

# 2014 CLIENT SERVICE SURVEY RESULTS



Australian Government  
Department of Veterans' Affairs



## What do clients think of DVA?

- 89% of clients were satisfied or very satisfied with the client service DVA provides
- 98% of clients advised that the quality of client service had either remained the same (82%), or had improved (16%) over the last 12 months
- 90% of respondents agreed that DVA is committed to providing high quality service to its clients

## Contact with DVA

One in four clients contacted or sought information from DVA in the last 12 months:

- 28% to get information about a DVA service or benefit
- 23% to update their personal or financial information
- 15% to organise for a service to be provided (e.g. transport)
- 14% to lodge a claim for a benefit or service

## PHONE

- 28% of clients had contact with DVA by phone
- 92% said staff were helpful during their call
- 89% said the quality of DVA's telephone service was good/very good
- 54% said the first person they spoke with fully dealt with their query

## DIGITAL

- 81% of clients rated the quality of DVA's email response as good/very good
- 85% of MyAccount users thought it easy to change their details online
- 75% of MyAccount users agreed that MyAccount met their expectations of an online service

## IN-PERSON

- 7% of clients had contact with DVA in person
- 97% said that DVA was respectful during the last in-person experience
- 94% rated the overall quality of DVA's in-person services as good/very good
- 20% spoke to a DVA officer outside of a DVA office

## MAIL

- 94% of clients rated the accuracy of content in letters as good/very good
- 92% rated the overall quality of their most recent letter as good/very good
- 90% rated the relevance of content in letters as good/very good

## Client Commentary

*Excellent service and good communications. Efficient and polite staff.*

*They really look after people. Veterans and their families. Great service.*

*Overwhelming — they listen so well. It's like a family.*

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## Who participated in the survey?

3,073 DVA clients across Australia were surveyed in July 2014.

2,820 clients were surveyed on the telephone with a further 253 clients participating online via MyAccount.

Respondents were chosen at random via a sample of the DVA client population, with stratification by clients that had contacted DVA in the last 12 months, and also by their age, gender and state of residence.

## What will DVA do with the results?

Feedback from clients in this survey is an important way for DVA to learn about what works for clients, and what needs to be done differently.

The results will be used to help DVA maintain and improve the quality of our client service to veterans and their families.

Examples of areas for improvement that the survey has highlighted are:

- DVA's website and use of email
- DVA's response to feedback
- DVA's timeliness in processing requests for services and benefits

## Quality Service Index (QSI):

The survey measured the clients' experiences through five key communication channels: telephone, letter, email, face-to-face and the DVA website.

A QSI was generated using the survey results, and shows areas of strong performance and areas where DVA can focus efforts to improve.

The analysis shows that each channel was generally rated positively by clients who had interacted with DVA in the last 12 months, with the highest QSI recorded for face-to-face dealings (90.1), followed by letters (87.4) and telephone (86.7).

