

Department of Veterans' Affairs

2014 Client Service Survey

Appendix E: CATI results split by age

DVA CSS Frequencies - Split by Age Group (Weighted)
Section B: Screening Questions

Q1. Firstly, does another person or organisation ever help you to deal with DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	8	15.5	15.5	15.5
		No - I deal with DVA personally	42	84.5	84.5	100.0
		Total	49	100.0	100.0	
35-44	Valid	Yes	12	18.9	18.9	18.9
		No - I deal with DVA personally	51	81.1	81.1	100.0
		Total	63	100.0	100.0	
45-54	Valid	Yes	32	19.1	19.1	19.1
		No - I deal with DVA personally	137	80.9	80.9	100.0
		Total	169	100.0	100.0	
55-64	Valid	Yes	48	13.2	13.2	13.2
		No - I deal with DVA personally	313	86.8	86.8	100.0
		Total	360	100.0	100.0	
65-74	Valid	Yes	94	15.5	15.5	15.5
		No - I deal with DVA personally	515	84.4	84.5	100.0
		Total	609	99.8	100.0	
	Missing	System	1	.2		
Total			610	100.0		
75-84	Valid	Yes	90	19.7	19.8	19.8
		No - I deal with DVA personally	367	80.1	80.2	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
Total			458	100.0		
85+	Valid	Yes	252	22.7	22.7	22.7
		No - I deal with DVA personally	857	77.3	77.3	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section B: Screening Questions

Q2. When you need to deal with DVA, how often is this done by someone else on your behalf?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Sometimes	6	12.8	86.9	86.9
		Rarely	1	1.9	13.1	100.0
		Total	7	14.8	100.0	
	Missing	System	42	85.2		
	Total		49	100.0		
35-44	Valid	Always	1	1.5	8.9	8.9
		Sometimes	4	6.6	38.9	47.8
		Rarely	6	8.9	52.2	100.0
		Total	11	17.1	100.0	
	Missing	System	52	82.9		
45-54	Valid	Always	2	1.0	6.2	6.2
		Sometimes	17	10.2	64.1	70.3
		Rarely	8	4.7	29.7	100.0
		Total	27	15.9	100.0	
	Missing	System	142	84.1		
55-64	Valid	Always	4	1.0	8.9	8.9
		Most of the time	5	1.4	12.2	21.1
		Sometimes	15	4.3	38.0	59.1
		Rarely	17	4.6	40.9	100.0
	Total		41	11.3	100.0	
65-74	Valid	Always	7	1.1	11.6	11.6
		Most of the time	5	.8	7.7	19.3
		Sometimes	23	3.8	38.4	57.7
		Rarely	25	4.2	42.3	100.0
	Total		60	9.9	100.0	
75-84	Valid	Always	2	.4	4.4	4.4
		Most of the time	2	.4	4.1	8.5
		Sometimes	28	6.1	68.2	76.7
		Rarely	10	2.1	23.3	100.0
	Total		41	8.9	100.0	
85+	Valid	Always	6	.6	9.6	9.6
		Most of the time	5	.4	7.2	16.7
		Sometimes	39	3.5	58.0	74.8
		Rarely	17	1.5	25.2	100.0
	Total		67	6.1	100.0	
Total	Missing	System	1041	93.9		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section B: Screening Questions

Q3. Which State/Territory do you live in?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Australian Capital Territory	2	3.5	3.5	3.5
		New South Wales	13	27.1	27.1	30.7
		Northern Territory	1	1.7	1.7	32.4
		Queensland	13	25.4	25.4	57.8
		South Australia	5	10.7	10.7	68.5
		Tasmania	1	1.3	1.3	69.8
		Victoria	9	18.9	18.9	88.7
		Western Australia	6	11.3	11.3	100.0
		Total	49	100.0	100.0	
35-44	Valid	Australian Capital Territory	0	.2	.2	.2
		New South Wales	21	34.3	34.3	34.5
		Northern Territory	1	1.0	1.0	35.5
		Queensland	14	22.9	22.9	58.4
		South Australia	6	9.8	9.8	68.2
		Tasmania	1	2.3	2.3	70.5
		Victoria	15	24.3	24.3	94.8
		Western Australia	3	5.2	5.2	100.0
		Total	63	100.0	100.0	
45-54	Valid	Australian Capital Territory	1	.8	.8	.8
		New South Wales	53	31.4	31.4	32.2
		Northern Territory	1	.7	.7	32.9
		Queensland	33	19.8	19.8	52.7
		South Australia	11	6.6	6.6	59.2
		Tasmania	19	11.1	11.1	70.3
		Victoria	21	12.4	12.4	82.7
		Western Australia	29	17.3	17.3	100.0
		Total	169	100.0	100.0	
55-64	Valid	Australian Capital Territory	4	1.0	1.0	1.0
		New South Wales	115	32.0	32.0	33.1
		Northern Territory	4	1.2	1.2	34.2
		Queensland	95	26.4	26.4	60.7
		South Australia	28	7.9	7.9	68.6
		Tasmania	22	6.0	6.0	74.6
		Victoria	64	17.9	17.9	92.5
		Western Australia	27	7.5	7.5	100.0
		Total	360	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section B: Screening Questions

Q3. Which State/Territory do you live in?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	Australian Capital Territory	4	.7	.7	.7
		New South Wales	203	33.3	33.3	34.0
		Northern Territory	4	.6	.6	34.6
		Queensland	142	23.3	23.3	57.9
		South Australia	47	7.8	7.8	65.6
		Tasmania	28	4.7	4.7	70.3
		Victoria	116	19.0	19.0	89.3
		Western Australia	65	10.7	10.7	100.0
		Total	610	100.0	100.0	
75-84	Valid	Australian Capital Territory	5	1.1	1.1	1.1
		New South Wales	138	30.1	30.1	31.2
		Northern Territory	4	.9	.9	32.1
		Queensland	123	26.8	26.8	58.9
		South Australia	35	7.7	7.7	66.6
		Tasmania	26	5.7	5.7	72.3
		Victoria	83	18.2	18.2	90.5
		Western Australia	44	9.5	9.5	100.0
		Total	458	100.0	100.0	
85+	Valid	Australian Capital Territory	7	.7	.7	.7
		New South Wales	355	32.0	32.0	32.7
		Northern Territory	7	.6	.6	33.3
		Queensland	278	25.0	25.0	58.3
		South Australia	88	7.9	7.9	66.2
		Tasmania	32	2.9	2.9	69.1
		Victoria	230	20.8	20.8	89.9
		Western Australia	112	10.1	10.1	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section B: Screening Questions

Q4. Age group

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Under 30 years	25	50.3	50.3	50.3
		30-34 years	24	49.7	49.7	100.0
		Total	49	100.0	100.0	
35-44	Valid	35-39 years	22	34.5	34.5	34.5
		40-44 years	41	65.5	65.5	100.0
		Total	63	100.0	100.0	
45-54	Valid	45-49 years	86	50.8	50.8	50.8
		50-54 years	83	49.2	49.2	100.0
		Total	169	100.0	100.0	
55-64	Valid	55-59 years	104	28.7	28.7	28.7
		60-64 years	257	71.3	71.3	100.0
		Total	360	100.0	100.0	
65-74	Valid	65-69 years	433	70.9	70.9	70.9
		70-74 years	178	29.1	29.1	100.0
		Total	610	100.0	100.0	
75-84	Valid	75-79 years	188	41.0	41.0	41.0
		80-84 years	270	59.0	59.0	100.0
		Total	458	100.0	100.0	
85+	Valid	85 years and over	1108	100.0	100.0	100.0

Q5. Gender

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Male	38	77.8	77.8	77.8
		Female	11	22.2	22.2	100.0
		Total	49	100.0	100.0	
35-44	Valid	Male	49	78.2	78.2	78.2
		Female	14	21.8	21.8	100.0
		Total	63	100.0	100.0	
45-54	Valid	Male	113	67.0	67.0	67.0
		Female	56	33.0	33.0	100.0
		Total	169	100.0	100.0	
55-64	Valid	Male	221	61.3	61.3	61.3
		Female	139	38.7	38.7	100.0
		Total	360	100.0	100.0	
65-74	Valid	Male	327	53.6	53.6	53.6
		Female	283	46.4	46.4	100.0
		Total	610	100.0	100.0	
75-84	Valid	Male	171	37.4	37.4	37.4
		Female	287	62.6	62.6	100.0
		Total	458	100.0	100.0	
85+	Valid	Male	389	35.1	35.2	35.2
		Female	718	64.8	64.8	100.0
		Total	1107	99.9	100.0	
	Missing	System	1	.1		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q6. Have you received any payments, reimbursements or other compensation from DVA in the last 12 months?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	36	73.9	73.9	73.9
		No	13	25.5	25.5	99.5
		Don't know/ Can't remember	0	.5	.5	100.0
		Total	49	100.0	100.0	
35-44	Valid	Yes	51	81.2	81.2	81.2
		No	10	16.4	16.4	97.5
		Don't know/ Can't remember	2	2.5	2.5	100.0
		Total	63	100.0	100.0	
45-54	Valid	Yes	128	75.8	75.8	75.8
		No	40	23.4	23.4	99.3
		Don't know/ Can't remember	1	.7	.7	100.0
		Total	169	100.0	100.0	
55-64	Valid	Yes	324	90.0	90.0	90.0
		No	33	9.2	9.2	99.3
		Don't know/ Can't remember	3	.7	.7	100.0
		Total	360	100.0	100.0	
65-74	Valid	Yes	535	87.7	87.7	87.7
		No	73	11.9	11.9	99.6
		Don't know/ Can't remember	2	.4	.4	100.0
		Total	610	100.0	100.0	
75-84	Valid	Yes	365	79.7	79.7	79.7
		No	90	19.6	19.6	99.3
		Don't know/ Can't remember	3	.7	.7	100.0
		Total	458	100.0	100.0	
85+	Valid	Yes	947	85.5	85.5	85.5
		No	148	13.4	13.4	98.9
		Don't know/ Can't remember	13	1.1	1.1	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q7mr. Which types of DVA payments have you received in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	6	16.3
		Income Support Supplement	5	13.2
		War Widow/ers Pension	0	1.1
		Wholly Dependent partner pension		
		Disability Pension	5	12.9
		Incapacity payments	9	23.9
		Permanent impairment	3	8.2
		Reimbursement for treatment or travel	6	16.8
		Reimbursement for household services or attendant care	2	4.5
		Veterans' Supplement / Seniors Supplement	2	5.6
		Clean Energy Advance/Supplement	2	6.0
		Rent Assistance	1	2.1
		Defence Force Income Support Allowance (DFISA)	0	.7
		Funeral benefit/ Bereavement payment		
		Other	4	12.2
		Don't know/ Can't remember	0	.2
		None of the above	2	5.4

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q7mr. Which types of DVA payments have you received in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Number of Respondents		36	100.0
35-44	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	11	21.6
		Income Support Supplement	4	8.0
		War Widow/ers Pension	1	1.8
		Wholly Dependent partner pension		
		Disability Pension	17	32.5
		Incapacity payments	8	15.6
		Permanent impairment	1	1.7
		Reimbursement for treatment or travel	6	12.5
		Reimbursement for household services or attendant care	0	.2
		Veterans' Supplement / Seniors Supplement	1	1.2
		Clean Energy Advance/Supplement		
		Rent Assistance		
		Defence Force Income Support Allowance (DFISA)		
		Funeral benefit/ Bereavement payment		
		Other	4	7.5
		Don't know/ Can't remember	2	3.7
		None of the above	2	4.3
	Number of Respondents		51	100.0
45-54	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	57	44.2
		Income Support Supplement	6	4.5
		War Widow/ers Pension	6	4.3
		Wholly Dependent partner pension		
		Disability Pension	58	45.2
		Incapacity payments	14	10.8
		Permanent impairment	2	1.7
		Reimbursement for treatment or travel	4	3.3
		Reimbursement for household services or attendant care	0	.3
		Veterans' Supplement / Seniors Supplement	1	.5

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q7mr. Which types of DVA payments have you received in the last 12 months?

Q4@. Age group			Frequency	% of respondents
45-54	Valid	Clean Energy Advance/Supplement	5	3.6
		Rent Assistance	1	.9
		Defence Force Income Support Allowance (DFISA)	1	.5
		Funeral benefit/ Bereavement payment		
		Other	1	1.1
		Don't know/ Can't remember	1	1.0
		None of the above	1	.8
		Number of Respondents	128	100.0
55-64	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	155	47.7
		Income Support Supplement	20	6.2
		War Widow/ers Pension	31	9.5
		Wholly Dependent partner pension	8	2.4
		Disability Pension	134	41.2
		Incapacity payments	20	6.1
		Permanent impairment	3	.9
		Reimbursement for treatment or travel	19	5.7
		Reimbursement for household services or attendant care	1	.5
		Veterans' Supplement / Seniors Supplement	1	.3
		Clean Energy Advance/Supplement	6	2.0
		Rent Assistance	2	.5
		Defence Force Income Support Allowance (DFISA)	2	.5
		Funeral benefit/ Bereavement payment	1	.3
		Other	8	2.4
		Don't know/ Can't remember	0	.1
		None of the above		
		Number of Respondents	324	100.0
65-74	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	318	59.5
		Income Support Supplement	28	5.2
		War Widow/ers Pension	91	17.1

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q7mr. Which types of DVA payments have you received in the last 12 months?

Q4@. Age group			Frequency	% of respondents
65-74	Valid	Wholly Dependent partner pension	11	2.1
		Disability Pension	150	28.0
		Incapacity payments	40	7.5
		Permanent impairment	16	3.0
		Reimbursement for treatment or travel	32	6.0
		Reimbursement for household services or attendant care	8	1.5
		Veterans' Supplement / Seniors Supplement	13	2.4
		Clean Energy Advance/Supplement	16	3.1
		Rent Assistance	9	1.7
		Defence Force Income Support Allowance (DFISA)	1	.1
		Funeral benefit/ Bereavement payment	2	.5
		Other	7	1.4
		Don't know/ Can't remember	4	.8
		None of the above	1	.1
		Number of Respondents	535	100.0
75-84	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	169	46.2
		Income Support Supplement	22	6.2
		War Widow/ers Pension	168	46.0
		Wholly Dependent partner pension	4	1.2
		Disability Pension	44	12.0
		Incapacity payments	4	1.0
		Permanent impairment	3	.8
		Reimbursement for treatment or travel	13	3.5
		Reimbursement for household services or attendant care	3	.9
		Veterans' Supplement / Seniors Supplement	8	2.1
		Clean Energy Advance/Supplement	12	3.4
		Rent Assistance	4	1.2
		Defence Force Income Support Allowance (DFISA)	5	1.3
		Funeral benefit/ Bereavement payment	3	.9

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q7mr. Which types of DVA payments have you received in the last 12 months?

Q4@. Age group			Frequency	% of respondents
75-84	Valid	Other	11	3.0
		Don't know/ Can't remember	0	.1
		None of the above	3	.9
		Number of Respondents	365	100.0
85+	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	412	43.5
		Income Support Supplement	45	4.8
		War Widow/ers Pension	461	48.7
		Wholly Dependent partner pension		
		Disability Pension	122	12.9
		Incapacity payments	4	.5
		Permanent impairment	10	1.0
		Reimbursement for treatment or travel	49	5.1
		Reimbursement for household services or attendant care	25	2.6
		Veterans' Supplement / Seniors Supplement	5	.5
		Clean Energy Advance/Supplement	5	.5
		Rent Assistance	12	1.3
		Defence Force Income Support Allowance (DFISA)	6	.6
		Funeral benefit/ Bereavement payment	9	.9
		Other	21	2.2
		Don't know/ Can't remember	1	.1
		None of the above	2	.2
		Number of Respondents	947	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q8mr. Have you received any of the following DVA benefits and services in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Health services	21	42.1
		Home services	1	2.5
		Aids and appliances	1	1.6
		Rehabilitation Services	4	7.6
		Transport services (including reimbursement)	1	3.0
		Education schemes	7	14.6
		Defence Service Homes (DSH) insurance	3	6.3
		Pensioner Concession Card	7	14.3
		Commonwealth Seniors Health Card	1	3.0
		Lump Sum Advance	2	4.7
		Other	0	.5
		Don't know/ Can't remember	0	.1
		None of the above	16	32.2
		Number of Respondents	49	100.0
35-44	Valid	Health services	23	36.7
		Home services	4	6.2
		Aids and appliances	4	6.5
		Rehabilitation Services	9	13.9
		Transport services (including reimbursement)	5	8.4
		Education schemes	4	5.7
		Defence Service Homes (DSH) insurance	1	2.2
		Pensioner Concession Card	22	34.4
		Commonwealth Seniors Health Card	1	1.4
		Lump Sum Advance	4	5.9
		Other	0	.6
		Don't know/ Can't remember	0	.2
		None of the above	16	24.7
		Number of Respondents	63	100.0
45-54	Valid	Health services	65	38.5
		Home services	7	3.9
		Aids and appliances	7	4.3
		Rehabilitation Services	13	7.5
		Transport services (including reimbursement)	9	5.6
		Education schemes	3	2.0
		Defence Service Homes (DSH) insurance	8	4.7

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q8mr. Have you received any of the following DVA benefits and services in the last 12 months?

Q4@. Age group			Frequency	% of respondents
45-54	Valid	Pensioner Concession Card	59	35.0
		Commonwealth Seniors Health Card	11	6.6
		Lump Sum Advance	3	2.0
		Other		
		Don't know/ Can't remember		
		None of the above	46	27.0
		Number of Respondents	169	100.0
55-64	Valid	Health services	165	45.8
		Home services	30	8.4
		Aids and appliances	39	10.9
		Rehabilitation Services	16	4.4
		Transport services (including reimbursement)	32	8.8
		Education schemes	1	.2
		Defence Service Homes (DSH) insurance	37	10.2
		Pensioner Concession Card	168	46.7
		Commonwealth Seniors Health Card	41	11.3
		Lump Sum Advance	8	2.3
		Other		
		Don't know/ Can't remember		
		None of the above	85	23.6
		Number of Respondents	360	100.0
65-74	Valid	Health services	330	54.1
		Home services	84	13.8
		Aids and appliances	89	14.6
		Rehabilitation Services	57	9.3
		Transport services (including reimbursement)	117	19.2
		Education schemes	2	.3
		Defence Service Homes (DSH) insurance	48	7.9
		Pensioner Concession Card	382	62.6
		Commonwealth Seniors Health Card	161	26.5
		Lump Sum Advance	15	2.5
		Other		
		Don't know/ Can't remember		
		None of the above	86	14.1
		Number of Respondents	610	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section C: Use of DVA Benefits and Services

Q8mr. Have you received any of the following DVA benefits and services in the last 12 months?

Q4@. Age group			Frequency	% of respondents
75-84	Valid	Health services	245	53.5
		Home services	144	31.4
		Aids and appliances	113	24.7
		Rehabilitation Services	32	7.1
		Transport services (including reimbursement)	125	27.4
		Education schemes	1	.3
		Defence Service Homes (DSH) insurance	35	7.6
		Pensioner Concession Card	270	59.1
		Commonwealth Seniors Health Card	159	34.8
		Lump Sum Advance	6	1.2
		Other		
		Don't know/ Can't remember		
		None of the above	56	12.3
		Number of Respondents	457	100.0
85+	Valid	Health services	694	62.7
		Home services	472	42.7
		Aids and appliances	282	25.5
		Rehabilitation Services	72	6.5
		Transport services (including reimbursement)	403	36.4
		Education schemes		
		Defence Service Homes (DSH) insurance	61	5.5
		Pensioner Concession Card	670	60.6
		Commonwealth Seniors Health Card	355	32.0
		Lump Sum Advance	5	.5
		Other	5	.5
		Don't know/ Can't remember	1	.1
		None of the above	104	9.4
		Number of Respondents	1106	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q9mr. In what ways have you contacted, or sought information from DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Visiting the DVA website (www.dva.gov.au)	3	6.4
		Telephoning DVA	26	53.0
		Contacting DVA via email	6	11.8
		Writing a letter to DVA	2	3.3
		Filling in a form or submitting a claim / application	1	2.2
		DVA's social media channels (such as Facebook and Twitter)		
		Through a third party e.g. through an agent, nominee, friend or relative	3	6.2
		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	6.7
		Can't remember		
		Have not contacted DVA or sought information from DVA in the last 12 months	17	35.2

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q9mr. In what ways have you contacted, or sought information from DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Number of Respondents		49	100.0
35-44	Valid	Visiting the DVA website (www.dva.gov.au)	7	11.5
		Telephoning DVA	29	45.8
		Contacting DVA via email	7	10.5
		Writing a letter to DVA	2	3.8
		Filling in a form or submitting a claim / application	2	3.5
		DVA's social media channels (such as Facebook and Twitter)		
		Through a third party e.g. through an agent, nominee, friend or relative	2	3.6
		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)	9	15.1
		Can't remember		
		Have not contacted DVA or sought information from DVA in the last 12 months	24	37.8
	Number of Respondents		63	100.0
45-54	Valid	Visiting the DVA website (www.dva.gov.au)	9	5.2
		Telephoning DVA	51	30.0
		Contacting DVA via email	3	1.8
		Writing a letter to DVA	7	3.9
		Filling in a form or submitting a claim / application	2	1.1
		DVA's social media channels (such as Facebook and Twitter)		
		Through a third party e.g. through an agent, nominee, friend or relative	5	3.2
		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)	14	8.5
		Can't remember		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q9mr. In what ways have you contacted, or sought information from DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
45-54	Valid	Have not contacted DVA or sought information from DVA in the last 12 months	103	60.7
		Number of Respondents	169	100.0
55-64	Valid	Visiting the DVA website (www.dva.gov.au)	30	8.4
		Telephoning DVA	109	30.3
		Contacting DVA via email	11	3.0
		Writing a letter to DVA	10	2.7
		Filling in a form or submitting a claim / application	21	5.8
		DVA's social media channels (such as Facebook and Twitter)		
		Through a third party e.g. through an agent, nominee, friend or relative	15	4.3
		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)	41	11.5
		Can't remember	0	.1
		Have not contacted DVA or sought information from DVA in the last 12 months	185	51.3
		Number of Respondents	360	100.0
65-74	Valid	Visiting the DVA website (www.dva.gov.au)	13	2.2
		Telephoning DVA	199	32.7
		Contacting DVA via email	10	1.6
		Writing a letter to DVA	20	3.2
		Filling in a form or submitting a claim / application	11	1.8
		DVA's social media channels (such as Facebook and Twitter)		
		Through a third party e.g. through an agent, nominee, friend or relative	14	2.2

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q9mr. In what ways have you contacted, or sought information from DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
65-74	Valid	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)	48	7.9
		Can't remember	3	.5
		Have not contacted DVA or sought information from DVA in the last 12 months	359	59.0
		Number of Respondents	609	100.0
75-84	Valid	Visiting the DVA website (www.dva.gov.au)	2	.4
		Telephoning DVA	112	24.5
		Contacting DVA via email	1	.2
		Writing a letter to DVA	7	1.4
		Filling in a form or submitting a claim / application	9	1.9
		DVA's social media channels (such as Facebook and Twitter)		
		Through a third party e.g. through an agent, nominee, friend or relative	6	1.3
		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)	34	7.4
		Can't remember	1	.1
		Have not contacted DVA or sought information from DVA in the last 12 months	316	69.1
		Number of Respondents	457	100.0
85+	Valid	Visiting the DVA website (www.dva.gov.au)	1	.1
		Telephoning DVA	266	24.1
		Contacting DVA via email	2	.2
		Writing a letter to DVA	28	2.5
		Filling in a form or submitting a claim / application	7	.6
		DVA's social media channels (such as Facebook and Twitter)		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q9mr. In what ways have you contacted, or sought information from DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
85+	Valid	Through a third party e.g. through an agent, nominee, friend or relative	12	1.1
		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)	35	3.2
		Can't remember		
		Have not contacted DVA or sought information from DVA in the last 12 months	790	71.4
		Number of Respondents	1107	100.0

Q10mr. What was the purpose of your most recent contact with DVA?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Get information about a DVA service or benefit	12	38.5
		Lodge a claim (e.g. for a benefit or for compensation)	5	16.7
		Organise for a service to be provided (e.g. transport arrangements)	0	.9
		Find out about the progress of a claim/ application	9	26.8
		Get a statement or letter from DVA (e.g. to help apply for a concession)	0	1.3
		Ask a question about a letter I received from DVA	0	.5
		Update your personal or financial information (e.g. to change your address, or provide income or asset details)	5	15.3
		Speak to someone about a review of your personal or financial information	1	1.8
		Resolve a problem	1	2.3
		Provide feedback	0	.9
		Other	0	.3
		Can't remember	0	.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q10mr. What was the purpose of your most recent contact with DVA?

Q4@. Age group			Frequency	% of respondents
18-34	Number of Respondents		32	100.0
35-44	Valid	Get information about a DVA service or benefit	13	34.3
		Lodge a claim (e.g. for a benefit or for compensation)	6	14.4
		Organise for a service to be provided (e.g. transport arrangements)	2	5.8
		Find out about the progress of a claim/ application	5	12.8
		Get a statement or letter from DVA (e.g. to help apply for a concession)	0	.8
		Ask a question about a letter I received from DVA	1	1.8
		Update your personal or financial information (e.g. to change your address, or provide income or asset details)	7	17.9
		Speak to someone about a review of your personal or financial information	2	6.0
		Resolve a problem	3	7.6
		Provide feedback		
		Other	2	4.0
		Can't remember		
	Number of Respondents		39	100.0
45-54	Valid	Get information about a DVA service or benefit	20	30.2
		Lodge a claim (e.g. for a benefit or for compensation)	11	17.3
		Organise for a service to be provided (e.g. transport arrangements)	4	6.0
		Find out about the progress of a claim/ application	4	6.4
		Get a statement or letter from DVA (e.g. to help apply for a concession)	2	2.3
		Ask a question about a letter I received from DVA	1	1.8
		Update your personal or financial information (e.g. to change your address, or provide income or asset details)	20	30.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q10mr. What was the purpose of your most recent contact with DVA?

Q4@. Age group			Frequency	% of respondents
45-54	Valid	Speak to someone about a review of your personal or financial information	2	2.9
		Resolve a problem	3	4.6
		Provide feedback	0	.3
		Other		
		Can't remember		
		Number of Respondents	66	100.0
55-64	Valid	Get information about a DVA service or benefit	70	39.8
		Lodge a claim (e.g. for a benefit or for compensation)	43	24.3
		Organise for a service to be provided (e.g. transport arrangements)	11	6.5
		Find out about the progress of a claim/ application	10	5.7
		Get a statement or letter from DVA (e.g. to help apply for a concession)	1	.6
		Ask a question about a letter I received from DVA	0	.2
		Update your personal or financial information (e.g. to change your address, or provide income or asset details)	25	14.0
		Speak to someone about a review of your personal or financial information	14	7.8
		Resolve a problem	8	4.7
		Provide feedback	2	1.1
		Other		
		Can't remember	2	1.3
		Number of Respondents	176	100.0
65-74	Valid	Get information about a DVA service or benefit	67	27.0
		Lodge a claim (e.g. for a benefit or for compensation)	40	16.0
		Organise for a service to be provided (e.g. transport arrangements)	19	7.4
		Find out about the progress of a claim/ application	6	2.3
		Get a statement or letter from DVA (e.g. to help apply for a concession)	6	2.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q10mr. What was the purpose of your most recent contact with DVA?

Q4@. Age group			Frequency	% of respondents
65-74	Valid	Ask a question about a letter I received from DVA	3	1.3
		Update your personal or financial information (e.g. to change your address, or provide income or asset details)	74	29.6
		Speak to someone about a review of your personal or financial information	10	4.0
		Resolve a problem	20	8.1
		Provide feedback	2	.9
		Other		
		Can't remember	13	5.0
		Number of Respondents	250	100.0
75-84	Valid	Get information about a DVA service or benefit	33	23.4
		Lodge a claim (e.g. for a benefit or for compensation)	12	8.4
		Organise for a service to be provided (e.g. transport arrangements)	31	22.0
		Find out about the progress of a claim/ application	3	2.1
		Get a statement or letter from DVA (e.g. to help apply for a concession)	7	5.0
		Ask a question about a letter I received from DVA	6	4.1
		Update your personal or financial information (e.g. to change your address, or provide income or asset details)	31	21.8
		Speak to someone about a review of your personal or financial information	5	3.3
		Resolve a problem	14	10.0
		Provide feedback	4	3.1
		Other		
		Can't remember	3	2.3
		Number of Respondents	141	100.0
85+	Valid	Get information about a DVA service or benefit	73	23.1
		Lodge a claim (e.g. for a benefit or for compensation)	27	8.7

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q10mr. What was the purpose of your most recent contact with DVA?

Q4@. Age group			Frequency	% of respondents
85+	Valid	Organise for a service to be provided (e.g. transport arrangements)	82	25.7
		Find out about the progress of a claim/ application	6	1.9
		Get a statement or letter from DVA (e.g. to help apply for a concession)	2	.5
		Ask a question about a letter I received from DVA	7	2.2
		Update your personal or financial information (e.g. to change your address, or provide income or asset details)	77	24.2
		Speak to someone about a review of your personal or financial information	26	8.2
		Resolve a problem	26	8.2
		Provide feedback		
		Other	2	.6
		Can't remember	7	2.4
		Number of Respondents	317	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q11mr. Which services or benefits was your most recent contact with DVA about?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	2	6.3
		Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	1	2.3
		War Widow/ers Pension		
		Wholly Dependent partner compensation		
		Disability Pension	2	5.8
		Incapacity payments	7	22.2
		Permanent impairment	1	2.8
		Compensation	1	1.6
		Reimbursement of treatment or travel	0	1.2
		Reimbursement for household services or attendant care	0	1.1
		Allowances	3	8.6
		Health services	8	24.6
		Aids and appliances	0	.8
		Rehabilitation	1	2.7
		Transport (including reimbursement)	0	.8
		Qualifying service application	1	2.1
		Treatment (cards of reimbursement)	3	10.8
		DVA Concession cards	4	11.9
		Lump Sum Advance	0	.2
		Supplement Payments (Seniors Supplement and Veterans Supplement)		
		Defence Force Income Support Allowance (DFISA)		
		Funeral benefit/ Bereavement payment	0	.3
		Aged Care Assets Assessment for entry into Residential Aged Care		
		Other	2	7.7
		Can't remember	0	.4

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q11mr. Which services or benefits was your most recent contact with DVA about?

Q4@. Age group		Frequency	% of respondents
18-34	Number of Respondents	32	100.0
35-44	Valid		
	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	3	8.0
	Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	1	3.3
	War Widow/ers Pension	0	.3
	Wholly Dependent partner compensation		
	Disability Pension	3	7.7
	Incapacity payments	5	14.1
	Permanent impairment	1	2.0
	Compensation	3	8.2
	Reimbursement of treatment or travel	3	7.9
	Reimbursement for household services or attendant care	2	4.2
	Allowances	1	1.6
	Health services	10	25.5
	Aids and appliances	1	2.4
	Rehabilitation	0	1.2
	Transport (including reimbursement)	1	1.6
	Qualifying service application	0	1.1
	Treatment (cards of reimbursement)	0	.5
	DVA Concession cards	3	6.6
	Lump Sum Advance	2	5.3
	Supplement Payments (Seniors Supplement and Veterans Supplement)	0	.3
	Defence Force Income Support Allowance (DFISA)		
	Funeral benefit/ Bereavement payment		
	Aged Care Assets Assessment for entry into Residential Aged Care		
	Other	2	6.1
	Can't remember	0	.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q11mr. Which services or benefits was your most recent contact with DVA about?

Q4@. Age group			Frequency	% of respondents
35-44	Number of Respondents		39	100.0
45-54	Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	5	7.7
		Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	10	14.9
		War Widow/ers Pension	1	1.1
		Wholly Dependent partner compensation		
		Disability Pension	10	15.3
		Incapacity payments	1	2.3
		Permanent impairment	1	2.0
		Compensation	3	4.6
		Reimbursement of treatment or travel	2	2.7
		Reimbursement for household services or attendant care	1	1.1
		Allowances	3	4.5
		Health services	16	24.0
		Aids and appliances	2	2.5
		Rehabilitation	1	2.1
		Transport (including reimbursement)	1	1.3
		Qualifying service application		
		Treatment (cards of reimbursement)	2	2.7
		DVA Concession cards	3	4.2
		Lump Sum Advance	3	3.8
		Supplement Payments (Seniors Supplement and Veterans Supplement)	1	1.7
		Defence Force Income Support Allowance (DFISA)		
		Funeral benefit/ Bereavement payment		
		Aged Care Assets Assessment for entry into Residential Aged Care		
		Other	3	5.0
		Can't remember	1	2.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q11mr. Which services or benefits was your most recent contact with DVA about?

Q4@. Age group			Frequency	% of respondents
45-54	Number of Respondents		66	100.0
55-64	Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	38	21.8
		Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	13	7.7
		War Widow/ers Pension	6	3.4
		Wholly Dependent partner compensation		
		Disability Pension	32	18.2
		Incapacity payments	1	.6
		Permanent impairment	2	1.1
		Compensation	2	1.3
		Reimbursement of treatment or travel	4	2.5
		Reimbursement for household services or attendant care	5	2.7
		Allowances	7	4.2
		Health services	31	17.5
		Aids and appliances	2	.9
		Rehabilitation		
		Transport (including reimbursement)	6	3.7
		Qualifying service application	1	.6
		Treatment (cards of reimbursement)	5	2.7
		DVA Concession cards	6	3.3
		Lump Sum Advance	5	3.0
		Supplement Payments (Seniors Supplement and Veterans Supplement)	0	.2
		Defence Force Income Support Allowance (DFISA)	1	.4
		Funeral benefit/ Bereavement payment		
		Aged Care Assets	0	.2
		Assessment for entry into Residential Aged Care		
		Other	12	7.0
		Can't remember	8	4.6

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q11mr. Which services or benefits was your most recent contact with DVA about?

Q4@. Age group			Frequency	% of respondents
55-64	Number of Respondents		176	100.0
65-74	Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	41	16.4
		Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	32	12.7
		War Widow/ers Pension	10	4.2
		Wholly Dependent partner compensation	0	.2
		Disability Pension	11	4.3
		Incapacity payments	2	.6
		Permanent impairment Compensation	2	.9
		Reimbursement of treatment or travel	13	5.2
		Reimbursement for household services or attendant care	12	4.7
		Allowances	11	4.5
		Health services	41	16.6
		Aids and appliances	8	3.3
		Rehabilitation		
		Transport (including reimbursement)	19	7.6
		Qualifying service application	2	.6
		Treatment (cards of reimbursement)	2	.9
		DVA Concession cards	5	2.0
		Lump Sum Advance	11	4.6
		Supplement Payments (Seniors Supplement and Veterans Supplement)	1	.2
		Defence Force Income Support Allowance (DFISA)	0	.2
		Funeral benefit/ Bereavement payment	0	.2
		Aged Care Assets Assessment for entry into Residential Aged Care	4	1.7
		Other	26	10.5
		Can't remember	8	3.1

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q11mr. Which services or benefits was your most recent contact with DVA about?

Q4@. Age group			Frequency	% of respondents
65-74	Number of Respondents		249	100.0
75-84	Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	12	8.2
		Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	16	11.4
		War Widow/ers Pension	17	12.4
		Wholly Dependent partner compensation	2	1.3
		Disability Pension	1	.6
		Incapacity payments		
		Permanent impairment Compensation	1	.5
		Reimbursement of treatment or travel	10	6.9
		Reimbursement for household services or attendant care	10	6.9
		Allowances	2	1.5
		Health services	20	14.0
		Aids and appliances	6	4.5
		Rehabilitation	0	.3
		Transport (including reimbursement)	20	14.3
		Qualifying service application	3	2.0
		Treatment (cards of reimbursement)	0	.3
		DVA Concession cards	2	1.7
		Lump Sum Advance	3	2.0
		Supplement Payments (Seniors Supplement and Veterans Supplement)	0	.3
		Defence Force Income Support Allowance (DFISA)		
		Funeral benefit/ Bereavement payment	2	1.6
		Aged Care Assets Assessment for entry into Residential Aged Care	2	1.1
		Other	16	11.2
		Can't remember	4	2.7

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q11mr. Which services or benefits was your most recent contact with DVA about?

Q4@. Age group			Frequency	% of respondents
75-84	Number of Respondents		140	100.0
85+	Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	21	6.7
		Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	29	9.3
		War Widow/ers Pension	45	14.2
		Wholly Dependent partner compensation		
		Disability Pension	6	1.8
		Incapacity payments		
		Permanent impairment	5	1.6
		Compensation	5	1.6
		Reimbursement of treatment or travel	15	4.9
		Reimbursement for household services or attendant care	20	6.3
		Allowances	10	3.0
		Health services	48	15.2
		Aids and appliances	38	11.9
		Rehabilitation		
		Transport (including reimbursement)	26	8.4
		Qualifying service application	1	.4
		Treatment (cards of reimbursement)		
		DVA Concession cards	4	1.3
		Lump Sum Advance	5	1.5
		Supplement Payments (Seniors Supplement and Veterans Supplement)	2	.6
		Defence Force Income Support Allowance (DFISA)		
		Funeral benefit/ Bereavement payment	10	3.3
		Aged Care Assets	15	4.6
		Assessment for entry into Residential Aged Care		
		Other	20	6.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q11mr. Which services or benefits was your most recent contact with DVA about?

Q4@. Age group			Frequency	% of respondents
85+	Valid	Can't remember	14	4.3
		Number of Respondents	316	100.0

Q12. How did you first contact DVA regarding this matter?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Visiting the DVA website (www.dva.gov.au)	0	.8	1.3	1.3
		Telephoning DVA	22	44.3	68.3	69.6
		Contacting DVA via email	5	9.6	14.8	84.5
		Writing a letter to DVA	0	.2	.3	84.7
		Filling in a form	0	.8	1.3	86.0
		Visiting a DVA office in person	0	.1	.2	86.2
		Speaking to a DVA representative outside of a DVA office	3	5.2	8.0	94.2
		Through a third party (e.g. through an agent, nominee, friend or relative)	1	2.8	4.4	98.6
		Can't remember	0	.9	1.4	100.0
		Total	32	64.8	100.0	
	Missing	System	17	35.2		
	Total		49	100.0		
35-44	Valid	Visiting the DVA website (www.dva.gov.au)	3	4.2	6.7	6.7
		Telephoning DVA	24	37.5	60.4	67.1
		Contacting DVA via email	2	3.1	5.0	72.1
		Writing a letter to DVA	1	1.1	1.8	73.9
		Filling in a form	1	2.4	3.8	77.7
		Visiting a DVA office in person	2	3.0	4.9	82.5
		Speaking to a DVA representative outside of a DVA office	5	8.4	13.5	96.0
		Through a third party (e.g. through an agent, nominee, friend or relative)	1	1.6	2.6	98.6
		Other	1	.8	1.4	100.0
		Total	39	62.2	100.0	
	Missing	System	24	37.8		
	Total		63	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q12. How did you first contact DVA regarding this matter?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Valid	Visiting the DVA website (www.dva.gov.au)	3	1.9	4.9	4.9
		Telephoning DVA	42	24.9	63.4	68.2
		Contacting DVA via email	1	.4	1.1	69.3
		Writing a letter to DVA	4	2.6	6.5	75.9
		Filling in a form	1	.8	1.9	77.8
		Visiting a DVA office in person	3	1.8	4.7	82.5
		Visiting another government agency or organisation that represents DVA	4	2.2	5.7	88.2
		Speaking to a DVA representative outside of a DVA office	4	2.4	6.2	94.4
		Through a third party (e.g. through an agent, nominee, friend or relative)	4	2.2	5.6	100.0
		Total	66	39.3	100.0	
	Missing	System	103	60.7		
	Total		169	100.0		
55-64	Valid	Visiting the DVA website (www.dva.gov.au)	15	4.1	8.4	8.4
		Telephoning DVA	101	28.0	57.4	65.8
		Contacting DVA via email	4	1.1	2.3	68.1
		Writing a letter to DVA	3	.8	1.5	69.7
		Filling in a form	6	1.7	3.4	73.1
		Visiting a DVA office in person	9	2.6	5.3	78.4
		Visiting another government agency or organisation that represents DVA	0	.1	.2	78.6
		Speaking to a DVA representative outside of a DVA office	23	6.4	13.1	91.7
		Through a third party (e.g. through an agent, nominee, friend or relative)	13	3.6	7.3	99.1
		Can't remember	2	.5	.9	100.0
		Total	176	48.7	100.0	
	Missing	System	185	51.3		
	Total		360	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q12. How did you first contact DVA regarding this matter?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	Visiting the DVA website (www.dva.gov.au)	4	.6	1.5	1.5
		Telephoning DVA	177	29.0	70.6	72.1
		Contacting DVA via email	6	1.0	2.5	74.7
		Writing a letter to DVA	11	1.8	4.3	79.0
		Filling in a form	6	.9	2.2	81.2
		Visiting a DVA office in person	15	2.5	6.0	87.2
		Visiting another government agency or organisation that represents DVA	2	.3	.7	87.9
		Speaking to a DVA representative outside of a DVA office	17	2.7	6.7	94.6
		Through a third party (e.g. through an agent, nominee, friend or relative)	11	1.9	4.5	99.1
		Can't remember	2	.4	.9	100.0
		Total	251	41.1	100.0	
	Missing	System	359	58.9		
	Total		610	100.0		
75-84	Valid	Visiting the DVA website (www.dva.gov.au)	1	.2	.8	.8
		Telephoning DVA	103	22.4	73.6	74.4
		Contacting DVA via email	0	.1	.3	74.7
		Writing a letter to DVA	4	.9	3.0	77.7
		Filling in a form	7	1.5	5.1	82.8
		Visiting a DVA office in person	5	1.1	3.6	86.4
		Speaking to a DVA representative outside of a DVA office	14	3.1	10.1	96.5
		Through a third party (e.g. through an agent, nominee, friend or relative)	5	1.1	3.5	100.0
		Total	139	30.4	100.0	
	Missing	System	319	69.6		
	Total		458	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q12. How did you first contact DVA regarding this matter?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Telephoning DVA	252	22.7	79.5	79.5
		Contacting DVA via email	2	.2	.6	80.1
		Writing a letter to DVA	19	1.7	5.9	85.9
		Filling in a form	3	.3	1.0	86.9
		Visiting a DVA office in person	12	1.1	3.8	90.7
		Visiting another government agency or organisation that represents DVA	1	.1	.3	91.0
		Speaking to a DVA representative outside of a DVA office	13	1.1	4.0	95.0
		Through a third party (e.g. through an agent, nominee, friend or relative)	11	1.0	3.6	98.6
		Other	1	.1	.3	98.9
		Can't remember	3	.3	1.1	100.0
		Total	317	28.6	100.0	
	Missing	System	791	71.4		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q13. To what extent did your first contact with DVA provide the information or outcome you needed?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Fully provide the information or outcome you needed	20	39.7	61.3	61.3
		Mostly provide the information or outcome you needed	5	9.6	14.8	76.1
		Partially provide the information or outcome you needed	6	12.7	19.5	95.6
		Or, not at all	1	2.9	4.4	100.0
		Total	32	64.8	100.0	
	Missing	System	17	35.2		
	Total		49	100.0		
35-44	Valid	Fully provide the information or outcome you needed	18	28.7	46.2	46.2
		Mostly provide the information or outcome you needed	7	11.9	19.2	65.4
		Partially provide the information or outcome you needed	9	15.1	24.2	89.7
		Or, not at all	4	6.4	10.3	100.0
		Total	39	62.2	100.0	
	Missing	System	24	37.8		
	Total		63	100.0		
45-54	Valid	Fully provide the information or outcome you needed	48	28.6	72.8	72.8
		Mostly provide the information or outcome you needed	9	5.2	13.3	86.1
		Partially provide the information or outcome you needed	5	2.8	7.0	93.1
		Or, not at all	5	2.7	6.9	100.0
		Total	66	39.3	100.0	
	Missing	System	103	60.7		
	Total		169	100.0		
55-64	Valid	Fully provide the information or outcome you needed	117	32.6	66.9	66.9
		Mostly provide the information or outcome you needed	20	5.7	11.7	78.5
		Partially provide the information or outcome you needed	24	6.5	13.4	91.9
		Or, not at all	14	3.9	8.1	100.0
		Total	176	48.7	100.0	
	Missing	System	185	51.3		
	Total		360	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q13. To what extent did your first contact with DVA provide the information or outcome you needed?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	Fully provide the information or outcome you needed	194	31.8	77.3	77.3
		Mostly provide the information or outcome you needed	29	4.8	11.6	88.9
		Partially provide the information or outcome you needed	14	2.2	5.4	94.3
		Or, not at all	14	2.3	5.7	100.0
		Total	251	41.1	100.0	
	Missing	System	359	58.9		
	Total		610	100.0		
75-84	Valid	Fully provide the information or outcome you needed	121	26.3	86.0	86.0
		Mostly provide the information or outcome you needed	6	1.4	4.6	90.6
		Partially provide the information or outcome you needed	11	2.3	7.6	98.2
		Or, not at all	3	.6	1.8	100.0
		Total	140	30.6	100.0	
	Missing	System	318	69.4		
	Total		458	100.0		
85+	Valid	Fully provide the information or outcome you needed	264	23.8	83.2	83.2
		Mostly provide the information or outcome you needed	15	1.4	4.8	88.0
		Partially provide the information or outcome you needed	15	1.3	4.6	92.6
		Or, not at all	23	2.1	7.4	100.0
		Total	317	28.6	100.0	
	Missing	System	791	71.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q14. Did you contact DVA more than once on the same matter?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	8	17.0	67.7	67.7
		No	4	8.1	32.3	100.0
		Total	12	25.1	100.0	
	Missing	System	37	74.9		
	Total		49	100.0		
35-44	Valid	Yes	15	24.3	72.8	72.8
		No	6	8.9	26.5	99.4
		Don't know	0	.2	.6	100.0
		Total	21	33.4	100.0	
	Missing	System	42	66.6		
	Total		63	100.0		
45-54	Valid	Yes	11	6.6	61.7	61.7
		No	6	3.4	31.6	93.3
		Don't know	1	.7	6.7	100.0
		Total	18	10.7	100.0	
	Missing	System	151	89.3		
	Total		169	100.0		
55-64	Valid	Yes	34	9.5	58.7	58.7
		No	23	6.5	40.2	99.0
		Don't know	1	.2	1.0	100.0
		Total	58	16.1	100.0	
	Missing	System	302	83.9		
	Total		360	100.0		
65-74	Valid	Yes	28	4.6	49.5	49.5
		No	29	4.7	50.5	100.0
		Total	57	9.3	100.0	
	Missing	System	553	90.7		
	Total		610	100.0		
75-84	Valid	Yes	13	2.7	63.8	63.8
		No	6	1.4	32.5	96.2
		Don't know	1	.2	3.8	100.0
		Total	20	4.3	100.0	
	Missing	System	439	95.7		
	Total		458	100.0		
85+	Valid	Yes	11	1.0	20.4	20.4
		No	41	3.7	77.3	97.7
		Don't know	1	.1	2.3	100.0
		Total	53	4.8	100.0	
	Missing	System	1055	95.2		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q15mr. What were your reasons for contacting DVA more than once on the same matter?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	The information given to me was not correct	1	15.7
		The information given to me was not complete	2	22.6
		The information provided was not relevant to my query	0	5.6
		I could not remember the information I was told before	0	3.3
		I wanted to confirm the information given to me	2	25.5
		I wanted to get information in writing	1	11.0
		DVA staff did not get back to me when they said they would	1	13.2
		I was asked to contact DVA with additional information/DVA asked me to contact them	2	26.2
		Other	1	9.6
		Can't remember		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q15mr. What were your reasons for contacting DVA more than once on the same matter?

Q4@. Age group			Frequency	% of respondents
18-34	Number of Respondents		8	100.0
35-44	Valid	The information given to me was not correct	4	24.3
		The information given to me was not complete	4	28.8
		The information provided was not relevant to my query	2	10.1
		I could not remember the information I was told before	0	2.8
		I wanted to confirm the information given to me	5	34.9
		I wanted to get information in writing	2	12.9
		DVA staff did not get back to me when they said they would	2	12.4
		I was asked to contact DVA with additional information/DVA asked me to contact them	3	20.2
		Other	1	3.6
		Can't remember		
	Number of Respondents		15	100.0
45-54	Valid	The information given to me was not correct	2	14.4
		The information given to me was not complete	5	41.5
		The information provided was not relevant to my query		
		I could not remember the information I was told before		
		I wanted to confirm the information given to me	3	23.2
		I wanted to get information in writing		
		DVA staff did not get back to me when they said they would	0	1.5
		I was asked to contact DVA with additional information/DVA asked me to contact them	1	11.6
		Other	1	12.6
		Can't remember		
	Number of Respondents		11	100.0
55-64	Valid	The information given to me was not correct	8	23.5
		The information given to me was not complete	6	17.8

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q15mr. What were your reasons for contacting DVA more than once on the same matter?

