

# **Department of Veterans' Affairs**

## **2014 Client Service Survey**

### **Appendix C: Overall CATI frequency results (weighted)**

DVA CSS Frequencies (Weighted)  
Section B: Screening Questions

**Q1. Firstly, does another person or organisation ever help you to deal with DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	536	19.0	19.0	19.0
	No - I deal with DVA personally	2281	80.9	81.0	100.0
	Total	2817	99.9	100.0	
Missing	System	3	.1		
Total		2820	100.0		

**Q2. When you need to deal with DVA, how often is this done by someone else on your behalf?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	21	.8	8.4	8.4
	Most of the time	16	.6	6.3	14.8
	Sometimes	133	4.7	52.5	67.2
	Rarely	83	2.9	32.8	100.0
	Total	254	9.0	100.0	
Missing	System	2566	91.0		
Total		2820	100.0		

**Q3. Which State/Territory do you live in?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Australian Capital Territory	24	.8	.8	.8
	New South Wales	899	31.9	31.9	32.7
	Northern Territory	21	.8	.8	33.5
	Queensland	698	24.7	24.8	58.3
	South Australia	222	7.9	7.9	66.1
	Tasmania	129	4.6	4.6	70.7
	Victoria	540	19.1	19.1	89.9
	Western Australia	286	10.1	10.1	100.0
	Total	2818	99.9	100.0	
Missing	System	2	.1		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section B: Screening Questions

**Q4. Age group**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 30 years	25	.9	.9	.9
	30-34 years	24	.9	.9	1.7
	35-39 years	22	.8	.8	2.5
	40-44 years	41	1.5	1.5	4.0
	45-49 years	86	3.0	3.0	7.0
	50-54 years	83	2.9	2.9	10.0
	55-59 years	104	3.7	3.7	13.6
	60-64 years	257	9.1	9.1	22.8
	65-69 years	433	15.3	15.4	38.1
	70-74 years	178	6.3	6.3	44.4
	75-79 years	188	6.7	6.7	51.1
	80-84 years	270	9.6	9.6	60.7
	85 years and over	1108	39.3	39.3	100.0
	Total	2818	99.9	100.0	
Missing	System	2	.1		
	Total	2820	100.0		

**Q4@. Age group**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-34	49	1.7	1.7	1.7
	35-44	63	2.2	2.2	4.0
	45-54	169	6.0	6.0	10.0
	55-64	360	12.8	12.8	22.8
	65-74	610	21.6	21.7	44.4
	75-84	458	16.2	16.3	60.7
	85+	1108	39.3	39.3	100.0
		Total	2818	99.9	100.0
Missing	System	2	.1		
	Total	2820	100.0		

**Q5. Gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	1309	46.4	46.5	46.5
	Female	1508	53.5	53.5	100.0
	Total	2817	99.9	100.0	
Missing	System	3	.1		
	Total	2820	100.0		

DVA CSS Frequencies (Weighted)  
Section C: Use of DVA Benefits and Services

**Q6. Have you received any payments, reimbursements or other compensation from DVA in the last 12 months?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2389	84.7	84.7	84.7
	No	407	14.4	14.4	99.1
	Don't know/ Can't remember	24	.9	.9	100.0
	Total	2820	100.0	100.0	

**Q7mr. Which types of DVA payments have you received in the last 12 months?**

		Frequency	% of respondents
Valid	Service Pension/ Partner Service Pension/ Invalidation Service Pension /Age Pension	1127	47.2
	Income Support Supplement	130	5.4
	War Widow/ers Pension	758	31.7
	Wholly Dependent partner pension	24	1.0
	Disability Pension	530	22.2
	Incapacity payments	98	4.1
	Permanent impairment	38	1.6
	Reimbursement for treatment or travel	129	5.4
	Reimbursement for household services or attendant care	40	1.7
	Veterans' Supplement / Seniors Supplement	30	1.3
	Clean Energy Advance/Supplement	47	2.0
	Rent Assistance	30	1.2
	Defence Force Income Support Allowance (DFISA)	13	.6
	Funeral benefit/ Bereavement payment	15	.6
	Other	57	2.4
	Don't know/ Can't remember	9	.4
	None of the above	11	.5
Number of Respondents	2389	100.0	

DVA CSS Frequencies (Weighted)  
Section C: Use of DVA Benefits and Services

**Q8mr. Have you received any of the following DVA benefits and services in the last 12 months?**

		Frequency	% of respondents
Valid	Health services	1542	54.7
	Home services	742	26.3
	Aids and appliances	536	19.0
	Rehabilitation Services	202	7.2
	Transport services (including reimbursement)	695	24.7
	Education schemes	18	.6
	Defence Service Homes (DSH) insurance	193	6.8
	Pensioner Concession Card	1578	56.0
	Commonwealth Seniors Health Card	729	25.9
	Lump Sum Advance	44	1.6
	Other	6	.2
	Don't know/ Can't remember	1	.0
	None of the above	409	14.5
Number of Respondents		2817	100.0

DVA CSS Frequencies (Weighted)  
Section D: Types of Contact with DVA

**Q9mr. In what ways have you contacted, or sought information from DVA in the last 12 months?**

		Frequency	% of respondents
Valid	Visiting the DVA website (www.dva.gov.au)	66	2.3
	Telephoning DVA	793	28.2
	Contacting DVA via email	39	1.4
	Writing a letter to DVA	74	2.6
	Filling in a form or submitting a claim / application	53	1.9
	DVA's social media channels (such as Facebook and Twitter)		
	Through a third party e.g. through an agent, nominee, friend or relative	58	2.1
	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)	185	6.6
	Can't remember	4	.1
	Have not contacted DVA or sought information from DVA in the last 12 months	1795	63.7
Number of Respondents		2817	100.0

DVA CSS Frequencies (Weighted)  
Section D: Types of Contact with DVA

**Q10mr. What was the purpose of your most recent contact with DVA?**

		Frequency	% of respondents
Valid	Get information about a DVA service or benefit	289	28.3
	Lodge a claim (e.g. for a benefit or for compensation)	144	14.1
	Organise for a service to be provided (e.g. transport arrangements)	150	14.7
	Find out about the progress of a claim/ application	42	4.1
	Get a statement or letter from DVA (e.g. to help apply for a concession)	18	1.7
	Ask a question about a letter I received from DVA	19	1.8
	Update your personal or financial information (e.g. to change your address, or provide income or asset details)	238	23.3
	Speak to someone about a review of your personal or financial information	59	5.8
	Resolve a problem	75	7.4
	Provide feedback	9	.9
	Other	4	.4
	Can't remember	26	2.5
Number of Respondents		1022	100.0

DVA CSS Frequencies (Weighted)  
Section D: Types of Contact with DVA

**Q11mr. Which services or benefits was your most recent contact with DVA about?**

		Frequency	% of respondents
Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	122	12.0
	Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	102	10.0
	War Widow/ers Pension	79	7.8
	Wholly Dependent partner compensation	2	.2
	Disability Pension	64	6.3
	Incapacity payments	17	1.6
	Permanent impairment Compensation	13	1.2
	Reimbursement of treatment or travel	14	1.4
	Reimbursement for household services or attendant care	48	4.7
	Allowances	49	4.8
	Health services	37	3.6
	Aids and appliances	173	17.0
	Rehabilitation	56	5.5
	Transport (including reimbursement)	3	.3
	Qualifying service application	74	7.2
	Treatment (cards of reimbursement)	8	.8
	DVA Concession cards	13	1.2
	Lump Sum Advance	26	2.6
	Supplement Payments (Seniors Supplement and Veterans Supplement)	29	2.8
	Defence Force Income Support Allowance (DFISA)	4	.4
	Funeral benefit/ Bereavement payment	1	.1
	Aged Care Assets Assessment for entry into Residential Aged Care	13	1.3
	Other	21	2.0
	Can't remember	82	8.1
		35	3.4
Number of Respondents		1018	100.0



DVA CSS Frequencies (Weighted)  
Section D: Types of Contact with DVA

**Q12. How did you first contact DVA regarding this matter?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Visiting the DVA website (www.dva.gov.au)	26	.9	2.5	2.5
	Telephoning DVA	720	25.5	70.6	73.1
	Contacting DVA via email	20	.7	2.0	75.1
	Writing a letter to DVA	41	1.5	4.0	79.1
	Filling in a form	25	.9	2.5	81.6
	Visiting a DVA office in person	47	1.7	4.6	86.2
	Visiting another government agency or organisation that represents DVA	7	.2	.7	86.8
	Speaking to a DVA representative outside of a DVA office	78	2.8	7.7	94.5
	Through a third party (e.g. through an agent, nominee, friend or relative)	47	1.7	4.6	99.1
	Other	2	.1	.2	99.2
	Can't remember	8	.3	.8	100.0
	Total	1020	36.2	100.0	
Missing	System	1800	63.8		
Total		2820	100.0		

**Q13. To what extent did your first contact with DVA provide the information or outcome you needed?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully provide the information or outcome you needed	782	27.7	76.6	76.6
	Mostly provide the information or outcome you needed	92	3.3	9.0	85.6
	Partially provide the information or outcome you needed	83	2.9	8.1	93.7
	Or, not at all	64	2.3	6.3	100.0
	Total	1021	36.2	100.0	
Missing	System	1799	63.8		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section D: Types of Contact with DVA

**Q14. Did you contact DVA more than once on the same matter?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	120	4.3	50.3	50.3
	No	115	4.1	48.0	98.4
	Don't know	4	.1	1.6	100.0
	Total	239	8.5	100.0	
Missing	System	2581	91.5		
Total		2820	100.0		

**Q15mr. What were your reasons for contacting DVA more than once on the same matter?**

		Frequency	% of respondents
Valid	The information given to me was not correct	26	22.0
	The information given to me was not complete	38	31.5
	The information provided was not relevant to my query	4	3.2
	I could not remember the information I was told before	4	3.7
	I wanted to confirm the information given to me	25	20.6
	I wanted to get information in writing	9	7.6
	DVA staff did not get back to me when they said they would	19	15.8
	I was asked to contact DVA with additional information/DVA asked me to contact them	23	19.5
	Other	9	7.5
	Can't remember	2	1.4
	Number of Respondents		120

**Q17a. The information provided to me was easy to understand**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	24	.8	2.4	2.4
	Disagree	54	1.9	5.4	7.8
	Neither agree or disagree	49	1.7	4.9	12.7
	Agree	351	12.4	35.2	47.8
	Strongly agree	520	18.4	52.2	100.0
	Total	997	35.4	100.0	
Missing	Unsure/ Not Applicable	24	.9		
	System	1799	63.8		
	Total	1823	64.6		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section D: Types of Contact with DVA

