Department of Veterans’ Affairs

Client Satisfaction Survey

August 2018
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 [Proceed with survey]
2  Yes, can do it later [Schedule appointment]
3  No [Thank and end]

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  Okay to monitor
2  Do not monitor

Additional information (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 contact details redacted].

Who do I talk to for further information?

If you have any questions about the survey, please contact [name redacted] from ORIMA Research on [contact details 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.
A. **Screening**

S1. Interviewer record respondent type – do not ask.
   1. The respondent I am speaking to is a carer [Auto code q1 as 1 and go to the next section]
   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
   2. No – I deal with DVA personally [Go to the next section]

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.
B. Use of DVA benefits and services

The following questions are about what benefits and services you have received from DVA in the past 12 months. The survey focuses on your service delivery experience and your responses to these questions will help us direct you to the relevant questions.

3 Have you received any of the following pensions from DVA in the past 12 months? [Read out. Multiple response?]
   1 Disability Pension
   2 Service Pension
   3 War Widow or Widowers Pension
   4 None of these

4 Have you received any other regular allowances or income supplements from DVA in the past 12 months?
   If required: This does not include one-off-payments—I will be asking about those later.
   1 Yes
   2 No [Go to instructions before q6]
   3 Not sure / can’t recall [Go to instructions before q6]

5 Which regular allowances or income supplements have you received in the past 12 months? [Read out 1-11]
   1 Pension Supplement
   2 Veterans’ Supplement
   3 Veterans’ Supplement in Home care
   4 Senior Supplement
   5 Energy Supplement
   6 POW Recognition Supplement
   7 Rent Assistance
   8 Remote Area Allowance
   9 Education Schemes
   10 Incapacity Payment
   11 Disability Pension Allowance
   12 Other [Please specify] ____________________________________________________________
   13 Don’t know / can’t remember

If no regular payments received in the past 12 months (q3 = 4 and q4 = 2-3), go to q8.
6 Overall, how satisfied are you with how DVA has handled your pensions and allowances in the past 12 months?
1 Very dissatisfied
2 Dissatisfied
3 Neither satisfied nor dissatisfied [Go to q8]
4 Satisfied [Go to q8]
5 Very satisfied [Go to q8]

7 What is the main reason you are not satisfied with how DVA has handled your payments?
_______________________________________________________________________________________
_______________________________________________________________________________________

8 [If q4=Yes, begin with: In addition to what we’ve just mentioned...] Have you received any one-off payments from DVA in the past 12 months?
1 Yes
2 No [Go to q12]
3 Not sure / can’t recall [Go to q12]

9 Which one-off payments have you received? [Read out 1-11]
1 Crisis Payments
2 Bereavement Payments
3 Funeral Benefit
4 Permanent Impairment Compensation
5 Lump Sum Advance
6 Pension Bonus
7 ADF Income Support
8 Allowance Bonus
9 Other [Please specify] ____________________________________________________________
10 Don’t know / can’t remember

10 Overall, how satisfied are you with how DVA has handled all your one-off payments in the past 12 months?
1 Very dissatisfied
2 Dissatisfied
3 Neither satisfied nor dissatisfied [Go to q12]
4 Satisfied [Go to q12]
5 Very satisfied [Go to q12]
11 What is the main reason you are not satisfied with how DVA has handled your one-off payments?

_______________________________________________________________________________________
_______________________________________________________________________________________

12 DVA can also provide reimbursement or other assistance to help you access medical treatment. I will read out a list, and I’d like you to tell me which items you were aware DVA provided, and which ones you’ve accessed through DVA in the past 12 months.

<table>
<thead>
<tr>
<th>Received in the past 12 months</th>
<th>Aware (but haven't received in the past 12 months)</th>
<th>Not aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>a Reimbursement for travel expenses</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>b General practitioners</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>c Medical specialists</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>d Dental treatment</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>e Public hospital treatment</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>f Private hospital treatment</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>g Pharmaceutical support</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>h Counselling</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>i Community nursing</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

13 Is there any other kind of medical treatment—not covered in any of the categories I’ve already mentioned—which you’ve received from DVA in the past 12 months?

1 Yes [Please specify] _____________________________________________________________
2 No
3 Not sure

Enable questions in q14 so as to only ask about services received (in q12 and q13). If no services received in q12 or q13, go to q16.