Q4@. Age group			Frequency	% of respondents
55-64	Valid	The information provided was not relevant to my query		
		I could not remember the information I was told before	4	11.0
		I wanted to confirm the information given to me	8	24.5
		I wanted to get information in writing	2	4.5
		DVA staff did not get back to me when they said they would	6	17.3
		I was asked to contact DVA with additional information/DVA asked me to contact them	6	18.9
		Other	3	8.3
		Can't remember	0	1.3
		Number of Respondents	34	100.0
65-74	Valid	The information given to me was not correct	7	26.0
		The information given to me was not complete	9	30.5
		The information provided was not relevant to my query	1	3.7
		I could not remember the information I was told before		
		I wanted to confirm the information given to me	3	12.4
		I wanted to get information in writing	1	3.0
		DVA staff did not get back to me when they said they would	5	18.3
		I was asked to contact DVA with additional information/DVA asked me to contact them	4	14.3
		Other	2	6.7
		Can't remember		
		Number of Respondents	28	100.0
75-84	Valid	The information given to me was not correct	1	7.2
		The information given to me was not complete	8	64.5
		The information provided was not relevant to my query	1	6.2
		I could not remember the information I was told before		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q15mr. What were your reasons for contacting DVA more than once on the same matter?

Q4@. Age group			Frequency	% of respondents
75-84	Valid	I wanted to confirm the information given to me	2	16.3
		I wanted to get information in writing	4	30.9
		DVA staff did not get back to me when they said they would	4	28.1
		I was asked to contact DVA with additional information/DVA asked me to contact them	5	41.4
		Other	1	6.0
		Can't remember		
		Number of Respondents	13	100.0
85+	Valid	The information given to me was not correct	4	32.9
		The information given to me was not complete	4	39.6
		The information provided was not relevant to my query		
		I could not remember the information I was told before		
		I wanted to confirm the information given to me	1	8.2
		I wanted to get information in writing		
		DVA staff did not get back to me when they said they would	1	11.4
		I was asked to contact DVA with additional information/DVA asked me to contact them	1	12.0
		Other	1	7.3
		Can't remember	1	12.0
		Number of Respondents	11	100.0

	Neither agree or disagree	5	6.4	9.8	32.8
	Agree	13	25.9	40.0	72.8
	Strongly agree	9	17.6	27.2	100.0
	Total	32	64.8	100.0	
g	System	17	35.2		
		49	100.0		
	Strongly disagree	4	6.9	11.1	11.1
	Disagree	6	9.6	15.6	26.8
	Neither agree or disagree	7	11.1	18.0	44.7
	Agree	10	16.5	26.7	71.5
	Strongly agree	11	17.6	28.5	100.0
	Total	39	61.5	100.0	
g	System	24	37.8		
	Unsure/ Not Applicable	0	.6		
	Total	24	38.5		
		63	100.0		
	Strongly disagree	2	1.1	2.8	2.8
	Disagree	6	3.6	9.4	12.1
	Neither agree or disagree	3	1.7	4.4	16.5
	Agree	26	15.2	39.0	55.6
	Strongly agree	29	17.3	44.4	100.0
	Total	66	39.0	100.0	
g	System	103	60.7		
	Unsure/ Not Applicable	1	.3		
	Total	103	61.0		
		169	100.0		
	Strongly disagree	6	1.6	3.3	3.3
	Disagree	12	3.4	7.1	10.4
	Neither agree or disagree	14	3.9	8.0	18.4
	Agree	56	15.6	32.1	50.6
	Strongly agree	87	24.0	49.4	100.0
	Total	175	48.6	100.0	
g	System	185	51.3		
	Unsure/ Not Applicable	0	.1		
	Total	185	51.4		
		360	100.0		
	Strongly disagree	3	.5	1.2	1.2
	Disagree	18	3.0	7.3	8.5
	Neither agree or disagree	7	1.2	2.8	11.3
	Agree	77	12.7	31.1	42.4
	Strongly agree	144	23.5	57.6	100.0
	Total	249	40.9	100.0	
g	System	359	58.9		
	Unsure/ Not Applicable	1	.2		
	Total	361	59.1		
		610	100.0		
	Strongly disagree	0	.1	.3	.3
	Disagree	6	1.3	4.4	4.7
	Neither agree or disagree	7	1.5	5.1	9.8
	Agree	49	10.6	35.4	45.2
	Strongly agree	76	16.5	54.8	100.0
	Total	138	30.1	100.0	
g	System	319	69.6		
	Unsure/ Not Applicable	1	.3		
	Total	320	69.9		

j	System	791	71.4
	Unsure/ Not Applicable	20	1.8
	Total	811	73.2
		1108	100.0

	Neither agree or disagree	5	6.3	10.1	32.7
	Agree	11	22.8	35.2	67.8
	Strongly agree	10	20.8	32.2	100.0
	Total	32	64.8	100.0	
g	System	17	35.2		
		49	100.0		
	Strongly disagree	3	5.3	8.5	8.5
	Disagree	6	8.8	14.2	22.6
	Neither agree or disagree	5	8.7	14.1	36.7
	Agree	16	25.6	41.2	77.9
	Strongly agree	9	13.7	22.1	100.0
	Total	39	62.2	100.0	
g	System	24	37.8		
		63	100.0		
	Strongly disagree	4	2.5	6.4	6.4
	Disagree	1	.8	2.0	8.4
	Neither agree or disagree	7	4.0	10.3	18.7
	Agree	23	13.7	35.6	54.3
	Strongly agree	30	17.6	45.7	100.0
	Total	65	38.5	100.0	
g	Unsure/ Not Applicable	1	.8		
	System	103	60.7		
	Total	104	61.5		
		169	100.0		
	Strongly disagree	17	4.6	9.9	9.9
	Disagree	7	1.9	4.1	14.0
	Neither agree or disagree	16	4.4	9.5	23.5
	Agree	55	15.3	32.5	56.0
	Strongly agree	74	20.7	44.0	100.0
	Total	169	47.0	100.0	
g	Unsure/ Not Applicable	6	1.8		
	System	185	51.3		
	Total	191	53.0		
		360	100.0		
	Strongly disagree	2	.3	.9	.9
	Disagree	13	2.1	5.0	5.9
	Neither agree or disagree	15	2.4	5.9	11.7
	Agree	94	15.4	37.6	49.3
	Strongly agree	127	20.7	50.7	100.0
	Total	250	40.9	100.0	
g	Unsure/ Not Applicable	1	.2		
	System	359	58.9		
	Total	361	59.1		
		610	100.0		
	Strongly disagree	4	1.0	3.3	3.3
	Disagree	2	.5	1.6	4.9
	Neither agree or disagree	7	1.5	5.2	10.1
	Agree	47	10.2	34.2	44.3
	Strongly agree	76	16.6	55.7	100.0
	Total	137	29.8	100.0	
g	Unsure/ Not Applicable	3	.6		
	System	319	69.6		
	Total	322	70.2		
		458	100.0		
	Strongly disagree	7	.6	2.3	2.3

Total	813	73.4
	1108	100.0

Section D: Types of Contact with DVH

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17c. I understood the next steps that I needed to take, if any

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	3	6.1	9.5	9.5
		Disagree	3	6.0	9.3	18.8
		Neither agree or disagree	3	5.4	8.5	27.2
		Agree	12	24.0	37.4	64.6
		Strongly agree	11	22.7	35.4	100.0
		Total	32	64.1	100.0	
	Missing	Unsure/ Not Applicable	0	.7		
		System	17	35.2		
		Total	18	35.9		
Total		49	100.0			
35-44	Valid	Strongly disagree	2	2.9	4.7	4.7
		Disagree	6	8.8	14.3	19.0
		Neither agree or disagree	4	7.0	11.4	30.4
		Agree	18	29.1	47.3	77.7
		Strongly agree	9	13.7	22.3	100.0
		Total	39	61.5	100.0	
	Missing	Unsure/ Not Applicable	0	.6		
		System	24	37.8		
		Total	24	38.5		
Total		63	100.0			
45-54	Valid	Strongly disagree	1	.7	1.9	1.9
		Disagree	1	.6	1.4	3.3
		Neither agree or disagree	6	3.5	8.9	12.2
		Agree	26	15.2	38.8	51.1
		Strongly agree	32	19.1	48.9	100.0
		Total	66	39.1	100.0	
	Missing	Unsure/ Not Applicable	0	.2		
		System	103	60.7		
		Total	103	60.9		
Total		169	100.0			
55-64	Valid	Strongly disagree	7	2.0	4.2	4.2
		Disagree	19	5.2	10.7	14.9
		Neither agree or disagree	10	2.8	5.8	20.7
		Agree	54	15.1	31.3	52.0
		Strongly agree	83	23.1	48.0	100.0
		Total	174	48.2	100.0	
	Missing	Unsure/ Not Applicable	2	.5		
		System	185	51.3		
		Total	187	51.8		
Total		360	100.0			
65-74	Valid	Strongly disagree	4	.7	1.8	1.8
		Disagree	5	.8	1.9	3.7
		Neither agree or disagree	9	1.4	3.5	7.1
		Agree	101	16.6	40.9	48.0
		Strongly agree	129	21.1	52.0	100.0
		Total	248	40.6	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17c. I understood the next steps that I needed to take, if any

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Missing	Unsure/ Not Applicable	3	.5		
		System	359	58.9		
		Total	362	59.4		
	Total		610	100.0		
75-84	Valid	Strongly disagree	4	.9	3.2	3.2
		Disagree	3	.7	2.4	5.6
		Neither agree or disagree	6	1.4	4.6	10.2
		Agree	45	9.8	33.6	43.8
		Strongly agree	75	16.4	56.2	100.0
		Total	134	29.3	100.0	
	Missing	Unsure/ Not Applicable	5	1.1		
		System	319	69.6		
		Total	324	70.7		
	Total		458	100.0		
85+	Valid	Strongly disagree	6	.5	2.1	2.1
		Disagree	6	.6	2.3	4.3
		Neither agree or disagree	21	1.9	7.4	11.8
		Agree	120	10.9	42.7	54.5
		Strongly agree	129	11.6	45.5	100.0
		Total	282	25.5	100.0	
	Missing	Unsure/ Not Applicable	35	3.1		
		System	791	71.4		
		Total	826	74.5		
	Total		1108	100.0		

	Neither agree or disagree	4	6.6	15.5	34.3
	Agree	10	20.9	32.3	66.6
	Strongly agree	11	21.7	33.4	100.0
	Total	32	64.8	100.0	
g	System	17	35.2		
		49	100.0		
	Strongly disagree	4	6.1	9.7	9.7
	Disagree	5	7.9	12.8	22.5
	Neither agree or disagree	2	3.6	5.8	28.3
	Agree	17	26.8	43.1	71.4
	Strongly agree	11	17.8	28.6	100.0
	Total	39	62.2	100.0	
g	System	24	37.8		
		63	100.0		
	Strongly disagree	3	1.5	3.9	3.9
	Disagree	8	4.9	12.6	16.5
	Neither agree or disagree	4	2.5	6.5	23.0
	Agree	19	11.3	29.3	52.2
	Strongly agree	31	18.4	47.8	100.0
	Total	65	38.6	100.0	
g	System	103	60.7		
	Unsure/ Not Applicable	1	.7		
	Total	104	61.4		
		169	100.0		
	Strongly disagree	17	4.8	10.1	10.1
	Disagree	19	5.2	10.9	21.0
	Neither agree or disagree	11	3.0	6.2	27.2
	Agree	41	11.3	23.7	50.8
	Strongly agree	85	23.5	49.2	100.0
	Total	172	47.8	100.0	
g	System	185	51.3		
	Unsure/ Not Applicable	3	.9		
	Total	188	52.2		
		360	100.0		
	Strongly disagree	9	1.5	3.7	3.7
	Disagree	11	1.9	4.6	8.3
	Neither agree or disagree	7	1.1	2.8	11.1
	Agree	87	14.2	35.0	46.1
	Strongly agree	133	21.9	53.9	100.0
	Total	248	40.6	100.0	
g	System	359	58.9		
	Unsure/ Not Applicable	3	.5		
	Total	363	59.4		
		610	100.0		
	Strongly disagree	7	1.4	4.9	4.9
	Disagree	3	.7	2.4	7.3
	Neither agree or disagree	8	1.7	5.6	13.0
	Agree	38	8.2	27.9	40.9
	Strongly agree	80	17.4	59.1	100.0
	Total	135	29.5	100.0	
g	System	318	69.4		
	Unsure/ Not Applicable	5	1.1		
	Total	323	70.5		
		458	100.0		
	Strongly disagree	8	.7	2.6	2.6

Total	804	72.0
	1108	100.0

Section B: Types of Contact with DVH

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17a@. The information provided to me was easy to understand

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	7	14.9	23.0	23.0
		Neither agree or disagree	3	6.4	9.8	32.8
		Agree	21	43.5	67.2	100.0
		Total	32	64.8	100.0	
	Missing	System	17	35.2		
	Total		49	100.0		
35-44	Valid	Disagree	10	16.5	26.8	26.8
		Neither agree or disagree	7	11.1	18.0	44.7
		Agree	21	34.0	55.3	100.0
		Total	39	61.5	100.0	
	Missing	System	24	37.8		
		Unsure/ Not Applicable	0	.6		
	Total		24	38.5		
45-54	Valid	Disagree	8	4.7	12.1	12.1
		Neither agree or disagree	3	1.7	4.4	16.5
		Agree	55	32.5	83.5	100.0
		Total	66	39.0	100.0	
	Missing	System	103	60.7		
		Unsure/ Not Applicable	1	.3		
		Total	103	61.0		
	Total		169	100.0		
55-64	Valid	Disagree	18	5.1	10.4	10.4
		Neither agree or disagree	14	3.9	8.0	18.4
		Agree	143	39.7	81.6	100.0
		Total	175	48.6	100.0	
	Missing	System	185	51.3		
		Unsure/ Not Applicable	0	.1		
		Total	185	51.4		
	Total		360	100.0		
65-74	Valid	Disagree	21	3.5	8.5	8.5
		Neither agree or disagree	7	1.2	2.8	11.3
		Agree	221	36.2	88.7	100.0
		Total	249	40.9	100.0	
	Missing	System	359	58.9		
		Unsure/ Not Applicable	1	.2		
		Total	361	59.1		
	Total		610	100.0		
75-84	Valid	Disagree	6	1.4	4.7	4.7
		Neither agree or disagree	7	1.5	5.1	9.8
		Agree	124	27.1	90.2	100.0
		Total	138	30.1	100.0	
	Missing	System	319	69.6		
		Unsure/ Not Applicable	1	.3		
	Total		320	69.9		
Total			458	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17a@. The information provided to me was easy to understand

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Disagree	6	.6	2.1	2.1
		Neither agree or disagree	7	.6	2.2	4.3
		Agree	285	25.7	95.7	100.0
		Total	297	26.8	100.0	
	Missing	System	791	71.4		
		Unsure/ Not Applicable	20	1.8		
		Total	811	73.2		
Total		1108	100.0			

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17b@. The information addressed my concerns

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	7	14.6	22.6	22.6
		Neither agree or disagree	3	6.5	10.1	32.7
		Agree	21	43.6	67.3	100.0
		Total	32	64.8	100.0	
	Missing	System	17	35.2		
	Total		49	100.0		
35-44	Valid	Disagree	9	14.1	22.6	22.6
		Neither agree or disagree	5	8.7	14.1	36.7
		Agree	25	39.3	63.3	100.0
		Total	39	62.2	100.0	
	Missing	System	24	37.8		
	Total		63	100.0		
45-54	Valid	Disagree	5	3.2	8.4	8.4
		Neither agree or disagree	7	4.0	10.3	18.7
		Agree	53	31.3	81.3	100.0
		Total	65	38.5	100.0	
	Missing	Unsure/ Not Applicable	1	.8		
		System	103	60.7		
		Total	104	61.5		
	Total		169	100.0		
55-64	Valid	Disagree	24	6.6	14.0	14.0
		Neither agree or disagree	16	4.4	9.5	23.5
		Agree	130	35.9	76.5	100.0
		Total	169	47.0	100.0	
	Missing	Unsure/ Not Applicable	6	1.8		
		System	185	51.3		
		Total	191	53.0		
	Total		360	100.0		
65-74	Valid	Disagree	15	2.4	5.9	5.9
		Neither agree or disagree	15	2.4	5.9	11.7
		Agree	220	36.1	88.3	100.0
		Total	250	40.9	100.0	
	Missing	Unsure/ Not Applicable	1	.2		
		System	359	58.9		
		Total	361	59.1		
	Total		610	100.0		
75-84	Valid	Disagree	7	1.5	4.9	4.9
		Neither agree or disagree	7	1.5	5.2	10.1
		Agree	123	26.8	89.9	100.0
		Total	137	29.8	100.0	
	Missing	Unsure/ Not Applicable	3	.6		
		System	319	69.6		
		Total	322	70.2		
	Total		458	100.0		
85+	Valid	Disagree	16	1.5	5.6	5.6
		Neither agree or disagree	5	.5	1.9	7.4

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17b@. The information addressed my concerns

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Agree	273	24.7	92.6	100.0
		Total	295	26.6	100.0	
	Missing	Unsure/ Not Applicable	22	2.0		
		System	791	71.4		
		Total	813	73.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17c@. I understood the next steps that I needed to take, if any

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	6	12.0	18.8	18.8
		Neither agree or disagree	3	5.4	8.5	27.2
		Agree	23	46.6	72.8	100.0
		Total	32	64.1	100.0	
	Missing	Unsure/ Not Applicable	0	.7		
		System	17	35.2		
		Total	18	35.9		
	Total		49	100.0		
35-44	Valid	Disagree	7	11.7	19.0	19.0
		Neither agree or disagree	4	7.0	11.4	30.4
		Agree	27	42.8	69.6	100.0
		Total	39	61.5	100.0	
	Missing	Unsure/ Not Applicable	0	.6		
		System	24	37.8		
		Total	24	38.5		
	Total		63	100.0		
45-54	Valid	Disagree	2	1.3	3.3	3.3
		Neither agree or disagree	6	3.5	8.9	12.2
		Agree	58	34.3	87.8	100.0
		Total	66	39.1	100.0	
	Missing	Unsure/ Not Applicable	0	.2		
		System	103	60.7		
		Total	103	60.9		
	Total		169	100.0		
55-64	Valid	Disagree	26	7.2	14.9	14.9
		Neither agree or disagree	10	2.8	5.8	20.7
		Agree	138	38.2	79.3	100.0
		Total	174	48.2	100.0	
	Missing	Unsure/ Not Applicable	2	.5		
		System	185	51.3		
		Total	187	51.8		
	Total		360	100.0		
65-74	Valid	Disagree	9	1.5	3.7	3.7
		Neither agree or disagree	9	1.4	3.5	7.1
		Agree	230	37.7	92.9	100.0
		Total	248	40.6	100.0	
	Missing	Unsure/ Not Applicable	3	.5		
		System	359	58.9		
		Total	362	59.4		
	Total		610	100.0		
75-84	Valid	Disagree	7	1.6	5.6	5.6
		Neither agree or disagree	6	1.4	4.6	10.2
		Agree	120	26.3	89.8	100.0
		Total	134	29.3	100.0	
	Missing	Unsure/ Not Applicable	5	1.1		
		System	319	69.6		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17c@. I understood the next steps that I needed to take, if any

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	Total	324	70.7		
		Total	458	100.0		
85+	Valid	Disagree	12	1.1	4.3	4.3
		Neither agree or disagree	21	1.9	7.4	11.8
		Agree	249	22.5	88.2	100.0
		Total	282	25.5	100.0	
	Missing	Unsure/ Not Applicable	35	3.1		
		System	791	71.4		
		Total	826	74.5		
		Total	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17d@. The matter was resolved

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	7	13.4	20.7	20.7
		Neither agree or disagree	4	8.8	13.5	34.3
		Agree	21	42.6	65.7	100.0
		Total	32	64.8	100.0	
	Missing	System	17	35.2		
	Total		49	100.0		
35-44	Valid	Disagree	9	14.0	22.5	22.5
		Neither agree or disagree	2	3.6	5.8	28.3
		Agree	28	44.6	71.7	100.0
		Total	39	62.2	100.0	
	Missing	System	24	37.8		
	Total		63	100.0		
45-54	Valid	Disagree	11	6.4	16.5	16.5
		Neither agree or disagree	4	2.5	6.5	23.0
		Agree	50	29.7	77.0	100.0
		Total	65	38.6	100.0	
	Missing	System	103	60.7		
		Unsure/ Not Applicable	1	.7		
		Total	104	61.4		
	Total		169	100.0		
55-64	Valid	Disagree	36	10.0	21.0	21.0
		Neither agree or disagree	11	3.0	6.2	27.2
		Agree	125	34.8	72.8	100.0
		Total	172	47.8	100.0	
	Missing	System	185	51.3		
		Unsure/ Not Applicable	3	.9		
		Total	188	52.2		
	Total		360	100.0		
65-74	Valid	Disagree	21	3.4	8.3	8.3
		Neither agree or disagree	7	1.1	2.8	11.1
		Agree	220	36.1	88.9	100.0
		Total	248	40.6	100.0	
	Missing	System	359	58.9		
		Unsure/ Not Applicable	3	.5		
		Total	363	59.4		
	Total		610	100.0		
75-84	Valid	Disagree	10	2.2	7.3	7.3
		Neither agree or disagree	8	1.7	5.6	13.0
		Agree	118	25.7	87.0	100.0
		Total	135	29.5	100.0	
	Missing	System	318	69.4		
		Unsure/ Not Applicable	5	1.1		
		Total	323	70.5		
	Total		458	100.0		
85+	Valid	Disagree	17	1.6	5.7	5.7
		Neither agree or disagree	12	1.1	4.1	9.9

DVA CSS Frequencies - Split by Age Group (Weighted)
Section D: Types of Contact with DVA

Q17d@. The matter was resolved

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Agree	274	24.7	90.1	100.0
		Total	304	27.4	100.0	
	Missing	System	791	71.4		
		Unsure/ Not Applicable	13	1.2		
		Total	804	72.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18a. The time it took to answer your call

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	1.3	2.5	2.5
		Poor	2	5.0	9.5	12.0
		Neither poor nor good	7	14.1	26.9	38.9
		Good	10	21.2	40.5	79.4
		Very good	5	10.8	20.6	100.0
		Total	26	52.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	0	.7		
		Total	23	47.7		
	Total		49	100.0		
35-44	Valid	Very poor	1	1.9	4.2	4.2
		Poor	2	3.3	7.3	11.5
		Neither poor nor good	9	14.8	32.4	43.8
		Good	10	15.7	34.3	78.1
		Very good	6	10.0	21.9	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
	Total		63	100.0		
45-54	Valid	Very poor	2	1.2	3.9	3.9
		Poor	3	1.9	6.3	10.3
		Neither poor nor good	8	4.6	15.5	25.8
		Good	17	10.0	33.7	59.5
		Very good	20	12.1	40.5	100.0
		Total	50	29.8	100.0	
	Missing	System	118	70.0		
		Unsure/ Not applicable	0	.2		
		Total	119	70.2		
	Total		169	100.0		
55-64	Valid	Very poor	4	1.2	4.3	4.3
		Poor	2	.7	2.5	6.8
		Neither poor nor good	12	3.4	12.5	19.3
		Good	37	10.3	37.9	57.2
		Very good	42	11.6	42.8	100.0
		Total	98	27.2	100.0	
	Missing	System	258	71.7		
		Unsure/ Not applicable	4	1.1		
		Total	262	72.8		
	Total		360	100.0		
65-74	Valid	Very poor	6	1.0	3.3	3.3
		Poor	6	1.1	3.4	6.7
		Neither poor nor good	28	4.5	14.7	21.5
		Good	72	11.8	38.4	59.8
		Very good	75	12.3	40.2	100.0
		Total	187	30.7	100.0	
	Missing	System	417	68.3		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18a. The time it took to answer your call

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Missing	Unsure/ Not applicable	7	1.1		
		Total	423	69.3		
	Total		610	100.0		
75-84	Valid	Very poor	2	.4	1.7	1.7
		Poor	0	.1	.3	2.1
		Neither poor nor good	7	1.6	6.6	8.6
		Good	36	7.9	33.0	41.6
		Very good	64	14.0	58.4	100.0
		Total	110	23.9	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	3	.6		
		Total	349	76.1		
	Total		458	100.0		
85+	Valid	Very poor	6	.6	2.7	2.7
		Poor	5	.5	2.3	5.0
		Neither poor nor good	21	1.9	8.9	13.9
		Good	99	8.9	42.7	56.6
		Very good	101	9.1	43.4	100.0
		Total	232	20.9	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	21	1.9		
		Total	877	79.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18b. The ease with which you found the DVA contact number

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.7	1.4	1.4
		Poor	2	3.8	7.2	8.6
		Neither poor nor good	6	12.0	22.6	31.2
		Good	7	13.6	25.6	56.8
		Very good	11	22.9	43.2	100.0
		Total	26	53.0	100.0	
	Missing	System	23	47.0		
	Total		49	100.0		
35-44	Valid	Very poor	0	.6	1.4	1.4
		Poor	3	4.9	10.9	12.3
		Neither poor nor good	3	4.1	9.2	21.4
		Good	11	17.7	39.0	60.4
		Very good	11	17.9	39.6	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.2		
		Unsure/ Not applicable	0	.5		
	Total		34	54.7		
45-54	Valid	Very poor	1	.3	1.1	1.1
		Poor	2	1.2	4.0	5.1
		Neither poor nor good	5	3.0	10.2	15.3
		Good	17	9.8	32.8	48.1
		Very good	26	15.6	51.9	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total		169	100.0		
55-64	Valid	Very poor	2	.7	2.3	2.3
		Poor	3	.7	2.6	4.9
		Neither poor nor good	14	3.8	13.5	18.4
		Good	35	9.8	34.9	53.3
		Very good	47	13.2	46.7	100.0
		Total	102	28.2	100.0	
	Missing	System	258	71.7		
		Unsure/ Not applicable	1	.2		
	Total		259	71.8		
65-74	Valid	Very poor	2	.3	.9	.9
		Poor	6	1.0	3.1	4.0
		Neither poor nor good	9	1.5	4.8	8.8
		Good	57	9.3	29.5	38.3
		Very good	119	19.6	61.7	100.0
		Total	193	31.7	100.0	
	Missing	System	417	68.3		
		Unsure/ Not applicable	0	.1		
	Total		417	68.3		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18b. The ease with which you found the DVA contact number

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Total		610	100.0		
75-84	Valid	Poor	1	.2	.7	.7
		Neither poor nor good	3	.6	2.3	3.0
		Good	30	6.6	27.2	30.2
		Very good	77	16.9	69.8	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	1	.3		
		Total	347	75.8		
	Total		458	100.0		
85+	Valid	Very poor	1	.1	.4	.4
		Poor	4	.4	1.7	2.0
		Neither poor nor good	12	1.1	4.8	6.9
		Good	81	7.3	33.3	40.2
		Very good	145	13.1	59.8	100.0
		Total	242	21.9	100.0	
	Missing	System	857	77.3		
		Unsure/ Not applicable	9	.8		
		Total	866	78.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18c. The ease of getting to the right person to answer your query

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	2.7	5.4	5.4
		Poor	5	9.4	18.6	24.0
		Neither poor nor good	5	10.7	21.3	45.3
		Good	6	11.6	23.0	68.3
		Very good	8	16.0	31.7	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Very poor	3	5.5	12.0	12.0
		Poor	5	8.2	18.0	30.0
		Neither poor nor good	6	10.2	22.2	52.2
		Good	6	10.1	22.1	74.3
		Very good	7	11.8	25.7	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
	Total		63	100.0		
45-54	Valid	Very poor	2	1.3	4.3	4.3
		Poor	5	2.9	9.7	14.0
		Neither poor nor good	5	3.1	10.5	24.5
		Good	12	7.4	24.6	49.1
		Very good	26	15.3	50.9	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total		169	100.0		
55-64	Valid	Very poor	8	2.3	8.1	8.1
		Poor	4	1.2	4.2	12.3
		Neither poor nor good	18	4.9	17.3	29.6
		Good	26	7.2	25.4	55.0
		Very good	46	12.7	45.0	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
	Total		360	100.0		
65-74	Valid	Very poor	7	1.1	3.4	3.4
		Poor	3	.5	1.6	5.1
		Neither poor nor good	13	2.2	6.9	12.0
		Good	54	8.9	28.1	40.1
		Very good	116	18.9	59.9	100.0
		Total	193	31.6	100.0	
	Missing	System	417	68.3		
		Unsure/ Not applicable	1	.1		
		Total	417	68.4		
	Total		610	100.0		
75-84	Valid	Very poor	0	.1	.3	.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18c. The ease of getting to the right person to answer your query

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Poor	3	.6	2.3	2.6
		Neither poor nor good	9	1.9	7.8	10.4
		Good	27	5.8	24.2	34.6
		Very good	72	15.7	65.4	100.0
		Total	110	24.0	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	2	.5		
		Total	348	76.0		
	Total		458	100.0		
85+	Valid	Very poor	4	.3	1.6	1.6
		Neither poor nor good	11	1.0	4.6	6.2
		Good	87	7.8	35.7	41.9
		Very good	141	12.7	58.1	100.0
		Total	242	21.9	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	10	.9		
		Total	866	78.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18d. Were respectful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.6	1.3	1.3
		Poor	1	1.4	2.8	4.1
		Neither poor nor good	0	.8	1.5	5.6
		Good	10	20.1	39.9	45.5
		Very good	14	27.4	54.5	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
Total		49	100.0			
35-44	Valid	Poor	0	.6	1.3	1.3
		Neither poor nor good	1	1.6	3.4	4.7
		Good	13	21.0	45.9	50.7
		Very good	14	22.6	49.3	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
	Total	63	100.0			
45-54	Valid	Very poor	1	.3	1.1	1.1
		Poor	0	.1	.4	1.5
		Neither poor nor good	1	.5	1.5	3.0
		Good	13	7.5	24.9	27.9
		Very good	36	21.6	72.1	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total	169	100.0			
55-64	Valid	Very poor	1	.3	1.2	1.2
		Poor	1	.4	1.4	2.6
		Neither poor nor good	4	1.2	4.3	6.9
		Good	21	5.8	20.5	27.4
		Very good	74	20.6	72.6	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
Total	360	100.0				
65-74	Valid	Very poor	4	.6	1.9	1.9
		Poor	0	.1	.2	2.1
		Neither poor nor good	4	.7	2.2	4.3
		Good	37	6.0	19.0	23.3
		Very good	148	24.3	76.7	100.0
		Total	193	31.7	100.0	
	Missing	System	417	68.3		
		Unsure/ Not applicable	0	.1		
		Total	417	68.3		
		Total	610	100.0		
75-84	Valid	Neither poor nor good	3	.6	2.3	2.3
		Good	17	3.8	15.6	18.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18d. Were respectful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Very good	91	19.8	82.0	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	1	.3		
		Total	347	75.8		
	Total		458	100.0		
85+	Valid	Poor	3	.3	1.3	1.3
		Neither poor nor good	3	.3	1.1	2.4
		Good	60	5.4	24.0	26.4
		Very good	185	16.7	73.6	100.0
		Total	251	22.6	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	1	.1		
		Total	858	77.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18f. Were helpful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	1.8	3.6	3.6
		Poor	3	5.9	11.8	15.3
		Neither poor nor good	3	6.0	11.8	27.2
		Good	6	12.7	25.2	52.4
		Very good	12	24.0	47.6	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
Total		49	100.0			
35-44	Valid	Very poor	1	.8	1.8	1.8
		Poor	1	1.0	2.1	3.9
		Neither poor nor good	4	6.3	13.8	17.7
		Good	13	21.3	46.4	64.1
		Very good	10	16.4	35.9	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Very poor	0	.1	.4
Poor			1	.3	1.1	1.5
Neither poor nor good			7	4.0	13.3	14.8
Good			11	6.6	22.0	36.8
Very good			32	18.9	63.2	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
55-64		Valid	Very poor	1	.3	1.2
	Poor		3	.8	2.9	4.1
	Neither poor nor good		12	3.4	12.0	16.1
	Good		16	4.4	15.4	31.5
	Very good		70	19.4	68.5	100.0
	Total		102	28.3	100.0	
	Missing	System	258	71.7		
		Total	360	100.0		
	65-74	Valid	Poor	2	.4	1.3
Neither poor nor good			9	1.4	4.6	5.8
Good			37	6.1	19.2	25.0
Very good			145	23.7	75.0	100.0
Total			193	31.7	100.0	
Missing		System	417	68.3		
		Unsure/ Not applicable	0	.1		
		Total	417	68.3		
Total		610	100.0			
75-84	Valid	Very poor	0	.1	.3	.3
		Poor	1	.1	.5	.8

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18f. Were helpful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Neither poor nor good	4	.9	3.7	4.6
		Good	22	4.7	19.4	24.0
		Very good	84	18.4	76.0	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	1	.3		
		Total	347	75.8		
	Total	458	100.0			
85+	Valid	Very poor	2	.2	.7	.7
		Poor	1	.1	.4	1.1
		Neither poor nor good	9	.8	3.6	4.7
		Good	61	5.5	24.1	28.8
		Very good	179	16.1	71.2	100.0
		Total	251	22.6	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	1	.1		
		Total	858	77.4		
	Total	1108	100.0			

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18g. Were sensitive to your needs

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.8	1.6	1.6
		Poor	1	2.3	4.6	6.2
		Neither poor nor good	2	3.3	6.6	12.8
		Good	10	20.8	41.2	54.0
		Very good	11	23.2	46.0	100.0
	Missing	Total	25	50.3	100.0	
		System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Very poor	1	1.8	3.9	3.9
		Poor	2	3.8	8.4	12.3
		Neither poor nor good	6	9.5	20.7	32.9
		Good	11	16.7	36.6	69.5
		Very good	9	14.0	30.5	100.0
	Missing	Total	29	45.8	100.0	
		System	34	54.2		
	Total		63	100.0		
45-54	Valid	Very poor	1	.9	2.9	2.9
		Poor	1	.4	1.4	4.3
		Neither poor nor good	6	3.8	12.8	17.1
		Good	11	6.3	21.3	38.4
		Very good	31	18.4	61.6	100.0
	Missing	Total	50	29.9	100.0	
		System	118	70.0		
		Unsure/ Not applicable	0	.1		
		Total	118	70.1		
	Total		169	100.0		
55-64	Valid	Very poor	2	.6	2.1	2.1
		Poor	5	1.3	4.6	6.7
		Neither poor nor good	12	3.4	12.0	18.7
		Good	21	5.7	20.3	38.9
		Very good	62	17.3	61.1	100.0
	Missing	Total	102	28.3	100.0	
		System	258	71.7		
	Total		360	100.0		
65-74	Valid	Very poor	1	.2	.6	.6
		Poor	3	.4	1.4	2.0
		Neither poor nor good	12	1.9	6.1	8.1
		Good	36	6.0	18.8	26.9
		Very good	141	23.2	73.1	100.0
	Missing	Total	193	31.7	100.0	
		System	417	68.3		
		Unsure/ Not applicable	0	.1		
		Total	417	68.3		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18g. Were sensitive to your needs

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Total		610	100.0		
75-84	Valid	Poor	0	.1	.3	.3
		Neither poor nor good	5	1.0	4.3	4.6
		Good	20	4.4	18.4	23.1
		Very good	84	18.3	76.9	100.0
		Total	109	23.8	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	3	.7		
		Total	349	76.2		
	Total		458	100.0		
85+	Valid	Very poor	3	.3	1.3	1.3
		Poor	1	.1	.4	1.6
		Neither poor nor good	4	.4	1.8	3.4
		Good	71	6.4	28.3	31.7
		Very good	170	15.4	68.3	100.0
		Total	250	22.5	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	3	.2		
		Total	859	77.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18h. Treated you fairly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	1.6	3.2	3.2
		Poor	1	2.9	5.7	8.9
		Neither poor nor good	1	1.2	2.4	11.3
		Good	10	20.9	41.4	52.7
		Very good	12	23.8	47.3	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
Total		49	100.0			
35-44	Valid	Very poor	2	2.5	5.5	5.5
		Poor	1	1.5	3.2	8.7
		Neither poor nor good	5	8.0	17.5	26.2
		Good	10	15.9	34.7	60.9
		Very good	11	17.9	39.1	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Very poor	0	.1	.4
Poor			2	1.0	3.2	3.6
Neither poor nor good			5	3.2	10.7	14.3
Good			10	6.2	20.6	35.0
Very good			33	19.5	65.0	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
55-64		Valid	Very poor	1	.3	1.2
	Poor		3	.8	2.8	4.0
	Neither poor nor good		10	2.7	9.7	13.7
	Good		22	6.1	21.6	35.3
	Very good		66	18.2	64.7	100.0
	Total		101	28.2	100.0	
	Missing	System	258	71.7		
		Unsure/ Not applicable	1	.2		
		Total	259	71.8		
Total		360	100.0			
65-74	Valid	Very poor	1	.1	.4	.4
		Poor	0	.1	.2	.6
		Neither poor nor good	8	1.4	4.3	5.0
		Good	42	6.8	21.7	26.7
		Very good	141	23.1	73.3	100.0
		Total	193	31.6	100.0	
	Missing	System	417	68.3		
		Unsure/ Not applicable	1	.2		
		Total	418	68.4		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18h. Treated you fairly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Total		610	100.0		
75-84	Valid	Poor	0	.1	.3	.3
		Neither poor nor good	2	.5	2.3	2.6
		Good	22	4.8	19.8	22.4
		Very good	85	18.6	77.6	100.0
		Total	110	24.0	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	2	.5		
		Total	348	76.0		
	Total		458	100.0		
85+	Valid	Very poor	4	.3	1.4	1.4
		Poor	2	.2	.8	2.3
		Neither poor nor good	3	.3	1.3	3.6
		Good	74	6.6	29.3	32.9
		Very good	168	15.2	67.1	100.0
		Total	251	22.6	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	1	.1		
		Total	858	77.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18j. Dealt with your query in a timely manner

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	2	4.9	9.7	9.7
		Poor	2	3.2	6.3	16.0
		Neither poor nor good	3	6.3	12.5	28.5
		Good	9	19.0	37.6	66.2
		Very good	8	17.0	33.8	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
Total		49	100.0			
35-44	Valid	Very poor	4	6.8	15.0	15.0
		Poor	3	5.5	12.0	27.0
		Neither poor nor good	6	9.3	20.2	47.2
		Good	8	12.9	28.1	75.3
		Very good	7	11.3	24.7	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Very poor	6	3.4	11.3
Poor			0	.2	.7	11.9
Neither poor nor good			3	1.5	5.2	17.1
Good			12	6.9	23.1	40.2
Very good			30	17.9	59.8	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
55-64		Valid	Very poor	5	1.4	4.9
	Poor		2	.7	2.3	7.2
	Neither poor nor good		14	3.9	13.7	20.9
	Good		20	5.5	19.3	40.3
	Very good		61	16.9	59.7	100.0
	Total		102	28.3	100.0	
	Missing	System	258	71.7		
		Total	360	100.0		
	65-74	Valid	Very poor	2	.4	1.1
Poor			4	.6	2.0	3.1
Neither poor nor good			11	1.8	5.7	8.8
Good			50	8.2	25.8	34.7
Very good			126	20.6	65.3	100.0
Total			193	31.6	100.0	
Missing		System	417	68.3		
		Unsure/ Not applicable	1	.1		
		Total	417	68.4		
Total		610	100.0			
75-84	Valid	Very poor	0	.1	.3	.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18j. Dealt with your query in a timely manner

Q4@ . Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Poor	3	.7	2.9	3.2
		Neither poor nor good	2	.5	1.9	5.1
		Good	25	5.5	22.6	27.7
		Very good	80	17.5	72.3	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	1	.3		
		Total	347	75.8		
Total		458	100.0			
85+	Valid	Very poor	3	.3	1.2	1.2
		Poor	3	.2	1.1	2.2
		Neither poor nor good	8	.8	3.4	5.6
		Good	74	6.6	29.5	35.2
		Very good	161	14.6	64.8	100.0
		Total	249	22.4	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	3	.3		
		Total	860	77.6		
Total		1108	100.0			

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18k. Were good listeners

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	1.5	3.0	3.0
		Poor	0	.8	1.6	4.6
		Neither poor nor good	6	12.0	23.9	28.5
		Good	6	12.8	25.4	53.9
		Very good	11	23.2	46.1	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
Total		49	100.0			
35-44	Valid	Very poor	1	1.1	2.3	2.3
		Poor	1	1.1	2.4	4.8
		Neither poor nor good	8	12.5	27.2	32.0
		Good	11	16.9	36.9	68.9
		Very good	9	14.2	31.1	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Very poor	1	.7	2.2
Poor			4	2.5	8.3	10.5
Neither poor nor good			4	2.5	8.2	18.7
Good			11	6.3	21.0	39.7
Very good			31	18.1	60.3	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
55-64		Valid	Very poor	1	.3	1.2
	Poor		2	.5	1.8	2.9
	Neither poor nor good		18	4.9	17.3	20.2
	Good		21	5.8	20.4	40.7
	Very good		61	16.8	59.3	100.0
	Total		102	28.3	100.0	
	Missing	System	258	71.7		
		Total	360	100.0		
	65-74	Valid	Very poor	2	.3	.8
Poor			0	.1	.2	1.0
Neither poor nor good			11	1.7	5.4	6.5
Good			52	8.5	26.7	33.2
Very good			129	21.1	66.8	100.0
Total			193	31.6	100.0	
Missing		System	417	68.3		
		Unsure/ Not applicable	1	.1		
		Total	417	68.4		
Total		610	100.0			
75-84	Valid	Poor	1	.3	1.1	1.1

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18k. Were good listeners

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Neither poor nor good	2	.4	1.5	2.6
		Good	23	4.9	20.4	23.0
		Very good	85	18.6	77.0	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	1	.3		
		Total	347	75.8		
	Total	458	100.0			
85+	Valid	Very poor	1	.1	.4	.4
		Poor	2	.2	.9	1.2
		Neither poor nor good	15	1.3	6.0	7.3
		Good	72	6.5	29.3	36.6
		Very good	155	14.0	63.4	100.0
		Total	245	22.1	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	8	.7		
		Total	864	77.9		
Total	1108	100.0				

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18I. Communicated clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	2.6	5.2	5.2
		Poor	1	3.0	6.0	11.2
		Neither poor nor good	2	4.1	8.2	19.5
		Good	10	21.3	42.3	61.7
		Very good	9	19.3	38.3	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
Total		49	100.0			
35-44	Valid	Very poor	1	.9	2.0	2.0
		Poor	2	3.4	7.4	9.4
		Neither poor nor good	6	8.9	19.4	28.7
		Good	13	20.9	45.6	74.4
		Very good	7	11.7	25.6	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Very poor	1	.3	1.1
Poor			1	.6	1.8	2.9
Neither poor nor good			7	4.0	13.3	16.2
Good			12	6.8	22.8	39.0
Very good			31	18.3	61.0	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
55-64		Valid	Very poor	2	.5	1.9
	Poor		3	.7	2.5	4.4
	Neither poor nor good		13	3.6	12.6	17.0
	Good		23	6.3	22.1	39.2
	Very good		62	17.2	60.8	100.0
	Total		102	28.3	100.0	
	Missing	System	258	71.7		
		Total	360	100.0		
	65-74	Valid	Very poor	2	.3	.8
Poor			2	.3	1.0	1.8
Neither poor nor good			11	1.8	5.8	7.6
Good			53	8.7	27.5	35.0
Very good			125	20.5	65.0	100.0
Total			193	31.6	100.0	
Missing		System	417	68.3		
		Unsure/ Not applicable	1	.2		
		Total	418	68.4		
Total		610	100.0			
75-84	Valid	Very poor	0	.1	.3	.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18I. Communicated clearly

Q4@ . Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Poor	0	.1	.3	.7
		Neither poor nor good	4	.9	3.8	4.4
		Good	25	5.5	22.7	27.1
		Very good	81	17.6	72.9	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	1	.3		
		Total	347	75.8		
	Total		458	100.0		
85+	Valid	Very poor	4	.3	1.5	1.5
		Neither poor nor good	4	.4	1.6	3.1
		Good	82	7.4	32.5	35.6
		Very good	162	14.6	64.4	100.0
		Total	251	22.6	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	1	.1		
		Total	858	77.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18m. Were able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	5	9.9	19.7	19.7
		Poor	2	4.3	8.5	28.1
		Neither poor nor good	3	6.7	13.3	41.4
		Good	6	12.9	25.7	67.1
		Very good	8	16.6	32.9	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Very poor	3	5.5	11.9	11.9
		Poor	2	2.6	5.7	17.7
		Neither poor nor good	6	9.9	21.6	39.3
		Good	9	14.2	30.9	70.2
		Very good	9	13.7	29.8	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
	Total		63	100.0		
45-54	Valid	Very poor	2	1.1	3.7	3.7
		Poor	4	2.4	7.9	11.6
		Neither poor nor good	4	2.5	8.3	19.9
		Good	11	6.6	22.1	42.0
		Very good	29	17.4	58.0	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total		169	100.0		
55-64	Valid	Very poor	4	1.0	3.5	3.5
		Poor	11	3.1	11.0	14.5
		Neither poor nor good	8	2.3	8.2	22.6
		Good	23	6.4	22.6	45.2
		Very good	56	15.5	54.8	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
	Total		360	100.0		
65-74	Valid	Very poor	7	1.2	3.7	3.7
		Poor	4	.6	2.0	5.8
		Neither poor nor good	10	1.6	5.2	11.0
		Good	49	8.1	25.8	36.7
		Very good	121	19.9	63.3	100.0
		Total	192	31.4	100.0	
	Missing	System	417	68.3		
		Unsure/ Not applicable	2	.3		
		Total	419	68.6		
		Total		610	100.0	
75-84	Valid	Very poor	2	.5	2.3	2.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18m. Were able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Poor	5	1.1	4.6	6.9
		Neither poor nor good	2	.4	1.8	8.7
		Good	28	6.1	25.5	34.2
		Very good	73	15.8	65.8	100.0
		Total	110	24.1	100.0	
	Missing	System	346	75.5		
		Unsure/ Not applicable	2	.4		
		Total	348	75.9		
	Total		458	100.0		
85+	Valid	Very poor	8	.7	3.2	3.2
		Poor	3	.2	1.0	4.2
		Neither poor nor good	8	.7	3.2	7.4
		Good	66	5.9	26.3	33.8
		Very good	165	14.9	66.2	100.0
		Total	250	22.5	100.0	
	Missing	System	856	77.2		
		Unsure/ Not applicable	3	.2		
		Total	859	77.5		
Total		1108	100.0			

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18n. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	2.7	5.7	5.7
		Poor	2	3.7	7.7	13.5
		Neither poor nor good	5	11.1	23.5	37.0
		Good	7	14.2	30.0	67.0
		Very good	8	15.6	33.0	100.0
		Total	23	47.3	100.0	
	Missing	System	25	50.0		
		Unsure/ Not applicable	1	2.7		
		Total	26	52.7		
Total		49	100.0			
35-44	Valid	Very poor	3	4.1	9.6	9.6
		Poor	1	1.7	4.0	13.6
		Neither poor nor good	4	7.0	16.3	29.9
		Good	11	18.2	42.6	72.5
		Very good	7	11.8	27.5	100.0
		Total	27	42.7	100.0	
	Missing	System	36	57.3		
		Total	63	100.0		
45-54	Valid	Poor	1	.5	1.9	1.9
		Neither poor nor good	6	3.8	13.0	14.8
		Good	12	7.2	24.8	39.7
		Very good	30	17.5	60.3	100.0
		Total	49	29.0	100.0	
	Missing	System	120	71.0		
		Total	169	100.0		
55-64	Valid	Very poor	5	1.5	5.5	5.5
		Poor	7	1.9	6.8	12.3
		Neither poor nor good	6	1.7	6.2	18.5
		Good	30	8.2	29.7	48.3
		Very good	52	14.3	51.7	100.0
		Total	100	27.6	100.0	
	Missing	System	261	72.4		
		Total	360	100.0		
65-74	Valid	Very poor	4	.7	2.3	2.3
		Poor	2	.3	.9	3.3
		Neither poor nor good	11	1.8	5.9	9.2
		Good	54	8.8	28.8	38.0
		Very good	115	18.9	62.0	100.0
		Total	186	30.5	100.0	
	Missing	System	423	69.4		
		Unsure/ Not applicable	1	.1		
		Total	424	69.5		
	Total		610	100.0		
75-84	Valid	Very poor	0	.1	.3	.3
		Poor	4	.9	3.8	4.1

