Department of Veterans’ Affairs

Client Satisfaction Survey

Questionnaire: Computer Assisted Telephone Interview (CATI) Version

November 2016
A. Introduction

INTRODUCTION
Good morning/afternoon/evening. My name is [NAME] and I am calling from ORIMA Research on behalf of the Department of Veterans’ Affairs (DVA). May I please speak to [NAMED RESPONDENT]
IF CARER: We would like to speak to you on behalf of [CLIENT]

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

BACKGROUND AND PURPOSE OF THIS SURVEY
You should have recently received a letter from DVA regarding the client satisfaction survey, which seeks your feedback on your experiences interacting with DVA. The results of this survey will be used by DVA to guide future directions and improve communication and information available to the veteran community.

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

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

Are you willing to participate in the survey?
1  Yes: Can do it now [CONTINUE WITH SURVEY]
2  Yes: Can do it later [SCHEDULE APPOINTMENT]
3  No [THANK AND TERMINATE]

Thank you. While we’d prefer that you answer all questions, if there is anything you don’t want to answer, that’s fine, just let me know.

Our call may be monitored by my supervisor for quality assurance purposes:
1  OK to monitor
2  Do not monitor

ADDITIONAL INFORMATION (Say if asked)
Who is conducting the survey?
DVA has engaged ORIMA Research as independent social research company to conduct this survey on its behalf.

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

How did you obtain my number?
Your telephone number was randomly selected by DVA to participate in this research.

How long will the survey take?
This survey should take around 15 minutes to complete, depending on what comments you include when invited to provide additional information.
Is the research confidential?
We will not disclose any identifiable information for a purpose other than conducting our research unless we have your express prior consent or are required to do so by an Australian law.

Our Privacy Policy is available at www.orima.com and contains further details regarding how you can access or correct information we hold about you, how you can make a privacy related complaint and how that complaint will be dealt with. Should you have any questions about our privacy policy or how we will treat your information, you may contact our Privacy Officer, [name and/or contact details have been redacted].

Who do I talk to for further information?
If you have any questions about the survey, please contact [name and/or contact details have been redacted] from ORIMA Research on [name and/or contact details have been redacted].

[If required for questions regarding the credentials of the survey] In the lead up to the survey, you would have received a letter advising you of this survey. If you refer to that letter, you can see that DVA has referred to ORIMA as the organisation conducting the survey.

- [If required] If you would like to further verify the details of ORIMA, you can do so by referring to the DVA website. It is: www.dva.gov.au/survey. You can refer to the heading titled ‘Who will conduct the survey?’ for some information about ORIMA.
  - [If required] If you would like to further verify the details of ORIMA, you can do so by emailing the dedicated mailbox for confirmation. The email is Client.Survey@dva.gov.au (note: please emphasis the period between Client and Survey).
- [If required- must attempt one of the previous options first] If you would like to speak to someone to verify the details of ORIMA, then you can call the DVA general enquiries line. The number is 133 254, or for regional callers 1800 555 254.
B. Screening Questions

Si. INTERVIEWER RECORD RESPONDENT TYPE – DO NOT ASK
1   THE RESPONDENT I AM SPEAKING TO IS A CARER
2   THE RESPONDENT IS THE CLIENT (VETERAN/SERVING MEMBER/WIDOW)

1. Firstly, does another person or organisation ever help you to deal with DVA?
   1   Yes  [AUTOCODE AS YES IF CARER AND GO TO Q3]
   2   No – I deal with DVA personally [GO TO SECTION C]

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

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

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

OTHERWISE, CONTINUE.
C. Use of DVA Benefits and Services

3. Have you received any of the following DVA benefits and services in the last 12 months? [READ OUT 1-10, MULTIPLE RESPONSE]
   1. Pensioner Concession Card
   2. Health services (including Veterans’ Home Care, Community Nursing and Convalescent Care)
   3. Home services
   4. Commonwealth Seniors Health Card
      DVA Health Care Card (including white/gold/orange cards)
   5. Transport services
   6. Aids and appliances
   7. Rehabilitation Services
   8. Defence Service Homes (DSH) insurance
   9. Lump Sum Advance
   10. Education schemes
   97. Other [PLEASE SPECIFY: ____________________________]
   98. Don’t know/ Can’t remember
   99. None of the above – no benefits or services received in last 12 months

