Executive summary

• The 2016 survey results show **83% of veterans are satisfied** with DVA overall, 6 percentage points below the result of the last survey in 2014.

• Overall, veterans aged **under 45 years** hold less positive perceptions about DVA’s service delivery; **older veterans** are most positive – this pattern was also evident in 2014.

• **Younger veterans** are more likely to submit a claim for benefits and services with DVA and therefore have more interactions with DVA.

• There is a whole of Government move towards digital service delivery, and the findings show that **younger veterans are more open** to interacting with DVA through digital means.

• The **results of this survey will inform** DVA’s efforts to transform the delivery of services to veterans and their families.
Methodology and respondent profile

DVA actively targeted veterans of all ages for this survey, across Australia. A higher number of veterans aged under 45 years were interviewed (compared to the client population) in an effort to improve understanding of satisfaction amongst this group. In this report, survey results have been realigned to reflect the DVA client population, unless otherwise noted (^).

Telephone interviews were conducted in November – December 2016.

Survey topics covered:
• Use of DVA benefits and services
• Types of contact with DVA
• Usage and preference regarding digital channels
• Satisfaction and use of contact touchpoints
• Transition from the military
• General impressions of DVA

Most questions relate to veterans’ experiences with DVA in the last 12 months.

Statistical precision
The survey results have a confidence interval +/- 2 percentage points at the 90% confidence level.
Veteran preferences

50% of survey respondents described themselves as former members of the ADF who left more than 5 years ago, with 19% describing themselves as war widow/ers and 11% dependants. Overall, 47% of clients thought the most suitable and inclusive term to be addressed as by DVA is ‘veteran’ (although war widow/ers and dependents tended to prefer ‘recipient’ and ‘client’ respectively). Veterans preferred to be contacted by DVA via phone or letter, however younger veterans most preferred to be contacted by DVA via email (followed by phone).

### Type of client

<table>
<thead>
<tr>
<th>Type of Client</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Former member of the ADF who left more than 5 years ago</td>
<td>50%</td>
</tr>
<tr>
<td>War widow/er</td>
<td>19%</td>
</tr>
<tr>
<td>Dependant</td>
<td>11%</td>
</tr>
<tr>
<td>Former member of the ADF who left in last 5 years</td>
<td>9%</td>
</tr>
<tr>
<td>Current serving member of the ADF</td>
<td>5%</td>
</tr>
<tr>
<td>Carer</td>
<td>4%</td>
</tr>
<tr>
<td>Member of the AFP</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

Reflects the category respondents felt best described them, which may differ from DVA administrative information.

### Top 3 terms most suitable and inclusive

- **47%** Veteran
- **20%** Client
- **17%** Recipient

### Top 3 terms ways veterans would like to be contacted about day-to-day matters

- **38%** Phone call
- **34%** Letter
- **21%** Email (43% for <45 yrs)
Highlights

Overall satisfaction with DVA has decreased since 2014 to 83% in 2016 (from 89%). Older veterans were more positive about DVA overall than younger veterans.

When thinking about their experiences with DVA, veterans commonly said that DVA does well at:

- Caring for clients
- Covering medical and health services, including counselling and providing high quality medical assistance
- Providing services on time in an organised manner, including payments
Highlights cont.

Despite the strong positive impressions of DVA’s service and values overall, the results have declined from the previous survey conducted in 2014. The table below shows the 2016 results, ordered by the magnitude of the decline.

