

Department of Veterans' Affairs

2014 Client Service Survey

Appendix D: Overall Online frequency results

DVA Client Service Survey - Online
A. Initial Questions

q1. Does another person or organisation ever help you to deal with DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	92	36.4	36.5	36.5
	No - I deal with DVA personally	160	63.2	63.5	100.0
	Total	252	99.6	100.0	
Missing	System	1	.4		
Total		253	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	7	2.8	8.0	8.0
	Most of the time	15	5.9	17.0	25.0
	Sometimes	49	19.4	55.7	80.7
	Rarely	17	6.7	19.3	100.0
	Total	88	34.8	100.0	
Missing	System	165	65.2		
Total		253	100.0		

DVA Client Service Survey
B. Use of DVA Benefits and Services

q3mr. Have you received any of the following DVA payments in the last 12 months? (Multiple Response)

		Frequency	% of respondents
Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	107	43.3%
	Income Support Supplement	19	7.7%
	War Widow/ers Pension	7	2.8%
	Wholly Dependent partner pension	1	0.4%
	Disability Pension	154	62.3%
	Incapacity payments	27	10.9%
	Permanent impairment	33	13.4%
	Reimbursement for treatment or travel	105	42.5%
	Reimbursement for household services or attendant care	18	7.3%
	Veterans' Supplement / Seniors Supplement	42	17.0%
	Clean Energy Advance/Supplement	86	34.8%
	Rent Assistance	10	4.0%
	Defence Force Income Support Allowance (DFISA)	23	9.3%
	Funeral benefit/ Bereavement payment	1	0.4%
	Other	5	2.0%
	None of the above	16	6.5%
Number of Respondents		247	100.0%

q4mr. Have you received any of the following DVA benefits and services in the last 12 months? (Multiple Response)

		Frequency	% of respondents
Valid	Health services	111	45.7%
	Home services	63	25.9%
	Aids and appliances	73	30.0%
	Rehabilitation Services	40	16.5%
	Transport services (including reimbursement)	125	51.4%
	Education schemes	8	3.3%
	Defence Service Homes (DSH) insurance	52	21.4%
	Pensioner Concession Card	92	37.9%
	Commonwealth Seniors Health Card	22	9.1%
	Lump Sum Advance	22	9.1%
	Other	2	0.8%
	None of the above	40	16.5%
Number of Respondents		243	100.0%

DVA Client Service Survey
C. Types of contact with DVA

q5mr. Please indicate all of the ways you have contacted, or sought information from, DVA in the last 12 months? (Multiple Response)

		Frequency	% of respondents
Valid	Visiting the DVA website (www.dva.gov.au)	215	91.5%
	Telephoning DVA	201	85.5%
	Contacting DVA via email	90	38.3%
	Writing a letter to DVA	49	20.9%
	Filling in a form or submitting a claim/application	131	55.7%
	DVA's social media channels (such as Facebook and Twitter)	20	8.5%
	Visiting a DVA office in person	64	27.2%
	Visiting another government agency or organisation that represents DVA (e.g. Centrelink, Department of Human Services, or a State or Local government service)	16	6.8%
	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)	35	14.9%
	Through a third party (e.g. through an agent, nominee, friend or relative)	29	12.3%
	Other	7	3.0%
	I have not contacted DVA or sought information from DVA in the last 12 months	1	0.4%
	Number of Respondents		235

DVA Client Service Survey
C. Types of contact with DVA

**q6mr. What was the purpose of your most recent contact with DVA?
(Multiple Response)**

		Frequency	% of respondents
Valid	Get information about a DVA service or benefit	70	30.6%
	Lodge a claim (e.g. for a benefit or for compensation)	86	37.6%
	Organise for a service to be provided (e.g. transport arrangements)	39	17.0%
	Find out about the progress of a claim/ application	51	22.3%
	Get a statement or letter from DVA (e.g. to help apply for a concession)	20	8.7%
	Ask a question about a letter I received from DVA	33	14.4%
	Update your personal or financial information (e.g. to change your address, or provide income or asset details)	45	19.7%
	Speak to someone about a review of your personal or financial information	16	7.0%
	Resolve a problem	40	17.5%
	Provide feedback	7	3.1%
	Other	10	4.4%
	Number of Respondents		229

DVA Client Service Survey
C. Types of contact with DVA

q7mr. Which services or benefits was your most recent contact with DVA about? (Multiple Response)

		Frequency	% of respondents
Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	12	5.3%
	Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	15	6.6%
	War Widow/ers Pension	2	0.9%
	Wholly Dependent partner compensation		
	Disability Pension	43	19.0%
	Incapacity payments	18	8.0%
	Permanent impairment	17	7.5%
	Compensation	14	6.2%
	Reimbursement of treatment or travel	67	29.6%
	Reimbursement for household services or attendant care	6	2.7%
	Allowances	4	1.8%
	Health services	15	6.6%
	Aids and appliances	17	7.5%
	Rehabilitation	7	3.1%
	Transport (including reimbursement)	66	29.2%
	Qualifying service application	2	0.9%
	Treatment (cards of reimbursement)	8	3.5%
	DVA Concession cards	12	5.3%
	Lump Sum Advance	11	4.9%
	Supplement Payments (Seniors Supplement and Veterans Supplement)		
	Defence Force Income Support Allowance (DFISA)	4	1.8%
	Funeral benefit/ Bereavement payment	1	0.4%
	Aged Care Assets Assessment for entry into Residential Aged Care	1	0.4%
	Other	20	8.8%
	Number of Respondents	226	100.0%

DVA Client Service Survey
C. Types of contact with DVA

q8. How did you first contact DVA regarding this matter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Visiting the DVA website (www.dva.gov.au)	64	25.3	28.3	28.3
	Telephoning DVA	77	30.4	34.1	62.4
	Contacting DVA via email	16	6.3	7.1	69.5
	Writing a letter to DVA	7	2.8	3.1	72.6
	Filling in a form	16	6.3	7.1	79.6
	Visiting a DVA office in person	8	3.2	3.5	83.2
	Speaking to a DVA representative outside of a DVA office	18	7.1	8.0	91.2
	Through a third party	11	4.3	4.9	96.0
	Other	9	3.6	4.0	100.0
	Total	226	89.3	100.0	
Missing	System	27	10.7		
Total		253	100.0		

q9. To what extent did your first contact with DVA provide the information or outcome you needed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully	118	46.6	52.2	52.2
	Mostly	49	19.4	21.7	73.9
	Partially	35	13.8	15.5	89.4
	Not at all	24	9.5	10.6	100.0
	Total	226	89.3	100.0	
Missing	System	27	10.7		
Total		253	100.0		

q10. Did you contact DVA more than once on the same matter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	84	33.2	76.4	76.4
	No	26	10.3	23.6	100.0
	Total	110	43.5	100.0	
Missing	System	143	56.5		
Total		253	100.0		

DVA Client Service Survey
C. Types of contact with DVA

q11mr. Which of the following best describe your reasons for contacting DVA more than once on the same matter? (Multiple Response)

		Frequency	% of respondents
Valid	The information given to me was not correct	14	16.9%
	The information given to me was not complete	24	28.9%
	The information provided was not relevant to my query	1	1.2%
	I could not remember the information I was told before	3	3.6%
	I wanted to confirm the information given to me	15	18.1%
	I wanted to get information in writing	10	12.0%
	DVA staff did not get back to me when they said they would	25	30.1%
	I was asked to contact DVA with additional information/DVA asked me to contact them	14	16.9%
	Other	20	24.1%
	Can't say	1	1.2%
Number of Respondents		83	100.0%

q12a. The information provided to me was easy to understand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	18	7.1	8.3	8.3
	Disagree	15	5.9	6.9	15.1
	Neither Agree nor Disagree	20	7.9	9.2	24.3
	Agree	81	32.0	37.2	61.5
	Strongly Agree	84	33.2	38.5	100.0
	Total	218	86.2	100.0	
Missing	Unsure / Not Applicable	2	.8		
	System	33	13.0		
	Total	35	13.8		
Total		253	100.0		

DVA Client Service Survey
C. Types of contact with DVA

Q12a@. The information provided to me was easy to understand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	33	13.0	15.1	15.1
	Neither agree or disagree	20	7.9	9.2	24.3
	Agree	165	65.2	75.7	100.0
	Total	218	86.2	100.0	
Missing	Unsure/ Not Applicable	2	.8		
	System	33	13.0		
	Total	35	13.8		
Total		253	100.0		

q12b. The information addressed my concerns

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	23	9.1	10.6	10.6
	Disagree	17	6.7	7.9	18.5
	Neither Agree nor Disagree	21	8.3	9.7	28.2
	Agree	76	30.0	35.2	63.4
	Strongly Agree	79	31.2	36.6	100.0
	Total	216	85.4	100.0	
Missing	Unsure / Not Applicable	3	1.2		
	System	34	13.4		
	Total	37	14.6		
Total		253	100.0		

Q12b@. The information addressed my concerns

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	40	15.8	18.5	18.5
	Neither agree or disagree	21	8.3	9.7	28.2
	Agree	155	61.3	71.8	100.0
	Total	216	85.4	100.0	
Missing	Unsure/ Not Applicable	3	1.2		
	System	34	13.4		
	Total	37	14.6		
Total		253	100.0		

DVA Client Service Survey
C. Types of contact with DVA

q12c. I understood the next steps that I needed to take (if any)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	19	7.5	9.1	9.1
	Disagree	12	4.7	5.8	14.9
	Neither Agree nor Disagree	15	5.9	7.2	22.1
	Agree	82	32.4	39.4	61.5
	Strongly Agree	80	31.6	38.5	100.0
	Total	208	82.2	100.0	
Missing	Unsure / Not Applicable	9	3.6		
	System	36	14.2		
	Total	45	17.8		
Total		253	100.0		

Q12c@. I understood the next steps that I needed to take, if any

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	31	12.3	14.9	14.9
	Neither agree or disagree	15	5.9	7.2	22.1
	Agree	162	64.0	77.9	100.0
	Total	208	82.2	100.0	
Missing	Unsure/ Not Applicable	9	3.6		
	System	36	14.2		
	Total	45	17.8		
Total		253	100.0		

q12d. The matter was resolved

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	35	13.8	17.0	17.0
	Disagree	16	6.3	7.8	24.8
	Neither Agree nor Disagree	18	7.1	8.7	33.5
	Agree	55	21.7	26.7	60.2
	Strongly Agree	82	32.4	39.8	100.0
	Total	206	81.4	100.0	
Missing	Unsure / Not Applicable	11	4.3		
	System	36	14.2		
	Total	47	18.6		
Total		253	100.0		

DVA Client Service Survey
C. Types of contact with DVA

Q12d@. The matter was resolved

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	51	20.2	24.8	24.8
	Neither agree or disagree	18	7.1	8.7	33.5
	Agree	137	54.2	66.5	100.0
	Total	206	81.4	100.0	
Missing	Unsure/ Not Applicable	11	4.3		
	System	36	14.2		
	Total	47	18.6		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q13a. The time it took to answer your call