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18n. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Neither poor nor good	6	1.3	5.8	9.9
		Good	28	6.1	26.8	36.7
		Very good	66	14.5	63.3	100.0
		Total	105	22.8	100.0	
	Missing	System	351	76.7		
		Unsure/ Not applicable	2	.5		
		Total	354	77.2		
	Total		458	100.0		
85+	Valid	Very poor	2	.2	.7	.7
		Poor	4	.3	1.6	2.3
		Neither poor nor good	7	.6	3.1	5.4
		Good	66	5.9	27.8	33.2
		Very good	158	14.2	66.8	100.0
		Total	236	21.3	100.0	
	Missing	System	868	78.3		
		Unsure/ Not applicable	4	.4		
		Total	873	78.7		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18o. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	4	8.6	18.3	18.3
		Poor	2	4.1	8.7	27.0
		Neither poor nor good	3	5.6	12.0	39.0
		Good	6	11.7	24.8	63.8
		Very good	8	17.1	36.2	100.0
		Total	23	47.2	100.0	
	Missing	System	25	50.0		
		Unsure/ Not applicable	1	2.9		
		Total	26	52.8		
	Total		49	100.0		
35-44	Valid	Very poor	2	2.9	6.8	6.8
		Poor	2	2.5	5.8	12.6
		Neither poor nor good	4	6.6	15.5	28.1
		Good	11	17.7	41.5	69.6
		Very good	8	13.0	30.4	100.0
		Total	27	42.7	100.0	
	Missing	System	36	57.3		
	Total		63	100.0		
45-54	Valid	Very poor	0	.1	.4	.4
		Poor	1	.4	1.4	1.9
		Neither poor nor good	5	3.1	10.7	12.6
		Good	12	7.3	25.3	37.9
		Very good	30	17.9	62.1	100.0
		Total	49	28.9	100.0	
	Missing	System	120	71.0		
		Unsure/ Not applicable	0	.1		
		Total	120	71.1		
	Total		169	100.0		
55-64	Valid	Very poor	1	.3	1.2	1.2
		Poor	5	1.5	5.3	6.5
		Neither poor nor good	10	2.9	10.3	16.9
		Good	25	7.0	25.4	42.2
		Very good	58	16.0	57.8	100.0
		Total	100	27.6	100.0	
	Missing	System	261	72.4		
	Total		360	100.0		
65-74	Valid	Very poor	5	.9	2.8	2.8
		Poor	1	.2	.6	3.4
		Neither poor nor good	9	1.5	5.1	8.4
		Good	48	7.9	26.2	34.6
		Very good	121	19.8	65.4	100.0
		Total	185	30.3	100.0	
	Missing	System	423	69.4		
		Unsure/ Not applicable	2	.3		
		Total	425	69.7		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18o. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Total		610	100.0		
75-84	Valid	Very poor	0	.1	.3	.3
		Poor	3	.8	3.3	3.7
		Neither poor nor good	4	1.0	4.2	7.9
		Good	28	6.1	26.9	34.8
		Very good	68	14.7	65.2	100.0
		Total	104	22.6	100.0	
	Missing	System	352	76.9		
		Unsure/ Not applicable	2	.5		
		Total	355	77.4		
	Total		458	100.0		
85+	Valid	Very poor	4	.3	1.5	1.5
		Poor	1	.1	.4	1.9
		Neither poor nor good	11	1.0	4.6	6.5
		Good	67	6.0	28.4	34.9
		Very good	153	13.8	65.1	100.0
		Total	236	21.3	100.0	
	Missing	System	868	78.3		
		Unsure/ Not applicable	4	.4		
		Total	873	78.7		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18p. Provided complete information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	4	8.2	17.3	17.3
		Poor	3	5.1	10.9	28.2
		Neither poor nor good	2	4.7	10.1	38.3
		Good	7	13.5	28.5	66.8
		Very good	8	15.7	33.2	100.0
		Total	23	47.2	100.0	
	Missing	System	25	50.0		
		Unsure/ Not applicable	1	2.9		
		Total	26	52.8		
Total		49	100.0			
35-44	Valid	Very poor	2	3.8	8.9	8.9
		Poor	2	3.6	8.4	17.3
		Neither poor nor good	4	7.1	16.7	34.0
		Good	12	18.9	44.3	78.4
		Very good	6	9.2	21.6	100.0
		Total	27	42.7	100.0	
	Missing	System	36	57.3		
		Total	63	100.0		
		45-54	Valid	Very poor	3	1.9
Poor	1			.5	1.8	8.6
Neither poor nor good	2			.9	3.2	11.7
Good	13			7.7	26.6	38.3
Very good	30			17.8	61.7	100.0
Total	49			28.9	100.0	
Missing	System		120	71.0		
	Unsure/ Not applicable		0	.1		
	Total		120	71.1		
Total		169	100.0			
55-64	Valid	Very poor	4	1.1	4.0	4.0
		Poor	7	1.8	6.6	10.5
		Neither poor nor good	7	2.0	7.3	17.9
		Good	32	8.8	32.0	49.9
		Very good	50	13.8	50.1	100.0
		Total	99	27.5	100.0	
	Missing	System	261	72.4		
		Unsure/ Not applicable	0	.1		
		Total	261	72.5		
Total		360	100.0			
65-74	Valid	Very poor	6	1.0	3.2	3.2
		Poor	3	.4	1.4	4.6
		Neither poor nor good	10	1.6	5.2	9.7
		Good	42	7.0	22.9	32.6
		Very good	125	20.5	67.4	100.0
		Total	186	30.5	100.0	
	Missing	System	423	69.4		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18p. Provided complete information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Missing	Unsure/ Not applicable	1	.2		
		Total	424	69.5		
	Total		610	100.0		
75-84	Valid	Very poor	3	.8	3.4	3.4
		Neither poor nor good	4	.9	4.1	7.4
		Good	29	6.3	28.2	35.6
		Very good	66	14.5	64.4	100.0
		Total	103	22.5	100.0	
	Missing	System	351	76.7		
		Unsure/ Not applicable	4	.8		
		Total	355	77.5		
	Total		458	100.0		
85+	Valid	Very poor	4	.3	1.5	1.5
		Poor	4	.4	1.7	3.2
		Neither poor nor good	14	1.2	5.8	9.0
		Good	65	5.8	27.3	36.3
		Very good	151	13.6	63.7	100.0
	Missing	Total	237	21.4	100.0	
		System	868	78.3		
		Unsure/ Not applicable	3	.3		
	Total		871	78.6		
Total		1108	100.0			

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18a@. The time it took to answer your call

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	3	6.3	12.0	12.0
		Neither poor nor good	7	14.1	26.9	38.9
		Good	16	31.9	61.1	100.0
		Total	26	52.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	0	.7		
		Total	23	47.7		
	Total		49	100.0		
35-44	Valid	Poor	3	5.2	11.5	11.5
		Neither poor nor good	9	14.8	32.4	43.8
		Good	16	25.7	56.2	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	Total					
	Total					
45-54	Valid	Poor	5	3.1	10.3	10.3
		Neither poor nor good	8	4.6	15.5	25.8
		Good	37	22.1	74.2	100.0
		Total	50	29.8	100.0	
	Missing	System	118	70.0		
		Unsure/ Not Applicable	0	.2		
		Total	119	70.2		
	Total		169	100.0		
55-64	Valid	Poor	7	1.9	6.8	6.8
		Neither poor nor good	12	3.4	12.5	19.3
		Good	79	22.0	80.7	100.0
		Total	98	27.2	100.0	
	Missing	System	258	71.7		
		Unsure/ Not Applicable	4	1.1		
		Total	262	72.8		
	Total		360	100.0		
65-74	Valid	Poor	13	2.1	6.7	6.7
		Neither poor nor good	28	4.5	14.7	21.5
		Good	147	24.1	78.5	100.0
		Total	187	30.7	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	7	1.1		
		Total	423	69.3		
	Total		610	100.0		
75-84	Valid	Poor	2	.5	2.1	2.1
		Neither poor nor good	7	1.6	6.6	8.6
		Good	100	21.8	91.4	100.0
		Total	110	23.9	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	3	.6		
		Total	349	76.1		
	Total					

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18a@. The time it took to answer your call

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Poor	12	1.0	5.0	5.0
		Neither poor nor good	21	1.9	8.9	13.9
		Good	199	18.0	86.1	100.0
		Total	232	20.9	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	21	1.9		
		Total	877	79.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18b@. The ease with which you found the DVA contact number

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	4.5	8.6	8.6
		Neither poor nor good	6	12.0	22.6	31.2
		Good	18	36.5	68.8	100.0
		Total	26	53.0	100.0	
	Missing	System	23	47.0		
	Total		49	100.0		
35-44	Valid	Poor	3	5.6	12.3	12.3
		Neither poor nor good	3	4.1	9.2	21.4
		Good	22	35.6	78.6	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.2		
		Unsure/ Not Applicable	0	.5		
	Total		34	54.7		
45-54	Valid	Poor	3	1.5	5.1	5.1
		Neither poor nor good	5	3.0	10.2	15.3
		Good	43	25.4	84.7	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total		169	100.0		
55-64	Valid	Poor	5	1.4	4.9	4.9
		Neither poor nor good	14	3.8	13.5	18.4
		Good	83	23.0	81.6	100.0
		Total	102	28.2	100.0	
	Missing	System	258	71.7		
		Unsure/ Not Applicable	1	.2		
	Total		259	71.8		
65-74	Valid	Poor	8	1.3	4.0	4.0
		Neither poor nor good	9	1.5	4.8	8.8
		Good	176	28.9	91.2	100.0
		Total	193	31.7	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	0	.1		
	Total		417	68.3		
75-84	Valid	Poor	1	.2	.7	.7
		Neither poor nor good	3	.6	2.3	3.0
		Good	108	23.5	97.0	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	1	.3		
	Total		347	75.8		
85+	Valid	Poor	5	.4	2.0	2.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18b@. The ease with which you found the DVA contact number

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Neither poor nor good	12	1.1	4.8	6.9
		Good	226	20.4	93.1	100.0
		Total	242	21.9	100.0	
	Missing	System	857	77.3		
		Unsure/ Not Applicable	9	.8		
		Total	866	78.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18c@. The ease of getting to the right person to answer your query

Q4@ . Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	6	12.1	24.0	24.0
		Neither poor nor good	5	10.7	21.3	45.3
		Good	14	27.5	54.7	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	9	13.7	30.0	30.0
		Neither poor nor good	6	10.2	22.2	52.2
		Good	14	21.9	47.8	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Poor	7	4.2	14.0
Neither poor nor good			5	3.1	10.5	24.5
Good			38	22.6	75.5	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
		55-64	Valid	Poor	13	3.5
Neither poor nor good	18			4.9	17.3	29.6
Good	72			19.9	70.4	100.0
Total	102			28.3	100.0	
Missing	System		258	71.7		
	Total		360	100.0		
65-74	Valid	Poor	10	1.6	5.1	5.1
		Neither poor nor good	13	2.2	6.9	12.0
		Good	170	27.8	88.0	100.0
		Total	193	31.6	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	1	.1		
		Total	417	68.4		
	Total		610	100.0		
75-84	Valid	Poor	3	.6	2.6	2.6
		Neither poor nor good	9	1.9	7.8	10.4
		Good	98	21.5	89.6	100.0
		Total	110	24.0	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	2	.5		
		Total	348	76.0		
	Total		458	100.0		
85+	Valid	Poor	4	.3	1.6	1.6
		Neither poor nor good	11	1.0	4.6	6.2
		Good	227	20.5	93.8	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18c@. The ease of getting to the right person to answer your query

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	242	21.9	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	10	.9		
		Total	866	78.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18d@. Were respectful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	1	2.1	4.1	4.1
		Neither poor nor good	0	.8	1.5	5.6
		Good	23	47.5	94.4	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	0	.6	1.3	1.3
		Neither poor nor good	1	1.6	3.4	4.7
		Good	27	43.6	95.3	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
45-54	Valid	Poor	1	.4	1.5	1.5
		Neither poor nor good	1	.5	1.5	3.0
		Good	49	29.1	97.0	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
		Total	169	100.0		
55-64	Valid	Poor	3	.7	2.6	2.6
		Neither poor nor good	4	1.2	4.3	6.9
		Good	95	26.4	93.1	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
		Total	360	100.0		
65-74	Valid	Poor	4	.7	2.1	2.1
		Neither poor nor good	4	.7	2.2	4.3
		Good	185	30.3	95.7	100.0
		Total	193	31.7	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	0	.1		
		Total	417	68.3		
	Total		610	100.0		
75-84	Valid	Neither poor nor good	3	.6	2.3	2.3
		Good	108	23.6	97.7	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	1	.3		
		Total	347	75.8		
Total		458	100.0			
85+	Valid	Poor	3	.3	1.3	1.3
		Neither poor nor good	3	.3	1.1	2.4
		Good	245	22.1	97.6	100.0
		Total	251	22.6	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18d@. Were respectful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Missing	System	856	77.2		
		Unsure/ Not Applicable	1	.1		
		Total	858	77.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18f@. Were helpful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	4	7.7	15.3	15.3
		Neither poor nor good	3	6.0	11.8	27.2
		Good	18	36.7	72.8	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	1	1.8	3.9	3.9
		Neither poor nor good	4	6.3	13.8	17.7
		Good	24	37.7	82.3	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
	Total		63	100.0		
45-54	Valid	Poor	1	.4	1.5	1.5
		Neither poor nor good	7	4.0	13.3	14.8
		Good	43	25.5	85.2	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total		169	100.0		
55-64	Valid	Poor	4	1.2	4.1	4.1
		Neither poor nor good	12	3.4	12.0	16.1
		Good	86	23.8	83.9	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
	Total		360	100.0		
65-74	Valid	Poor	2	.4	1.3	1.3
		Neither poor nor good	9	1.4	4.6	5.8
		Good	182	29.8	94.2	100.0
		Total	193	31.7	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	0	.1		
		Total	417	68.3		
	Total		610	100.0		
75-84	Valid	Poor	1	.2	.8	.8
		Neither poor nor good	4	.9	3.7	4.6
		Good	106	23.1	95.4	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	1	.3		
		Total	347	75.8		
	Total		458	100.0		
85+	Valid	Poor	3	.2	1.1	1.1
		Neither poor nor good	9	.8	3.6	4.7
		Good	239	21.6	95.3	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18f@. Were helpful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	251	22.6	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	1	.1		
		Total	858	77.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18g@. Were sensitive to your needs

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.1	6.2	6.2
		Neither poor nor good	2	3.3	6.6	12.8
		Good	22	43.9	87.2	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	4	5.6	12.3	12.3
		Neither poor nor good	6	9.5	20.7	32.9
		Good	19	30.7	67.1	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Poor	2	1.3	4.3
Neither poor nor good			6	3.8	12.8	17.1
Good			42	24.8	82.9	100.0
Total			50	29.9	100.0	
Missing		System	118	70.0		
		Unsure/ Not Applicable	0	.1		
		Total	118	70.1		
Total			169	100.0		
55-64	Valid	Poor	7	1.9	6.7	6.7
		Neither poor nor good	12	3.4	12.0	18.7
		Good	83	23.0	81.3	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
		Total	360	100.0		
65-74	Valid	Poor	4	.6	2.0	2.0
		Neither poor nor good	12	1.9	6.1	8.1
		Good	178	29.1	91.9	100.0
		Total	193	31.7	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	0	.1		
		Total	417	68.3		
Total		610	100.0			
75-84	Valid	Poor	0	.1	.3	.3
		Neither poor nor good	5	1.0	4.3	4.6
		Good	104	22.7	95.4	100.0
		Total	109	23.8	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	3	.7		
		Total	349	76.2		
Total		458	100.0			
85+	Valid	Poor	4	.4	1.6	1.6

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18g@. Were sensitive to your needs

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Neither poor nor good	4	.4	1.8	3.4
		Good	241	21.7	96.6	100.0
		Total	250	22.5	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	3	.2		
		Total	859	77.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18h@. Treated you fairly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	4.5	8.9	8.9
		Neither poor nor good	1	1.2	2.4	11.3
		Good	22	44.6	88.7	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	3	4.0	8.7	8.7
		Neither poor nor good	5	8.0	17.5	26.2
		Good	21	33.8	73.8	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Poor	2	1.1	3.6
Neither poor nor good			5	3.2	10.7	14.3
Good			43	25.7	85.7	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
		55-64	Valid	Poor	4	1.1
Neither poor nor good	10			2.7	9.7	13.7
Good	88			24.3	86.3	100.0
Total	101			28.2	100.0	
Missing	System		258	71.7		
	Unsure/ Not Applicable		1	.2		
	Total		259	71.8		
Total		360	100.0			
65-74	Valid	Poor	1	.2	.6	.6
		Neither poor nor good	8	1.4	4.3	5.0
		Good	183	30.0	95.0	100.0
		Total	193	31.6	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	1	.2		
		Total	418	68.4		
Total		610	100.0			
75-84	Valid	Poor	0	.1	.3	.3
		Neither poor nor good	2	.5	2.3	2.6
		Good	107	23.4	97.4	100.0
		Total	110	24.0	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	2	.5		
		Total	348	76.0		
Total		458	100.0			
85+	Valid	Poor	6	.5	2.3	2.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18h@. Treated you fairly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Neither poor nor good	3	.3	1.3	3.6
		Good	242	21.8	96.4	100.0
		Total	251	22.6	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	1	.1		
		Total	858	77.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18j@. Dealt with your query in a timely manner

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	4	8.1	16.0	16.0
		Neither poor nor good	3	6.3	12.5	28.5
		Good	18	36.0	71.5	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	8	12.4	27.0	27.0
		Neither poor nor good	6	9.3	20.2	47.2
		Good	15	24.2	52.8	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
	Total		63	100.0		
45-54	Valid	Poor	6	3.6	11.9	11.9
		Neither poor nor good	3	1.5	5.2	17.1
		Good	42	24.8	82.9	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total		169	100.0		
55-64	Valid	Poor	7	2.0	7.2	7.2
		Neither poor nor good	14	3.9	13.7	20.9
		Good	81	22.4	79.1	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
	Total		360	100.0		
65-74	Valid	Poor	6	1.0	3.1	3.1
		Neither poor nor good	11	1.8	5.7	8.8
		Good	176	28.8	91.2	100.0
		Total	193	31.6	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	1	.1		
		Total	417	68.4		
	Total		610	100.0		
75-84	Valid	Poor	4	.8	3.2	3.2
		Neither poor nor good	2	.5	1.9	5.1
		Good	105	23.0	94.9	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	1	.3		
		Total	347	75.8		
	Total		458	100.0		
85+	Valid	Poor	6	.5	2.2	2.2
		Neither poor nor good	8	.8	3.4	5.6
		Good	235	21.2	94.4	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18j@. Dealt with your query in a timely manner

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	249	22.4	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	3	.3		
		Total	860	77.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18k@. Were good listeners

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	1	2.3	4.6	4.6
		Neither poor nor good	6	12.0	23.9	28.5
		Good	18	36.0	71.5	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	1	2.2	4.8	4.8
		Neither poor nor good	8	12.5	27.2	32.0
		Good	20	31.1	68.0	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
	Total		63	100.0		
45-54	Valid	Poor	5	3.1	10.5	10.5
		Neither poor nor good	4	2.5	8.2	18.7
		Good	41	24.4	81.3	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total		169	100.0		
55-64	Valid	Poor	3	.8	2.9	2.9
		Neither poor nor good	18	4.9	17.3	20.2
		Good	81	22.6	79.8	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
	Total		360	100.0		
65-74	Valid	Poor	2	.3	1.0	1.0
		Neither poor nor good	11	1.7	5.4	6.5
		Good	180	29.6	93.5	100.0
		Total	193	31.6	100.0	
	Missing	System	417	68.3		
		Unsure/ Not Applicable	1	.1		
		Total	417	68.4		
	Total		610	100.0		
75-84	Valid	Poor	1	.3	1.1	1.1
		Neither poor nor good	2	.4	1.5	2.6
		Good	108	23.6	97.4	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	1	.3		
		Total	347	75.8		
	Total		458	100.0		
85+	Valid	Poor	3	.3	1.2	1.2
		Neither poor nor good	15	1.3	6.0	7.3
		Good	227	20.5	92.7	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18k@. Were good listeners

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	245	22.1	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	8	.7		
		Total	864	77.9		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18I@. Communicated clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	3	5.7	11.2	11.2
		Neither poor nor good	2	4.1	8.2	19.5
		Good	20	40.5	80.5	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	3	4.3	9.4	9.4
		Neither poor nor good	6	8.9	19.4	28.7
		Good	20	32.6	71.3	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Poor	1	.9	2.9
Neither poor nor good			7	4.0	13.3	16.2
Good			42	25.1	83.8	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
		55-64	Valid	Poor	4	1.2
Neither poor nor good	13			3.6	12.6	17.0
Good	85			23.5	83.0	100.0
Total	102			28.3	100.0	
Missing	System		258	71.7		
	Total		360	100.0		
	65-74		Valid	Poor	3	.6
Neither poor nor good		11		1.8	5.8	7.6
Good		178		29.2	92.4	100.0
Total		193		31.6	100.0	
Missing		System	417	68.3		
		Unsure/ Not Applicable	1	.2		
		Total	418	68.4		
Total			610	100.0		
75-84	Valid	Poor	1	.2	.7	.7
		Neither poor nor good	4	.9	3.8	4.4
		Good	106	23.1	95.6	100.0
		Total	111	24.2	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	1	.3		
		Total	347	75.8		
		Total		458	100.0	
85+	Valid	Poor	4	.3	1.5	1.5
		Neither poor nor good	4	.4	1.6	3.1
		Good	243	21.9	96.9	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18I@. Communicated clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	251	22.6	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	1	.1		
		Total	858	77.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18m@. Were able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	7	14.2	28.1	28.1
		Neither poor nor good	3	6.7	13.3	41.4
		Good	15	29.5	58.6	100.0
		Total	25	50.3	100.0	
	Missing	System	23	47.0		
		Unsure/ Not Applicable	1	2.7		
		Total	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	5	8.1	17.7	17.7
		Neither poor nor good	6	9.9	21.6	39.3
		Good	17	27.8	60.7	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
		Total	63	100.0		
	45-54	Valid	Poor	6	3.5	11.6
Neither poor nor good			4	2.5	8.3	19.9
Good			41	24.0	80.1	100.0
Total			51	30.0	100.0	
Missing		System	118	70.0		
		Total	169	100.0		
		55-64	Valid	Poor	15	4.1
Neither poor nor good	8			2.3	8.2	22.6
Good	79			21.9	77.4	100.0
Total	102			28.3	100.0	
Missing	System		258	71.7		
	Total		360	100.0		
	65-74		Valid	Poor	11	1.8
Neither poor nor good		10		1.6	5.2	11.0
Good		171		28.0	89.0	100.0
Total		192		31.4	100.0	
Missing		System	417	68.3		
		Unsure/ Not Applicable	2	.3		
		Total	419	68.6		
Total		610	100.0			
75-84	Valid	Poor	8	1.7	6.9	6.9
		Neither poor nor good	2	.4	1.8	8.7
		Good	101	22.0	91.3	100.0
		Total	110	24.1	100.0	
	Missing	System	346	75.5		
		Unsure/ Not Applicable	2	.4		
		Total	348	75.9		
Total		458	100.0			
85+	Valid	Poor	11	.9	4.2	4.2
		Neither poor nor good	8	.7	3.2	7.4
		Good	231	20.9	92.6	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18m@. Were able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	250	22.5	100.0	
	Missing	System	856	77.2		
		Unsure/ Not Applicable	3	.2		
		Total	859	77.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18n@. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	3	6.4	13.5	13.5
		Neither poor nor good	5	11.1	23.5	37.0
		Good	15	29.8	63.0	100.0
		Total	23	47.3	100.0	
	Missing	System	25	50.0		
		Unsure/ Not Applicable	1	2.7		
		Total	26	52.7		
	Total		49	100.0		
35-44	Valid	Poor	4	5.8	13.6	13.6
		Neither poor nor good	4	7.0	16.3	29.9
		Good	19	29.9	70.1	100.0
		Total	27	42.7	100.0	
	Missing	System	36	57.3		
		Total	63	100.0		
	45-54	Valid	Poor	1	.5	1.9
Neither poor nor good			6	3.8	13.0	14.8
Good			42	24.7	85.2	100.0
Total			49	29.0	100.0	
Missing		System	120	71.0		
		Total	169	100.0		
		55-64	Valid	Poor	12	3.4
Neither poor nor good	6			1.7	6.2	18.5
Good	81			22.5	81.5	100.0
Total	100			27.6	100.0	
Missing	System		261	72.4		
	Total		360	100.0		
	65-74		Valid	Poor	6	1.0
Neither poor nor good		11		1.8	5.9	9.2
Good		169		27.7	90.8	100.0
Total		186		30.5	100.0	
Missing		System	423	69.4		
		Unsure/ Not Applicable	1	.1		
		Total	424	69.5		
		Total	610	100.0		
75-84	Valid	Poor	4	.9	4.1	4.1
		Neither poor nor good	6	1.3	5.8	9.9
		Good	94	20.6	90.1	100.0
		Total	105	22.8	100.0	
	Missing	System	351	76.7		
		Unsure/ Not Applicable	2	.5		
		Total	354	77.2		
		Total	458	100.0		
85+	Valid	Poor	5	.5	2.3	2.3
		Neither poor nor good	7	.6	3.1	5.4
		Good	223	20.1	94.6	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18n@. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	236	21.3	100.0	
	Missing	System	868	78.3		
		Unsure/ Not Applicable	4	.4		
		Total	873	78.7		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18o@. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	6	12.7	27.0	27.0
		Neither poor nor good	3	5.6	12.0	39.0
		Good	14	28.8	61.0	100.0
		Total	23	47.2	100.0	
	Missing	System	25	50.0		
		Unsure/ Not Applicable	1	2.9		
		Total	26	52.8		
	Total		49	100.0		
35-44	Valid	Poor	3	5.4	12.6	12.6
		Neither poor nor good	4	6.6	15.5	28.1
		Good	19	30.7	71.9	100.0
		Total	27	42.7	100.0	
	Missing	System	36	57.3		
	Total	63	100.0			
45-54	Valid	Poor	1	.5	1.9	1.9
		Neither poor nor good	5	3.1	10.7	12.6
		Good	43	25.2	87.4	100.0
		Total	49	28.9	100.0	
	Missing	System	120	71.0		
		Unsure/ Not Applicable	0	.1		
		Total	120	71.1		
	Total		169	100.0		
55-64	Valid	Poor	7	1.8	6.5	6.5
		Neither poor nor good	10	2.9	10.3	16.9
		Good	83	23.0	83.1	100.0
		Total	100	27.6	100.0	
	Missing	System	261	72.4		
	Total	360	100.0			
65-74	Valid	Poor	6	1.0	3.4	3.4
		Neither poor nor good	9	1.5	5.1	8.4
		Good	169	27.8	91.6	100.0
		Total	185	30.3	100.0	
	Missing	System	423	69.4		
		Unsure/ Not Applicable	2	.3		
		Total	425	69.7		
	Total		610	100.0		
75-84	Valid	Poor	4	.8	3.7	3.7
		Neither poor nor good	4	1.0	4.2	7.9
		Good	95	20.8	92.1	100.0
		Total	104	22.6	100.0	
	Missing	System	352	76.9		
		Unsure/ Not Applicable	2	.5		
		Total	355	77.4		
	Total		458	100.0		
85+	Valid	Poor	5	.4	1.9	1.9

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18o@. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Neither poor nor good	11	1.0	4.6	6.5
		Good	220	19.9	93.5	100.0
		Total	236	21.3	100.0	
	Missing	System	868	78.3		
		Unsure/ Not Applicable	4	.4		
		Total	873	78.7		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18p@. Provided complete information

Q4@ . Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	7	13.3	28.2	28.2
		Neither poor nor good	2	4.7	10.1	38.3
		Good	14	29.1	61.7	100.0
		Total	23	47.2	100.0	
	Missing	System	25	50.0		
		Unsure/ Not Applicable	1	2.9		
		Total	26	52.8		
	Total		49	100.0		
35-44	Valid	Poor	5	7.4	17.3	17.3
		Neither poor nor good	4	7.1	16.7	34.0
		Good	18	28.2	66.0	100.0
		Total	27	42.7	100.0	
	Missing	System	36	57.3		
		Total	63	100.0		
	45-54	Valid	Poor	4	2.5	8.6
Neither poor nor good			2	.9	3.2	11.7
Good			43	25.5	88.3	100.0
Total			49	28.9	100.0	
Missing		System	120	71.0		
		Unsure/ Not Applicable	0	.1		
		Total	120	71.1		
Total			169	100.0		
55-64	Valid	Poor	10	2.9	10.5	10.5
		Neither poor nor good	7	2.0	7.3	17.9
		Good	81	22.6	82.1	100.0
		Total	99	27.5	100.0	
	Missing	System	261	72.4		
		Unsure/ Not Applicable	0	.1		
		Total	261	72.5		
	Total		360	100.0		
65-74	Valid	Poor	8	1.4	4.6	4.6
		Neither poor nor good	10	1.6	5.2	9.7
		Good	168	27.5	90.3	100.0
		Total	186	30.5	100.0	
	Missing	System	423	69.4		
		Unsure/ Not Applicable	1	.2		
		Total	424	69.5		
	Total		610	100.0		
75-84	Valid	Poor	3	.8	3.4	3.4
		Neither poor nor good	4	.9	4.1	7.4
		Good	95	20.8	92.6	100.0
		Total	103	22.5	100.0	
	Missing	System	351	76.7		
		Unsure/ Not Applicable	4	.8		
		Total	355	77.5		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q18p@. Provided complete information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Poor	8	.7	3.2	3.2
		Neither poor nor good	14	1.2	5.8	9.0
		Good	216	19.5	91.0	100.0
		Total	237	21.4	100.0	
	Missing	System	868	78.3		
		Unsure/ Not Applicable	3	.3		
		Total	871	78.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q19. Thinking about your most recent telephone contact with DVA, how many people did you speak with before your query was answered?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	One – the first person I spoke to answered my query	9	18.7	35.3	35.3
		Two people	10	19.9	37.5	72.8
		Three people	4	7.4	13.9	86.7
		Four or more people	2	4.2	7.9	94.6
		Can't recall	1	2.9	5.4	100.0
		Total	26	53.0	100.0	
	Missing	System	23	47.0		
Total			49	100.0		
35-44	Valid	One – the first person I spoke to answered my query	11	18.2	39.7	39.7
		Two people	10	16.6	36.2	75.9
		Three people	4	5.7	12.3	88.2
		Four or more people	3	5.4	11.8	100.0
		Total	29	45.8	100.0	
		System	34	54.2		
	Total		63	100.0		
45-54	Valid	One – the first person I spoke to answered my query	24	14.3	47.7	47.7
		Two people	18	10.5	35.2	82.9
		Three people	3	2.0	6.5	89.4
		Four or more people	5	3.1	10.2	99.6
		Can't recall	0	.1	.4	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
Total			169	100.0		
55-64	Valid	One – the first person I spoke to answered my query	55	15.3	54.0	54.0
		Two people	35	9.8	34.6	88.6
		Three people	6	1.7	6.0	94.6
		Four or more people	3	.9	3.1	97.7
		Can't recall	2	.6	2.3	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
Total			360	100.0		
65-74	Valid	One – the first person I spoke to answered my query	102	16.6	52.5	52.5
		Two people	73	12.0	37.9	90.3
		Three people	11	1.8	5.7	96.0
		Four or more people	1	.2	.7	96.8
		Can't recall	6	1.0	3.2	100.0
		Total	194	31.7	100.0	
	Missing	System	417	68.3		
Total			610	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q19. Thinking about your most recent telephone contact with DVA, how many people did you speak with before your query was answered?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	One – the first person I spoke to answered my query	63	13.7	55.8	55.8
		Two people	38	8.2	33.6	89.4
		Three people	3	.7	3.0	92.3
		Four or more people	0	.1	.4	92.7
		Can't recall	8	1.8	7.3	100.0
		Total	112	24.5	100.0	
	Missing	System	346	75.5		
	Total		458	100.0		
85+	Valid	One – the first person I spoke to answered my query	146	13.2	57.9	57.9
		Two people	71	6.4	28.1	86.0
		Three people	9	.8	3.6	89.5
		Four or more people	5	.4	1.8	91.3
		Can't recall	22	2.0	8.7	100.0
		Total	252	22.8	100.0	
	Missing	System	856	77.2		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q20. When you were transferred, how well was your query described to the person or people you were transferred to?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	2	4.7	14.8	14.8
		Poor	1	2.7	8.7	23.5
		Neither poor nor good	3	5.1	16.4	39.8
		Good	5	10.3	32.9	72.7
		Very good	4	8.6	27.3	100.0
		Total	15	31.4	100.0	
	Missing	System	34	68.6		
	Total		49	100.0		
35-44	Valid	Very poor	2	2.4	8.9	8.9
		Poor	4	5.6	20.3	29.2
		Neither poor nor good	7	10.9	39.3	68.5
		Good	3	5.3	19.1	87.6
		Very good	2	3.4	12.4	100.0
		Total	17	27.6	100.0	
	Missing	System	45	72.4		
	Total		63	100.0		
45-54	Valid	Very poor	1	.4	2.8	2.8
		Poor	3	1.5	10.2	13.1
		Neither poor nor good	5	3.1	20.7	33.8
		Good	6	3.7	24.1	57.9
		Very good	11	6.4	42.1	100.0
		Total	26	15.1	100.0	
	Missing	System	143	84.4		
		Can't recall	1	.4		
		Total	143	84.9		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q20. When you were transferred, how well was your query described to the person or people you were transferred to?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Total		169	100.0		
55-64	Valid	Very poor	5	1.5	12.5	12.5
		Poor	3	.8	6.8	19.3
		Neither poor nor good	6	1.5	13.0	32.3
		Good	12	3.4	28.4	60.7
		Very good	17	4.7	39.3	100.0
		Total	43	11.9	100.0	
	Missing	System	316	87.6		
		Can't recall	2	.5		
		Total	318	88.1		
	Total		360	100.0		
65-74	Valid	Very poor	5	.8	6.0	6.0
		Poor	4	.7	4.8	10.8
		Neither poor nor good	4	.6	4.4	15.2
		Good	40	6.5	46.3	61.5
		Very good	33	5.4	38.5	100.0
		Total	85	14.0	100.0	
	Missing	System	524	85.9		
		Can't recall	0	.1		
		Total	525	86.0		
	Total		610	100.0		
75-84	Valid	Very poor	1	.2	1.9	1.9
		Poor	1	.2	1.8	3.7
		Neither poor nor good	4	.9	11.0	14.7
		Good	11	2.3	27.3	42.0
		Very good	23	4.9	58.0	100.0
		Total	39	8.5	100.0	
	Missing	System	417	91.0		
		Can't recall	2	.5		
		Total	419	91.5		
	Total		458	100.0		
85+	Valid	Very poor	1	.1	1.5	1.5
		Poor	5	.5	6.3	7.8
		Neither poor nor good	2	.2	2.7	10.5
		Good	37	3.3	43.4	53.9
		Very good	39	3.5	46.1	100.0
		Total	84	7.6	100.0	
	Missing	System	1024	92.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q20@. When you were transferred, how well was your query described to the person or people you were transferred to?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	4	7.4	23.5	23.5
		Neither poor nor good	3	5.1	16.4	39.8
		Good	9	18.9	60.2	100.0
		Total	15	31.4	100.0	
	Missing	System	34	68.6		
	Total		49	100.0		
35-44	Valid	Poor	5	8.1	29.2	29.2
		Neither poor nor good	7	10.9	39.3	68.5
		Good	5	8.7	31.5	100.0
		Total	17	27.6	100.0	
	Missing	System	45	72.4		
	Total		63	100.0		
45-54	Valid	Poor	3	2.0	13.1	13.1
		Neither poor nor good	5	3.1	20.7	33.8
		Good	17	10.0	66.2	100.0
		Total	26	15.1	100.0	
	Missing	System	143	84.4		
		Can't recall	1	.4		
	Total		143	84.9		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q20@. When you were transferred, how well was your query described to the person or people you were transferred to?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Total		169	100.0		
55-64	Valid	Poor	8	2.3	19.3	19.3
		Neither poor nor good	6	1.5	13.0	32.3
		Good	29	8.1	67.7	100.0
		Total	43	11.9	100.0	
	Missing	System	316	87.6		
		Can't recall	2	.5		
		Total	318	88.1		
	Total		360	100.0		
65-74	Valid	Poor	9	1.5	10.8	10.8
		Neither poor nor good	4	.6	4.4	15.2
		Good	72	11.9	84.8	100.0
		Total	85	14.0	100.0	
	Missing	System	524	85.9		
		Can't recall	0	.1		
		Total	525	86.0		
	Total		610	100.0		
75-84	Valid	Poor	1	.3	3.7	3.7
		Neither poor nor good	4	.9	11.0	14.7
		Good	33	7.3	85.3	100.0
		Total	39	8.5	100.0	
	Missing	System	417	91.0		
		Can't recall	2	.5		
		Total	419	91.5		
	Total		458	100.0		
85+	Valid	Poor	7	.6	7.8	7.8
		Neither poor nor good	2	.2	2.7	10.5
		Good	75	6.8	89.5	100.0
		Total	84	7.6	100.0	
	Missing	System	1024	92.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q21. How would you rate the overall quality of DVA's service during your most recent telephone contact with DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	2.3	4.4	4.4
		Poor	5	9.4	17.8	22.2
		Neither poor nor good	3	5.8	11.0	33.1
		Good	7	14.9	28.1	61.2
		Very good	10	20.5	38.8	100.0
		Total	26	53.0	100.0	
	Missing	System	23	47.0		
Total			49	100.0		
35-44	Valid	Very poor	3	4.1	9.0	9.0
		Poor	1	1.5	3.3	12.3
		Neither poor nor good	5	8.7	18.9	31.2
		Good	12	19.4	42.3	73.6
		Very good	8	12.1	26.4	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
Total			63	100.0		
45-54	Valid	Very poor	1	.8	2.7	2.7
		Poor	5	3.1	10.5	13.2
		Neither poor nor good	2	1.1	3.8	17.0
		Good	14	8.1	26.9	43.9
		Very good	28	16.8	56.1	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
Total			169	100.0		
55-64	Valid	Very poor	2	.6	2.0	2.0
		Poor	4	1.2	4.2	6.2
		Neither poor nor good	13	3.7	12.9	19.1
		Good	25	7.1	24.9	44.1
		Very good	57	15.9	55.9	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
Total			360	100.0		
65-74	Valid	Very poor	4	.7	2.3	2.3
		Poor	3	.6	1.8	4.1
		Neither poor nor good	9	1.4	4.6	8.7
		Good	30	5.0	15.8	24.6
		Very good	144	23.6	75.4	100.0
		Total	191	31.3	100.0	
	Missing	System	417	68.3		
		Can't recall	3	.4		
		Total	419	68.7		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q21. How would you rate the overall quality of DVA's service during your most recent telephone contact with DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Total		610	100.0		
75-84	Valid	Very poor	1	.3	1.3	1.3
		Poor	0	.1	.5	1.8
		Neither poor nor good	2	.4	1.8	3.6
		Good	22	4.7	19.7	23.2
		Very good	85	18.5	76.8	100.0
		Total	110	24.1	100.0	
	Missing	System	347	75.7		
		Can't recall	1	.2		
		Total	348	75.9		
	Total		458	100.0		
85+	Valid	Very poor	4	.3	1.4	1.4
		Poor	8	.7	3.1	4.6
		Neither poor nor good	8	.7	3.2	7.7
		Good	60	5.4	24.4	32.1
		Very good	166	15.0	67.9	100.0
		Total	245	22.1	100.0	
	Missing	System	856	77.2		
		Can't recall	7	.6		
		Total	863	77.9		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q21@. How would you rate the overall quality of DVAs service during your most recent telephone contact with DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	6	11.7	22.2	22.2
		Neither poor nor good	3	5.8	11.0	33.1
		Good	17	35.4	66.9	100.0
		Total	26	53.0	100.0	
	Missing	System	23	47.0		
	Total		49	100.0		
35-44	Valid	Poor	4	5.6	12.3	12.3
		Neither poor nor good	5	8.7	18.9	31.2
		Good	20	31.5	68.8	100.0
		Total	29	45.8	100.0	
	Missing	System	34	54.2		
	Total		63	100.0		
45-54	Valid	Poor	7	3.9	13.2	13.2
		Neither poor nor good	2	1.1	3.8	17.0
		Good	42	24.9	83.0	100.0
		Total	51	30.0	100.0	
	Missing	System	118	70.0		
	Total		169	100.0		
55-64	Valid	Poor	6	1.8	6.2	6.2
		Neither poor nor good	13	3.7	12.9	19.1
		Good	83	22.9	80.9	100.0
		Total	102	28.3	100.0	
	Missing	System	258	71.7		
	Total		360	100.0		
65-74	Valid	Poor	8	1.3	4.1	4.1
		Neither poor nor good	9	1.4	4.6	8.7
		Good	174	28.6	91.3	100.0
		Total	191	31.3	100.0	
	Missing	System	417	68.3		
		Can't recall	3	.4		
		Total	419	68.7		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q21@. How would you rate the overall quality of DVAs service during your most recent telephone contact with DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Total		610	100.0		
75-84	Valid	Poor	2	.4	1.8	1.8
		Neither poor nor good	2	.4	1.8	3.6
		Good	106	23.2	96.4	100.0
		Total	110	24.1	100.0	
	Missing	System	347	75.7		
		Can't recall	1	.2		
		Total	348	75.9		
	Total		458	100.0		
85+	Valid	Poor	11	1.0	4.6	4.6
		Neither poor nor good	8	.7	3.2	7.7
		Good	226	20.4	92.3	100.0
		Total	245	22.1	100.0	
	Missing	System	856	77.2		
		Can't recall	7	.6		
		Total	863	77.9		
	Total		1108	100.0		

Q22mr. Do you have any suggestions for improvement regarding any telephone contact you have had with DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Ensure accurate information is provided	3	10.1
		Ensure relevant information is provided	2	8.3
		Improve timeliness of resolution/ follow-up	1	5.1
		Reduce on-hold and waiting times	0	1.3
		Minimise the number of contacts I need to speak with	2	9.3
		Prefer to deal with a single point of contact	2	8.1
		Ensure information about my query is recorded and transferred correctly	2	6.0
		Provide information via other channels to minimise telephone contact	0	1.8
		Ensure staff are polite/ helpful/ courteous	1	3.4
		Other	1	5.2
		None of the above	17	65.6

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q22mr. Do you have any suggestions for improvement regarding any telephone contact you have had with DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Number of Respondents		26	100.0
35-44	Valid	Ensure accurate information is provided	2	6.4
		Ensure relevant information is provided	2	7.3
		Improve timeliness of resolution/ follow-up	1	4.4
		Reduce on-hold and waiting times	2	6.4
		Minimise the number of contacts I need to speak with	1	3.3
		Prefer to deal with a single point of contact	3	10.8
		Ensure information about my query is recorded and transferred correctly	3	8.8
		Provide information via other channels to minimise telephone contact	1	2.3
		Ensure staff are polite/ helpful/ courteous	3	10.9
		Other	2	5.7
		None of the above	16	54.9
	Number of Respondents		29	100.0
45-54	Valid	Ensure accurate information is provided	2	4.2
		Ensure relevant information is provided		
		Improve timeliness of resolution/ follow-up	2	3.1
		Reduce on-hold and waiting times	2	4.9
		Minimise the number of contacts I need to speak with	1	1.8
		Prefer to deal with a single point of contact	4	8.6
		Ensure information about my query is recorded and transferred correctly	1	1.7
		Provide information via other channels to minimise telephone contact	0	.4
		Ensure staff are polite/ helpful/ courteous	2	4.6
		Other	1	2.7
		None of the above	38	74.1
	Number of Respondents		51	100.0
55-64	Valid	Ensure accurate information is provided	5	4.7

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q22mr. Do you have any suggestions for improvement regarding any telephone contact you have had with DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
55-64	Valid	Ensure relevant information is provided	2	2.2
		Improve timeliness of resolution/ follow-up	5	4.8
		Reduce on-hold and waiting times	3	2.8
		Minimise the number of contacts I need to speak with	6	6.0
		Prefer to deal with a single point of contact	7	7.2
		Ensure information about my query is recorded and transferred correctly	2	1.8
		Provide information via other channels to minimise telephone contact	2	1.8
		Ensure staff are polite/ helpful/ courteous	5	4.6
		Other	2	2.2
		None of the above	77	75.5
		Number of Respondents	102	100.0
65-74	Valid	Ensure accurate information is provided	3	1.8
		Ensure relevant information is provided	1	.8
		Improve timeliness of resolution/ follow-up	9	4.7
		Reduce on-hold and waiting times	16	8.4
		Minimise the number of contacts I need to speak with	3	1.4
		Prefer to deal with a single point of contact	15	7.9
		Ensure information about my query is recorded and transferred correctly	1	.3
		Provide information via other channels to minimise telephone contact	2	1.2
		Ensure staff are polite/ helpful/ courteous	14	7.3
		Other	6	3.1
		None of the above	139	72.4
		Number of Respondents	192	100.0
75-84	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided		
		Improve timeliness of resolution/ follow-up	1	.7

DVA CSS Frequencies - Split by Age Group (Weighted)
Section E: Telephone Contact with DVA

Q22mr. Do you have any suggestions for improvement regarding any telephone contact you have had with DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
75-84	Valid	Reduce on-hold and waiting times	7	6.6
		Minimise the number of contacts I need to speak with	2	1.9
		Prefer to deal with a single point of contact	4	3.4
		Ensure information about my query is recorded and transferred correctly	1	.7
		Provide information via other channels to minimise telephone contact		
		Ensure staff are polite/helpful/ courteous	2	2.2
		Other	1	1.2
		None of the above	93	86.2
		Number of Respondents	108	100.0
85+	Valid	Ensure accurate information is provided	7	2.9
		Ensure relevant information is provided	3	1.1
		Improve timeliness of resolution/ follow-up	6	2.5
		Reduce on-hold and waiting times	10	4.1
		Minimise the number of contacts I need to speak with	8	3.2
		Prefer to deal with a single point of contact	3	1.1
		Ensure information about my query is recorded and transferred correctly	3	1.3
		Provide information via other channels to minimise telephone contact	1	.5
		Ensure staff are polite/helpful/ courteous	13	5.2
		Other	11	4.2
		None of the above	201	80.8
		Number of Respondents	249	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q23. Have you received a letter from DVA in the last 12 months?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	25	50.3	73.4	73.4
		No	9	18.2	26.6	100.0
		Total	34	68.5	100.0	
	Missing	System	15	31.5		
	Total		49	100.0		
35-44	Valid	Yes	28	45.3	81.0	81.0
		No	7	10.6	19.0	100.0
		Total	35	55.9	100.0	
	Missing	System	28	44.1		
	Total		63	100.0		
45-54	Valid	Yes	54	31.8	73.0	73.0
		No	20	11.7	27.0	100.0
		Total	73	43.5	100.0	
	Missing	System	95	56.5		
	Total		169	100.0		
55-64	Valid	Yes	137	38.1	82.4	82.4
		No	29	8.1	17.6	100.0
		Total	167	46.2	100.0	
	Missing	System	194	53.8		
	Total		360	100.0		
65-74	Valid	Yes	253	41.5	79.4	79.4
		No	66	10.8	20.6	100.0
		Total	319	52.2	100.0	
	Missing	System	292	47.8		
	Total		610	100.0		
75-84	Valid	Yes	200	43.7	62.8	62.8
		No	119	25.9	37.2	100.0
		Total	319	69.6	100.0	
	Missing	System	139	30.4		
	Total		458	100.0		
85+	Valid	Yes	296	26.7	54.6	54.6
		No	246	22.2	45.4	100.0
		Total	542	48.9	100.0	
	Missing	System	567	51.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24a. Ease of understanding

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.7	1.4	1.4
		Poor	3	5.4	10.7	12.1
		Neither poor nor good	4	7.5	15.0	27.1
		Good	8	17.0	33.9	61.0
		Very good	10	19.6	39.0	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	4	6.5	14.4	14.4
		Neither poor nor good	4	6.9	15.1	29.5
		Good	10	16.2	35.7	65.2
		Very good	10	15.8	34.8	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Very poor	1	.8	2.4	2.4
		Neither poor nor good	12	7.3	23.0	25.4
		Good	13	7.8	24.7	50.1
		Very good	27	15.8	49.9	100.0
		Total	54	31.8	100.0	
	Missing	System	115	68.2		
	Total		169	100.0		
55-64	Valid	Very poor	0	.1	.3	.3
		Poor	2	.5	1.2	1.5
		Neither poor nor good	12	3.2	8.5	10.0
		Good	40	11.2	29.5	39.5
		Very good	83	23.0	60.5	100.0
		Total	137	38.0	100.0	
	Missing	System	223	61.9		
		Unsure/ Not applicable	0	.1		
	Total		224	62.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24a. Ease of understanding

