

Department of Veterans' Affairs

2014 Client Service Survey

Appendix A: CATI Questionnaire

Department of Veterans' Affairs

Client Service Survey

**Questionnaire: Computer Assisted Telephone Interview
(CATI) Version**

July 2014

A. Introduction

INTRODUCTION

Good morning/afternoon/evening. My name is [NAME] and I am calling from Lighthouse Data Collection and ORIMA Research on behalf of the Department of Veterans' Affairs (DVA). May I please speak to [NAMED RESPONDENT OR CARER NAME]?

If named respondent not available make a call back at a suitable time. Once speaking to named respondent continue:

BACKGROUND AND PURPOSE OF THIS SURVEY

You should have recently received a letter from DVA regarding the client service survey, which seeks your feedback on your experiences dealing with DVA. The results of this survey will be used by DVA to improve communication with, and information available to, the veteran community.

The survey will take around 15-20 minutes to complete, depending on your answers.

Must read out: *Your answers will be completely confidential and any personal details, which may identify you in any way, will not be passed to the Department of Veterans' Affairs. Your answers will not in any way affect any pension, benefits or health services, which you are entitled to from DVA, or to which you may become entitled in the future. If you wish, you can discontinue your participation in this study at any time.*

Are you willing to participate in the survey?

- 1 Yes: Can do it now **[CONTINUE WITH SURVEY]**
- 2 Yes: Can do it later **[SCHEDULE APPOINTMENT]**
- 3 No **[THANK AND TERMINATE]**

Thank you. While we'd prefer that you answer all questions, if there is anything you don't want to answer, that's fine, just let me know. There are also a few demographic questions we would like you to answer just so we can be sure that we only ask you later questions that are relevant to you.

Our call may be monitored by my supervisor for quality assurance purposes:

- 1 OK to monitor
- 2 Do not monitor

ADDITIONAL INFORMATION (Say if asked)

Who is conducting the survey?

DVA has engaged ORIMA Research and Lighthouse Data Collection as independent social research companies to conduct this survey on its behalf.

What is the survey about?

This survey seeks your feedback about communication and access to information you have experienced during your dealings with DVA, or its representatives/agents. This includes DVA arrangements with other government departments for the provision of services to the veteran community in some regional areas.

How did you obtain my number?

Your telephone number was randomly selected by DVA to participate in this research.

How long will the survey take?

This survey should take around 15-20 minutes to complete (depending on what comments you include when invited to provide additional information).

Is the research confidential?

We will not disclose any identifiable research information for a purpose other than conducting our research unless we have your express prior consent or are required to do so by an Australian law.

Our Privacy Policy is available at www.orima.com and contains further details regarding how you can access or correct information we hold about you, how you can make a privacy related complaint and how that complaint will be dealt with. Should you have any questions about our privacy policy or how we will treat your information, you may contact our Privacy Officer, Liesel van Straaten on (03) 9526 9000.

Who do I talk to for further information?

If you have any queries about the survey, please contact Robert Brickley from ORIMA Research on 1800 654 685 or 03 9526 9000 or at robert.brickley@orima.com.

Alternatively, if you would like to confirm the credentials of the research, please contact the DVA General Enquiries Line on 133 254.

B. Screening Questions

1. Firstly, does another person or organisation ever help you to deal with DVA?
 - 1 Yes **[GO TO QUESTION 2]**
 - 2 No – I deal with DVA personally **[GO TO QUESTION 3]**

2. When you need to deal with DVA, how often is this done by someone else on your behalf? Is it... **[READ OUT]**
 - 1 Always
 - 2 Most of the time
 - 3 Sometimes
 - 4 Rarely

IF QUESTION 2=1, ASK: This survey is about your personal experiences interacting with DVA – as someone else deals with DVA on your behalf, would you mind if we spoke to them instead?

IF QUESTION 2=2, ASK: Would you prefer us to speak to this person to provide feedback about DVA on your behalf?