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	15	5.9	8.1	8.1
	Poor	13	5.1	7.0	15.1
	Neither Poor nor Good	22	8.7	11.9	27.0
	Good	74	29.2	40.0	67.0
	Very Good	61	24.1	33.0	100.0
Total		185	73.1	100.0	
Missing	Unsure / Not Applicable	4	1.6		
	System	64	25.3		
	Total	68	26.9		
Total		253	100.0		

Q13a@. The time it took to answer your call

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	28	11.1	15.1	15.1
	Neither poor nor good	22	8.7	11.9	27.0
	Good	135	53.4	73.0	100.0
	Total	185	73.1	100.0	
Missing	Unsure/ Not Applicable	4	1.6		
	System	64	25.3		
	Total	68	26.9		
Total		253	100.0		

q13b. The ease with which you found the DVA contact number

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	7	2.8	3.9	3.9
	Poor	5	2.0	2.8	6.6
	Neither Poor nor Good	21	8.3	11.6	18.2
	Good	68	26.9	37.6	55.8
	Very Good	80	31.6	44.2	100.0
Total		181	71.5	100.0	
Missing	Unsure / Not Applicable	5	2.0		
	System	67	26.5		
	Total	72	28.5		
Total		253	100.0		

Q13b@. The ease with which you found the DVA contact number

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	4.7	6.6	6.6
	Neither poor nor good	21	8.3	11.6	18.2
	Good	148	58.5	81.8	100.0
	Total	181	71.5	100.0	
Missing	Unsure/ Not Applicable	5	2.0		
	System	67	26.5		
	Total	72	28.5		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q13c. The ease of getting to the right person to answer your query

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	19	7.5	10.7	10.7
	Poor	13	5.1	7.3	18.1
	Neither Poor nor Good	20	7.9	11.3	29.4
	Good	56	22.1	31.6	61.0
	Very Good	69	27.3	39.0	100.0
	Total	177	70.0	100.0	
Missing	Unsure / Not Applicable	5	2.0		
	System	71	28.1		
	Total	76	30.0		
Total		253	100.0		

Q13c@. The ease of getting to the right person to answer your query

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	32	12.6	18.1	18.1
	Neither poor nor good	20	7.9	11.3	29.4
	Good	125	49.4	70.6	100.0
	Total	177	70.0	100.0	
Missing	Unsure/ Not Applicable	5	2.0		
	System	71	28.1		
	Total	76	30.0		
Total		253	100.0		

q13d. Were respectful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	7	2.8	3.8	3.8
	Poor	5	2.0	2.7	6.5
	Neither Poor nor Good	17	6.7	9.2	15.7
	Good	49	19.4	26.5	42.2
	Very Good	107	42.3	57.8	100.0
	Total	185	73.1	100.0	
Missing	Unsure / Not Applicable	4	1.6		
	System	64	25.3		
	Total	68	26.9		
Total		253	100.0		

Q13d@. Were respectful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	4.7	6.5	6.5
	Neither poor nor good	17	6.7	9.2	15.7
	Good	156	61.7	84.3	100.0
	Total	185	73.1	100.0	
Missing	Unsure/ Not Applicable	4	1.6		
	System	64	25.3		
	Total	68	26.9		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q13e. Were helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	8	3.2	4.3	4.3
	Poor	12	4.7	6.5	10.9
	Neither Poor nor Good	20	7.9	10.9	21.7
	Good	45	17.8	24.5	46.2
	Very Good	99	39.1	53.8	100.0
	Total	184	72.7	100.0	
Missing	Unsure / Not Applicable	5	2.0		
	System	64	25.3		
	Total	69	27.3		
Total		253	100.0		

Q13e@. Were helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	7.9	10.9	10.9
	Neither poor nor good	20	7.9	10.9	21.7
	Good	144	56.9	78.3	100.0
	Total	184	72.7	100.0	
Missing	Unsure/ Not Applicable	5	2.0		
	System	64	25.3		
	Total	69	27.3		
Total		253	100.0		

q13f. Were sensitive to your needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	11	4.3	6.2	6.2
	Poor	13	5.1	7.3	13.6
	Neither Poor nor Good	32	12.6	18.1	31.6
	Good	34	13.4	19.2	50.8
	Very Good	87	34.4	49.2	100.0
	Total	177	70.0	100.0	
Missing	Unsure / Not Applicable	11	4.3		
	System	65	25.7		
	Total	76	30.0		
Total		253	100.0		

Q13f@. Were sensitive to your needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	24	9.5	13.6	13.6
	Neither poor nor good	32	12.6	18.1	31.6
	Good	121	47.8	68.4	100.0
	Total	177	70.0	100.0	
Missing	Unsure/ Not Applicable	11	4.3		
	System	65	25.7		
	Total	76	30.0		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q13g. Treated you fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	10	4.0	5.5	5.5
	Poor	8	3.2	4.4	9.9
	Neither Poor nor Good	30	11.9	16.5	26.4
	Good	44	17.4	24.2	50.5
	Very Good	90	35.6	49.5	100.0
Total		182	71.9	100.0	
Missing	Unsure / Not Applicable	7	2.8		
	System	64	25.3		
	Total	71	28.1		
Total		253	100.0		

Q13g@. Treated you fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	18	7.1	9.9	9.9
	Neither poor nor good	30	11.9	16.5	26.4
	Good	134	53.0	73.6	100.0
	Total	182	71.9	100.0	
Missing	Unsure/ Not Applicable	7	2.8		
	System	64	25.3		
	Total	71	28.1		
Total		253	100.0		

q13h. Dealt with your query in a timely manner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	10	4.0	5.5	5.5
	Poor	13	5.1	7.1	12.6
	Neither Poor nor Good	29	11.5	15.9	28.6
	Good	42	16.6	23.1	51.6
	Very Good	88	34.8	48.4	100.0
Total		182	71.9	100.0	
Missing	Unsure / Not Applicable	7	2.8		
	System	64	25.3		
	Total	71	28.1		
Total		253	100.0		

Q13h@. Dealt with your query in a timely manner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	23	9.1	12.6	12.6
	Neither poor nor good	29	11.5	15.9	28.6
	Good	130	51.4	71.4	100.0
	Total	182	71.9	100.0	
Missing	Unsure/ Not Applicable	7	2.8		
	System	64	25.3		
	Total	71	28.1		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q13i. Were good listeners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	10	4.0	5.5	5.5
	Poor	12	4.7	6.6	12.0
	Neither Poor nor Good	28	11.1	15.3	27.3
	Good	45	17.8	24.6	51.9
	Very Good	88	34.8	48.1	100.0
	Total	183	72.3	100.0	
Missing	Unsure / Not Applicable	6	2.4		
	System	64	25.3		
	Total	70	27.7		
Total		253	100.0		

Q13i@. Were good listeners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	22	8.7	12.0	12.0
	Neither poor nor good	28	11.1	15.3	27.3
	Good	133	52.6	72.7	100.0
	Total	183	72.3	100.0	
Missing	Unsure/ Not Applicable	6	2.4		
	System	64	25.3		
	Total	70	27.7		
Total		253	100.0		

q13j. Communicated clearly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	9	3.6	4.9	4.9
	Poor	10	4.0	5.4	10.3
	Neither Poor nor Good	23	9.1	12.5	22.8
	Good	54	21.3	29.3	52.2
	Very Good	88	34.8	47.8	100.0
	Total	184	72.7	100.0	
Missing	Unsure / Not Applicable	5	2.0		
	System	64	25.3		
	Total	69	27.3		
Total		253	100.0		

Q13j@. Communicated clearly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	19	7.5	10.3	10.3
	Neither poor nor good	23	9.1	12.5	22.8
	Good	142	56.1	77.2	100.0
	Total	184	72.7	100.0	
Missing	Unsure/ Not Applicable	5	2.0		
	System	64	25.3		
	Total	69	27.3		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q13k. Were able to resolve your query/ answer your questions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	14	5.5	7.7	7.7
	Poor	17	6.7	9.4	17.1
	Neither Poor nor Good	30	11.9	16.6	33.7
	Good	36	14.2	19.9	53.6
	Very Good	84	33.2	46.4	100.0
Total		181	71.5	100.0	
Missing	Unsure / Not Applicable	7	2.8		
	System	65	25.7		
Total		72	28.5		
Total		253	100.0		

Q13k@. Were able to resolve your query/ answer your questions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	31	12.3	17.1	17.1
	Neither poor nor good	30	11.9	16.6	33.7
	Good	120	47.4	66.3	100.0
	Total	181	71.5	100.0	
Missing	Unsure/ Not Applicable	7	2.8		
	System	65	25.7		
Total		72	28.5		
Total		253	100.0		

q13l. Provided relevant information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	14	5.5	7.8	7.8
	Poor	9	3.6	5.0	12.8
	Neither Poor nor Good	28	11.1	15.6	28.3
	Good	44	17.4	24.4	52.8
	Very Good	85	33.6	47.2	100.0
Total		180	71.1	100.0	
Missing	Unsure / Not Applicable	7	2.8		
	System	66	26.1		
Total		73	28.9		
Total		253	100.0		

Q13l@. Provided relevant information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	23	9.1	12.8	12.8
	Neither poor nor good	28	11.1	15.6	28.3
	Good	129	51.0	71.7	100.0
	Total	180	71.1	100.0	
Missing	Unsure/ Not Applicable	7	2.8		
	System	66	26.1		
Total		73	28.9		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q13m. Provided accurate information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	17	6.7	9.7	9.7
	Poor	5	2.0	2.8	12.5
	Neither Poor nor Good	32	12.6	18.2	30.7
	Good	38	15.0	21.6	52.3
	Very Good	84	33.2	47.7	100.0
Total		176	69.6	100.0	
Missing	Unsure / Not Applicable	10	4.0		
	System	67	26.5		
Total		77	30.4		
Total		253	100.0		

Q13m@. Provided accurate information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	22	8.7	12.5	12.5
	Neither poor nor good	32	12.6	18.2	30.7
	Good	122	48.2	69.3	100.0
	Total	176	69.6	100.0	
Missing	Unsure/ Not Applicable	10	4.0		
	System	67	26.5		
Total		77	30.4		
Total		253	100.0		

q13n. Provided complete information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	16	6.3	9.0	9.0
	Poor	10	4.0	5.6	14.7
	Neither Poor nor Good	35	13.8	19.8	34.5
	Good	32	12.6	18.1	52.5
	Very Good	84	33.2	47.5	100.0
Total		177	70.0	100.0	
Missing	Unsure / Not Applicable	10	4.0		
	System	66	26.1		
Total		76	30.0		
Total		253	100.0		