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Total		360	100.0		
65-74	Valid	Very poor	4	.6	1.5	1.5
		Poor	4	.7	1.6	3.2
		Neither poor nor good	9	1.5	3.6	6.7
		Good	90	14.8	35.9	42.6
		Very good	144	23.7	57.4	100.0
		Total	252	41.2	100.0	
	Missing	System	358	58.7		
		Unsure/ Not applicable	0	.1		
		Total	359	58.8		
	Total		610	100.0		
75-84	Valid	Very poor	2	.5	1.2	1.2
		Poor	3	.8	1.7	2.9
		Neither poor nor good	12	2.7	6.1	9.0
		Good	64	14.0	31.9	41.0
		Very good	118	25.8	59.0	100.0
		Total	200	43.7	100.0	
	Missing	System	258	56.3		
	Total		458	100.0		
85+	Valid	Very poor	1	.1	.3	.3
		Poor	5	.4	1.7	2.0
		Neither poor nor good	27	2.5	9.3	11.2
		Good	83	7.5	28.1	39.3
		Very good	179	16.1	60.7	100.0
		Total	295	26.6	100.0	
	Missing	System	813	73.3		
		Unsure/ Not applicable	1	.1		
		Total	813	73.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24b. The way that the information was presented (e.g. layout, print size)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	1	1.3	2.5	2.5
		Neither poor nor good	2	3.6	7.1	9.6
		Good	13	26.1	52.0	61.6
		Very good	9	19.3	38.4	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Neither poor nor good	3	4.9	10.9	10.9
		Good	12	19.5	42.9	53.8
		Very good	13	20.9	46.2	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Neither poor nor good	2	1.5	4.9	4.9
		Good	23	13.4	44.7	49.6
		Very good	25	15.1	50.4	100.0
		Total	51	29.9	100.0	
	Missing	System	115	68.2		
		Unsure/ Not applicable	3	1.8		
	Total		118	70.1		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24b. The way that the information was presented (e.g. layout, print size)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Total		169	100.0		
55-64	Valid	Poor	0	.1	.2	.2
		Neither poor nor good	7	2.0	5.4	5.6
		Good	38	10.7	28.1	33.6
		Very good	91	25.2	66.4	100.0
		Total	137	38.0	100.0	
	Missing	System	223	61.9		
		Unsure/ Not applicable	0	.1		
		Total	224	62.0		
	Total		360	100.0		
65-74	Valid	Very poor	2	.4	.9	.9
		Poor	2	.3	.7	1.6
		Neither poor nor good	4	.7	1.6	3.2
		Good	72	11.9	28.7	31.9
		Very good	172	28.2	68.1	100.0
		Total	253	41.4	100.0	
	Missing	System	357	58.5		
		Unsure/ Not applicable	0	.1		
		Total	358	58.6		
	Total		610	100.0		
75-84	Valid	Poor	5	1.2	2.7	2.7
		Neither poor nor good	11	2.4	5.5	8.2
		Good	60	13.0	29.8	38.0
		Very good	124	27.0	62.0	100.0
		Total	200	43.6	100.0	
	Missing	System	258	56.3		
		Unsure/ Not applicable	1	.1		
		Total	258	56.4		
	Total		458	100.0		
85+	Valid	Poor	6	.5	2.0	2.0
		Neither poor nor good	18	1.7	6.3	8.3
		Good	81	7.3	27.7	36.0
		Very good	188	16.9	64.0	100.0
		Total	293	26.4	100.0	
	Missing	System	813	73.3		
		Unsure/ Not applicable	3	.3		
		Total	815	73.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24c. Accuracy of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.9	7.8	7.8
		Neither poor nor good	1	2.8	5.6	13.4
		Good	11	21.7	43.3	56.7
		Very good	11	21.8	43.3	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	3	4.2	9.3	9.3
		Neither poor nor good	4	7.1	15.8	25.0
		Good	10	15.5	34.2	59.2
		Very good	12	18.5	40.8	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Poor	0	.1	.4	.4
		Neither poor nor good	6	3.6	11.9	12.3
		Good	16	9.3	31.0	43.3
		Very good	29	17.0	56.7	100.0
		Total	51	29.9	100.0	
	Missing	System	115	68.2		
		Unsure/ Not applicable	3	1.8		
	Total		118	70.1		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24c. Accuracy of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Total		169	100.0		
55-64	Valid	Very poor	0	.1	.3	.3
		Poor	0	.1	.2	.5
		Neither poor nor good	9	2.6	6.9	7.5
		Good	32	8.9	23.8	31.3
		Very good	93	25.7	68.7	100.0
	Missing	Total	135	37.4	100.0	
		System	223	61.9		
		Unsure/ Not applicable	3	.7		
		Total	226	62.6		
	Total		360	100.0		
65-74	Valid	Very poor	2	.3	.7	.7
		Poor	1	.2	.6	1.3
		Neither poor nor good	5	.8	1.9	3.3
		Good	78	12.8	31.0	34.2
		Very good	166	27.1	65.8	100.0
	Missing	Total	252	41.2	100.0	
		System	357	58.5		
		Unsure/ Not applicable	1	.2		
		Total	359	58.8		
	Total		610	100.0		
75-84	Valid	Neither poor nor good	7	1.6	3.8	3.8
		Good	66	14.5	34.3	38.0
		Very good	120	26.2	62.0	100.0
		Total	194	42.3	100.0	
	Missing	System	258	56.3		
		Unsure/ Not applicable	7	1.4		
		Total	264	57.7		
	Total		458	100.0		
85+	Valid	Very poor	3	.3	1.2	1.2
		Poor	1	.1	.3	1.5
		Neither poor nor good	14	1.3	5.1	6.6
		Good	77	6.9	27.3	33.9
		Very good	185	16.7	66.1	100.0
	Missing	Total	280	25.3	100.0	
		System	813	73.3		
		Unsure/ Not applicable	15	1.4		
		Total	828	74.7		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24d. Ease of finding the important information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	2.4	4.9	4.9
		Poor	1	3.0	5.9	10.7
		Neither poor nor good	3	5.6	11.1	21.9
		Good	11	23.3	46.4	68.2
		Very good	8	16.0	31.8	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
Total			49	100.0		
35-44	Valid	Very poor	1	2.3	5.1	5.1
		Poor	2	3.4	7.4	12.5
		Neither poor nor good	5	8.2	18.1	30.6
		Good	12	19.3	42.5	73.1
		Very good	8	12.2	26.9	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
Total			63	100.0		
45-54	Valid	Very poor	0	.1	.4	.4
		Poor	8	4.9	16.3	16.7
		Neither poor nor good	6	3.5	11.7	28.4
		Good	11	6.6	21.9	50.3
		Very good	25	14.9	49.7	100.0
		Total	51	29.9	100.0	
	Missing	Unsure/ Not applicable	3	1.8		
System			115	68.2		
Total			118	70.1		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24d. Ease of finding the important information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Total		169	100.0		
55-64	Valid	Very poor	0	.1	.3	.3
		Poor	4	1.0	2.7	3.0
		Neither poor nor good	14	4.0	10.5	13.5
		Good	37	10.3	27.3	40.7
		Very good	81	22.4	59.3	100.0
		Total	136	37.9	100.0	
	Missing	Unsure/ Not applicable	1	.2		
		System	223	61.9		
		Total	224	62.1		
	Total		360	100.0		
65-74	Valid	Very poor	2	.4	.9	.9
		Poor	1	.2	.6	1.5
		Neither poor nor good	15	2.4	5.8	7.3
		Good	80	13.0	31.6	38.9
		Very good	154	25.2	61.1	100.0
		Total	252	41.3	100.0	
	Missing	Unsure/ Not applicable	1	.1		
		System	357	58.5		
		Total	358	58.7		
	Total		610	100.0		
75-84	Valid	Very poor	0	.1	.2	.2
		Poor	4	.8	1.8	2.0
		Neither poor nor good	13	2.7	6.4	8.4
		Good	67	14.6	34.1	42.5
		Very good	113	24.7	57.5	100.0
		Total	196	42.9	100.0	
	Missing	Unsure/ Not applicable	4	.9		
		System	258	56.3		
		Total	262	57.1		
	Total		458	100.0		
85+	Valid	Very poor	4	.4	1.4	1.4
		Poor	5	.5	1.9	3.4
		Neither poor nor good	27	2.4	9.5	12.8
		Good	76	6.9	27.0	39.8
		Very good	170	15.4	60.2	100.0
		Total	283	25.5	100.0	
	Missing	Unsure/ Not applicable	13	1.1		
		System	813	73.3		
		Total	825	74.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24e. Relevance of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.1	.2	.2
		Poor	2	4.7	9.3	9.5
		Neither poor nor good	2	4.9	9.8	19.3
		Good	9	17.6	35.1	54.4
		Very good	11	22.9	45.6	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	2	3.9	8.6	8.6
		Neither poor nor good	4	5.6	12.5	21.1
		Good	13	21.2	46.9	68.0
		Very good	9	14.5	32.0	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Very poor	1	.7	2.2	2.2
		Poor	8	4.8	16.0	18.2
		Neither poor nor good	4	2.1	7.0	25.1
		Good	10	5.9	19.7	44.9
		Very good	28	16.5	55.1	100.0
		Total	51	29.9	100.0	
	Missing	Unsure/ Not applicable	3	1.8		
		System	115	68.2		
	Total		118	70.1		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24e. Relevance of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Total		169	100.0		
55-64	Valid	Very poor	0	.1	.3	.3
		Poor	2	.6	1.5	1.8
		Neither poor nor good	16	4.5	11.8	13.6
		Good	40	11.2	29.5	43.1
		Very good	78	21.6	56.9	100.0
		Total	137	38.0	100.0	
	Missing	Unsure/ Not applicable	0	.1		
		System	223	61.9		
		Total	224	62.0		
	Total		360	100.0		
65-74	Valid	Very poor	3	.4	1.1	1.1
		Poor	5	.8	2.0	3.0
		Neither poor nor good	19	3.2	7.7	10.7
		Good	85	14.0	33.9	44.6
		Very good	139	22.8	55.4	100.0
		Total	252	41.2	100.0	
	Missing	Unsure/ Not applicable	1	.2		
		System	357	58.5		
		Total	359	58.8		
	Total		610	100.0		
75-84	Valid	Very poor	2	.5	1.1	1.1
		Poor	2	.5	1.1	2.2
		Neither poor nor good	9	2.0	4.5	6.8
		Good	79	17.2	39.3	46.0
		Very good	108	23.6	54.0	100.0
		Total	200	43.7	100.0	
	Missing	System	258	56.3		
	Total		458	100.0		
85+	Valid	Very poor	1	.1	.3	.3
		Poor	2	.2	.8	1.1
		Neither poor nor good	13	1.2	4.6	5.7
		Good	93	8.4	33.6	39.4
		Very good	168	15.1	60.6	100.0
		Total	276	24.9	100.0	
	Missing	Unsure/ Not applicable	19	1.8		
		System	813	73.3		
		Total	832	75.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24f. Completeness of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	3.0	5.9	5.9
		Poor	1	1.1	2.2	8.1
		Neither poor nor good	2	4.7	9.3	17.4
		Good	10	20.4	40.5	57.9
		Very good	10	21.1	42.1	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Very poor	1	1.9	4.2	4.2
		Poor	0	.5	1.1	5.3
		Neither poor nor good	8	12.2	26.8	32.1
		Good	10	16.6	36.7	68.9
		Very good	9	14.1	31.1	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Very poor	0	.1	.4	.4
		Neither poor nor good	11	6.7	22.5	22.8
		Good	12	7.0	23.5	46.4
		Very good	27	16.0	53.6	100.0
		Total	51	29.9	100.0	
	Missing	System	115	68.2		
		Unsure/ Not applicable	3	1.8		
		Total	118	70.1		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24f. Completeness of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Total		169	100.0		
55-64	Valid	Very poor	0	.1	.3	.3
		Poor	1	.3	.7	1.0
		Neither poor nor good	18	4.9	12.9	13.9
		Good	36	9.9	26.0	39.9
		Very good	82	22.8	60.1	100.0
		Total	137	38.0	100.0	
	Missing	System	223	61.9		
		Unsure/ Not applicable	0	.1		
		Total	224	62.0		
	Total		360	100.0		
65-74	Valid	Very poor	2	.3	.7	.7
		Poor	1	.2	.6	1.3
		Neither poor nor good	8	1.2	3.0	4.4
		Good	86	14.2	34.3	38.7
		Very good	154	25.3	61.3	100.0
		Total	252	41.2	100.0	
	Missing	System	357	58.5		
		Unsure/ Not applicable	1	.2		
		Total	359	58.8		
	Total		610	100.0		
75-84	Valid	Very poor	2	.5	1.1	1.1
		Poor	6	1.3	3.1	4.2
		Neither poor nor good	7	1.6	3.7	7.9
		Good	67	14.6	33.7	41.5
		Very good	117	25.5	58.5	100.0
		Total	199	43.5	100.0	
	Missing	System	258	56.3		
		Unsure/ Not applicable	1	.2		
		Total	259	56.5		
	Total		458	100.0		
85+	Valid	Poor	1	.1	.3	.3
		Neither poor nor good	17	1.5	5.8	6.1
		Good	107	9.7	37.7	43.8
		Very good	160	14.4	56.2	100.0
		Total	285	25.7	100.0	
	Missing	System	813	73.3		
		Unsure/ Not applicable	11	1.0		
		Total	824	74.3		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24a@. Ease of understanding

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	3	6.1	12.1	12.1
		Neither poor nor good	4	7.5	15.0	27.1
		Good	18	36.6	72.9	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	4	6.5	14.4	14.4
		Neither poor nor good	4	6.9	15.1	29.5
		Good	20	31.9	70.5	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Poor	1	.8	2.4	2.4
		Neither poor nor good	12	7.3	23.0	25.4
		Good	40	23.7	74.6	100.0
		Total	54	31.8	100.0	
	Missing	System	115	68.2		
	Total		169	100.0		
55-64	Valid	Poor	2	.6	1.5	1.5
		Neither poor nor good	12	3.2	8.5	10.0
		Good	123	34.2	90.0	100.0
		Total	137	38.0	100.0	
	Missing	System	223	61.9		
		Unsure/ Not Applicable	0	.1		
	Total		224	62.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24a@. Ease of understanding

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Total		360	100.0		
65-74	Valid	Poor	8	1.3	3.2	3.2
		Neither poor nor good	9	1.5	3.6	6.7
		Good	235	38.4	93.3	100.0
		Total	252	41.2	100.0	
	Missing	System	358	58.7		
		Unsure/ Not Applicable	0	.1		
		Total	359	58.8		
	Total		610	100.0		
75-84	Valid	Poor	6	1.3	2.9	2.9
		Neither poor nor good	12	2.7	6.1	9.0
		Good	182	39.8	91.0	100.0
		Total	200	43.7	100.0	
	Missing	System	258	56.3		
		Total	458	100.0		
	Total					
85+	Valid	Poor	6	.5	2.0	2.0
		Neither poor nor good	27	2.5	9.3	11.2
		Good	262	23.6	88.8	100.0
		Total	295	26.6	100.0	
	Missing	System	813	73.3		
		Unsure/ Not Applicable	1	.1		
		Total	813	73.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24b@. The way that the information was presented (e.g. layout, print size)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	1	1.3	2.5	2.5
		Neither poor nor good	2	3.6	7.1	9.6
		Good	22	45.4	90.4	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Neither poor nor good	3	4.9	10.9	10.9
		Good	25	40.4	89.1	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Neither poor nor good	2	1.5	4.9	4.9
		Good	48	28.5	95.1	100.0
		Total	51	29.9	100.0	
	Missing	System	115	68.2		
		Unsure/ Not Applicable	3	1.8		
	Total	Total	118	70.1		
			169	100.0		
55-64	Valid	Poor	0	.1	.2	.2
		Neither poor nor good	7	2.0	5.4	5.6
		Good	129	35.8	94.4	100.0
		Total	137	38.0	100.0	
	Missing	System	223	61.9		
		Unsure/ Not Applicable	0	.1		
		Total	224	62.0		
	Total		360	100.0		
65-74	Valid	Poor	4	.7	1.6	1.6
		Neither poor nor good	4	.7	1.6	3.2
		Good	244	40.0	96.8	100.0
		Total	253	41.4	100.0	
	Missing	System	357	58.5		
		Unsure/ Not Applicable	0	.1		
		Total	358	58.6		
	Total		610	100.0		
75-84	Valid	Poor	5	1.2	2.7	2.7
		Neither poor nor good	11	2.4	5.5	8.2
		Good	183	40.0	91.8	100.0
		Total	200	43.6	100.0	
	Missing	System	258	56.3		
		Unsure/ Not Applicable	1	.1		
		Total	258	56.4		
	Total		458	100.0		
85+	Valid	Poor	6	.5	2.0	2.0
		Neither poor nor good	18	1.7	6.3	8.3
		Good	269	24.2	91.7	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24b@. The way that the information was presented (e.g. layout, print size)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	293	26.4	100.0	
	Missing	System	813	73.3		
		Unsure/ Not Applicable	3	.3		
		Total	815	73.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24c@. Accuracy of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.9	7.8	7.8
		Neither poor nor good	1	2.8	5.6	13.4
		Good	21	43.5	86.6	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	3	4.2	9.3	9.3
		Neither poor nor good	4	7.1	15.8	25.0
		Good	21	34.0	75.0	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Poor	0	.1	.4	.4
		Neither poor nor good	6	3.6	11.9	12.3
		Good	44	26.3	87.7	100.0
		Total	51	29.9	100.0	
	Missing	System	115	68.2		
		Unsure/ Not Applicable	3	1.8		
		Total	118	70.1		
	Total		169	100.0		
55-64	Valid	Poor	1	.2	.5	.5
		Neither poor nor good	9	2.6	6.9	7.5
		Good	125	34.6	92.5	100.0
		Total	135	37.4	100.0	
	Missing	System	223	61.9		
		Unsure/ Not Applicable	3	.7		
		Total	226	62.6		
	Total		360	100.0		
65-74	Valid	Poor	3	.5	1.3	1.3
		Neither poor nor good	5	.8	1.9	3.3
		Good	243	39.9	96.7	100.0
		Total	252	41.2	100.0	
	Missing	System	357	58.5		
		Unsure/ Not Applicable	1	.2		
		Total	359	58.8		
	Total		610	100.0		
75-84	Valid	Neither poor nor good	7	1.6	3.8	3.8
		Good	186	40.7	96.2	100.0
		Total	194	42.3	100.0	
	Missing	System	258	56.3		
		Unsure/ Not Applicable	7	1.4		
		Total	264	57.7		
85+	Valid	Poor	4	.4	1.5	1.5
		Neither poor nor good	14	1.3	5.1	6.6
	Total					

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24c@. Accuracy of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Good	262	23.6	93.4	100.0
		Total	280	25.3	100.0	
	Missing	System	813	73.3		
		Unsure/ Not Applicable	15	1.4		
		Total	828	74.7		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24d@. Ease of finding the important information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	3	5.4	10.7	10.7
		Neither poor nor good	3	5.6	11.1	21.9
		Good	19	39.3	78.1	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	4	5.7	12.5	12.5
		Neither poor nor good	5	8.2	18.1	30.6
		Good	20	31.4	69.4	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Poor	8	5.0	16.7	16.7
		Neither poor nor good	6	3.5	11.7	28.4
		Good	36	21.4	71.6	100.0
		Total	51	29.9	100.0	
	Missing	Unsure/ Not Applicable	3	1.8		
		System	115	68.2		
	Total	Total	118	70.1		
55-64	Valid	Poor	4	1.1	3.0	3.0
		Neither poor nor good	14	4.0	10.5	13.5
		Good	118	32.8	86.5	100.0
		Total	136	37.9	100.0	
	Missing	Unsure/ Not Applicable	1	.2		
		System	223	61.9		
	Total	Total	224	62.1		
65-74	Valid	Poor	4	.6	1.5	1.5
		Neither poor nor good	15	2.4	5.8	7.3
		Good	234	38.3	92.7	100.0
		Total	252	41.3	100.0	
	Missing	Unsure/ Not Applicable	1	.1		
		System	357	58.5		
	Total	Total	358	58.7		
75-84	Valid	Poor	4	.9	2.0	2.0
		Neither poor nor good	13	2.7	6.4	8.4
		Good	180	39.3	91.6	100.0
		Total	196	42.9	100.0	
	Missing	Unsure/ Not Applicable	4	.9		
		System	258	56.3		
	Total	Total	262	57.1		
85+	Valid	Poor	10	.9	3.4	3.4

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24d@. Ease of finding the important information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Neither poor nor good	27	2.4	9.5	12.8
		Good	247	22.3	87.2	100.0
		Total	283	25.5	100.0	
	Missing	Unsure/ Not Applicable	13	1.1		
		System	813	73.3		
		Total	825	74.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24e@. Relevance of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	4.8	9.5	9.5
		Neither poor nor good	2	4.9	9.8	19.3
		Good	20	40.5	80.7	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	2	3.9	8.6	8.6
		Neither poor nor good	4	5.6	12.5	21.1
		Good	22	35.7	78.9	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Poor	9	5.4	18.2	18.2
		Neither poor nor good	4	2.1	7.0	25.1
		Good	38	22.4	74.9	100.0
		Total	51	29.9	100.0	
	Missing	Unsure/ Not Applicable	3	1.8		
		System	115	68.2		
	Total		118	70.1		
55-64	Valid	Poor	2	.7	1.8	1.8
		Neither poor nor good	16	4.5	11.8	13.6
		Good	118	32.8	86.4	100.0
		Total	137	38.0	100.0	
	Missing	Unsure/ Not Applicable	0	.1		
		System	223	61.9		
	Total		224	62.0		
65-74	Valid	Poor	8	1.2	3.0	3.0
		Neither poor nor good	19	3.2	7.7	10.7
		Good	225	36.8	89.3	100.0
		Total	252	41.2	100.0	
	Missing	Unsure/ Not Applicable	1	.2		
		System	357	58.5		
	Total		359	58.8		
75-84	Valid	Poor	4	1.0	2.2	2.2
		Neither poor nor good	9	2.0	4.5	6.8
		Good	187	40.8	93.2	100.0
		Total	200	43.7	100.0	
	Missing	System	258	56.3		
			458	100.0		
85+	Valid	Poor	3	.3	1.1	1.1
		Neither poor nor good	13	1.2	4.6	5.7
		Good	261	23.5	94.3	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24e@. Relevance of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	276	24.9	100.0	
	Missing	Unsure/ Not Applicable	19	1.8		
		System	813	73.3		
		Total	832	75.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24f@. Completeness of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	4.1	8.1	8.1
		Neither poor nor good	2	4.7	9.3	17.4
		Good	20	41.5	82.6	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	1	2.4	5.3	5.3
		Neither poor nor good	8	12.2	26.8	32.1
		Good	19	30.8	67.9	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Poor	0	.1	.4	.4
		Neither poor nor good	11	6.7	22.5	22.8
		Good	39	23.1	77.2	100.0
		Total	51	29.9	100.0	
	Missing	System	115	68.2		
		Unsure/ Not Applicable	3	1.8		
		Total	118	70.1		
	Total		169	100.0		
55-64	Valid	Poor	1	.4	1.0	1.0
		Neither poor nor good	18	4.9	12.9	13.9
		Good	118	32.7	86.1	100.0
		Total	137	38.0	100.0	
	Missing	System	223	61.9		
		Unsure/ Not Applicable	0	.1		
		Total	224	62.0		
	Total		360	100.0		
65-74	Valid	Poor	3	.5	1.3	1.3
		Neither poor nor good	8	1.2	3.0	4.4
		Good	241	39.4	95.6	100.0
		Total	252	41.2	100.0	
	Missing	System	357	58.5		
		Unsure/ Not Applicable	1	.2		
		Total	359	58.8		
	Total		610	100.0		
75-84	Valid	Poor	8	1.8	4.2	4.2
		Neither poor nor good	7	1.6	3.7	7.9
		Good	184	40.1	92.1	100.0
		Total	199	43.5	100.0	
	Missing	System	258	56.3		
		Unsure/ Not Applicable	1	.2		
		Total	259	56.5		
	Total		458	100.0		
85+	Valid	Poor	1	.1	.3	.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q24f@. Completeness of information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Neither poor nor good	17	1.5	5.8	6.1
		Good	267	24.1	93.9	100.0
		Total	285	25.7	100.0	
	Missing	System	813	73.3		
		Unsure/ Not Applicable	11	1.0		
		Total	824	74.3		
	Total		1108	100.0		

Q25. How would you rate the overall quality of the most recent letter you have received from DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.6	1.1	1.1
		Poor	0	.5	1.1	2.2
		Neither poor nor good	4	8.4	16.7	18.9
		Good	9	19.3	38.4	57.3
		Very good	11	21.5	42.7	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Very poor	1	2.3	5.1	5.1
		Poor	1	2.1	4.7	9.7
		Neither poor nor good	4	6.8	15.0	24.7
		Good	13	20.2	44.6	69.3
		Very good	9	13.9	30.7	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Very poor	0	.1	.4	.4
		Poor	3	1.8	5.7	6.1
		Neither poor nor good	3	1.9	6.0	12.1
		Good	21	12.2	38.4	50.4
		Very good	27	15.7	49.6	100.0
		Total	54	31.8	100.0	
	Missing	System	115	68.2		
	Total		169	100.0		
55-64	Valid	Poor	0	.1	.2	.2
		Neither poor nor good	13	3.5	9.2	9.3
		Good	42	11.8	31.0	40.3
		Very good	82	22.6	59.7	100.0
		Total	137	38.0	100.0	
	Missing	System	223	61.9		
		Can't recall	0	.1		
		Total	224	62.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q25. How would you rate the overall quality of the most recent letter you have received from DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Total		360	100.0		
65-74	Valid	Very poor	2	.4	.9	.9
		Poor	2	.3	.8	1.7
		Neither poor nor good	6	1.0	2.5	4.1
		Good	84	13.8	33.3	37.4
		Very good	158	25.9	62.6	100.0
		Total	253	41.4	100.0	
	Missing	System	357	58.5		
		Can't recall	0	.1		
		Total	358	58.6		
	Total		610	100.0		
75-84	Valid	Very poor	2	.5	1.1	1.1
		Poor	6	1.3	3.0	4.2
		Neither poor nor good	2	.5	1.2	5.4
		Good	67	14.5	33.3	38.7
		Very good	123	26.8	61.3	100.0
		Total	200	43.7	100.0	
	Missing	System	258	56.3		
		Total	458	100.0		
85+	Valid	Very poor	4	.4	1.4	1.4
		Poor	1	.1	.3	1.7
		Neither poor nor good	26	2.3	8.7	10.4
		Good	67	6.0	22.8	33.2
		Very good	196	17.6	66.8	100.0
		Total	293	26.4	100.0	
	Missing	System	813	73.3		
		Can't recall	3	.3		
		Total	816	73.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q25@. How would you rate the overall quality of the most recent letter you have received from DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	1	1.1	2.2	2.2
		Neither poor nor good	4	8.4	16.7	18.9
		Good	20	40.8	81.1	100.0
		Total	25	50.3	100.0	
	Missing	System	24	49.7		
	Total		49	100.0		
35-44	Valid	Poor	3	4.4	9.7	9.7
		Neither poor nor good	4	6.8	15.0	24.7
		Good	21	34.1	75.3	100.0
		Total	28	45.3	100.0	
	Missing	System	34	54.7		
	Total		63	100.0		
45-54	Valid	Poor	3	1.9	6.1	6.1
		Neither poor nor good	3	1.9	6.0	12.1
		Good	47	27.9	87.9	100.0
		Total	54	31.8	100.0	
	Missing	System	115	68.2		
	Total		169	100.0		
55-64	Valid	Poor	0	.1	.2	.2
		Neither poor nor good	13	3.5	9.2	9.3
		Good	124	34.4	90.7	100.0
		Total	137	38.0	100.0	
	Missing	System	223	61.9		
		Can't recall	0	.1		
	Total		224	62.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q25@. How would you rate the overall quality of the most recent letter you have received from DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Total		360	100.0		
65-74	Valid	Poor	4	.7	1.7	1.7
		Neither poor nor good	6	1.0	2.5	4.1
		Good	242	39.7	95.9	100.0
		Total	253	41.4	100.0	
	Missing	System	357	58.5		
		Can't recall	0	.1		
		Total	358	58.6		
	Total		610	100.0		
75-84	Valid	Poor	8	1.8	4.2	4.2
		Neither poor nor good	2	.5	1.2	5.4
		Good	190	41.4	94.6	100.0
		Total	200	43.7	100.0	
	Missing	System	258	56.3		
		Total	458	100.0		
85+	Valid	Poor	5	.4	1.7	1.7
		Neither poor nor good	26	2.3	8.7	10.4
		Good	262	23.7	89.6	100.0
		Total	293	26.4	100.0	
	Missing	System	813	73.3		
		Can't recall	3	.3		
		Total	816	73.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q26mr. Do you have any suggestions for improvement regarding letters you have received from DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Ensure accurate information is provided	1	5.5
		Ensure relevant information is provided	3	10.4
		Provide more detailed information	1	2.4
		Provide less information	0	1.4
		Provide information on what it means/ what I need to do	1	5.6
		Make letters easier to understand	2	6.4
		Have DVA initiate contact with client to follow-up letter	1	2.5
		Provide any relevant forms/ details to allow response/ follow-up	1	2.5
		Other	0	1.4
		None of the above	19	78.2
		Number of Respondents	25	100.0
35-44	Valid	Ensure accurate information is provided	2	7.7
		Ensure relevant information is provided	3	11.6
		Provide more detailed information	2	6.3
		Provide less information	1	3.6
		Provide information on what it means/ what I need to do	1	4.3
		Make letters easier to understand	5	16.8
		Have DVA initiate contact with client to follow-up letter	3	9.7
		Provide any relevant forms/ details to allow response/ follow-up	2	7.3
		Other	0	.5
		None of the above	20	71.2
		Number of Respondents	28	100.0
45-54	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided	1	1.0
		Provide more detailed information	9	16.4
		Provide less information	0	.4
		Provide information on what it means/ what I need to do	1	1.4

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q26mr. Do you have any suggestions for improvement regarding letters you have received from DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
45-54	Valid	Make letters easier to understand	10	19.5
		Have DVA initiate contact with client to follow-up letter		
		Provide any relevant forms/ details to allow response/ follow-up		
		Other		
		None of the above	42	78.1
		Number of Respondents	54	100.0
55-64	Valid	Ensure accurate information is provided	0	.3
		Ensure relevant information is provided	6	4.5
		Provide more detailed information	2	1.3
		Provide less information	2	1.2
		Provide information on what it means/ what I need to do	3	1.9
		Make letters easier to understand	4	3.0
		Have DVA initiate contact with client to follow-up letter	1	.6
		Provide any relevant forms/ details to allow response/ follow-up	1	.6
		Other	0	.2
		None of the above	126	91.7
		Number of Respondents	137	100.0
65-74	Valid	Ensure accurate information is provided	6	2.6
		Ensure relevant information is provided	7	2.7
		Provide more detailed information	4	1.4
		Provide less information	6	2.5
		Provide information on what it means/ what I need to do	4	1.8
		Make letters easier to understand	7	3.0
		Have DVA initiate contact with client to follow-up letter	1	.2
		Provide any relevant forms/ details to allow response/ follow-up	5	1.9
		Other		
		None of the above	225	90.0
		Number of Respondents	250	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section F: DVA Letters

Q26mr. Do you have any suggestions for improvement regarding letters you have received from DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
75-84	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided	1	.4
		Provide more detailed information	4	1.8
		Provide less information	0	.2
		Provide information on what it means/ what I need to do	7	3.5
		Make letters easier to understand	22	11.3
		Have DVA initiate contact with client to follow-up letter	1	.3
		Provide any relevant forms/ details to allow response/ follow-up	2	1.2
		Other	1	.5
		None of the above	170	86.2
		Number of Respondents	197	100.0
85+	Valid	Ensure accurate information is provided	3	1.0
		Ensure relevant information is provided	2	.6
		Provide more detailed information	3	1.0
		Provide less information		
		Provide information on what it means/ what I need to do	1	.3
		Make letters easier to understand	7	2.4
		Have DVA initiate contact with client to follow-up letter		
		Provide any relevant forms/ details to allow response/ follow-up		
		Other	2	.8
		None of the above	281	95.8
		Number of Respondents	294	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27a. The time it took to receive a response

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	2	3.7	33.5	33.5
		Neither poor nor good	0	.9	7.9	41.4
		Good	1	1.5	13.4	54.8
		Very good	2	5.0	45.2	100.0
		Total	5	11.1	100.0	
	Missing	System	43	88.4		
		Unsure/ Not applicable	0	.6		
		Total	44	88.9		
	Total		49	100.0		
35-44	Valid	Very poor	2	3.0	30.8	30.8
		Poor	1	2.2	22.2	53.0
		Neither poor nor good	0	.5	5.6	58.6
		Good	2	3.5	35.9	94.5
		Very good	0	.5	5.5	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
	Total		63	100.0		
45-54	Valid	Poor	1	.4	23.5	23.5
		Good	2	1.1	65.3	88.9
		Very good	0	.2	11.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total		169	100.0		
55-64	Valid	Very poor	1	.3	12.3	12.3
		Neither poor nor good	3	.8	27.7	40.1
		Good	1	.3	12.3	52.4
		Very good	5	1.3	47.6	100.0
		Total	10	2.7	100.0	
	Missing	System	350	97.2		
		Unsure/ Not applicable	0	.1		
		Total	351	97.3		
	Total		360	100.0		
65-74	Valid	Neither poor nor good	1	.2	13.6	13.6
		Good	2	.3	26.8	40.3
		Very good	5	.8	59.7	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
	Total		610	100.0		
75-84	Valid	Very good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27b. The ease with which you found the DVA contact email address

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.6	5.0	5.0
		Poor	0	.2	1.5	6.4
		Neither poor nor good	0	.5	4.7	11.1
		Good	2	4.8	41.5	52.6
		Very good	3	5.5	47.4	100.0
		Total	6	11.6	100.0	
	Missing	System	43	88.4		
	Total		49	100.0		
35-44	Valid	Very poor	1	2.3	25.0	25.0
		Poor	0	.4	4.1	29.1
		Neither poor nor good	1	2.2	24.4	53.5
		Good	2	2.8	30.3	83.8
		Very good	1	1.5	16.2	100.0
		Total	6	9.2	100.0	
	Missing	System	57	90.3		
		Unsure/ Not applicable	0	.5		
	Total		57	90.8		
	Total		63	100.0		
45-54	Valid	Good	0	.1	6.4	6.4
		Very good	3	1.6	93.6	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total		169	100.0		
55-64	Valid	Very poor	1	.2	5.9	5.9
		Neither poor nor good	0	.1	3.5	9.4
		Good	1	.3	12.2	21.6
		Very good	8	2.2	78.4	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total		360	100.0		
65-74	Valid	Neither poor nor good	1	.2	18.2	18.2
		Good	1	.2	13.6	31.8
		Very good	5	.9	68.2	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
	Total		610	100.0		
75-84	Valid	Very good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27c. Was easy to understand

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	2	3.6	31.2	31.2
		Neither poor nor good	0	.6	5.0	36.2
		Good	1	2.1	18.4	54.6
		Very good	3	5.2	45.4	100.0
		Total	6	11.5	100.0	
	Missing	System	43	88.4		
		Unsure/ Not applicable	0	.1		
	Total	Total	44	88.5		
			49	100.0		
35-44	Valid	Very poor	1	2.3	23.6	23.6
		Neither poor nor good	1	1.4	14.0	37.6
		Good	3	4.2	42.8	80.4
		Very good	1	1.9	19.6	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
	Total	Total	63	100.0		
45-54	Valid	Very poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Very good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total	Total	169	100.0		
55-64	Valid	Very poor	1	.2	5.9	5.9
		Neither poor nor good	1	.2	6.3	12.2
		Good	2	.5	18.1	30.3
		Very good	7	2.0	69.7	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total	Total	360	100.0		
65-74	Valid	Good	1	.2	18.4	18.4
		Very good	6	1.0	81.6	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
	Total	Total	610	100.0		
75-84	Valid	Very good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total	Total	458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27d. Was respectful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.7	5.8	5.8
		Good	3	5.2	45.4	51.3
		Very good	3	5.6	48.7	100.0
		Total	6	11.5	100.0	
	Missing	System	43	88.4		
		Unsure/ Not applicable	0	.1		
	Total	Total	44	88.5		
35-44	Valid	Very poor	2	3.0	30.6	30.6
		Poor	0	.7	7.0	37.6
		Good	2	2.9	29.8	67.5
		Very good	2	3.2	32.5	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
	Total	Total	63	100.0		
45-54	Valid	Very poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Very good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total	Total	169	100.0		
55-64	Valid	Very poor	1	.2	5.9	5.9
		Good	5	1.3	44.1	50.0
		Very good	5	1.4	50.0	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total	Total	360	100.0		
65-74	Valid	Good	1	.2	13.3	13.3
		Very good	7	1.1	86.7	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
	Total	Total	610	100.0		
75-84	Valid	Very good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total	Total	458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27e. Was communicated clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.7	5.8	5.8
		Neither poor nor good	1	2.9	25.4	31.2
		Good	2	3.1	27.3	58.4
		Very good	2	4.8	41.6	100.0
		Total	6	11.5	100.0	
	Missing	System	43	88.4		
		Unsure/ Not applicable	0	.1		
	Total	Total	44	88.5		
35-44	Valid	Very poor	1	2.3	23.6	23.6
		Poor	0	.7	7.0	30.6
		Neither poor nor good	1	.8	8.7	39.4
		Good	2	3.1	32.0	71.3
		Very good	2	2.8	28.7	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
	Total	Total	63	100.0		
45-54	Valid	Poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Very good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total	Total	169	100.0		
55-64	Valid	Very poor	1	.2	5.9	5.9
		Good	5	1.3	44.1	50.0
		Very good	5	1.4	50.0	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total	Total	360	100.0		
65-74	Valid	Good	1	.2	13.6	13.6
		Very good	7	1.1	86.4	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
	Total	Total	610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total	Total	458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27f. Was able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	2	3.6	31.2	31.2
		Neither poor nor good	1	2.8	24.6	55.8
		Good	1	3.0	25.7	81.4
		Very good	1	2.1	18.6	100.0
		Total	6	11.5	100.0	
	Missing	System	43	88.4		
		Unsure/ Not applicable	0	.1		
	Total	Total	44	88.5		
			49	100.0		
35-44	Valid	Very poor	1	2.3	23.6	23.6
		Poor	0	.2	1.7	25.3
		Neither poor nor good	1	1.5	15.7	41.0
		Good	2	2.9	30.3	71.3
		Very good	2	2.8	28.7	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
	Total	Total	63	100.0		
45-54	Valid	Poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Very good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total	Total	169	100.0		
55-64	Valid	Very poor	1	.2	5.9	5.9
		Poor	1	.2	5.9	11.8
		Good	3	.9	32.5	44.3
		Very good	6	1.6	55.7	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total	Total	360	100.0		
65-74	Valid	Very good	8	1.3	100.0	100.0
	Missing	System	603	98.7		
	Total	Total	610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total	Total	458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27g. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	2	3.6	31.6	31.6
		Neither poor nor good	0	.6	5.1	36.7
		Good	1	2.5	21.9	58.6
		Very good	2	4.7	41.4	100.0
		Total	6	11.4	100.0	
	Missing	System	44	88.5		
		Unsure/ Not applicable	0	.1		
	Total	Total	44	88.6		
			49	100.0		
35-44	Valid	Very poor	2	3.0	34.0	34.0
		Neither poor nor good	1	.8	9.7	43.7
		Good	2	3.2	36.0	79.7
		Very good	1	1.8	20.3	100.0
		Total	5	8.8	100.0	
	Missing	System	57	91.2		
	Total		63	100.0		
45-54	Valid	Poor	0	.1	6.7	6.7
		Good	1	.4	24.9	31.7
		Very good	2	1.1	68.3	100.0
		Total	3	1.7	100.0	
	Missing	System	166	98.3		
	Total		169	100.0		
55-64	Valid	Very poor	1	.2	6.1	6.1
		Neither poor nor good	1	.2	6.1	12.2
		Good	3	.9	33.7	45.9
		Very good	5	1.5	54.1	100.0
		Total	10	2.7	100.0	
	Missing	System	351	97.3		
	Total		360	100.0		
65-74	Valid	Neither poor nor good	1	.1	9.0	9.0
		Very good	7	1.1	91.0	100.0
		Total	7	1.2	100.0	
	Missing	System	603	98.7		
		Unsure/ Not applicable	0	.1		
	Total	Total	603	98.8		
			610	100.0		
75-84	Valid	Very good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27h. Provided complete information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.7	5.9	5.9
		Poor	1	2.9	25.7	31.6
		Neither poor nor good	0	.6	5.1	36.7
		Good	1	2.8	24.7	61.4
		Very good	2	4.4	38.6	100.0
		Total	6	11.4	100.0	
	Missing	System	44	88.5		
		Unsure/ Not applicable	0	.1		
		Total	44	88.6		
Total		49	100.0			
35-44	Valid	Very poor	2	3.0	34.0	34.0
		Neither poor nor good	1	1.0	11.6	45.6
		Good	2	3.0	34.1	79.7
		Very good	1	1.8	20.3	100.0
		Total	5	8.8	100.0	
	Missing	System	57	91.2		
		Total	63	100.0		
45-54	Valid	Very poor	0	.1	6.7	6.7
		Good	1	.4	24.9	31.7
		Very good	2	1.1	68.3	100.0
		Total	3	1.7	100.0	
	Missing	System	166	98.3		
		Total	169	100.0		
55-64	Valid	Very poor	1	.2	6.1	6.1
		Poor	1	.2	6.1	12.2
		Good	3	.9	33.7	45.9
		Very good	5	1.5	54.1	100.0
		Total	10	2.7	100.0	
	Missing	System	351	97.3		
		Total	360	100.0		
65-74	Valid	Good	0	.1	5.1	5.1
		Very good	7	1.2	94.9	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
		Total	610	100.0		
75-84	Valid	Very good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27i. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.7	5.9	5.9
		Poor	1	2.9	25.7	31.6
		Good	1	2.9	25.9	57.5
		Very good	2	4.8	42.5	100.0
		Total	6	11.4	100.0	
	Missing	System	44	88.5		
		Unsure/ Not applicable	0	.1		
		Total	44	88.6		
Total		49	100.0			
35-44	Valid	Very poor	2	3.0	34.0	34.0
		Neither poor nor good	1	.8	9.7	43.7
		Good	2	2.4	27.5	71.1
		Very good	2	2.5	28.9	100.0
		Total	5	8.8	100.0	
	Missing	System	57	91.2		
	Total	63	100.0			
45-54	Valid	Very poor	0	.1	6.7	6.7
		Good	1	.4	24.9	31.7
		Very good	2	1.1	68.3	100.0
		Total	3	1.7	100.0	
	Missing	System	166	98.3		
	Total	169	100.0			
55-64	Valid	Very poor	1	.2	6.1	6.1
		Neither poor nor good	1	.2	6.1	12.2
		Good	2	.5	19.1	31.4
		Very good	7	1.9	68.6	100.0
		Total	10	2.7	100.0	
	Missing	System	351	97.3		
	Total	360	100.0			
65-74	Valid	Good	0	.1	5.1	5.1
		Very good	7	1.2	94.9	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
	Total	610	100.0			
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total	458	100.0			
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27a@. The time it took to receive a response

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.7	33.5	33.5
		Neither poor nor good	0	.9	7.9	41.4
		Good	3	6.5	58.6	100.0
		Total	5	11.1	100.0	
	Missing	System	43	88.4		
		Unsure/ Not Applicable	0	.6		
	Total	Total	44	88.9		
35-44	Valid	Poor	3	5.1	53.0	53.0
		Neither poor nor good	0	.5	5.6	58.6
		Good	3	4.0	41.4	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
		Total	63	100.0		
45-54	Valid	Poor	1	.4	23.5	23.5
		Good	2	1.3	76.5	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
		Total	169	100.0		
55-64	Valid	Poor	1	.3	12.3	12.3
		Neither poor nor good	3	.8	27.7	40.1
		Good	6	1.6	59.9	100.0
		Total	10	2.7	100.0	
	Missing	System	350	97.2		
		Unsure/ Not Applicable	0	.1		
		Total	351	97.3		
	Total	Total	360	100.0		
65-74	Valid	Neither poor nor good	1	.2	13.6	13.6
		Good	7	1.1	86.4	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
		Total	610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total	Total	458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27b@. The ease with which you found the DVA contact email address

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	0	.7	6.4	6.4
		Neither poor nor good	0	.5	4.7	11.1
		Good	5	10.3	88.9	100.0
		Total	6	11.6	100.0	
	Missing	System	43	88.4		
	Total		49	100.0		
35-44	Valid	Poor	2	2.7	29.1	29.1
		Neither poor nor good	1	2.2	24.4	53.5
		Good	3	4.3	46.5	100.0
		Total	6	9.2	100.0	
	Missing	System	57	90.3		
		Unsure/ Not Applicable	0	.5		
	Total		57	90.8		
45-54	Valid	Good	3	1.8	100.0	100.0
	Missing	System	166	98.2		
	Total		169	100.0		
55-64	Valid	Poor	1	.2	5.9	5.9
		Neither poor nor good	0	.1	3.5	9.4
		Good	9	2.6	90.6	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total		360	100.0		
65-74	Valid	Neither poor nor good	1	.2	18.2	18.2
		Good	6	1.0	81.8	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
	Total		610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27c@. Was easy to understand

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.6	31.2	31.2
		Neither poor nor good	0	.6	5.0	36.2
		Good	4	7.4	63.8	100.0
		Total	6	11.5	100.0	
	Missing	System	43	88.4		
		Unsure/ Not Applicable	0	.1		
	Total	Total	44	88.5		
35-44	Valid	Poor	1	2.3	23.6	23.6
		Neither poor nor good	1	1.4	14.0	37.6
		Good	4	6.1	62.4	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
		Total	63	100.0		
45-54	Valid	Poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
		Total	169	100.0		
55-64	Valid	Poor	1	.2	5.9	5.9
		Neither poor nor good	1	.2	6.3	12.2
		Good	9	2.5	87.8	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
		Total	360	100.0		
65-74	Valid	Good	8	1.3	100.0	100.0
	Missing	System	603	98.7		
	Total	Total	610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total	Total	458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27d@. Was respectful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	0	.7	5.8	5.8
		Good	5	10.9	94.2	100.0
		Total	6	11.5	100.0	
	Missing	System	43	88.4		
		Unsure/ Not Applicable	0	.1		
		Total	44	88.5		
	Total		49	100.0		
35-44	Valid	Poor	2	3.7	37.6	37.6
		Good	4	6.1	62.4	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
	Total		63	100.0		
45-54	Valid	Poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total		169	100.0		
55-64	Valid	Poor	1	.2	5.9	5.9
		Good	10	2.7	94.1	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total		360	100.0		
65-74	Valid	Good	8	1.3	100.0	100.0
	Missing	System	603	98.7		
	Total		610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27e@. Was communicated clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	0	.7	5.8	5.8
		Neither poor nor good	1	2.9	25.4	31.2
		Good	4	7.9	68.8	100.0
		Total	6	11.5	100.0	
	Missing	System	43	88.4		
		Unsure/ Not Applicable	0	.1		
	Total	Total	44	88.5		
35-44	Valid	Poor	2	3.0	30.6	30.6
		Neither poor nor good	1	.8	8.7	39.4
		Good	4	5.9	60.6	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
		Total	63	100.0		
45-54	Valid	Poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
		Total	169	100.0		
55-64	Valid	Poor	1	.2	5.9	5.9
		Good	10	2.7	94.1	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
		Total	360	100.0		
65-74	Valid	Good	8	1.3	100.0	100.0
	Missing	System	603	98.7		
	Total	Total	610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total	Total	458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27f@. Was able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.6	31.2	31.2
		Neither poor nor good	1	2.8	24.6	55.8
		Good	3	5.1	44.2	100.0
		Total	6	11.5	100.0	
	Missing	System	43	88.4		
		Unsure/ Not Applicable	0	.1		
	Total	Total	44	88.5		
			49	100.0		
35-44	Valid	Poor	2	2.5	25.3	25.3
		Neither poor nor good	1	1.5	15.7	41.0
		Good	4	5.7	59.0	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
	Total		63	100.0		
45-54	Valid	Poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total		169	100.0		
55-64	Valid	Poor	1	.3	11.8	11.8
		Good	9	2.5	88.2	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total		360	100.0		
65-74	Valid	Good	8	1.3	100.0	100.0
	Missing	System	603	98.7		
	Total		610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27g@. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.6	31.6	31.6
		Neither poor nor good	0	.6	5.1	36.7
		Good	4	7.2	63.3	100.0
		Total	6	11.4	100.0	
	Missing	System	44	88.5		
		Unsure/ Not Applicable	0	.1		
		Total	44	88.6		
	Total		49	100.0		
35-44	Valid	Poor	2	3.0	34.0	34.0
		Neither poor nor good	1	.8	9.7	43.7
		Good	3	4.9	56.3	100.0
		Total	5	8.8	100.0	
	Missing	System	57	91.2		
		Total	63	100.0		
	45-54	Valid	Poor	0	.1	6.7
Good			3	1.5	93.3	100.0
Total			3	1.7	100.0	
Missing		System	166	98.3		
		Total	169	100.0		
55-64		Valid	Poor	1	.2	6.1
	Neither poor nor good		1	.2	6.1	12.2
	Good		9	2.4	87.8	100.0
	Total		10	2.7	100.0	
	Missing	System	351	97.3		
		Total	360	100.0		
		65-74	Valid	Neither poor nor good	1	.1
Good	7			1.1	91.0	100.0
Total	7			1.2	100.0	
Missing	System		603	98.7		
	Unsure/ Not Applicable		0	.1		
	Total		603	98.8		
Total			610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27h@. Provided complete information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.6	31.6	31.6
		Neither poor nor good	0	.6	5.1	36.7
		Good	4	7.2	63.3	100.0
		Total	6	11.4	100.0	
	Missing	System	44	88.5		
		Unsure/ Not Applicable	0	.1		
		Total	44	88.6		
	Total		49	100.0		
35-44	Valid	Poor	2	3.0	34.0	34.0
		Neither poor nor good	1	1.0	11.6	45.6
		Good	3	4.8	54.4	100.0
		Total	5	8.8	100.0	
	Missing	System	57	91.2		
		Total	63	100.0		
	45-54	Valid	Poor	0	.1	6.7
Good			3	1.5	93.3	100.0
Total			3	1.7	100.0	
Missing		System	166	98.3		
		Total	169	100.0		
55-64		Valid	Poor	1	.3	12.2
	Good		9	2.4	87.8	100.0
	Total		10	2.7	100.0	
	Missing	System	351	97.3		
		Total	360	100.0		
	65-74	Valid	Good	8	1.3	100.0
Missing		System	603	98.7		
Total			610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q27i@. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	3.6	31.6	31.6
		Good	4	7.8	68.4	100.0
		Total	6	11.4	100.0	
	Missing	System	44	88.5		
		Unsure/ Not Applicable	0	.1		
		Total	44	88.6		
	Total		49	100.0		
35-44	Valid	Poor	2	3.0	34.0	34.0
		Neither poor nor good	1	.8	9.7	43.7
		Good	3	4.9	56.3	100.0
		Total	5	8.8	100.0	
	Missing	System	57	91.2		
	Total		63	100.0		
45-54	Valid	Poor	0	.1	6.7	6.7
		Good	3	1.5	93.3	100.0
		Total	3	1.7	100.0	
	Missing	System	166	98.3		
	Total		169	100.0		
55-64	Valid	Poor	1	.2	6.1	6.1
		Neither poor nor good	1	.2	6.1	12.2
		Good	9	2.4	87.8	100.0
		Total	10	2.7	100.0	
	Missing	System	351	97.3		
	Total		360	100.0		
65-74	Valid	Good	8	1.3	100.0	100.0
	Missing	System	603	98.7		
	Total		610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q28. How would you rate the overall quality of DVA's response to your most recent email?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	2	4.3	36.8	36.8
		Good	1	1.7	14.5	51.3
		Very good	3	5.7	48.7	100.0
		Total	6	11.6	100.0	
	Missing	System	43	88.4		
	Total		49	100.0		
35-44	Valid	Very poor	1	2.3	23.6	23.6
		Poor	1	.8	8.7	32.3
		Neither poor nor good	1	.8	8.7	41.0
		Good	2	3.4	35.5	76.5
		Very good	1	2.3	23.5	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
45-54	Valid	Very poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Very good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total		169	100.0		
55-64	Valid	Very poor	1	.2	5.9	5.9
		Good	7	2.0	70.3	76.2
		Very good	2	.7	23.8	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total		360	100.0		
65-74	Valid	Good	1	.2	14.8	14.8
		Very good	7	1.1	85.2	100.0
		Total	8	1.3	100.0	
	Missing	System	603	98.7		
75-84	Valid	Very good	0	.1	100.0	100.0
		System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q28@. How would you rate the overall quality of DVAs response to your most recent email?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	2	4.3	36.8	36.8
		Good	4	7.4	63.2	100.0
		Total	6	11.6	100.0	
	Missing	System	43	88.4		
	Total		49	100.0		
35-44	Valid	Poor	2	3.1	32.3	32.3
		Neither poor nor good	1	.8	8.7	41.0
		Good	4	5.7	59.0	100.0
		Total	6	9.7	100.0	
	Missing	System	57	90.3		
	Total		63	100.0		
45-54	Valid	Poor	0	.1	6.4	6.4
		Neither poor nor good	1	.4	23.5	29.9
		Good	2	1.2	70.1	100.0
		Total	3	1.8	100.0	
	Missing	System	166	98.2		
	Total		169	100.0		
55-64	Valid	Poor	1	.2	5.9	5.9
		Good	10	2.7	94.1	100.0
		Total	10	2.8	100.0	
	Missing	System	350	97.2		
	Total		360	100.0		
65-74	Valid	Good	8	1.3	100.0	100.0
	Missing	System	603	98.7		
	Total		610	100.0		
75-84	Valid	Good	0	.1	100.0	100.0
	Missing	System	458	99.9		
	Total		458	100.0		
85+	Missing	System	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q29mr. Do you have any suggestions for improvement regarding email contact you have had with DVA in the last 12 months?