<table>
<thead>
<tr>
<th>General Impressions</th>
<th>2014</th>
<th>2016</th>
<th>% Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients have confidence in</td>
<td>89%</td>
<td>78%</td>
<td>-11%</td>
</tr>
<tr>
<td>Delivers services in a timely manner</td>
<td>88%</td>
<td>78%</td>
<td>-11%</td>
</tr>
<tr>
<td>Understands the needs of clients</td>
<td>86%</td>
<td>76%</td>
<td>-10%</td>
</tr>
<tr>
<td>Sensitively acknowledges the service and sacrifice of veterans</td>
<td>88%</td>
<td>79%</td>
<td>-10%</td>
</tr>
<tr>
<td>Is committed to providing high quality service to clients</td>
<td>90%</td>
<td>81%</td>
<td>-9%</td>
</tr>
<tr>
<td>Communicates clearly</td>
<td>88%</td>
<td>80%</td>
<td>-8%</td>
</tr>
<tr>
<td>Is accountable for decisions it makes</td>
<td>84%</td>
<td>76%</td>
<td>-8%</td>
</tr>
<tr>
<td>Is honest and ethical in its interactions</td>
<td>90%</td>
<td>83%</td>
<td>-7%</td>
</tr>
<tr>
<td>Provides reliable information and advice</td>
<td>88%</td>
<td>83%</td>
<td>-5%</td>
</tr>
<tr>
<td>Is responsive and listens and responds to feedback</td>
<td>73%</td>
<td>74%</td>
<td>1%</td>
</tr>
<tr>
<td>Connected to clients (e.g. through Ex-Service Organisations)</td>
<td>-</td>
<td>76%</td>
<td>-</td>
</tr>
<tr>
<td>Is client focussed and thinks about the whole person</td>
<td>-</td>
<td>73%</td>
<td>-</td>
</tr>
</tbody>
</table>

Cells in the table highlighted red represent statistically significant declines from 2014.
DVA contact channels

The majority of veterans who contacted DVA in the last 12 months did so via telephone. When reflecting on their interaction with DVA, at least 8 in 10 veterans agreed that they understood the next steps to take, the information provided was easy to understand, and the information addressed their concerns.

Top 3 ways veterans recalled contacting DVA

- Telephone 37% (↑ from 28% in 2014)
- Face-to-face 5% (similar to 7% in 2014)
- Email 5% (↑ from 1% in 2014)

Top 3 reasons for contacting DVA

- Update personal or financial information 22% (similar to 23% in 2014)
- Seek information about a DVA service or benefit 21% (↓ from 28% in 2014)
- Organise for a service to be provided 19% (↑ from 15% in 2014)

Veteran contact with DVA

55% of veterans contacted DVA in the last 12 months.

36% of veterans indicated that their first contact with DVA fully provided the information or outcome they needed.

10% of veterans had to contact DVA more than once on the same matter.

First contact provided the outcome needed

<table>
<thead>
<tr>
<th></th>
<th>2014 (n=2,816)</th>
<th>2016 (n=3,002)</th>
<th>2014 (n=1,362)</th>
<th>2016 (n=1,570)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>28</td>
<td>33</td>
<td>64</td>
<td>84</td>
</tr>
<tr>
<td></td>
<td>33</td>
<td>36</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>8</td>
<td>17</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>12</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>Under 45 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>33</td>
<td>36</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>36</td>
<td>36</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>6</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>8</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>45-64 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>40</td>
<td>40</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>40</td>
<td>40</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>10</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>35</td>
<td>35</td>
<td>35</td>
<td>35</td>
</tr>
<tr>
<td>65 years and over</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>28</td>
<td>28</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>28</td>
<td>28</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>36</td>
<td>36</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>36</td>
<td>36</td>
<td>50</td>
<td>50</td>
</tr>
</tbody>
</table>

Interactions with DVA

<table>
<thead>
<tr>
<th></th>
<th>2016 (n=1,570)</th>
<th>2014 (n=1,362)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I understood the next steps</td>
<td>84</td>
<td>88</td>
</tr>
<tr>
<td>that I needed to take, if any</td>
<td>84</td>
<td>84</td>
</tr>
<tr>
<td>The information provided to</td>
<td>81</td>
<td>9</td>
</tr>
<tr>
<td>me was easy to understand</td>
<td>81</td>
<td>9</td>
</tr>
<tr>
<td>The information addressed</td>
<td>81</td>
<td>10</td>
</tr>
<tr>
<td>my concerns</td>
<td>81</td>
<td>10</td>
</tr>
</tbody>
</table>

# The result/option ‘have not contacted DVA in last 12 months’ has been inferred from the 2014 and 2016 data, and therefore the results may differ to that previously reported and will differ to the result shown in the detailed results tables (which contained a different question structure).
Ratings of contact channels

Overall ratings for DVA contact channels ranged from 83-90% for traditional contact channels, and 64-82% for digital contact channels, as shown in the chart below.