Q13n@. Provided complete information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	26	10.3	14.7	14.7
	Neither poor nor good	35	13.8	19.8	34.5
	Good	116	45.8	65.5	100.0
	Total	177	70.0	100.0	
Missing	Unsure/ Not Applicable	10	4.0		
	System	66	26.1		
Total		76	30.0		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q14. 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	90	35.6	48.6	48.6
	Two people	72	28.5	38.9	87.6
	Three people	19	7.5	10.3	97.8
	Four or more people	4	1.6	2.2	100.0
	Total	185	73.1	100.0	
Missing	Can't recall	5	2.0		
	System	63	24.9		
	Total	68	26.9		
Total		253	100.0		

q15. 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	14	5.5	15.1	15.1
	Poor	14	5.5	15.1	30.1
	Neither poor nor good	22	8.7	23.7	53.8
	Good	24	9.5	25.8	79.6
	Very good	19	7.5	20.4	100.0
Missing	Can't recall	2	.8		
	System	158	62.5		
	Total	160	63.2		
Total		253	100.0		

Q15@. 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	28	11.1	30.1	30.1
	Neither poor nor good	22	8.7	23.7	53.8
	Good	43	17.0	46.2	100.0
	Total	93	36.8	100.0	
Missing	Can't recall	2	.8		
	System	158	62.5		
	Total	160	63.2		
Total		253	100.0		

DVA Client Service Survey
D. Telephone Contact with DVA

q16. Overall, how would you rate the quality of DVA's service during your most recent telephone contact with DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	16	6.3	8.6	8.6
	Poor	18	7.1	9.7	18.4
	Neither poor nor good	19	7.5	10.3	28.6
	Good	43	17.0	23.2	51.9
	Very good	89	35.2	48.1	100.0
	Total	185	73.1	100.0	
Missing	Can't recall	1	.4		
	System	67	26.5		
	Total	68	26.9		
Total		253	100.0		

Q16@. Overall, how would you rate the quality of DVAs service during your most recent telephone contact with DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	34	13.4	18.4	18.4
	Neither poor nor good	19	7.5	10.3	28.6
	Good	132	52.2	71.4	100.0
	Total	185	73.1	100.0	
Missing	Can't recall	1	.4		
	System	67	26.5		
	Total	68	26.9		
Total		253	100.0		

DVA Client Service Survey
E. DVA Letters

q18. Have you received a letter from DVA in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	202	79.8	91.8	91.8
	No	18	7.1	8.2	100.0
	Total	220	87.0	100.0	
Missing	System	33	13.0		
Total		253	100.0		

q19a. Ease of understanding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	9	3.6	4.5	4.5
	Poor	10	4.0	5.1	9.6
	Neither Poor nor Good	21	8.3	10.6	20.2
	Good	76	30.0	38.4	58.6
	Very Good	82	32.4	41.4	100.0
Total		198	78.3	100.0	
Missing	System	55	21.7		
Total		253	100.0		

Q19a@. Ease of understanding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	19	7.5	9.6	9.6
	Neither poor nor good	21	8.3	10.6	20.2
	Good	158	62.5	79.8	100.0
	Total	198	78.3	100.0	
Missing	System	55	21.7		
Total		253	100.0		

q19b. The way that the information was presented (e.g. layout, print size)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	5	2.0	2.6	2.6
	Poor	4	1.6	2.1	4.6
	Neither Poor nor Good	14	5.5	7.2	11.8
	Good	81	32.0	41.5	53.3
	Very Good	91	36.0	46.7	100.0
Total		195	77.1	100.0	
Missing	System	58	22.9		
Total		253	100.0		

Q19b@. The way that the information was presented (e.g. layout, print size)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	9	3.6	4.6	4.6
	Neither poor nor good	14	5.5	7.2	11.8
	Good	172	68.0	88.2	100.0
	Total	195	77.1	100.0	
Missing	System	58	22.9		
Total		253	100.0		

DVA Client Service Survey
E. DVA Letters

q19c. Accuracy of information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	9	3.6	4.7	4.7
	Poor	7	2.8	3.7	8.4
	Neither Poor nor Good	19	7.5	9.9	18.3
	Good	67	26.5	35.1	53.4
	Very Good	89	35.2	46.6	100.0
Total		191	75.5	100.0	
Missing	Unsure / Not Applicable	4	1.6		
	System	58	22.9		
Total		62	24.5		
Total		253	100.0		

Q19c@. Accuracy of information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	16	6.3	8.4	8.4
	Neither poor nor good	19	7.5	9.9	18.3
	Good	156	61.7	81.7	100.0
	Total	191	75.5	100.0	
Missing	Unsure/ Not Applicable	4	1.6		
	System	58	22.9		
Total		62	24.5		
Total		253	100.0		

q19d. Ease of finding the important information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	7	2.8	3.6	3.6
	Poor	10	4.0	5.2	8.8
	Neither Poor nor Good	24	9.5	12.4	21.2
	Good	70	27.7	36.3	57.5
	Very Good	82	32.4	42.5	100.0
Total		193	76.3	100.0	
Missing	Unsure / Not Applicable	2	.8		
	System	58	22.9		
Total		60	23.7		
Total		253	100.0		

Q19d@. Ease of finding the important information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	17	6.7	8.8	8.8
	Neither poor nor good	24	9.5	12.4	21.2
	Good	152	60.1	78.8	100.0
	Total	193	76.3	100.0	
Missing	Unsure/ Not Applicable	2	.8		
	System	58	22.9		
Total		60	23.7		
Total		253	100.0		

DVA Client Service Survey
E. DVA Letters

q19e. Relevance of information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	9	3.6	4.7	4.7
	Poor	8	3.2	4.2	8.9
	Neither Poor nor Good	20	7.9	10.5	19.4
	Good	71	28.1	37.2	56.5
	Very Good	83	32.8	43.5	100.0
Total		191	75.5	100.0	
Missing	Unsure / Not Applicable	3	1.2		
	System	59	23.3		
Total		62	24.5		
Total		253	100.0		

Q19e@. Relevance of information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	17	6.7	8.9	8.9
	Neither poor nor good	20	7.9	10.5	19.4
	Good	154	60.9	80.6	100.0
	Total	191	75.5	100.0	
Missing	Unsure/ Not Applicable	3	1.2		
	System	59	23.3		
Total		62	24.5		
Total		253	100.0		

q19f. Completeness of information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	10	4.0	5.3	5.3
	Poor	9	3.6	4.8	10.1
	Neither Poor nor Good	22	8.7	11.7	21.8
	Good	66	26.1	35.1	56.9
	Very Good	81	32.0	43.1	100.0
Total		188	74.3	100.0	
Missing	Unsure / Not Applicable	4	1.6		
	System	61	24.1		
Total		65	25.7		
Total		253	100.0		

Q19f@. Completeness of information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	19	7.5	10.1	10.1
	Neither poor nor good	22	8.7	11.7	21.8
	Good	147	58.1	78.2	100.0
	Total	188	74.3	100.0	
Missing	Unsure/ Not Applicable	4	1.6		
	System	61	24.1		
Total		65	25.7		
Total		253	100.0		

DVA Client Service Survey
E. DVA Letters

q20. Overall, how would you rate the quality of the most recent letter you have received from DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	12	4.7	6.0	6.0
	Poor	8	3.2	4.0	10.1
	Neither poor nor good	30	11.9	15.1	25.1
	Good	59	23.3	29.6	54.8
	Very good	90	35.6	45.2	100.0
	Total	199	78.7	100.0	
Missing	Can't recall	1	.4		
	System	53	20.9		
	Total	54	21.3		
Total		253	100.0		

Q20@. Ovearll, how would you rate the quality of the most recent letter you have received from DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	7.9	10.1	10.1
	Neither poor nor good	30	11.9	15.1	25.1
	Good	149	58.9	74.9	100.0
	Total	199	78.7	100.0	
Missing	Can't recall	1	.4		
	System	53	20.9		
	Total	54	21.3		
Total		253	100.0		

DVA Client Service Survey
F. DVA Email Enquiries

q22a. The time it took to receive a response

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	7	2.8	9.9	9.9
	Poor	13	5.1	18.3	28.2
	Neither Poor nor Good	6	2.4	8.5	36.6
	Good	20	7.9	28.2	64.8
	Very Good	25	9.9	35.2	100.0
	Total	71	28.1	100.0	
Missing	Unsure / Not Applicable	10	4.0		
	System	172	68.0		
	Total	182	71.9		
Total		253	100.0		

Q22a@. The time it took to receive a response

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	7.9	28.2	28.2
	Neither poor nor good	6	2.4	8.5	36.6
	Good	45	17.8	63.4	100.0
	Total	71	28.1	100.0	
Missing	Unsure/ Not Applicable	10	4.0		
	System	172	68.0		
	Total	182	71.9		
Total		253	100.0		

q22b. The ease with which you found the DVA contact email address

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	9	3.6	12.5	12.5
	Poor	4	1.6	5.6	18.1
	Neither Poor nor Good	10	4.0	13.9	31.9
	Good	25	9.9	34.7	66.7
	Very Good	24	9.5	33.3	100.0
	Total	72	28.5	100.0	
Missing	Unsure / Not Applicable	9	3.6		
	System	172	68.0		
	Total	181	71.5		
Total		253	100.0		

Q22b@. The ease with which you found the DVA contact email address

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	13	5.1	18.1	18.1
	Neither poor nor good	10	4.0	13.9	31.9
	Good	49	19.4	68.1	100.0
	Total	72	28.5	100.0	
Missing	Unsure/ Not Applicable	9	3.6		
	System	172	68.0		
	Total	181	71.5		
Total		253	100.0		

DVA Client Service Survey
F. DVA Email Enquiries

q22c. Was easy to understand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	6	2.4	8.6	8.6
	Poor	5	2.0	7.1	15.7
	Neither Poor nor Good	12	4.7	17.1	32.9
	Good	20	7.9	28.6	61.4
	Very Good	27	10.7	38.6	100.0
Total		70	27.7	100.0	
Missing	Unsure / Not Applicable	9	3.6		
	System	174	68.8		
Total		183	72.3		
Total		253	100.0		

Q22c@. Was easy to understand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	11	4.3	15.7	15.7
	Neither poor nor good	12	4.7	17.1	32.9
	Good	47	18.6	67.1	100.0
	Total	70	27.7	100.0	
Missing	Unsure/ Not Applicable	9	3.6		
	System	174	68.8		
Total		183	72.3		
Total		253	100.0		

q22d. Was respectful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	5	2.0	7.1	7.1
	Poor	3	1.2	4.3	11.4
	Neither Poor nor Good	11	4.3	15.7	27.1
	Good	21	8.3	30.0	57.1
	Very Good	30	11.9	42.9	100.0
Total		70	27.7	100.0	
Missing	Unsure / Not Applicable	10	4.0		
	System	173	68.4		
Total		183	72.3		
Total		253	100.0		

Q22d@. Was respectful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	3.2	11.4	11.4
	Neither poor nor good	11	4.3	15.7	27.1
	Good	51	20.2	72.9	100.0
	Total	70	27.7	100.0	
Missing	Unsure/ Not Applicable	10	4.0		
	System	173	68.4		
Total		183	72.3		
Total		253	100.0		

DVA Client Service Survey
F. DVA Email Enquiries

q22e. Communicated clearly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	6	2.4	8.6	8.6
	Poor	3	1.2	4.3	12.9
	Neither Poor nor Good	9	3.6	12.9	25.7
	Good	26	10.3	37.1	62.9
	Very Good	26	10.3	37.1	100.0
Total		70	27.7	100.0	
Missing	Unsure / Not Applicable	9	3.6		
	System	174	68.8		
Total		183	72.3		
Total		253	100.0		