Q4@ . Age group			Frequency	% of respondents
18-34	Valid	Ensure accurate information is provided	0	1.0
		Ensure relevant information is provided	0	2.6
		Provide more detailed information	0	2.0
		Provide less information		
		Provide information on what it means/ what I need to do	0	1.0
		Make emails easier to understand		
		Have DVA initiate contact with client to follow-up email	2	31.7
		Provide any relevant forms/ details to allow response/ follow-up	1	26.1
		Other	1	9.9
		None of the above	3	57.4
Number of Respondents		6	100.0	
35-44	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided		
		Provide more detailed information		
		Provide less information		
		Provide information on what it means/ what I need to do	2	30.6
		Make emails easier to understand	2	25.3
		Have DVA initiate contact with client to follow-up email	2	30.6
		Provide any relevant forms/ details to allow response/ follow-up	2	30.6
		Other	1	10.3
		None of the above	3	57.4
Number of Respondents		6	100.0	
45-54	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided		
		Provide more detailed information		
		Provide less information		
		Provide information on what it means/ what I need to do		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q29mr. Do you have any suggestions for improvement regarding email contact you have had with DVA in the last 12 months?

Q4@ . Age group			Frequency	% of respondents
45-54	Valid	Make emails easier to understand		
		Have DVA initiate contact with client to follow-up email		
		Provide any relevant forms/ details to allow response/ follow-up		
		Other		
		None of the above	3	100.0
Number of Respondents			3	100.0
55-64	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided		
		Provide more detailed information		
		Provide less information		
		Provide information on what it means/ what I need to do		
		Make emails easier to understand		
		Have DVA initiate contact with client to follow-up email	2	18.1
		Provide any relevant forms/ details to allow response/ follow-up		
65-74	Valid	Other		
		None of the above	8	81.9
		Number of Respondents		
65-74	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided		
		Provide more detailed information		
		Provide less information		
		Provide information on what it means/ what I need to do		
		Make emails easier to understand		
		Have DVA initiate contact with client to follow-up email		
		Provide any relevant forms/ details to allow response/ follow-up		
		Other		
		None of the above	8	100.0
Number of Respondents			8	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section G: Email Letters

Q29mr. Do you have any suggestions for improvement regarding email contact you have had with DVA in the last 12 months?

Q4@ . Age group			Frequency	% of respondents
75-84	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided		
		Provide more detailed information		
		Provide less information		
		Provide information on what it means/ what I need to do		
		Make emails easier to understand		
		Have DVA initiate contact with client to follow-up email		
		Provide any relevant forms/ details to allow response/ follow-up		
		Other		
	None of the above	0	100.0	
Number of Respondents		0	100.0	
85+	Valid	Ensure accurate information is provided		
		Ensure relevant information is provided		
		Provide more detailed information		
		Provide less information		
		Provide information on what it means/ what I need to do		
		Make emails easier to understand		
		Have DVA initiate contact with client to follow-up email		
		Provide any relevant forms/ details to allow response/ follow-up		
		Other		
	None of the above			
Number of Respondents				

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q30. At your most recent face-to-face contact, did you...?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Visit a DVA office	1	2.0	34.0	34.0
		Speak to a DVA representative outside of a DVA office	2	3.9	66.0	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Visit a DVA office	7	10.5	77.5	77.5
		Visit another government agency or organisation that represents DVA	0	.6	4.5	81.9
		Speak to a DVA representative outside of a DVA office	2	2.4	18.1	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Visit a DVA office	8	4.9	62.7	62.7
		Visit another government agency or organisation that represents DVA	4	2.2	28.5	91.2
		Speak to a DVA representative outside of a DVA office	1	.7	8.8	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Visit a DVA office	22	6.1	81.5	81.5
		Speak to a DVA representative outside of a DVA office	4	1.2	16.1	97.6
		Other	1	.2	2.4	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Visit a DVA office	32	5.3	90.4	90.4
		Visit another government agency or organisation that represents DVA	0	.1	1.2	91.6
		Speak to a DVA representative outside of a DVA office	3	.5	8.4	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Visit a DVA office	16	3.5	55.9	55.9
		Visit another government agency or organisation that represents DVA	1	.2	3.5	59.5
		Speak to a DVA representative outside of a DVA office	11	2.5	40.5	100.0
		Total	28	6.2	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q30. At your most recent face-to-face contact, did you...?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	System	430	93.8		
	Total		458	100.0		
85+	Valid	Visit a DVA office	16	1.4	60.2	60.2
		Visit another government agency or organisation that represents DVA	5	.4	18.3	78.5
		Speak to a DVA representative outside of a DVA office	6	.5	21.5	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31a. Were respectful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.2	2.9	2.9
		Agree	2	3.2	55.1	58.0
		Strongly Agree	1	2.5	42.0	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Strongly disagree	1	2.1	15.5	15.5
		Agree	2	3.8	28.2	43.7
		Strongly Agree	5	7.6	56.3	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Neither agree or disagree	1	.3	4.1	4.1
		Agree	2	1.1	13.7	17.8
		Strongly Agree	11	6.4	82.2	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.4	2.4
		Agree	3	.9	11.8	14.2
		Strongly Agree	23	6.4	85.8	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Strongly disagree	1	.1	2.1	2.1
		Agree	6	1.0	16.6	18.7
		Strongly Agree	29	4.8	81.3	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Agree	3	.6	9.5	10.8
		Strongly Agree	25	5.5	89.2	100.0
		Total	28	6.2	100.0	
	Missing	System	430	93.8		
	Total		458	100.0		
85+	Valid	Agree	4	.3	13.7	13.7
		Strongly Agree	23	2.1	86.3	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31c. Were helpful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.2	2.9	2.9
		Agree	2	3.9	66.8	69.7
		Strongly Agree	1	1.8	30.3	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Disagree	1	2.1	15.5	15.5
		Neither agree or disagree	1	.9	6.5	22.0
		Agree	2	3.7	27.7	49.7
		Strongly Agree	4	6.8	50.3	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
45-54	Valid	Disagree	1	.3	4.1	4.1
		Agree	3	1.7	21.4	25.5
		Strongly Agree	10	5.8	74.5	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.4	2.4
		Agree	5	1.3	17.4	19.8
		Strongly Agree	21	6.0	80.2	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Strongly disagree	1	.1	2.1	2.1
		Neither agree or disagree	2	.3	5.1	7.2
		Agree	7	1.1	18.7	25.9
		Strongly Agree	27	4.3	74.1	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Agree	7	1.5	23.8	25.1
		Strongly Agree	21	4.6	74.9	100.0
		Total	28	6.2	100.0	
	Missing	System	430	93.8		
	Total		458	100.0		
85+	Valid	Neither agree or disagree	1	.1	3.3	3.3
		Agree	7	.7	28.2	31.5
		Strongly Agree	18	1.6	68.5	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31d. Were sensitive to your needs

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.2	2.9	2.9
		Agree	1	1.3	21.5	24.4
		Strongly Agree	2	4.5	75.6	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Strongly disagree	0	.7	5.0	5.0
		Disagree	1	2.1	15.5	20.5
		Neither agree or disagree	1	.9	6.5	27.0
		Agree	3	4.4	32.7	59.8
		Strongly Agree	3	5.4	40.2	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
45-54	Valid	Neither agree or disagree	1	.4	5.5	5.5
		Agree	3	1.7	21.4	26.9
		Strongly Agree	10	5.7	73.1	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Disagree	1	.2	2.9	2.9
		Neither agree or disagree	1	.2	2.4	5.3
		Agree	3	1.0	12.8	18.1
		Strongly Agree	22	6.1	81.9	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
65-74	Valid	Strongly disagree	1	.1	2.1	2.1
		Disagree	1	.1	1.7	3.8
		Neither agree or disagree	1	.1	1.7	5.6
		Agree	8	1.3	22.9	28.5
		Strongly Agree	26	4.2	71.5	100.0
	Total		36	5.9	100.0	
75-84	Valid	Strongly disagree	0	.1	1.3	1.3
		Neither agree or disagree	0	.1	1.3	2.6
		Agree	6	1.2	20.3	22.9
		Strongly Agree	21	4.6	77.1	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
85+	Valid	Strongly disagree	0	.1	1.3	1.3
		Neither agree or disagree	0	.1	1.3	2.6
		Agree	6	.5	22.2	25.5
		Strongly Agree	20	1.8	74.5	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31e. Treated you fairly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.2	2.9	2.9
		Agree	1	1.3	21.5	24.4
		Strongly Agree	2	4.5	75.6	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Neither agree or disagree	1	.9	6.5	6.5
		Agree	4	5.7	42.5	49.1
		Strongly Agree	4	6.9	50.9	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Neither agree or disagree	1	.3	4.1	4.1
		Agree	2	1.3	17.2	21.3
		Strongly Agree	10	6.2	78.7	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.3	2.3
		Agree	4	1.1	14.9	17.1
		Strongly Agree	22	6.2	82.9	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Disagree	1	.2	3.8	3.8
		Agree	9	1.5	25.9	29.8
		Strongly Agree	25	4.1	70.2	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Agree	6	1.4	23.4	24.8
		Strongly Agree	21	4.5	75.2	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
		Don't Know	1	.2		
		Total	431	94.0		
	Total		458	100.0		
85+	Valid	Agree	5	.4	17.5	17.5
		Strongly Agree	22	2.0	82.5	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31g. Dealt with your query in a timely manner

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.7	12.0	12.0
		Agree	2	4.1	69.4	81.4
		Strongly Agree	1	1.1	18.6	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Strongly disagree	0	.7	5.0	5.0
		Neither agree or disagree	1	.9	6.5	11.5
		Agree	3	4.4	32.5	44.1
		Strongly Agree	5	7.6	55.9	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
45-54	Valid	Neither agree or disagree	1	.3	4.1	4.1
		Agree	2	1.3	17.2	21.3
		Strongly Agree	10	6.2	78.7	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Agree	5	1.5	20.4	20.4
		Strongly Agree	21	5.9	79.6	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Strongly disagree	1	.1	2.2	2.2
		Disagree	0	.1	1.1	3.4
		Neither agree or disagree	1	.2	3.0	6.3
		Agree	10	1.7	28.6	34.9
		Strongly Agree	23	3.8	65.1	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Neither agree or disagree	1	.2	4.0	5.4
		Agree	5	1.2	20.1	25.5
		Strongly Agree	20	4.4	74.5	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
		Don't Know	1	.2		
	Total		431	94.0		
85+	Valid	Agree	8	.7	29.8	29.8
		Strongly Agree	19	1.7	70.2	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31h. Were good listeners

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.2	2.9	2.9
		Agree	2	3.9	66.8	69.7
		Strongly Agree	1	1.8	30.3	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Strongly disagree	1	2.1	15.5	15.5
		Neither agree or disagree	0	.7	5.0	20.5
		Agree	3	4.5	33.6	54.1
		Strongly Agree	4	6.2	45.9	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
45-54	Valid	Disagree	1	.3	4.2	4.2
		Neither agree or disagree	1	.4	5.5	9.7
		Agree	1	.6	8.0	17.8
		Strongly Agree	11	6.4	82.2	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
55-64	Valid	Disagree	1	.2	2.4	2.4
		Agree	4	1.2	16.7	19.1
		Strongly Agree	22	6.0	80.9	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Strongly disagree	1	.1	2.1	2.1
		Neither agree or disagree	0	.1	1.1	3.2
		Agree	11	1.9	31.9	35.1
		Strongly Agree	23	3.8	64.9	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Neither agree or disagree	0	.1	1.8	3.1
		Agree	7	1.5	24.4	27.5
		Strongly Agree	20	4.3	72.5	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
		Don't Know	1	.2		
		Total	431	94.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31h. Were good listeners

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Agree	5	.4	18.2	18.2
		Strongly Agree	22	2.0	81.8	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31i. Communicated clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Neither agree or disagree	0	.2	2.9	2.9
		Agree	1	2.8	47.2	50.1
		Strongly Agree	1	2.9	49.9	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Neither agree or disagree	1	1.2	9.0	9.0
		Agree	4	6.2	46.3	55.3
		Strongly Agree	4	6.0	44.7	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Disagree	1	.3	4.1	4.1
		Agree	2	1.3	16.5	20.6
		Strongly Agree	11	6.2	79.4	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	0	.1	1.0	1.0
		Agree	4	1.2	16.2	17.1
		Strongly Agree	22	6.2	82.9	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Strongly disagree	1	.1	2.2	2.2
		Neither agree or disagree	2	.3	4.9	7.1
		Agree	8	1.3	22.1	29.3
		Strongly Agree	25	4.1	70.7	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
75-84	Valid	Agree	8	1.7	27.0	27.0
		Strongly Agree	21	4.5	73.0	100.0
		Total	28	6.2	100.0	
	Missing	System	430	93.8		
	Total		458	100.0		
85+	Valid	Neither agree or disagree	1	.1	3.3	3.3
		Agree	4	.3	13.7	17.0
		Strongly Agree	22	2.0	83.0	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31j. Were able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.7	12.0	12.0
		Agree	1	2.8	47.2	59.2
		Strongly Agree	1	2.4	40.8	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Strongly disagree	0	.7	5.0	5.0
		Disagree	2	3.5	26.0	31.0
		Neither agree or disagree	0	.6	4.5	35.5
		Agree	2	2.8	20.4	55.9
		Strongly Agree	4	6.0	44.1	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Disagree	1	.4	4.9	4.9
		Neither agree or disagree	1	.8	9.7	14.6
		Agree	2	1.0	12.3	26.9
		Strongly Agree	10	5.7	73.1	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Strongly disagree	1	.2	3.0	3.0
		Neither agree or disagree	1	.2	2.5	5.4
		Agree	4	1.0	14.2	19.6
		Strongly Agree	21	5.8	80.4	100.0
		Total	26	7.3	100.0	
	Missing	System	334	92.6		
		Don't Know	1	.2		
		Total	334	92.7		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31j. Were able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Total		360	100.0		
65-74	Valid	Strongly disagree	1	.1	2.1	2.1
		Disagree	2	.3	5.0	7.1
		Neither agree or disagree	1	.2	3.4	10.4
		Agree	7	1.2	20.3	30.8
		Strongly Agree	25	4.1	69.2	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Disagree	1	.2	2.8	2.8
		Neither agree or disagree	1	.2	4.2	6.9
		Agree	7	1.6	26.2	33.1
		Strongly Agree	18	4.0	66.9	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
		Don't Know	1	.2		
	Total		431	94.0		
	Total		458	100.0		
85+	Valid	Disagree	1	.1	3.3	3.3
		Agree	5	.5	20.0	23.3
		Strongly Agree	20	1.8	76.7	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31k. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.2	3.0	3.0
		Agree	2	3.4	58.5	61.5
		Strongly Agree	1	2.2	38.5	100.0
		Total	3	5.7	100.0	
	Missing	System	46	94.3		
	Total		49	100.0		
35-44	Valid	Strongly disagree	0	.7	5.3	5.3
		Disagree	1	.9	6.9	12.2
		Agree	4	6.2	48.7	60.9
		Strongly Agree	3	5.0	39.1	100.0
		Total	8	12.7	100.0	
	Missing	System	55	87.3		
45-54	Valid	Neither agree or disagree	1	.6	8.8	8.8
		Agree	2	1.1	15.3	24.0
		Strongly Agree	9	5.6	76.0	100.0
		Total	12	7.4	100.0	
	Missing	System	156	92.6		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.3	2.3
		Agree	7	1.8	24.9	27.2
		Strongly Agree	19	5.3	72.8	100.0
		Total	26	7.3	100.0	
	Missing	System	334	92.7		
	Total		360	100.0		
65-74	Valid	Strongly disagree	1	.1	2.1	2.1
		Disagree	2	.3	5.2	7.4
		Neither agree or disagree	0	.1	1.1	8.5
		Agree	9	1.4	24.7	33.3
		Strongly Agree	23	3.8	66.7	100.0
		Total	35	5.7	100.0	
75-84	Valid	Disagree	1	.2	2.8	2.8
		Neither agree or disagree	0	.1	1.5	4.3
		Agree	6	1.2	21.3	25.6
		Strongly Agree	20	4.3	74.4	100.0
		Total	27	5.8	100.0	
	Missing	System	430	93.9		
75-84	Missing	Don't Know	1	.2		
		Total	431	94.2		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31k. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Neither agree or disagree	1	.1	3.5	3.5
		Agree	9	.8	36.5	40.0
		Strongly Agree	15	1.3	60.0	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

Q31l. Provided complete information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	0	.2	3.0	3.0
		Agree	2	3.4	58.5	61.5
		Strongly Agree	1	2.2	38.5	100.0
		Total	3	5.7	100.0	
	Missing	System	46	94.3		
	Total		49	100.0		
35-44	Valid	Strongly disagree	0	.7	5.3	5.3
		Disagree	2	3.0	23.3	28.7
		Neither agree or disagree	0	.5	4.2	32.9
		Agree	2	3.6	28.0	60.9
		Strongly Agree	3	5.0	39.1	100.0
		Total	8	12.7	100.0	
	Missing	System	55	87.3		
	Total		63	100.0		
45-54	Valid	Neither agree or disagree	0	.1	1.7	1.7
		Agree	3	2.0	26.9	28.5
		Strongly Agree	9	5.3	71.5	100.0
		Total	12	7.4	100.0	
	Missing	System	156	92.6		
	Total		169	100.0		
55-64	Valid	Agree	7	2.0	27.9	27.9
		Strongly Agree	19	5.1	72.1	100.0
		Total	26	7.1	100.0	
	Missing	System	334	92.7		
		Don't Know	1	.2		
	Total		335	92.9		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31I. Provided complete information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Total		360	100.0		
65-74	Valid	Strongly disagree	2	.3	5.7	5.7
		Disagree	1	.2	3.6	9.3
		Neither agree or disagree	1	.1	1.9	11.2
		Agree	8	1.3	23.7	34.9
		Strongly Agree	22	3.6	65.1	100.0
		Total	33	5.5	100.0	
	Missing	System	576	94.4		
		Don't Know	1	.1		
		Total	577	94.5		
	Total		610	100.0		
75-84	Valid	Disagree	1	.2	2.8	2.8
		Agree	6	1.3	22.8	25.6
		Strongly Agree	20	4.3	74.4	100.0
		Total	27	5.8	100.0	
	Missing	System	431	94.2		
		Total	458	100.0		
85+	Valid	Disagree	1	.1	3.5	3.5
		Agree	9	.8	37.9	41.4
		Strongly Agree	14	1.3	58.6	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
		Total	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31m. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	3.0	3.0
		Agree	2	3.4	58.5	61.5
		Strongly Agree	1	2.2	38.5	100.0
		Total	3	5.7	100.0	
	Missing	System	46	94.3		
	Total		49	100.0		
35-44	Valid	Strongly disagree	0	.7	5.3	5.3
		Disagree	1	.9	6.9	12.2
		Neither agree or disagree	0	.5	4.2	16.4
		Agree	4	6.3	49.2	65.6
		Strongly Agree	3	4.4	34.4	100.0
		Total	8	12.7	100.0	
	Missing	System	55	87.3		
45-54	Valid	Neither agree or disagree	1	.3	4.5	4.5
		Agree	3	1.7	22.5	27.0
		Strongly Agree	9	5.4	73.0	100.0
		Total	12	7.4	100.0	
	Missing	System	156	92.6		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.3	2.3
		Agree	5	1.5	20.7	23.1
		Strongly Agree	20	5.5	76.9	100.0
		Total	26	7.2	100.0	
	Missing	System	334	92.7		
		Don't Know	0	.1		
	Total		335	92.8		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31m. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Total		360	100.0		
65-74	Valid	Strongly disagree	2	.2	4.7	4.7
		Disagree	1	.2	3.7	8.4
		Neither agree or disagree	1	.2	3.1	11.5
		Agree	8	1.3	23.8	35.2
		Strongly Agree	21	3.4	64.8	100.0
		Total	32	5.3	100.0	
	Missing	System	577	94.6		
		Don't Know	1	.1		
		Total	578	94.7		
	Total		610	100.0		
75-84	Valid	Disagree	1	.2	2.8	2.8
		Agree	6	1.3	22.8	25.6
		Strongly Agree	20	4.3	74.4	100.0
		Total	27	5.8	100.0	
	Missing	System	431	94.2		
	Total		458	100.0		
85+	Valid	Neither agree or disagree	1	.1	3.5	3.5
		Agree	9	.8	37.9	41.4
		Strongly Agree	14	1.3	58.6	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31a@. Were respectful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	2.9	2.9
		Agree	3	5.7	97.1	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Disagree	1	2.1	15.5	15.5
		Agree	7	11.4	84.5	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Neither agree or disagree	1	.3	4.1	4.1
		Agree	13	7.5	95.9	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.4	2.4
		Agree	26	7.2	97.6	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Disagree	1	.1	2.1	2.1
		Agree	35	5.7	97.9	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Agree	28	6.1	98.7	100.0
		Total	28	6.2	100.0	
	Missing	System	430	93.8		
	Total		458	100.0		
85+	Valid	Agree	27	2.4	100.0	100.0
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31c@. Were helpful

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	2.9	2.9
		Agree	3	5.7	97.1	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Disagree	1	2.1	15.5	15.5
		Neither agree or disagree	1	.9	6.5	22.0
		Agree	7	10.5	78.0	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Disagree	1	.3	4.1	4.1
		Agree	13	7.5	95.9	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.4	2.4
		Agree	26	7.2	97.6	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Disagree	1	.1	2.1	2.1
		Neither agree or disagree	2	.3	5.1	7.2
		Agree	33	5.4	92.8	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Agree	28	6.1	98.7	100.0
		Total	28	6.2	100.0	
	Missing	System	430	93.8		
	Total		458	100.0		
85+	Valid	Neither agree or disagree	1	.1	3.3	3.3
		Agree	26	2.3	96.7	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31d@. Were sensitive to your needs

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	2.9	2.9
		Agree	3	5.7	97.1	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Disagree	2	2.8	20.5	20.5
		Neither agree or disagree	1	.9	6.5	27.0
		Agree	6	9.9	73.0	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
45-54	Valid	Neither agree or disagree	1	.4	5.5	5.5
		Agree	13	7.4	94.5	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Disagree	1	.2	2.9	2.9
		Neither agree or disagree	1	.2	2.4	5.3
		Agree	25	7.0	94.7	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
65-74	Valid	Disagree	1	.2	3.8	3.8
		Neither agree or disagree	1	.1	1.7	5.6
		Agree	34	5.5	94.4	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Neither agree or disagree	0	.1	1.3	2.6
		Agree	27	5.8	97.4	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
85+	Valid	Neither agree or disagree	1	.1	3.3	3.3
		Agree	26	2.3	96.7	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31e@. Treated you fairly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	2.9	2.9
		Agree	3	5.7	97.1	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Neither agree or disagree	1	.9	6.5	6.5
		Agree	8	12.6	93.5	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Neither agree or disagree	1	.3	4.1	4.1
		Agree	13	7.5	95.9	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.3	2.3
		Agree	26	7.3	97.7	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Disagree	1	.2	3.8	3.8
		Agree	34	5.6	96.2	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Agree	27	5.9	98.7	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
		Unsure/ Not Applicable	1	.2		
	Total		431	94.0		
85+	Valid	Agree	27	2.4	100.0	100.0
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31g@. Dealt with your query in a timely manner

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.7	12.0	12.0
		Agree	3	5.2	88.0	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Disagree	0	.7	5.0	5.0
		Neither agree or disagree	1	.9	6.5	11.5
		Agree	7	11.9	88.5	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
45-54	Valid	Neither agree or disagree	1	.3	4.1	4.1
		Agree	13	7.5	95.9	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Agree	27	7.4	100.0	100.0
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Disagree	1	.2	3.4	3.4
		Neither agree or disagree	1	.2	3.0	6.3
		Agree	34	5.5	93.7	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
75-84	Valid	Disagree	0	.1	1.3	1.3
		Neither agree or disagree	1	.2	4.0	5.4
		Agree	26	5.6	94.6	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
85+	Valid	Unsure/ Not Applicable	1	.2		
		Total	431	94.0		
			458	100.0		
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31h@. Were good listeners

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	2.9	2.9
		Agree	3	5.7	97.1	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Disagree	1	2.1	15.5	15.5
		Neither agree or disagree	0	.7	5.0	20.5
		Agree	7	10.7	79.5	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
Total		63	100.0			
45-54	Valid	Disagree	1	.3	4.2	4.2
		Neither agree or disagree	1	.4	5.5	9.7
		Agree	12	7.1	90.3	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
Total		169	100.0			
55-64	Valid	Disagree	1	.2	2.4	2.4
		Agree	26	7.2	97.6	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Disagree	1	.1	2.1	2.1
		Neither agree or disagree	0	.1	1.1	3.2
		Agree	35	5.7	96.8	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
Total		610	100.0			
75-84	Valid	Disagree	0	.1	1.3	1.3
		Neither agree or disagree	0	.1	1.8	3.1
		Agree	26	5.8	96.9	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
		Unsure/ Not Applicable	1	.2		
		Total	431	94.0		
Total		458	100.0			
85+	Valid	Agree	27	2.4	100.0	100.0
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31i@. Communicated clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Neither agree or disagree	0	.2	2.9	2.9
		Agree	3	5.7	97.1	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Neither agree or disagree	1	1.2	9.0	9.0
		Agree	8	12.3	91.0	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
	Total		63	100.0		
45-54	Valid	Disagree	1	.3	4.1	4.1
		Agree	13	7.5	95.9	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	0	.1	1.0	1.0
		Agree	27	7.4	99.0	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Disagree	1	.1	2.2	2.2
		Neither agree or disagree	2	.3	4.9	7.1
		Agree	33	5.4	92.9	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
75-84	Valid	Disagree	1	.1	3.3	3.3
		Neither agree or disagree	2	.3	4.9	7.1
		Agree	33	5.4	92.9	100.0
	Missing	System	430	93.8		
		Total	458	100.0		
85+	Valid	Disagree	1	.1	3.3	3.3
		Neither agree or disagree	2	.3	4.9	7.1
		Agree	33	5.4	92.9	100.0
	Missing	System	1082	97.6		
		Total	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31j@. Were able to resolve your query/ answer your questions

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.7	12.0	12.0
		Agree	3	5.2	88.0	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Disagree	3	4.2	31.0	31.0
		Neither agree or disagree	0	.6	4.5	35.5
		Agree	5	8.7	64.5	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
Total			63	100.0		
45-54	Valid	Disagree	1	.4	4.9	4.9
		Neither agree or disagree	1	.8	9.7	14.6
		Agree	11	6.7	85.4	100.0
		Total	13	7.8	100.0	
	Missing	System	156	92.2		
Total			169	100.0		
55-64	Valid	Disagree	1	.2	3.0	3.0
		Neither agree or disagree	1	.2	2.5	5.4
		Agree	25	6.9	94.6	100.0
		Total	26	7.3	100.0	
	Missing	System	334	92.6		
		Unsure/ Not Applicable	1	.2		
	Total		334	92.7		
Total			360	100.0		
65-74	Valid	Disagree	3	.4	7.1	7.1
		Neither agree or disagree	1	.2	3.4	10.4
		Agree	32	5.3	89.6	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
Total			610	100.0		
75-84	Valid	Disagree	1	.2	2.8	2.8
		Neither agree or disagree	1	.2	4.2	6.9
		Agree	25	5.5	93.1	100.0
		Total	27	6.0	100.0	
	Missing	System	430	93.8		
		Unsure/ Not Applicable	1	.2		
	Total		431	94.0		
Total			458	100.0		
85+	Valid	Disagree	1	.1	3.3	3.3
		Agree	26	2.3	96.7	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31k@. Provided relevant information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	3.0	3.0
		Agree	3	5.6	97.0	100.0
		Total	3	5.7	100.0	
	Missing	System	46	94.3		
	Total		49	100.0		
35-44	Valid	Disagree	1	1.6	12.2	12.2
		Agree	7	11.2	87.8	100.0
		Total	8	12.7	100.0	
	Missing	System	55	87.3		
	Total		63	100.0		
45-54	Valid	Neither agree or disagree	1	.6	8.8	8.8
		Agree	11	6.8	91.2	100.0
		Total	12	7.4	100.0	
	Missing	System	156	92.6		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.3	2.3
		Agree	26	7.1	97.7	100.0
		Total	26	7.3	100.0	
	Missing	System	334	92.7		
	Total		360	100.0		
65-74	Valid	Disagree	3	.4	7.4	7.4
		Neither agree or disagree	0	.1	1.1	8.5
		Agree	32	5.2	91.5	100.0
	Missing	Total	35	5.7	100.0	
		System	575	94.3		
75-84	Valid	Disagree	1	.2	2.8	2.8
		Neither agree or disagree	0	.1	1.5	4.3
		Agree	26	5.6	95.7	100.0
	Missing	Total	27	5.8	100.0	
		System	430	93.9		
85+	Valid	Unsure/ Not Applicable	1	.2		
		Total	431	94.2		
		System	458	100.0		
	Missing	Neither agree or disagree	1	.1	3.5	3.5
		Agree	24	2.1	96.5	100.0
		Total	25	2.2	100.0	
Total	Missing	System	1084	97.8		
		Total	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31I@. Provided complete information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	3.0	3.0
		Agree	3	5.6	97.0	100.0
		Total	3	5.7	100.0	
	Missing	System	46	94.3		
	Total		49	100.0		
35-44	Valid	Disagree	2	3.7	28.7	28.7
		Neither agree or disagree	0	.5	4.2	32.9
		Agree	5	8.6	67.1	100.0
		Total	8	12.7	100.0	
	Missing	System	55	87.3		
45-54	Valid	Neither agree or disagree	0	.1	1.7	1.7
		Agree	12	7.3	98.3	100.0
		Total	12	7.4	100.0	
	Missing	System	156	92.6		
	Total		169	100.0		
55-64	Valid	Agree	26	7.1	100.0	100.0
	Missing	System	334	92.7		
		Unsure/ Not Applicable	1	.2		
		Total	335	92.9		
	Total		360	100.0		
65-74	Valid	Disagree	3	.5	9.3	9.3
		Neither agree or disagree	1	.1	1.9	11.2
		Agree	30	4.8	88.8	100.0
		Total	33	5.5	100.0	
	Missing	System	576	94.4		
		Unsure/ Not Applicable	1	.1		
		Total	577	94.5		
75-84	Valid	Disagree	1	.2	2.8	2.8
		Agree	26	5.7	97.2	100.0
		Total	27	5.8	100.0	
	Missing	System	431	94.2		
	Total		458	100.0		
85+	Valid	Disagree	1	.1	3.5	3.5
		Agree	24	2.1	96.5	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q31m@. Provided accurate information

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	0	.2	3.0	3.0
		Agree	3	5.6	97.0	100.0
		Total	3	5.7	100.0	
	Missing	System	46	94.3		
	Total		49	100.0		
35-44	Valid	Disagree	1	1.6	12.2	12.2
		Neither agree or disagree	0	.5	4.2	16.4
		Agree	7	10.6	83.6	100.0
		Total	8	12.7	100.0	
	Missing	System	55	87.3		
45-54	Valid	Neither agree or disagree	1	.3	4.5	4.5
		Agree	12	7.1	95.5	100.0
		Total	12	7.4	100.0	
	Missing	System	156	92.6		
	Total		169	100.0		
55-64	Valid	Neither agree or disagree	1	.2	2.3	2.3
		Agree	25	7.0	97.7	100.0
		Total	26	7.2	100.0	
	Missing	System	334	92.7		
		Unsure/ Not Applicable	0	.1		
65-74	Valid	Disagree	3	.4	8.4	8.4
		Neither agree or disagree	1	.2	3.1	11.5
		Agree	29	4.7	88.5	100.0
	Missing	Total	32	5.3	100.0	
		System	577	94.6		
75-84	Valid	Disagree	1	.2	2.8	2.8
		Agree	26	5.7	97.2	100.0
		Total	27	5.8	100.0	
	Missing	System	431	94.2		
	Total		458	100.0		
85+	Valid	Neither agree or disagree	1	.1	3.5	3.5
		Agree	24	2.1	96.5	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q32. How would you rate the overall quality of DVA's service during your most recent face-to-face contact?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.2	2.9	2.9
		Good	2	3.9	66.8	69.7
		Very good	1	1.8	30.3	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Poor	1	2.1	15.5	15.5
		Neither poor nor good	1	1.6	11.5	27.0
		Good	2	2.7	20.0	47.0
		Very good	4	7.2	53.0	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
Total		63	100.0			
45-54	Valid	Neither poor nor good	1	.6	7.6	7.6
		Good	5	2.9	38.7	46.3
		Very good	7	4.0	53.7	100.0
		Total	13	7.5	100.0	
	Missing	System	156	92.2		
		Can't recall	1	.4		
		Total	156	92.5		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q32. How would you rate the overall quality of DVA's service during your most recent face-to-face contact?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
45-54	Total		169	100.0		
55-64	Valid	Poor	0	.1	1.7	1.7
		Good	6	1.6	21.2	22.9
		Very good	21	5.7	77.1	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
65-74	Valid	Very poor	1	.1	2.1	2.1
		Poor	3	.4	7.2	9.3
		Neither poor nor good	0	.1	1.1	10.4
		Good	6	1.0	17.7	28.2
		Very good	26	4.2	71.8	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
	Total		610	100.0		
75-84	Valid	Neither poor nor good	0	.1	1.4	1.4
		Good	5	1.2	19.1	20.5
		Very good	23	4.9	79.5	100.0
		Total	28	6.2	100.0	
	Missing	System	430	93.8		
	Total		458	100.0		
85+	Valid	Good	3	.3	10.6	10.6
		Very good	24	2.1	89.4	100.0
		Total	27	2.4	100.0	
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q32@. How would you rate the overall quality of DVAs service during your most recent face-to-face contact?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	0	.2	2.9	2.9
		Good	3	5.7	97.1	100.0
		Total	3	5.9	100.0	
	Missing	System	46	94.1		
	Total		49	100.0		
35-44	Valid	Poor	1	2.1	15.5	15.5
		Neither poor nor good	1	1.6	11.5	27.0
		Good	6	9.9	73.0	100.0
		Total	8	13.5	100.0	
	Missing	System	54	86.5		
45-54	Valid	Neither poor nor good	1	.6	7.6	7.6
		Good	12	6.9	92.4	100.0
		Total	13	7.5	100.0	
	Missing	System	156	92.2		
	Total	Can't recall	1	.4		
55-64	Valid	Neither poor nor good	1	.4		
		Good	156	92.2		
		Total	156	92.5		
	Missing	System	169	100.0		
	Total					
65-74	Valid	Poor	0	.1	1.7	1.7
		Good	26	7.3	98.3	100.0
		Total	27	7.4	100.0	
	Missing	System	334	92.6		
	Total		360	100.0		
75-84	Valid	Poor	3	.5	9.3	9.3
		Neither poor nor good	0	.1	1.1	10.4
		Good	32	5.3	89.6	100.0
		Total	36	5.9	100.0	
	Missing	System	574	94.1		
85+	Valid	Neither poor nor good	610	100.0		
		Good				
		Total				
	Missing	System				
	Total					
85+	Valid	Good	27	2.4	100.0	100.0
	Missing	System	1082	97.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q33mr. Do you have any suggestions for improvement regarding the face-to-face contact you have had with DVA in the last 12 months?

Q4@ . Age group			Frequency	% of respondents
18-34	Valid	Ensure dedicated DVA staff at shared facilities		
		Ensure access to appropriate facilities in regional areas	0	9.6
		Improve timeliness of resolution/ follow-up	0	7.0
		Reduce waiting times	0	2.9
		Minimise the number of contacts I need to speak with		
		Ensure staff are polite/ helpful/ courteous	0	2.9
		Other		
		None of the above	3	87.6
		Number of Respondents	3	100.0
35-44	Valid	Ensure dedicated DVA staff at shared facilities	0	1.2
		Ensure access to appropriate facilities in regional areas	0	4.5
		Improve timeliness of resolution/ follow-up		
		Reduce waiting times		
		Minimise the number of contacts I need to speak with		
		Ensure staff are polite/ helpful/ courteous	2	20.0
		Other		
		None of the above	6	74.4
		Number of Respondents	8	100.0
45-54	Valid	Ensure dedicated DVA staff at shared facilities		
		Ensure access to appropriate facilities in regional areas		
		Improve timeliness of resolution/ follow-up		
		Reduce waiting times		
		Minimise the number of contacts I need to speak with	0	1.6
		Ensure staff are polite/ helpful/ courteous	1	9.2
		Other		
		None of the above	12	89.3
		Number of Respondents	13	100.0
55-64	Valid	Ensure dedicated DVA staff at shared facilities	1	2.9

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q33mr. Do you have any suggestions for improvement regarding the face-to-face contact you have had with DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
55-64	Valid	Ensure access to appropriate facilities in regional areas	1	4.5
		Improve timeliness of resolution/ follow-up		
		Reduce waiting times		
		Minimise the number of contacts I need to speak with		
		Ensure staff are polite/ helpful/ courteous	1	2.4
		Other	1	5.3
		None of the above	24	90.2
		Number of Respondents	27	100.0
65-74	Valid	Ensure dedicated DVA staff at shared facilities	3	7.8
		Ensure access to appropriate facilities in regional areas	0	1.2
		Improve timeliness of resolution/ follow-up		
		Reduce waiting times		
		Minimise the number of contacts I need to speak with	2	4.9
		Ensure staff are polite/ helpful/ courteous	3	8.5
		Other	1	2.4
		None of the above	27	81.2
		Number of Respondents	34	100.0
75-84	Valid	Ensure dedicated DVA staff at shared facilities	1	3.3
		Ensure access to appropriate facilities in regional areas	0	1.5
		Improve timeliness of resolution/ follow-up		
		Reduce waiting times	0	1.3
		Minimise the number of contacts I need to speak with		
		Ensure staff are polite/ helpful/ courteous		
		Other	0	1.8
		None of the above	26	93.6
		Number of Respondents	27	100.0
85+	Valid	Ensure dedicated DVA staff at shared facilities		
		Ensure access to appropriate facilities in regional areas		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section H: Face-to-Face Contact with DVA

Q33mr. Do you have any suggestions for improvement regarding the face-to-face contact you have had with DVA in the last 12 months?

Q4@. Age group			Frequency	% of respondents
85+	Valid	Improve timeliness of resolution/ follow-up		
		Reduce waiting times		
		Minimise the number of contacts I need to speak with		
		Ensure staff are polite/ helpful/ courteous		
		Other	1	4.9
		None of the above	25	95.1
Number of Respondents			27	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section I: DVA Online Services - MyAccount

Q34. Have you used DVA's online MyAccount service in the last 12 months?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	3	5.2	5.2	5.2
		No	47	94.8	94.8	100.0
		Total	49	100.0	100.0	
35-44	Valid	Yes	4	6.6	6.6	6.6
		No	59	93.4	93.4	100.0
		Total	63	100.0	100.0	
45-54	Valid	Yes	14	8.4	8.4	8.4
		No	155	91.6	91.6	100.0
		Total	169	100.0	100.0	
55-64	Valid	Yes	32	8.9	8.9	8.9
		No	328	91.1	91.1	100.0
		Total	360	100.0	100.0	
65-74	Valid	Yes	31	5.0	5.0	5.0
		No	580	95.0	95.0	100.0
		Total	610	100.0	100.0	
75-84	Valid	Yes	7	1.5	1.5	1.5
		No	450	98.2	98.5	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
	Total		458	100.0		
85+	Valid	Yes	9	.8	.8	.8
		No	1100	99.2	99.2	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section I: DVA Online Services - MyAccount

Q35mr. Why have you not used the online MyAccount service?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	I do not use the internet	1	2.7
		I do not have regular internet access		
		I have concerns about privacy		
		I prefer to contact DVA in-person, via telephone or in writing	4	7.9
		My queries/ issues are too complicated to resolve online	2	3.3
		I wasn't aware of DVA's online services	22	46.9
		It is too difficult to use	0	.5
		I have no need to use the service	20	43.0
		Other	0	.8
		Number of Respondents	47	100.0
35-44	Valid	I do not use the internet	4	7.6
		I do not have regular internet access	1	.9
		I have concerns about privacy	1	1.5
		I prefer to contact DVA in-person, via telephone or in writing	4	7.6
		My queries/ issues are too complicated to resolve online	0	.8
		I wasn't aware of DVA's online services	22	37.7
		It is too difficult to use	2	3.4
		I have no need to use the service	27	46.8
		Other	0	.2
		Number of Respondents	59	100.0
45-54	Valid	I do not use the internet	11	7.3
		I do not have regular internet access	1	.8
		I have concerns about privacy	0	.1
		I prefer to contact DVA in-person, via telephone or in writing	3	2.2
		My queries/ issues are too complicated to resolve online	3	2.0
		I wasn't aware of DVA's online services	49	31.4
		It is too difficult to use	2	1.5
		I have no need to use the service	84	54.6
		Other	3	1.8

DVA CSS Frequencies - Split by Age Group (Weighted)
Section I: DVA Online Services - MyAccount

Q35mr. Why have you not used the online MyAccount service?

Q4@. Age group			Frequency	% of respondents
45-54	Number of Respondents		155	100.0
55-64	Valid	I do not use the internet	69	21.1
		I do not have regular internet access	8	2.3
		I have concerns about privacy	2	.7
		I prefer to contact DVA in-person, via telephone or in writing	15	4.7
		My queries/ issues are too complicated to resolve online	4	1.3
		I wasn't aware of DVA's online services	58	17.6
		It is too difficult to use	9	2.8
		I have no need to use the service	168	51.0
		Other	6	1.8
	Number of Respondents		328	100.0
65-74	Valid	I do not use the internet	234	40.3
		I do not have regular internet access	19	3.3
		I have concerns about privacy	5	.8
		I prefer to contact DVA in-person, via telephone or in writing	35	6.1
		My queries/ issues are too complicated to resolve online		
		I wasn't aware of DVA's online services	64	11.1
		It is too difficult to use	38	6.5
		I have no need to use the service	215	37.1
		Other	7	1.2
	Number of Respondents		580	100.0
75-84	Valid	I do not use the internet	308	68.5
		I do not have regular internet access	17	3.7
		I have concerns about privacy		
		I prefer to contact DVA in-person, via telephone or in writing	10	2.1
		My queries/ issues are too complicated to resolve online		
		I wasn't aware of DVA's online services	31	6.9
		It is too difficult to use	11	2.5
		I have no need to use the service	93	20.7

DVA CSS Frequencies - Split by Age Group (Weighted)
Section I: DVA Online Services - MyAccount

Q35mr. Why have you not used the online MyAccount service?