**Q17b. The information addressed my concerns**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	39	1.4	4.0	4.0
	Disagree	44	1.6	4.4	8.4
	Neither agree or disagree	59	2.1	5.9	14.4
	Agree	363	12.9	36.8	51.1
	Strongly agree	482	17.1	48.9	100.0
	Total	987	35.0	100.0	
Missing	Unsure/ Not Applicable	35	1.2		
	System	1799	63.8		
	Total	1833	65.0		
Total		2820	100.0		

**Q17c. I understood the next steps that I needed to take, if any**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	28	1.0	2.9	2.9
	Disagree	42	1.5	4.3	7.2
	Neither agree or disagree	59	2.1	6.0	13.2
	Agree	377	13.4	38.7	51.9
	Strongly agree	468	16.6	48.1	100.0
	Total	974	34.6	100.0	
Missing	Unsure/ Not Applicable	47	1.7		
	System	1799	63.8		
	Total	1846	65.4		
Total		2820	100.0		

**Q17d. The matter was resolved**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	51	1.8	5.1	5.1
	Disagree	59	2.1	6.0	11.1
	Neither agree or disagree	48	1.7	4.9	15.9
	Agree	331	11.8	33.3	49.2
	Strongly agree	506	17.9	50.8	100.0
	Total	996	35.3	100.0	
Missing	Unsure/ Not Applicable	26	.9		
	System	1798	63.8		
	Total	1824	64.7		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section D: Types of Contact with DVA

**Q17a@. The information provided to me was easy to understand**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	78	2.8	7.8	7.8
	Neither agree or disagree	49	1.7	4.9	12.7
	Agree	871	30.9	87.3	100.0
	Total	997	35.4	100.0	
Missing	Unsure/ Not Applicable	24	.9		
	System	1799	63.8		
	Total	1823	64.6		
Total		2820	100.0		

**Q17b@. The information addressed my concerns**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	83	2.9	8.4	8.4
	Neither agree or disagree	59	2.1	5.9	14.4
	Agree	845	30.0	85.6	100.0
	Total	987	35.0	100.0	
Missing	Unsure/ Not Applicable	35	1.2		
	System	1799	63.8		
	Total	1833	65.0		
Total		2820	100.0		

**Q17c@. I understood the next steps that I needed to take, if any**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	70	2.5	7.2	7.2
	Neither agree or disagree	59	2.1	6.0	13.2
	Agree	845	30.0	86.8	100.0
	Total	974	34.6	100.0	
Missing	Unsure/ Not Applicable	47	1.7		
	System	1799	63.8		
	Total	1846	65.4		
Total		2820	100.0		

**Q17d@. The matter was resolved**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	110	3.9	11.1	11.1
	Neither agree or disagree	48	1.7	4.9	15.9
	Agree	838	29.7	84.1	100.0
	Total	996	35.3	100.0	
Missing	Unsure/ Not Applicable	26	.9		
	System	1798	63.8		
	Total	1824	64.7		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18a. The time it took to answer your call**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	22	.8	3.0	3.0
	Poor	22	.8	3.0	6.1
	Neither poor nor good	93	3.3	12.7	18.7
	Good	281	10.0	38.4	57.1
	Very good	314	11.1	42.9	100.0
	Total	732	26.0	100.0	
Missing	Unsure/ Not applicable	35	1.2		
	System	2053	72.8		
	Total	2088	74.0		
Total		2820	100.0		

**Q18b. The ease with which you found the DVA contact number**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	6	.2	.8	.8
	Poor	20	.7	2.7	3.5
	Neither poor nor good	51	1.8	6.7	10.3
	Good	239	8.5	31.7	41.9
	Very good	438	15.5	58.1	100.0
	Total	754	26.7	100.0	
Missing	Unsure/ Not applicable	12	.4		
	System	2054	72.9		
	Total	2066	73.3		
Total		2820	100.0		

**Q18c. The ease of getting to the right person to answer your query**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	26	.9	3.5	3.5
	Poor	25	.9	3.3	6.7
	Neither poor nor good	68	2.4	9.0	15.8
	Good	218	7.7	28.9	44.7
	Very good	416	14.8	55.3	100.0
	Total	752	26.7	100.0	
Missing	Unsure/ Not applicable	14	.5		
	System	2053	72.8		
	Total	2068	73.3		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18d. Were respectful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	6	.2	.7	.7
	Poor	6	.2	.8	1.6
	Neither poor nor good	16	.6	2.1	3.7
	Good	171	6.1	22.4	26.1
	Very good	563	20.0	73.9	100.0
	Total	762	27.0	100.0	
Missing	Unsure/ Not applicable	4	.2		
	System	2053	72.8		
	Total	2058	73.0		
Total		2820	100.0		

**Q18f. Were helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	5	.2	.6	.6
	Poor	11	.4	1.4	2.1
	Neither poor nor good	48	1.7	6.3	8.4
	Good	166	5.9	21.7	30.1
	Very good	533	18.9	69.9	100.0
	Total	762	27.0	100.0	
Missing	Unsure/ Not applicable	4	.2		
	System	2053	72.8		
	Total	2058	73.0		
Total		2820	100.0		

**Q18g. Were sensitive to your needs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	9	.3	1.2	1.2
	Poor	13	.5	1.7	2.9
	Neither poor nor good	47	1.7	6.2	9.2
	Good	179	6.3	23.6	32.8
	Very good	510	18.1	67.2	100.0
	Total	759	26.9	100.0	
Missing	Unsure/ Not applicable	8	.3		
	System	2053	72.8		
	Total	2061	73.1		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18h. Treated you fairly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	8	.3	1.1	1.1
	Poor	10	.3	1.3	2.3
	Neither poor nor good	35	1.2	4.6	6.9
	Good	190	6.7	25.0	31.9
	Very good	517	18.3	68.1	100.0
	Total	760	26.9	100.0	
Missing	Unsure/ Not applicable	7	.2		
	System	2053	72.8		
	Total	2060	73.1		
Total		2820	100.0		

**Q18j. Dealt with your query in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	23	.8	3.0	3.0
	Poor	17	.6	2.3	5.3
	Neither poor nor good	47	1.7	6.2	11.5
	Good	197	7.0	26.0	37.5
	Very good	475	16.9	62.5	100.0
	Total	760	26.9	100.0	
Missing	Unsure/ Not applicable	7	.2		
	System	2053	72.8		
	Total	2060	73.1		
Total		2820	100.0		

**Q18k. Were good listeners**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	6	.2	.8	.8
	Poor	11	.4	1.4	2.3
	Neither poor nor good	62	2.2	8.3	10.5
	Good	194	6.9	25.7	36.2
	Very good	482	17.1	63.8	100.0
	Total	756	26.8	100.0	
Missing	Unsure/ Not applicable	11	.4		
	System	2053	72.8		
	Total	2064	73.2		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18l. Communicated clearly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	10	.4	1.3	1.3
	Poor	9	.3	1.2	2.5
	Neither poor nor good	47	1.7	6.1	8.7
	Good	217	7.7	28.5	37.2
	Very good	478	17.0	62.8	100.0
	Total	761	27.0	100.0	
Missing	Unsure/ Not applicable	5	.2		
	System	2053	72.8		
	Total	2059	73.0		
Total		2820	100.0		

**Q18m. Were able to resolve your query/ answer your questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	31	1.1	4.1	4.1
	Poor	30	1.1	4.0	8.1
	Neither poor nor good	42	1.5	5.5	13.7
	Good	193	6.8	25.4	39.1
	Very good	462	16.4	60.9	100.0
	Total	759	26.9	100.0	
Missing	Unsure/ Not applicable	8	.3		
	System	2053	72.8		
	Total	2061	73.1		
Total		2820	100.0		

**Q18n. Provided relevant information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	16	.6	2.2	2.2
	Poor	20	.7	2.8	4.9
	Neither poor nor good	47	1.7	6.4	11.4
	Good	207	7.4	28.6	39.9
	Very good	436	15.5	60.1	100.0
	Total	726	25.8	100.0	
Missing	Unsure/ Not applicable	9	.3		
	System	2085	73.9		
	Total	2094	74.2		
Total		2820	100.0		



DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18o. Provided accurate information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	17	.6	2.3	2.3
	Poor	15	.5	2.1	4.4
	Neither poor nor good	47	1.7	6.5	10.9
	Good	198	7.0	27.3	38.2
	Very good	447	15.9	61.8	100.0
	Total	724	25.7	100.0	
Missing	Unsure/ Not applicable	10	.4		
	System	2086	74.0		
	Total	2096	74.3		
Total		2820	100.0		

**Q18p. Provided complete information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	27	.9	3.7	3.7
	Poor	19	.7	2.6	6.3
	Neither poor nor good	43	1.5	6.0	12.2
	Good	199	7.1	27.5	39.7
	Very good	437	15.5	60.3	100.0
	Total	725	25.7	100.0	
Missing	Unsure/ Not applicable	10	.4		
	System	2085	73.9		
	Total	2095	74.3		
Total		2820	100.0		

**Q18a@. The time it took to answer your call**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	45	1.6	6.1	6.1
	Neither poor nor good	93	3.3	12.7	18.7
	Good	595	21.1	81.3	100.0
	Total	732	26.0	100.0	
Missing	Unsure/ Not Applicable	35	1.2		
	System	2053	72.8		
	Total	2088	74.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18b@. The ease with which you found the DVA contact number**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	27	.9	3.5	3.5
	Neither poor nor good	51	1.8	6.7	10.3
	Good	676	24.0	89.7	100.0
	Total	754	26.7	100.0	
Missing	Unsure/ Not Applicable	12	.4		
	System	2054	72.9		
	Total	2066	73.3		
Total		2820	100.0		

**Q18c@. The ease of getting to the right person to answer your query**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	51	1.8	6.7	6.7
	Neither poor nor good	68	2.4	9.0	15.8
	Good	634	22.5	84.2	100.0
	Total	752	26.7	100.0	
Missing	Unsure/ Not Applicable	14	.5		
	System	2053	72.8		
	Total	2068	73.3		
Total		2820	100.0		

**Q18d@. Were respectful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	.4	1.6	1.6
	Neither poor nor good	16	.6	2.1	3.7
	Good	734	26.0	96.3	100.0
	Total	762	27.0	100.0	
Missing	Unsure/ Not Applicable	4	.2		
	System	2053	72.8		
	Total	2058	73.0		
Total		2820	100.0		