4. Have you received any payments, reimbursements or other compensation from DVA in the last 12 months?
   1. Yes
   2. No [GO TO SECTION D]
   98. Don’t know/ Can’t remember [GO TO SECTION D]

5. Which of the following types of DVA payments have you received in the last 12 months? [READ OUT 1-14, MULTIPLE RESPONSE]
   1. Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension
   2. War Widow/ers Pension
   3. Disability Pension
   4. Reimbursement for treatment or travel (including white/gold/orange cards)
   5. Reimbursement for household services or attendant care
   6. Income Support Supplement
   7. Incapacity payments
   8. Energy Advance/ Supplement
   9. Permanent impairment
   10. Veteran Supplement
   11. Rent Assistance
   12. Wholly Dependent partner pension
   13. Defence Force Income Support Allowance (DFISA)
   14. Funeral benefit/ Bereavement payment
   97. Other [PLEASE SPECIFY: ____________________________]
   98. Don’t know/ Can’t remember
D. Types of contact with DVA

6. In what ways have you contacted, or sought information from, DVA in the last 12 months? Which others? Any others? **[DO NOT READ OUT, MULTIPLE RESPONSE]**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Telephoning DVA</td>
</tr>
<tr>
<td>2</td>
<td>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</td>
</tr>
<tr>
<td>3</td>
<td>Writing a letter to DVA</td>
</tr>
<tr>
<td>4</td>
<td>Visiting the DVA website (<a href="http://www.dva.gov.au">www.dva.gov.au</a>)</td>
</tr>
<tr>
<td>5</td>
<td>Through MyAccount / MyGov (online)</td>
</tr>
<tr>
<td>6</td>
<td>Contacting DVA via email</td>
</tr>
<tr>
<td>7</td>
<td>Through a third party e.g. through an advocate, agent, nominee, friend or relative</td>
</tr>
<tr>
<td>8</td>
<td>Filling in a form or submitting a claim / application (e.g. in hard copy, through an online portal, through email)</td>
</tr>
<tr>
<td>9</td>
<td>Through the call back service</td>
</tr>
<tr>
<td>10</td>
<td>DVA’s social media channels (such as Facebook and Twitter)</td>
</tr>
<tr>
<td>98</td>
<td>Can’t remember</td>
</tr>
<tr>
<td>99</td>
<td>Have not contacted DVA or sought information from DVA in last 12 months <strong>[GO TO Q16]</strong></td>
</tr>
</tbody>
</table>

7. What was the purpose of your most recent contact with DVA? **[PROMPT IF NECESSARY, MULTIPLE RESPONSE]**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Seek information about a DVA service or benefit</td>
</tr>
<tr>
<td>2</td>
<td>Update my personal or financial information (e.g. to change my address, or provide income or asset details)</td>
</tr>
<tr>
<td>3</td>
<td>Organise for a service to be provided (e.g. transport arrangements)</td>
</tr>
<tr>
<td>4</td>
<td>Lodge a claim (e.g. for a benefit or for compensation)</td>
</tr>
<tr>
<td>5</td>
<td>Resolve a problem</td>
</tr>
<tr>
<td>6</td>
<td>Speak to someone about a review of my personal or financial information</td>
</tr>
<tr>
<td>7</td>
<td>Find out about the progress of a claim/ application</td>
</tr>
<tr>
<td>8</td>
<td>Obtain a statement or letter from DVA (e.g. to help apply for a concession)</td>
</tr>
<tr>
<td>9</td>
<td>Ask a question about a letter received from DVA</td>
</tr>
<tr>
<td>10</td>
<td>Speak to someone about a commemorative event</td>
</tr>
<tr>
<td>11</td>
<td>Provide medical evidence / supporting documentation</td>
</tr>
<tr>
<td>12</td>
<td>Aged care enquiry</td>
</tr>
<tr>
<td>13</td>
<td>Advice regarding Power of Attorney</td>
</tr>
<tr>
<td>14</td>
<td>Provide feedback</td>
</tr>
<tr>
<td>97</td>
<td>Other <strong>[PLEASE SPECIFY:_______________________________]</strong></td>
</tr>
<tr>
<td>98</td>
<td>Can’t remember</td>
</tr>
</tbody>
</table>
8. Which services or benefits was your most recent contact with DVA about? [DO NOT READ OUT, MULTIPLE RESPONSE]