Q4@. Age group			Frequency	% of respondents
75-84	Valid	Other	2	.4
	Number of Respondents		449	100.0
85+	Valid	I do not use the internet	806	73.3
		I do not have regular internet access	53	4.8
		I have concerns about privacy	1	.1
		I prefer to contact DVA in-person, via telephone or in writing	29	2.7
		My queries/ issues are too complicated to resolve online		
		I wasn't aware of DVA's online services	40	3.7
		It is too difficult to use	22	2.0
		I have no need to use the service	227	20.7
		Other	1	.1
	Number of Respondents		1100	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q40. Have you visited the DVA website (www.dva.gov.au) in the last 12 months?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	22	43.7	43.7	43.7
		No	28	56.3	56.3	100.0
		Total	49	100.0	100.0	
35-44	Valid	Yes	29	45.7	45.7	45.7
		No	34	54.3	54.3	100.0
		Total	63	100.0	100.0	
45-54	Valid	Yes	55	32.4	32.4	32.4
		No	114	67.6	67.6	100.0
		Total	169	100.0	100.0	
55-64	Valid	Yes	126	34.9	34.9	34.9
		No	234	65.1	65.1	100.0
		Total	360	100.0	100.0	
65-74	Valid	Yes	97	15.8	15.8	15.8
		No	514	84.2	84.2	100.0
		Total	610	100.0	100.0	
75-84	Valid	Yes	10	2.1	2.1	2.1
		No	449	97.9	97.9	100.0
		Total	458	100.0	100.0	
85+	Valid	Yes	25	2.2	2.2	2.2
		No	1084	97.8	97.8	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q41. What was the main reason for your last visit to the DVA website?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Find out general information about how to contact DVA/where to find a DVA office	12	23.6	53.9	53.9
		Find a form	1	2.5	5.8	59.7
		Use MyAccount	1	2.0	4.5	64.2
		Find out what services DVA provides	0	.8	1.9	66.1
		Look up specific information about eligibility	2	3.7	8.5	74.6
		Look up specific information about a payment (e.g. rates of payments)	0	.7	1.7	76.3
		Look up specific information about a benefit	2	5.1	11.6	87.9
		Look up information about health care	1	2.0	4.6	92.4
		Find out about a commemorative event	1	1.9	4.3	96.7
		Read the latest news	0	.8	1.7	98.4
		Find a link to a related website (e.g. Minister's website, DSHI Insurance, Anzac Centenary)	0	.7	1.6	100.0
		Total	22	43.7	100.0	
	Missing	System	28	56.3		
	Total		49	100.0		
35-44	Valid	Find out general information about how to contact DVA/where to find a DVA office	15	24.2	53.0	53.0
		Find a form	2	4.0	8.7	61.7
		Use MyAccount	0	.7	1.5	63.1
		Find out what services DVA provides	1	1.5	3.2	66.4
		Look up specific information about eligibility	3	4.1	9.0	75.4
		Look up specific information about a payment (e.g. rates of payments)	2	3.5	7.7	83.1
		Look up specific information about a benefit	2	3.0	6.5	89.6
		Look up information about health care	1	1.3	2.9	92.4
		Find out about a commemorative event	0	.6	1.3	93.8
		Other	2	2.6	5.8	99.5
		Can't remember	0	.2	.5	100.0
		Total	29	45.7	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q41. What was the main reason for your last visit to the DVA website?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
35-44	Missing	System	34	54.3		
	Total		63	100.0		
45-54	Valid	Find out general information about how to contact DVA/where to find a DVA office	33	19.5	60.2	60.2
		Find a form	3	2.0	6.2	66.4
		Use MyAccount	0	.2	.7	67.0
		Find out what services DVA provides	1	.4	1.3	68.3
		Look up specific information about eligibility	5	2.7	8.5	76.8
		Look up specific information about a payment (e.g. rates of payments)	1	.8	2.5	79.3
		Look up specific information about a benefit	3	1.7	5.2	84.5
		Find a DVA publication	0	.1	.3	84.8
		Read the latest news	1	.6	2.0	86.8
		Find a link to a related website (e.g. Minister's website, DSHI Insurance, Anzac Centenary)	1	.4	1.2	88.0
		Other	4	2.2	6.8	94.9
		Can't remember	3	1.7	5.1	100.0
		Total	55	32.4	100.0	
	Missing	System	114	67.6		
	Total		169	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q41. What was the main reason for your last visit to the DVA website?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Valid	Find out general information about how to contact DVA/where to find a DVA office	52	14.3	40.9	40.9
		Find a form	8	2.3	6.6	47.5
		Use MyAccount	1	.4	1.1	48.6
		Find out what services DVA provides	6	1.6	4.7	53.3
		Look up specific information about eligibility	9	2.6	7.4	60.8
		Look up specific information about a payment (e.g. rates of payments)	10	2.6	7.6	68.4
		Look up specific information about a benefit	17	4.9	13.9	82.3
		Look up information about health care	8	2.3	6.5	88.7
		Find out about a commemorative event	3	.9	2.7	91.4
		Read the latest news	3	.9	2.6	94.0
		Find information for ex-service organisations	0	.1	.3	94.3
		Other	4	1.2	3.3	97.6
		Can't remember	3	.8	2.4	100.0
		Total	126	34.9	100.0	
Missing	System	234	65.1			
Total		360	100.0			

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q41. What was the main reason for your last visit to the DVA website?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	Find out general information about how to contact DVA/where to find a DVA office	27	4.5	28.2	28.2
		Find a form	9	1.4	9.0	37.2
		Use MyAccount	3	.5	3.3	40.5
		Find out what services DVA provides	9	1.4	9.0	49.5
		Look up specific information about eligibility	8	1.3	7.9	57.5
		Look up specific information about a payment (e.g. rates of payments)	7	1.2	7.4	64.9
		Look up specific information about a benefit	14	2.3	14.7	79.6
		Look up information about health care	8	1.4	8.6	88.2
		Find out about a commemorative event	1	.2	1.4	89.6
		Find a DVA publication	1	.1	.6	90.2
		Read the latest news	6	1.0	6.4	96.6
		Other	1	.2	1.5	98.1
		Can't remember	2	.3	1.9	100.0
		Total	97	15.8	100.0	
	Missing	System	514	84.2		
Total			610	100.0		
75-84	Valid	Find out general information about how to contact DVA/where to find a DVA office	3	.6	33.3	33.3
		Look up specific information about eligibility	1	.2	9.1	42.4
		Look up specific information about a payment (e.g. rates of payments)	2	.5	25.9	68.3
		Look up specific information about a benefit	1	.2	10.1	78.4
		Look up information about health care	0	.1	4.2	82.6
		Can't remember	1	.3	17.4	100.0
		Total	9	1.9	100.0	
	Missing	System	450	98.1		
Total			458	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q41. What was the main reason for your last visit to the DVA website?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Find out general information about how to contact DVA/where to find a DVA office	15	1.3	59.3	59.3
		Find a form	3	.3	11.2	70.5
		Use MyAccount	1	.1	3.3	73.8
		Look up specific information about eligibility	2	.2	8.5	82.4
		Look up specific information about a payment (e.g. rates of payments)	2	.2	9.2	91.5
		Look up specific information about a benefit	1	.1	5.3	96.8
		Can't remember	1	.1	3.2	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42a. Ease of finding the information that you were looking for

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	2.0	4.6	4.6
		Poor	3	6.1	14.0	18.6
		Neither poor nor good	6	13.0	29.8	48.4
		Good	4	7.3	16.7	65.1
		Very good	8	15.3	34.9	100.0
		Total	22	43.7	100.0	
	Missing	System	28	56.3		
	Total		49	100.0		
35-44	Valid	Very poor	4	5.7	12.8	12.8
		Poor	3	5.4	12.1	24.8
		Neither poor nor good	8	12.8	28.6	53.4
		Good	9	14.5	32.3	85.7
		Very good	4	6.4	14.3	100.0
		Total	28	44.9	100.0	
	Missing	System	34	54.3		
		Unsure/ Not applicable	1	.8		
	Total		35	55.1		
45-54	Valid	Very poor	1	.3	1.0	1.0
		Poor	3	1.6	4.8	5.9
		Neither poor nor good	17	10.0	30.9	36.7
		Good	14	8.3	25.8	62.5
		Very good	20	12.1	37.5	100.0
		Total	55	32.3	100.0	
	Missing	System	114	67.6		
		Unsure/ Not applicable	0	.1		
	Total		114	67.7		
55-64	Valid	Very poor	8	2.3	6.8	6.8
		Poor	10	2.7	8.1	14.9
		Neither poor nor good	34	9.4	27.9	42.8
		Good	33	9.3	27.5	70.3
		Very good	36	10.1	29.7	100.0
		Total	122	33.8	100.0	
	Missing	System	234	65.1		
		Unsure/ Not applicable	4	1.1		
	Total		239	66.2		
65-74	Valid	Very poor	7	1.1	7.2	7.2
		Poor	5	.8	5.2	12.4
		Neither poor nor good	27	4.4	28.0	40.4
		Good	39	6.5	40.8	81.2
		Very good	18	3.0	18.8	100.0
		Total	97	15.8	100.0	
	Missing	System	514	84.2		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42a. Ease of finding the information that you were looking for

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Total		610	100.0		
75-84	Valid	Very poor	0	.1	5.5	5.5
		Poor	0	.1	4.4	10.0
		Neither poor nor good	4	.8	41.4	51.4
		Good	2	.4	22.2	73.5
		Very good	2	.5	26.5	100.0
		Total	9	2.0	100.0	
	Missing	System	449	97.9		
		Unsure/ Not applicable	1	.1		
	Total	Total	449	98.0		
			458	100.0		
85+	Valid	Very poor	3	.3	13.0	13.0
		Poor	1	.1	3.3	16.3
		Neither poor nor good	5	.4	19.7	36.0
		Good	13	1.2	53.7	89.7
		Very good	3	.2	10.3	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42b. Enough information to answer your query/ question

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	1.1	2.6	2.6
		Poor	4	7.6	17.6	20.2
		Neither poor nor good	4	8.4	19.4	39.6
		Good	7	14.2	32.9	72.4
		Very good	6	11.9	27.6	100.0
		Total	21	43.2	100.0	
	Missing	System	28	56.3		
		Unsure/ Not applicable	0	.5		
		Total	28	56.8		
	Total		49	100.0		
35-44	Valid	Very poor	2	3.5	7.8	7.8
		Poor	2	3.4	7.7	15.5
		Neither poor nor good	7	11.1	24.7	40.2
		Good	10	16.2	36.1	76.3
		Very good	7	10.6	23.7	100.0
		Total	28	44.9	100.0	
	Missing	System	34	54.3		
		Unsure/ Not applicable	1	.8		
		Total	35	55.1		
	Total		63	100.0		
45-54	Valid	Very poor	1	.8	2.6	2.6
		Poor	8	4.6	14.3	16.9
		Neither poor nor good	11	6.6	20.4	37.3
		Good	11	6.8	21.0	58.3
		Very good	23	13.5	41.7	100.0
		Total	55	32.3	100.0	
	Missing	System	114	67.6		
		Unsure/ Not applicable	0	.1		
		Total	114	67.7		
	Total		169	100.0		
55-64	Valid	Very poor	10	2.8	8.7	8.7
		Poor	13	3.6	11.1	19.8
		Neither poor nor good	20	5.5	16.9	36.7
		Good	40	11.0	34.1	70.8
		Very good	34	9.4	29.2	100.0
		Total	116	32.3	100.0	
	Missing	System	234	65.1		
		Unsure/ Not applicable	10	2.7		
		Total	244	67.7		
	Total		360	100.0		
65-74	Valid	Very poor	6	1.0	6.1	6.1
		Poor	3	.5	3.3	9.3
		Neither poor nor good	7	1.2	7.8	17.1
		Good	47	7.7	48.8	65.9
		Very good	33	5.4	34.1	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42b. Enough information to answer your query/ question

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	Total	96	15.8	100.0	
		Missing	514	84.2		
		Unsure/ Not applicable	0	.1		
		Total	514	84.2		
	Total		610	100.0		
75-84	Valid	Very poor	0	.1	5.2	5.2
		Neither poor nor good	1	.3	12.5	17.7
		Good	5	1.0	49.6	67.3
		Very good	3	.7	32.7	100.0
		Total	10	2.1	100.0	
	Missing	System	449	97.9		
	Total		458	100.0		
85+	Valid	Very poor	3	.3	13.0	13.0
		Poor	1	.1	3.3	16.3
		Good	12	1.1	48.6	64.9
		Very good	9	.8	35.1	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42c. The way that the information was presented (e.g. layout, design)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	2	3.5	8.0	8.0
		Poor	1	2.2	5.0	13.1
		Neither poor nor good	3	7.0	15.9	29.0
		Good	8	17.2	39.3	68.2
		Very good	7	13.9	31.8	100.0
		Total	22	43.7	100.0	
	Missing	System	28	56.3		
	Total		49	100.0		
35-44	Valid	Very poor	2	2.6	6.0	6.0
		Poor	3	4.1	9.5	15.5
		Neither poor nor good	7	11.3	26.0	41.5
		Good	9	14.2	32.7	74.2
		Very good	7	11.2	25.8	100.0
		Total	27	43.5	100.0	
	Missing	System	34	54.3		
		Unsure/ Not applicable	1	2.2		
	Total		35	56.5		
45-54	Valid	Very poor	1	.3	1.0	1.0
		Poor	2	1.0	3.2	4.2
		Neither poor nor good	8	4.7	14.7	19.0
		Good	23	13.5	42.4	61.4
		Very good	21	12.3	38.6	100.0
		Total	54	31.9	100.0	
	Missing	System	114	67.6		
		Unsure/ Not applicable	1	.5		
	Total		115	68.1		
55-64	Valid	Very poor	2	.7	1.9	1.9
		Poor	11	3.2	9.1	11.1
		Neither poor nor good	24	6.7	19.4	30.5
		Good	44	12.3	35.7	66.2
		Very good	42	11.7	33.8	100.0
		Total	125	34.6	100.0	
	Missing	System	234	65.1		
		Unsure/ Not applicable	1	.4		
	Total		236	65.4		
65-74	Valid	Very poor	1	.2	1.2	1.2
		Poor	2	.4	2.5	3.7
		Neither poor nor good	20	3.3	20.9	24.7
		Good	45	7.3	46.7	71.4
		Very good	27	4.5	28.6	100.0
		Total	96	15.7	100.0	
	Missing	System	514	84.2		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42c. The way that the information was presented (e.g. layout, design)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Missing	Unsure/ Not applicable	1	.1		
		Total	514	84.3		
	Total		610	100.0		
75-84	Valid	Very poor	0	.1	5.2	5.2
		Poor	0	.1	4.2	9.4
		Neither poor nor good	3	.7	35.6	45.0
		Good	2	.5	22.3	67.3
		Very good	3	.7	32.7	100.0
		Total	10	2.1	100.0	
	Missing	System	449	97.9		
	Total		458	100.0		
85+	Valid	Very poor	3	.3	13.0	13.0
		Neither poor nor good	4	.4	16.2	29.2
		Good	5	.5	21.2	50.4
		Very good	12	1.1	49.6	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42d. Ease of understanding of the information presented

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	0	.6	1.3	1.3
		Poor	3	5.5	12.6	14.0
		Neither poor nor good	7	13.4	30.7	44.7
		Good	5	10.6	24.4	69.1
		Very good	7	13.5	30.9	100.0
		Total	21	43.5	100.0	
	Missing	System	28	56.3		
		Unsure/ Not applicable	0	.2		
		Total	28	56.5		
	Total		49	100.0		
35-44	Valid	Very poor	2	3.5	7.7	7.7
		Poor	5	7.4	16.4	24.0
		Neither poor nor good	9	14.0	31.0	55.1
		Good	6	10.0	22.2	77.3
		Very good	6	10.2	22.7	100.0
		Total	28	45.1	100.0	
	Missing	System	34	54.3		
		Unsure/ Not applicable	0	.6		
		Total	34	54.9		
	Total		63	100.0		
45-54	Valid	Very poor	2	1.0	3.0	3.0
		Poor	1	.7	2.0	5.0
		Neither poor nor good	9	5.6	17.5	22.6
		Good	19	11.3	35.4	58.0
		Very good	23	13.4	42.0	100.0
		Total	54	31.9	100.0	
	Missing	System	114	67.6		
		Unsure/ Not applicable	1	.5		
		Total	115	68.1		
	Total		169	100.0		
55-64	Valid	Very poor	5	1.4	4.1	4.1
		Poor	14	3.9	11.4	15.4
		Neither poor nor good	15	4.3	12.4	27.8
		Good	46	12.7	36.7	64.5
		Very good	44	12.3	35.5	100.0
		Total	125	34.6	100.0	
	Missing	System	234	65.1		
		Unsure/ Not applicable	1	.3		
		Total	236	65.4		
	Total		360	100.0		
65-74	Valid	Very poor	1	.2	1.5	1.5
		Poor	3	.5	2.9	4.4
		Neither poor nor good	19	3.1	19.7	24.1
		Good	48	7.8	49.9	74.0
		Very good	25	4.1	26.0	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42d. Ease of understanding of the information presented

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	Total	96	15.7	100.0	
	Missing	System	514	84.2		
		Unsure/ Not applicable	1	.1		
		Total	514	84.3		
	Total		610	100.0		
75-84	Valid	Very poor	0	.1	5.2	5.2
		Poor	2	.5	23.6	28.8
		Neither poor nor good	1	.2	8.3	37.2
		Good	3	.7	33.9	71.1
		Very good	3	.6	28.9	100.0
		Total	10	2.1	100.0	
	Missing	System	449	97.9		
	Total		458	100.0		
85+	Valid	Very poor	3	.3	13.0	13.0
		Neither poor nor good	3	.3	11.2	24.2
		Good	16	1.5	65.6	89.7
		Very good	3	.2	10.3	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42a@. Ease of finding the information that you were looking for

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	4	8.2	18.6	18.6
		Neither poor nor good	6	13.0	29.8	48.4
		Good	11	22.5	51.6	100.0
		Total	22	43.7	100.0	
	Missing	System	28	56.3		
	Total		49	100.0		
35-44	Valid	Poor	7	11.1	24.8	24.8
		Neither poor nor good	8	12.8	28.6	53.4
		Good	13	20.9	46.6	100.0
		Total	28	44.9	100.0	
	Missing	System	34	54.3		
		Unsure/ Not Applicable	1	.8		
	Total		35	55.1		
45-54	Valid	Poor	3	1.9	5.9	5.9
		Neither poor nor good	17	10.0	30.9	36.7
		Good	34	20.4	63.3	100.0
		Total	55	32.3	100.0	
	Missing	System	114	67.6		
		Unsure/ Not Applicable	0	.1		
	Total		114	67.7		
55-64	Valid	Poor	18	5.0	14.9	14.9
		Neither poor nor good	34	9.4	27.9	42.8
		Good	70	19.3	57.2	100.0
		Total	122	33.8	100.0	
	Missing	System	234	65.1		
		Unsure/ Not Applicable	4	1.1		
	Total		239	66.2		
65-74	Valid	Poor	12	2.0	12.4	12.4
		Neither poor nor good	27	4.4	28.0	40.4
		Good	58	9.4	59.6	100.0
		Total	97	15.8	100.0	
	Missing	System	514	84.2		
	Total		610	100.0		
75-84	Valid	Poor	1	.2	10.0	10.0
		Neither poor nor good	4	.8	41.4	51.4
		Good	4	1.0	48.6	100.0
		Total	9	2.0	100.0	
	Missing	System	449	97.9		
		Unsure/ Not Applicable	1	.1		
	Total		449	98.0		
85+	Valid	Poor	4	.4	16.3	16.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42a@. Ease of finding the information that you were looking for

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Neither poor nor good	5	.4	19.7	36.0
		Good	16	1.4	64.0	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42b@. Enough information to answer your query/ question

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	4	8.7	20.2	20.2
		Neither poor nor good	4	8.4	19.4	39.6
		Good	13	26.1	60.4	100.0
		Total	21	43.2	100.0	
	Missing	System	28	56.3		
		Unsure/ Not Applicable	0	.5		
		Total	28	56.8		
	Total		49	100.0		
35-44	Valid	Poor	4	6.9	15.5	15.5
		Neither poor nor good	7	11.1	24.7	40.2
		Good	17	26.8	59.8	100.0
		Total	28	44.9	100.0	
	Missing	System	34	54.3		
		Unsure/ Not Applicable	1	.8		
		Total	35	55.1		
	Total		63	100.0		
45-54	Valid	Poor	9	5.4	16.9	16.9
		Neither poor nor good	11	6.6	20.4	37.3
		Good	34	20.3	62.7	100.0
		Total	55	32.3	100.0	
	Missing	System	114	67.6		
		Unsure/ Not Applicable	0	.1		
		Total	114	67.7		
	Total		169	100.0		
55-64	Valid	Poor	23	6.4	19.8	19.8
		Neither poor nor good	20	5.5	16.9	36.7
		Good	74	20.4	63.3	100.0
		Total	116	32.3	100.0	
	Missing	System	234	65.1		
		Unsure/ Not Applicable	10	2.7		
		Total	244	67.7		
	Total		360	100.0		
65-74	Valid	Poor	9	1.5	9.3	9.3
		Neither poor nor good	7	1.2	7.8	17.1
		Good	80	13.1	82.9	100.0
		Total	96	15.8	100.0	
	Missing	System	514	84.2		
		Unsure/ Not Applicable	0	.1		
		Total	514	84.2		
	Total		610	100.0		
75-84	Valid	Poor	0	.1	5.2	5.2
		Neither poor nor good	1	.3	12.5	17.7
		Good	8	1.7	82.3	100.0
		Total	10	2.1	100.0	
	Missing	System	449	97.9		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42b@. Enough information to answer your query/ question

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Poor	4	.4	16.3	16.3
		Good	21	1.9	83.7	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42c@. The way that the information was presented (e.g. layout, design)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	3	5.7	13.1	13.1
		Neither poor nor good	3	7.0	15.9	29.0
		Good	15	31.1	71.0	100.0
		Total	22	43.7	100.0	
	Missing	System	28	56.3		
	Total		49	100.0		
35-44	Valid	Poor	4	6.7	15.5	15.5
		Neither poor nor good	7	11.3	26.0	41.5
		Good	16	25.4	58.5	100.0
		Total	27	43.5	100.0	
	Missing	System	34	54.3		
		Unsure/ Not Applicable	1	2.2		
	Total		35	56.5		
45-54	Valid	Poor	2	1.4	4.2	4.2
		Neither poor nor good	8	4.7	14.7	19.0
		Good	44	25.9	81.0	100.0
		Total	54	31.9	100.0	
	Missing	System	114	67.6		
		Unsure/ Not Applicable	1	.5		
	Total		115	68.1		
55-64	Valid	Poor	14	3.8	11.1	11.1
		Neither poor nor good	24	6.7	19.4	30.5
		Good	87	24.0	69.5	100.0
		Total	125	34.6	100.0	
	Missing	System	234	65.1		
		Unsure/ Not Applicable	1	.4		
	Total		236	65.4		
65-74	Valid	Poor	4	.6	3.7	3.7
		Neither poor nor good	20	3.3	20.9	24.7
		Good	72	11.8	75.3	100.0
		Total	96	15.7	100.0	
	Missing	System	514	84.2		
		Unsure/ Not Applicable	1	.1		
	Total		514	84.3		
75-84	Valid	Poor	1	.2	9.4	9.4
		Neither poor nor good	3	.7	35.6	45.0
		Good	5	1.1	55.0	100.0
		Total	10	2.1	100.0	
	Missing	System	449	97.9		
			458	100.0		
	Total		458	100.0		
85+	Valid	Poor	3	.3	13.0	13.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42c@. The way that the information was presented (e.g. layout, design)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Neither poor nor good	4	.4	16.2	29.2
		Good	18	1.6	70.8	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42d@. Ease of understanding of the information presented

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	3	6.1	14.0	14.0
		Neither poor nor good	7	13.4	30.7	44.7
		Good	12	24.1	55.3	100.0
		Total	21	43.5	100.0	
	Missing	System	28	56.3		
		Unsure/ Not Applicable	0	.2		
		Total	28	56.5		
	Total		49	100.0		
35-44	Valid	Poor	7	10.8	24.0	24.0
		Neither poor nor good	9	14.0	31.0	55.1
		Good	13	20.3	44.9	100.0
		Total	28	45.1	100.0	
	Missing	System	34	54.3		
		Unsure/ Not Applicable	0	.6		
		Total	34	54.9		
	Total		63	100.0		
45-54	Valid	Poor	3	1.6	5.0	5.0
		Neither poor nor good	9	5.6	17.5	22.6
		Good	42	24.7	77.4	100.0
		Total	54	31.9	100.0	
	Missing	System	114	67.6		
		Unsure/ Not Applicable	1	.5		
		Total	115	68.1		
	Total		169	100.0		
55-64	Valid	Poor	19	5.3	15.4	15.4
		Neither poor nor good	15	4.3	12.4	27.8
		Good	90	25.0	72.2	100.0
		Total	125	34.6	100.0	
	Missing	System	234	65.1		
		Unsure/ Not Applicable	1	.3		
		Total	236	65.4		
	Total		360	100.0		
65-74	Valid	Poor	4	.7	4.4	4.4
		Neither poor nor good	19	3.1	19.7	24.1
		Good	73	11.9	75.9	100.0
		Total	96	15.7	100.0	
	Missing	System	514	84.2		
		Unsure/ Not Applicable	1	.1		
		Total	514	84.3		
	Total		610	100.0		
75-84	Valid	Poor	3	.6	28.8	28.8
		Neither poor nor good	1	.2	8.3	37.2
		Good	6	1.3	62.8	100.0
		Total	10	2.1	100.0	
	Missing	System	449	97.9		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q42d@. Ease of understanding of the information presented

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Poor	3	.3	13.0	13.0
		Neither poor nor good	3	.3	11.2	24.2
		Good	19	1.7	75.8	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q43. How would you rate the overall quality of the DVA website based on your most recent experience?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very poor	1	1.3	3.0	3.0
		Poor	2	3.8	8.7	11.7
		Neither poor nor good	5	9.8	22.4	34.1
		Good	9	17.5	40.0	74.1
		Very good	6	11.3	25.9	100.0
		Total	22	43.7	100.0	
	Missing	System	28	56.3		
	Total		49	100.0		
35-44	Valid	Very poor	3	4.8	10.5	10.5
		Poor	2	3.0	6.7	17.2
		Neither poor nor good	7	11.9	26.1	43.3
		Good	12	18.5	40.6	83.9
		Very good	5	7.3	16.1	100.0
		Total	29	45.5	100.0	
	Missing	System	34	54.3		
		Can't recall	0	.2		
	Total		34	54.5		
45-54	Valid	Very poor	1	.3	1.0	1.0
		Poor	3	1.7	5.5	6.5
		Neither poor nor good	8	4.5	14.1	20.6
		Good	20	12.1	37.8	58.3
		Very good	22	13.3	41.7	100.0
		Total	54	31.9	100.0	
	Missing	System	114	67.6		
		Can't recall	1	.5		
	Total		115	68.1		
55-64	Valid	Very poor	1	.3	.9	.9
		Poor	5	1.5	4.3	5.2
		Neither poor nor good	31	8.7	24.8	30.0
		Good	44	12.2	34.9	64.8
		Very good	44	12.3	35.2	100.0
		Total	126	34.9	100.0	
	Missing	System	234	65.1		
		Can't recall	0	.1		
	Total		235	65.1		
65-74	Valid	Very poor	5	.9	5.4	5.4
		Poor	2	.3	2.1	7.5
		Neither poor nor good	12	2.0	12.8	20.3
		Good	55	9.0	57.2	77.4
		Very good	22	3.6	22.6	100.0
		Total	97	15.8	100.0	
	Missing	System	514	84.2		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q43. How would you rate the overall quality of the DVA website based on your most recent experience?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Total		610	100.0		
75-84	Valid	Very poor	0	.1	5.2	5.2
		Neither poor nor good	1	.2	7.9	13.2
		Good	5	1.1	54.2	67.3
		Very good	3	.7	32.7	100.0
		Total	10	2.1	100.0	
	Missing	System	449	97.9		
	Total		458	100.0		
85+	Valid	Very poor	2	.2	9.5	9.5
		Poor	2	.2	6.8	16.3
		Neither poor nor good	4	.4	16.2	32.5
		Good	12	1.1	48.6	81.1
		Very good	5	.4	18.9	100.0
		Total	25	2.2	100.0	
	Missing	System	1084	97.8		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q43@. How would you rate the overall quality of the DVA website based on your most recent experience?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Poor	3	5.1	11.7	11.7
		Neither poor nor good	5	9.8	22.4	34.1
		Good	14	28.8	65.9	100.0
		Total	22	43.7	100.0	
	Missing	System	28	56.3		
	Total		49	100.0		
35-44	Valid	Poor	5	7.8	17.2	17.2
		Neither poor nor good	7	11.9	26.1	43.3
		Good	16	25.8	56.7	100.0
		Total	29	45.5	100.0	
	Missing	System	34	54.3		
		Can't recall	0	.2		
	Total		34	54.5		
45-54	Valid	Poor	3	2.1	6.5	6.5
		Neither poor nor good	8	4.5	14.1	20.6
		Good	43	25.3	79.4	100.0
		Total	54	31.9	100.0	
	Missing	System	114	67.6		
		Can't recall	1	.5		
	Total		115	68.1		
55-64	Valid	Poor	6	1.8	5.2	5.2
		Neither poor nor good	31	8.7	24.8	30.0
		Good	88	24.4	70.0	100.0
		Total	126	34.9	100.0	
	Missing	System	234	65.1		
		Can't recall	0	.1		
	Total		235	65.1		
65-74	Valid	Poor	7	1.2	7.5	7.5
		Neither poor nor good	12	2.0	12.8	20.3
		Good	77	12.6	79.7	100.0
		Total	97	15.8	100.0	
	Missing	System	514	84.2		
	Total		610	100.0		
75-84	Valid	Poor	0	.1	5.2	5.2
		Neither poor nor good	1	.2	7.9	13.2
		Good	8	1.8	86.8	100.0
		Total	10	2.1	100.0	
	Missing	System	449	97.9		
	Total		458	100.0		
85+	Valid	Poor	4	.4	16.3	16.3
		Neither poor nor good	4	.4	16.2	32.5
		Good	17	1.5	67.5	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q43@. How would you rate the overall quality of the DVA website based on your most recent experience?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Total	25	2.2	100.0	
	Missing	System	1084	97.8		
	Total		1108	100.0		

Q47. Do you use social media?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	35	71.5	71.5	71.5
		No	14	28.5	28.5	100.0
		Total	49	100.0	100.0	
35-44	Valid	Yes	32	50.3	50.3	50.3
		No	31	49.7	49.7	100.0
		Total	63	100.0	100.0	
45-54	Valid	Yes	84	49.7	49.7	49.7
		No	85	50.3	50.3	100.0
		Total	169	100.0	100.0	
55-64	Valid	Yes	97	26.9	26.9	26.9
		No	264	73.1	73.1	100.0
		Total	360	100.0	100.0	
65-74	Valid	Yes	102	16.7	16.7	16.7
		No	509	83.3	83.3	100.0
		Total	610	100.0	100.0	
75-84	Valid	Yes	14	3.1	3.1	3.1
		No	444	96.9	96.9	100.0
		Total	458	100.0	100.0	
85+	Valid	Yes	39	3.5	3.5	3.5
		No	1069	96.5	96.5	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48a. Facebook

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware of DVA presence	26	52.8	73.9	73.9
		Aware of DVA presence, but do not currently use	6	11.8	16.5	90.4
		Use occasionally	2	4.3	6.0	96.4
		Use often	1	2.6	3.6	100.0
		Total	35	71.5	100.0	
	Missing	System	14	28.5		
	Total		49	100.0		
35-44	Valid	Not aware of DVA presence	27	43.2	86.0	86.0
		Aware of DVA presence, but do not currently use	4	5.7	11.3	97.3
		Use occasionally	1	1.3	2.7	100.0
		Total	32	50.3	100.0	
	Missing	System	31	49.7		
Total			63	100.0		
45-54	Valid	Not aware of DVA presence	73	43.0	86.5	86.5
		Aware of DVA presence, but do not currently use	11	6.6	13.3	99.8
		Use occasionally	0	.1	.2	100.0
		Total	84	49.7	100.0	
	Missing	System	85	50.3		
Total			169	100.0		
55-64	Valid	Not aware of DVA presence	69	19.0	70.7	70.7
		Aware of DVA presence, but do not currently use	26	7.1	26.5	97.2
		Use occasionally	1	.3	1.2	98.4
		Use often	2	.4	1.6	100.0
		Total	97	26.9	100.0	
	Missing	System	264	73.1		
	Total		360	100.0		
65-74	Valid	Not aware of DVA presence	79	12.9	77.7	77.7
		Aware of DVA presence, but do not currently use	22	3.7	22.0	99.6
		Use occasionally	0	.1	.4	100.0
		Total	102	16.7	100.0	
	Missing	System	509	83.3		
Total			610	100.0		
75-84	Valid	Not aware of DVA presence	12	2.7	85.6	85.6
		Aware of DVA presence, but do not currently use	2	.4	14.4	100.0
		Total	14	3.1	100.0	
	Missing	System	444	96.9		
Total			458	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48a. Facebook

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Not aware of DVA presence	37	3.3	94.4	94.4
		Aware of DVA presence, but do not currently use	2	.2	5.6	100.0
		Total	39	3.5	100.0	
	Missing	System	1069	96.5		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48b. Twitter (including EasyChirp)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware of DVA presence	34	69.4	97.0	97.0
		Aware of DVA presence, but do not currently use	1	1.4	2.0	99.0
		Use occasionally	0	.7	1.0	100.0
		Total	35	71.5	100.0	
	Missing	System	14	28.5		
	Total		49	100.0		
35-44	Valid	Not aware of DVA presence	31	49.6	98.6	98.6
		Aware of DVA presence, but do not currently use	0	.7	1.4	100.0
		Total	32	50.3	100.0	
	Missing	System	31	49.7		
	Total		63	100.0		
45-54	Valid	Not aware of DVA presence	79	46.6	93.7	93.7
		Aware of DVA presence, but do not currently use	2	1.3	2.6	96.3
		Use occasionally	3	1.8	3.7	100.0
		Total	84	49.7	100.0	
	Missing	System	85	50.3		
	Total		169	100.0		
55-64	Valid	Not aware of DVA presence	89	24.6	91.6	91.6
		Aware of DVA presence, but do not currently use	8	2.2	8.4	100.0
		Total	97	26.9	100.0	
	Missing	System	264	73.1		
	Total		360	100.0		
65-74	Valid	Not aware of DVA presence	96	15.7	94.1	94.1
		Aware of DVA presence, but do not currently use	5	.8	4.7	98.8
		Use occasionally	1	.1	.7	99.6
		Use often	0	.1	.4	100.0
		Total	102	16.7	100.0	
	Missing	System	509	83.3		
	Total		610	100.0		
75-84	Valid	Not aware of DVA presence	13	2.8	89.4	89.4
		Aware of DVA presence, but do not currently use	2	.3	10.6	100.0
		Total	14	3.1	100.0	
	Missing	System	444	96.9		
	Total		458	100.0		
85+	Valid	Not aware of DVA presence	39	3.5	100.0	100.0
	Missing	System	1069	96.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48c. Youtube

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware of DVA presence	33	66.3	92.7	92.7
		Aware of DVA presence, but do not currently use	1	2.2	3.0	95.7
		Use occasionally	2	3.1	4.3	100.0
		Total	35	71.5	100.0	
	Missing	System	14	28.5		
	Total		49	100.0		
35-44	Valid	Not aware of DVA presence	31	49.9	99.3	99.3
		Aware of DVA presence, but do not currently use	0	.4	.7	100.0
		Total	32	50.3	100.0	
	Missing	System	31	49.7		
	Total		63	100.0		
45-54	Valid	Not aware of DVA presence	82	48.4	97.4	97.4
		Aware of DVA presence, but do not currently use	2	1.2	2.4	99.8
		Use occasionally	0	.1	.2	100.0
		Total	84	49.7	100.0	
	Missing	System	85	50.3		
	Total		169	100.0		
55-64	Valid	Not aware of DVA presence	89	24.8	92.2	92.2
		Aware of DVA presence, but do not currently use	7	2.0	7.5	99.7
		Use occasionally	0	.1	.3	100.0
		Total	97	26.9	100.0	
	Missing	System	264	73.1		
	Total		360	100.0		
65-74	Valid	Not aware of DVA presence	92	15.1	90.6	90.6
		Aware of DVA presence, but do not currently use	9	1.5	9.0	99.6
		Use often	0	.1	.4	100.0
		Total	102	16.7	100.0	
	Missing	System	509	83.3		
	Total		610	100.0		
75-84	Valid	Not aware of DVA presence	14	3.0	95.0	95.0
		Aware of DVA presence, but do not currently use	1	.2	5.0	100.0
		Total	14	3.1	100.0	
	Missing	System	444	96.9		
	Total		458	100.0		
85+	Valid	Not aware of DVA presence	38	3.4	97.7	97.7
		Aware of DVA presence, but do not currently use	1	.1	2.3	100.0
		Total	39	3.5	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48c. Youtube

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Missing	System	1069	96.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48d. Flickr

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware of DVA presence	35	70.6	98.8	98.8
		Aware of DVA presence, but do not currently use	0	.2	.2	99.0
		Use occasionally	0	.7	1.0	100.0
		Total	35	71.5	100.0	
	Missing	System	14	28.5		
	Total		49	100.0		
35-44	Valid	Not aware of DVA presence	31	49.7	98.9	98.9
		Aware of DVA presence, but do not currently use	0	.5	1.1	100.0
		Total	32	50.3	100.0	
	Missing	System	31	49.7		
	Total		63	100.0		
45-54	Valid	Not aware of DVA presence	80	47.5	95.6	95.6
		Aware of DVA presence, but do not currently use	4	2.2	4.4	100.0
		Total	84	49.7	100.0	
	Missing	System	85	50.3		
	Total		169	100.0		
55-64	Valid	Not aware of DVA presence	97	26.8	99.6	99.6
		Aware of DVA presence, but do not currently use	0	.1	.4	100.0
		Total	97	26.9	100.0	
	Missing	System	264	73.1		
	Total		360	100.0		
65-74	Valid	Not aware of DVA presence	100	16.4	98.5	98.5
		Aware of DVA presence, but do not currently use	2	.2	1.5	100.0
		Total	102	16.7	100.0	
	Missing	System	509	83.3		
	Total		610	100.0		
75-84	Valid	Not aware of DVA presence	14	3.0	97.5	97.5
		Aware of DVA presence, but do not currently use	0	.1	2.5	100.0
		Total	14	3.1	100.0	
	Missing	System	444	96.9		
	Total		458	100.0		
85+	Valid	Not aware of DVA presence	39	3.5	100.0	100.0
	Missing	System	1069	96.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48a@. Facebook

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware	26	52.8	73.9	73.9
		Aware, but do not use	6	11.8	16.5	90.4
		Use occasionally or often	3	6.9	9.6	100.0
		Total	35	71.5	100.0	
	Missing	System	14	28.5		
	Total		49	100.0		
35-44	Valid	Not aware	27	43.2	86.0	86.0
		Aware, but do not use	4	5.7	11.3	97.3
		Use occasionally or often	1	1.3	2.7	100.0
		Total	32	50.3	100.0	
	Missing	System	31	49.7		
	Total		63	100.0		
45-54	Valid	Not aware	73	43.0	86.5	86.5
		Aware, but do not use	11	6.6	13.3	99.8
		Use occasionally or often	0	.1	.2	100.0
		Total	84	49.7	100.0	
	Missing	System	85	50.3		
	Total		169	100.0		
55-64	Valid	Not aware	69	19.0	70.7	70.7
		Aware, but do not use	26	7.1	26.5	97.2
		Use occasionally or often	3	.8	2.8	100.0
		Total	97	26.9	100.0	
	Missing	System	264	73.1		
	Total		360	100.0		
65-74	Valid	Not aware	79	12.9	77.7	77.7
		Aware, but do not use	22	3.7	22.0	99.6
		Use occasionally or often	0	.1	.4	100.0
		Total	102	16.7	100.0	
	Missing	System	509	83.3		
	Total		610	100.0		
75-84	Valid	Not aware	12	2.7	85.6	85.6
		Aware, but do not use	2	.4	14.4	100.0
		Total	14	3.1	100.0	
	Missing	System	444	96.9		
	Total		458	100.0		
85+	Valid	Not aware	37	3.3	94.4	94.4
		Aware, but do not use	2	.2	5.6	100.0
		Total	39	3.5	100.0	
	Missing	System	1069	96.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48b@. Twitter (including EasyChirp)

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware	34	69.4	97.0	97.0
		Aware, but do not use	1	1.4	2.0	99.0
		Use occasionally or often	0	.7	1.0	100.0
		Total	35	71.5	100.0	
	Missing	System	14	28.5		
	Total		49	100.0		
35-44	Valid	Not aware	31	49.6	98.6	98.6
		Aware, but do not use	0	.7	1.4	100.0
		Total	32	50.3	100.0	
	Missing	System	31	49.7		
	Total		63	100.0		
45-54	Valid	Not aware	79	46.6	93.7	93.7
		Aware, but do not use	2	1.3	2.6	96.3
		Use occasionally or often	3	1.8	3.7	100.0
		Total	84	49.7	100.0	
	Missing	System	85	50.3		
	Total		169	100.0		
55-64	Valid	Not aware	89	24.6	91.6	91.6
		Aware, but do not use	8	2.2	8.4	100.0
		Total	97	26.9	100.0	
	Missing	System	264	73.1		
	Total		360	100.0		
65-74	Valid	Not aware	96	15.7	94.1	94.1
		Aware, but do not use	5	.8	4.7	98.8
		Use occasionally or often	1	.2	1.2	100.0
		Total	102	16.7	100.0	
	Missing	System	509	83.3		
	Total		610	100.0		
75-84	Valid	Not aware	13	2.8	89.4	89.4
		Aware, but do not use	2	.3	10.6	100.0
		Total	14	3.1	100.0	
	Missing	System	444	96.9		
	Total		458	100.0		
85+	Valid	Not aware	39	3.5	100.0	100.0
	Missing	System	1069	96.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48c@. Youtube

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware	33	66.3	92.7	92.7
		Aware, but do not use	1	2.2	3.0	95.7
		Use occasionally or often	2	3.1	4.3	100.0
		Total	35	71.5	100.0	
	Missing	System	14	28.5		
	Total		49	100.0		
35-44	Valid	Not aware	31	49.9	99.3	99.3
		Aware, but do not use	0	.4	.7	100.0
		Total	32	50.3	100.0	
	Missing	System	31	49.7		
	Total		63	100.0		
45-54	Valid	Not aware	82	48.4	97.4	97.4
		Aware, but do not use	2	1.2	2.4	99.8
		Use occasionally or often	0	.1	.2	100.0
		Total	84	49.7	100.0	
	Missing	System	85	50.3		
	Total		169	100.0		
55-64	Valid	Not aware	89	24.8	92.2	92.2
		Aware, but do not use	7	2.0	7.5	99.7
		Use occasionally or often	0	.1	.3	100.0
		Total	97	26.9	100.0	
	Missing	System	264	73.1		
	Total		360	100.0		
65-74	Valid	Not aware	92	15.1	90.6	90.6
		Aware, but do not use	9	1.5	9.0	99.6
		Use occasionally or often	0	.1	.4	100.0
		Total	102	16.7	100.0	
	Missing	System	509	83.3		
	Total		610	100.0		
75-84	Valid	Not aware	14	3.0	95.0	95.0
		Aware, but do not use	1	.2	5.0	100.0
		Total	14	3.1	100.0	
	Missing	System	444	96.9		
	Total		458	100.0		
85+	Valid	Not aware	38	3.4	97.7	97.7
		Aware, but do not use	1	.1	2.3	100.0
		Total	39	3.5	100.0	
	Missing	System	1069	96.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q48d@. Flickr

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware	35	70.6	98.8	98.8
		Aware, but do not use	0	.2	.2	99.0
		Use occasionally or often	0	.7	1.0	100.0
		Total	35	71.5	100.0	
	Missing	System	14	28.5		
	Total		49	100.0		
35-44	Valid	Not aware	31	49.7	98.9	98.9
		Aware, but do not use	0	.5	1.1	100.0
		Total	32	50.3	100.0	
	Missing	System	31	49.7		
	Total		63	100.0		
45-54	Valid	Not aware	80	47.5	95.6	95.6
		Aware, but do not use	4	2.2	4.4	100.0
		Total	84	49.7	100.0	
	Missing	System	85	50.3		
	Total		169	100.0		
55-64	Valid	Not aware	97	26.8	99.6	99.6
		Aware, but do not use	0	.1	.4	100.0
		Total	97	26.9	100.0	
	Missing	System	264	73.1		
	Total		360	100.0		
65-74	Valid	Not aware	100	16.4	98.5	98.5
		Aware, but do not use	2	.2	1.5	100.0
		Total	102	16.7	100.0	
	Missing	System	509	83.3		
	Total		610	100.0		
75-84	Valid	Not aware	14	3.0	97.5	97.5
		Aware, but do not use	0	.1	2.5	100.0
		Total	14	3.1	100.0	
	Missing	System	444	96.9		
	Total		458	100.0		
85+	Valid	Not aware	39	3.5	100.0	100.0
	Missing	System	1069	96.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q49mr. Do you have any comments or suggestions for improvement regarding DVA's online services?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Improve client awareness of online services	3	7.0
		Improve client awareness of social media presence	2	5.9
		Reference DVA online content in written communications	1	1.6
		Ensure flexibility of online systems	0	1.0
		Improve DVA website - navigation/layout/make it user friendly/simplify language	1	2.7
		Other	0	.7
		None of the above	34	84.3
		Number of Respondents	40	100.0
35-44	Valid	Improve client awareness of online services	2	4.6
		Improve client awareness of social media presence	2	5.0
		Reference DVA online content in written communications	0	.9
		Ensure flexibility of online systems	2	4.1
		Improve DVA website - navigation/layout/make it user friendly/simplify language	2	4.3
		Other	3	7.2
		None of the above	34	77.7
		Number of Respondents	44	100.0
45-54	Valid	Improve client awareness of online services	7	7.0
		Improve client awareness of social media presence	6	5.6
		Reference DVA online content in written communications	1	.7
		Ensure flexibility of online systems	2	1.7
		Improve DVA website - navigation/layout/make it user friendly/simplify language	2	1.8
		Other	4	3.8
		None of the above	87	81.4
		Number of Respondents	106	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q49mr. Do you have any comments or suggestions for improvement regarding DVA's online services?

Q4@. Age group			Frequency	% of respondents
55-64	Valid	Improve client awareness of online services	8	4.6
		Improve client awareness of social media presence	6	3.5
		Reference DVA online content in written communications	4	2.5
		Ensure flexibility of online systems	7	3.8
		Improve DVA website - navigation/layout/make it user friendly/simplify language	7	3.9
		Other	8	4.4
		None of the above	142	80.7
		Number of Respondents	176	100.0
65-74	Valid	Improve client awareness of online services	11	6.9
		Improve client awareness of social media presence	9	5.6
		Reference DVA online content in written communications	3	1.9
		Ensure flexibility of online systems	9	5.9
		Improve DVA website - navigation/layout/make it user friendly/simplify language	7	4.3
		Other	2	1.3
		None of the above	121	78.4
		Number of Respondents	154	100.0
75-84	Valid	Improve client awareness of online services	3	12.5
		Improve client awareness of social media presence	3	14.5
		Reference DVA online content in written communications	0	1.6
		Ensure flexibility of online systems		
		Improve DVA website - navigation/layout/make it user friendly/simplify language	1	6.2
		Other		
		None of the above	17	75.3
		Number of Respondents	23	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section J: DVA Website and Social Media

Q49mr. Do you have any comments or suggestions for improvement regarding DVA's online services?