### Ratings of various contact channels (%)

<table>
<thead>
<tr>
<th>Contact Channel</th>
<th>2016 (n=216)</th>
<th>2014 (n=209)</th>
<th>2016 (n=1,446)</th>
<th>2014 (n=1,009)</th>
<th>2016 (n=1,243)</th>
<th>2014 (n=1,055)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face-to-face</td>
<td>91</td>
<td>94</td>
<td>90</td>
<td>92</td>
<td>83</td>
<td>89</td>
</tr>
<tr>
<td>Letters</td>
<td></td>
<td></td>
<td>90</td>
<td>92</td>
<td>83</td>
<td>89</td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>82</td>
<td>82</td>
<td>79</td>
<td>79</td>
<td>75</td>
<td>75</td>
</tr>
<tr>
<td>MyAccount</td>
<td>79</td>
<td>79</td>
<td>79</td>
<td>79</td>
<td>75</td>
<td>75</td>
</tr>
<tr>
<td>Phone app/website</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>75</td>
</tr>
<tr>
<td>DVA website</td>
<td>72</td>
<td>73</td>
<td>72</td>
<td>73</td>
<td>73</td>
<td>73</td>
</tr>
<tr>
<td>Call back service</td>
<td>64</td>
<td>64</td>
<td>64</td>
<td>64</td>
<td>64</td>
<td>64</td>
</tr>
</tbody>
</table>

### Usage

- **Traditional channels**
  - Average positive rating 88%
  - 14% gap in positive ratings

- **Digital channels**
  - Average positive rating 74%

### Key suggestions for improving traditional touchpoints
- Ensure accurate/relevant information provided
- Have a single point of contact
- Ensure staff are polite/helpful/courteous

### Key suggestions for improving digital touchpoints
- Make channels easier to use/navigate
- Have DVA make contact to follow-up
- Improve the information provided on channel(s) including the layout and language

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^Response options do not have a 2014 equivalent

^2014 MyAccount result was from the 2014 online survey, rather than the CATI survey
47% of veterans received a letter from DVA in the last 12 months. 90% provided a favourable ratings of their most recent letter. 82% indicated they read all of the letter. Ratings for specific aspects of the letter are shown below, with some aspects showing signs of decline.

### Letter ratings

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The way that the information was presented</td>
<td>93/5/2</td>
<td>93/5/2</td>
<td>90/7/4</td>
<td>90/7/3</td>
<td>94/8/5</td>
</tr>
<tr>
<td>Relevance of information</td>
<td>90/7/4</td>
<td>90/7/3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accuracy of information</td>
<td>90/6/4</td>
<td>94/5/1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of finding the important information</td>
<td>87/8/5</td>
<td>88/8/4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of understanding</td>
<td>86/9/5</td>
<td>89/8/3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Top 5 letter subjects**
- Pensions 53%
- Statutory increases 9%
- Health cards 6%
- New claims 6%
- Reimbursements 4%

**Key suggestions for improvement**
- Ensure relevant information is provided
- Make letters easier to understand
- Ensure accurate information is provided

*Base: Veterans who received a letter from DVA in the last 12 months and read all or partially read/ skimmed it*
Telephone contact

39% of veterans had contacted DVA via telephone in the last 12 months, with 83% providing a favourable rating (down from 89% recorded in 2014). Ratings for specific aspects of telephone contact were solid to high (ranging from 69% to 94%) with strong positive feedback on staff attributes. However, there are signs of decline since 2014.