**Q18f@. Were helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	16	.6	2.1	2.1
	Neither poor nor good	48	1.7	6.3	8.4
	Good	698	24.8	91.6	100.0
	Total	762	27.0	100.0	
Missing	Unsure/ Not Applicable	4	.2		
	System	2053	72.8		
	Total	2058	73.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18g@. Were sensitive to your needs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	22	.8	2.9	2.9
	Neither poor nor good	47	1.7	6.2	9.2
	Good	689	24.4	90.8	100.0
	Total	759	26.9	100.0	
Missing	Unsure/ Not Applicable	8	.3		
	System	2053	72.8		
	Total	2061	73.1		
Total		2820	100.0		

**Q18h@. Treated you fairly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	18	.6	2.3	2.3
	Neither poor nor good	35	1.2	4.6	6.9
	Good	707	25.1	93.1	100.0
	Total	760	26.9	100.0	
Missing	Unsure/ Not Applicable	7	.2		
	System	2053	72.8		
	Total	2060	73.1		
Total		2820	100.0		

**Q18j@. Dealt with your query in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	40	1.4	5.3	5.3
	Neither poor nor good	47	1.7	6.2	11.5
	Good	672	23.8	88.5	100.0
	Total	760	26.9	100.0	
Missing	Unsure/ Not Applicable	7	.2		
	System	2053	72.8		
	Total	2060	73.1		
Total		2820	100.0		

**Q18k@. Were good listeners**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	17	.6	2.3	2.3
	Neither poor nor good	62	2.2	8.3	10.5
	Good	676	24.0	89.5	100.0
	Total	756	26.8	100.0	
Missing	Unsure/ Not Applicable	11	.4		
	System	2053	72.8		
	Total	2064	73.2		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18l@. Communicated clearly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	19	.7	2.5	2.5
	Neither poor nor good	47	1.7	6.1	8.7
	Good	696	24.7	91.3	100.0
	Total	761	27.0	100.0	
Missing	Unsure/ Not Applicable	5	.2		
	System	2053	72.8		
	Total	2059	73.0		
Total		2820	100.0		

**Q18m@. Were able to resolve your query/ answer your questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	62	2.2	8.1	8.1
	Neither poor nor good	42	1.5	5.5	13.7
	Good	655	23.2	86.3	100.0
	Total	759	26.9	100.0	
Missing	Unsure/ Not Applicable	8	.3		
	System	2053	72.8		
	Total	2061	73.1		
Total		2820	100.0		

**Q18n@. Provided relevant information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	36	1.3	4.9	4.9
	Neither poor nor good	47	1.7	6.4	11.4
	Good	644	22.8	88.6	100.0
	Total	726	25.8	100.0	
Missing	Unsure/ Not Applicable	9	.3		
	System	2085	73.9		
	Total	2094	74.2		
Total		2820	100.0		

**Q18o@. Provided accurate information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	32	1.1	4.4	4.4
	Neither poor nor good	47	1.7	6.5	10.9
	Good	645	22.9	89.1	100.0
	Total	724	25.7	100.0	
Missing	Unsure/ Not Applicable	10	.4		
	System	2086	74.0		
	Total	2096	74.3		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q18p@. Provided complete information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	45	1.6	6.3	6.3
	Neither poor nor good	43	1.5	6.0	12.2
	Good	636	22.6	87.8	100.0
	Total	725	25.7	100.0	
Missing	Unsure/ Not Applicable	10	.4		
	System	2085	73.9		
Total		2095	74.3		
Total		2820	100.0		

**Q19. Thinking about your most recent telephone contact with DVA, how many people did you speak with before your query was answered?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	One – the first person I spoke to answered my query	410	14.5	53.5	53.5
	Two people	256	9.1	33.4	86.9
	Three people	40	1.4	5.2	92.1
	Four or more people	20	.7	2.6	94.8
	Can't recall	40	1.4	5.2	100.0
	Total	767	27.2	100.0	
Missing	System	2053	72.8		
Total		2820	100.0		

**Q20. When you were transferred, how well was your query described to the person or people you were transferred to?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	17	.6	5.5	5.5
	Poor	20	.7	6.6	12.1
	Neither poor nor good	31	1.1	9.8	21.9
	Good	115	4.1	36.8	58.7
	Very good	128	4.6	41.3	100.0
	Total	311	11.0	100.0	
Missing	Can't recall	5	.2		
	System	2504	88.8		
Total		2509	89.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q20@. When you were transferred, how well was your query described to the person or people you were transferred to?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	38	1.3	12.1	12.1
	Neither poor nor good	31	1.1	9.8	21.9
	Good	243	8.6	78.1	100.0
	Total	311	11.0	100.0	
Missing	Can't recall	5	.2		
	System	2504	88.8		
	Total	2509	89.0		
Total		2820	100.0		

**Q21. How would you rate the overall quality of DVA's service during your most recent telephone contact with DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	17	.6	2.2	2.2
	Poor	27	.9	3.5	5.7
	Neither poor nor good	42	1.5	5.6	11.3
	Good	170	6.0	22.6	33.9
	Very good	499	17.7	66.1	100.0
	Total	755	26.8	100.0	
Missing	Can't recall	11	.4		
	System	2054	72.9		
	Total	2065	73.2		
Total		2820	100.0		

**Q21@. How would you rate the overall quality of DVAs service during your most recent telephone contact with DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	43	1.5	5.7	5.7
	Neither poor nor good	42	1.5	5.6	11.3
	Good	670	23.7	88.7	100.0
	Total	755	26.8	100.0	
Missing	Can't recall	11	.4		
	System	2054	72.9		
	Total	2065	73.2		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section E: Telephone Contact with DVA

**Q22mr. Do you have any suggestions for improvement regarding any telephone contact you have had with DVA in the last 12 months?**

		Frequency	% of respondents
Valid	Ensure accurate information is provided	22	2.9
	Ensure relevant information is provided	11	1.4
	Improve timeliness of resolution/ follow-up	25	3.3
	Reduce on-hold and waiting times	41	5.4
	Minimise the number of contacts I need to speak with	23	3.0
	Prefer to deal with a single point of contact	38	5.1
	Ensure information about my query is recorded and transferred correctly	11	1.5
	Provide information via other channels to minimise telephone contact	7	.9
	Ensure staff are polite/ helpful/ courteous	40	5.3
	Other	24	3.2
	None of the above	581	76.8
Number of Respondents		757	100.0

DVA CSS Frequencies (Weighted)  
Section F: DVA Letters

**Q23. Have you received a letter from DVA in the last 12 months?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	994	35.3	66.8	66.8
	No	495	17.6	33.2	100.0
	Total	1489	52.8	100.0	
Missing	System	1331	47.2		
Total		2820	100.0		

**Q24a. Ease of understanding**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	9	.3	.9	.9
	Poor	21	.7	2.1	3.0
	Neither poor nor good	80	2.9	8.1	11.1
	Good	309	11.0	31.2	42.3
	Very good	572	20.3	57.7	100.0
	Total	991	35.2	100.0	
Missing	Unsure/ Not applicable	2	.1		
	System	1827	64.8		
	Total	1829	64.8		
Total		2820	100.0		

**Q24b. The way that the information was presented (e.g. layout, print size)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.1	.2	.2
	Poor	14	.5	1.4	1.6
	Neither poor nor good	48	1.7	4.9	6.5
	Good	299	10.6	30.3	36.9
	Very good	623	22.1	63.1	100.0
	Total	987	35.0	100.0	
Missing	Unsure/ Not applicable	7	.3		
	System	1826	64.7		
	Total	1833	65.0		
Total		2820	100.0		

**Q24c. Accuracy of information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	6	.2	.6	.6
	Poor	7	.3	.7	1.3
	Neither poor nor good	48	1.7	5.0	6.3
	Good	289	10.3	30.0	36.2
	Very good	615	21.8	63.8	100.0
	Total	965	34.2	100.0	
Missing	Unsure/ Not applicable	29	1.0		
	System	1826	64.7		
	Total	1855	65.8		
Total		2820	100.0		



DVA CSS Frequencies (Weighted)  
Section F: DVA Letters

**Q24d. Ease of finding the important information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	10	.4	1.0	1.0
	Poor	26	.9	2.7	3.7
	Neither poor nor good	82	2.9	8.4	12.2
	Good	295	10.5	30.3	42.5
	Very good	559	19.8	57.5	100.0
	Total	972	34.5	100.0	
Missing	Unsure/ Not applicable	23	.8		
	System	1826	64.7		
	Total	1848	65.5		
Total		2820	100.0		

**Q24e. Relevance of information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	7	.3	.8	.8
	Poor	24	.9	2.5	3.2
	Neither poor nor good	67	2.4	6.9	10.1
	Good	329	11.7	34.0	44.1
	Very good	541	19.2	55.9	100.0
	Total	969	34.4	100.0	
Missing	Unsure/ Not applicable	25	.9		
	System	1826	64.7		
	Total	1851	65.6		
Total		2820	100.0		

**Q24f. Completeness of information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	7	.3	.8	.8
	Poor	10	.4	1.0	1.8
	Neither poor nor good	70	2.5	7.2	9.0
	Good	329	11.7	33.6	42.6
	Very good	560	19.9	57.4	100.0
	Total	977	34.6	100.0	
Missing	Unsure/ Not applicable	17	.6		
	System	1826	64.7		
	Total	1843	65.4		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section F: DVA Letters

**Q24a@. Ease of understanding**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	30	1.1	3.0	3.0
	Neither poor nor good	80	2.9	8.1	11.1
	Good	881	31.2	88.9	100.0
	Total	991	35.2	100.0	
Missing	Unsure/ Not Applicable	2	.1		
	System	1827	64.8		
	Total	1829	64.8		
Total		2820	100.0		

**Q24b@. The way that the information was presented (e.g. layout, print size)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	16	.6	1.6	1.6
	Neither poor nor good	48	1.7	4.9	6.5
	Good	922	32.7	93.5	100.0
	Total	987	35.0	100.0	
Missing	Unsure/ Not Applicable	7	.3		
	System	1826	64.7		
	Total	1833	65.0		
Total		2820	100.0		

**Q24c@. Accuracy of information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	13	.5	1.3	1.3
	Neither poor nor good	48	1.7	5.0	6.3
	Good	904	32.1	93.7	100.0
	Total	965	34.2	100.0	
Missing	Unsure/ Not Applicable	29	1.0		
	System	1826	64.7		
	Total	1855	65.8		
Total		2820	100.0		

**Q24d@. Ease of finding the important information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	36	1.3	3.7	3.7
	Neither poor nor good	82	2.9	8.4	12.2
	Good	854	30.3	87.8	100.0
	Total	972	34.5	100.0	
Missing	Unsure/ Not Applicable	23	.8		
	System	1826	64.7		
	Total	1848	65.5		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section F: DVA Letters