Q4@. Age group			Frequency	% of respondents
85+	Valid	Improve client awareness of online services		
		Improve client awareness of social media presence	1	2.2
		Reference DVA online content in written communications		
		Ensure flexibility of online systems	5	8.0
		Improve DVA website - navigation/layout/make it user friendly/simplify language	5	9.4
		Other		
		None of the above	50	85.0
Number of Respondents			58	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q50. In the last 12 months, have you provided feedback (complaints, compliments or suggestions for improvement) to DVA, or considered doing so?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	I have felt no need to provide feedback	45	90.9	90.9	90.9
		I have provided feedback to DVA	4	7.2	7.2	98.1
		I have considered providing feedback but did not do so	1	1.9	1.9	100.0
		Total	49	100.0	100.0	
35-44	Valid	I have felt no need to provide feedback	56	88.8	88.8	88.8
		I have provided feedback to DVA	3	4.5	4.5	93.3
		I have considered providing feedback but did not do so	4	6.7	6.7	100.0
		Total	63	100.0	100.0	
45-54	Valid	I have felt no need to provide feedback	164	97.0	97.0	97.0
		I have provided feedback to DVA	4	2.3	2.3	99.2
		I have considered providing feedback but did not do so	1	.8	.8	100.0
		Total	169	100.0	100.0	
55-64	Valid	I have felt no need to provide feedback	336	93.3	93.3	93.3
		I have provided feedback to DVA	17	4.6	4.6	97.9
		I have considered providing feedback but did not do so	8	2.1	2.1	100.0
		Total	360	100.0	100.0	
65-74	Valid	I have felt no need to provide feedback	582	95.4	95.4	95.4
		I have provided feedback to DVA	16	2.6	2.6	98.1
		I have considered providing feedback but did not do so	12	1.9	1.9	100.0
		Total	610	100.0	100.0	
75-84	Valid	I have felt no need to provide feedback	435	95.0	95.2	95.2
		I have provided feedback to DVA	14	3.0	3.0	98.2
		I have considered providing feedback but did not do so	8	1.8	1.8	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
	Total		458	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q50. In the last 12 months, have you provided feedback (complaints, compliments or suggestions for improvement) to DVA, or considered doing so?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+ Valid		I have felt no need to provide feedback	1078	97.3	97.3	97.3
		I have provided feedback to DVA	20	1.8	1.8	99.1
		I have considered providing feedback but did not do so	10	.9	.9	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q51a. MyAccount portal

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware	2	4.3	47.6	47.6
		Partially aware	0	.7	8.0	55.6
		Fully aware	2	4.0	44.4	100.0
		Total	4	9.1	100.0	
	Missing	System	45	90.9		
	Total		49	100.0		
35-44	Valid	Not aware	5	8.6	76.5	76.5
		Fully aware	2	2.6	23.5	100.0
		Total	7	11.2	100.0	
	Missing	System	56	88.8		
	Total		63	100.0		
45-54	Valid	Not aware	3	1.8	59.3	59.3
		Partially aware	0	.1	3.2	62.6
		Fully aware	2	1.1	37.4	100.0
		Total	5	3.0	100.0	
	Missing	System	164	97.0		
	Total		169	100.0		
55-64	Valid	Not aware	19	5.2	77.3	77.3
		Partially aware	3	.9	13.1	90.4
		Fully aware	2	.6	9.6	100.0
		Total	24	6.7	100.0	
	Missing	System	336	93.3		
	Total		360	100.0		
65-74	Valid	Not aware	17	2.8	62.0	62.0
		Partially aware	4	.7	16.0	78.0
		Fully aware	6	1.0	22.0	100.0
		Total	28	4.6	100.0	
	Missing	System	582	95.4		
	Total		610	100.0		
75-84	Valid	Not aware	18	3.9	81.3	81.3
		Partially aware	2	.3	6.9	88.2
		Fully aware	3	.6	11.8	100.0
		Total	22	4.8	100.0	
	Missing	System	436	95.2		
	Total		458	100.0		
85+	Valid	Not aware	26	2.3	85.0	85.0
		Partially aware	1	.1	4.3	89.3
		Fully aware	3	.3	10.7	100.0
		Total	30	2.7	100.0	
	Missing	System	1078	97.3		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q51b. Calling DVA General Enquiries

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Partially aware	0	.1	1.6	1.6
		Fully aware	4	9.0	98.4	100.0
		Total	4	9.1	100.0	
	Missing	System	45	90.9		
	Total		49	100.0		
35-44	Valid	Not aware	2	2.8	25.0	25.0
		Partially aware	0	.2	2.0	27.0
		Fully aware	5	8.2	73.0	100.0
		Total	7	11.2	100.0	
	Missing	System	56	88.8		
45-54	Valid	Not aware	0	.1	3.7	3.7
		Partially aware	1	.6	18.2	21.9
		Fully aware	4	2.4	78.1	100.0
		Total	5	3.0	100.0	
	Missing	System	164	97.0		
55-64	Valid	Not aware	1	.4	6.1	6.1
		Partially aware	2	.6	9.0	15.0
		Fully aware	21	5.7	85.0	100.0
		Total	24	6.7	100.0	
	Missing	System	336	93.3		
65-74	Valid	Not aware	8	1.2	27.3	27.3
		Partially aware	4	.7	16.1	43.4
		Fully aware	16	2.6	56.6	100.0
		Total	28	4.6	100.0	
	Missing	System	582	95.4		
75-84	Valid	Not aware	4	.8	16.0	16.0
		Partially aware	4	.8	17.8	33.8
		Fully aware	14	3.2	66.2	100.0
		Total	22	4.8	100.0	
	Missing	System	436	95.2		
85+	Valid	Not aware	10	.9	33.0	33.0
		Partially aware	8	.8	27.8	60.8
		Fully aware	12	1.1	39.2	100.0
		Total	30	2.7	100.0	
	Missing	System	1078	97.3		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q51c. Writing to DVA

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware	0	.1	1.6	1.6
		Partially aware	1	2.0	22.2	23.8
		Fully aware	3	6.9	76.2	100.0
		Total	4	9.1	100.0	
	Missing	System	45	90.9		
	Total		49	100.0		
35-44	Valid	Not aware	1	1.3	11.5	11.5
		Partially aware	1	1.1	9.8	21.4
		Fully aware	6	8.8	78.6	100.0
		Total	7	11.2	100.0	
	Missing	System	56	88.8		
	Total		63	100.0		
45-54	Valid	Not aware	1	.4	14.5	14.5
		Fully aware	4	2.6	85.5	100.0
		Total	5	3.0	100.0	
	Missing	System	164	97.0		
	Total		169	100.0		
55-64	Valid	Not aware	3	.8	11.5	11.5
		Partially aware	1	.3	5.0	16.5
		Fully aware	20	5.6	83.5	100.0
		Total	24	6.7	100.0	
	Missing	System	336	93.3		
	Total		360	100.0		
65-74	Valid	Not aware	10	1.6	35.3	35.3
		Partially aware	0	.1	1.4	36.7
		Fully aware	18	2.9	63.3	100.0
		Total	28	4.6	100.0	
	Missing	System	582	95.4		
	Total		610	100.0		
75-84	Valid	Not aware	4	.9	19.9	19.9
		Partially aware	2	.4	7.4	27.3
		Fully aware	16	3.5	72.7	100.0
		Total	22	4.8	100.0	
	Missing	System	436	95.2		
	Total		458	100.0		
85+	Valid	Not aware	2	.2	6.4	6.4
		Partially aware	5	.4	16.3	22.7
		Fully aware	23	2.1	77.3	100.0
		Total	30	2.7	100.0	
	Missing	System	1078	97.3		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q51d. In-person at a DVA office

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware	2	4.4	48.0	48.0
		Fully aware	2	4.7	52.0	100.0
		Total	4	9.1	100.0	
	Missing	System	45	90.9		
	Total		49	100.0		
35-44	Valid	Not aware	3	4.3	38.1	38.1
		Partially aware	1	1.0	9.1	47.1
		Fully aware	4	5.9	52.9	100.0
		Total	7	11.2	100.0	
	Missing	System	56	88.8		
	Total		63	100.0		
45-54	Valid	Not aware	1	.7	22.3	22.3
		Partially aware	0	.2	6.9	29.2
		Fully aware	4	2.1	70.8	100.0
		Total	5	3.0	100.0	
	Missing	System	164	97.0		
	Total		169	100.0		
55-64	Valid	Not aware	7	1.9	28.7	28.7
		Partially aware	3	.8	12.6	41.3
		Fully aware	14	3.9	58.7	100.0
		Total	24	6.7	100.0	
	Missing	System	336	93.3		
	Total		360	100.0		
65-74	Valid	Not aware	5	.9	18.9	18.9
		Partially aware	2	.3	6.3	25.3
		Fully aware	21	3.4	74.7	100.0
		Total	28	4.6	100.0	
	Missing	System	582	95.4		
	Total		610	100.0		
75-84	Valid	Not aware	12	2.6	53.7	53.7
		Partially aware	1	.2	4.0	57.7
		Fully aware	9	2.0	42.3	100.0
		Total	22	4.8	100.0	
	Missing	System	436	95.2		
	Total		458	100.0		
85+	Valid	Not aware	12	1.1	41.3	41.3
		Partially aware	4	.4	13.2	54.4
		Fully aware	14	1.2	45.6	100.0
		Total	30	2.7	100.0	
	Missing	System	1078	97.3		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q51e. By email

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Not aware	1	2.7	29.7	29.7
		Partially aware	0	.7	7.6	37.3
		Fully aware	3	5.7	62.7	100.0
		Total	4	9.1	100.0	
	Missing	System	45	90.9		
	Total		49	100.0		
35-44	Valid	Not aware	3	4.5	40.0	40.0
		Partially aware	1	.9	7.8	47.9
		Fully aware	4	5.8	52.1	100.0
		Total	7	11.2	100.0	
	Missing	System	56	88.8		
	Total		63	100.0		
45-54	Valid	Not aware	2	1.4	46.5	46.5
		Fully aware	3	1.6	53.5	100.0
		Total	5	3.0	100.0	
	Missing	System	164	97.0		
	Total		169	100.0		
55-64	Valid	Not aware	9	2.4	36.3	36.3
		Partially aware	2	.6	9.5	45.7
		Fully aware	13	3.6	54.3	100.0
		Total	24	6.7	100.0	
	Missing	System	336	93.3		
	Total		360	100.0		
65-74	Valid	Not aware	12	2.0	43.6	43.6
		Partially aware	3	.4	9.7	53.2
		Fully aware	13	2.1	46.8	100.0
		Total	28	4.6	100.0	
	Missing	System	582	95.4		
	Total		610	100.0		
75-84	Valid	Not aware	15	3.3	70.1	70.1
		Partially aware	2	.4	9.1	79.2
		Fully aware	5	1.0	20.8	100.0
		Total	22	4.8	100.0	
	Missing	System	436	95.2		
	Total		458	100.0		
85+	Valid	Not aware	20	1.8	68.0	68.0
		Partially aware	4	.3	11.7	79.7
		Fully aware	6	.6	20.3	100.0
		Total	30	2.7	100.0	
	Missing	System	1078	97.3		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q55. How satisfied were you with DVA's response to your complaint, compliment or suggestion?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very dissatisfied	1	1.8	28.7	28.7
		Dissatisfied	1	2.1	33.5	62.1
		Neither satisfied nor dissatisfied	0	.8	13.0	75.2
		Satisfied	0	.9	14.3	89.4
		Very satisfied	0	.6	10.6	100.0
		Total	3	6.1	100.0	
	Missing	System	46	92.8		
		Not yet received a response	1	1.1		
		Total	46	93.9		
	Total		49	100.0		
35-44	Valid	Dissatisfied	1	1.0	25.0	25.0
		Neither satisfied nor dissatisfied	1	1.5	36.3	61.3
		Satisfied	1	1.0	25.6	86.9
		Very satisfied	0	.5	13.1	100.0
		Total	3	4.1	100.0	
	Missing	System	60	95.5		
		Not yet received a response	0	.4		
		Total	60	95.9		
	Total		63	100.0		
45-54	Valid	Very dissatisfied	1	.9	38.2	38.2
		Neither satisfied nor dissatisfied	1	.4	18.3	56.4
		Satisfied	1	.5	22.3	78.8
		Very satisfied	1	.5	21.2	100.0
		Total	4	2.3	100.0	
	Missing	System	165	97.7		
		Total	169	100.0		
55-64	Valid	Very dissatisfied	1	.3	6.8	6.8
		Dissatisfied	2	.7	17.6	24.4
		Neither satisfied nor dissatisfied	1	.3	7.1	31.5
		Satisfied	7	1.9	47.8	79.4
		Very satisfied	3	.8	20.6	100.0
		Total	14	3.9	100.0	
	Missing	System	344	95.4		
		Not yet received a response	2	.7		
		Total	346	96.1		
	Total		360	100.0		
65-74	Valid	Very dissatisfied	1	.2	9.5	9.5
		Dissatisfied	1	.1	4.3	13.8
		Neither satisfied nor dissatisfied	2	.3	10.4	24.2
		Satisfied	3	.4	16.3	40.5
		Very satisfied	9	1.5	59.5	100.0
		Total	15	2.5	100.0	
	Missing	System	594	97.4		
		Not yet received a	1	1		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q55. How satisfied were you with DVA's response to your complaint, compliment or suggestion?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Missing	Total	595	97.5		
		Total	610	100.0		
75-84	Valid	Very dissatisfied	0	.1	3.9	3.9
		Dissatisfied	5	1.0	36.4	40.4
		Neither satisfied nor dissatisfied	1	.2	8.9	49.3
		Satisfied	1	.3	9.7	59.0
		Very satisfied	5	1.1	41.0	100.0
		Total	13	2.8	100.0	
	Missing	System	445	97.0		
		Not yet received a response	1	.2		
		Total	446	97.2		
	Total		458	100.0		
85+	Valid	Very dissatisfied	1	.1	6.8	6.8
		Neither satisfied nor dissatisfied	1	.1	6.8	13.6
		Satisfied	2	.2	12.0	25.6
		Very satisfied	11	1.0	74.4	100.0
		Total	15	1.4	100.0	
	Missing	System	1088	98.2		
		Not yet received a response	5	.4		
	Total		1093	98.6		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q55@. How satisfied were you with DVAs response to your complaint, compliment or suggestion?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Dissatisfied	2	3.8	62.1	62.1
		Neither satisfied nor dissatisfied	0	.8	13.0	75.2
		Satisfied	1	1.5	24.8	100.0
		Total	3	6.1	100.0	
	Missing	System	46	92.8		
		Not yet received a response	1	1.1		
		Total	46	93.9		
	Total		49	100.0		
35-44	Valid	Dissatisfied	1	1.0	25.0	25.0
		Neither satisfied nor dissatisfied	1	1.5	36.3	61.3
		Satisfied	1	1.6	38.7	100.0
		Total	3	4.1	100.0	
	Missing	System	60	95.5		
		Not yet received a response	0	.4		
		Total	60	95.9		
	Total		63	100.0		
45-54	Valid	Dissatisfied	1	.9	38.2	38.2
		Neither satisfied nor dissatisfied	1	.4	18.3	56.4
		Satisfied	2	1.0	43.6	100.0
		Total	4	2.3	100.0	
	Missing	System	165	97.7		
	Total		169	100.0		
55-64	Valid	Dissatisfied	3	1.0	24.4	24.4
		Neither satisfied nor dissatisfied	1	.3	7.1	31.5
		Satisfied	10	2.7	68.5	100.0
		Total	14	3.9	100.0	
	Missing	System	344	95.4		
		Not yet received a response	2	.7		
		Total	346	96.1		
	Total		360	100.0		
65-74	Valid	Dissatisfied	2	.3	13.8	13.8
		Neither satisfied nor dissatisfied	2	.3	10.4	24.2
		Satisfied	12	1.9	75.8	100.0
		Total	15	2.5	100.0	
	Missing	System	594	97.4		
		Not yet received a response	1	.1		
		Total	595	97.5		
	Total		610	100.0		
75-84	Valid	Dissatisfied	5	1.1	40.4	40.4

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q55@. How satisfied were you with DVAs response to your complaint, compliment or suggestion?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Neither satisfied nor dissatisfied	1	.2	8.9	49.3
		Satisfied	6	1.4	50.7	100.0
		Total	13	2.8	100.0	
	Missing	System	445	97.0		
		Not yet received a response	1	.2		
		Total	446	97.2		
	Total		458	100.0		
85+	Valid	Dissatisfied	1	.1	6.8	6.8
		Neither satisfied nor dissatisfied	1	.1	6.8	13.6
		Satisfied	13	1.2	86.4	100.0
	Missing	Total	15	1.4	100.0	
		System	1088	98.2		
		Not yet received a response	5	.4		
	Total		1093	98.6		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q56mr. Why were you dissatisfied with DVA's response?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	The information given to me was not correct		
		The information given to me was not complete	1	77.0
		The information provided was not relevant to my query		
		The time taken to achieve an outcome/ resolution	0	15.1
		The need to deal with DVA on multiple occasions	0	15.1
		The need to deal with multiple contact points within DVA	0	15.1
		DVA staff did not get back to me when they said they would	0	18.1
		I was asked to contact DVA with additional information/DVA asked me to contact them	0	4.9
		Other		
		Can't remember		
		Number of Respondents		2
35-44	Valid	The information given to me was not correct		
		The information given to me was not complete		
		The information provided was not relevant to my query		
		The time taken to achieve an outcome/ resolution	1	100.0
		The need to deal with DVA on multiple occasions		
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would		
		I was asked to contact DVA with additional information/DVA asked me to contact them		
		Other		
		Can't remember		
		Number of Respondents		1
45-54	Valid	The information given to me was not correct	0	14.0
		The information given to me was not complete	1	36.6

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q56mr. Why were you dissatisfied with DVA's response?

Q4@. Age group			Frequency	% of respondents
45-54	Valid	The information provided was not relevant to my query		
		The time taken to achieve an outcome/ resolution	1	50.6
		The need to deal with DVA on multiple occasions		
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would	0	12.8
		I was asked to contact DVA with additional information/DVA asked me to contact them		
		Other		
		Can't remember		
		Number of Respondents	1	100.0
55-64	Valid	The information given to me was not correct	1	41.8
		The information given to me was not complete	0	10.4
		The information provided was not relevant to my query		
		The time taken to achieve an outcome/ resolution	2	59.4
		The need to deal with DVA on multiple occasions		
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would	1	30.2
		I was asked to contact DVA with additional information/DVA asked me to contact them		
		Other		
		Can't remember		
		Number of Respondents	3	100.0
65-74	Valid	The information given to me was not correct		
		The information given to me was not complete	1	31.1
		The information provided was not relevant to my query		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q56mr. Why were you dissatisfied with DVA's response?

Q4@. Age group			Frequency	% of respondents
65-74	Valid	The time taken to achieve an outcome/ resolution		
		The need to deal with DVA on multiple occasions		
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would		
		I was asked to contact DVA with additional information/DVA asked me to contact them	1	37.9
		Other	1	31.1
		Can't remember		
		Number of Respondents	2	100.0
75-84	Valid	The information given to me was not correct		
		The information given to me was not complete	4	68.7
		The information provided was not relevant to my query	0	9.7
		The time taken to achieve an outcome/ resolution	4	75.7
		The need to deal with DVA on multiple occasions	4	68.7
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would	4	68.7
		I was asked to contact DVA with additional information/DVA asked me to contact them		
		Other	1	14.6
		Can't remember		
		Number of Respondents	5	100.0
85+	Valid	The information given to me was not correct		
		The information given to me was not complete		
		The information provided was not relevant to my query		
		The time taken to achieve an outcome/ resolution		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section K: Feedback about DVA

Q56mr. Why were you dissatisfied with DVA's response?

Q4@. Age group			Frequency	% of respondents
85+	Valid	The need to deal with DVA on multiple occasions	1	100.0
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would		
		I was asked to contact DVA with additional information/DVA asked me to contact them		
		Other		
		Can't remember		
Number of Respondents			1	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q57. In the last 12 months, have you submitted a claim or application for a benefit or service to DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	19	38.1	38.1	38.1
		No	30	61.9	61.9	100.0
		Total	49	100.0	100.0	
35-44	Valid	Yes	17	27.3	27.3	27.3
		No	46	72.7	72.7	100.0
		Total	63	100.0	100.0	
45-54	Valid	Yes	32	19.2	19.2	19.2
		No	136	80.6	80.6	99.9
		Not sure	0	.1	.1	100.0
		Total	169	100.0	100.0	
55-64	Valid	Yes	85	23.7	23.7	23.7
		No	271	75.1	75.1	98.8
		Not sure	4	1.2	1.2	100.0
		Total	360	100.0	100.0	
65-74	Valid	Yes	125	20.6	20.6	20.6
		No	484	79.3	79.3	99.9
		Not sure	1	.1	.1	100.0
		Total	610	100.0	100.0	
75-84	Valid	Yes	65	14.1	14.1	14.1
		No	387	84.5	84.5	98.6
		Not sure	7	1.4	1.4	100.0
		Total	458	100.0	100.0	
85+	Valid	Yes	113	10.2	10.2	10.2
		No	990	89.3	89.3	99.5
		Not sure	5	.5	.5	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q58. What was the most recent claim or application that you submitted to DVA about?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Claim for compensation	9	19.1	50.2	50.2
		Application for a pension	2	4.5	11.8	62.0
		Application for a health care card	1	1.9	4.9	66.9
		Application for health services	2	4.1	10.8	77.7
		Application for reimbursement	3	5.9	15.4	93.1
		Other	1	2.6	6.9	100.0
		Total	19	38.1	100.0	
	Missing	System	30	61.9		
	Total		49	100.0		
35-44	Valid	Claim for compensation	6	9.1	33.5	33.5
		Application for a pension	1	2.1	7.8	41.4
		Application for a health care card	2	3.0	10.9	52.3
		Application for health services	3	4.9	17.9	70.1
		Application for reimbursement	4	6.4	23.6	93.7
		Household services or aids	0	.8	2.8	96.5
		Other	1	1.0	3.5	100.0
		Total	17	27.3	100.0	
	Missing	System	46	72.7		
	Total		63	100.0		
45-54	Valid	Claim for compensation	6	3.5	18.3	18.3
		Application for a pension	1	.7	3.9	22.2
		Application for a health care card	1	.7	3.9	26.0
		Application for health services	16	9.4	48.9	75.0
		Application for reimbursement	4	2.5	13.1	88.1
		Application for a lump sum advance	1	.3	1.6	89.7
		Household services or aids	0	.1	.5	90.2
		Other	3	1.9	9.8	100.0
		Total	32	19.2	100.0	
	Missing	System	136	80.8		
	Total		169	100.0		
55-64	Valid	Claim for compensation	8	2.3	9.6	9.6
		Application for a pension	21	5.8	24.3	33.9
		Application for a health care card	4	1.0	4.4	38.3
		Application for health services	27	7.4	31.3	69.6
		Application for reimbursement	16	4.5	19.0	88.6
		Application for a lump sum advance	3	.7	3.2	91.8
		Household services or aids	1	.2	.7	92.5
		Other	6	1.8	7.5	100.0
	Total					

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q58. What was the most recent claim or application that you submitted to DVA about?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Missing	System	275	76.3		
	Total		360	100.0		
65-74	Valid	Claim for compensation	5	.8	4.0	4.0
		Application for a pension	20	3.2	15.6	19.7
		Application for a health care card	5	.8	3.7	23.4
		Application for health services	36	5.9	28.7	52.1
		Application for reimbursement	46	7.6	36.9	89.0
		Application for a lump sum advance	5	.9	4.2	93.2
		Household services or aids	2	.4	1.9	95.1
		Other	6	1.0	4.9	100.0
		Total	125	20.6	100.0	
	Missing	System	485	79.4		
	Total		610	100.0		
75-84	Valid	Claim for compensation	3	.7	5.3	5.3
		Application for a pension	2	.5	3.5	8.8
		Application for a health care card	4	.8	5.7	14.4
		Application for health services	26	5.6	39.6	54.0
		Application for reimbursement	17	3.7	26.5	80.6
		Application for a lump sum advance	1	.2	1.4	82.0
		Household services or aids	7	1.6	11.4	93.4
		Other	4	.9	6.6	100.0
		Total	65	14.1	100.0	
	Missing	System	394	85.9		
	Total		458	100.0		
85+	Valid	Claim for compensation	7	.6	6.3	6.3
		Application for a pension	8	.7	6.7	12.9
		Application for a health care card	1	.1	1.2	14.1
		Application for health services	55	5.0	49.1	63.2
		Application for reimbursement	33	3.0	29.2	92.4
		Application for a lump sum advance	2	.2	1.9	94.2
		Household services or aids	3	.3	2.7	96.9
		Other	4	.3	3.1	100.0
		Total	113	10.2	100.0	
	Missing	System	996	89.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q59. How long did it take for this claim or application to be processed?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	1-2 weeks	3	6.0	15.7	15.7
		3-4 weeks	1	2.1	5.6	21.3
		1-2 months	2	4.0	10.6	31.9
		3-6 months	3	5.4	14.1	46.0
		More than 6 months	1	2.9	7.7	53.6
		Still pending	9	17.4	45.6	99.3
		Not sure	0	.3	.7	100.0
		Total	19	38.1	100.0	
	Missing	System	30	61.9		
	Total		49	100.0		
35-44	Valid	1-2 weeks	2	3.9	14.5	14.5
		3-4 weeks	2	3.9	14.1	28.6
		1-2 months	3	4.9	18.1	46.7
		3-6 months	2	3.5	12.8	59.5
		More than 6 months	0	.6	2.2	61.6
		Still pending	6	9.6	35.3	96.9
		Not sure	1	.8	3.1	100.0
		Total	17	27.3	100.0	
	Missing	System	46	72.7		
	Total		63	100.0		
45-54	Valid	1-2 weeks	13	7.6	39.3	39.3
		3-4 weeks	3	1.7	8.7	48.0
		1-2 months	2	1.0	5.4	53.4
		3-6 months	4	2.5	12.9	66.3
		More than 6 months	2	1.2	6.3	72.6
		Still pending	7	4.4	22.9	95.5
		Not sure	1	.9	4.5	100.0
		Total	32	19.2	100.0	
	Missing	System	136	80.8		
	Total		169	100.0		
55-64	Valid	1-2 weeks	24	6.8	28.6	28.6
		3-4 weeks	12	3.3	13.7	42.3
		1-2 months	11	3.0	12.6	55.0
		3-6 months	9	2.6	11.0	65.9
		More than 6 months	4	1.1	4.7	70.7
		Still pending	22	6.0	25.4	96.1
		Not sure	3	.9	3.9	100.0
		Total	85	23.7	100.0	
	Missing	System	275	76.3		
	Total		360	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q59. How long did it take for this claim or application to be processed?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	1-2 weeks	48	7.8	38.2	38.2
		3-4 weeks	31	5.1	24.7	62.9
		1-2 months	14	2.2	10.9	73.8
		3-6 months	4	.7	3.2	77.1
		More than 6 months	3	.5	2.3	79.4
		Still pending	16	2.6	12.5	91.9
		Not sure	10	1.7	8.1	100.0
		Total	125	20.6	100.0	
	Missing	System	485	79.4		
	Total		610	100.0		
75-84	Valid	1-2 weeks	34	7.5	53.3	53.3
		3-4 weeks	11	2.4	16.7	70.0
		1-2 months	4	1.0	6.9	76.9
		3-6 months	2	.4	2.9	79.8
		Still pending	6	1.2	8.7	88.6
		Not sure	7	1.6	11.4	100.0
		Total	65	14.1	100.0	
	Missing	System	394	85.9		
	Total		458	100.0		
85+	Valid	1-2 weeks	40	3.6	35.4	35.4
		3-4 weeks	29	2.6	25.5	60.9
		1-2 months	7	.6	6.1	66.9
		3-6 months	4	.4	3.7	70.7
		More than 6 months	3	.2	2.3	73.0
		Still pending	19	1.7	17.2	90.2
		Not sure	11	1.0	9.8	100.0
	Total		113	10.2	100.0	
	Missing	System	996	89.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q60. Did the time taken to process your claim or application...?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Exceed your expectations – that is, it was faster than you expected	4	8.2	21.4	21.4
		Meet your expectations	7	14.1	37.1	58.5
		Not meet your expectations	2	4.3	11.3	69.7
		Was much worse than your expectations	6	11.5	30.3	100.0
		Total	19	38.1	100.0	
	Missing	System	30	61.9		
	Total		49	100.0		
35-44	Valid	Exceed your expectations – that is, it was faster than you expected	2	2.6	9.7	9.7
		Meet your expectations	6	9.3	34.2	43.9
		Not meet your expectations	3	4.6	16.8	60.6
		Was much worse than your expectations	7	10.7	39.4	100.0
		Total	17	27.3	100.0	
	Missing	System	46	72.7		
	Total		63	100.0		
45-54	Valid	Exceed your expectations – that is, it was faster than you expected	5	2.7	13.9	13.9
		Meet your expectations	20	11.9	61.9	75.8
		Not meet your expectations	4	2.3	12.0	87.8
		Was much worse than your expectations	4	2.3	12.2	100.0
		Total	32	19.2	100.0	
	Missing	System	136	80.8		
	Total		169	100.0		
55-64	Valid	Exceed your expectations – that is, it was faster than you expected	25	7.1	29.8	29.8
		Meet your expectations	40	11.2	47.2	77.1
		Not meet your expectations	13	3.5	14.7	91.8
		Was much worse than your expectations	7	2.0	8.2	100.0
		Total	85	23.7	100.0	
	Missing	System	275	76.3		
	Total		360	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q60. Did the time taken to process your claim or application...?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	Exceed your expectations – that is, it was faster than you expected	29	4.8	23.3	23.3
		Meet your expectations	76	12.4	60.2	83.5
		Not meet your expectations	14	2.2	10.8	94.3
		Was much worse than your expectations	7	1.2	5.7	100.0
		Total	125	20.6	100.0	
	Missing	System	485	79.4		
Total			610	100.0		
75-84	Valid	Exceed your expectations – that is, it was faster than you expected	18	3.9	27.4	27.4
		Meet your expectations	45	9.9	70.3	97.7
		Not meet your expectations	1	.2	1.7	99.4
		Was much worse than your expectations	0	.1	.6	100.0
		Total	65	14.1	100.0	
	Missing	System	394	85.9		
Total			458	100.0		
85+	Valid	Exceed your expectations – that is, it was faster than you expected	15	1.4	13.4	13.4
		Meet your expectations	87	7.9	77.6	90.9
		Not meet your expectations	8	.8	7.4	98.3
		Was much worse than your expectations	2	.2	1.7	100.0
		Total	113	10.2	100.0	
	Missing	System	996	89.8		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q60@. Did the time taken to process your claim or application...?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Met or exceeded expectations	11	22.3	58.5	58.5
		Did not meet expectations	8	15.8	41.5	100.0
		Total	19	38.1	100.0	
	Missing	System	30	61.9		
		Total	49	100.0		
35-44	Valid	Met or exceeded expectations	8	12.0	43.9	43.9
		Did not meet expectations	10	15.3	56.1	100.0
		Total	17	27.3	100.0	
	Missing	System	46	72.7		
		Total	63	100.0		
45-54	Valid	Met or exceeded expectations	25	14.6	75.8	75.8
		Did not meet expectations	8	4.7	24.2	100.0
		Total	32	19.2	100.0	
	Missing	System	136	80.8		
		Total	169	100.0		
55-64	Valid	Met or exceeded expectations	66	18.3	77.1	77.1
		Did not meet expectations	20	5.4	22.9	100.0
		Total	85	23.7	100.0	
	Missing	System	275	76.3		
		Total	360	100.0		
65-74	Valid	Met or exceeded expectations	105	17.2	83.5	83.5
		Did not meet expectations	21	3.4	16.5	100.0
		Total	125	20.6	100.0	
	Missing	System	485	79.4		
		Total	610	100.0		
75-84	Valid	Met or exceeded expectations	63	13.8	97.7	97.7
		Did not meet expectations	2	.3	2.3	100.0
		Total	65	14.1	100.0	
	Missing	System	394	85.9		
		Total	458	100.0		
85+	Valid	Met or exceeded expectations	102	9.2	90.9	90.9
		Did not meet expectations	10	.9	9.1	100.0
		Total	113	10.2	100.0	
	Missing	System	996	89.8		
		Total	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q61mr. Why were your expectations not met?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	The information given to me was not correct	1	12.5
		The information given to me was not complete	1	13.1
		The information provided was not relevant to my query	1	18.7
		The time taken to achieve an outcome/ resolution	7	84.0
		The need to deal with DVA on multiple occasions	2	22.6
		The need to deal with multiple contact points within DVA	0	3.6
		DVA staff did not get back to me when they said they would	0	.7
		I was asked to contact DVA with additional information/DVA asked me to contact them		
		Other	0	5.5
		Can't remember		
		Number of Respondents	8	100.0
35-44	Valid	The information given to me was not correct	2	21.1
		The information given to me was not complete	1	11.0
		The information provided was not relevant to my query	1	5.7
		The time taken to achieve an outcome/ resolution	7	77.1
		The need to deal with DVA on multiple occasions	1	5.7
		The need to deal with multiple contact points within DVA	1	9.7
		DVA staff did not get back to me when they said they would	1	9.1
		I was asked to contact DVA with additional information/DVA asked me to contact them	0	4.4
		Other		
		Can't remember	0	1.4
		Number of Respondents	10	100.0
45-54	Valid	The information given to me was not correct	0	2.6
		The information given to me was not complete	1	7.1

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q61mr. Why were your expectations not met?

Q4@ . Age group			Frequency	% of respondents
45-54	Valid	The information provided was not relevant to my query		
		The time taken to achieve an outcome/ resolution	7	90.8
		The need to deal with DVA on multiple occasions	0	2.1
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would		
		I was asked to contact DVA with additional information/DVA asked me to contact them	1	6.8
		Other		
		Can't remember		
Number of Respondents			8	100.0
55-64	Valid	The information given to me was not correct	1	4.6
		The information given to me was not complete	1	3.1
		The information provided was not relevant to my query	1	7.5
		The time taken to achieve an outcome/ resolution	17	84.8
		The need to deal with DVA on multiple occasions	1	7.3
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would	1	3.1
		I was asked to contact DVA with additional information/DVA asked me to contact them	2	8.8
		Other		
		Can't remember		
Number of Respondents			20	100.0
65-74	Valid	The information given to me was not correct	1	7.1
		The information given to me was not complete	1	3.2
		The information provided was not relevant to my query		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q61mr. Why were your expectations not met?

Q4@ . Age group			Frequency	% of respondents
65-74	Valid	The time taken to achieve an outcome/ resolution	17	83.5
		The need to deal with DVA on multiple occasions	1	5.4
		The need to deal with multiple contact points within DVA	1	3.2
		DVA staff did not get back to me when they said they would	2	10.2
		I was asked to contact DVA with additional information/DVA asked me to contact them	2	8.1
		Other		
		Can't remember		
Number of Respondents			21	100.0
75-84	Valid	The information given to me was not correct	2	100.0
		The information given to me was not complete		
		The information provided was not relevant to my query		
		The time taken to achieve an outcome/ resolution		
		The need to deal with DVA on multiple occasions		
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would		
		I was asked to contact DVA with additional information/DVA asked me to contact them		
		Other		
Can't remember				
Number of Respondents			2	100.0
85+	Valid	The information given to me was not correct	1	8.5
		The information given to me was not complete	2	21.3
		The information provided was not relevant to my query	1	8.5
		The time taken to achieve an outcome/ resolution	4	40.4

DVA CSS Frequencies - Split by Age Group (Weighted)
Section L: Submitting a Claim to DVA

Q61mr. Why were your expectations not met?

Q4@. Age group			Frequency	% of respondents
85+	Valid	The need to deal with DVA on multiple occasions	1	10.2
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would	3	26.7
		I was asked to contact DVA with additional information/DVA asked me to contact them	1	12.8
		Other		
	Can't remember			
Number of Respondents			10	100.0

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62a. Is committed to providing high quality service to clients

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	3	5.8	5.9	5.9
		Disagree	5	9.9	9.9	15.8
		Neither agree or disagree	5	10.7	10.7	26.5
		Agree	24	48.3	48.6	75.1
		Strongly Agree	12	24.7	24.9	100.0
		Total	49	99.4	100.0	
	Missing	Don't Know	0	.6		
Total			49	100.0		
35-44	Valid	Strongly disagree	6	9.2	9.2	9.2
		Disagree	7	11.8	11.8	21.0
		Neither agree or disagree	7	11.6	11.6	32.6
		Agree	29	45.5	45.5	78.1
		Strongly Agree	14	21.9	21.9	100.0
		Total	63	100.0	100.0	
45-54	Valid	Strongly disagree	4	2.6	2.7	2.7
		Disagree	7	4.4	4.5	7.2
		Neither agree or disagree	20	12.1	12.6	19.8
		Agree	54	32.2	33.3	53.1
		Strongly Agree	77	45.3	46.9	100.0
		Total	163	96.7	100.0	
	Missing	Don't Know	6	3.3		
Total			169	100.0		
55-64	Valid	Strongly disagree	12	3.4	3.5	3.5
		Disagree	18	5.0	5.1	8.6
		Neither agree or disagree	61	17.0	17.4	26.0
		Agree	111	30.7	31.5	57.5
		Strongly Agree	149	41.5	42.5	100.0
		Total	352	97.6	100.0	
	Missing	Don't Know	9	2.4		
Total			360	100.0		
65-74	Valid	Strongly disagree	4	.6	.6	.6
		Disagree	15	2.5	2.6	3.2
		Neither agree or disagree	40	6.5	6.6	9.8
		Agree	289	47.3	48.0	57.9
		Strongly Agree	253	41.5	42.1	100.0
		Total	601	98.5	100.0	
	Missing	Don't Know	9	1.5		
Total			610	100.0		
75-84	Valid	Strongly disagree	1	.3	.3	.3
		Disagree	2	.4	.4	.7
		Neither agree or disagree	18	3.9	4.0	4.7
		Agree	183	39.9	40.5	45.2
		Strongly Agree	248	54.1	54.8	100.0
		Total	452	98.6	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62a. Is committed to providing high quality service to clients

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	Don't Know	4	1.0		
		System	2	.4		
		Total	6	1.4		
	Total		458	100.0		
85+	Valid	Strongly disagree	1	.1	.1	.1
		Disagree	14	1.3	1.3	1.4
		Neither agree or disagree	37	3.4	3.4	4.8
		Agree	479	43.2	44.2	49.0
		Strongly Agree	553	49.9	51.0	100.0
		Total	1084	97.8	100.0	
	Missing	Don't Know	23	2.1		
		System	1	.1		
		Total	24	2.2		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62b. Understands the needs of clients

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	4	9.0	9.0	9.0
		Disagree	6	11.7	11.7	20.8
		Neither agree or disagree	7	14.5	14.5	35.3
		Agree	20	41.4	41.4	76.7
		Strongly Agree	11	23.3	23.3	100.0
		Total	49	100.0	100.0	
35-44	Valid	Strongly disagree	9	14.3	14.3	14.3
		Disagree	9	14.3	14.3	28.6
		Neither agree or disagree	11	17.7	17.7	46.3
		Agree	21	33.9	33.9	80.2
		Strongly Agree	12	19.8	19.8	100.0
		Total	63	100.0	100.0	
45-54	Valid	Strongly disagree	3	1.8	1.8	1.8
		Disagree	20	11.9	12.0	13.8
		Neither agree or disagree	23	13.9	13.9	27.7
		Agree	55	32.5	32.7	60.4
		Strongly Agree	67	39.4	39.6	100.0
		Total	168	99.5	100.0	
	Missing	Don't Know	1	.5		
	Total		169	100.0		
55-64	Valid	Strongly disagree	21	5.9	6.0	6.0
		Disagree	29	8.1	8.2	14.2
		Neither agree or disagree	46	12.6	12.8	26.9
		Agree	115	31.9	32.2	59.1
		Strongly Agree	146	40.5	40.9	100.0
		Total	357	99.1	100.0	
	Missing	Don't Know	3	.9		
	Total		360	100.0		
65-74	Valid	Strongly disagree	8	1.4	1.4	1.4
		Disagree	29	4.7	4.8	6.2
		Neither agree or disagree	58	9.4	9.6	15.8
		Agree	270	44.2	45.0	60.8
		Strongly Agree	235	38.5	39.2	100.0
		Total	600	98.3	100.0	
	Missing	Don't Know	10	1.7		
	Total		610	100.0		
75-84	Valid	Strongly disagree	4	.9	.9	.9
		Disagree	9	1.9	1.9	2.8
		Neither agree or disagree	21	4.6	4.7	7.5
		Agree	196	42.8	43.3	50.7
		Strongly Agree	223	48.8	49.3	100.0
		Total	453	98.9	100.0	
	Missing	Don't Know	3	.6		
		System	2	.4		
		Total	5	1.1		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62b. Understands the needs of clients

Q4 @ . Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Strongly disagree	5	.5	.5	.5
		Disagree	15	1.4	1.4	1.9
		Neither agree or disagree	53	4.8	4.9	6.7
		Agree	476	42.9	44.0	50.8
		Strongly Agree	532	48.0	49.2	100.0
		Total	1081	97.5	100.0	
	Missing	Don't Know	27	2.4		
		System	1	.1		
		Total	28	2.5		
Total		1108	100.0			

	Neither agree or disagree	11	22.8	23.7	40.3
	Agree	18	36.1	40.8	81.2
	Strongly Agree	8	16.6	18.8	100.0
	Total	43	88.4	100.0	
g	Don't Know	6	11.6		
		49	100.0		
	Strongly disagree	5	7.3	8.7	8.7
	Disagree	4	6.3	7.5	16.2
	Neither agree or disagree	15	24.0	28.7	44.9
	Agree	20	32.2	38.5	83.4
	Strongly Agree	9	13.9	16.6	100.0
	Total	52	83.7	100.0	
g	Don't Know	10	16.3		
		63	100.0		
	Strongly disagree	4	2.2	2.5	2.5
	Disagree	7	4.4	5.0	7.5
	Neither agree or disagree	54	32.2	36.6	44.1
	Agree	55	32.7	37.1	81.2
	Strongly Agree	28	16.5	18.8	100.0
	Total	149	88.0	100.0	
g	Don't Know	20	12.0		
		169	100.0		
	Strongly disagree	15	4.2	4.9	4.9
	Disagree	29	8.0	9.4	14.3
	Neither agree or disagree	91	25.1	29.3	43.6
	Agree	84	23.2	27.1	70.7
	Strongly Agree	90	25.1	29.3	100.0
	Total	308	85.6	100.0	
g	Don't Know	52	14.4		
		360	100.0		
	Strongly disagree	4	.6	.8	.8
	Disagree	10	1.7	2.0	2.8
	Neither agree or disagree	140	23.0	27.6	30.4
	Agree	194	31.8	38.2	68.6
	Strongly Agree	159	26.1	31.4	100.0
	Total	507	83.1	100.0	
g	Don't Know	103	16.9		
		610	100.0		
	Strongly disagree	4	.8	1.0	1.0
	Disagree	9	1.9	2.3	3.2
	Neither agree or disagree	53	11.7	13.8	17.1
	Agree	171	37.3	44.2	61.2
	Strongly Agree	150	32.7	38.8	100.0
	Total	387	84.4	100.0	
g	Don't Know	70	15.2		
	System	2	.4		
	Total	72	15.6		
		458	100.0		
	Strongly disagree	11	1.0	1.3	1.3
	Disagree	24	2.2	2.7	4.0
	Neither agree or disagree	137	12.3	15.4	19.4
	Agree	367	33.1	41.4	60.8
	Strongly Agree	347	31.3	39.2	100.0
	Total	885	79.9	100.0	
g	Don't Know	220	19.9		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62d. Tailors services to meet the changing needs of clients

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	5	9.9	10.2	10.2
		Disagree	4	7.9	8.2	18.4
		Neither agree or disagree	14	27.6	28.5	46.9
		Agree	15	30.3	31.3	78.2
		Strongly Agree	10	21.1	21.8	100.0
		Total	48	96.8	100.0	
	Missing	Don't Know	2	3.2		
Total			49	100.0		
35-44	Valid	Strongly disagree	6	9.4	9.9	9.9
		Disagree	6	8.9	9.4	19.4
		Neither agree or disagree	14	21.8	23.1	42.5
		Agree	25	39.4	41.7	84.2
		Strongly Agree	9	15.0	15.8	100.0
		Total	59	94.5	100.0	
	Missing	Don't Know	3	5.5		
Total			63	100.0		
45-54	Valid	Strongly disagree	6	3.6	3.8	3.8
		Disagree	12	7.0	7.4	11.2
		Neither agree or disagree	38	22.5	23.8	35.0
		Agree	63	37.2	39.4	74.4
		Strongly Agree	41	24.2	25.6	100.0
		Total	159	94.4	100.0	
	Missing	Don't Know	9	5.6		
Total			169	100.0		
55-64	Valid	Strongly disagree	19	5.2	5.5	5.5
		Disagree	20	5.5	5.8	11.3
		Neither agree or disagree	66	18.3	19.3	30.5
		Agree	123	34.1	35.9	66.4
		Strongly Agree	115	31.9	33.6	100.0
		Total	343	95.1	100.0	
	Missing	Don't Know	18	4.9		
Total			360	100.0		
65-74	Valid	Strongly disagree	10	1.6	1.7	1.7
		Disagree	19	3.1	3.4	5.1
		Neither agree or disagree	85	14.0	15.3	20.4
		Agree	255	41.8	45.6	66.0
		Strongly Agree	190	31.1	34.0	100.0
		Total	559	91.6	100.0	
	Missing	Don't Know	51	8.4		
Total			610	100.0		
75-84	Valid	Strongly disagree	4	.8	.9	.9
		Disagree	11	2.4	2.6	3.4
		Neither agree or disagree	35	7.6	8.1	11.5
		Agree	205	44.8	48.0	59.5
		Strongly Agree	173	37.8	40.5	100.0
		Total	428	93.4	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62d. Tailors services to meet the changing needs of clients

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	Don't Know	28	6.2		
		System	2	.4		
		Total	30	6.6		
	Total		458	100.0		
85+	Valid	Strongly disagree	2	.1	.2	.2
		Disagree	14	1.2	1.4	1.5
		Neither agree or disagree	105	9.5	10.6	12.2
		Agree	450	40.6	45.6	57.7
		Strongly Agree	418	37.7	42.3	100.0
		Total	988	89.1	100.0	
	Missing	Don't Know	119	10.8		
		System	1	.1		
		Total	120	10.9		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62e. Sensitive acknowledges the service and sacrifice of veterans

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	4	7.2	7.2	7.2
		Disagree	3	5.8	5.9	13.1
		Neither agree or disagree	9	17.3	17.4	30.5
		Agree	19	38.0	38.2	68.7
		Strongly Agree	15	31.1	31.3	100.0
		Total	49	99.5	100.0	
	Missing	Don't Know	0	.5		
Total			49	100.0		
35-44	Valid	Strongly disagree	5	8.4	8.6	8.6
		Disagree	8	13.5	13.8	22.4
		Neither agree or disagree	9	14.9	15.2	37.6
		Agree	21	33.9	34.8	72.4
		Strongly Agree	17	26.9	27.6	100.0
		Total	61	97.6	100.0	
	Missing	Don't Know	2	2.4		
Total			63	100.0		
45-54	Valid	Strongly disagree	7	3.9	4.0	4.0
		Disagree	12	6.9	7.0	11.0
		Neither agree or disagree	16	9.7	9.8	20.8
		Agree	65	38.5	38.9	59.7
		Strongly Agree	67	39.9	40.3	100.0
		Total	167	99.0	100.0	
	Missing	Don't Know	2	1.0		
Total			169	100.0		
55-64	Valid	Strongly disagree	16	4.4	4.5	4.5
		Disagree	21	5.8	5.9	10.4
		Neither agree or disagree	32	9.0	9.2	19.5
		Agree	132	36.7	37.5	57.0
		Strongly Agree	152	42.1	43.0	100.0
		Total	353	98.0	100.0	
	Missing	Don't Know	7	2.0		
Total			360	100.0		
65-74	Valid	Strongly disagree	11	1.8	1.8	1.8
		Disagree	23	3.8	3.9	5.7
		Neither agree or disagree	56	9.2	9.3	15.0
		Agree	265	43.4	44.2	59.3
		Strongly Agree	244	39.9	40.7	100.0
		Total	598	98.0	100.0	
	Missing	Don't Know	12	2.0		
Total			610	100.0		
75-84	Valid	Strongly disagree	7	1.5	1.6	1.6
		Disagree	7	1.4	1.5	3.1
		Neither agree or disagree	15	3.3	3.4	6.5
		Agree	174	38.0	39.2	45.7
		Strongly Agree	241	52.7	54.3	100.0
		Total	444	97.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62e. Sensitive acknowledges the service and sacrifice of veterans

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	Don't Know	12	2.6		
		System	2	.4		
		Total	14	3.0		
	Total		458	100.0		
85+	Valid	Strongly disagree	6	.5	.5	.5
		Disagree	11	1.0	1.1	1.6
		Neither agree or disagree	45	4.0	4.2	5.8
		Agree	439	39.6	41.3	47.1
		Strongly Agree	563	50.8	52.9	100.0
		Total	1063	95.9	100.0	
	Missing	Don't Know	44	4.0		
		System	1	.1		
		Total	45	4.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62f. Puts clients first

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	4	9.1	9.2	9.2
		Disagree	7	13.4	13.6	22.9
		Neither agree or disagree	9	17.6	17.9	40.8
		Agree	16	33.4	34.1	74.9
		Strongly Agree	12	24.6	25.1	100.0
		Total	48	98.2	100.0	
	Missing	Don't Know	1	1.8		
Total			49	100.0		
35-44	Valid	Strongly disagree	6	9.7	9.7	9.7
		Disagree	11	16.9	16.9	26.6
		Neither agree or disagree	12	18.8	18.8	45.5
		Agree	21	33.6	33.6	79.1
		Strongly Agree	13	20.9	20.9	100.0
		Total	63	100.0	100.0	
45-54	Valid	Strongly disagree	7	4.1	4.1	4.1
		Disagree	17	10.0	10.0	14.2
		Neither agree or disagree	21	12.3	12.4	26.6
		Agree	64	37.9	38.0	64.6
		Strongly Agree	60	35.3	35.4	100.0
		Total	168	99.6	100.0	
	Missing	Don't Know	1	.4		
Total			169	100.0		
55-64	Valid	Strongly disagree	23	6.4	6.5	6.5
		Disagree	24	6.8	6.9	13.4
		Neither agree or disagree	61	16.8	17.1	30.5
		Agree	116	32.1	32.6	63.2
		Strongly Agree	130	36.1	36.8	100.0
		Total	354	98.2	100.0	
	Missing	Don't Know	7	1.8		
Total			360	100.0		
65-74	Valid	Strongly disagree	11	1.8	1.8	1.8
		Disagree	25	4.2	4.3	6.1
		Neither agree or disagree	84	13.8	14.2	20.3
		Agree	259	42.5	43.6	63.9
		Strongly Agree	215	35.2	36.1	100.0
		Total	595	97.5	100.0	
	Missing	Don't Know	16	2.5		
Total			610	100.0		
75-84	Valid	Strongly disagree	2	.4	.4	.4
		Disagree	9	1.9	2.0	2.4
		Neither agree or disagree	27	6.0	6.0	8.4
		Agree	185	40.4	41.0	49.4
		Strongly Agree	229	50.0	50.6	100.0
		Total	452	98.7	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62f. Puts clients first

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	Don't Know	4	.8		
		System	2	.4		
		Total	6	1.3		
	Total		458	100.0		
85+	Valid	Strongly disagree	7	.6	.6	.6
		Disagree	18	1.6	1.6	2.2
		Neither agree or disagree	58	5.2	5.3	7.6
		Agree	492	44.4	45.5	53.1
		Strongly Agree	507	45.7	46.9	100.0
		Total	1081	97.6	100.0	
	Missing	Don't Know	26	2.4		
		System	1	.1		
		Total	27	2.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62g. Communicates clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	3	6.8	6.9	6.9
		Disagree	6	11.5	11.6	18.4
		Neither agree or disagree	8	15.4	15.5	33.9
		Agree	23	46.9	47.2	81.1
		Strongly Agree	9	18.8	18.9	100.0
		Total	49	99.4	100.0	
	Missing	Don't Know	0	.6		
	Total		49	100.0		
35-44	Valid	Strongly disagree	3	5.3	5.3	5.3
		Disagree	10	15.8	15.8	21.1
		Neither agree or disagree	11	18.2	18.2	39.3
		Agree	24	38.1	38.1	77.4
		Strongly Agree	14	22.6	22.6	100.0
	Total		63	100.0	100.0	
45-54	Valid	Strongly disagree	1	.9	.9	.9
		Disagree	14	8.5	8.5	9.4
		Neither agree or disagree	20	11.9	12.1	21.5
		Agree	73	43.5	43.9	65.4
		Strongly Agree	58	34.3	34.6	100.0
		Total	167	99.0	100.0	
	Missing	Don't Know	2	1.0		
	Total		169	100.0		
55-64	Valid	Strongly disagree	8	2.3	2.3	2.3
		Disagree	21	5.9	5.9	8.3
		Neither agree or disagree	45	12.4	12.4	20.7
		Agree	164	45.5	45.6	66.3
		Strongly Agree	121	33.7	33.7	100.0
		Total	360	99.8	100.0	
	Missing	Don't Know	1	.2		
	Total		360	100.0		
65-74	Valid	Strongly disagree	11	1.9	1.9	1.9
		Disagree	17	2.9	2.9	4.8
		Neither agree or disagree	47	7.7	7.9	12.7
		Agree	290	47.5	48.5	61.2
		Strongly Agree	232	38.1	38.8	100.0
		Total	599	98.1	100.0	
	Missing	Don't Know	12	1.9		
	Total		610	100.0		
75-84	Valid	Strongly disagree	1	.3	.3	.3
		Disagree	11	2.5	2.5	2.9
		Neither agree or disagree	10	2.1	2.1	5.0
		Agree	197	43.1	43.7	48.7
		Strongly Agree	231	50.5	51.3	100.0
	Total		451	98.4	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62g. Communicates clearly

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	Don't Know	5	1.1		
		System	2	.4		
		Total	7	1.6		
	Total		458	100.0		
85+	Valid	Strongly disagree	3	.3	.3	.3
		Disagree	13	1.1	1.2	1.4
		Neither agree or disagree	65	5.8	6.0	7.4
		Agree	495	44.7	45.8	53.2
		Strongly Agree	506	45.7	46.8	100.0
		Total	1081	97.5	100.0	
	Missing	Don't Know	26	2.4		
		System	1	.1		
		Total	27	2.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62h. Is honest and ethical in its dealings