The ease with which you found the DVA contact number (n=1,230):
- 2014: 87%, 2014: 90%

The time it took to answer your call (n=1,215):
- 2014: 75%, 2014: 81%

The ease of using the phone menu system (n=494):
- 2014: 73%, 2014: 81%

The relevance of the phone menu options (n=480):
- 2014: 69%, 2014: 80%

The extent to which DVA staff:

- Were respectful (n=1,241): 94%, 2014: 96%
- Treated you fairly (n=1,241): 93%, 2014: 94%
- Were good listeners (n=1,240): 89%, 2014: 91%
- Communicated clearly (n=1,242): 88%, 2014: 91%
- Were helpful (n=1,240): 87%, 2014: 92%
- Provided relevant information (n=1,274): 85%, 2014: 88%
- Provided accurate information (n=1,270): 84%, 2014: 88%
- Dealt with your query in a timely manner (n=1,233): 84%, 2014: 89%
- Were able to resolve your query/answer your questions (n=1,227): 82%, 2014: 86%

55% spoke to one person before their query was answered, while 28% spoke to 2 people.

When asked about how well their query was described to the person they were transferred to, 68% rated this as ‘good’.

Key improvement suggestions
- Prefer to deal with a single point of contact
- Ensure accurate information is provided
- Improve timeliness of resolution/follow-up
DVA website

22% of veterans had visited the DVA website in the last 12 months, with 72% providing a favourable rating overall. The main reason for veterans’ visit to the website was to look up information about DVA services, benefits, eligibility etc. Ratings for specific aspects are shown below, and remain largely stable since 2014.

**DVA website ratings**

<table>
<thead>
<tr>
<th>Aspect</th>
<th>2014 (n=541)</th>
<th>2014 (n=544)</th>
<th>2014 (n=543)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The way that the information was presented (e.g. layout, design) (n=757)</td>
<td>72 19 10</td>
<td>71 17 12</td>
<td>58 28 14</td>
</tr>
<tr>
<td>Ease of understanding of the information presented (n=762)</td>
<td>70 19 10</td>
<td>71 17 12</td>
<td>61 22 17</td>
</tr>
<tr>
<td>Enough information on the website to answer your query/ question (n=751)</td>
<td>69 18 13</td>
<td>70 14 15</td>
<td></td>
</tr>
<tr>
<td>Ease of finding the information that you were looking for (n=758)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Top 3 reasons for last visit to DVA website**

- To look up information on DVA services/ eligibility/ payment/ benefits/ health care/ commemorative event 44%
- Find out general information about how to contact DVA/ where to find a DVA office 35%
- To find a form 8%

**Key suggestions for improvement**

- Improve DVA website – navigation, layout, language, etc.
- Ensure flexibility of online systems
- Reference DVA online content in written communications

*Base: Veterans who visited the DVA website in the last 12 months*
MyAccount

16% of all veterans used MyAccount in the last 12 months and 79% rated this service favourably overall. Ratings for specific aspects are shown below. 65% of veterans who use MyAccount indicated that using MyAccount has made dealing with DVA easier.

**MyAccount ratings**

- **Ability to view payments, claims, travel bookings and other personal information (n=531)**
  - Good: 84
  - Mixed: 11
  - Poor: 6

- **Ability to change personal information (n=474)**
  - Good: 80
  - Mixed: 12
  - Poor: 8

- **If applicable, the online help/instructions provided by DVA to help people use MyAccount (n=447)**
  - Good: 71
  - Mixed: 20
  - Poor: 9

- **Ease of finding the information/process you need (n=564)**
  - Good: 70
  - Mixed: 20
  - Poor: 9

- **Ability to lodge claims and/or applications online (n=436)**
  - Good: 69
  - Mixed: 18
  - Poor: 12

**Top 3 reasons for not using MyAccount**

- Do not use the internet
- Haven’t needed to use this service in the last 12 months
- Wasn’t aware of DVAs online services

**Key suggestions for improvement**

- Make MyAccount easier to use/more user friendly
- Provide more/better information on MyAccount
- Include additional functionality on MyAccount

*Base: Veterans who used the MyAccount Service in the last 12 months. ^Question does not have a 2014 equivalent*
Face-to-face contact

7% of veterans had face-to-face contact with DVA in the last 12 months, and 91% rated their experience favourably overall. Ratings for specific aspects of contact are shown in the chart below. While changes in ratings from 2014 are not statistically significant, the consistent pattern suggests there may be signs of some decline.