Q22e@. Was communicated clearly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	9	3.6	12.9	12.9
	Neither poor nor good	9	3.6	12.9	25.7
	Good	52	20.6	74.3	100.0
	Total	70	27.7	100.0	
Missing	Unsure/ Not Applicable	9	3.6		
	System	174	68.8		
Total		183	72.3		
Total		253	100.0		

q22f. Was able to resolve your query/ answer your questions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	11	4.3	15.7	15.7
	Poor	5	2.0	7.1	22.9
	Neither Poor nor Good	15	5.9	21.4	44.3
	Good	14	5.5	20.0	64.3
	Very Good	25	9.9	35.7	100.0
Total		70	27.7	100.0	
Missing	Unsure / Not Applicable	10	4.0		
	System	173	68.4		
Total		183	72.3		
Total		253	100.0		

Q22f@. Was able to resolve your query/ answer your questions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	16	6.3	22.9	22.9
	Neither poor nor good	15	5.9	21.4	44.3
	Good	39	15.4	55.7	100.0
	Total	70	27.7	100.0	
Missing	Unsure/ Not Applicable	10	4.0		
	System	173	68.4		
Total		183	72.3		
Total		253	100.0		

DVA Client Service Survey
F. DVA Email Enquiries

q22g. Provided relevant information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	9	3.6	13.0	13.0
	Poor	5	2.0	7.2	20.3
	Neither Poor nor Good	10	4.0	14.5	34.8
	Good	19	7.5	27.5	62.3
	Very Good	26	10.3	37.7	100.0
Total		69	27.3	100.0	
Missing	Unsure / Not Applicable	11	4.3		
	System	173	68.4		
Total		184	72.7		
Total		253	100.0		

Q22g@. Provided relevant information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	14	5.5	20.3	20.3
	Neither poor nor good	10	4.0	14.5	34.8
	Good	45	17.8	65.2	100.0
	Total	69	27.3	100.0	
Missing	Unsure/ Not Applicable	11	4.3		
	System	173	68.4		
Total		184	72.7		
Total		253	100.0		

q22h. Provided complete information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	11	4.3	16.2	16.2
	Poor	4	1.6	5.9	22.1
	Neither Poor nor Good	10	4.0	14.7	36.8
	Good	19	7.5	27.9	64.7
	Very Good	24	9.5	35.3	100.0
Total		68	26.9	100.0	
Missing	Unsure / Not Applicable	11	4.3		
	System	174	68.8		
Total		185	73.1		
Total		253	100.0		

Q22h@. Provided complete information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	15	5.9	22.1	22.1
	Neither poor nor good	10	4.0	14.7	36.8
	Good	43	17.0	63.2	100.0
	Total	68	26.9	100.0	
Missing	Unsure/ Not Applicable	11	4.3		
	System	174	68.8		
Total		185	73.1		
Total		253	100.0		

DVA Client Service Survey
F. DVA Email Enquiries

q22i. Provided accurate information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	10	4.0	14.9	14.9
	Poor	4	1.6	6.0	20.9
	Neither Poor nor Good	11	4.3	16.4	37.3
	Good	17	6.7	25.4	62.7
	Very Good	25	9.9	37.3	100.0
	Total	67	26.5	100.0	
Missing	Unsure / Not Applicable	11	4.3		
	System	175	69.2		
	Total	186	73.5		
Total		253	100.0		

Q22i@. Provided accurate information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	14	5.5	20.9	20.9
	Neither poor nor good	11	4.3	16.4	37.3
	Good	42	16.6	62.7	100.0
	Total	67	26.5	100.0	
Missing	Unsure/ Not Applicable	11	4.3		
	System	175	69.2		
	Total	186	73.5		
Total		253	100.0		

q23. Overall, how would you rate the quality of DVA's response to your most recent email?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	12	4.7	16.2	16.2
	Poor	6	2.4	8.1	24.3
	Neither poor nor good	15	5.9	20.3	44.6
	Good	15	5.9	20.3	64.9
	Very good	26	10.3	35.1	100.0
	Total	74	29.2	100.0	
Missing	Can't recall	6	2.4		
	System	173	68.4		
	Total	179	70.8		
Total		253	100.0		

DVA Client Service Survey
F. DVA Email Enquiries

Q23@. Overall, how would you rate the quality of DVAs response to your most recent email?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	18	7.1	24.3	24.3
	Neither poor nor good	15	5.9	20.3	44.6
	Good	41	16.2	55.4	100.0
	Total	74	29.2	100.0	
Missing	Can't recall	6	2.4		
	System	173	68.4		
	Total	179	70.8		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

q25. At your most recent face-to-face contact, did you...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Visit a DVA office	60	23.7	73.2	73.2
	Visit another government agency or organisation that represents DVA	4	1.6	4.9	78.0
	Speak to a DVA representative outside of a DVA office	16	6.3	19.5	97.6
	Other	2	.8	2.4	100.0
	Total	82	32.4	100.0	
Missing	System	171	67.6		
Total		253	100.0		

q26a. Were respectful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	.8	2.6	2.6
	Neither Agree or Disagree	3	1.2	3.8	6.4
	Agree	27	10.7	34.6	41.0
	Strongly Agree	46	18.2	59.0	100.0
Total		78	30.8	100.0	
Missing	Don't Know	3	1.2		
	System	172	68.0		
Total		175	69.2		
Total		253	100.0		

Q26a@. Were respectful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	.8	2.6	2.6
	Neither agree or disagree	3	1.2	3.8	6.4
	Agree	73	28.9	93.6	100.0
	Total	78	30.8	100.0	
Missing	Don't know	3	1.2		
	System	172	68.0		
Total		175	69.2		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

q26b. Were helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	1.2	3.9	3.9
	Disagree	4	1.6	5.2	9.1
	Neither Agree or Disagree	3	1.2	3.9	13.0
	Agree	19	7.5	24.7	37.7
	Strongly Agree	48	19.0	62.3	100.0
Total		77	30.4	100.0	
Missing	Don't Know	3	1.2		
	System	173	68.4		
	Total	176	69.6		
Total		253	100.0		

Q26b@. Were helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	7	2.8	9.1	9.1
	Neither agree or disagree	3	1.2	3.9	13.0
	Agree	67	26.5	87.0	100.0
	Total	77	30.4	100.0	
Missing	Don't know	3	1.2		
	System	173	68.4		
	Total	176	69.6		
Total		253	100.0		

q26c. Were sensitive to your needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	1.2	3.9	3.9
	Disagree	3	1.2	3.9	7.9
	Neither Agree or Disagree	2	.8	2.6	10.5
	Agree	25	9.9	32.9	43.4
	Strongly Agree	43	17.0	56.6	100.0
Total		76	30.0	100.0	
Missing	Don't Know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

Q26c@. Were sensitive to your needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	6	2.4	7.9	7.9
	Neither agree or disagree	2	.8	2.6	10.5
	Agree	68	26.9	89.5	100.0
	Total	76	30.0	100.0	
Missing	Don't know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

q26d. Treated you fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	.8	2.6	2.6
	Disagree	2	.8	2.6	5.3
	Neither Agree or Disagree	4	1.6	5.3	10.5
	Agree	20	7.9	26.3	36.8
	Strongly Agree	48	19.0	63.2	100.0
	Total	76	30.0	100.0	
Missing	Don't Know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

Q26d@. Treated you fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	1.6	5.3	5.3
	Neither agree or disagree	4	1.6	5.3	10.5
	Agree	68	26.9	89.5	100.0
	Total	76	30.0	100.0	
Missing	Don't know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

q26e. Dealt with your query in a timely manner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	2.0	6.6	6.6
	Disagree	3	1.2	3.9	10.5
	Neither Agree or Disagree	1	.4	1.3	11.8
	Agree	22	8.7	28.9	40.8
	Strongly Agree	45	17.8	59.2	100.0
Total		76	30.0	100.0	
Missing	Don't Know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

Q26e@. Dealt with your query in a timely manner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	8	3.2	10.5	10.5
	Neither agree or disagree	1	.4	1.3	11.8
	Agree	67	26.5	88.2	100.0
	Total	76	30.0	100.0	
Missing	Don't know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

q26f. Were good listeners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	1.2	4.0	4.0
	Disagree	2	.8	2.7	6.7
	Neither Agree or Disagree	3	1.2	4.0	10.7
	Agree	25	9.9	33.3	44.0
	Strongly Agree	42	16.6	56.0	100.0
Total		75	29.6	100.0	
Missing	Don't Know	4	1.6		
	System	174	68.8		
	Total	178	70.4		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

Q26f@. Were good listeners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	2.0	6.7	6.7
	Neither agree or disagree	3	1.2	4.0	10.7
	Agree	67	26.5	89.3	100.0
	Total	75	29.6	100.0	
Missing	Don't know	4	1.6		
	System	174	68.8		
	Total	178	70.4		
Total		253	100.0		

q26g. Communicated clearly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	1.2	3.9	3.9
	Disagree	1	.4	1.3	5.3
	Neither Agree or Disagree	5	2.0	6.6	11.8
	Agree	24	9.5	31.6	43.4
	Strongly Agree	43	17.0	56.6	100.0
	Total	76	30.0	100.0	
Missing	Don't Know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

Q26g@. Communicated clearly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	1.6	5.3	5.3
	Neither agree or disagree	5	2.0	6.6	11.8
	Agree	67	26.5	88.2	100.0
	Total	76	30.0	100.0	
Missing	Don't know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

q26h. Were able to resolve your query/ answer your questions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	6	2.4	8.0	8.0
	Disagree	5	2.0	6.7	14.7
	Neither Agree or Disagree	5	2.0	6.7	21.3
	Agree	18	7.1	24.0	45.3
	Strongly Agree	41	16.2	54.7	100.0
Total		75	29.6	100.0	
Missing	Don't Know	4	1.6		
	System	174	68.8		
	Total	178	70.4		
Total		253	100.0		

Q26h@. Were able to resolve your query/ answer your questions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	11	4.3	14.7	14.7
	Neither agree or disagree	5	2.0	6.7	21.3
	Agree	59	23.3	78.7	100.0
	Total	75	29.6	100.0	
Missing	Don't know	4	1.6		
	System	174	68.8		
	Total	178	70.4		
Total		253	100.0		

q26i. Provided relevant information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	2.0	6.6	6.6
	Disagree	3	1.2	3.9	10.5
	Neither Agree or Disagree	6	2.4	7.9	18.4
	Agree	20	7.9	26.3	44.7
	Strongly Agree	42	16.6	55.3	100.0
Total		76	30.0	100.0	
Missing	Don't Know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