**Q24e@. Relevance of information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	31	1.1	3.2	3.2
	Neither poor nor good	67	2.4	6.9	10.1
	Good	871	30.9	89.9	100.0
	Total	969	34.4	100.0	
Missing	Unsure/ Not Applicable	25	.9		
	System	1826	64.7		
	Total	1851	65.6		
Total		2820	100.0		

**Q24f@. Completeness of information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	18	.6	1.8	1.8
	Neither poor nor good	70	2.5	7.2	9.0
	Good	889	31.5	91.0	100.0
	Total	977	34.6	100.0	
Missing	Unsure/ Not Applicable	17	.6		
	System	1826	64.7		
	Total	1843	65.4		
Total		2820	100.0		

**Q25. How would you rate the overall quality of the most recent letter you have received from DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	11	.4	1.1	1.1
	Poor	14	.5	1.4	2.4
	Neither poor nor good	58	2.1	5.9	8.3
	Good	303	10.7	30.6	38.9
	Very good	605	21.5	61.1	100.0
	Total	990	35.1	100.0	
Missing	Can't recall	4	.1		
	System	1826	64.7		
	Total	1830	64.9		
Total		2820	100.0		

**Q25@. How would you rate the overall quality of the most recent letter you have received from DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	24	.9	2.4	2.4
	Neither poor nor good	58	2.1	5.9	8.3
	Good	908	32.2	91.7	100.0
	Total	990	35.1	100.0	
Missing	Can't recall	4	.1		
	System	1826	64.7		
	Total	1830	64.9		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section F: DVA Letters

**Q26mr. Do you have any suggestions for improvement regarding letters you have received from DVA in the last 12 months?**

		Frequency	% of respondents
Valid	Ensure accurate information is provided	13	1.4
	Ensure relevant information is provided	22	2.2
	Provide more detailed information	23	2.3
	Provide less information	10	1.0
	Provide information on what it means/ what I need to do	18	1.8
	Make letters easier to understand	58	5.9
	Have DVA initiate contact with client to follow-up letter	5	.5
	Provide any relevant forms/ details to allow response/ follow-up	11	1.1
	Other	4	.4
	None of the above	884	89.7
Number of Respondents		985	100.0

DVA CSS Frequencies (Weighted)  
Section G: Email Letters

**Q27a. The time it took to receive a response**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	5	.2	15.2	15.2
	Poor	2	.1	6.3	21.5
	Neither poor nor good	5	.2	14.0	35.5
	Good	8	.3	25.1	60.6
	Very good	13	.5	39.4	100.0
	Total	32	1.1	100.0	
Missing	Unsure/ Not applicable	1	.0		
	System	2787	98.8		
	Total	2788	98.9		
Total		2820	100.0		

**Q27b. The ease with which you found the DVA contact email address**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.1	7.1	7.1
	Poor	0	.0	1.0	8.1
	Neither poor nor good	3	.1	10.5	18.6
	Good	7	.2	20.1	38.7
	Very good	20	.7	61.3	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total		2820	100.0		

**Q27c. Was easy to understand**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	4	.1	12.1	12.1
	Neither poor nor good	2	.1	7.5	19.6
	Good	7	.2	20.9	40.5
	Very good	20	.7	59.5	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section G: Email Letters

**Q27d. Was respectful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	3	.1	9.0	9.0
	Poor	0	.0	1.3	10.3
	Neither poor nor good	1	.0	2.1	12.4
	Good	10	.4	30.1	42.5
	Very good	19	.7	57.5	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total	2820	100.0			

**Q27e. Was communicated clearly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.1	7.2	7.2
	Poor	1	.0	1.9	9.0
	Neither poor nor good	3	.1	8.1	17.1
	Good	9	.3	28.5	45.6
	Very good	18	.6	54.4	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total	2820	100.0			

**Q27f. Was able to resolve your query/ answer your questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	4	.1	11.5	11.5
	Poor	1	.0	2.7	14.2
	Neither poor nor good	3	.1	9.2	23.5
	Good	7	.2	21.1	44.6
	Very good	18	.6	55.4	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total	2820	100.0			

DVA CSS Frequencies (Weighted)  
Section G: Email Letters

**Q27g. Provided relevant information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	4	.2	13.5	13.5
	Poor	0	.0	.6	14.1
	Neither poor nor good	2	.1	6.6	20.7
	Good	7	.3	23.0	43.6
	Very good	18	.6	56.4	100.0
	Total	31	1.1	100.0	
Missing	Unsure/ Not applicable	0	.0		
	System	2788	98.9		
	Total	2789	98.9		
Total		2820	100.0		

**Q27h. Provided complete information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	3	.1	9.4	9.4
	Poor	2	.1	6.4	15.8
	Neither poor nor good	1	.0	2.9	18.7
	Good	8	.3	24.1	42.8
	Very good	18	.6	57.2	100.0
	Total	32	1.1	100.0	
Missing	Unsure/ Not applicable	0	.0		
	System	2788	98.9		
	Total	2788	98.9		
Total		2820	100.0		

**Q27i. Provided accurate information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	3	.1	9.4	9.4
	Poor	1	.1	4.5	13.9
	Neither poor nor good	1	.0	3.6	17.5
	Good	6	.2	19.8	37.2
	Very good	20	.7	62.8	100.0
	Total	32	1.1	100.0	
Missing	Unsure/ Not applicable	0	.0		
	System	2788	98.9		
	Total	2788	98.9		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section G: Email Letters

**Q27a@. The time it took to receive a response**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	.2	21.5	21.5
	Neither poor nor good	5	.2	14.0	35.5
	Good	21	.7	64.5	100.0
	Total	32	1.1	100.0	
Missing	Unsure/ Not Applicable	1	.0		
	System	2787	98.8		
	Total	2788	98.9		
Total		2820	100.0		

**Q27b@. The ease with which you found the DVA contact email address**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	.1	8.1	8.1
	Neither poor nor good	3	.1	10.5	18.6
	Good	27	.9	81.4	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not Applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total		2820	100.0		

**Q27c@. Was easy to understand**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	.1	12.1	12.1
	Neither poor nor good	2	.1	7.5	19.6
	Good	27	.9	80.4	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not Applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total		2820	100.0		

**Q27d@. Was respectful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	.1	10.3	10.3
	Neither poor nor good	1	.0	2.1	12.4
	Good	29	1.0	87.6	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not Applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total		2820	100.0		



DVA CSS Frequencies (Weighted)  
Section G: Email Letters

**Q27e@. Was communicated clearly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	.1	9.0	9.0
	Neither poor nor good	3	.1	8.1	17.1
	Good	27	1.0	82.9	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not Applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total	2820	100.0			

**Q27f@. Was able to resolve your query/ answer your questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	.2	14.2	14.2
	Neither poor nor good	3	.1	9.2	23.5
	Good	25	.9	76.5	100.0
	Total	33	1.2	100.0	
Missing	Unsure/ Not Applicable	0	.0		
	System	2787	98.8		
	Total	2787	98.8		
Total	2820	100.0			

**Q27g@. Provided relevant information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	.2	14.1	14.1
	Neither poor nor good	2	.1	6.6	20.7
	Good	25	.9	79.3	100.0
	Total	31	1.1	100.0	
Missing	Unsure/ Not Applicable	0	.0		
	System	2788	98.9		
	Total	2789	98.9		
Total	2820	100.0			

**Q27h@. Provided complete information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	.2	15.8	15.8
	Neither poor nor good	1	.0	2.9	18.7
	Good	26	.9	81.3	100.0
	Total	32	1.1	100.0	
Missing	Unsure/ Not Applicable	0	.0		
	System	2788	98.9		
	Total	2788	98.9		
Total	2820	100.0			

DVA CSS Frequencies (Weighted)  
Section G: Email Letters

**Q27i@. Provided accurate information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	.2	13.9	13.9
	Neither poor nor good	1	.0	3.6	17.5
	Good	26	.9	82.5	100.0
	Total	32	1.1	100.0	
Missing	Unsure/ Not Applicable	0	.0		
	System	2788	98.9		
Total		2788	98.9		
Total		2820	100.0		

**Q28. How would you rate the overall quality of DVA's response to your most recent email?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	4	.2	13.1	13.1
	Poor	1	.0	1.6	14.7
	Neither poor nor good	1	.0	3.7	18.4
	Good	11	.4	34.2	52.6
	Very good	16	.6	47.4	100.0
	Total	33	1.2	100.0	
Missing	System	2787	98.8		
Total		2820	100.0		

**Q28@. How would you rate the overall quality of DVAs response to your most recent email?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	.2	14.7	14.7
	Neither poor nor good	1	.0	3.7	18.4
	Good	27	1.0	81.6	100.0
	Total	33	1.2	100.0	
Missing	System	2787	98.8		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section G: Email Letters

**Q29mr. Do you have any suggestions for improvement regarding email contact you have had with DVA in the last 12 months?**

		Frequency	% of respondents
Valid	Ensure accurate information is provided	0	.2
	Ensure relevant information is provided	0	.4
	Provide more detailed information	0	.3
	Provide less information		
	Provide information on what it means/ what I need to do	2	5.8
	Make emails easier to understand	2	4.6
	Have DVA initiate contact with client to follow-up email	6	16.7
	Provide any relevant forms/ details to allow response/ follow-up	3	10.1
	Other	1	3.6
	None of the above	26	79.2
Number of Respondents		33	100.0

DVA CSS Frequencies (Weighted)  
Section H: Face-to-Face Contact with DVA

**Q30. At your most recent face-to-face contact, did you...?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Visit a DVA office	102	3.6	71.7	71.7
	Visit another government agency or organisation that represents DVA	10	.4	7.3	79.1
	Speak to a DVA representative outside of a DVA office	29	1.0	20.5	99.5
	Other	1	.0	.5	100.0
	Total	142	5.0	100.0	
Missing	System	2678	95.0		
Total		2820	100.0		

**Q31a. Were respectful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.1	1.5	1.5
	Disagree	0	.0	.3	1.8
	Neither agree or disagree	1	.0	.8	2.6
	Agree	21	.8	15.0	17.5
	Strongly Agree	117	4.2	82.5	100.0
	Total	142	5.0	100.0	
Missing	System	2678	95.0		
Total		2820	100.0		

**Q31c. Were helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.0	.6	.6
	Disagree	2	.1	1.6	2.1
	Neither agree or disagree	4	.1	2.7	4.9
	Agree	33	1.2	23.0	27.9
	Strongly Agree	102	3.6	72.1	100.0
	Total	142	5.0	100.0	
Missing	System	2678	95.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section H: Face-to-Face Contact with DVA

**Q31d. Were sensitive to your needs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.1	1.1	1.1
	Disagree	3	.1	1.9	3.1
	Neither agree or disagree	4	.1	2.7	5.7
	Agree	29	1.0	20.8	26.5
	Strongly Agree	104	3.7	73.5	100.0
	Total	141	5.0	100.0	
Missing	Don't Know	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		