1. Health services (including Veterans’ Home Care, Community Nursing, Convalescent Care)
2. Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)
3. Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)
4. War Widow/ers Pension
5. Transport (including reimbursement)
6. Disability Pension
7. Aids and appliances
8. Reimbursement for household services or attendant care
9. Reimbursement of treatment
10. Allowances
11. Lump Sum Advance
12. DVA Concession cards (including gold/white/orange cards)
13. Aged Care Means Test Assessment for Residential Care or Home Care
14. Incapacity payments
15. Compensation
16. Funeral benefit/ Bereavement payment
17. Treatment cards
18. Permanent impairment
19. Qualifying service application
20. Supplement Payments (Seniors Supplement and Veterans Supplement)
21. Rehabilitation
22. Wholly Dependent partner compensation
23. Defence Force Income Support Allowance (DFISA)
24. Non Liability Health Care
25. Community Support activity (e.g. day clubs, men’s health peer education, Veterans’ Health Week events)

97. Other [PLEASE SPECIFY: ________________________________]
98. Can’t remember

9. In relation to this matter, how did you first contact DVA about it? [DO NOT READ OUT, SINGLE RESPONSE]

1. Telephoned DVA
2. Spoke 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
3. Through a third party e.g. through an advocate, agent, nominee, friend or relative
4. Visited a DVA office in person
5. Wrote a letter to DVA
6. Contacted DVA via email
7. Visited the DVA website (www.dva.gov.au)
8. Through MyAccount / MyGov (online)
9. Visited another government agency or organisation that represents DVA e.g. Centrelink, Department of Human Services, or a State or Local government service
10. To what extent did this contact (first contact) with DVA provide the information or outcome you needed? Did it... [READ OUT]
   1 Fully provide the information or outcome you needed [GO TO QUESTION 13]
   2 Mostly provide the information or outcome you needed
   3 Partially provide the information or outcome you needed
   4 Or, not at all

11. On this particular matter, did you have to contact DVA more than once?
   1 Yes – contacted DVA more than once on the same matter
   2 Yes – tried to contact DVA more than once but unsuccessfully
   3 No [GO TO QUESTION 13]
   4 Don’t know [GO TO QUESTION 13]

12. What were your reasons for contacting DVA more than once on the same matter? [DO NOT READ OUT, MULTIPLE RESPONSE]
   1 The matter by its very nature required multiple contacts
   2 I was asked to contact DVA with additional information/DVA asked me to contact them
   3 The information given to me was not complete
   4 The information given to me was not correct
   5 I wanted to confirm the information given to me
   6 DVA staff did not get back to me when they said they would
   7 I wanted to get information in writing
   8 I could not remember the information I was told before
   9 The information provided was not relevant to my query
   97 Other [PLEASE SPECIFY:_______________________________]
   98 Can’t remember

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

<table>
<thead>
<tr>
<th>In the course of my interactions with DVA on this matter....</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree or disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Unsure/Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. The information provided to me was easy to understand</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>b. The information addressed my concerns</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>c. I understood the next steps that I needed to take, if any</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>
14. Have you used the call back service available through MyAccount and the DVA website in the last 12 months? This service allows you to fill in a form to have a DVA staff member call you back within 2 working days.
   1  Yes
   2  No [GO TO Q16]
   3  Don’t know [GO TO Q16]
   4  Didn’t know about this service [GO TO Q16]

15. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), How would you rate the call back service?
   1  Very poor
   2  Poor
   3  Mixed
   4  Good
   5  Very good
   98  Can’t recall

16. Do you regularly use any of the following websites or phone apps? [READ OUT, MULTIPLE RESPONSE]
   1  At Ease website (http://at-ease.dva.gov.au)
   2  High Res app
   3  Right Mix app
   4  PTSD Coach
   5  Do not use any of the above [GO TO SECTION E]

17. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), How would you rate that website or phone app? [IF MORE THAN ONE ASK FOR OVERALL]
   1  Very poor
   2  Poor
   3  Mixed
   4  Good
   5  Very good
   98  Can’t recall
E. Telephone Contact with DVA

ONLY ASKED IF CODE 1 AT QUESTIONS 6 OR 9, CODE 9 AT QUESTION 6, CODE 10 AT QUESTION 10, OR CODE 1 AT QUESTION 14. OTHERWISE SKIP TO SECTION F