Q26i@. Provided relevant information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	8	3.2	10.5	10.5
	Neither agree or disagree	6	2.4	7.9	18.4
	Agree	62	24.5	81.6	100.0
	Total	76	30.0	100.0	
Missing	Don't know	3	1.2		
	System	174	68.8		
	Total	177	70.0		
Total		253	100.0		

q26j. Provided complete information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	2.0	6.8	6.8
	Disagree	4	1.6	5.5	12.3
	Neither Agree or Disagree	8	3.2	11.0	23.3
	Agree	15	5.9	20.5	43.8
	Strongly Agree	41	16.2	56.2	100.0
	Total	73	28.9	100.0	
Missing	Don't Know	5	2.0		
	System	175	69.2		
	Total	180	71.1		
Total		253	100.0		

Q26j@. Provided complete information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	9	3.6	12.3	12.3
	Neither agree or disagree	8	3.2	11.0	23.3
	Agree	56	22.1	76.7	100.0
	Total	73	28.9	100.0	
Missing	Don't know	5	2.0		
	System	175	69.2		
	Total	180	71.1		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

q26k. Provided accurate information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	1.6	5.6	5.6
	Disagree	4	1.6	5.6	11.1
	Neither Agree or Disagree	6	2.4	8.3	19.4
	Agree	18	7.1	25.0	44.4
	Strongly Agree	40	15.8	55.6	100.0
Total		72	28.5	100.0	
Missing	Don't Know	6	2.4		
	System	175	69.2		
	Total	181	71.5		
Total		253	100.0		

Q26k@. Provided accurate information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	8	3.2	11.1	11.1
	Neither agree or disagree	6	2.4	8.3	19.4
	Agree	58	22.9	80.6	100.0
	Total	72	28.5	100.0	
Missing	Don't know	6	2.4		
	System	175	69.2		
	Total	181	71.5		
Total		253	100.0		

q27. Overall, how would you rate the quality of DVA's service during your most recent face-to-face contact with DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	6	2.4	7.8	7.8
	Poor	4	1.6	5.2	13.0
	Neither poor nor good	4	1.6	5.2	18.2
	Good	19	7.5	24.7	42.9
	Very good	44	17.4	57.1	100.0
	Total	77	30.4	100.0	
Missing	Can't recall	1	.4		
	System	175	69.2		
	Total	176	69.6		
Total		253	100.0		

DVA Client Service Survey
G. Face-to-face Contact with DVA

Q27@. Overall, how would you rate the quality of DVAs service during your most recent face-to-face contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	10	4.0	13.0	13.0
	Neither poor nor good	4	1.6	5.2	18.2
	Good	63	24.9	81.8	100.0
	Total	77	30.4	100.0	
Missing	Can't recall	1	.4		
	System	175	69.2		
	Total	176	69.6		
Total		253	100.0		

DVA Client Service Survey
H. DVA Online Services - MyAccount

q29a. Ability to lodge claims and/or applications online

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	8	3.2	4.5	4.5
	Poor	7	2.8	3.9	8.4
	Neither Poor nor Good	21	8.3	11.8	20.2
	Good	64	25.3	36.0	56.2
	Very Good	78	30.8	43.8	100.0
	Total	178	70.4	100.0	
Missing	Unsure / Not Applicable	36	14.2		
	System	39	15.4		
	Total	75	29.6		
Total		253	100.0		

Q29a@. Ability to lodge claims and/or applications online

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	15	5.9	8.4	8.4
	Neither poor nor good	21	8.3	11.8	20.2
	Good	142	56.1	79.8	100.0
	Total	178	70.4	100.0	
Missing	Unsure/ Not Applicable	36	14.2		
	System	39	15.4		
	Total	75	29.6		
Total		253	100.0		

q29b. Ability to change personal information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	4	1.6	2.0	2.0
	Poor	3	1.2	1.5	3.5
	Neither Poor nor Good	24	9.5	12.0	15.5
	Good	73	28.9	36.5	52.0
	Very Good	96	37.9	48.0	100.0
	Total	200	79.1	100.0	
Missing	Unsure / Not Applicable	13	5.1		
	System	40	15.8		
	Total	53	20.9		
Total		253	100.0		

Q29b@. Ability to change personal information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	2.8	3.5	3.5
	Neither poor nor good	24	9.5	12.0	15.5
	Good	169	66.8	84.5	100.0
	Total	200	79.1	100.0	
Missing	Unsure/ Not Applicable	13	5.1		
	System	40	15.8		
	Total	53	20.9		
Total		253	100.0		

DVA Client Service Survey
H. DVA Online Services - MyAccount

q29c. Ability to view payments, claims, travel bookings and other personal information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	6	2.4	3.0	3.0
	Poor	5	2.0	2.5	5.4
	Neither Poor nor Good	24	9.5	11.8	17.2
	Good	64	25.3	31.5	48.8
	Very Good	104	41.1	51.2	100.0
Total		203	80.2	100.0	
Missing	Unsure / Not Applicable	10	4.0		
	System	40	15.8		
Total		50	19.8		
Total		253	100.0		

Q29c@. Ability to view payments, claims, travel bookings and other personal information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	11	4.3	5.4	5.4
	Neither poor nor good	24	9.5	11.8	17.2
	Good	168	66.4	82.8	100.0
	Total	203	80.2	100.0	
Missing	Unsure/ Not Applicable	10	4.0		
	System	40	15.8		
Total		50	19.8		
Total		253	100.0		

q29d. Ease of finding the information/ process you need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	8	3.2	3.9	3.9
	Poor	18	7.1	8.7	12.6
	Neither Poor nor Good	34	13.4	16.4	29.0
	Good	69	27.3	33.3	62.3
	Very Good	78	30.8	37.7	100.0
Total		207	81.8	100.0	
Missing	Unsure / Not Applicable	5	2.0		
	System	41	16.2		
Total		46	18.2		
Total		253	100.0		

DVA Client Service Survey
H. DVA Online Services - MyAccount

Q29d@. Ease of finding the information/ process you need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	26	10.3	12.6	12.6
	Neither poor nor good	34	13.4	16.4	29.0
	Good	147	58.1	71.0	100.0
	Total	207	81.8	100.0	
Missing	Unsure/ Not Applicable	5	2.0		
	System	41	16.2		
	Total	46	18.2		
Total		253	100.0		

q29e. If applicable, the online help/ instructions provided by DVA to help people use MyAccount

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	7	2.8	4.5	4.5
	Poor	5	2.0	3.2	7.7
	Neither Poor nor Good	34	13.4	21.9	29.7
	Good	51	20.2	32.9	62.6
	Very Good	58	22.9	37.4	100.0
	Total	155	61.3	100.0	
Missing	Unsure / Not Applicable	51	20.2		
	System	47	18.6		
	Total	98	38.7		
Total		253	100.0		

Q29e@. If applicable, the online help/ instructions provided by DVA to help people use My Account

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	4.7	7.7	7.7
	Neither poor nor good	34	13.4	21.9	29.7
	Good	109	43.1	70.3	100.0
	Total	155	61.3	100.0	
Missing	Unsure/ Not Applicable	51	20.2		
	System	47	18.6		
	Total	98	38.7		
Total		253	100.0		

DVA Client Service Survey
H. DVA Online Services - MyAccount

q29f. If applicable, the assistance provided to you by DVA staff to help you use MyAccount

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	5	2.0	3.9	3.9
	Poor	3	1.2	2.4	6.3
	Neither Poor nor Good	21	8.3	16.5	22.8
	Good	38	15.0	29.9	52.8
	Very Good	60	23.7	47.2	100.0
Total		127	50.2	100.0	
Missing	Unsure / Not Applicable	79	31.2		
	System	47	18.6		
	Total	126	49.8		
Total		253	100.0		

Q29f@. If applicable, the assistance provided to you by DVA staff to help you use MyAccount

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	3.2	6.3	6.3
	Neither poor nor good	21	8.3	16.5	22.8
	Good	98	38.7	77.2	100.0
	Total	127	50.2	100.0	
Missing	Unsure/ Not Applicable	79	31.2		
	System	47	18.6		
	Total	126	49.8		
Total		253	100.0		

q30. Based on your overall experience, please indicate the extent to which you believe that: MyAccount met my expectations of an online service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	3.2	3.8	3.8
	Disagree	9	3.6	4.3	8.2
	Neither agree or disagree	35	13.8	16.8	25.0
	Agree	87	34.4	41.8	66.8
	Strongly Agree	69	27.3	33.2	100.0
	Total	208	82.2	100.0	
Missing	Don't Know	7	2.8		
	System	38	15.0		
	Total	45	17.8		
Total		253	100.0		

DVA Client Service Survey
H. DVA Online Services - MyAccount

Q30@. MyAccount met my expectations of an online service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	17	6.7	8.2	8.2
	Neither agree or disagree	35	13.8	16.8	25.0
	Agree	156	61.7	75.0	100.0
	Total	208	82.2	100.0	
Missing	Don't know	7	2.8		
	System	38	15.0		
	Total	45	17.8		
Total		253	100.0		

q31. Has using MyAccount made dealing with DVA...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Far easier	77	30.4	37.6	37.6
	Easier	78	30.8	38.0	75.6
	No different	43	17.0	21.0	96.6
	More difficult	4	1.6	2.0	98.5
	Far more difficult	3	1.2	1.5	100.0
	Total	205	81.0	100.0	
Missing	Don't know	10	4.0		
	System	38	15.0		
	Total	48	19.0		
Total		253	100.0		

Q31@. Has using MyAccount made dealing with DVA:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easier	155	61.3	75.6	75.6
	No different	43	17.0	21.0	96.6
	More difficult	7	2.8	3.4	100.0
	Total	205	81.0	100.0	
Missing	Don't know	10	4.0		
	System	38	15.0		
	Total	48	19.0		
Total		253	100.0		

DVA Client Service Survey
I. DVA Website and Social media

q33. Have you visited the DVA website (www.dva.gov.au) in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	201	79.4	93.5	93.5
	No	14	5.5	6.5	100.0
	Total	215	85.0	100.0	
Missing	System	38	15.0		
Total		253	100.0		

q34. 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	4	1.6	2.0	2.0	
	Find a form	24	9.5	12.1	14.1	
	Use MyAccount	116	45.8	58.3	72.4	
	Find out what services DVA provides	3	1.2	1.5	73.9	
	Look up specific information about eligibility	12	4.7	6.0	79.9	
	Look up specific information about a payment (e.g. rates of payments)	9	3.6	4.5	84.4	
	Look up specific information about a benefit	4	1.6	2.0	86.4	
	Look up information about health care	6	2.4	3.0	89.4	
	Find out about a commemorative event	1	.4	.5	89.9	
	Find a DVA publication	3	1.2	1.5	91.5	
	Read the latest news	11	4.3	5.5	97.0	
	Find a link to a related website (e.g. Minister's website, DSHI Insurance, Anzac Centenary)	1	.4	.5	97.5	
	Find information for ex-service organisations	4	1.6	2.0	99.5	
	Other	1	.4	.5	100.0	
	Total		199	78.7	100.0	
	Missing	System	54	21.3		
	Total		253	100.0		