3. Which State/Territory do you live in?

1 Australian Capital Territory	6 Tasmania
2 New South Wales	7 Victoria
3 Northern Territory	8 Western Australia
4 Queensland	9 Overseas
5 South Australia	

4. What is your age?

1 Under 30 years	8 60-64 years
2 30-34 years	9 65-69 years
3 35-39 years	10 70-74 years
4 40-44 years	11 75-79 years
5 45-49 years	12 80-44 years
6 50-54 years	13 85 years and over
7 55-59 years	99 Refused – THANK AND CLOSE

5. Interviewer to record gender **[DO NOT READ OUT]**
 - 1 Male
 - 2 Female

C. Use of DVA Benefits and Services

6. Have you received any payments, reimbursements or other compensation from DVA in the last 12 months?
- 1 Yes **[GO TO QUESTION 7]**
 - 2 No **[GO TO QUESTION 8]**
 - 98 Don't know/ Can't remember **[GO TO QUESTION 8]**
7. Which types of DVA payments have you received in the last 12 months? **[MULTIPLE RESPONSE]**
- 1 Service Pension/ Partner Service Pension/ Invalidation Service Pension /Age Pension
 - 2 Income Support Supplement
 - 3 War Widow/ers Pension
 - 4 Wholly Dependent partner pension
 - 5 Disability Pension
 - 6 Incapacity payments
 - 7 Permanent impairment
 - 8 Reimbursement for treatment or travel
 - 9 Reimbursement for household services or attendant care
 - 10 Veterans' Supplement / Seniors Supplement
 - 11 Clean Energy Advance/Supplement
 - 12 Rent Assistance
 - 13 Defence Force Income Support Allowance (DFISA)
 - 14 Funeral benefit/ Bereavement payment
 - 97 Other **[PLEASE SPECIFY: _____]**
 - 98 Don't know/ Can't remember
 - 99 None of the above
8. Have you received any of the following DVA benefits and services in the last 12 months? **[MULTIPLE RESPONSE]**
- 1 Health services
 - 2 Home services
 - 3 Aids and appliances
 - 4 Rehabilitation Services
 - 5 Transport services (including reimbursement)
 - 6 Education schemes
 - 7 Defence Service Homes (DSH) insurance
 - 8 Pensioner Concession Card
 - 9 Commonwealth Seniors Health Card
 - 10 Lump Sum Advance

- 97 Other [PLEASE SPECIFY: _____]
- 98 Don't know/ Can't remember
- 99 None of the above

D. Types of contact with DVA

9. In what ways you have contacted, or sought information from, DVA in the last 12 months? Which others? Any others? **[MULTIPLE RESPONSE]**

- 1 Visiting the DVA website (www.dva.gov.au)
- 2 Telephoning DVA
- 3 Contacting DVA via email
- 4 Writing a letter to DVA
- 5 Filling in a form or submitting a claim / application
- 6 DVA's social media channels (such as Facebook and Twitter)
- 11 Speaking with a DVA representative in person (e.g. at a DVA office, at another government agency, or speaking with a DVA representative outside of DVA)
- 10 Through a third party e.g. through an agent, nominee, friend or relative
- 98 Can't remember
- 99 Have not contacted DVA or sought information from DVA in the last 12 months **[GO TO SECTION F]**

10. What was the purpose of your **most recent** contact with DVA? **[MULTIPLE RESPONSE]**

- 1 Get information about a DVA service or benefit
- 2 Lodge a claim (e.g. for a benefit or for compensation)
- 3 Organise for a service to be provided (e.g. transport arrangements)
- 4 Find out about the progress of a claim/ application
- 5 Get a statement or letter from DVA (e.g. to help apply for a concession)
- 6 Ask a question about a letter I received from DVA
- 7 Update your personal or financial information (e.g. to change your address, or provide income or asset details)
- 8 Speak to someone about a review of your personal or financial information
- 9 Resolve a problem
- 10 Provide feedback
- 97 Other **[PLEASE SPECIFY: _____]**
- 98 Can't remember

11. Which services or benefits was your **most recent** contact with DVA about? **[MULTIPLE RESPONSE]**

- 1 Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)
- 2 Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)
- 3 War Widow/ers Pension
- 4 Wholly Dependent partner compensation
- 5 Disability Pension