14 Overall, how satisfied are you with DVA’s assistance in accessing...

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither Satisfied nor Dissatisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a Reimbursement for travel expenses</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>b General practitioners</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>c Medical specialists</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>d Dental treatment</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>e Public hospital treatment</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>f Private hospital treatment</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>g Pharmaceutical support</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>h Counselling</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>i Community nursing</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>j [Other mentioned in q13]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
15  [Ask if any of q14 = Dissatisfied or Very dissatisfied; otherwise go to q16] You said you were dissatisfied with some of DVA’s assistance in accessing medical treatment. What is the main reason you are dissatisfied?

_______________________________________________________________________________________
_______________________________________________________________________________________

16  DVA provides other services, in addition to this income support. Again, I will read out a list of some of these services and I’d like you to tell me which ones you were aware of before this survey; and also, which ones you have received in the past 12 months.

<table>
<thead>
<tr>
<th>Service</th>
<th>Received in the past 12 months</th>
<th>Aware (but haven’t received in the past 12 months)</th>
<th>Not aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>a  In-home care</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>b  Respite care</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>c  Housing loans</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>d  Insurance</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>e  The Pensioner Loan Scheme</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>f  Grants to private organisations that provide assistance to veterans</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

17  The Office of Australian War Graves, within DVA, also provides some commemoration services. Again, I’d like you to tell me which ones you were aware of before this survey; and if you have had an assistance from them with any of these in the past 12 months.

[To be read out of asked what “commemoration” involves: An official commemoration may be provided to some veterans who die as a result of war or related service. It involves a grave monument or plaque which is maintained in perpetuity.]

<table>
<thead>
<tr>
<th>Service</th>
<th>Received in the past 12 months</th>
<th>Aware (but haven’t received in the past 12 months)</th>
<th>Not aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>a  Official Commemoration at a War Cemetery</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>b  Official Commemoration at a Garden of Remembrance</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>c  Official Commemoration at a civil cemetery, lawn cemetery or crematorium</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>d  Other assistance organising and funding commemoration events</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

18  Is there any other kind of service—apart from all the ones I’ve mentioned already—which you’ve received from DVA in the past 12 months?

1  Yes [Please specify] _________________________________________________________

2  No

3  Not sure

Enable questions in q19 so as to only ask about services received (in q16 and q17). If no services received in q16 or q17, go to next section.
19 Overall, how satisfied are you with DVA’s assistance in accessing...

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither Satisfied nor Dissatisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>In-home care</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>b</td>
<td>Respite care</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>c</td>
<td>Housing loans</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>d</td>
<td>Insurance</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>e</td>
<td>The Pensioner Loan Scheme</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>f</td>
<td>Grants to private organisations that provide assistance to veterans</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>g</td>
<td>The commemoration services provided by the Office of War Graves</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>h</td>
<td>Other assistance organising and funding commemoration events</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>i</td>
<td>[Other mentioned in q18]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

20 [Ask if any of q19 = Dissatisfied or Very dissatisfied; otherwise go to next section] You said you were dissatisfied with some of DVA’s assistance with [q19 response]. What is the main reason you are dissatisfied?

_______________________________________________________________________________________
_______________________________________________________________________________________
C. Contact with DVA

21 In what ways have you contacted, or sought information from, DVA in the last 12 months?
Multiple response. Read out full list (apart from “Can’t remember” and “Other”).

1 Telephoning DVA
2 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)
3 Writing a letter to DVA
4 Visiting the DVA website (www.dva.gov.au)
5 Through MyAccount / MyGov / MyService (all online) [Represents an online claim]
6 Contacting DVA via email
7 Through a third party (e.g. through an advocate, agent, nominee, friend or relative)
8 Filling in a form or submitting a claim or application (hard copy or email) [Represents a non-online claim]
9 Through the call back service
10 DVA’s social media channels (such as Facebook and Twitter)
11 Other [Please specify] __________________________________________
12 Can’t remember [Go to section D]
13 Have not contacted DVA or sought information from DVA in last 12 months [Go to section D]

22 In the past 12 months, have you received any written correspondence from DVA, either email or letter? Multiple response.

1 Yes, email
2 Yes, printed letter
3 No
4 Can’t remember

Most significant dealing with DVA

For the next several questions I’d like to ask about the most significant or important matter you have contacted or sought information from DVA about, over the past 12 months.

