

**Department of Veterans' Affairs**

**2014 Client Service Survey**

**Appendix B: Online Questionnaire**

**Department of Veterans' Affairs**

**Client Service Survey**

**Questionnaire: Online Self-Completion Version**

**July 2014**

## Introduction

### Background and purpose of this survey

The Department of Veterans' Affairs (DVA) is committed to delivering high quality services to serving members of the ADF, veterans, their dependants and the wider veteran community. As part of this commitment, DVA is undertaking this survey to find out what clients think about the way in which it delivers services to the veteran community, and how it can improve the overall quality of client service.

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 governments for the provision of services to the veteran community in some regional areas.

**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.**

### Who is conducting the survey?

DVA has engaged ORIMA Research, an independent social research company, to conduct this survey on its behalf.

### How long will the survey take?

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

### How do I complete the survey and when is it due?

1. This survey is about the quality and level of service delivered by DVA. **If you do not deal directly with DVA**, please ask the person who usually deals with DVA on your behalf to complete the questionnaire.
2. If you are assisting a veteran, partner, war widow or widower to complete this survey, please answer the questions based on their experiences.
3. Please read each question carefully. If you have not had any recent dealings with particular services, you may be asked to skip some questions.
4. There are a number of different scales or options for answers. Where there is a scale next to or beneath a question, please select the option that represents the answer you want to give.

For example, if in your opinion the weather today was 'very poor', you would select 1, as shown below.

	Very poor	Poor	Neither poor nor good	Good	Very good
<b>Example: How would you rate the weather today?</b>	①	2	3	4	5

5. There are also several questions with space for you to elaborate or comment on specific issues. There is also space at the end of the survey for you to make any other comments about the service provided by DVA or its representatives.
6. The term DVA in this survey refers to DVA and its representatives/agents.
7. The survey is not a test or an examination – there is no right or wrong answer to any question. We are interested in your opinions about DVA services and ways that DVA could serve you better.
8. Please complete the survey by **22 August 2014**.

#### **Will my views remain confidential?**

Please be assured that:

- your responses are CONFIDENTIAL – only ORIMA Research will see your completed questionnaire;
- none of the information in the questionnaire will be used to identify you to DVA – you will remain anonymous to DVA; and
- the survey results will be grouped together and only summarised reports will be provided to DVA.

#### **How will my privacy be protected?**

Your participation in this survey is voluntary. This means that you will be able to stop the survey at any time or skip questions if you do not feel comfortable. At any time during the survey or after you have completed the survey, you can ask that the information you provided not be used by ORIMA Research.

All data and information collected from the survey will be stored appropriately and in accordance with the Australian Privacy Principles and the Privacy Act 1988. Any personal information collected will only be used for research purposes – i.e. to understand the views of different types of members of the veteran community. The survey data will be analysed by ORIMA Research and the analysis will include exploration of findings by demographic characteristics.

ORIMA Research's privacy policy can be accessed at the following website address:

<<https://www.orida.com.au/surveys/dva/introduction.php#privacy#privacy>>.

**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 654 585 or 03 9526 9000 or at [robert.brickley@orima.com](mailto:robert.brickley@orima.com).

**A. Initial Questions**

1. Does another person or organisation ever help you to deal with DVA?
  - 1 Yes
  - 2 No – I deal with DVA personally **[PLEASE GO TO SECTION B]**
  
2. When you need to deal with DVA, how often is this done by someone else on your behalf?
  - 1 Always
  - 2 Most of the time
  - 3 Sometimes
  - 4 Rarely

**IF Q2 = 1 OR 2, DISPLAY TEXT:**

**If you answered 'Always' or 'Most of the time' to the previous question, please ask the person who usually helps you to complete the remainder of this questionnaire on your behalf.**

**B. Use of DVA Benefits and Services**

3. Have you received any of the following DVA payments in the last 12 months? [Please select any that apply]

- 1 Service Pension/ Partner Service Pension/ Invalidity 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:**\_\_\_\_\_)
- 99 None of the above

4. Have you received any of the following DVA benefits and services in the last 12 months? [Please select any that apply]

- 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:**\_\_\_\_\_)
- 99 None of the above

**C. Types of contact with DVA**

5. Please indicate all of the ways you have contacted, or sought information from, DVA in the last 12 months? [Please select any that apply]

- 1 Visiting the DVA website ([www.dva.gov.au](http://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)
- 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: \_\_\_\_\_)
- 99 I have not contacted DVA or sought information from DVA in the last 12 months [PLEASE GO TO SECTION E]

6. What was the purpose of your most recent contact with DVA? [Please select any that apply]

- 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: \_\_\_\_\_)



7. Which services or benefits was your most recent contact with DVA about?

[Please select any that apply]

- 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: \_\_\_\_\_)

8. How did you first contact DVA regarding this matter?

- 1 Visiting the DVA website ([www.dva.gov.au](http://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: \_\_\_\_\_)