**Q31e. Treated you fairly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	0	.0	.1	.1
	Disagree	2	.1	1.2	1.3
	Neither agree or disagree	2	.1	1.2	2.5
	Agree	31	1.1	21.9	24.3
	Strongly Agree	107	3.8	75.7	100.0
	Total	141	5.0	100.0	
Missing	Don't Know	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		

**Q31g. Dealt with your query in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.1	1.1	1.1
	Disagree	1	.0	.5	1.7
	Neither agree or disagree	3	.1	2.3	4.0
	Agree	36	1.3	25.6	29.6
	Strongly Agree	99	3.5	70.4	100.0
	Total	141	5.0	100.0	
Missing	Don't Know	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section H: Face-to-Face Contact with DVA

**Q31h. Were good listeners**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.1	1.5	1.5
	Disagree	2	.1	1.1	2.6
	Neither agree or disagree	2	.1	1.5	4.1
	Agree	33	1.2	23.6	27.6
	Strongly Agree	102	3.6	72.4	100.0
	Total	141	5.0	100.0	
Missing	Don't Know	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		

**Q31i. Communicated clearly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.0	.6	.6
	Disagree	1	.0	.4	.9
	Neither agree or disagree	4	.1	2.6	3.6
	Agree	31	1.1	21.8	25.4
	Strongly Agree	106	3.8	74.6	100.0
	Total	142	5.0	100.0	
Missing	System	2678	95.0		
Total		2820	100.0		

**Q31j. Were able to resolve your query/ answer your questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.1	1.6	1.6
	Disagree	6	.2	4.5	6.1
	Neither agree or disagree	5	.2	3.3	9.4
	Agree	28	1.0	20.1	29.5
	Strongly Agree	99	3.5	70.5	100.0
	Total	140	5.0	100.0	
Missing	Don't Know	2	.1		
	System	2678	95.0		
	Total	2680	95.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section H: Face-to-Face Contact with DVA

**Q31k. Provided relevant information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.0	.9	.9
	Disagree	3	.1	2.3	3.2
	Neither agree or disagree	3	.1	2.5	5.7
	Agree	37	1.3	27.5	33.2
	Strongly Agree	91	3.2	66.8	100.0
	Total	136	4.8	100.0	
Missing	Don't Know	1	.0		
	System	2683	95.1		
	Total	2684	95.2		
Total		2820	100.0		

**Q31l. Provided complete information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.1	1.8	1.8
	Disagree	5	.2	3.5	5.3
	Neither agree or disagree	1	.0	.9	6.2
	Agree	38	1.3	28.2	34.4
	Strongly Agree	88	3.1	65.6	100.0
	Total	134	4.7	100.0	
Missing	Don't Know	1	.0		
	System	2685	95.2		
	Total	2686	95.3		
Total		2820	100.0		

**Q31m. Provided accurate information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.1	1.5	1.5
	Disagree	3	.1	2.0	3.4
	Neither agree or disagree	3	.1	2.5	5.9
	Agree	37	1.3	27.7	33.7
	Strongly Agree	88	3.1	66.3	100.0
	Total	133	4.7	100.0	
Missing	Don't Know	1	.0		
	System	2686	95.2		
	Total	2687	95.3		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section H: Face-to-Face Contact with DVA

**Q31a@. Were respectful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	3	.1	1.8	1.8
	Neither agree or disagree	1	.0	.8	2.6
	Agree	138	4.9	97.4	100.0
	Total	142	5.0	100.0	
Missing	System	2678	95.0		
Total		2820	100.0		

**Q31c@. Were helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	3	.1	2.1	2.1
	Neither agree or disagree	4	.1	2.7	4.9
	Agree	135	4.8	95.1	100.0
	Total	142	5.0	100.0	
Missing	System	2678	95.0		
Total		2820	100.0		

**Q31d@. Were sensitive to your needs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	.2	3.1	3.1
	Neither agree or disagree	4	.1	2.7	5.7
	Agree	133	4.7	94.3	100.0
	Total	141	5.0	100.0	
Missing	Unsure/ Not Applicable	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		

**Q31e@. Treated you fairly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	.1	1.3	1.3
	Neither agree or disagree	2	.1	1.2	2.5
	Agree	137	4.9	97.5	100.0
	Total	141	5.0	100.0	
Missing	Unsure/ Not Applicable	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		



DVA CSS Frequencies (Weighted)  
Section H: Face-to-Face Contact with DVA

**Q31g@. Dealt with your query in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	.1	1.7	1.7
	Neither agree or disagree	3	.1	2.3	4.0
	Agree	135	4.8	96.0	100.0
	Total	141	5.0	100.0	
Missing	Unsure/ Not Applicable	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		

**Q31h@. Were good listeners**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	.1	2.6	2.6
	Neither agree or disagree	2	.1	1.5	4.1
	Agree	135	4.8	95.9	100.0
	Total	141	5.0	100.0	
Missing	Unsure/ Not Applicable	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		

**Q31i@. Communicated clearly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	.0	.9	.9
	Neither agree or disagree	4	.1	2.6	3.6
	Agree	137	4.9	96.4	100.0
	Total	142	5.0	100.0	
Missing	System	2678	95.0		
Total		2820	100.0		

**Q31j@. Were able to resolve your query/ answer your questions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	9	.3	6.1	6.1
	Neither agree or disagree	5	.2	3.3	9.4
	Agree	127	4.5	90.6	100.0
	Total	140	5.0	100.0	
Missing	Unsure/ Not Applicable	2	.1		
	System	2678	95.0		
	Total	2680	95.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section H: Face-to-Face Contact with DVA

**Q31k@. Provided relevant information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	.2	3.2	3.2
	Neither agree or disagree	3	.1	2.5	5.7
	Agree	128	4.5	94.3	100.0
	Total	136	4.8	100.0	
Missing	Unsure/ Not Applicable	1	.0		
	System	2683	95.1		
Total		2684	95.2		
Total		2820	100.0		

**Q31l@. Provided complete information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	7	.3	5.3	5.3
	Neither agree or disagree	1	.0	.9	6.2
	Agree	125	4.4	93.8	100.0
	Total	134	4.7	100.0	
Missing	Unsure/ Not Applicable	1	.0		
	System	2685	95.2		
Total		2686	95.3		
Total		2820	100.0		

**Q31m@. Provided accurate information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	.2	3.4	3.4
	Neither agree or disagree	3	.1	2.5	5.9
	Agree	125	4.4	94.1	100.0
	Total	133	4.7	100.0	
Missing	Unsure/ Not Applicable	1	.0		
	System	2686	95.2		
Total		2687	95.3		
Total		2820	100.0		

**Q32. How would you rate the overall quality of DVA's service during your most recent face-to-face contact?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	1	.0	.6	.6
	Poor	4	.2	3.1	3.7
	Neither poor nor good	3	.1	1.9	5.6
	Good	29	1.0	20.3	25.9
	Very good	105	3.7	74.1	100.0
	Total	141	5.0	100.0	
Missing	Can't recall	1	.0		
	System	2678	95.0		
Total		2679	95.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section H: Face-to-Face Contact with DVA

**Q32@. How would you rate the overall quality of DVAs service during your most recent face-to-face contact?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	.2	3.7	3.7
	Neither poor nor good	3	.1	1.9	5.6
	Good	133	4.7	94.4	100.0
	Total	141	5.0	100.0	
Missing	Can't recall	1	.0		
	System	2678	95.0		
	Total	2679	95.0		
Total		2820	100.0		

**Q33mr. Do you have any suggestions for improvement regarding the face-to-face contact you have had with DVA in the last 12 months?**

		Frequency	% of respondents
Valid	Ensure dedicated DVA staff at shared facilities	4	3.2
	Ensure access to appropriate facilities in regional areas	3	1.9
	Improve timeliness of resolution/ follow-up	0	.1
	Reduce waiting times	0	.3
	Minimise the number of contacts I need to speak with	2	1.3
	Ensure staff are polite/ helpful/ courteous	7	4.7
	Other	4	2.9
	None of the above	123	88.5
Number of Respondents		139	100.0

DVA CSS Frequencies (Weighted)  
Section I: DVA Online Services - MyAccount

**Q34. Have you used DVA's online MyAccount service in the last 12 months?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	99	3.5	3.5	3.5
	No	2720	96.4	96.5	100.0
	Total	2819	100.0	100.0	
Missing	System	1	.0		
Total		2820	100.0		

**Q35mr. Why have you not used the online MyAccount service?**

		Frequency	% of respondents
Valid	I do not use the internet	1435	52.8
	I do not have regular internet access	98	3.6
	I have concerns about privacy	9	.3
	I prefer to contact DVA in-person, via telephone or in writing	102	3.8
	My queries/ issues are too complicated to resolve online	9	.3
	I wasn't aware of DVA's online services	287	10.6
	It is too difficult to use	84	3.1
	I have no need to use the service	837	30.8
	Other	19	.7
	Number of Respondents		2719

DVA CSS Frequencies (Weighted)  
Section J: DVA Website and Social Media

**Q40. Have you visited the DVA website (www.dva.gov.au) in the last 12 months?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	362	12.8	12.8	12.8
	No	2458	87.2	87.2	100.0
	Total	2820	100.0	100.0	

**Q41. What was the main reason for your last visit to the DVA website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Find out general information about how to contact DVA/where to find a DVA office	156	5.5	43.3	43.3
	Find a form	27	1.0	7.4	50.7
	Use MyAccount	7	.3	2.0	52.7
	Find out what services DVA provides	17	.6	4.6	57.3
	Look up specific information about eligibility	29	1.0	8.0	65.4
	Look up specific information about a payment (e.g. rates of payments)	25	.9	7.0	72.3
	Look up specific information about a benefit	41	1.5	11.4	83.7
	Look up information about health care	19	.7	5.2	88.9
	Find out about a commemorative event	6	.2	1.7	90.5
	Find a DVA publication	1	.0	.2	90.7
	Read the latest news	11	.4	3.0	93.8
	Find a link to a related website (e.g. Minister's website, DSHI Insurance, Anzac Centenary)	1	.0	.3	94.1
	Find information for ex-service organisations	0	.0	.1	94.2
	Other	11	.4	3.1	97.2
	Can't remember	10	.4	2.8	100.0
	Total	361	12.8	100.0	
	Missing	System	2459	87.2	
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section J: DVA Website and Social Media

**Q42a. Ease of finding the information that you were looking for**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	24	.9	6.8	6.8
	Poor	25	.9	7.1	13.8
	Neither poor nor good	101	3.6	28.3	42.2
	Good	115	4.1	32.2	74.4
	Very good	91	3.2	25.6	100.0
	Total	356	12.6	100.0	
Missing	Unsure/ Not applicable	5	.2		
	System	2458	87.2		
	Total	2464	87.4		
Total		2820	100.0		