Face-to-face contact ratings

<table>
<thead>
<tr>
<th>Aspect</th>
<th>2014 (n=216)</th>
<th>2014 (n=210)</th>
<th>2014 (n=209)</th>
<th>2014 (n=208)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Were respectful (n=216)</td>
<td>97</td>
<td>97</td>
<td>96</td>
<td>91</td>
</tr>
<tr>
<td>Were good listeners (n=215)</td>
<td>95</td>
<td>96</td>
<td>98</td>
<td>94</td>
</tr>
<tr>
<td>Treated you fairly (n=216)</td>
<td>94</td>
<td>98</td>
<td>98</td>
<td>91</td>
</tr>
<tr>
<td>Were helpful (n=216)</td>
<td>94</td>
<td>95</td>
<td>96</td>
<td>91</td>
</tr>
<tr>
<td>Dealt with your query in a timely manner (n=211)</td>
<td>93</td>
<td>96</td>
<td>96</td>
<td>91</td>
</tr>
<tr>
<td>Provided accurate information (n=214)</td>
<td>91</td>
<td>94</td>
<td>94</td>
<td>91</td>
</tr>
<tr>
<td>Provided relevant information (n=212)</td>
<td>91</td>
<td>94</td>
<td>94</td>
<td>91</td>
</tr>
<tr>
<td>Were able to resolve your query/answer your questions (n=211)</td>
<td>85</td>
<td>94</td>
<td>94</td>
<td>91</td>
</tr>
</tbody>
</table>

Top 3 DVA offices that veterans usually deal with
- State capital DVA office (34%)
- Regional Office/ Veterans’ Access Network (VAN) office (26%)
- DVA Representative office (e.g. Centrelink) (22%)

Satisfaction did not vary significantly across DVA offices (see next box).

During their most recent face-to-face contact
- 58% Visited a DVA office in person
  - 93% rated ‘good’ overall
- 21% Spoke to a DVA representative outside of a DVA office, such as a DVA On-Base Advisor
  - 89% rated ‘good’ overall
- 18% Visited another government agency or organisation that represents DVA such as Centrelink
  - 83% rated ‘good’ overall

Key suggestion for improvement
- Ensure staff are polite/ helpful/ courteous

Caution, scale change from 2014 for Q36a-g. Base: clients who had face-to-face contact with DVA in the last 12 months.
Email

5% of veterans had emailed DVA in the last 12 months. 68% of these veterans said that DVA responded to their email. Emails had the highest overall satisfaction rating out of the digital touchpoints at 82%. Ratings for specific aspects of email are shown in the chart below. While changes in ratings from 2014 are not statistically significant, the consistent pattern suggests there may be signs of service improvements.

### Email ratings

<table>
<thead>
<tr>
<th>Aspect</th>
<th>2014 (n=74)</th>
<th>2014 (n=69)</th>
<th>2014 (n=68)</th>
<th>2014 (n=73)</th>
<th>2014 (n=74)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The extent to which DVA’s response was respectful</td>
<td>95</td>
<td>88</td>
<td>79</td>
<td>78</td>
<td>80</td>
</tr>
<tr>
<td>The extent to which DVA’s response provided accurate information</td>
<td>85</td>
<td>85</td>
<td>85</td>
<td>78</td>
<td>80</td>
</tr>
<tr>
<td>The extent to which DVA’s response provided relevant information</td>
<td>83</td>
<td>83</td>
<td>83</td>
<td>80</td>
<td>80</td>
</tr>
<tr>
<td>The ease with which you found the DVA contact email address</td>
<td>84</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>80</td>
</tr>
<tr>
<td>The extent to which DVA’s response was easy to understand</td>
<td>82</td>
<td>80</td>
<td>80</td>
<td>78</td>
<td>80</td>
</tr>
<tr>
<td>The time it took to receive a response</td>
<td>78</td>
<td>64</td>
<td>64</td>
<td>78</td>
<td>77</td>
</tr>
<tr>
<td>The extent to which DVA’s response was able to resolve your query/answer your questions</td>
<td>77</td>
<td>78</td>
<td>78</td>
<td>78</td>
<td>77</td>
</tr>
</tbody>
</table>