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

18. When you called, was your call initially directed by a phone menu (i.e. an interactive voice response (IVR) technology that tells you the menu of options) or a human operator?
   - 1 Phone menu (IVR)
   - 2 Human operator
   - 98 Can’t remember

19. Thinking about your most recent telephone contact with DVA, how many people did you speak with before your query was answered?
   - 1 One – the first person I spoke to answered my query [GO TO QUESTION 21]
   - 2 Two people
   - 3 Three people
   - 4 Four or more people
   - 5 Didn’t get through to anyone [GO TO QUESTION 21]
   - 98 Can’t recall [GO TO QUESTION 21]

20. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), When you were transferred, how well was your query described to the person or people you were transferred to?
   - 1 Very poor
   - 2 Poor
   - 3 Mixed
   - 4 Good
   - 5 Very good
   - 98 Can’t recall

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

<table>
<thead>
<tr>
<th></th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/Not applicable</th>
</tr>
</thead>
</table>
a. The ease with which you found the DVA contact number | 1 | 2 | 3 | 4 | 5 | 98 |
b. The time it took to answer your call | 1 | 2 | 3 | 4 | 5 | 98 |
c. ONLY IF Q18=1 The ease of using the phone menu system | 1 | 2 | 3 | 4 | 5 | 98 |
d. ONLY IF Q18=1 The relevance of the phone menu options | 1 | 2 | 3 | 4 | 5 | 98 |
e. Were respectful | 1 | 2 | 3 | 4 | 5 | 98 |
f. Were helpful | 1 2 3 4 5 | 98

g. Treated you fairly | 1 2 3 4 5 | 98

h. Dealt with your query in a timely manner | 1 2 3 4 5 | 98

i. Were good listeners | 1 2 3 4 5 | 98

j. Communicated clearly | 1 2 3 4 5 | 98

k. Were able to resolve your query/ answer your questions | 1 2 3 4 5 | 98

l. Provided relevant information | 1 2 3 4 5 | 98

m. Provided accurate information | 1 2 3 4 5 | 98

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

1 Very poor
2 Poor
3 Mixed
4 Good
5 Very good
98 Can’t recall

23. **ONLY IF Q22=1 or 2** Do you have any suggestions for improvement regarding telephone contact you have had with DVA in the last 12 months? [DO NOT READ OUT, MULTIPLE RESPONSE]

1 Reduce on-hold and waiting times
2 Ensure staff are polite/ helpful/ courteous
3 Prefer to deal with a single point of contact
4 Improve timeliness of resolution/ follow-up
5 Minimise the number of contacts I need to speak with
6 Ensure accurate information is provided
7 Ensure information about my query is recorded and transferred correctly
8 Ensure relevant information is provided
9 Provide information via other channels to minimise telephone contact
97 Other [PLEASE SPECIFY:_____________________________]
99 No suggestions for improvement
F. DVA Letters

24. Have you received a letter from DVA in the last 12 months, not including the letter received regarding this survey?
   1. Yes
   2. No [GO TO SECTION G]

25. Did you fully read the whole letter?
   1. Yes, read all of it
   2. Partially read/ skimmed the letter
   2. No, did not read it at all [GO TO SECTION G]

26. What was the letter you received about? [DO NOT READ OUT, MULTIPLE RESPONSE]
   1. Pensions (e.g. grant, cancellation, variation, continuation)
   2. Statutory increases
   3. Superannuation updates
   4. Interstate transfers
   5. Allowance Calculator
   6. Aged & Community Care
   7. Appeals
   8. Bereavement
   9. Recovery (e.g. compensation recovery)
   10. Data matching
   11. Debt/Fraud
   12. Workplace updates (e.g. cessation of employment)
   13. Health cards (including gold, white, orange, Commonwealth Seniors Health Card)
   14. Hardship
   15. Investigations (e.g. requests for information)
   16. Managed investments
   17. New claims
   18. Pay administration (e.g. lump sum advance)
   19. Payment advice (e.g. Veterans’ Pharmaceutical Reimbursement Scheme)
   20. Relationship (e.g. partner service pension, power of attorney, carers, monthly 16 year old child review)
   21. Concession Letters
   22. Reimbursements (e.g. transport, Rehabilitation Appliances Program, pharmaceuticals, medical expenses)
   23. Access to/approval for medical treatment
   24. Invitation to participate in research studies
   25. Support for research studies
   26. Defence Force Income Support Allowance
   97. Other [PLEASE SPECIFY: ____________________________]
   99. Don’t know/ can’t recall
27. Please rate the following aspects of the most recent letter that you have received from DVA on a scale of 1 to 5, where 1 means very poor and 5 means very good:

<table>
<thead>
<tr>
<th></th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Ease of understanding</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>b. The way that the information was presented (e.g. layout, print size)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>c. Accuracy of information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>d. Ease of finding the important information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>e. Relevance of information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>

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

1 Very poor
2 Poor
3 Mixed
4 Good
5 Very good
98 Can’t recall

29. ONLY IF Q28=1 or 2 Do you have any suggestions for improvement regarding letters you have received from DVA in the last 12 months? [DO NOT READ OUT, MULTIPLE RESPONSE]

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

ONLY ASKED IF CODE 6 AT QUESTIONS 6 OR 9. OTHERWISE SKIP TO SECTION H

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

30. Firstly, can I confirm that when you recently emailed DVA, DVA sent a response back to you? This does not refer to an automated response but a direct response to your email.
   1. Yes, DVA responded
   2. No, DVA did not/ has not responded to my most recent email [GO TO SECTION H]

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

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/ Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ease with which you found the DVA contact email address</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>The time it took to receive a response</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>The extent to which DVA’s response was easy to understand</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>The extent to which DVA’s response was respectful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>The extent to which DVA’s response was able to resolve your query/ answer your questions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>The extent to which DVA’s response provided relevant information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>The extent to which DVA’s response provided accurate information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>

32. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of DVA’s response to your most recent email?
   1. Very poor
   2. Poor
   3. Mixed
   4. Good
   5. Very good
   98. Can’t recall
33. **ONLY IF Q32=1 or 2** Do you have any suggestions for improvement regarding email communication you have had with DVA in the last 12 months? **[DO NOT READ OUT, MULTIPLE RESPONSE]**

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

ONLY ASKED IF CODE 2 AT QUESTION 6 OR CODES 2, 4 OR 9 AT QUESTION 9. OTHERWISE SKIP TO SECTION I

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

34. Which type of DVA office do you usually deal with when you deal with DVA face-to-face? [PROMPT IF NECESSARY, SINGLE RESPONSE]

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

35. Thinking about your most recent face-to-face contact, did you...? [READ OUT, SINGLE RESPONSE]

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

36. Thinking about your most recent face-to-face contact with DVA, please rate the following aspects of the face-to-face service: C

<table>
<thead>
<tr>
<th>The extent to which the DVA staff you spoke to....</th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Were respectful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>b. Were helpful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>c. Treated you fairly</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>d. Dealt with your query in a timely manner</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>e. Were good listeners</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>f. Were able to resolve your query/ answer your questions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>g. Provided relevant information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>h. Provided accurate information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>
37. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of DVA’s service during your most recent face-to-face contact?

1. Very poor
2. Poor
3. Mixed
4. Good
5. Very good
98. Can’t recall

38. **ONLY IF Q3728=1 or 2** Do you have any suggestions for improvement regarding the face-to-face contact you have had with DVA in the last 12 months? **[DO NOT READ OUT, MULTIPLE RESPONSE]**

1. Ensure staff are polite/ helpful/ courteous
2. Ensure dedicated DVA staff at shared facilities
3. Ensure access to appropriate facilities in regional areas
4. Minimise the number of contacts I need to speak with
5. Reduce waiting times
6. Improve timeliness of resolution/ follow-up
97. Other [PLEASE SPECIFY:_________________________________________]
99. None of the above
1. DVA Online Services - MyAccount

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

39. Have you used DVA’s MyAccount service in the last 12 months? MyAccount allows you to access many of DVA’s services online. You may have accessed MyAccount directly, or through MyGov.

   1. Yes, have used MyAccount in the last 12 months [GO TO STATEMENT BEFORE Q41]
   2. No, have not used MyAccount

40. Why have you not used the online MyAccount / MyGov service for your interactions with DVA? [DO NOT READ OUT, MULTIPLE RESPONSE]

   1. I do not use the internet
   2. I haven’t needed to use the service in the last 12 months
   3. I wasn’t aware of DVA’s online services
   4. I prefer to contact DVA in-person, via telephone or in writing
   5. It is too difficult to use
   6. My queries/ issues are too complicated to resolve online
   3. I have concerns about privacy
   97. Other (PLEASE SPECIFY: ____________________________)

IF ANSWERED Q40, NOW SKIP TO SECTION J

For simplicity, we will call this service ‘MyAccount’ from now on, although you may access the service through MyGov.

41. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), Please rate the MyAccount service on the following aspects:

<table>
<thead>
<tr>
<th></th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Ability to lodge claims and/or applications online</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>b. Ability to change personal information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>c. Ability to view payments, claims, travel bookings and other personal information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>d. Ease of finding the information/ process you need</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>e. If applicable, the online help/ instructions provided by DVA to help people use MyAccount</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>
42. Has using MyAccount made dealing with DVA...? [READ OUT, SINGLE RESPONSE]
   1  Far easier
   2  Easier
   3  No different
   4  More difficult
   5  Far more difficult
   98 Don’t know

43. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of DVA’s MyAccount service?
   1  Very poor
   2  Poor
   3  Mixed
   4  Good
   5  Very good
   98 Can’t recall

44. ONLY IF Q43=1 or 2 Do you have any suggestions for improvement regarding the MyAccount Service? [DO NOT READ OUT, MULTIPLE RESPONSE]
   1  Make site faster/ more responsive
   2  Include additional functionality on MyAccount [PLEASE SPECIFY:______________________________]
   3  Make MyAccount easier to use/ more user friendly
   4  Provide more/ better information on MyAccount
   97 Other [PLEASE SPECIFY:______________________________]
   99 None of the above
J. DVA Website and Social media

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

45. Have you visited the DVA website (www.dva.gov.au) in the last 12 months?
   1. Yes
   2. No / can’t recall [GO TO QUESTION 50]

46. What was the main reason for your last visit to the DVA website? [DO NOT READ OUT, SINGLE RESPONSE]
   1. Find out general information about how to contact DVA/where to find a DVA office
   2. To use MyAccount
   3. To look up information on DVA services/ eligibility/ payment/ benefits/ health care/ commemorative event
   4. To find a specific DVA publication
   5. To find a related website (e.g. Minister’s website, DSHI Insurance, Anzac Centenary, War Memorial)
   6. To find a form
   7. To find information on Ex-Service Organisations
   97. Other [PLEASE SPECIFY: ________________________________]
   98. Can’t remember

47. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), please rate your most recent experience with the DVA website on the following aspects. Please note that these questions are only about the website, and do not refer to the MyAccount service, the online claim/application process, or the online Entitlement Self-Assessment tool.

<table>
<thead>
<tr>
<th>Ease of finding the information that you were looking for</th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/ Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enough information on the website to answer your query/ question</th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/ Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The way that the information was presented (e.g. layout, design)</th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/ Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ease of understanding of the information presented</th>
<th>Very poor</th>
<th>Poor</th>
<th>Mixed</th>
<th>Good</th>
<th>Very good</th>
<th>Unsure/ Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>

48. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate the overall quality of the DVA website based on your most recent experience?
   1. Very poor
   2. Poor
   3. Mixed
   4. Good
   5. Very good
   98. Can’t recall
49. **ONLY IF Q48=1 or 2** Do you have any comments or suggestions for improving DVA’s website or online services? [DO NOT READ OUT, MULTIPLE RESPONSE]

1. Improve client awareness of online services
2. Improve DVA website – navigation, layout, language, etc
3. Ensure flexibility of online systems
4. Reference DVA online content in written communications
97. Other [PLEASE SPECIFY:_____________________________]
99. None of the above

50. Do you use the internet to do any of the following? [READ OUT OPTIONS 1-7 ONLY – IF NOT USING THE INTERNET AT ALL, CONFIRM APPROPRIATE CODE AT 8 OR 9. MULTIPLE RESPONSE – SELECT IF DONE]

1. Online banking
2. Paying bills
3. Online shopping
4. Submitting your tax return
5. Conducting other transactions with government bodies
6. Use social media (Facebook, Twitter, etc)
7. Something else
8. None of the above – do not use the internet (but have access to it)
9. None of the above – do not have the internet