9. To what extent did your first contact with DVA provide the information or outcome you needed?

- 1 Fully [PLEASE GO TO QUESTION 12]
- 2 Mostly
- 3 Partially
- 4 Not at all

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

- 1 Yes
- 2 No [PLEASE GO TO QUESTION 12]
- 98 Don't know [PLEASE GO TO QUESTION 12]

11. Which of the following best describe your reasons for contacting DVA more than once on the same matter? [Please select any that apply]

- 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 say

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

12. Please rate the dealings you had with DVA on this matter:

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

## D. Telephone Contact with DVA

**ONLY ASKED IF CODE 2 AT QUESTIONS 5 OR 8. OTHERWISE SKIP TO SECTION E**

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

13. Please rate your most recent telephone contact with DVA on the following aspects:

	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
<b>The extent to which DVA staff:</b>						
d. Were respectful	1	2	3	4	5	98
e. Were helpful	1	2	3	4	5	98
f. Were sensitive to your needs	1	2	3	4	5	98
g. Treated you fairly	1	2	3	4	5	98
h. Dealt with your query in a timely manner	1	2	3	4	5	98
i. Were good listeners	1	2	3	4	5	98
j. Communicated clearly	1	2	3	4	5	98
k. Were able to resolve your query/ answer your questions	1	2	3	4	5	98
l. Provided relevant information	1	2	3	4	5	98
m. Provided accurate information	1	2	3	4	5	98
n. Provided complete information	1	2	3	4	5	98

14. 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 **[PLEASE GO TO QUESTION 16]**
- 2 Two people
- 3 Three people
- 4 Four or more people
- 98 Can't recall **[PLEASE GO TO QUESTION 16]**

15. 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

16. Overall, how would you rate the 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

17. If you have any comments about the telephone contact you have had with DVA in the last 12 months or suggestions for improvement, please detail these below:

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**E. DVA Letters**

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

- 1 Yes
- 2 No **[PLEASE GO TO SECTION F]**

19. Please rate the most recent letter that you have received from DVA on the following aspects:

	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

20. Overall, how would you rate the 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

21. If you have any comments about letters you have received from DVA in the last 12 months or suggestions for improvement, please detail these below:

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**F. DVA Email Enquiries**

**ONLY ASKED IF CODE 3 AT QUESTIONS 5 OR 8. OTHERWISE SKIP TO SECTION G**

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

22. Please rate DVA’s response to your most recent email on the following aspects:

	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
<b>The extent to which DVA’s response:</b>						
c. Was easy to understand	1	2	3	4	5	98
d. Was respectful	1	2	3	4	5	98
e. 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

23. Overall, how would you rate the 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

24. If you have any comments about email communication you have had with DVA in the last 12 months or suggestions for improvement, please detail these below:

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## G. Face-to-face Contact with DVA

**ONLY ASKED IF CODES 7, 8 OR 9 AT QUESTIONS 5 OR 8. OTHERWISE SKIP TO SECTION H**

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

25. At your most recent face-to-face contact, did you...?

- 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: \_\_\_\_\_)

26. Please rate your most recent face-to-face contact with DVA on the following aspects:

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. Were helpful	1	2	3	4	5	98
c. Were sensitive to your needs	1	2	3	4	5	98
d. Treated you fairly	1	2	3	4	5	98
e. Dealt with your query in a timely manner	1	2	3	4	5	98
f. Were good listeners	1	2	3	4	5	98
g. Communicated clearly	1	2	3	4	5	98
h. Were able to resolve your query/ answer your questions	1	2	3	4	5	98
i. Provided relevant information	1	2	3	4	5	98
j. Provided complete information	1	2	3	4	5	98
k. Provided accurate information	1	2	3	4	5	98

27. Overall, how would you rate the quality of DVA's service during your most recent face-to-face contact with DVA?

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



28. If you have any comments about the face-to-face contact you have had with DVA in the last 12 months or suggestions for improvement, please detail these below:

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## H. DVA Online Services - MyAccount

The questions in this section cover the DVA online service, MyAccount.

29. Please rate the MyAccount service on the following aspects:

	Very poor	Poor	Neither poor nor good	Good	Very good	Unsure/ Not applicable
a. Ability to lodge claims and/or applications online	1	2	3	4	5	98
b. Ability to change personal information	1	2	3	4	5	98
c. Ability to view payments, claims, travel bookings and other personal information	1	2	3	4	5	98
d. Ease of finding the information/ process you need	1	2	3	4	5	98
e. If applicable, the online help/ instructions provided by DVA to help people use MyAccount	1	2	3	4	5	98
f. If applicable, the assistance provided to you by DVA staff to help you use MyAccount	1	2	3	4	5	98

30. Based on your overall experience, please indicate the extent to which you believe that:

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Don't Know
a. MyAccount met my expectations of an online service	1	2	3	4	5	98