DVA Client Service Survey
I. DVA Website and Social media

q35a. Ease of finding the information that you were looking for

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	6	2.4	3.2	3.2
	Poor	16	6.3	8.6	11.8
	Neither Poor nor Good	32	12.6	17.2	29.0
	Good	84	33.2	45.2	74.2
	Very Good	48	19.0	25.8	100.0
	Total	186	73.5	100.0	
Missing	Unsure / Not Applicable	11	4.3		
	System	56	22.1		
	Total	67	26.5		
Total		253	100.0		

Q35a@. Ease of finding the information that you were looking for

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	22	8.7	11.8	11.8
	Neither poor nor good	32	12.6	17.2	29.0
	Good	132	52.2	71.0	100.0
	Total	186	73.5	100.0	
Missing	Unsure/ Not Applicable	11	4.3		
	System	56	22.1		
	Total	67	26.5		
Total		253	100.0		

q35b. Enough information to answer your query/ question

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	7	2.8	3.8	3.8
	Poor	8	3.2	4.3	8.2
	Neither Poor nor Good	35	13.8	19.0	27.2
	Good	91	36.0	49.5	76.6
	Very Good	43	17.0	23.4	100.0
	Total	184	72.7	100.0	
Missing	Unsure / Not Applicable	11	4.3		
	System	58	22.9		
	Total	69	27.3		
Total		253	100.0		

Q35b@. Enough information to answer your query/ question

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	15	5.9	8.2	8.2
	Neither poor nor good	35	13.8	19.0	27.2
	Good	134	53.0	72.8	100.0
	Total	184	72.7	100.0	
Missing	Unsure/ Not Applicable	11	4.3		
	System	58	22.9		
	Total	69	27.3		
Total		253	100.0		

DVA Client Service Survey
I. DVA Website and Social media

q35c. The way that the information was presented (e.g. layout, design)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	6	2.4	3.3	3.3
	Poor	10	4.0	5.4	8.7
	Neither Poor nor Good	39	15.4	21.2	29.9
	Good	80	31.6	43.5	73.4
	Very Good	49	19.4	26.6	100.0
	Total	184	72.7	100.0	
Missing	Unsure / Not Applicable	12	4.7		
	System	57	22.5		
	Total	69	27.3		
Total		253	100.0		

Q35c@. The way that the information was presented (e.g. layout, design)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	16	6.3	8.7	8.7
	Neither poor nor good	39	15.4	21.2	29.9
	Good	129	51.0	70.1	100.0
	Total	184	72.7	100.0	
Missing	Unsure/ Not Applicable	12	4.7		
	System	57	22.5		
	Total	69	27.3		
Total		253	100.0		

q35d. Ease of understanding of the information presented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	4	1.6	2.1	2.1
	Poor	9	3.6	4.8	7.0
	Neither Poor nor Good	42	16.6	22.5	29.4
	Good	83	32.8	44.4	73.8
	Very Good	49	19.4	26.2	100.0
	Total	187	73.9	100.0	
Missing	Unsure / Not Applicable	9	3.6		
	System	57	22.5		
	Total	66	26.1		
Total		253	100.0		

Q35d@. Ease of understanding of the information presented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	13	5.1	7.0	7.0
	Neither poor nor good	42	16.6	22.5	29.4
	Good	132	52.2	70.6	100.0
	Total	187	73.9	100.0	
Missing	Unsure/ Not Applicable	9	3.6		
	System	57	22.5		
	Total	66	26.1		
Total		253	100.0		

DVA Client Service Survey
I. DVA Website and Social media

q36. Overall, based on your most recent experience, how would you rate the quality of the DVA website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	7	2.8	3.6	3.6
	Poor	6	2.4	3.1	6.8
	Neither poor nor good	31	12.3	16.1	22.9
	Good	85	33.6	44.3	67.2
	Very good	63	24.9	32.8	100.0
	Total	192	75.9	100.0	
Missing	Can't recall	4	1.6		
	System	57	22.5		
	Total	61	24.1		
Total		253	100.0		

Q36@. Overall, based your most recent experience, how would you rate the quality of the DVA website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	13	5.1	6.8	6.8
	Neither poor nor good	31	12.3	16.1	22.9
	Good	148	58.5	77.1	100.0
	Total	192	75.9	100.0	
Missing	Can't recall	4	1.6		
	System	57	22.5		
	Total	61	24.1		
Total		253	100.0		

q37. Have you used DVA's online Entitlement Self Assessment tool in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	14.2	18.1	18.1
	No	163	64.4	81.9	100.0
	Total	199	78.7	100.0	
Missing	System	54	21.3		
Total		253	100.0		

q38a. Clarity of information about how to use the tool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	3	1.2	8.8	8.8
	Poor	1	.4	2.9	11.8
	Neither Poor nor Good	6	2.4	17.6	29.4
	Good	16	6.3	47.1	76.5
	Very Good	8	3.2	23.5	100.0
	Total	34	13.4	100.0	
Missing	Unsure / Not Applicable	2	.8		
	System	217	85.8		
	Total	219	86.6		
Total		253	100.0		

DVA Client Service Survey
I. DVA Website and Social media

Q38a@. Clarity of information about how to use the tool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.6	11.8	11.8
	Neither poor nor good	6	2.4	17.6	29.4
	Good	24	9.5	70.6	100.0
	Total	34	13.4	100.0	
Missing	Unsure/ Not Applicable	2	.8		
	System	217	85.8		
Total		219	86.6		
Total		253	100.0		

q38b. Ease of using the tool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	2	.8	6.1	6.1
	Poor	2	.8	6.1	12.1
	Neither Poor nor Good	6	2.4	18.2	30.3
	Good	15	5.9	45.5	75.8
	Very Good	8	3.2	24.2	100.0
Total		33	13.0	100.0	
Missing	Unsure / Not Applicable	2	.8		
	System	218	86.2		
Total		220	87.0		
Total		253	100.0		

Q38b@. Ease of using the tool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.6	12.1	12.1
	Neither poor nor good	6	2.4	18.2	30.3
	Good	23	9.1	69.7	100.0
	Total	33	13.0	100.0	
Missing	Unsure/ Not Applicable	2	.8		
	System	218	86.2		
Total		220	87.0		
Total		253	100.0		

q38c. Usefulness of tool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	6	2.4	17.6	17.6
	Poor	2	.8	5.9	23.5
	Neither Poor nor Good	5	2.0	14.7	38.2
	Good	14	5.5	41.2	79.4
	Very Good	7	2.8	20.6	100.0
Total		34	13.4	100.0	
Missing	Unsure / Not Applicable	2	.8		
	System	217	85.8		
Total		219	86.6		
Total		253	100.0		

DVA Client Service Survey
I. DVA Website and Social media

Q38c@. Usefulness of the tool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	3.2	23.5	23.5
	Neither poor nor good	5	2.0	14.7	38.2
	Good	21	8.3	61.8	100.0
	Total	34	13.4	100.0	
Missing	Unsure/ Not Applicable	2	.8		
	System	217	85.8		
	Total	219	86.6		
Total		253	100.0		

q38d. If applicable, the assistance provided to you by DVA staff to help you use the Entitlement Self Assessment Tool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poor	4	1.6	25.0	25.0
	Neither Poor nor Good	1	.4	6.3	31.3
	Good	7	2.8	43.8	75.0
	Very Good	4	1.6	25.0	100.0
	Total	16	6.3	100.0	
Missing	Unsure / Not Applicable	19	7.5		
	System	218	86.2		
	Total	237	93.7		
Total		253	100.0		

Q38d@. If applicable, the assistance provided to you by DVA staff to help you use the Entitlement Self Assessment Tool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.6	25.0	25.0
	Neither poor nor good	1	.4	6.3	31.3
	Good	11	4.3	68.8	100.0
	Total	16	6.3	100.0	
Missing	Unsure/ Not Applicable	19	7.5		
	System	218	86.2		
	Total	237	93.7		
Total		253	100.0		

DVA Client Service Survey
I. DVA Website and Social media

q39. Overall, based on your most recent experience, how would you rate the quality of DVA's online Entitlement Self Assessment tool?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	5	2.0	14.7	14.7
	Poor	3	1.2	8.8	23.5
	Neither poor nor good	5	2.0	14.7	38.2
	Good	16	6.3	47.1	85.3
	Very good	5	2.0	14.7	100.0
	Total	34	13.4	100.0	
Missing	Can't recall	2	.8		
	System	217	85.8		
	Total	219	86.6		
Total		253	100.0		

Q39@. Overall, based your most recent experience, ow would you rate the quality of the online Entitlement Self Assessment Tool?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	3.2	23.5	23.5
	Neither poor nor good	5	2.0	14.7	38.2
	Good	21	8.3	61.8	100.0
	Total	34	13.4	100.0	
Missing	Can't recall	2	.8		
	System	217	85.8		
	Total	219	86.6		
Total		253	100.0		

q40. Do you use social media?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	114	45.1	53.0	53.0
	No	101	39.9	47.0	100.0
	Total	215	85.0	100.0	
Missing	System	38	15.0		
Total		253	100.0		

q41a. Facebook

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware of DVA presence	44	17.4	40.0	40.0
	Aware of DVA presence, but do not currently use	33	13.0	30.0	70.0
	Use occasionally	22	8.7	20.0	90.0
	Use often	11	4.3	10.0	100.0
	Total	110	43.5	100.0	
Missing	System	143	56.5		
Total		253	100.0		

DVA Client Service Survey
I. DVA Website and Social media

q41b. Twitter (including EasyChirp)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware of DVA presence	60	23.7	61.9	61.9
	Aware of DVA presence, but do not currently use	32	12.6	33.0	94.8
	Use occasionally	3	1.2	3.1	97.9
	Use often	2	.8	2.1	100.0
	Total	97	38.3	100.0	
Missing	System	156	61.7		
Total		253	100.0		

q41c. Youtube

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware of DVA presence	63	24.9	63.6	63.6
	Aware of DVA presence, but do not currently use	27	10.7	27.3	90.9
	Use occasionally	6	2.4	6.1	97.0
	Use often	3	1.2	3.0	100.0
	Total	99	39.1	100.0	
Missing	System	154	60.9		
Total		253	100.0		

q41d. Flickr

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware of DVA presence	66	26.1	68.0	68.0
	Aware of DVA presence, but do not currently use	30	11.9	30.9	99.0
	Use often	1	.4	1.0	100.0
	Total	97	38.3	100.0	
Missing	System	156	61.7		
Total		253	100.0		

DVA Client Service Survey
J. Feedback about DVA

q43. 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	111	43.9	51.9	51.9
	I have provided feedback to DVA	61	24.1	28.5	80.4
	I have considered providing feedback but did not do so	42	16.6	19.6	100.0
	Total	214	84.6	100.0	
Missing	System	39	15.4		
Total		253	100.0		

q44a. MyAccount portal

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	35	13.8	35.7	35.7
	Partially aware	29	11.5	29.6	65.3
	Fully aware	34	13.4	34.7	100.0
	Total	98	38.7	100.0	
Missing	System	155	61.3		
Total		253	100.0		

q44b. Calling DVA General Enquiries

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	8	3.2	8.2	8.2
	Partially aware	22	8.7	22.4	30.6
	Fully aware	68	26.9	69.4	100.0
	Total	98	38.7	100.0	
Missing	System	155	61.3		
Total		253	100.0		

q44c. Writing to DVA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	8	3.2	8.2	8.2
	Partially aware	13	5.1	13.3	21.4
	Fully aware	77	30.4	78.6	100.0
	Total	98	38.7	100.0	
Missing	System	155	61.3		
Total		253	100.0		