51. Are you aware that DVA information is available via: [READ OUT, MULTIPLE RESPONSE – SELECT IF AWARE]?

1. Facebook
2. Twitter
3. YouTube
4. Flickr
99. Not aware of any of these DVA information channels
K. Feedback about DVA

52. To what extent were you aware of the following ways of providing feedback to DVA? [READ OUT, MULTIPLE RESPONSE – SELECT IF AWARE]
   1 MyAccount portal
   2 Calling DVA General Enquiries
   3 Writing to DVA
   4 In-person (including at a DVA state capital office or an office at which DVA has a representative)
   5 By email
   6 Call back service
   99 Not aware of any of these DVA information channels

53. In the last 12 months, have you provided feedback such as complaints, compliments or suggestions for improvement to DVA, or considered doing so?
   1 Yes, I have provided feedback to DVA
   2 No, and I have felt no need to provide feedback [GO TO SECTION L]
   3 No - I have considered providing feedback but did not do so [GO TO SECTION L]

54. (On a scale of 1 to 5, where 1 means very poor and 5 means very good), how would you rate DVA’s response to your complaint, compliment or suggestion?
   1 Very poor
   2 Poor
   3 Mixed
   4 Good
   5 Very good
   6 Not yet received a response
   98 Can’t recall

55. ONLY IF Q54=1 or 2 Do you have any suggestions for improvement regarding DVA’s response to your complaint, compliment or suggestion? [DO NOT READ OUT, MULTIPLE RESPONSE]
   1 Actually provide a response
   2 Provide a more helpful response
   3 Provide a more timely response
   97 Other [PLEASE SPECIFY:______________________________]
   98 Can’t remember
L. Submitting a Claim to DVA

56. In the last 12 months, have you submitted a claim or application for a benefit or service to DVA either in hard copy, online through portal or through email?

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

57. What was the most recent claim or application that you submitted to DVA about? [DO NOT READ OUT, SINGLE RESPONSE]

1. Application for health services (including Veterans’ Home Care, Community Nursing, Convalescent Care)
2. Application for reimbursement (including transport/travel, household services, attendant care)
3. Application for a pension
4. Claim for compensation
5. Application for a health care card (including white/gold/orange cards)
6. Household services or aids
7. Application for a lump sum advance
8. Application for incapacity payment (including permanent impairment claim and Non Liability Health Care)
97. Other (PLEASE SPECIFY:_________________________________________)

58. Did the time taken to process your claim or application...? [READ OUT, SINGLE RESPONSE]

1. Exceed your expectations – that is, it was faster than you expected
2. Meet your expectations
3. Not meet your expectations
4. Was much worse than your expectations – that is, it was far slower than you expected
5. Or, can’t comment because my application still pending and not yet finalised
M. General Impressions of DVA

59. Based on your overall experience with DVA to date, please indicate the extent to which you agree or disagree with the following statements:

<table>
<thead>
<tr>
<th>DVA is an organisation that....</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree or disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Is committed to providing high quality service to clients</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>b. Understands the needs of clients</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>c. Sensitively acknowledges the service and sacrifice of veterans</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>d. Communicates clearly</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>e. Is honest and ethical in its interactions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>f. Delivers services in a timely manner</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>g. Clients have confidence in</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>h. Provides reliable information and advice</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>i. Is accountable for decisions it makes</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>j. Is client focussed and thinks about the whole person</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>k. Is responsive and listens and responds to feedback</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
<tr>
<td>l. Connected to clients (e.g. through Ex-Service Organisations)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>98</td>
</tr>
</tbody>
</table>

60. Considering your overall experience with DVA in the last 12 months, how satisfied are you with the service they provide?

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
N. Improving DVA’s Service Delivery

61. To what extent would you be willing to interact with DVA digitally, for routine, day-to-day matters? This means dealing with DVA online on a computer, smartphone, tablet or other internet-enabled device. [READ OUT]

1. Definitely not
2. Probably not
3. Possibly
4. Probably
5. Definitely

62. When DVA needs to contact you about day-to-day, routine matters, how would you prefer that they do this? I will read out the options – please tell me which would be your first, second, third, fourth and fifth preference. Please note that as this survey is confidential, your preferences won’t be included on your file. [READ OUT]

1. Phone call
2. SMS or text message
3. Email
4. Letter
5. Online portal like MyAccount or MyGov
97. No preference, don’t mind how DVA contacts me
98. None of the above – prefer something else (PLEASE SPECIFY:_______________________________)

