This fact sheet summarises the key findings from the 2019 DVA Client Satisfaction Survey. In total, 3,004 randomly selected DVA clients participated in the telephone survey conducted in June-July 2019. In keeping with previous years, a higher proportion of clients under 45 years were interviewed (compared to the client population). This was done 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 84% of veterans are satisfied with DVA overall, a slight increase on 81% in 2018. While older veterans remain more positive about DVA’s service delivery compared to younger veterans, the satisfaction levels for veterans aged under 45 years has shown continuous improvement since 2016.

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

**Respondent Characteristics**

<table>
<thead>
<tr>
<th>Age</th>
<th>%</th>
<th>%</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 45</td>
<td>13%</td>
<td>18%</td>
<td>551</td>
</tr>
<tr>
<td>45-64</td>
<td>21%</td>
<td>20%</td>
<td>587</td>
</tr>
<tr>
<td>65+</td>
<td>66%</td>
<td>62%</td>
<td>1,866</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>3,006</td>
</tr>
</tbody>
</table>

**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.

84% Satisfied

Compared to 81% overall satisfaction in the 2018 survey

Clients over 65 years continue to be more satisfied with DVA overall (92% satisfied, 2% dissatisfied) than veterans under 45 (65% satisfied, 15% dissatisfied).

**General impressions**

Ratings of DVA’s values have stabilised this year with 2019 results in line with or slightly above those recorded in 2018. The average positive rating was 74% (unchanged since 2018), with individual ratings ranging from:

- 68% agreeing that DVA is responsive;
- 79% agreeing that DVA is honest and ethical.

Improvements were most evident in the 45 – 64 age group – particularly with regard to DVA being seen as committed to high-quality service.

**Satisfaction with DVA by age group**

- Under 45: 65% Very satisfied, 15% Satisfied
- 45-64: 74% Very satisfied, 10% Satisfied
- 65+: 92% Very satisfied, 2% Satisfied
- Overall: 84% Very satisfied, 6% Satisfied

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

Telephone remains the preferred means of contact, across all age groups, but particularly for older clients. The next most preferred means of contacting DVA (also across all age groups) is speaking with a DVA representative in person, which is particularly favoured by clients aged 45-64.

Over the past 12 months, 37% of clients had contacted or sought information from DVA. These clients were asked about the most significant matter they had contacted or sought information about:

- No need to contact DVA more than once: 72%
- Need to contact DVA more than once: 27%
  - (10% of all clients)
- Multiple contacts were due to the nature of the matter: 46%
- Additional information or confirmation required: 28%
- Service issue: 43%
  - (16% of clients contacting DVA)
  - (4% of all clients)

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 pensions (76%) or medical services (75%) through DVA. Satisfaction levels with DVA’s service provision are shown below.

- 72% were satisfied with the timing and method of gaining access to information about DVA, up from 56% in 2018.
- 58% either did not require support services or experience gaps in support, a similar result to 2018.

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

- Physical health
- Finance support
- Employment
- Mental health

Usage

<table>
<thead>
<tr>
<th>Service</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>Pensions</td>
<td>96%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allowances</td>
<td>94%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>One-off payments</td>
<td>95%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical services</td>
<td>96%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other services</td>
<td>89%</td>
<td></td>
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</tbody>
</table>