**Q42b. Enough information to answer your query/ question**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	24	.8	6.8	6.8
	Poor	31	1.1	8.7	15.5
	Neither poor nor good	51	1.8	14.4	29.9
	Good	132	4.7	37.6	67.5
	Very good	114	4.0	32.5	100.0
	Total	351	12.4	100.0	
Missing	Unsure/ Not applicable	11	.4		
	System	2458	87.2		
	Total	2469	87.6		
Total		2820	100.0		

**Q42c. The way that the information was presented (e.g. layout, design)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	11	.4	3.1	3.1
	Poor	20	.7	5.5	8.6
	Neither poor nor good	70	2.5	19.6	28.2
	Good	137	4.9	38.3	66.5
	Very good	120	4.2	33.5	100.0
	Total	357	12.7	100.0	
Missing	Unsure/ Not applicable	4	.2		
	System	2458	87.2		
	Total	2463	87.3		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section J: DVA Website and Social Media

**Q42d. Ease of understanding of the information presented**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	14	.5	4.0	4.0
	Poor	28	1.0	7.7	11.7
	Neither poor nor good	63	2.2	17.5	29.2
	Good	144	5.1	40.1	69.3
	Very good	110	3.9	30.7	100.0
	Total	358	12.7	100.0	
Missing	Unsure/ Not applicable	3	.1		
	System	2458	87.2		
	Total	2462	87.3		
Total		2820	100.0		

**Q42a@. Ease of finding the information that you were looking for**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	49	1.7	13.8	13.8
	Neither poor nor good	101	3.6	28.3	42.2
	Good	206	7.3	57.8	100.0
	Total	356	12.6	100.0	
Missing	Unsure/ Not Applicable	5	.2		
	System	2458	87.2		
	Total	2464	87.4		
Total		2820	100.0		

**Q42b@. Enough information to answer your query/ question**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	54	1.9	15.5	15.5
	Neither poor nor good	51	1.8	14.4	29.9
	Good	246	8.7	70.1	100.0
	Total	351	12.4	100.0	
Missing	Unsure/ Not Applicable	11	.4		
	System	2458	87.2		
	Total	2469	87.6		
Total		2820	100.0		

**Q42c@. The way that the information was presented (e.g. layout, design)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	31	1.1	8.6	8.6
	Neither poor nor good	70	2.5	19.6	28.2
	Good	256	9.1	71.8	100.0
	Total	357	12.7	100.0	
Missing	Unsure/ Not Applicable	4	.2		
	System	2458	87.2		
	Total	2463	87.3		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section J: DVA Website and Social Media

**Q42d@. Ease of understanding of the information presented**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	42	1.5	11.7	11.7
	Neither poor nor good	63	2.2	17.5	29.2
	Good	254	9.0	70.8	100.0
	Total	358	12.7	100.0	
Missing	Unsure/ Not Applicable	3	.1		
	System	2458	87.2		
	Total	2462	87.3		
Total		2820	100.0		

**Q43. How would you rate the overall quality of the DVA website based on your most recent experience?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	13	.5	3.7	3.7
	Poor	16	.6	4.4	8.1
	Neither poor nor good	68	2.4	18.9	27.0
	Good	157	5.6	43.5	70.5
	Very good	106	3.8	29.5	100.0
	Total	360	12.8	100.0	
Missing	Can't recall	1	.0		
	System	2458	87.2		
	Total	2460	87.2		
Total		2820	100.0		

**Q43@. How would you rate the overall quality of the DVA website based on your most recent experience?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	29	1.0	8.1	8.1
	Neither poor nor good	68	2.4	18.9	27.0
	Good	263	9.3	73.0	100.0
	Total	360	12.8	100.0	
Missing	Can't recall	1	.0		
	System	2458	87.2		
	Total	2460	87.2		
Total		2820	100.0		

**Q47. Do you use social media?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	403	14.3	14.3	14.3
	No	2417	85.7	85.7	100.0
	Total	2820	100.0	100.0	



DVA CSS Frequencies (Weighted)  
Section J: DVA Website and Social Media

**Q48a. Facebook**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware of DVA presence	322	11.4	80.1	80.1
	Aware of DVA presence, but do not currently use	73	2.6	18.1	98.1
	Use occasionally	5	.2	1.1	99.3
	Use often	3	.1	.7	100.0
	Total	402	14.3	100.0	
Missing	System	2418	85.7		
Total		2820	100.0		

**Q48b. Twitter (including EasyChirp)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware of DVA presence	380	13.5	94.4	94.4
	Aware of DVA presence, but do not currently use	18	.6	4.4	98.9
	Use occasionally	4	.1	1.0	99.9
	Use often	0	.0	.1	100.0
	Total	402	14.3	100.0	
Missing	System	2418	85.7		
Total		2820	100.0		

**Q48c. Youtube**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware of DVA presence	379	13.4	94.1	94.1
	Aware of DVA presence, but do not currently use	21	.8	5.3	99.4
	Use occasionally	2	.1	.5	99.9
	Use often	0	.0	.1	100.0
	Total	402	14.3	100.0	
Missing	System	2418	85.7		
Total		2820	100.0		

**Q48d. Flickr**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware of DVA presence	396	14.0	98.3	98.3
	Aware of DVA presence, but do not currently use	6	.2	1.6	99.9
	Use occasionally	0	.0	.1	100.0
	Total	402	14.3	100.0	
Missing	System	2418	85.7		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section J: DVA Website and Social Media

**Q48a@. Facebook**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	322	11.4	80.1	80.1
	Aware, but do not use	73	2.6	18.1	98.1
	Use occasionally or often	7	.3	1.9	100.0
	Total	402	14.3	100.0	
Missing	System	2418	85.7		
Total		2820	100.0		

**Q48b@. Twitter (including EasyChirp)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	380	13.5	94.4	94.4
	Aware, but do not use	18	.6	4.4	98.9
	Use occasionally or often	5	.2	1.1	100.0
	Total	402	14.3	100.0	
Missing	System	2418	85.7		
Total		2820	100.0		

**Q48c@. Youtube**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	379	13.4	94.1	94.1
	Aware, but do not use	21	.8	5.3	99.4
	Use occasionally or often	2	.1	.6	100.0
	Total	402	14.3	100.0	
Missing	System	2418	85.7		
Total		2820	100.0		

**Q48d@. Flickr**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	396	14.0	98.3	98.3
	Aware, but do not use	6	.2	1.6	99.9
	Use occasionally or often	0	.0	.1	100.0
	Total	402	14.3	100.0	
Missing	System	2418	85.7		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section J: DVA Website and Social Media

**Q49mr. Do you have any comments or suggestions for improvement regarding DVA's online services?**

		Frequency	% of respondents
Valid	Improve client awareness of online services	34	5.6
	Improve client awareness of social media presence	30	5.0
	Reference DVA online content in written communications	10	1.6
	Ensure flexibility of online systems	24	4.0
	Improve DVA website - navigation/layout/make it user friendly/simplify language	25	4.2
	Other	18	3.0
	None of the above	484	80.3
Number of Respondents		603	100.0

DVA CSS Frequencies (Weighted)  
Section K: Feedback about DVA

**Q50. In the last 12 months, have you provided feedback (complaints, compliments or suggestions for improvement) to DVA, or considered doing so?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have felt no need to provide feedback	2698	95.7	95.7	95.7
	I have provided feedback to DVA	77	2.7	2.7	98.4
	I have considered providing feedback but did not do so	44	1.6	1.6	100.0
	Total	2819	100.0	100.0	
Missing	System	1	.0		
Total		2820	100.0		

**Q51a. MyAccount portal**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	90	3.2	74.5	74.5
	Partially aware	11	.4	9.1	83.6
	Fully aware	20	.7	16.4	100.0
	Total	121	4.3	100.0	
Missing	System	2699	95.7		
Total		2820	100.0		

**Q51b. Calling DVA General Enquiries**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	24	.9	20.3	20.3
	Partially aware	20	.7	16.6	36.9
	Fully aware	76	2.7	63.1	100.0
	Total	121	4.3	100.0	
Missing	System	2699	95.7		
Total		2820	100.0		

**Q51c. Writing to DVA**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	20	.7	17.0	17.0
	Partially aware	10	.3	8.1	25.2
	Fully aware	90	3.2	74.8	100.0
	Total	121	4.3	100.0	
Missing	System	2699	95.7		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section K: Feedback about DVA

**Q51d. In-person at a DVA office**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	42	1.5	35.1	35.1
	Partially aware	11	.4	8.8	43.9
	Fully aware	68	2.4	56.1	100.0
	Total	121	4.3	100.0	
Missing	System	2699	95.7		
Total		2820	100.0		

**Q51e. By email**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	63	2.2	52.4	52.4
	Partially aware	11	.4	9.4	61.8
	Fully aware	46	1.6	38.2	100.0
	Total	121	4.3	100.0	
Missing	System	2699	95.7		
Total		2820	100.0		

**Q55. How satisfied were you with DVA's response to your complaint, compliment or suggestion?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	6	.2	9.4	9.4
	Dissatisfied	9	.3	14.1	23.5
	Neither satisfied nor dissatisfied	7	.2	10.2	33.7
	Satisfied	14	.5	21.3	55.0
	Very satisfied	30	1.1	45.0	100.0
	Total	67	2.4	100.0	
Missing	Not yet received a response	10	.3		
	System	2743	97.3		
	Total	2753	97.6		
Total		2820	100.0		

**Q55@. How satisfied were you with DVAs response to your complaint, compliment or suggestion?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	16	.6	23.5	23.5
	Neither satisfied nor dissatisfied	7	.2	10.2	33.7
	Satisfied	44	1.6	66.3	100.0
	Total	67	2.4	100.0	
Missing	Not yet received a response	10	.3		
	System	2743	97.3		
	Total	2753	97.6		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section K: Feedback about DVA

**Q56mr. Why were you dissatisfied with DVA's response?**

		Frequency	% of respondents
Valid	The information given to me was not correct	2	10.5
	The information given to me was not complete	7	41.5
	The information provided was not relevant to my query	0	3.2
	The time taken to achieve an outcome/ resolution	8	48.3
	The need to deal with DVA on multiple occasions	4	24.2
	The need to deal with multiple contact points within DVA	0	1.8
	DVA staff did not get back to me when they said they would	6	39.0
	I was asked to contact DVA with additional information/DVA asked me to contact them	1	5.7
	Other	1	8.9
	Can't remember		
Number of Respondents		16	100.0