- 6 Incapacity payments
- 7 Permanent impairment
- 8 Compensation
- 9 Reimbursement of treatment or travel
- 10 Reimbursement for household services or attendant care
- 11 Allowances
- 12 Health services
- 13 Aids and appliances
- 14 Rehabilitation
- 15 Transport (including reimbursement)
- 16 Qualifying service application
- 17 Treatment (cards of reimbursement)
- 18 DVA Concession cards
- 19 Lump Sum Advance
- 20 Supplement Payments (Seniors Supplement and Veterans Supplement)
- 21 Defence Force Income Support Allowance (DFISA)
- 22 Funeral benefit/ Bereavement payment
- 23 Aged Care Assets Assessment for entry into Residential Aged Care
- 97 Other **[PLEASE SPECIFY: _____]**
- 98 Can't remember

12. How did you **first** contact DVA regarding this matter? **[SINGLE RESPONSE]**

- 1 Visiting the DVA website (www.dva.gov.au)
- 2 Telephoning DVA
- 3 Contacting DVA via email
- 4 Writing a letter to DVA
- 5 Filling in a form
- 6 DVA's social media channels (such as Facebook and Twitter)
- 7 Visiting a DVA office in person
- 8 Visiting another government agency or organisation that represents DVA (e.g. Centrelink, Department of Human Services, or a State or Local government service)
- 9 Speaking to a DVA representative outside of a DVA office (e.g. a DVA On-Base Advisor, or a DVA person at an Ex-Service organisation or community event)
- 10 Through a third party (e.g. through an agent, nominee, friend or relative)
- 97 Other **[PLEASE SPECIFY: _____]**
- 98 Can't remember

13. To what extent did your **first** contact with DVA provide the information or outcome you needed? Did it...

- 1 Fully provide the information or outcome you needed **[GO TO QUESTION 17]**
- 2 Mostly provide the information or outcome you needed
- 3 Partially provide the information or outcome you needed
- 4 Or, not at all

14. Did you contact DVA more than once on the **same** matter?

- 1 Yes
- 2 No **[GO TO QUESTION 17]**
- 3 Don't know **[GO TO QUESTION 17]**

15. What were your reasons for contacting DVA more than once on the same matter? **[MULTIPLE RESPONSE]**

- 1 The information given to me was not correct
- 2 The information given to me was not complete
- 3 The information provided was not relevant to my query
- 4 I could not remember the information I was told before
- 5 I wanted to confirm the information given to me
- 6 I wanted to get information in writing
- 7 DVA staff did not get back to me when they said they would
- 8 I was asked to contact DVA with additional information/DVA asked me to contact them
- 97 Other **[PLEASE SPECIFY: _____]**
- 98 Can't remember

16. **RESERVED**

The following questions relate to any problems you might have had obtaining the information or outcome you needed.

17. Thinking about the dealings you had with DVA on this matter, to what extent do you agree or disagree with the following statements?

In the course of my dealings with DVA on this matter.....	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Unsure/ Not Applicable
a. The information provided to me was easy to understand	1	2	3	4	5	98
b. The information addressed my concerns	1	2	3	4	5	98
c. I understood the next steps that I needed to take, if any	1	2	3	4	5	98
d. The matter was resolved	1	2	3	4	5	98

E. Telephone Contact with DVA

ONLY ASKED IF CODE 2 AT QUESTIONS 9 OR 12. OTHERWISE SKIP TO SECTION F

The next few questions are regarding your most recent contact with DVA via telephone.

18. Please rate the following aspects of your **most recent** telephone contact with DVA on a scale of 1 to 5, where 1 means very poor and 5 means very good:

	Very poor	Poor	Neither poor nor good	Good	Very good	Unsure/ Not applicable
a. The time it took to answer your call	1	2	3	4	5	98
b. The ease with which you found the DVA contact number	1	2	3	4	5	98
c. The ease of getting to the right person to answer your query	1	2	3	4	5	98
The extent to which DVA staff:						
d. Were respectful	1	2	3	4	5	98
e. RESERVED	1	2	3	4	5	98
f. Were helpful	1	2	3	4	5	98
g. Were sensitive to your needs	1	2	3	4	5	98
h. Treated you fairly	1	2	3	4	5	98
i. RESERVED	1	2	3	4	5	98
j. Dealt with your query in a timely manner	1	2	3	4	5	98
k. Were good listeners	1	2	3	4	5	98
l. Communicated clearly	1	2	3	4	5	98
m. Were able to resolve your query/ answer your questions	1	2	3	4	5	98
n. Provided relevant information	1	2	3	4	5	98
o. Provided accurate information	1	2	3	4	5	98
p. Provided complete information	1	2	3	4	5	98

19. Thinking about your **most recent** telephone contact with DVA, how many people did you speak with before your query was answered?

- 1 One – the first person I spoke to answered my query **[GO TO QUESTION 21]**
- 2 Two people
- 3 Three people
- 4 Four or more people
- 98 Can't recall **[GO TO QUESTION 21]**

20. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), When you were transferred, how well was your query described to the person or people you were transferred to?

- 1 Very poor
- 2 Poor
- 3 Neither poor nor good
- 4 Good
- 5 Very good
- 98 Can't recall

21. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of DVA's service during your most recent telephone contact with DVA?

- 1 Very poor
- 2 Poor
- 3 Neither poor nor good
- 4 Good
- 5 Very good
- 98 Can't recall

22. Do you have any suggestions for improvement regarding any telephone contact you have had with DVA in the last 12 months?

- 1 Ensure accurate information is provided
- 2 Ensure relevant information is provided
- 3 Improve timeliness of resolution/ follow-up
- 4 Reduce on-hold and waiting times
- 5 Minimise the number of contacts I need to speak with
- 6 Prefer to deal with a single point of contact
- 7 Ensure information about my query is recorded and transferred correctly
- 8 Provide information via other channels to minimise telephone contact
- 9 Ensure staff are polite/ helpful/ courteous
- 97 Other [PLEASE SPECIFY: _____]
- 99 None of the above

F. DVA Letters

23. Have you **received** a letter from DVA in the last 12 months?

- 1 Yes
- 2 No **[GO TO SECTION G]**

24. Please rate the following aspects of the **most recent** letter that you have received from DVA on a scale of 1 to 5, where 1 means very poor and 5 means very good:

	Very poor	Poor	Neither poor nor good	Good	Very good	Unsure/ Not applicable
a. Ease of understanding	1	2	3	4	5	98
b. The way that the information was presented (e.g. layout, print size)	1	2	3	4	5	98
c. Accuracy of information	1	2	3	4	5	98
d. Ease of finding the important information	1	2	3	4	5	98
e. Relevance of information	1	2	3	4	5	98
f. Completeness of information	1	2	3	4	5	98

25. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of the most recent letter you have received from DVA?

- 1 Very poor
- 2 Poor
- 3 Neither poor nor good
- 4 Good
- 5 Very good
- 98 Can't recall

26. Do you have any suggestions for improvement regarding letters you have received from DVA in the last 12 months?

- 1 Ensure accurate information is provided
- 2 Ensure relevant information is provided
- 3 Provide more detailed information
- 4 Provide less information
- 5 Provide information on what it means/ what I need to do
- 6 Make letters easier to understand
- 7 Have DVA initiate contact with client to follow-up letter
- 8 Provide any relevant forms/ details to allow response/ follow-up
- 97 Other **[PLEASE SPECIFY: _____]**
- 99 None of the above

G. DVA Email Enquiries

ONLY ASKED IF CODE 3 AT QUESTIONS 9 OR 12. OTHERWISE SKIP TO SECTION H

The next few questions are regarding your most recent contact with DVA via email.

27. Please rate the following aspects of DVA’s response to your **most recent** email on a scale of 1 to 5, where 1 means very poor and 5 means very good:

	Very poor	Poor	Neither poor nor good	Good	Very good	Unsure/ Not applicable
a. The time it took to receive a response	1	2	3	4	5	98
b. The ease with which you found the DVA contact email address	1	2	3	4	5	98
The extent to which DVA’s response:						
c. Was easy to understand	1	2	3	4	5	98
d. Was respectful	1	2	3	4	5	98
e. Was communicated clearly	1	2	3	4	5	98
f. Was able to resolve your query/ answer your questions	1	2	3	4	5	98
g. Provided relevant information	1	2	3	4	5	98
h. Provided complete information	1	2	3	4	5	98
i. Provided accurate information	1	2	3	4	5	98

28. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of DVA’s response to your most recent email?

