

The department received the award for its development of the Priority Investment Approach – Veterans (PIA-V) evidence-based platform. The platform supports the transformation of DVA by embedding the use of data and analytics in its day-to-day functions, adopting a proactive approach to knowing as much as we can about our veteran clients and monitoring the services and supports we provide to them.

DVA Secretary, Liz Cosson AM CSC said the achievement is a testament to the department's commitment to improving engagement and outcomes for clients.

"I am delighted with the result and would like to extend my congratulations to our Data and Insights team for their hard work and commitment, which has led to this well-deserved award," Ms Cosson said.

"DVA is committed to providing the best possible outcomes for our veteran community and supporting their health and wellbeing beyond their time in the military. That is what the PIA-V platform is all about – it helps us to know as much as we can about veterans and their families so that we can deliver the best possible support for them."

The PIA-V platform uses anonymised data and advanced analytics techniques to build comprehensive insights about how veterans engage with and use DVA services.

"Since PIA-V's introduction, DVA has been able to better understand and monitor expected outcomes for veterans over the long-term, improving our engagement with them and offering proactive support to clients with complex needs," Ms Cosson said.

"This project allows us to tailor policy development, program design and service delivery based on strong evidence and ensuring a needs-based approach.

"This is a valuable project that will have a positive impact on the health and wellbeing of Australia's veteran community for many years to come and I am pleased that it has been recognised by the Australian Business Awards."

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