63. Overall, when you think about your experiences with DVA, what do you think DVA does well? S

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

98. No comments
O. About you

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

64. Which of the following best describes you? [READ OUT SINGLY, MULTIPLE RESPONSES POSSIBLE]

[READ OUT SINGLY, MULTIPLE RESPONSES POSSIBLE]

1. Former permanent member of the Australian Defence Force and left the ADF in the last 5 years
2. Former permanent member of the Australian Defence Force and left the ADF more than 5 years ago
3. Former Reserve member of the Australian Defence Force and left the ADF in the last 5 years
4. Former Reserve member of the Australian Defence Force and left the ADF more than 5 years ago
5. Serving permanent member of the Australian Defence Force
6. Serving Reserve member of the Australian Defence Force on Continuous Full-time Service
7. Serving Reserve member of the Australian Defence Force not on Continuous Full-time Service
8. Member / former serving member of the Australian Federal Police
9. War widow/er
10. Dependant (spouse, partner or child) of a veteran / former serving member
11. Carer of a veteran / former serving member
97. Other [PLEASE SPECIFY: ________________________________]

[IF Q64=1 or 3, GO TO Q65. ELSE, GO TO Q71]

65. Thinking about when you were transitioning out of the Defence Force, did you have any trouble accessing or finding support or services to help you? Which service? [DO NOT READ OUT, MULTIPLE RESPONSE]

[READ OUT SINGLY, MULTIPLE RESPONSES POSSIBLE]

1. Housing assistance
2. Employment
3. Physical health (including locating a General Practitioner)
4. Mental health
5. Insurance
6. Financial advice
7. Financial support (e.g. payments)
8. Family support
9. Community support
97. Other [PLEASE SPECIFY: ________________________________]
10. Didn’t require support
11. No gaps in support

66. When did you first find out about DVA and the services it could provide? [READ OUT, SINGLE RESPONSE]

[READ OUT, SINGLE RESPONSE]

1. Whilst you were still in the ADF
2. During your transition from the ADF
3. Some time after you transitioned from the ADF
98. Not sure
67. **How** did you first find out about DVA? *PROMPT IF NECESSARY, SINGLE RESPONSE*

1. On Base Advisory Service
2. Transition seminar
3. I received a letter from DVA
4. At an ADF Family Day
5. From my commanding officer/ executive office
6. From an Ex-Service Organisation
7. Through the DVA website (www.dva.gov.au)
97. Other [PLEASE SPECIFY: ________________________________]
98. Not sure

68. How satisfied were you with the timing and way you found out about DVA?

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied [GO TO Q70]
5. Very satisfied [GO TO Q70]

69. Why were you not satisfied?
...........................................................................................................................................................................
...........................................................................................................................................................................

70. What did you expect DVA to know about you when you first interacted with them? *DO NOT READ OUT, MULTIPLE RESPONSE*

1. Name
2. Address/ contact information (phone, email address, etc)
3. Service history (including postings, promotions, deployments, courses, qualifications and competencies)
4. Health information/ information about injuries
5. Other [PLEASE SPECIFY: ________________________________]
6. Did not expect them to hold any information about me
98. Not sure

71. Were you aware that DVA provides services to: *READ OUT, SELECT IF AWARE*

1. Veterans and former serving members of the ADF
2. Partners and war widows of veterans and former serving members
3. Children and dependants of veterans and former serving members
4. Members and former members of the Australian Federal Police
5. Ex-service organisations
97. [DO NOT READ OUT] Other [PLEASE SPECIFY: ________________________________]
72. Noting the various groups that DVA serves what term do you think is most suitable and inclusive?

[READ OUT, SINGLE RESPONSE]

1  Client
2  Customer
3  Beneficiary
4  Veteran
5  Recipient
97  [DO NOT READ OUT] Other [PLEASE SPECIFY:_______________________________]

Thank you very much, that concludes our survey.

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

(Read out to all) If you need support, the Veterans and Veterans Families Counselling Service (VVCS) is available 24/7 by calling 1800 011 046.

(If required) VVCS provides free and confidential, nation-wide counselling and support for war and service-related mental health conditions, for current and former serving ADF members, and their families.

(If required) If you would like to chat to VVCS about what support they could offer you, please give them a call, the number again is 1800 011 046.