- 1 Very poor
- 2 Poor
- 3 Neither poor nor good
- 4 Good
- 5 Very good
- 98 Can’t recall

29. Do you have any suggestions for improvement regarding email communication you have had with DVA in the last 12 months?

- 1 Ensure accurate information is provided
- 2 Ensure relevant information is provided
- 3 Provide more detailed information
- 4 Provide less information
- 5 Provide information on what it means/ what I need to do
- 6 Make emails easier to understand
- 7 Have DVA initiate contact with client to follow-up email
- 8 Provide any relevant forms/ details to allow response/ follow-up
- 97 Other [PLEASE SPECIFY: _____]
- 99 None of the above

H. Face-to-face Contact with DVA

ONLY ASKED IF CODE 11 AT QUESTION 9 OR CODES 7, 8 OR 9 AT QUESTION 12. OTHERWISE SKIP TO SECTION I

The next few questions are regarding your most recent face-to-face contact with DVA.

30. At your most recent face-to-face contact, did you...? **[SINGLE RESPONSE]**

- 1 Visit a DVA office
- 2 Visit another government agency or organisation that represents DVA (e.g. Centrelink, Department of Human Services, or a State or Local government service)
- 3 Speak to a DVA representative outside of a DVA office (e.g. a DVA On-Base Advisor, or a DVA person at an Ex-Service organisation or community event)
- 97 Other **[PLEASE SPECIFY: _____]**

31. Thinking about your most recent face-to-face contact with DVA, to what extent do you agree or disagree with the following statements:

The extent to which DVA staff.....	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Don't Know
a. Were respectful	1	2	3	4	5	98
b. RESERVED	1	2	3	4	5	98
c. Were helpful	1	2	3	4	5	98
d. Were sensitive to your needs	1	2	3	4	5	98
e. Treated you fairly	1	2	3	4	5	98
f. RESERVED	1	2	3	4	5	98
g. Dealt with your query in a timely manner	1	2	3	4	5	98
h. Were good listeners	1	2	3	4	5	98
i. Communicated clearly	1	2	3	4	5	98
j. Were able to resolve your query/ answer your questions	1	2	3	4	5	98
k. Provided relevant information	1	2	3	4	5	98
l. Provided complete information	1	2	3	4	5	98
m. Provided accurate information	1	2	3	4	5	98

32. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of DVA's service during your most recent face-to-face contact?
- 1 Very poor
 - 2 Poor
 - 3 Neither poor nor good
 - 4 Good
 - 5 Very good
 - 98 Can't recall
33. Do you have any suggestions for improvement regarding the face-to-face contact you have had with DVA in the last 12 months?
- 1 Ensure dedicated DVA staff at shared facilities
 - 2 Ensure access to appropriate facilities in regional areas
 - 3 Improve timeliness of resolution/ follow-up
 - 4 Reduce waiting times
 - 5 Minimise the number of contacts I need to speak with
 - 6 Ensure staff are polite/ helpful/ courteous
 - 97 Other [PLEASE SPECIFY: _____]
 - 99 None of the above

I. DVA Online Services - MyAccount

The next few questions cover the DVA online service, MyAccount.