If not accessed any service in last 12 months autocode Q23 to code 2: If q3 = code 4 & q4 = code 2 or 3 & q8 = code 2 or 3 & q12 has no code 1 & q13 is code 2 or 3 & q16 has no code 1 & q17 has no code 1 & q18 = 2 or 3
23 What DVA service did this matter relate to? Single response.
   1 A service I accessed (as mentioned earlier) [Go to q24 and select from filtered list]
   2 A service I was enquiring about but did not access [Go to q24 and select from full list]

24 [Do not read out a second time] What DVA service did this matter relate to?
   Single Response. Prompt for main category if required.
   If q23=1 only enable services accessed (based on q3,5,9,12,13,16,17) and read out list displayed.
   If q23=2 enable full list, excluding options the respondent indicated they were unaware of (based on 12-17).
   
   Pensions
   1 Disability Pension
   2 Service Pension
   3 War Widow or Widowers Pension

   Other regular payments
   4 Pension Supplement
   5 Veterans’ Supplement
   6 Veterans’ Supplement in Home care
   7 Senior Supplement
   8 Energy Supplement
   9 POW Recognition Supplement
   10 Rent Assistance
   11 Remote Area Allowance
   12 Education Schemes
   13 Incapacity Payment
   14 Disability Pension Allowance
   15 One-off payment
   16 Other regular allowance or payment [text response from q5]

   One-off payments
   17 Crisis Payments
   18 Bereavement Payments
   19 Funeral Benefit
   20 Permanent Impairment Compensation
   21 Lump Sum Advance
   22 Pension Bonus
   23 ADF Income Support
   24 Allowance Bonus
   25 Other one-off payment [text response from q9]
### Medical treatment

26 General practitioners
27 Medical specialists
28 Dental treatment
29 Public hospital treatment
30 Private hospital treatment
31 Pharmaceutical support
32 Counselling
33 Community nursing
34 Other medical treatment [text response from q13]

### Other service

35 Reimbursement for travel expenses
36 In-home care
37 Respite care
38 Housing loans
39 Insurance
40 The Pensioner Loan Scheme
41 Official Commemoration [War Cemetery, Garden of Remembrance, or other cemetery]
42 Other assistance organising and funding commemoration events
43 Grants to private organisations that provide assistance to veterans
44 Other services [text response from q17]
45 Other [Please specify] ____________________________________________________________

If only one option selected at q21, auto-code q25 and go to q26.

### 25 When you first sought information from DVA about this matter [q24 response], how did you do so? Enable all options selected at q21. Prompt as required. Single response.

1 Telephoning DVA
2 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
3 Writing a letter to DVA
4 Visiting the DVA website (www.dva.gov.au)
5 Through MyAccount / MyGov (online)
6 Contacting DVA via email
7 Through a third party e.g. through an advocate, agent, nominee, friend or relative
8 Filling in a form or submitting a claim / application (e.g. in hard copy, through an online portal, through email)
9 Through the call back service
10 DVA’s social media channels (such as Facebook and Twitter)
11 Other [Please specify] ____________________________
12 Can’t remember [Go to q30]

26 To what extent were your questions or concerns addressed on your first [contact/attempt]?
   1 Fully
   2 Mostly
   3 Partially
   4 Not at all

27 Did you attempt to contact DVA, or make any other attempt to seek more information on this matter [q24 response], after that initial attempt?
   1 Yes [Go to q3028]
   2 No [Go to q30]
   3 Can’t remember [Go to q30]

If only one option selected at q21 and no additional channel indicated at q22, auto-code q28 and q29 and go to q30.

28 Which of the following would you say is the main way you dealt with DVA on this matter? [q24 response]. Enable all options selected at q21. Read out. Single response.
   1 Speaking with DVA on the telephone
   2 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
   3 Written correspondence with DVA
   4 Visiting the DVA website (www.dva.gov.au)
   5 Through MyAccount / MyGov / MyService (all online)
   6 Email correspondence with DVA
   7 Through a third party e.g. through an advocate, agent, nominee, friend or relative
   8 Filling in a form or submitting a claim / application (e.g. in hard copy, through an online portal, through email)
   9 Through the call back service
   10 DVA’s social media channels (such as Facebook and Twitter)
   11 Other [Please specify] ____________________________
   12 Can’t remember
29 What was your final—or most recent—dealing with DVA on this matter [q24 response]? Enable all options selected at q21. Read out. Single response.