DVA CSS Frequencies (Weighted)  
Section L: Submitting a Claim to DVA

**Q57. In the last 12 months, have you submitted a claim or application for a benefit or service to DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	456	16.2	16.2	16.2
	No	2346	83.2	83.2	99.4
	Not sure	17	.6	.6	100.0
	Total	2820	100.0	100.0	

**Q58. What was the most recent claim or application that you submitted to DVA about?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Claim for compensation	45	1.6	9.8	9.8
	Application for a pension	55	1.9	12.0	21.9
	Application for a health care card	17	.6	3.8	25.7
	Application for health services	165	5.8	36.1	61.7
	Application for reimbursement	124	4.4	27.1	88.8
	Application for a lump sum advance	12	.4	2.5	91.4
	Household services or aids	14	.5	3.1	94.4
	Other	25	.9	5.6	100.0
	Total	456	16.2	100.0	
Missing	System	2364	83.8		
Total		2820	100.0		

**Q59. How long did it take for this claim or application to be processed?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2 weeks	165	5.8	36.1	36.1
	3-4 weeks	89	3.1	19.4	55.5
	1-2 months	43	1.5	9.3	64.8
	3-6 months	29	1.0	6.3	71.1
	More than 6 months	13	.5	2.9	74.0
	Still pending	84	3.0	18.5	92.5
	Not sure	34	1.2	7.5	100.0
	Total	456	16.2	100.0	
Missing	System	2364	83.8		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section L: Submitting a Claim to DVA

**Q60. Did the time taken to process your claim or application...?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Exceed your expectations – that is, it was faster than you expected	98	3.5	21.4	21.4
	Meet your expectations	282	10.0	61.7	83.1
	Not meet your expectations	44	1.6	9.7	92.8
	Was much worse than your expectations	33	1.2	7.2	100.0
	Total	456	16.2	100.0	
Missing	System	2364	83.8		
Total		2820	100.0		

**Q60@. Did the time taken to process your claim or application...?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Met or exceeded expectations	379	13.4	83.1	83.1
	Did not meet expectations	77	2.7	16.9	100.0
	Total	456	16.2	100.0	
Missing	System	2364	83.8		
Total		2820	100.0		

**Q61mr. Why were your expectations not met?**

		Frequency	% of respondents
Valid	The information given to me was not correct	6	8.3
	The information given to me was not complete	6	7.9
	The information provided was not relevant to my query	4	5.6
	The time taken to achieve an outcome/ resolution	61	78.5
	The need to deal with DVA on multiple occasions	6	7.9
	The need to deal with multiple contact points within DVA	2	2.4
	DVA staff did not get back to me when they said they would	6	8.3
	I was asked to contact DVA with additional information/DVA asked me to contact them	6	7.3
	Other	0	.6
	Can't remember	0	.2
	Number of Respondents	77	100.0



DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q62a. Is committed to providing high quality service to clients**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	31	1.1	1.1	1.1
	Disagree	69	2.4	2.5	3.6
	Neither agree or disagree	189	6.7	6.8	10.5
	Agree	1168	41.4	42.2	52.7
	Strongly Agree	1308	46.4	47.3	100.0
	Total	2765	98.1	100.0	
Missing	Don't Know	52	1.8		
	System	3	.1		
	Total	55	1.9		
Total		2820	100.0		

**Q62b. Understands the needs of clients**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	55	2.0	2.0	2.0
	Disagree	117	4.1	4.2	6.2
	Neither agree or disagree	219	7.8	7.9	14.1
	Agree	1155	41.0	41.7	55.8
	Strongly Agree	1227	43.5	44.2	100.0
	Total	2773	98.3	100.0	
Missing	Don't Know	44	1.6		
	System	3	.1		
	Total	47	1.7		
Total		2820	100.0		

**Q62c. Responds to feedback**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	43	1.5	1.9	1.9
	Disagree	88	3.1	3.8	5.6
	Neither agree or disagree	501	17.8	21.5	27.1
	Agree	909	32.2	39.0	66.1
	Strongly Agree	791	28.1	33.9	100.0
	Total	2333	82.7	100.0	
Missing	Don't Know	482	17.1		
	System	5	.2		
	Total	487	17.3		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q62d. Tailors services to meet the changing needs of clients**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	50	1.8	2.0	2.0
	Disagree	85	3.0	3.3	5.2
	Neither agree or disagree	357	12.6	13.8	19.0
	Agree	1136	40.3	44.0	63.0
	Strongly Agree	956	33.9	37.0	100.0
	Total	2584	91.6	100.0	
Missing	Don't Know	233	8.2		
	System	3	.1		
	Total	236	8.4		
Total		2820	100.0		

**Q62e. Sensitive acknowledges the service and sacrifice of veterans**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	55	1.9	2.0	2.0
	Disagree	85	3.0	3.1	5.1
	Neither agree or disagree	183	6.5	6.7	11.8
	Agree	1115	39.5	40.7	52.5
	Strongly Agree	1300	46.1	47.5	100.0
	Total	2737	97.1	100.0	
Missing	Don't Know	80	2.8		
	System	3	.1		
	Total	83	2.9		
Total		2820	100.0		

**Q62f. Puts clients first**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	60	2.1	2.2	2.2
	Disagree	111	3.9	4.0	6.2
	Neither agree or disagree	271	9.6	9.8	16.0
	Agree	1156	41.0	41.8	57.8
	Strongly Agree	1166	41.3	42.2	100.0
	Total	2763	98.0	100.0	
Missing	Don't Know	54	1.9		
	System	3	.1		
	Total	57	2.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q62g. Communicates clearly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	32	1.1	1.2	1.2
	Disagree	93	3.3	3.3	4.5
	Neither agree or disagree	206	7.3	7.4	11.9
	Agree	1268	45.0	45.8	57.7
	Strongly Agree	1172	41.6	42.3	100.0
	Total	2771	98.3	100.0	
Missing	Don't Know	46	1.6		
	System	3	.1		
	Total	49	1.7		
Total		2820	100.0		

**Q62h. Is honest and ethical in its dealings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	27	.9	1.0	1.0
	Disagree	42	1.5	1.5	2.5
	Neither agree or disagree	194	6.9	7.0	9.6
	Agree	1195	42.4	43.4	52.9
	Strongly Agree	1296	46.0	47.1	100.0
	Total	2755	97.7	100.0	
Missing	Don't Know	62	2.2		
	System	3	.1		
	Total	65	2.3		
Total		2820	100.0		

**Q62i. Delivers services in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	39	1.4	1.4	1.4
	Disagree	99	3.5	3.6	5.0
	Neither agree or disagree	187	6.6	6.8	11.8
	Agree	1192	42.3	43.2	55.0
	Strongly Agree	1243	44.1	45.0	100.0
	Total	2760	97.9	100.0	
Missing	Don't Know	58	2.0		
	System	2	.1		
	Total	60	2.1		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q62j. Is known for delivering the services that clients need**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	33	1.2	1.2	1.2
	Disagree	102	3.6	3.7	4.9
	Neither agree or disagree	240	8.5	8.7	13.6
	Agree	1190	42.2	43.2	56.7
	Strongly Agree	1194	42.3	43.3	100.0
	Total	2758	97.8	100.0	
Missing	Don't Know	59	2.1		
	System	3	.1		
	Total	62	2.2		
Total		2820	100.0		

**Q62k. Clients have confidence in**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	37	1.3	1.3	1.3
	Disagree	95	3.4	3.4	4.8
	Neither agree or disagree	170	6.0	6.1	10.9
	Agree	1159	41.1	41.7	52.6
	Strongly Agree	1319	46.8	47.4	100.0
	Total	2779	98.6	100.0	
Missing	Don't Know	37	1.3		
	System	4	.1		
	Total	41	1.4		
Total		2820	100.0		

**Q62l. Provides reliable information and advice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	21	.7	.8	.8
	Disagree	87	3.1	3.1	3.9
	Neither agree or disagree	213	7.5	7.7	11.6
	Agree	1167	41.4	42.2	53.8
	Strongly Agree	1278	45.3	46.2	100.0
	Total	2764	98.0	100.0	
Missing	Don't Know	53	1.9		
	System	3	.1		
	Total	56	2.0		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q62m. Is accountable for decisions it makes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	38	1.4	1.5	1.5
	Disagree	71	2.5	2.7	4.2
	Neither agree or disagree	300	10.6	11.4	15.6
	Agree	1195	42.4	45.4	61.0
	Strongly Agree	1026	36.4	39.0	100.0
	Total	2629	93.2	100.0	
Missing	Don't Know	188	6.7		
	System	3	.1		
	Total	191	6.8		
Total		2820	100.0		

**Q62a@. Is committed to providing high quality service to clients**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	100	3.5	3.6	3.6
	Neither agree or disagree	189	6.7	6.8	10.5
	Agree	2476	87.8	89.5	100.0
	Total	2765	98.1	100.0	
Missing	Unsure/ Not Applicable	52	1.8		
	System	3	.1		
	Total	55	1.9		
Total		2820	100.0		

**Q62b@. Understands the needs of clients**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	172	6.1	6.2	6.2
	Neither agree or disagree	219	7.8	7.9	14.1
	Agree	2382	84.5	85.9	100.0
	Total	2773	98.3	100.0	
Missing	Unsure/ Not Applicable	44	1.6		
	System	3	.1		
	Total	47	1.7		
Total		2820	100.0		

**Q62c@. Responds to feedback**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	132	4.7	5.6	5.6
	Neither agree or disagree	501	17.8	21.5	27.1
	Agree	1700	60.3	72.9	100.0
	Total	2333	82.7	100.0	
Missing	Unsure/ Not Applicable	482	17.1		
	System	5	.2		
	Total	487	17.3		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q62d@. Tailors services to meet the changing needs of clients**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	135	4.8	5.2	5.2
	Neither agree or disagree	357	12.6	13.8	19.0
	Agree	2092	74.2	81.0	100.0
	Total	2584	91.6	100.0	
Missing	Unsure/ Not Applicable	233	8.2		
	System	3	.1		
	Total	236	8.4		
Total		2820	100.0		

**Q62e@. Sensitive acknowledges the service and sacrifice of veterans**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	140	5.0	5.1	5.1
	Neither agree or disagree	183	6.5	6.7	11.8
	Agree	2415	85.6	88.2	100.0
	Total	2737	97.1	100.0	
Missing	Unsure/ Not Applicable	80	2.8		
	System	3	.1		
	Total	83	2.9		
Total		2820	100.0		

**Q62f@. Puts clients first**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	170	6.0	6.2	6.2
	Neither agree or disagree	270	9.6	9.8	16.0
	Agree	2322	82.3	84.0	100.0
	Total	2762	98.0	100.0	
Missing	Unsure/ Not Applicable	54	1.9		
	System	4	.1		
	Total	58	2.0		
Total		2820	100.0		