DVA Client Service Survey
J. Feedback about DVA

q44d. In-person at a DVA office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	9	3.6	9.8	9.8
	Partially aware	17	6.7	18.5	28.3
	Fully aware	66	26.1	71.7	100.0
	Total	92	36.4	100.0	
Missing	System	161	63.6		
Total		253	100.0		

q44e. By email

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not aware	16	6.3	16.3	16.3
	Partially aware	20	7.9	20.4	36.7
	Fully aware	62	24.5	63.3	100.0
	Total	98	38.7	100.0	
Missing	System	155	61.3		
Total		253	100.0		

q46. How satisfied were you with DVA's response to your complaint, compliment or suggestion?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	12	4.7	20.7	20.7
	Dissatisfied	13	5.1	22.4	43.1
	Neither satisfied nor dissatisfied	14	5.5	24.1	67.2
	Satisfied	10	4.0	17.2	84.5
	Very satisfied	9	3.6	15.5	100.0
	Total	58	22.9	100.0	
Missing	Not yet received a response	3	1.2		
	System	192	75.9		
Total		195	77.1		
Total		253	100.0		

Q46@. How satisfied were you with DVAs response to your complaint, compliment or suggestion?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	25	9.9	43.1	43.1
	Neither satisfied nor dissatisfied	14	5.5	24.1	67.2
	Satisfied	19	7.5	32.8	100.0
	Total	58	22.9	100.0	
Missing	Not yet received a response	3	1.2		
	System	192	75.9		
Total		195	77.1		
Total		253	100.0		

DVA Client Service Survey
K. Submitting a Claim to DVA

q48. 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	145	57.3	70.0	70.0
	No	62	24.5	30.0	100.0
	Total	207	81.8	100.0	
Missing	Not sure	3	1.2		
	System	43	17.0		
	Total	46	18.2		
Total		253	100.0		

q49. What was the most recent claim or application that you submitted to DVA about?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Claim for compensation	33	13.0	23.1	23.1
	Application for a pension	18	7.1	12.6	35.7
	Application for a health care card	2	.8	1.4	37.1
	Application for health services	4	1.6	2.8	39.9
	Application for reimbursement	72	28.5	50.3	90.2
	Other	14	5.5	9.8	100.0
	Total	143	56.5	100.0	
Missing	System	110	43.5		
Total		253	100.0		

q50. How long did it take for this claim or application to be processed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2 weeks	45	17.8	32.1	32.1
	3-4 weeks	21	8.3	15.0	47.1
	1-2 months	14	5.5	10.0	57.1
	3-6 months	8	3.2	5.7	62.9
	More than 6 months	11	4.3	7.9	70.7
	Still pending	41	16.2	29.3	100.0
	Total	140	55.3	100.0	
Missing	Not sure	3	1.2		
	System	110	43.5		
	Total	113	44.7		
Total		253	100.0		

DVA Client Service Survey
K. Submitting a Claim to DVA

q51. Did the time taken to process your claim or application meet your expectations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It exceeded my expectations - that is, it was faster than expected	15	5.9	11.0	11.0
	It met my expectations	62	24.5	45.6	56.6
	It did not meet my expectations	26	10.3	19.1	75.7
	It was much worse than my expectations	33	13.0	24.3	100.0
	Total	136	53.8	100.0	
Missing	System	117	46.2		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

q53a. Is committed to providing high quality service to clients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	20	7.9	9.6	9.6
	Disagree	11	4.3	5.3	14.8
	Neither Agree nor Disagree	30	11.9	14.4	29.2
	Agree	74	29.2	35.4	64.6
	Strongly Agree	74	29.2	35.4	100.0
	Total	209	82.6	100.0	
Missing	Don't Know	2	.8		
	System	42	16.6		
	Total	44	17.4		
Total		253	100.0		

Q53a@. Is committed to providing high quality service to clients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	31	12.3	14.8	14.8
	Neither agree or disagree	30	11.9	14.4	29.2
	Agree	148	58.5	70.8	100.0
	Total	209	82.6	100.0	
Missing	Don't know	2	.8		
	System	42	16.6		
	Total	44	17.4		
Total		253	100.0		

q53b. Understands the needs of clients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	20	7.9	9.6	9.6
	Disagree	23	9.1	11.1	20.7
	Neither Agree nor Disagree	30	11.9	14.4	35.1
	Agree	78	30.8	37.5	72.6
	Strongly Agree	57	22.5	27.4	100.0
	Total	208	82.2	100.0	
Missing	System	45	17.8		
Total		253	100.0		

Q53b@. Understands the needs of clients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	43	17.0	20.7	20.7
	Neither agree or disagree	30	11.9	14.4	35.1
	Agree	135	53.4	64.9	100.0
	Total	208	82.2	100.0	
Missing	System	45	17.8		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

q53c. Responds to feedback

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	15	5.9	8.6	8.6
	Disagree	24	9.5	13.7	22.3
	Neither Agree nor Disagree	36	14.2	20.6	42.9
	Agree	60	23.7	34.3	77.1
	Strongly Agree	40	15.8	22.9	100.0
	Total	175	69.2	100.0	
Missing	Don't Know	33	13.0		
	System	45	17.8		
	Total	78	30.8		
Total		253	100.0		

Q53c@. Responds to feedback

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	39	15.4	22.3	22.3
	Neither agree or disagree	36	14.2	20.6	42.9
	Agree	100	39.5	57.1	100.0
	Total	175	69.2	100.0	
Missing	Don't know	33	13.0		
	System	45	17.8		
	Total	78	30.8		
Total		253	100.0		

q53d. Tailors services to meet the changing needs of clients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	5.5	7.4	7.4
	Disagree	28	11.1	14.9	22.3
	Neither Agree nor Disagree	44	17.4	23.4	45.7
	Agree	59	23.3	31.4	77.1
	Strongly Agree	43	17.0	22.9	100.0
	Total	188	74.3	100.0	
Missing	Don't Know	21	8.3		
	System	44	17.4		
	Total	65	25.7		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

Q53d@. Tailors services to meet the changing needs of clients

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	42	16.6	22.3	22.3
	Neither agree or disagree	44	17.4	23.4	45.7
	Agree	102	40.3	54.3	100.0
	Total	188	74.3	100.0	
Missing	Don't know	21	8.3		
	System	44	17.4		
	Total	65	25.7		
Total		253	100.0		

q53e. Sensitively acknowledges the service and sacrifice of veterans

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	22	8.7	10.9	10.9
	Disagree	29	11.5	14.4	25.2
	Neither Agree nor Disagree	35	13.8	17.3	42.6
	Agree	56	22.1	27.7	70.3
	Strongly Agree	60	23.7	29.7	100.0
	Total	202	79.8	100.0	
Missing	Don't Know	8	3.2		
	System	43	17.0		
	Total	51	20.2		
Total		253	100.0		

Q53e@. Sensitively acknowledges the service and sacrifice of veterans

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	51	20.2	25.2	25.2
	Neither agree or disagree	35	13.8	17.3	42.6
	Agree	116	45.8	57.4	100.0
	Total	202	79.8	100.0	
Missing	Don't know	8	3.2		
	System	43	17.0		
	Total	51	20.2		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

q53f. Puts clients first

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	23	9.1	11.3	11.3
	Disagree	33	13.0	16.2	27.5
	Neither Agree nor Disagree	47	18.6	23.0	50.5
	Agree	56	22.1	27.5	77.9
	Strongly Agree	45	17.8	22.1	100.0
	Total	204	80.6	100.0	
Missing	Don't Know	6	2.4		
	System	43	17.0		
	Total	49	19.4		
Total		253	100.0		

Q53f@. Puts clients first

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	56	22.1	27.5	27.5
	Neither agree or disagree	47	18.6	23.0	50.5
	Agree	101	39.9	49.5	100.0
	Total	204	80.6	100.0	
Missing	Don't know	6	2.4		
	System	43	17.0		
	Total	49	19.4		
Total		253	100.0		

q53g. Communicates clearly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	10	4.0	4.7	4.7
	Disagree	22	8.7	10.4	15.2
	Neither Agree nor Disagree	41	16.2	19.4	34.6
	Agree	80	31.6	37.9	72.5
	Strongly Agree	58	22.9	27.5	100.0
	Total	211	83.4	100.0	
Missing	System	42	16.6		
Total		253	100.0		

Q53g@. Communicates clearly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	32	12.6	15.2	15.2
	Neither agree or disagree	41	16.2	19.4	34.6
	Agree	138	54.5	65.4	100.0
	Total	211	83.4	100.0	
Missing	System	42	16.6		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

q53h. Is honest and ethical in its dealings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	5.1	6.4	6.4
	Disagree	22	8.7	10.8	17.2
	Neither Agree nor Disagree	43	17.0	21.2	38.4
	Agree	59	23.3	29.1	67.5
	Strongly Agree	66	26.1	32.5	100.0
	Total	203	80.2	100.0	
Missing	Don't Know	6	2.4		
	System	44	17.4		
	Total	50	19.8		
Total		253	100.0		

Q53h@. Is honest and ethical in its dealings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	35	13.8	17.2	17.2
	Neither agree or disagree	43	17.0	21.2	38.4
	Agree	125	49.4	61.6	100.0
	Total	203	80.2	100.0	
Missing	Don't know	6	2.4		
	System	44	17.4		
	Total	50	19.8		
Total		253	100.0		

q53i. Delivers services in a timely manner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	25	9.9	12.0	12.0
	Disagree	28	11.1	13.5	25.5
	Neither Agree nor Disagree	44	17.4	21.2	46.6
	Agree	61	24.1	29.3	76.0
	Strongly Agree	50	19.8	24.0	100.0
	Total	208	82.2	100.0	
Missing	System	45	17.8		
Total		253	100.0		

Q53i@. Delivers services in a timely manner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	53	20.9	25.5	25.5
	Neither agree or disagree	44	17.4	21.2	46.6
	Agree	111	43.9	53.4	100.0
	Total	208	82.2	100.0	
Missing	System	45	17.8		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

q53j. Is known for delivering the services that clients need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	25	9.9	12.3	12.3
	Disagree	23	9.1	11.3	23.6
	Neither Agree nor Disagree	53	20.9	26.1	49.8
	Agree	55	21.7	27.1	76.8
	Strongly Agree	47	18.6	23.2	100.0
	Total	203	80.2	100.0	
Missing	Don't Know	7	2.8		
	System	43	17.0		
	Total	50	19.8		
Total		253	100.0		