1 Speaking with DVA on the telephone
2 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
3 Written correspondence with DVA
4 Visiting the DVA website (www.dva.gov.au)
5 Through MyAccount / MyGov / MyService (all online)
6 Email correspondence with DVA
7 Through a third party e.g. through an advocate, agent, nominee, friend or relative
8 Filling in a form or submitting a claim / application (e.g. in hard copy, through an online portal, through email)
9 Through the call back service
10 DVA’s social media channels (such as Facebook and Twitter)
11 Other [Please specify] ____________________________________________
12 Can’t remember

30 Considering all your dealings on this matter [q24 response], to what extent would you say your questions and concerns were addressed?

1 Fully
2 Mostly
3 Partially
4 Not at all
5 Not yet, but the matter is ongoing

If q27 = 2-3 (no multiple contact attempts indicated) go to q32.

31 You indicated that you [made more than one attempt to contact DVA on this matter / you had to use more than one way to get the information or assistance you were after]. What were the reasons for this?

Nature of the matter required regular contact
1 The contact/information, by its very nature required multiple contacts
2 The information is required on a periodical basis

Additional information/ confirmation required
3 I could not remember the information I was told before
4 I wanted to confirm the information given to me
5 I wanted to get information in writing
6 I was asked to contact DVA with additional information/DVA asked me to contact them

Service issues
7 The information given to me was not correct
8 The information given to me was not complete
9 The information provided was not relevant to my query
10 Staff did not get back to me when they said they would
11 Other [Please specify] _______________________________________________________

Main channels dealing with DVA

Enable up to three components of q32—those selected at either q25, q28 or q29.

32 Considering all your dealings with DVA on this matter, how would you rate DVA’s...

<table>
<thead>
<tr>
<th></th>
<th>Very good</th>
<th>Good</th>
<th>Mixed</th>
<th>Poor</th>
<th>Very poor</th>
<th>Don't know / N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Telephone service ✓</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>b</td>
<td>Face-to-face customer service ✓</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>c</td>
<td>Written correspondence</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>d</td>
<td>Website</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>e</td>
<td>Email service ✓</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>f</td>
<td>Online application and claim forms [MyAccount, MyGov, MyService]</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>g</td>
<td>Printed or email application forms</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>h</td>
<td>Call back service ✓</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>i</td>
<td>Social media channels</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

(Ticks indicate services with direct customer contact—disable subsequent options where not applicable.)

Questions 33 and 34 to be asked about each DVA channel covered in q32. If the service is rated positively (good or very good), activate q33. If rated negatively (mixed, poor or very poor), activate q34.

Loop through q33 and q34 up to three times, once for each channel rated in q32. (Question numbering for final data set: q33i, q33ii, q33iii; q34i, q34ii, q34iii.)
You rated [q32 wording] as [Very good, good]. What are the main reasons you gave that rating? You can select up to three. [Do not read out but prompt as required if respondent says something similar to one or more of these options]

**Personal attributes of the staff**
1. Staff understanding of the services they deliver
2. Staff understanding of your requirements
3. Staff providing sufficient information and assistance to meet needs
4. Professionalism of staff
5. Staff being adaptable to the context of the request and provide ways to overcome barriers

**Processes/practices**
6. I was/am able to contact relevant staff easily
7. I was able to find relevant information easily
8. Clear expectations (it was clear what I was expected to do)
9. My requests were answered in a prompt and timely manner
10. I was kept informed about the progress (including any delays)
11. Staff get back to me when they said they would
12. Online forms/tools are easy to use

**Product**
13. Clear language (on printed forms, form letters, etc.)
14. Completeness of information
15. Accuracy of information
16. Relevance of information

**Other**
17. Other 1 [Please specify] ___________________________________________
18. Other 2 [Please specify] ___________________________________________
19. Other 3 [Please specify] ___________________________________________
You rated [q32 wording] as [very poor, poor, mixed]. What are the main reasons for this? If you could, please let me know up to three aspects of DVA’s [q32 wording] that are most in need of improvement. [Do not read out but prompt as required if respondent says something similar to one or more of these options]

**Personal attributes of the staff**
1. Staff lack of understanding of the services they deliver
2. Staff lack of understanding of your requirements
3. Staff not providing sufficient information and assistance to meet needs
4. Lack of professionalism of staff
5. Staff not being adaptable to the context of the request and provide ways to overcome barriers

