This fact sheet summarises the key findings from the 2018 DVA Client Satisfaction Survey. In total, 3,006 randomly selected DVA clients participated in the telephone survey conducted in August-September 2018. A higher proportion of clients under 45 years were interviewed (compared to the client population) in an effort to improve understanding of satisfaction amongst this group, with correspondingly fewer clients aged 65+. The overall survey results reported below have been weighted to reflect the DVA client population.

Key Insights

The survey results show 81% of veterans are satisfied with DVA overall, a slight reduction from 83% in 2016. While older veterans remain more positive about DVA’s service delivery compared to younger veterans, the satisfaction levels for veterans aged under 45 years increased significantly from 49% in 2016 to 58% in 2018. Dissatisfaction levels of veterans aged under 45 years decreased by almost half, from 31% in 2016 to 14% in 2018.

The results of this survey will inform DVA’s efforts to transform the delivery of services for all veterans and their families.

Respondent Characteristics

Overall satisfaction

All clients were asked to consider their overall experience with DVA in the last 12 months and to rate their satisfaction with the service DVA provides.

81% Satisfied

Compared to 83% overall satisfaction in the 2016 survey

Clients over 65 years continue to be more satisfied with DVA overall (89% satisfied, 3% dissatisfied) than veterans under 45 (58% satisfied, 14% dissatisfied).

Satisfaction with DVA by age group

Despite the strong positive impressions of DVA overall, ratings of DVA’s value attributes have declined since 2016. The average positive rating was 74%, with individual ratings ranging from:

- 65% agreeing that DVA is responsive; to
- 81% agreeing that DVA is committed to serving its clients.

The chart below provides an age breakdown of these findings, noting that clients aged under 45 are less positive than older veterans.

**General impressions of DVA**

*The wording for each of the service and value characteristics has been shortened for the purposes of presentation in this chart.*
Contact with DVA

Over the past 12 months, **42%** of clients had contacted or sought information from DVA. These clients were asked about the **most important matter** they had contacted or sought information about. On this matter:

- **66%** had their concern or issue fully addressed on the first attempt.
- **29%** made further contact with DVA (on the same matter).

Usage and satisfaction levels across DVA’s most commonly used contact channels are shown below.

![Usage Chart]

Top three suggestions for channel improvements:

- **Staff providing sufficient information and assistance** to meet needs
- **Forms/tools that are easier to use**
- **More clarity of the process/steps to resolve a query**

**DVA Services**

The survey asked clients 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. Clients were most likely to access either medical services (77%) or pensions (70%) through DVA. Satisfaction levels with DVA’s service provision are shown below.

![Usage Chart]

For the **42%** who indicated they did require support for finding services, the most common services named were:

- **physical health**
- **finance support**
- **mental health**
- **employment**

**58%** did **not** require support services or experience gaps in support

**56%** were **satisfied with the timing** and method of gaining access to information about DVA

- **57%** found out about DVA services while still in the Defence Force
- **22%** found out about DVA services while leaving the Defence Force
- **21%** found out about DVA services after they left Defence Force

For a full copy of results and more information about the survey, please visit the [DVA website](http://www.dva.gov.au/survey)