### Key suggestions for improvement

- Have DVA make contact to follow-up email
- Ensure accurate information is provided
- Provide more detailed information

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Base: clients who had emailed DVA in the last 12 months and had received a response.
Call back service and phone app/ At Ease website

The digital call back service was used by a small proportion of veterans in the last 12 months (4%). Almost 2 in 3 users of the service rated the service as ‘good’ (64%). 2% of veterans regularly use the phone apps/ At Ease website with 75% rating them positively.

**Call back rating**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>64%</td>
</tr>
<tr>
<td>Mixed</td>
<td>19%</td>
</tr>
<tr>
<td>Poor</td>
<td>16%</td>
</tr>
</tbody>
</table>

*Base: Veterans who used the call back service in the last 12 months*

**Phone apps/ At Ease website rating**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>75%</td>
</tr>
<tr>
<td>Mixed</td>
<td>22%</td>
</tr>
</tbody>
</table>

*Base: Veterans who used the phone apps / At Ease website in the last 12 months*
Feedback

9% of veterans indicated they were not aware of DVA’s feedback channels. 6% of all veterans provided feedback (complaints, compliments or suggestions) and 58% provided favourable ratings of DVA’s response.

6% of all veterans provided feedback to DVA in the last 12 months, compared to 3% in 2014.

Top 3 suggestions for improving DVA’s response to feedback:

- Provide a more helpful response
- Actually provide a response
- Provide a more timely response
Submitting a claim to DVA

Veterans under 45 years were much more likely to have submitted a claim to DVA in the last 12 months (37%) compared to the older veterans (<28%). Overall, veterans’ perceptions of the time taken to process their claim or application has declined since 2014, with fewer claimants saying that the time taken had met or exceeded their expectations.

17% of all veterans submitted a claim in the last 12 months. 16% in 2014

- 37% of veterans <45 years
- 28% of veterans 45-64 years
- 12% of veterans 65 years+

Reason for most recent claim or application submitted to DVA:

- Application for reimbursement: 36%
- Application for health services*: 15%
- Claim for compensation: 10%
- Application for a pension: 10%
- Application for incapacity payment^: 7%
- Application for a health care card: 4%
- Household services or aids: 5%
- Application for a lump sum advance: 3%
- Education^: 1%
- Insurance^: 1%
- Other: 6%

Satisfaction with time taken to process claim or application:

- Overall 2014 (n=612)^: Meet your expectations 73, Not meet your expectations 9, Can't comment 19
- Overall 2016 (n=611): Meet your expectations 60, Not meet your expectations 21, Can't comment 19
- Under 45 years (n=203): Meet your expectations 39, Not meet your expectations 33, Can't comment 28
- 45-64 years (n=160): Meet your expectations 56, Not meet your expectations 21, Can't comment 23
- 65 years and over (n=248): Meet your expectations 73, Not meet your expectations 16, Can't comment 12

Base: Veterans who submitted a claim or application in the last 12 months

^Response options do not have a 2014 equivalent

To ensure 2016 results can be compared to 2014, the result/option ‘can’t comment because my application is still pending and not yet finalised’ has been inferred from the 2014 data, and therefore the 2014 result may differ to that previously reported and will differ to the result shown in the detailed results tables (which contained a different question structure)
Digital engagement summary

Over half of all veterans use the internet (53% overall; 94% for those under 45 years). While 30% of all veterans said they definitely or probably would be willing to interact with DVA digitally for routine day-to-day matters, willingness to interact with DVA digitally was higher among the younger cohort (55%).