**Processes/ practices**
6. Inability to contact relevant staff easily
7. Inability to find relevant information easily
8. Lack of clarity of the process/ steps to resolve my query
9. Not responding to requests in a prompt and timely manner
10. Not keeping me informed about the progress (including any delays)
11. Staff not getting back to me when they say they will
12. Online forms/ tools are not easy to use

**Product**
13. Lack of clear language (on printed forms, form letters, etc.)
14. Lack of completeness of information
15. Lack of accuracy of information
16. Lack of relevance of information

**Other**
17. Other 1 [Please specify] __________________________________________
18. Other 2 [Please specify] __________________________________________
19. Other 3 [Please specify] __________________________________________
D. Online interaction

I’d like to ask about whether you would interact with various organisations online for routine, day-to-day matters, via computer, smartphone, tablet or other internet-enabled device.

35 To what extent would you be willing to interact online—for routine, day-to-day matters—with...

<table>
<thead>
<tr>
<th></th>
<th>Already doing this</th>
<th>Definitely</th>
<th>Probably</th>
<th>Possible</th>
<th>Probably not</th>
<th>Definitely not</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Your bank</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>b</td>
<td>Government agencies generally</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>c</td>
<td>DVA in particular</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

36 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 – if possible, 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 1-5. Record as many preferences as a respondent wishes to give—up to five, but do not force that many]

1 Phone call
2 SMS or text message
3 Email
4 Letter
5 Online portal like MyAccount, MyGov or MyService
6 Other [Please specify] ____________________________________________________________
7 No preference, don’t mind how DVA contacts me
E. Overall impressions of DVA

37 Based on your overall experience with DVA over the last 12 months, please indicate the extent to which you agree or disagree with the following statements:

DVA is an organisation that...

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>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>
</tr>
<tr>
<td>b</td>
<td>Understands the needs of clients</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>c</td>
<td>Sensitively acknowledges the service and sacrifice of veterans</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>d</td>
<td>Communicates clearly</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>e</td>
<td>Is honest and ethical in its interactions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>f</td>
<td>Delivers services in a timely manner</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>g</td>
<td>Clients have confidence in</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>h</td>
<td>Provides reliable information and advice</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>i</td>
<td>Is accountable for decisions it makes</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>j</td>
<td>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>
</tr>
<tr>
<td>k</td>
<td>Is responsive and listens and responds to feedback</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>l</td>
<td>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>
</tr>
</tbody>
</table>

38 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

39 Do you have any further comments you wish to make apart from what we have discussed already?

_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
F. About you

Do not ask section of those coded as carers (in S1), unless the person they are caring for is present and able to assist with answering these questions.

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.

40 Which of the following best describes you?

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 [Go to q45]
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 [Go to q45]
5. Serving permanent member of the Australian Defence Force [Go to q45]
6. Serving Reserve member of the Australian Defence Force on Continuous Full-time Service [Go to q45]
7. Serving Reserve member of the Australian Defence Force not on Continuous Full-time Service [Go to q45]
8. Member / former serving member of the Australian Federal Police [Go to q45]
9. War widow/er [Go to end script]
10. Dependant (spouse, partner or child) of a veteran / former serving member [Go to q45]
11. Other [Please specify] _____________________________________________ [Go to q45]

41 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.]

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
10. Other [Please specify] ___________________________________________
11 Didn’t require support
12 No gaps in support

42 When did you first find out about DVA and the services it could provide? [Read out 1-3; single response]
   1 Whilst you were still in the ADF
   2 During your transition from the ADF
   3 Sometime after you transitioned from the ADF
   4 Not sure

43 How did you first find out about DVA and the services it could provide? [Prompt if necessary; single response]
   1 Whilst you were still in the ADF
   2 On Base Advisory Service
   3 Transition seminar
   4 I received a letter from DVA
   5 At an ADF Family Day
   6 From my commanding officer/ executive office
   7 From an Ex-Service Organisation
   8 Through the DVA website (www.dva.gov.au)
   9 Other [Please specify] ____________________________________________
   10 Not sure

44 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
   5 Very satisfied

45 How long have you been a client of DVA? If you cannot recall exactly, please give me your best estimate. Accept range if required
   1 n= ____________________________________________________________ years

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 [name redacted] of ORIMA Research on [name and contact details redacted]. This is a toll free number.
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.