31. Has using MyAccount made dealing with DVA...?

- 1 Far easier
- 2 Easier
- 3 No different
- 4 More difficult
- 5 Far more difficult
- 98 Don't know

32. If you have any suggestions for additional services to be made available via MyAccount, please detail these below:

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## I. DVA Website and Social media

The questions in this section cover the DVA website, the Entitlement Self Assessment tool and DVA social media sites

33. Have you visited the DVA website ([www.dva.gov.au](http://www.dva.gov.au)) in the last 12 months?

- 1 Yes
- 2 No **[PLEASE GO TO QUESTION 40]**

34. What was the main reason for your last visit to the DVA website?

- 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: \_\_\_\_\_)

35. 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

36. Overall, based on your most recent experience, how would you rate the quality of the DVA website?

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

37. Have you used DVA's online Entitlement Self Assessment tool in the last 12 months?

- 1 Yes
- 2 No **[PLEASE GO TO QUESTION 40]**

38. Please rate your most recent experience with the online Entitlement Self Assessment tool on the following aspects:

	Very poor	Poor	Neither poor nor good	Good	Very good	Unsure/ Not applicable
a. Clarity of information about how to use the tool	1	2	3	4	5	98
b. Ease of using the tool	1	2	3	4	5	98
c. Usefulness of tool	1	2	3	4	5	98
d. If applicable, the assistance provided to you by DVA staff to help you use the Entitlement Self Assessment Tool	1	2	3	4	5	98

39. Overall, based on your most recent experience, how would you rate the quality of DVA's online Entitlement Self Assessment tool?

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

40. Do you use social media?

- 1 Yes
- 2 No [PLEASE GO TO QUESTION 42]

41. Please rate your awareness and use of the following DVA social media platforms:

	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

**IF CODE 2 AT QUESTIONS 33 AND 40 SKIP TO SECTION J**

42. If you have any comments about DVA’s online services or suggestions for improvement, please detail these below:

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**J. Feedback about DVA**

43. 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 **[PLEASE GO TO SECTION K]**
- 2 I have provided feedback to DVA
- 3 I have considered providing feedback but did not do so

44. To what extent were you aware of any 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 43, GO TO SECTION K**

45. Please briefly outline the issue that led you to provide feedback:

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

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

47. If you were dissatisfied with DVA’s response, please explain why:

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**K. Submitting a Claim to DVA**

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

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

49. What was the most recent claim or application that you submitted to DVA about?

- 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: \_\_\_\_\_)**

50. 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

51. Did the time taken to process your claim or application meet your expectations?

- 1 It exceeded my expectations – that is, it was faster than expected **[PLEASE GO TO SECTION L]**
- 2 It met my expectation **[PLEASE GO TO SECTION L]**
- 3 It did not meet my expectations
- 4 It was much worse than my expectations

52. Why were your expectations not met?

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**L. General Impressions of DVA**

53. Based on your overall experience with DVA to date, please indicate the extent to which you believe 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

54. 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

55. Please provide any reasons for your answer to Question 54:

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56. 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 **[PLEASE GO TO SECTION M]**
- 4 Improved
- 5 Improved greatly

57. Please provide any reasons for your answer to Question 56:

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## M. Improving DVA's Service Delivery

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

58. What is your preferred way of contacting DVA? [Please select one option only]

- 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 **[PLEASE GO TO QUESTION 60]**

59. Why is this your preferred way of contacting DVA? [Please select one option only]

- 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

60. When is the most convenient time for you to contact DVA? [Please select one option only]

- 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 – 8am)
- 6 It varies
- 98 Don't know

61. When DVA needs to contact you, how would you prefer that they do this? Please rank the following options from most preferred (with a 1) to the least preferred (3), or to (4) if you have included an 'Other'.

- 1 Phone .....
- 2 Email .....
- 3 Letter .....
- 97 Other (please specify: \_\_\_\_\_)

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

.....  
.....  
.....  
.....  
.....

98 No suggestions

63. What do you think that DVA does well?

.....  
.....  
.....  
.....

98 No suggestions

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

.....  
.....  
.....  
.....

98 No suggestions

## N. 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.

65. 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
- 5 Not sure

66. 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

67. Are you?

- 1 Male
- 2 Female

68. Which (if any) of the following describe you? [Please select any that apply]

- 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
- 7 Nominee or representative
- 97 Other (please specify: \_\_\_\_\_)

69. Which age group do you belong to?

- |   |                |    |                   |
|---|----------------|----|-------------------|
| 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 | 80-84 years       |
| 6 | 50-54 years    | 13 | 85 years and over |
| 7 | 55-59 years    |    |                   |

70. Which State/Territory do you live in?

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

71. What is the postcode of the area that you live in? \_\_\_\_\_

**This is the end of the survey. Thank you for your participation. Please take a moment to double check that you have completed all the questions on this page.**

**Please use the 'Save Page' button to save your responses and return to this page, or the 'End Survey' button to save your responses and close the survey.**