- **Internet usage (n=3,002)**
  - 53% Have and use the internet
  - 35% Do not use the internet (but have access to it)
  - 12% Do not have the internet

- **94% of those <45 years have and use the internet vs 48% of those >45 years**

- **Willingness to interact with DVA digitally for routine day-to-day matters (n=3,002)**
  - 55% Definitely
  - 15% Probably
  - 11% Possibly
  - 9% Probably not
  - 50% Definitely not

Of those <45 years were willing to interact with DVA digitally (vs 27% of those >45 years)

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**What veterans use the internet for**

- **Online banking** 83%
- **Paying bills** 82%
- **Use social media (Facebook, Twitter, etc)** 61%
- **Online shopping** 58%
- **Conducting other transactions with government bodies** 44%
- **Submitting your tax return** 22%
- **Something else** 32%

Base: Veterans who use and have the internet - n=1,819. Please note that the results above will differ to the result shown in the detailed results tables, which shows responses from all respondents.
## Transition from the ADF in the last 5 years

The survey asked veterans who had transitioned from the Defence Force in the last 5 years whether they had trouble accessing or finding support or services to help them.

Over 72% of clients were aware that DVA provides services to veterans, former members of the ADF, partners and widows of veterans, children or dependants of veterans, and ex-service organisations. 22% were aware that DVA provides services to members and former members of the AFP.

### Awareness of who DVA provides services to

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Awareness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans and former serving members of the ADF</td>
<td>92%</td>
</tr>
<tr>
<td>Partners and war widows of veterans and former serving members</td>
<td>89%</td>
</tr>
<tr>
<td>Children and dependants of veterans and former serving members</td>
<td>75%</td>
</tr>
<tr>
<td>Ex-service organisations</td>
<td>72%</td>
</tr>
<tr>
<td>Members and former members of the Australian Federal Police</td>
<td>22%</td>
</tr>
</tbody>
</table>

45% indicated that the main services for which they had trouble accessing or finding support were:
- physical health
- finance support
- mental health
- employment

55% did not require support services or experience gaps in support.

41% of former ADF members did not expect DVA to hold any information about them.

Of those that did expect DVA to hold information about them, they expected:
- Health information/information about injuries
- Service history
- Name

(Top 3)
How veterans found out about DVA

The majority of veterans found out about DVA whilst they were still in the ADF, with 37% finding out about the DVA through the On Base Advisory service. 72% of veterans who recently transitioned from the ADF were satisfied with the timing and the way they found out about DVA.

### When they found out about DVA

- **72%** Whilst you were still in the ADF
- **21%** During your transition from the ADF
- **7%** Some time after you transitioned from the ADF
- **<1%** Not sure

### How they found out about DVA

- **37%** On Base Advisory Service
- **19%** Transition seminar
- **14%** Word of Mouth/Family/Friends/Peers
- **14%** From my commanding officer/ executive office
- **14%** From an Ex-Service Organisation
- **6%** At an ADF Family Day
- **<1%** Through the DVA website (www.dva.gov.au)
- **5%** Other
- **3%** Not sure

### Satisfaction with finding out about DVA

**How satisfied were you with the timing and way you found out about DVA? (n=265)**

- **72** Satisfied
- **18** Neither satisfied nor dissatisfied
- **10** Dissatisfied

### Reasons for not being satisfied

- Lack of/ no information provided about services available
- Dissatisfied with time required to process applications/ to hear about the outcome
- Difficulties locating information/ determining next steps

*Base: Veterans who left the ADF in the last 5 years*
This project was conducted in accordance with the international quality standard ISO 20252 and the Australian Privacy Principles contained in the Privacy Act 1988.