**Q62g@. Communicates clearly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	125	4.4	4.5	4.5
	Neither agree or disagree	206	7.3	7.4	11.9
	Agree	2440	86.5	88.1	100.0
	Total	2771	98.3	100.0	
Missing	Unsure/ Not Applicable	46	1.6		
	System	3	.1		
	Total	49	1.7		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q62h@. Is honest and ethical in its dealings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	69	2.4	2.5	2.5
	Neither agree or disagree	194	6.9	7.0	9.6
	Agree	2491	88.3	90.4	100.0
	Total	2755	97.7	100.0	
Missing	Unsure/ Not Applicable	62	2.2		
	System	3	.1		
	Total	65	2.3		
Total		2820	100.0		

**Q62i@. Delivers services in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	138	4.9	5.0	5.0
	Neither agree or disagree	187	6.6	6.8	11.8
	Agree	2435	86.4	88.2	100.0
	Total	2760	97.9	100.0	
Missing	Unsure/ Not Applicable	58	2.0		
	System	2	.1		
	Total	60	2.1		
Total		2820	100.0		

**Q62j@. Is known for delivering the services that clients need**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	135	4.8	4.9	4.9
	Neither agree or disagree	240	8.5	8.7	13.6
	Agree	2384	84.5	86.4	100.0
	Total	2758	97.8	100.0	
Missing	Unsure/ Not Applicable	59	2.1		
	System	3	.1		
	Total	62	2.2		
Total		2820	100.0		

**Q62k@. Clients have confidence in**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	132	4.7	4.8	4.8
	Neither agree or disagree	170	6.0	6.1	10.9
	Agree	2478	87.9	89.1	100.0
	Total	2779	98.6	100.0	
Missing	Unsure/ Not Applicable	37	1.3		
	System	4	.1		
	Total	41	1.4		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q62l@. Provides reliable information and advice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	107	3.8	3.9	3.9
	Neither agree or disagree	213	7.5	7.7	11.6
	Agree	2444	86.7	88.4	100.0
	Total	2764	98.0	100.0	
Missing	Unsure/ Not Applicable	53	1.9		
	System	3	.1		
	Total	56	2.0		
Total		2820	100.0		

**Q62m@. Is accountable for decisions it makes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	109	3.9	4.2	4.2
	Neither agree or disagree	300	10.6	11.4	15.6
	Agree	2220	78.7	84.4	100.0
	Total	2629	93.2	100.0	
Missing	Unsure/ Not Applicable	188	6.7		
	System	3	.1		
	Total	191	6.8		
Total		2820	100.0		

**Q63. Considering your overall experience with DVA, how satisfied are you with the service they provide?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	49	1.7	1.7	1.7
	Dissatisfied	95	3.4	3.4	5.1
	Neither satisfied nor dissatisfied	174	6.2	6.2	11.3
	Satisfied	759	26.9	26.9	38.2
	Very satisfied	1741	61.8	61.8	100.0
	Total	2818	99.9	100.0	
Missing	System	2	.1		
Total		2820	100.0		

**Q63@. Considering your overall experience with DVA, how satisfied are you with the service they provide?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	144	5.1	5.1	5.1
	Neither satisfied nor dissatisfied	174	6.2	6.2	11.3
	Satisfied	2501	88.7	88.7	100.0
	Total	2818	99.9	100.0	
Missing	System	2	.1		
Total		2820	100.0		



DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q65. 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...?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Declined greatly	17	.6	.6	.6
	Declined	58	2.1	2.1	2.7
	Stayed about the same	2299	81.5	81.6	84.2
	Improved	339	12.0	12.0	96.3
	Improved greatly	105	3.7	3.7	100.0
	Total	2818	99.9	100.0	
Missing	System	2	.1		
Total		2820	100.0		

**Q65@. 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...?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Declined	75	2.7	2.7	2.7
	Stayed about the same	2299	81.5	81.6	84.2
	Improved	444	15.7	15.8	100.0
	Total	2818	99.9	100.0	
Missing	System	2	.1		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section M: General Impressions of DVA

**Q66mr. Can you provide any examples of changes in service quality you've experienced in the last 12 months?**

		Frequency	% of respondents	
Valid	Positive – payments	27	5.2	
	Positive – benefits and services	90	17.4	
	Positive – staff and service quality	142	27.5	
	Positive – timeliness and responsiveness	75	14.6	
	Positive – online services	12	2.4	
	Positive – quality and accuracy of information	75	14.5	
	Positive – other	0	.1	
	Negative – payments	5	.9	
	Negative – benefits and services	9	1.8	
	Negative – staff and service quality	33	6.4	
	Negative – timeliness and responsiveness	24	4.7	
	Negative – online services	5	.9	
	Negative – quality and accuracy of information	11	2.1	
	Negative – availability and access to services	23	4.5	
	Negative - other	1	.2	
	Can't remember	155	29.9	
	Number of Respondents		517	100.0

**q66@. Can you provide any examples of changes in service quality you've experienced in the last 12 months?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Positive example	302	10.7	58.3	58.3
	Negative example	61	2.2	11.8	70.1
	Can't remember	155	5.5	29.9	100.0
	Total	517	18.3	100.0	
Missing	System	2303	81.7		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section N: Improving DVA's Service Delivery

**Q67. What is your preferred way of contacting DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Visiting the DVA website (www.dva.gov.au)	35	1.2	1.2	1.2
	Contacting DVA via email	88	3.1	3.1	4.4
	Visiting a DVA office in person	180	6.4	6.4	10.7
	Visiting another government agency or organisation that represents DVA	20	.7	.7	11.5
	Telephoning DVA	2215	78.6	78.7	90.1
	Writing a letter to DVA	120	4.3	4.3	94.4
	Speaking to a DVA representative outside of a DVA office	51	1.8	1.8	96.2
	Through a third party	43	1.5	1.5	97.7
	Other	1	.0	.0	97.8
	Don't know	62	2.2	2.2	100.0
	Total	2816	99.9	100.0	
Missing	System	4	.1		
Total		2820	100.0		

**Q68. Why is this your preferred way of contacting DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easy to get information	543	19.3	19.7	19.7
	Quickest way to get information	290	10.3	10.5	30.3
	Most accurate information	46	1.6	1.7	31.9
	This way is the only option available to me	315	11.2	11.5	43.4
	To get a record of information	73	2.6	2.7	46.1
	It was convenient	332	11.8	12.1	58.1
	I've tried other contact methods but this way is best	76	2.7	2.7	60.9
	I prefer speaking with a person directly	1069	37.9	38.8	99.7
	Don't know	8	.3	.3	100.0
	Total	2753	97.6	100.0	
Missing	System	67	2.4		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section N: Improving DVA's Service Delivery

**Q69. When is the most convenient time for you to contact DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early morning (8am – 9.59 am)	463	16.4	16.4	16.4
	Late morning (10.00am-11.59am)	552	19.6	19.6	36.0
	Early afternoon (12pm-2.59pm)	202	7.2	7.2	43.2
	Late afternoon (3pm – 5.30pm)	98	3.5	3.5	46.7
	After business hours (5.30 pm – 8pm)	38	1.4	1.4	48.0
	It varies	1424	50.5	50.5	98.6
	Don't know	40	1.4	1.4	100.0
Total		2818	99.9	100.0	
Missing	System	2	.1		
Total		2820	100.0		

**Q69@. When is the most convenient time for you to contact DVA?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Morning	1015	36.0	36.0	36.0
	Afternoon	300	10.6	10.6	46.7
	After business hours	38	1.4	1.4	48.0
	It varies	1424	50.5	50.5	98.6
	Don't know	40	1.4	1.4	100.0
	Total	2818	99.9	100.0	
Missing	System	2	.1		
Total		2820	100.0		

**Q70. To your knowledge, does DVA have your current email address?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	645	22.9	23.0	23.0
	No	370	13.1	13.2	36.2
	No email address	1503	53.3	53.6	89.9
	Don't know	284	10.1	10.1	100.0
	Total	2802	99.4	100.0	
Missing	System	18	.6		
Total		2820	100.0		

**Q71\_1. First preference**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Phone	1138	40.4	40.4	40.4
	Email	328	11.6	11.6	52.1
	Letter	1336	47.4	47.4	99.5
	Other	14	.5	.5	100.0
	Total	2816	99.9	100.0	
Missing	System	4	.1		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section N: Improving DVA's Service Delivery

**Q71\_2. Second preference**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Phone	1309	46.4	46.6	46.6
	Email	339	12.0	12.1	58.7
	Letter	1140	40.4	40.6	99.3
	Other	14	.5	.5	99.8
	None of the above	5	.2	.2	100.0
	Total	2807	99.5	100.0	
Missing	System	13	.5		
Total		2820	100.0		

**Q71\_3. Third preference**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Phone	341	12.1	12.2	12.2
	Email	430	15.3	15.3	27.5
	Letter	307	10.9	10.9	38.4
	Other	9	.3	.3	38.7
	None of the above	1719	61.0	61.3	100.0
	Total	2807	99.5	100.0	
Missing	System	13	.5		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section O: About you

**Q75. How long have you been receiving DVA benefits and/or services?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one year	59	2.1	2.1	2.1
	One to less than three years	150	5.3	5.3	7.4
	Three to less than five years	172	6.1	6.1	13.5
	Five years or more	2419	85.8	85.8	99.4
	Not sure	18	.6	.6	100.0
	Total	2818	99.9	100.0	
Missing	System	2	.1		
Total		2820	100.0		

**Q76. Which type of DVA office do you usually deal with?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Regional Office / Veterans' Affairs Network (VAN) Office	365	13.0	13.0	13.0
	State capital DVA Office	743	26.3	26.4	39.4
	DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	84	3.0	3.0	42.4
	The On-base Advisory Service (OBAS)	9	.3	.3	42.7
	None, I usually deal with DVA without going to an office (e.g. on the phone or online)	1527	54.1	54.2	96.9
	Not sure	86	3.1	3.1	100.0
	Total	2815	99.8	100.0	
Missing	System	5	.2		
Total		2820	100.0		

DVA CSS Frequencies (Weighted)  
Section O: About you

**Q77mr. Which (if any) of the following describe you?**

		Frequency	% of respondents
Valid	Veteran or former serving member of the Australian Defence Force	1296	46.0
	Serving full-time member of the Australian Defence Force	40	1.4
	Member of the Army, Navy or Air Force Reserve	97	3.4
	Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	51	1.8
	War widow/er	1009	35.8
	Dependant (spouse, partner or child) of a veteran	398	14.1
	Other	40	1.4
Number of Respondents		2818	100.0