34. Have you used DVA's online MyAccount service in the last 12 months?

- 1 Yes **[GO TO SECTION J]**
- 2 No

35. Why have you not used the online MyAccount service? **[MULTIPLE RESPONSE]**

- 1 I do not use the internet
- 2 I do not have regular internet access
- 3 I have concerns about privacy
- 4 I prefer to contact DVA in-person, via telephone or in writing
- 5 My queries/ issues are too complicated to resolve online
- 6 I wasn't aware of DVA's online services
- 7 It is too difficult to use
- 8 I have no need to use the service
- 97 Other **(PLEASE SPECIFY: _____)**

36. **RESERVED**

37. **RESERVED**

38. **RESERVED**

39. **RESERVED**

J. DVA Website and Social media

The questions in this section cover the DVA website and DVA social media sites

40. Have you visited the DVA website (www.dva.gov.au) in the last 12 months?

- 1 Yes
- 2 No [GO TO QUESTION 47]

41. What was the main reason for your **last** visit to the DVA website? [SINGLE RESPONSE]

- 1 Find out general information about how to contact DVA/where to find a DVA office
- 2 Find a form
- 3 Use MyAccount
- 4 Find out what services DVA provides
- 5 Look up specific information about eligibility
- 6 Look up specific information about a payment (e.g. rates of payments)
- 7 Look up specific information about a benefit
- 8 Look up information about health care
- 9 Find out about a commemorative event
- 10 Find a DVA publication
- 11 Read the latest news
- 12 Find a link to a related website (e.g. Minister's website, DSHI Insurance, Anzac Centenary)
- 13 Find information for ex-service organisations
- 97 Other [PLEASE SPECIFY: _____]
- 98 Can't remember

42. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), please rate your most recent experience with the DVA website - apart from the MyAccount service, the online claim/application process and the online Entitlement Self Assessment tool - on the following aspects:

	Very poor	Poor	Neither poor nor good	Good	Very good	Unsure/ Not applicable
a. Ease of finding the information that you were looking for	1	2	3	4	5	98
b. Enough information to answer your query/ question	1	2	3	4	5	98
c. The way that the information was presented (e.g. layout, design)	1	2	3	4	5	98
d. Ease of understanding of the information presented	1	2	3	4	5	98

43. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of the DVA website based on your most recent experience?

- 1 Very poor
- 2 Poor
- 3 Neither poor nor good
- 4 Good
- 5 Very good
- 98 Can't recall

44. **RESERVED**

45. **RESERVED**

46. **RESERVED**

47. Do you use social media?

- 1 Yes
- 2 No **[GO TO QUESTION 49]**

48. Are you aware that DVA content is available via...**[READ OUT]**? **[IF YES, ASK:]** How often have you used DVA content via... **[READ OUT]**?

	Not aware of DVA presence	Aware of DVA presence, but do not currently use	Use occasionally	Use often
a. Facebook	1	2	3	4
b. Twitter (including EasyChirp)	1	2	3	4
c. Youtube	1	2	3	4
d. Flickr	1	2	3	4

49. Do you have any comments or suggestions for improvement regarding DVA's online services?

- 1 Improve client awareness of online services
- 2 Improve client awareness of social media presence
- 3 Reference DVA online content in written communications
- 4 Ensure flexibility of online systems
- 97 Other **[PLEASE SPECIFY: _____]**
- 99 None of the above

K. Feedback about DVA

50. In the last 12 months, have you provided feedback (complaints, compliments or suggestions for improvement) to DVA, or considered doing so?

- 1 I have felt no need to provide feedback **[GO TO SECTION L]**
- 2 I have provided feedback to DVA
- 3 I have considered providing feedback but did not do so

51. To what extent were you aware of the following ways of providing feedback (complaints, compliments or suggestions for improvement) to DVA?

	Not aware	Partially aware	Fully aware
a. MyAccount portal	1	2	3
b. Calling DVA General Enquiries	1	2	3
c. Writing to DVA	1	2	3
d. In-person at a DVA office	1	2	3
e. By email	1	2	3

IF CODE 3 AT QUESTION 50, GO TO SECTION L

52. Can you please briefly outline the issue that led you to provide feedback:

.....

.....

.....

.....

