



Communication pack – DVA *Community questions answered* webpage

This communication pack is intended to support ESOs and other stakeholders to explain and share DVA's new *Community questions answered* webpage. It provides ready-to-use messaging to help stakeholders communicate the purpose of the page, promote it through their networks, and support efforts to address misinformation in the veteran community with clear, factual information.

Key messages

- The new *Community questions answered* webpage provides clear, factual responses to common issues and concerns the Department of Veteran's Affairs (DVA) is hearing from the veteran community.
- The webpage brings together current topics where there has been confusion or misinformation in the veteran community, **and provides DVA's clear, factual response in one place.**
- The webpage is designed to help veterans and families of veterans find reliable information in one place, in plain language direct from DVA.
- Content will be updated as new issues emerge through DVA's community engagement, correspondence and enquiries.
- Anyone in the veteran community can use the page to check information and share it confidently with others as a trusted DVA source.
- The broader DVA website is your source of truth on DVA services, supports and entitlements, or you can contact DVA with individual matters.
- Read more at www.dva.gov.au/about-us/contact-us/community-questions-answered and share it through your networks.

Suggested social media posts

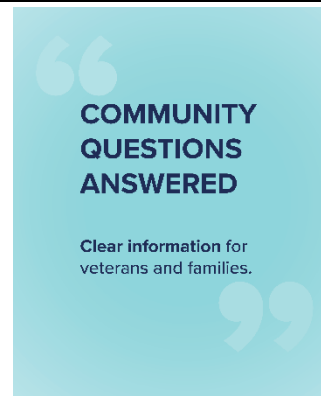
SOCIAL MEDIA POST – OPTION #1

SUGGESTED TEXT: Looking for clear information on issues affecting the veteran community? DVA's *Community questions answered* page covers common topics where there has been confusion or misinformation. You can read and share it here: www.dva.gov.au/about-us/contact-us/community-questions-answered



SOCIAL MEDIA POST – OPTION #2

SUGGESTED TEXT: DVA has launched a *Community questions answered* page with clear, factual information for veterans and families of veterans. It will be updated as new issues emerge. It's a useful resource to share through your networks: www.dva.gov.au/about-us/contact-us/community-questions-answered



SOCIAL MEDIA POST – OPTION #3

SUGGESTED TEXT: Hearing mixed messages about issues affecting the veteran community? DVA's *Community questions answered* page is a useful place to start for clear, current information. You can check it yourself and share it with others here: www.dva.gov.au/about-us/contact-us/community-questions-answered



Newsletter/Website Copy

Blurb

New DVA webpage: *Community questions answered*

DVA has launched a new *Community questions answered* webpage to provide clear, reliable information on common questions and issues affecting veterans and families of veterans. The page helps clarify confusion or misinformation in the community and will be updated as new issues emerge.

Read and share it here: www.dva.gov.au/about-us/contact-us/community-questions-answered

Long form

Helping the veteran community access clear, reliable information

We know there can sometimes be confusion or mixed messages about issues affecting veterans and their families. Getting clear, accurate information is important — especially as misinformation or misunderstanding can make it harder for people to access the support available to them.

DVA has launched a new *Community questions answered* webpage to help address this. It brings together clear, factual responses to common questions and issues, particularly where there has been confusion or misinformation in the veteran community.

The page is designed to be easy to use, with plain-language information that veterans, families and advocates can rely on. It is updated regularly based on what DVA is hearing through engagement with the community, including feedback, correspondence and enquiries, so that information stays current and relevant.

It's a useful resource to check information and share with others — helping ensure people are relying on accurate, trusted sources.

For more detailed information on services, supports and entitlements, the broader DVA website remains the best place to go, or individuals can contact DVA directly with their specific circumstances.

You can view the page here and share it through your networks: www.dva.gov.au/about-us/contact-us/community-questions-answered