Q53j@. Is known for delivering the services that clients need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	48	19.0	23.6	23.6
	Neither agree or disagree	53	20.9	26.1	49.8
	Agree	102	40.3	50.2	100.0
	Total	203	80.2	100.0	
Missing	Don't know	7	2.8		
	System	43	17.0		
	Total	50	19.8		
Total		253	100.0		

q53k. Clients have confidence in

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	29	11.5	14.4	14.4
	Disagree	25	9.9	12.4	26.9
	Neither Agree nor Disagree	44	17.4	21.9	48.8
	Agree	49	19.4	24.4	73.1
	Strongly Agree	54	21.3	26.9	100.0
	Total	201	79.4	100.0	
Missing	Don't Know	8	3.2		
	System	44	17.4		
	Total	52	20.6		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

Q53k@. Clients have confidence in

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	54	21.3	26.9	26.9
	Neither agree or disagree	44	17.4	21.9	48.8
	Agree	103	40.7	51.2	100.0
	Total	201	79.4	100.0	
Missing	Don't know	8	3.2		
	System	44	17.4		
	Total	52	20.6		
Total		253	100.0		

q53l. Provides reliable information and advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	5.5	6.8	6.8
	Disagree	21	8.3	10.1	16.9
	Neither Agree nor Disagree	42	16.6	20.3	37.2
	Agree	72	28.5	34.8	72.0
	Strongly Agree	58	22.9	28.0	100.0
	Total	207	81.8	100.0	
Missing	Don't Know	2	.8		
	System	44	17.4		
	Total	46	18.2		
Total		253	100.0		

Q53l@. Provides reliable information and advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	35	13.8	16.9	16.9
	Neither agree or disagree	42	16.6	20.3	37.2
	Agree	130	51.4	62.8	100.0
	Total	207	81.8	100.0	
Missing	Don't know	2	.8		
	System	44	17.4		
	Total	46	18.2		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

q53m. Is accountable for decisions it makes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	21	8.3	10.9	10.9
	Disagree	23	9.1	12.0	22.9
	Neither Agree nor Disagree	44	17.4	22.9	45.8
	Agree	50	19.8	26.0	71.9
	Strongly Agree	54	21.3	28.1	100.0
	Total	192	75.9	100.0	
Missing	Don't Know	15	5.9		
	System	46	18.2		
	Total	61	24.1		
Total		253	100.0		

Q53m@. Is accountable for decisions it makes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	44	17.4	22.9	22.9
	Neither agree or disagree	44	17.4	22.9	45.8
	Agree	104	41.1	54.2	100.0
	Total	192	75.9	100.0	
Missing	Don't know	15	5.9		
	System	46	18.2		
	Total	61	24.1		
Total		253	100.0		

q54. Considering your overall experience with DVA, how satisfied are you with the service they provide?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	24	9.5	11.3	11.3
	Dissatisfied	18	7.1	8.5	19.8
	Neither satisfied nor dissatisfied	35	13.8	16.5	36.3
	Satisfied	70	27.7	33.0	69.3
	Very satisfied	65	25.7	30.7	100.0
	Total	212	83.8	100.0	
Missing	System	41	16.2		
Total		253	100.0		

Q54@. Considering your overall experience with DVA, how satisfied are you with the service they provide?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	42	16.6	19.8	19.8
	Neither satisfied nor dissatisfied	35	13.8	16.5	36.3
	Satisfied	135	53.4	63.7	100.0
	Total	212	83.8	100.0	
Missing	System	41	16.2		
Total		253	100.0		

DVA Client Service Survey
L. General Impressions of DVA

q56. 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	16	6.3	7.7	7.7
	Declined	14	5.5	6.7	14.4
	Stayed about the same	110	43.5	52.9	67.3
	Improved	55	21.7	26.4	93.8
	Improved greatly	13	5.1	6.3	100.0
	Total	208	82.2	100.0	
Missing	System	45	17.8		
Total		253	100.0		

Q56@. 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	30	11.9	14.4	14.4
	Stayed about the same	110	43.5	52.9	67.3
	Improved	68	26.9	32.7	100.0
	Total	208	82.2	100.0	
Missing	System	45	17.8		
Total		253	100.0		

DVA Client Service Survey
M. Improving DVA's Service Delivery

q58. What is your preferred way of contacting DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Visiting the DVA website (www.dva.gov.au)	67	26.5	31.8	31.8
	Contacting DVA via email	24	9.5	11.4	43.1
	Visiting a DVA office in person	19	7.5	9.0	52.1
	Telephoning DVA	75	29.6	35.5	87.7
	Speaking to a DVA representative outside of a DVA office	11	4.3	5.2	92.9
	Through a third party	5	2.0	2.4	95.3
	Other	10	4.0	4.7	100.0
	Total	211	83.4	100.0	
	Missing	Don't know	2	.8	
System		40	15.8		
Total		42	16.6		
Total	253	100.0			

q59. Why is this your preferred way of contacting DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easy to get information	9	3.6	4.3	4.3
	Quickest way to get information	61	24.1	29.0	33.3
	Most accurate information	20	7.9	9.5	42.9
	This way is the only option available to me	2	.8	1.0	43.8
	To get a record of information	8	3.2	3.8	47.6
	It was convenient	36	14.2	17.1	64.8
	I've tried other contact methods but this way is best	17	6.7	8.1	72.9
	I prefer speaking with a person directly	49	19.4	23.3	96.2
	Other	8	3.2	3.8	100.0
	Total	210	83.0	100.0	
Missing	Don't know	1	.4		
	System	42	16.6		
	Total	43	17.0		
Total	253	100.0			

DVA Client Service Survey
M. Improving DVA's Service Delivery

q60. When is the most convenient time for you to contact DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early morning (8am-9.59 am)	32	12.6	15.3	15.3
	Late morning (10.00am-11.59am)	45	17.8	21.5	36.8
	Early afternoon (12pm-2.59pm)	15	5.9	7.2	44.0
	Late afternoon (3pm-5.30 pm)	14	5.5	6.7	50.7
	After business hours (5.30 pm-8am)	5	2.0	2.4	53.1
	It varies	98	38.7	46.9	100.0
	Total	209	82.6	100.0	
Missing	Don't know	4	1.6		
	System	40	15.8		
	Total	44	17.4		
Total		253	100.0		

q61a. Phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First	72	28.5	35.3	35.3
	Second	69	27.3	33.8	69.1
	Third	52	20.6	25.5	94.6
	Fourth	11	4.3	5.4	100.0
	Total	204	80.6	100.0	
Missing	System	49	19.4		
Total		253	100.0		

q61b. Email

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First	88	34.8	43.1	43.1
	Second	85	33.6	41.7	84.8
	Third	26	10.3	12.7	97.5
	Fourth	5	2.0	2.5	100.0
	Total	204	80.6	100.0	
Missing	System	49	19.4		
Total		253	100.0		

q61c. Letter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First	47	18.6	22.4	22.4
	Second	47	18.6	22.4	44.8
	Third	108	42.7	51.4	96.2
	Fourth	8	3.2	3.8	100.0
	Total	210	83.0	100.0	
Missing	System	43	17.0		
Total		253	100.0		

DVA Client Service Survey
M. Improving DVA's Service Delivery

q61d. Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First	3	1.2	4.2	4.2
	Second	3	1.2	4.2	8.3
	Third	7	2.8	9.7	18.1
	Fourth	59	23.3	81.9	100.0
	Total	72	28.5	100.0	
Missing	System	181	71.5		
Total		253	100.0		

q62. What do you think that DVA could do better or improve on?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No suggestions	99	39.1	51.3	51.3
	Suggestion(s) provided	94	37.2	48.7	100.0
	Total	193	76.3	100.0	
Missing	System	60	23.7		
Total		253	100.0		

q63. What do you think that DVA does well?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No suggestions	104	41.1	53.1	53.1
	Suggestion(s) provided	92	36.4	46.9	100.0
	Total	196	77.5	100.0	
Missing	System	57	22.5		
Total		253	100.0		

q64. If you could make one change to improve DVA, what would that be?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No suggestions	92	36.4	47.2	47.2
	Suggestion(s) provided	103	40.7	52.8	100.0
	Total	195	77.1	100.0	
Missing	System	58	22.9		
Total		253	100.0		

DVA Client Service Survey
N. About you

q65. How long have you been receiving DVA benefits and/or services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one year	14	5.5	6.9	6.9
	One to less than three years	20	7.9	9.8	16.7
	Three to less than five years	11	4.3	5.4	22.1
	Five years or more	159	62.8	77.9	100.0
	Total	204	80.6	100.0	
Missing	Not sure	6	2.4		
	System	43	17.0		
	Total	49	19.4		
Total		253	100.0		

q66. Which type of DVA office do you usually deal with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Regional Office / Veterans' Affairs Network (VAN) Office	37	14.6	17.9	17.9
	State capital DVA Office	71	28.1	34.3	52.2
	DVA Representative office	4	1.6	1.9	54.1
	None, I usually deal with DVA without going to an office	95	37.5	45.9	100.0
	Total	207	81.8	100.0	
Missing	Not sure	3	1.2		
	System	43	17.0		
	Total	46	18.2		
Total		253	100.0		

q67. Are you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	192	75.9	92.3	92.3
	Female	16	6.3	7.7	100.0
	Total	208	82.2	100.0	
Missing	System	45	17.8		
Total		253	100.0		

DVA Client Service Survey
N. About you

q68mr. Which (if any) of the following describe you? (Multiple Response)

		Frequency	% of respondents
Valid	Veteran or former serving member of the Australian Defence Force	194	92.4%
	Serving full-time member of the Australian Defence Force	8	3.8%
	Member of the Army, Navy or Air Force ...	4	1.9%
	Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	4	1.9%
	War widow/er	6	2.9%
	Dependant (spouse, partner or child) of a veteran	1	0.5%
	Nominee or representative	5	2.4%
	Other	5	2.4%
Number of Respondents		210	100.0%

q69. Which age group do you belong to?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 30 years	2	.8	.9	.9
	30-34 years	4	1.6	1.9	2.8
	35-39 years	13	5.1	6.2	9.0
	40-44 years	7	2.8	3.3	12.3
	45-49 years	13	5.1	6.2	18.5
	50-54 years	16	6.3	7.6	26.1
	55-59 years	23	9.1	10.9	37.0
	60-64 years	40	15.8	19.0	55.9
	65-69 years	56	22.1	26.5	82.5
	70-74 years	20	7.9	9.5	91.9
	75-79 years	6	2.4	2.8	94.8
	80-84 years	4	1.6	1.9	96.7
	85 years and over	7	2.8	3.3	100.0
	Total	211	83.4	100.0	
Missing	System	42	16.6		
Total		253	100.0		

DVA Client Service Survey
N. About you

q70. Which State/Territory do you live in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Australian Capital Territory	5	2.0	2.4	2.4
	New South Wales	54	21.3	25.6	28.0
	Northern Territory	1	.4	.5	28.4
	Queensland	67	26.5	31.8	60.2
	South Australia	18	7.1	8.5	68.7
	Tasmania	11	4.3	5.2	73.9
	Victoria	32	12.6	15.2	89.1
	Western Australia	23	9.1	10.9	100.0
	Total	211	83.4	100.0	
Missing	System	42	16.6		
Total		253	100.0		