53. **RESERVED**

54. **RESERVED**

55. How satisfied were you with DVA’s response to your complaint, compliment or suggestion?

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied **[GO TO SECTION L]**
- 4 Satisfied **[GO TO SECTION L]**
- 5 Very satisfied **[GO TO SECTION L]**
- 6 Not yet received a response **[GO TO SECTION L]**

56. Why were you dissatisfied with DVA's response?

- 1 The information given to me was not correct
- 2 The information given to me was not complete
- 3 The information provided was not relevant to my query
- 4 The time taken to achieve an outcome/ resolution
- 5 The need to deal with DVA on multiple occasions
- 6 The need to deal with multiple contact points within DVA
- 7 DVA staff did not get back to me when they said they would
- 8 I was asked to contact DVA with additional information/DVA asked me to contact them
- 97 Other [PLEASE SPECIFY: _____]
- 98 Can't remember

L. Submitting a Claim to DVA

57. In the last 12 months, have you submitted a claim or application for a benefit or service to DVA?

- 1 Yes
- 2 No **[GO TO SECTION M]**
- 98 Not sure **[GO TO SECTION M]**

58. What was the most recent claim or application that you submitted to DVA about? **[SINGLE RESPONSE]**

- 1 Claim for compensation
- 2 Application for a pension
- 3 Application for a health care card
- 4 Application for health services
- 5 Application for reimbursement
- 97 Other **(PLEASE SPECIFY: _____)**

59. How long did it take for this claim or application to be processed?

- 1 1-2 weeks
- 2 3-4 weeks
- 3 1-2 months
- 4 3-6 months
- 5 More than 6 months
- 6 Still pending
- 98 Not sure

60. Did the time taken to process your claim or application...?

- 1 Exceed your expectations – that is, it was faster than you expected **[GO TO SECTION M]**
- 2 Meet your expectations **[GO TO SECTION M]**
- 3 Not meet your expectations
- 4 Was much worse than your expectations

61. Why were your expectations not met?

- 1 The information given to me was not correct
- 2 The information given to me was not complete
- 3 The information provided was not relevant to my query
- 4 The time taken to achieve an outcome/ resolution
- 5 The need to deal with DVA on multiple occasions
- 6 The need to deal with multiple contact points within DVA
- 7 DVA staff did not get back to me when they said they would
- 8 I was asked to contact DVA with additional information/DVA asked me to contact them
- 97 Other [PLEASE SPECIFY: _____]
- 98 Can't remember

M. General Impressions of DVA

62. Based on your overall experience with DVA to date, please indicate the extent to which you agree that:

DVA is an organisation that....	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Don't Know
a. Is committed to providing high quality service to clients	1	2	3	4	5	98
b. Understands the needs of clients	1	2	3	4	5	98
c. Responds to feedback	1	2	3	4	5	98
d. Tailors services to meet the changing needs of clients	1	2	3	4	5	98
e. Sensitive to the service and sacrifice of veterans	1	2	3	4	5	98
f. Puts clients first	1	2	3	4	5	98
g. Communicates clearly	1	2	3	4	5	98
h. Is honest and ethical in its dealings	1	2	3	4	5	98
i. Delivers services in a timely manner	1	2	3	4	5	98
j. Is known for delivering the services that clients need	1	2	3	4	5	98
k. Clients have confidence in	1	2	3	4	5	98
l. Provides reliable information and advice	1	2	3	4	5	98
m. Is accountable for decisions it makes	1	2	3	4	5	98

63. Considering your overall experience with DVA, how satisfied are you with the service they provide?

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied
- 4 Satisfied
- 5 Very satisfied

64. Can you provide any reasons for your rating of your overall experience with DVA?

.....

.....

.....

.....

.....

65. Thinking about your overall experience with DVA in the last 12 months, would you say that the quality of DVA client service you have experienced has...?

- 1 Declined greatly
- 2 Declined
- 3 Stayed about the same **[GO TO SECTION N]**
- 4 Improved
- 5 Improved greatly

66. Can you provide any examples of changes in service quality you've experienced in the last 12 months?

- 1 Positive – payments
- 2 Positive – benefits and services
- 3 Positive – staff and service quality
- 4 Positive – timeliness and responsiveness
- 5 Positive – online services
- 6 Positive – quality and accuracy of information
- 96 Positive – other **[PLEASE SPECIFY: _____]**
- 7 Negative – payments
- 8 Negative – benefits and services
- 9 Negative – staff and service quality
- 10 Negative – timeliness and responsiveness
- 11 Negative – online services
- 12 Negative – quality and accuracy of information
- 13 Negative – availability and access to services
- 97 Negative – other **[PLEASE SPECIFY: _____]**
- 98 Can't remember

N. Improving DVA's Service Delivery

The questions in this section seek your views on how DVA could improve its service delivery.

67. What is your **preferred** way of contacting DVA? **[SINGLE RESPONSE]**

- 1 Visiting the DVA website (www.dva.gov.au)
- 2 Contacting DVA via email
- 3 DVA's social media channels (such as Facebook and Twitter)
- 4 Visiting a DVA office in person
- 5 Visiting another government agency or organisation that represents DVA (e.g. Centrelink, Department of Human Services, or a State or Local government service)
- 6 Telephoning DVA
- 7 Writing a letter to DVA
- 8 Speaking to a DVA representative outside of a DVA office (e.g. a DVA On-Base Advisor, or a DVA person at an Ex-Service organisation or community event)
- 9 Through a third party (e.g. through an agent, nominee, friend or relative)
- 97 Other (**PLEASE SPECIFY:** _____)
- 98 Don't know **[GO TO QUESTION 69]**

68. Why is this your preferred way of contacting DVA? **[SINGLE RESPONSE]**

- 1 Easy to get information
- 2 Quickest way to get information
- 3 Most accurate information
- 4 This way is the only option available to me
- 5 To get a record of information
- 6 It was convenient
- 7 I've tried other contact methods but this way is best
- 8 I prefer speaking with a person directly
- 97 Other (**PLEASE SPECIFY:** _____)
- 98 Don't know

69. When is the most convenient time for you to contact DVA?

- 1 Early morning (8am – 9.59am)
- 2 Late morning (10.00am-11.59am)
- 3 Early afternoon (12pm-2.59pm)
- 4 Late afternoon (3pm – 5.30pm)
- 5 After business hours (5.30pm – 8pm)
- 6 It varies
- 98 Don't know

70. To your knowledge, does DVA have your current email address?

- 1 Yes
- 2 No
- 3 No email address
- 98 Don't know

71. When DVA needs to contact you, how would you prefer that they do this: by phone, email, letter or another method? And which would be your second option? And your third?

- 1 Phone
- 2 Email
- 3 Letter
- 97 Other (PLEASE SPECIFY: _____)

72. What do you think that DVA could do better or improve on?

.....

.....

.....

.....

.....

- 98 No comments

73. What do you think DVA does well?

.....

.....

.....

.....

.....

- 98 No comments

74. If you could make one change to improve DVA, what would that be?

.....

.....

.....

.....

.....

- 98 No comments

O. About you

The questions in this final section are designed to help us analyse the survey results so that DVA can direct its service improvements appropriately. The results will only be used in summary form and DVA will not be able to identify individual responses.

75. How long have you been receiving DVA benefits and/or services?

- 1 Less than one year
- 2 One to less than three years
- 3 Three to less than five years
- 4 Five years or more
- 98 Not sure

76. Which type of DVA office do you usually deal with?

- 1 Regional Office / Veterans' Affairs Network (VAN) Office
- 2 State capital DVA Office
- 3 DVA Representative office (e.g. Centrelink/ Department of Human Services state, or local government)
- 4 The On-base Advisory Service (OBAS)
- 5 None, I usually deal with DVA without going to an office (e.g. on the phone or online)
- 98 Not sure

77. Which (if any) of the following describe you? **[MULTIPLE RESPONSE]**

- 1 Veteran or former serving member of the Australian Defence Force
- 2 Serving full-time member of the Australian Defence Force
- 3 Member of the Army, Navy or Air Force Reserve
- 4 Working on a full-time, part-time or volunteer basis outside the Australian Defence Force
- 5 War widow/er
- 6 Dependant (spouse, partner or child) of a veteran
- 97 Other **[PLEASE SPECIFY: _____]**

78. What is the postcode of the area that you live in? _____

Thank you very much, that concludes our survey...

We would like to thank you for your participation in the research, and if you have any queries or concerns about the survey, please contact Robert Brickley of ORIMA Research on 1800 654 585. This is a toll free number.