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	2	4.5	4.6	4.6
		Disagree	2	3.9	4.0	8.6
		Neither agree or disagree	6	12.6	13.0	21.6
		Agree	22	43.8	45.0	66.5
		Strongly Agree	16	32.6	33.5	100.0
		Total	48	97.3	100.0	
	Missing	Don't Know	1	2.7		
Total			49	100.0		
35-44	Valid	Strongly disagree	4	6.8	6.8	6.8
		Disagree	6	9.1	9.1	15.9
		Neither agree or disagree	10	16.1	16.2	32.1
		Agree	24	38.8	38.9	71.0
		Strongly Agree	18	29.0	29.0	100.0
		Total	63	99.8	100.0	
	Missing	Don't Know	0	.2		
Total			63	100.0		
45-54	Valid	Strongly disagree	2	1.0	1.0	1.0
		Disagree	5	3.2	3.2	4.2
		Neither agree or disagree	19	11.4	11.7	16.0
		Agree	64	37.7	38.7	54.7
		Strongly Agree	74	44.1	45.3	100.0
		Total	164	97.3	100.0	
	Missing	Don't Know	5	2.7		
Total			169	100.0		
55-64	Valid	Strongly disagree	9	2.6	2.6	2.6
		Disagree	12	3.3	3.3	5.9
		Neither agree or disagree	49	13.5	13.7	19.7
		Agree	129	35.7	36.3	56.0
		Strongly Agree	156	43.3	44.0	100.0
		Total	355	98.4	100.0	
	Missing	Don't Know	6	1.6		
Total			360	100.0		
65-74	Valid	Strongly disagree	8	1.3	1.3	1.3
		Disagree	14	2.3	2.3	3.7
		Neither agree or disagree	40	6.5	6.7	10.3
		Agree	259	42.5	43.8	54.2
		Strongly Agree	272	44.5	45.8	100.0
		Total	592	97.0	100.0	
	Missing	Don't Know	18	3.0		
Total			610	100.0		
75-84	Valid	Strongly disagree	2	.3	.4	.4
		Disagree	3	.6	.6	.9
		Neither agree or disagree	15	3.4	3.5	4.4
		Agree	189	41.2	42.3	46.7
		Strongly Agree	238	51.8	53.3	100.0
		Total	446	97.3	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62h. Is honest and ethical in its dealings

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	Don't Know	10	2.3		
		System	2	.4		
		Total	12	2.7		
	Total		458	100.0		
85+	Valid	Disagree	1	.1	.1	.1
		Neither agree or disagree	55	4.9	5.0	5.1
		Agree	509	45.9	46.9	52.0
		Strongly Agree	521	47.0	48.0	100.0
		Total	1086	98.0	100.0	
	Missing	Don't Know	21	1.9		
		System	1	.1		
		Total	22	2.0		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62i. Delivers services in a timely manner

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	6	11.6	11.6	11.6
		Disagree	12	24.3	24.3	35.8
		Neither agree or disagree	5	11.2	11.2	47.0
		Agree	17	34.8	34.8	81.8
		Strongly Agree	9	18.2	18.2	100.0
		Total	49	100.0	100.0	
35-44	Valid	Strongly disagree	7	11.5	11.5	11.5
		Disagree	11	17.8	17.8	29.4
		Neither agree or disagree	10	15.2	15.2	44.5
		Agree	23	37.1	37.1	81.6
		Strongly Agree	12	18.4	18.4	100.0
		Total	63	100.0	100.0	
45-54	Valid	Strongly disagree	3	2.0	2.0	2.0
		Disagree	15	8.6	8.9	10.9
		Neither agree or disagree	22	13.0	13.4	24.3
		Agree	59	34.9	36.0	60.3
		Strongly Agree	65	38.5	39.7	100.0
		Total	164	96.9	100.0	
	Missing	Don't Know	5	3.1		
	Total		169	100.0		
55-64	Valid	Strongly disagree	12	3.3	3.3	3.3
		Disagree	28	7.9	7.9	11.2
		Neither agree or disagree	42	11.6	11.6	22.9
		Agree	127	35.3	35.5	58.3
		Strongly Agree	150	41.5	41.7	100.0
		Total	359	99.6	100.0	
	Missing	Don't Know	1	.4		
	Total		360	100.0		
65-74	Valid	Strongly disagree	7	1.2	1.2	1.2
		Disagree	23	3.7	3.8	5.1
		Neither agree or disagree	29	4.8	4.9	9.9
		Agree	264	43.2	44.3	54.2
		Strongly Agree	273	44.7	45.8	100.0
		Total	596	97.6	100.0	
	Missing	Don't Know	14	2.4		
	Total		610	100.0		
75-84	Valid	Strongly disagree	2	.5	.5	.5
		Disagree	3	.6	.7	1.2
		Neither agree or disagree	21	4.5	4.6	5.8
		Agree	195	42.6	43.6	49.4
		Strongly Agree	226	49.3	50.6	100.0
		Total	447	97.6	100.0	
	Missing	Don't Know	10	2.2		
	System		1	.2		
	Total		11	2.4		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62i. Delivers services in a timely manner

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Strongly disagree	1	.1	.1	.1
		Disagree	8	.7	.7	.8
		Neither agree or disagree	58	5.3	5.4	6.2
		Agree	507	45.7	46.8	53.0
		Strongly Agree	508	45.8	47.0	100.0
		Total	1082	97.6	100.0	
	Missing	Don't Know	26	2.3		
		System	1	.1		
		Total	27	2.4		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62j. Is known for delivering the services that clients need

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	4	8.2	8.3	8.3
		Disagree	7	13.4	13.5	21.8
		Neither agree or disagree	6	11.6	11.8	33.5
		Agree	22	43.8	44.2	77.7
		Strongly Agree	11	22.0	22.3	100.0
		Total	49	99.1	100.0	
	Missing	Don't Know	0	.9		
Total			49	100.0		
35-44	Valid	Strongly disagree	5	7.4	7.5	7.5
		Disagree	7	10.5	10.6	18.0
		Neither agree or disagree	11	16.8	16.9	34.9
		Agree	27	42.6	43.0	77.9
		Strongly Agree	14	21.9	22.1	100.0
		Total	62	99.2	100.0	
	Missing	Don't Know	0	.8		
Total			63	100.0		
45-54	Valid	Strongly disagree	2	1.0	1.0	1.0
		Disagree	12	6.9	7.1	8.1
		Neither agree or disagree	24	14.3	14.7	22.8
		Agree	66	39.0	39.9	62.7
		Strongly Agree	61	36.4	37.3	100.0
		Total	165	97.6	100.0	
	Missing	Don't Know	4	2.4		
Total			169	100.0		
55-64	Valid	Strongly disagree	14	4.0	4.1	4.1
		Disagree	21	5.9	6.1	10.3
		Neither agree or disagree	55	15.2	15.9	26.2
		Agree	111	30.9	32.3	58.4
		Strongly Agree	144	39.8	41.6	100.0
		Total	345	95.8	100.0	
	Missing	Don't Know	15	4.2		
Total			360	100.0		
65-74	Valid	Strongly disagree	5	.9	.9	.9
		Disagree	24	3.9	4.0	4.9
		Neither agree or disagree	50	8.2	8.3	13.2
		Agree	279	45.8	46.6	59.8
		Strongly Agree	241	39.5	40.2	100.0
		Total	600	98.3	100.0	
	Missing	Don't Know	11	1.7		
Total			610	100.0		
75-84	Valid	Strongly disagree	1	.2	.2	.2
		Disagree	10	2.1	2.1	2.4
		Neither agree or disagree	22	4.9	5.0	7.3
		Agree	204	44.4	45.0	52.3
		Strongly Agree	216	47.1	47.7	100.0
		Total	453	98.8	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62j. Is known for delivering the services that clients need

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Missing	Don't Know	4	.8		
		System	2	.4		
		Total	6	1.2		
	Total		458	100.0		
85+	Valid	Strongly disagree	2	.2	.2	.2
		Disagree	22	2.0	2.1	2.2
		Neither agree or disagree	72	6.5	6.6	8.8
		Agree	482	43.5	44.5	53.3
		Strongly Agree	506	45.7	46.7	100.0
		Total	1083	97.7	100.0	
	Missing	Don't Know	24	2.2		
		System	1	.1		
		Total	25	2.3		
	Total		1108	100.0		

	Neither agree or disagree	7	14.7	14.7	33.7
	Agree	19	38.6	38.6	74.4
	Strongly Agree	13	25.6	25.6	100.0
	Total	49	100.0	100.0	
	Strongly disagree	7	11.7	11.7	11.7
	Disagree	10	16.6	16.6	28.3
	Neither agree or disagree	7	11.2	11.2	39.5
	Agree	24	37.9	37.9	77.4
	Strongly Agree	14	22.6	22.6	100.0
	Total	63	100.0	100.0	
	Strongly disagree	4	2.2	2.3	2.3
	Disagree	10	6.0	6.2	8.5
	Neither agree or disagree	20	12.1	12.4	20.9
	Agree	68	40.1	41.2	62.0
	Strongly Agree	63	37.0	38.0	100.0
	Total	165	97.4	100.0	
g	Don't Know	4	2.6		
	Total	169	100.0		
	Strongly disagree	9	2.6	2.7	2.7
	Disagree	27	7.6	7.8	10.5
	Neither agree or disagree	46	12.9	13.2	23.8
	Agree	107	29.7	30.5	54.3
	Strongly Agree	160	44.5	45.7	100.0
	Total	351	97.3	100.0	
g	Don't Know	10	2.7		
	Total	360	100.0		
	Strongly disagree	7	1.2	1.2	1.2
	Disagree	23	3.8	3.8	4.9
	Neither agree or disagree	46	7.5	7.6	12.5
	Agree	278	45.6	45.9	58.4
	Strongly Agree	252	41.3	41.6	100.0
	Total	607	99.4	100.0	
g	Don't Know	4	.6		
	Total	610	100.0		
	Strongly disagree	1	.2	.2	.2
	Disagree	4	1.0	1.0	1.2
	Neither agree or disagree	18	4.0	4.0	5.2
	Agree	197	43.0	43.3	48.5
	Strongly Agree	234	51.1	51.5	100.0
	Total	455	99.2	100.0	
g	System	2	.4		
	Don't Know	1	.3		
	Total	3	.8		
	Total	458	100.0		
	Strongly disagree	4	.3	.3	.3
	Disagree	14	1.3	1.3	1.6
	Neither agree or disagree	24	2.2	2.2	3.9
	Agree	465	41.9	42.6	46.5
	Strongly Agree	583	52.6	53.5	100.0
	Total	1090	98.3	100.0	
g	System	1	.1		
	Don't Know	17	1.6		
	Total	18	1.7		
	Total	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62I. Provides reliable information and advice

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Strongly disagree	2	4.3	4.3	4.3
		Disagree	9	17.6	17.6	21.9
		Neither agree or disagree	4	7.9	7.9	29.8
		Agree	23	47.0	47.0	76.8
		Strongly Agree	11	23.2	23.2	100.0
		Total	49	100.0	100.0	
35-44	Valid	Strongly disagree	3	4.7	4.7	4.7
		Disagree	10	15.7	15.7	20.5
		Neither agree or disagree	8	12.9	12.9	33.4
		Agree	25	39.5	39.5	72.9
		Strongly Agree	17	27.1	27.1	100.0
		Total	63	100.0	100.0	
45-54	Valid	Strongly disagree	1	.9	.9	.9
		Disagree	11	6.8	6.9	7.8
		Neither agree or disagree	20	11.8	12.1	19.9
		Agree	70	41.7	42.6	62.4
		Strongly Agree	62	36.8	37.6	100.0
		Total	165	97.9	100.0	
	Missing	Don't Know	3	2.1		
	Total		169	100.0		
55-64	Valid	Strongly disagree	8	2.2	2.2	2.2
		Disagree	14	4.0	4.0	6.2
		Neither agree or disagree	57	15.8	16.0	22.2
		Agree	127	35.3	35.7	57.9
		Strongly Agree	150	41.6	42.1	100.0
		Total	356	98.9	100.0	
	Missing	Don't Know	4	1.1		
	Total		360	100.0		
65-74	Valid	Strongly disagree	3	.4	.4	.4
		Disagree	15	2.4	2.5	2.9
		Neither agree or disagree	42	6.9	7.1	9.9
		Agree	267	43.8	44.6	54.6
		Strongly Agree	272	44.6	45.4	100.0
		Total	599	98.2	100.0	
	Missing	Don't Know	11	1.8		
	Total		610	100.0		
75-84	Valid	Strongly disagree	2	.5	.5	.5
		Disagree	2	.4	.4	.9
		Neither agree or disagree	19	4.3	4.3	5.2
		Agree	199	43.5	44.3	49.5
		Strongly Agree	227	49.6	50.5	100.0
		Total	450	98.3	100.0	
	Missing	Don't Know	6	1.3		
		System	2	.4		
	Total		8	1.7		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62I. Provides reliable information and advice

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Total		458	100.0		
85+	Valid	Strongly disagree	2	.2	.2	.2
		Disagree	26	2.3	2.4	2.6
		Neither agree or disagree	62	5.6	5.7	8.3
		Agree	453	40.8	41.9	50.2
		Strongly Agree	538	48.5	49.8	100.0
		Total	1079	97.4	100.0	
	Missing	Don't Know	28	2.5		
		System	1	.1		
		Total	29	2.6		
Total		1108	100.0			

	Neither agree or disagree	11	22.2	23.1	29.4
	Agree	20	41.6	43.1	72.5
	Strongly Agree	13	26.5	27.5	100.0
	Total	47	96.4	100.0	
g	Don't Know	2	3.6		
		49	100.0		
	Strongly disagree	5	8.1	8.2	8.2
	Disagree	4	7.0	7.1	15.3
	Neither agree or disagree	15	24.1	24.4	39.7
	Agree	23	37.3	37.8	77.5
	Strongly Agree	14	22.2	22.5	100.0
	Total	62	98.6	100.0	
g	Don't Know	1	1.4		
		63	100.0		
	Strongly disagree	5	3.2	3.4	3.4
	Disagree	7	4.1	4.3	7.6
	Neither agree or disagree	26	15.3	15.9	23.6
	Agree	55	32.3	33.6	57.2
	Strongly Agree	69	41.1	42.8	100.0
	Total	162	96.1	100.0	
g	Don't Know	7	3.9		
		169	100.0		
	Strongly disagree	11	3.1	3.4	3.4
	Disagree	18	5.1	5.5	8.8
	Neither agree or disagree	64	17.8	19.3	28.1
	Agree	120	33.2	36.0	64.1
	Strongly Agree	119	33.1	35.9	100.0
	Total	333	92.3	100.0	
g	Don't Know	28	7.7		
		360	100.0		
	Strongly disagree	9	1.4	1.5	1.5
	Disagree	24	3.9	4.1	5.6
	Neither agree or disagree	75	12.3	12.9	18.5
	Agree	258	42.2	44.5	63.0
	Strongly Agree	214	35.1	37.0	100.0
	Total	579	94.9	100.0	
g	Don't Know	31	5.1		
		610	100.0		
	Strongly disagree	4	.8	.8	.8
	Disagree	7	1.6	1.7	2.5
	Neither agree or disagree	37	8.0	8.5	11.0
	Agree	205	44.6	47.2	58.2
	Strongly Agree	181	39.5	41.8	100.0
	Total	433	94.5	100.0	
g	Don't Know	23	5.1		
	System	2	.4		
	Total	25	5.5		
		458	100.0		
	Strongly disagree	3	.2	.3	.3
	Disagree	9	.8	.9	1.2
	Neither agree or disagree	71	6.4	7.0	8.2
	Agree	514	46.4	50.8	59.0
	Strongly Agree	415	37.4	41.0	100.0
	Total	1012	91.3	100.0	
g	Don't Know	95	8.6		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62a@. Is committed to providing high quality service to clients

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	8	15.7	15.8	15.8
		Neither agree or disagree	5	10.7	10.7	26.5
		Agree	36	73.1	73.5	100.0
		Total	49	99.4	100.0	
	Missing	Unsure/ Not Applicable	0	.6		
	Total		49	100.0		
35-44	Valid	Disagree	13	21.0	21.0	21.0
		Neither agree or disagree	7	11.6	11.6	32.6
		Agree	42	67.4	67.4	100.0
		Total	63	100.0	100.0	
45-54	Valid	Disagree	12	7.0	7.2	7.2
		Neither agree or disagree	20	12.1	12.6	19.8
		Agree	131	77.6	80.2	100.0
		Total	163	96.7	100.0	
	Missing	Unsure/ Not Applicable	6	3.3		
	Total		169	100.0		
55-64	Valid	Disagree	30	8.4	8.6	8.6
		Neither agree or disagree	61	17.0	17.4	26.0
		Agree	260	72.2	74.0	100.0
		Total	352	97.6	100.0	
	Missing	Unsure/ Not Applicable	9	2.4		
	Total		360	100.0		
65-74	Valid	Disagree	19	3.1	3.2	3.2
		Neither agree or disagree	40	6.5	6.6	9.8
		Agree	542	88.8	90.2	100.0
		Total	601	98.5	100.0	
	Missing	Unsure/ Not Applicable	9	1.5		
	Total		610	100.0		
75-84	Valid	Disagree	3	.7	.7	.7
		Neither agree or disagree	18	3.9	4.0	4.7
		Agree	431	94.0	95.3	100.0
		Total	452	98.6	100.0	
	Missing	Unsure/ Not Applicable	4	1.0		
		System	2	.4		
	Total	Total	6	1.4		
			458	100.0		
85+	Valid	Disagree	15	1.3	1.4	1.4
		Neither agree or disagree	37	3.4	3.4	4.8
		Agree	1032	93.1	95.2	100.0
		Total	1084	97.8	100.0	
	Missing	Unsure/ Not Applicable	23	2.1		
		System	1	.1		
	Total	Total	24	2.2		
			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62b@. Understands the needs of clients

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	10	20.8	20.8	20.8
		Neither agree or disagree	7	14.5	14.5	35.3
		Agree	32	64.7	64.7	100.0
		Total	49	100.0	100.0	
35-44	Valid	Disagree	18	28.6	28.6	28.6
		Neither agree or disagree	11	17.7	17.7	46.3
		Agree	34	53.7	53.7	100.0
		Total	63	100.0	100.0	
45-54	Valid	Disagree	23	13.7	13.8	13.8
		Neither agree or disagree	23	13.9	13.9	27.7
		Agree	121	71.9	72.3	100.0
		Total	168	99.5	100.0	
	Missing	Unsure/ Not Applicable	1	.5		
	Total		169	100.0		
55-64	Valid	Disagree	51	14.0	14.2	14.2
		Neither agree or disagree	46	12.6	12.8	26.9
		Agree	261	72.4	73.1	100.0
		Total	357	99.1	100.0	
	Missing	Unsure/ Not Applicable	3	.9		
	Total		360	100.0		
65-74	Valid	Disagree	37	6.1	6.2	6.2
		Neither agree or disagree	58	9.4	9.6	15.8
		Agree	505	82.7	84.2	100.0
		Total	600	98.3	100.0	
	Missing	Unsure/ Not Applicable	10	1.7		
	Total		610	100.0		
75-84	Valid	Disagree	13	2.7	2.8	2.8
		Neither agree or disagree	21	4.6	4.7	7.5
		Agree	419	91.5	92.5	100.0
		Total	453	98.9	100.0	
	Missing	Unsure/ Not Applicable	3	.6		
		System	2	.4		
	Total	Total	5	1.1		
			458	100.0		
85+	Valid	Disagree	20	1.8	1.9	1.9
		Neither agree or disagree	53	4.8	4.9	6.7
		Agree	1008	90.9	93.3	100.0
		Total	1081	97.5	100.0	
	Missing	Unsure/ Not Applicable	27	2.4		
		System	1	.1		
	Total	Total	28	2.5		
			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62c@. Responds to feedback

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	6	12.9	14.6	14.6
		Neither agree or disagree	11	22.8	25.7	40.3
		Agree	26	52.7	59.7	100.0
		Total	43	88.4	100.0	
	Missing	Unsure/ Not Applicable	6	11.6		
	Total		49	100.0		
35-44	Valid	Disagree	8	13.5	16.2	16.2
		Neither agree or disagree	15	24.0	28.7	44.9
		Agree	29	46.1	55.1	100.0
		Total	52	83.7	100.0	
	Missing	Unsure/ Not Applicable	10	16.3		
	Total		63	100.0		
45-54	Valid	Disagree	11	6.6	7.5	7.5
		Neither agree or disagree	54	32.2	36.6	44.1
		Agree	83	49.2	55.9	100.0
		Total	149	88.0	100.0	
	Missing	Unsure/ Not Applicable	20	12.0		
	Total		169	100.0		
55-64	Valid	Disagree	44	12.2	14.3	14.3
		Neither agree or disagree	91	25.1	29.3	43.6
		Agree	174	48.3	56.4	100.0
		Total	308	85.6	100.0	
	Missing	Unsure/ Not Applicable	52	14.4		
	Total		360	100.0		
65-74	Valid	Disagree	14	2.3	2.8	2.8
		Neither agree or disagree	140	23.0	27.6	30.4
		Agree	353	57.8	69.6	100.0
		Total	507	83.1	100.0	
	Missing	Unsure/ Not Applicable	103	16.9		
	Total		610	100.0		
75-84	Valid	Disagree	12	2.7	3.2	3.2
		Neither agree or disagree	53	11.7	13.8	17.1
		Agree	321	70.0	82.9	100.0
		Total	387	84.4	100.0	
	Missing	Unsure/ Not Applicable	70	15.2		
		System	2	.4		
	Total	Total	72	15.6		
			458	100.0		
85+	Valid	Disagree	35	3.2	4.0	4.0
		Neither agree or disagree	137	12.3	15.4	19.4
		Agree	714	64.4	80.6	100.0
		Total	885	79.9	100.0	
	Missing	Unsure/ Not Applicable	220	19.9		
		System	3	.3		
	Total	Total	223	20.1		
			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62d@. Tailors services to meet the changing needs of clients

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	9	17.8	18.4	18.4
		Neither agree or disagree	14	27.6	28.5	46.9
		Agree	25	51.4	53.1	100.0
		Total	48	96.8	100.0	
	Missing	Unsure/ Not Applicable	2	3.2		
	Total		49	100.0		
35-44	Valid	Disagree	11	18.3	19.4	19.4
		Neither agree or disagree	14	21.8	23.1	42.5
		Agree	34	54.4	57.5	100.0
		Total	59	94.5	100.0	
	Missing	Unsure/ Not Applicable	3	5.5		
	Total		63	100.0		
45-54	Valid	Disagree	18	10.6	11.2	11.2
		Neither agree or disagree	38	22.5	23.8	35.0
		Agree	104	61.3	65.0	100.0
		Total	159	94.4	100.0	
	Missing	Unsure/ Not Applicable	9	5.6		
	Total		169	100.0		
55-64	Valid	Disagree	39	10.7	11.3	11.3
		Neither agree or disagree	66	18.3	19.3	30.5
		Agree	238	66.1	69.5	100.0
		Total	343	95.1	100.0	
	Missing	Unsure/ Not Applicable	18	4.9		
	Total		360	100.0		
65-74	Valid	Disagree	29	4.7	5.1	5.1
		Neither agree or disagree	85	14.0	15.3	20.4
		Agree	445	72.9	79.6	100.0
		Total	559	91.6	100.0	
	Missing	Unsure/ Not Applicable	51	8.4		
	Total		610	100.0		
75-84	Valid	Disagree	15	3.2	3.4	3.4
		Neither agree or disagree	35	7.6	8.1	11.5
		Agree	379	82.6	88.5	100.0
		Total	428	93.4	100.0	
	Missing	Unsure/ Not Applicable	28	6.2		
		System	2	.4		
		Total	30	6.6		
	Total		458	100.0		
85+	Valid	Disagree	15	1.4	1.5	1.5
		Neither agree or disagree	105	9.5	10.6	12.2
		Agree	868	78.3	87.8	100.0
		Total	988	89.1	100.0	
	Missing	Unsure/ Not Applicable	119	10.8		
		System	1	.1		
	Total		120	10.9		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62e@. Sensitive acknowledges the service and sacrifice of veterans

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	6	13.0	13.1	13.1
		Neither agree or disagree	9	17.3	17.4	30.5
		Agree	34	69.1	69.5	100.0
		Total	49	99.5	100.0	
	Missing	Unsure/ Not Applicable	0	.5		
	Total		49	100.0		
35-44	Valid	Disagree	14	21.9	22.4	22.4
		Neither agree or disagree	9	14.9	15.2	37.6
		Agree	38	60.8	62.4	100.0
		Total	61	97.6	100.0	
	Missing	Unsure/ Not Applicable	2	2.4		
	Total		63	100.0		
45-54	Valid	Disagree	18	10.9	11.0	11.0
		Neither agree or disagree	16	9.7	9.8	20.8
		Agree	132	78.4	79.2	100.0
		Total	167	99.0	100.0	
	Missing	Unsure/ Not Applicable	2	1.0		
	Total		169	100.0		
55-64	Valid	Disagree	37	10.1	10.4	10.4
		Neither agree or disagree	32	9.0	9.2	19.5
		Agree	284	78.8	80.5	100.0
		Total	353	98.0	100.0	
	Missing	Unsure/ Not Applicable	7	2.0		
	Total		360	100.0		
65-74	Valid	Disagree	34	5.6	5.7	5.7
		Neither agree or disagree	56	9.2	9.3	15.0
		Agree	508	83.3	85.0	100.0
		Total	598	98.0	100.0	
	Missing	Unsure/ Not Applicable	12	2.0		
	Total		610	100.0		
75-84	Valid	Disagree	14	3.0	3.1	3.1
		Neither agree or disagree	15	3.3	3.4	6.5
		Agree	416	90.7	93.5	100.0
		Total	444	97.0	100.0	
	Missing	Unsure/ Not Applicable	12	2.6		
		System	2	.4		
	Total	Total	14	3.0		
			458	100.0		
85+	Valid	Disagree	17	1.5	1.6	1.6
		Neither agree or disagree	45	4.0	4.2	5.8
		Agree	1001	90.3	94.2	100.0
		Total	1063	95.9	100.0	
	Missing	Unsure/ Not Applicable	44	4.0		
		System	1	.1		
	Total	Total	45	4.1		
			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62f@. Puts clients first

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	11	22.5	22.9	22.9
		Neither agree or disagree	9	17.6	17.9	40.8
		Agree	29	58.1	59.2	100.0
		Total	48	98.2	100.0	
	Missing	Unsure/ Not Applicable	1	1.8		
	Total		49	100.0		
35-44	Valid	Disagree	17	26.6	26.6	26.6
		Neither agree or disagree	12	18.8	18.8	45.5
		Agree	34	54.5	54.5	100.0
		Total	63	100.0	100.0	
45-54	Valid	Disagree	24	14.1	14.2	14.2
		Neither agree or disagree	21	12.3	12.4	26.6
		Agree	123	73.1	73.4	100.0
		Total	168	99.6	100.0	
	Missing	Unsure/ Not Applicable	1	.4		
	Total		169	100.0		
55-64	Valid	Disagree	47	13.2	13.4	13.4
		Neither agree or disagree	61	16.8	17.1	30.5
		Agree	246	68.2	69.5	100.0
		Total	354	98.2	100.0	
	Missing	Unsure/ Not Applicable	7	1.8		
	Total		360	100.0		
65-74	Valid	Disagree	36	5.9	6.1	6.1
		Neither agree or disagree	84	13.8	14.2	20.3
		Agree	474	77.7	79.7	100.0
		Total	595	97.5	100.0	
	Missing	Unsure/ Not Applicable	16	2.5		
	Total		610	100.0		
75-84	Valid	Disagree	11	2.3	2.4	2.4
		Neither agree or disagree	27	6.0	6.0	8.4
		Agree	414	90.4	91.6	100.0
		Total	452	98.7	100.0	
	Missing	Unsure/ Not Applicable	4	.8		
		System	2	.4		
		Total	6	1.3		
	Total		458	100.0		
85+	Valid	Disagree	24	2.2	2.3	2.3
		Neither agree or disagree	57	5.1	5.3	7.5
		Agree	999	90.2	92.5	100.0
		Total	1080	97.5	100.0	
	Missing	Unsure/ Not Applicable	26	2.4		
		System	2	.2		
	Total		28	2.5		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62g @. Communicates clearly

Q4 @. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	9	18.3	18.4	18.4
		Neither agree or disagree	8	15.4	15.5	33.9
		Agree	32	65.7	66.1	100.0
		Total	49	99.4	100.0	
	Missing	Unsure/ Not Applicable	0	.6		
	Total		49	100.0		
35-44	Valid	Disagree	13	21.1	21.1	21.1
		Neither agree or disagree	11	18.2	18.2	39.3
		Agree	38	60.7	60.7	100.0
		Total	63	100.0	100.0	
45-54	Valid	Disagree	16	9.3	9.4	9.4
		Neither agree or disagree	20	11.9	12.1	21.5
		Agree	131	77.8	78.5	100.0
		Total	167	99.0	100.0	
	Missing	Unsure/ Not Applicable	2	1.0		
	Total		169	100.0		
55-64	Valid	Disagree	30	8.2	8.3	8.3
		Neither agree or disagree	45	12.4	12.4	20.7
		Agree	285	79.1	79.3	100.0
		Total	360	99.8	100.0	
	Missing	Unsure/ Not Applicable	1	.2		
	Total		360	100.0		
65-74	Valid	Disagree	29	4.7	4.8	4.8
		Neither agree or disagree	47	7.7	7.9	12.7
		Agree	522	85.6	87.3	100.0
		Total	599	98.1	100.0	
	Missing	Unsure/ Not Applicable	12	1.9		
	Total		610	100.0		
75-84	Valid	Disagree	13	2.8	2.9	2.9
		Neither agree or disagree	10	2.1	2.1	5.0
		Agree	429	93.5	95.0	100.0
		Total	451	98.4	100.0	
	Missing	Unsure/ Not Applicable	5	1.1		
		System	2	.4		
	Total	Total	7	1.6		
			458	100.0		
85+	Valid	Disagree	15	1.4	1.4	1.4
		Neither agree or disagree	65	5.8	6.0	7.4
		Agree	1001	90.3	92.6	100.0
		Total	1081	97.5	100.0	
	Missing	Unsure/ Not Applicable	26	2.4		
		System	1	.1		
	Total	Total	27	2.5		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62h@. Is honest and ethical in its dealings

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	4	8.3	8.6	8.6
		Neither agree or disagree	6	12.6	13.0	21.6
		Agree	38	76.3	78.4	100.0
		Total	48	97.3	100.0	
	Missing	Unsure/ Not Applicable	1	2.7		
	Total		49	100.0		
35-44	Valid	Disagree	10	15.9	15.9	15.9
		Neither agree or disagree	10	16.1	16.2	32.1
		Agree	43	67.8	67.9	100.0
		Total	63	99.8	100.0	
	Missing	Unsure/ Not Applicable	0	.2		
	Total		63	100.0		
45-54	Valid	Disagree	7	4.1	4.2	4.2
		Neither agree or disagree	19	11.4	11.7	16.0
		Agree	138	81.8	84.0	100.0
		Total	164	97.3	100.0	
	Missing	Unsure/ Not Applicable	5	2.7		
	Total		169	100.0		
55-64	Valid	Disagree	21	5.8	5.9	5.9
		Neither agree or disagree	49	13.5	13.7	19.7
		Agree	285	79.1	80.3	100.0
		Total	355	98.4	100.0	
	Missing	Unsure/ Not Applicable	6	1.6		
	Total		360	100.0		
65-74	Valid	Disagree	22	3.6	3.7	3.7
		Neither agree or disagree	40	6.5	6.7	10.3
		Agree	531	87.0	89.7	100.0
		Total	592	97.0	100.0	
	Missing	Unsure/ Not Applicable	18	3.0		
	Total		610	100.0		
75-84	Valid	Disagree	4	.9	.9	.9
		Neither agree or disagree	15	3.4	3.5	4.4
		Agree	426	93.0	95.6	100.0
		Total	446	97.3	100.0	
	Missing	Unsure/ Not Applicable	10	2.3		
		System	2	.4		
	Total	Total	12	2.7		
			458	100.0		
85+	Valid	Disagree	1	.1	.1	.1
		Neither agree or disagree	55	4.9	5.0	5.1
		Agree	1030	92.9	94.9	100.0
		Total	1086	98.0	100.0	
	Missing	Unsure/ Not Applicable	21	1.9		
		System	1	.1		
	Total	Total	22	2.0		
			1108	100.0		

Agree	28	55.0	55.0	100.0
Total	49	100.0	100.0	
Disagree	18	29.4	29.4	29.4
Neither agree or disagree	10	15.2	15.2	44.5
Agree	35	55.5	55.5	100.0
Total	63	100.0	100.0	
Disagree	18	10.6	10.9	10.9
Neither agree or disagree	22	13.0	13.4	24.3
Agree	124	73.4	75.7	100.0
Total	164	96.9	100.0	
g Unsure/ Not Applicable	5	3.1		
	169	100.0		
Disagree	40	11.2	11.2	11.2
Neither agree or disagree	42	11.6	11.6	22.9
Agree	277	76.8	77.1	100.0
Total	359	99.6	100.0	
g Unsure/ Not Applicable	1	.4		
	360	100.0		
Disagree	30	4.9	5.1	5.1
Neither agree or disagree	29	4.8	4.9	9.9
Agree	537	88.0	90.1	100.0
Total	596	97.6	100.0	
g Unsure/ Not Applicable	14	2.4		
	610	100.0		
Disagree	5	1.2	1.2	1.2
Neither agree or disagree	21	4.5	4.6	5.8
Agree	421	91.9	94.2	100.0
Total	447	97.6	100.0	
g Unsure/ Not Applicable	10	2.2		
System	1	.2		
Total	11	2.4		
	458	100.0		
Disagree	9	.8	.8	.8
Neither agree or disagree	58	5.3	5.4	6.2
Agree	1015	91.5	93.8	100.0
Total	1082	97.6	100.0	
g Unsure/ Not Applicable	26	2.3		
System	1	.1		
Total	27	2.4		
	1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62j@. Is known for delivering the services that clients need

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	11	21.6	21.8	21.8
		Neither agree or disagree	6	11.6	11.8	33.5
		Agree	32	65.9	66.5	100.0
		Total	49	99.1	100.0	
	Missing	Unsure/ Not Applicable	0	.9		
	Total		49	100.0		
35-44	Valid	Disagree	11	17.9	18.0	18.0
		Neither agree or disagree	11	16.8	16.9	34.9
		Agree	40	64.5	65.1	100.0
		Total	62	99.2	100.0	
	Missing	Unsure/ Not Applicable	0	.8		
	Total		63	100.0		
45-54	Valid	Disagree	13	7.9	8.1	8.1
		Neither agree or disagree	24	14.3	14.7	22.8
		Agree	127	75.4	77.2	100.0
		Total	165	97.6	100.0	
	Missing	Unsure/ Not Applicable	4	2.4		
	Total		169	100.0		
55-64	Valid	Disagree	35	9.8	10.3	10.3
		Neither agree or disagree	55	15.2	15.9	26.2
		Agree	255	70.8	73.8	100.0
		Total	345	95.8	100.0	
	Missing	Unsure/ Not Applicable	15	4.2		
	Total		360	100.0		
65-74	Valid	Disagree	29	4.8	4.9	4.9
		Neither agree or disagree	50	8.2	8.3	13.2
		Agree	520	85.3	86.8	100.0
		Total	600	98.3	100.0	
	Missing	Unsure/ Not Applicable	11	1.7		
	Total		610	100.0		
75-84	Valid	Disagree	11	2.3	2.4	2.4
		Neither agree or disagree	22	4.9	5.0	7.3
		Agree	419	91.5	92.7	100.0
		Total	453	98.8	100.0	
	Missing	Unsure/ Not Applicable	4	.8		
		System	2	.4		
		Total	6	1.2		
	Total		458	100.0		
85+	Valid	Disagree	24	2.2	2.2	2.2
		Neither agree or disagree	72	6.5	6.6	8.8
		Agree	988	89.1	91.2	100.0
		Total	1083	97.7	100.0	
	Missing	Unsure/ Not Applicable	24	2.2		
		System	1	.1		
	Total		25	2.3		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62k@. Clients have confidence in

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	10	21.0	21.0	21.0
		Neither agree or disagree	7	14.7	14.7	35.7
		Agree	32	64.3	64.3	100.0
		Total	49	100.0	100.0	
35-44	Valid	Disagree	18	28.3	28.3	28.3
		Neither agree or disagree	7	11.2	11.2	39.5
		Agree	38	60.5	60.5	100.0
		Total	63	100.0	100.0	
45-54	Valid	Disagree	14	8.3	8.5	8.5
		Neither agree or disagree	20	12.1	12.4	20.9
		Agree	130	77.1	79.1	100.0
		Total	165	97.4	100.0	
	Missing	Unsure/ Not Applicable	4	2.6		
	Total		169	100.0		
55-64	Valid	Disagree	37	10.2	10.5	10.5
		Neither agree or disagree	46	12.9	13.2	23.8
		Agree	267	74.2	76.2	100.0
		Total	351	97.3	100.0	
	Missing	Unsure/ Not Applicable	10	2.7		
	Total		360	100.0		
65-74	Valid	Disagree	30	4.9	4.9	4.9
		Neither agree or disagree	46	7.5	7.6	12.5
		Agree	531	86.9	87.5	100.0
		Total	607	99.4	100.0	
	Missing	Unsure/ Not Applicable	4	.6		
	Total		610	100.0		
75-84	Valid	Disagree	5	1.2	1.2	1.2
		Neither agree or disagree	18	4.0	4.0	5.2
		Agree	431	94.1	94.8	100.0
		Total	455	99.2	100.0	
	Missing	System	2	.4		
		Unsure/ Not Applicable	1	.3		
	Total		3	.8		
85+	Valid	Disagree	18	1.6	1.6	1.6
		Neither agree or disagree	24	2.2	2.2	3.9
		Agree	1048	94.5	96.1	100.0
		Total	1090	98.3	100.0	
	Missing	System	1	.1		
		Unsure/ Not Applicable	17	1.6		
	Total		18	1.7		
			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62I@. Provides reliable information and advice

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	11	21.9	21.9	21.9
		Neither agree or disagree	4	7.9	7.9	29.8
		Agree	35	70.2	70.2	100.0
		Total	49	100.0	100.0	
35-44	Valid	Disagree	13	20.5	20.5	20.5
		Neither agree or disagree	8	12.9	12.9	33.4
		Agree	42	66.6	66.6	100.0
		Total	63	100.0	100.0	
45-54	Valid	Disagree	13	7.6	7.8	7.8
		Neither agree or disagree	20	11.8	12.1	19.9
		Agree	132	78.5	80.1	100.0
		Total	165	97.9	100.0	
	Missing	Unsure/ Not Applicable	3	2.1		
	Total		169	100.0		
55-64	Valid	Disagree	22	6.1	6.2	6.2
		Neither agree or disagree	57	15.8	16.0	22.2
		Agree	277	76.9	77.8	100.0
		Total	356	98.9	100.0	
	Missing	Unsure/ Not Applicable	4	1.1		
65-74	Valid	Disagree	17	2.8	2.9	2.9
		Neither agree or disagree	42	6.9	7.1	9.9
		Agree	540	88.4	90.1	100.0
		Total	599	98.2	100.0	
	Missing	Unsure/ Not Applicable	11	1.8		
75-84	Valid	Disagree	4	.9	.9	.9
		Neither agree or disagree	19	4.3	4.3	5.2
		Agree	427	93.1	94.8	100.0
		Total	450	98.3	100.0	
	Missing	Unsure/ Not Applicable	6	1.3		
		System	2	.4		
	Total	Total	8	1.7		
			458	100.0		
85+	Valid	Disagree	28	2.5	2.6	2.6
		Neither agree or disagree	62	5.6	5.7	8.3
		Agree	990	89.3	91.7	100.0
		Total	1079	97.4	100.0	
	Missing	Unsure/ Not Applicable	28	2.5		
		System	1	.1		
	Total	Total	29	2.6		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q62m@. Is accountable for decisions it makes

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Disagree	3	6.1	6.4	6.4
		Neither agree or disagree	11	22.2	23.1	29.4
		Agree	33	68.0	70.6	100.0
		Total	47	96.4	100.0	
	Missing	Unsure/ Not Applicable	2	3.6		
	Total		49	100.0		
35-44	Valid	Disagree	9	15.1	15.3	15.3
		Neither agree or disagree	15	24.1	24.4	39.7
		Agree	37	59.5	60.3	100.0
		Total	62	98.6	100.0	
	Missing	Unsure/ Not Applicable	1	1.4		
	Total		63	100.0		
45-54	Valid	Disagree	12	7.3	7.6	7.6
		Neither agree or disagree	26	15.3	15.9	23.6
		Agree	124	73.4	76.4	100.0
		Total	162	96.1	100.0	
	Missing	Unsure/ Not Applicable	7	3.9		
	Total		169	100.0		
55-64	Valid	Disagree	29	8.2	8.8	8.8
		Neither agree or disagree	64	17.8	19.3	28.1
		Agree	239	66.4	71.9	100.0
		Total	333	92.3	100.0	
	Missing	Unsure/ Not Applicable	28	7.7		
	Total		360	100.0		
65-74	Valid	Disagree	32	5.3	5.6	5.6
		Neither agree or disagree	75	12.3	12.9	18.5
		Agree	472	77.3	81.5	100.0
		Total	579	94.9	100.0	
	Missing	Unsure/ Not Applicable	31	5.1		
	Total		610	100.0		
75-84	Valid	Disagree	11	2.4	2.5	2.5
		Neither agree or disagree	37	8.0	8.5	11.0
		Agree	385	84.1	89.0	100.0
		Total	433	94.5	100.0	
	Missing	Unsure/ Not Applicable	23	5.1		
		System	2	.4		
	Total	Total	25	5.5		
			458	100.0		
85+	Valid	Disagree	12	1.1	1.2	1.2
		Neither agree or disagree	71	6.4	7.0	8.2
		Agree	929	83.8	91.8	100.0
		Total	1012	91.3	100.0	
	Missing	Unsure/ Not Applicable	95	8.6		
		System	1	.1		
	Total	Total	96	8.7		
			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q63. Considering your overall experience with DVA, how satisfied are you with the service they provide?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Very dissatisfied	5	9.3	9.3	9.3
		Dissatisfied	6	11.7	11.7	21.0
		Neither satisfied nor dissatisfied	7	13.9	13.9	34.9
		Satisfied	17	34.3	34.3	69.2
		Very satisfied	15	30.8	30.8	100.0
		Total	49	100.0	100.0	
35-44	Valid	Very dissatisfied	7	10.4	10.4	10.4
		Dissatisfied	7	11.0	11.0	21.4
		Neither satisfied nor dissatisfied	11	17.5	17.5	38.9
		Satisfied	22	34.7	34.7	73.7
		Very satisfied	17	26.3	26.3	100.0
		Total	63	100.0	100.0	
45-54	Valid	Very dissatisfied	3	1.6	1.6	1.6
		Dissatisfied	13	7.6	7.6	9.2
		Neither satisfied nor dissatisfied	19	11.0	11.0	20.2
		Satisfied	52	31.1	31.1	51.2
		Very satisfied	82	48.8	48.8	100.0
		Total	169	100.0	100.0	
55-64	Valid	Very dissatisfied	15	4.2	4.2	4.2
		Dissatisfied	18	5.1	5.1	9.3
		Neither satisfied nor dissatisfied	43	12.0	12.0	21.3
		Satisfied	100	27.7	27.7	49.0
		Very satisfied	184	51.0	51.0	100.0
		Total	360	100.0	100.0	
65-74	Valid	Very dissatisfied	9	1.4	1.4	1.4
		Dissatisfied	12	2.0	2.0	3.4
		Neither satisfied nor dissatisfied	47	7.7	7.7	11.1
		Satisfied	181	29.6	29.6	40.8
		Very satisfied	361	59.2	59.2	100.0
		Total	610	100.0	100.0	
75-84	Valid	Very dissatisfied	3	.8	.8	.8
		Dissatisfied	2	.4	.4	1.2
		Neither satisfied nor dissatisfied	19	4.1	4.1	5.3
		Satisfied	104	22.6	22.7	28.0
		Very satisfied	329	71.8	72.0	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
85+	Valid	Very dissatisfied	8	.7	.7	.7
		Dissatisfied	37	3.3	3.3	4.0
		Neither satisfied nor dissatisfied	28	2.5	2.5	6.6
		Satisfied	284	25.6	25.6	32.2
		Very satisfied	751	67.8	67.8	100.0
		Total	1107	99.9	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q63. Considering your overall experience with DVA, how satisfied are you with the service they provide?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Missing	System	1	.1		
	Total		1108	100.0		

Q63@. Considering your overall experience with DVA, how satisfied are you with the service they provide?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Dissatisfied	10	21.0	21.0	21.0
		Neither satisfied nor dissatisfied	7	13.9	13.9	34.9
		Satisfied	32	65.1	65.1	100.0
		Total	49	100.0	100.0	
35-44	Valid	Dissatisfied	13	21.4	21.4	21.4
		Neither satisfied nor dissatisfied	11	17.5	17.5	38.9
		Satisfied	38	61.1	61.1	100.0
		Total	63	100.0	100.0	
45-54	Valid	Dissatisfied	16	9.2	9.2	9.2
		Neither satisfied nor dissatisfied	19	11.0	11.0	20.2
		Satisfied	135	79.8	79.8	100.0
		Total	169	100.0	100.0	
55-64	Valid	Dissatisfied	33	9.3	9.3	9.3
		Neither satisfied nor dissatisfied	43	12.0	12.0	21.3
		Satisfied	284	78.7	78.7	100.0
		Total	360	100.0	100.0	
65-74	Valid	Dissatisfied	21	3.4	3.4	3.4
		Neither satisfied nor dissatisfied	47	7.7	7.7	11.1
		Satisfied	542	88.9	88.9	100.0
		Total	610	100.0	100.0	
75-84	Valid	Dissatisfied	5	1.2	1.2	1.2
		Neither satisfied nor dissatisfied	19	4.1	4.1	5.3
		Satisfied	433	94.5	94.7	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
	Total		458	100.0		
85+	Valid	Dissatisfied	45	4.0	4.0	4.0
		Neither satisfied nor dissatisfied	28	2.5	2.5	6.6
		Satisfied	1035	93.4	93.4	100.0
		Total	1107	99.9	100.0	
	Missing	System	1	.1		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q65. Thinking about your overall experience with DVA in the last 12 months, would you say that the quality of DVA client service you have experienced has...?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Declined greatly	2	3.4	3.4	3.4
		Declined	1	1.1	1.1	4.5
		Stayed about the same	37	74.9	74.9	79.4
		Improved	9	18.6	18.6	98.0
		Improved greatly	1	2.0	2.0	100.0
		Total	49	100.0	100.0	
35-44	Valid	Declined greatly	0	.7	.7	.7
		Declined	4	7.0	7.0	7.7
		Stayed about the same	46	73.2	73.2	80.9
		Improved	11	17.3	17.3	98.2
		Improved greatly	1	1.8	1.8	100.0
		Total	63	100.0	100.0	
45-54	Valid	Declined greatly	5	2.7	2.7	2.7
		Declined	6	3.3	3.3	6.0
		Stayed about the same	138	81.5	81.5	87.6
		Improved	17	9.9	9.9	97.5
		Improved greatly	4	2.5	2.5	100.0
		Total	169	100.0	100.0	
55-64	Valid	Declined greatly	2	.6	.6	.6
		Declined	17	4.6	4.6	5.2
		Stayed about the same	253	70.3	70.3	75.5
		Improved	73	20.3	20.3	95.8
		Improved greatly	15	4.2	4.2	100.0
		Total	360	100.0	100.0	
65-74	Valid	Declined greatly	2	.3	.3	.3
		Declined	14	2.4	2.4	2.6
		Stayed about the same	482	79.0	79.0	81.6
		Improved	91	14.8	14.8	96.4
		Improved greatly	22	3.6	3.6	100.0
		Total	610	100.0	100.0	
75-84	Valid	Declined	7	1.5	1.5	1.5
		Stayed about the same	359	78.4	78.5	80.0
		Improved	64	13.9	13.9	93.9
		Improved greatly	28	6.1	6.1	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
Total			458	100.0		
85+	Valid	Declined greatly	7	.6	.6	.6
		Declined	10	.9	.9	1.5
		Stayed about the same	982	88.6	88.7	90.2
		Improved	75	6.8	6.8	97.0
		Improved greatly	34	3.0	3.0	100.0
		Total	1107	99.9	100.0	
	Missing	System	1	.1		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q65@. Thinking about your overall experience with DVA in the last 12 months, would you say that the quality of DVA client service you have experienced has...?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Declined	2	4.5	4.5	4.5
		Stayed about the same	37	74.9	74.9	79.4
		Improved	10	20.6	20.6	100.0
		Total	49	100.0	100.0	
35-44	Valid	Declined	5	7.7	7.7	7.7
		Stayed about the same	46	73.2	73.2	80.9
		Improved	12	19.1	19.1	100.0
		Total	63	100.0	100.0	
45-54	Valid	Declined	10	6.0	6.0	6.0
		Stayed about the same	138	81.5	81.5	87.6
		Improved	21	12.4	12.4	100.0
		Total	169	100.0	100.0	
55-64	Valid	Declined	19	5.2	5.2	5.2
		Stayed about the same	253	70.3	70.3	75.5
		Improved	88	24.5	24.5	100.0
		Total	360	100.0	100.0	
65-74	Valid	Declined	16	2.6	2.6	2.6
		Stayed about the same	482	79.0	79.0	81.6
		Improved	112	18.4	18.4	100.0
		Total	610	100.0	100.0	
75-84	Valid	Declined	7	1.5	1.5	1.5
		Stayed about the same	359	78.4	78.5	80.0
		Improved	91	19.9	20.0	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
Total			458	100.0		
85+	Valid	Declined	17	1.5	1.5	1.5
		Stayed about the same	982	88.6	88.7	90.2
		Improved	109	9.8	9.8	100.0
		Total	1107	99.9	100.0	
	Missing	System	1	.1		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q66mr. Can you provide any examples of changes in service quality you've experienced in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Positive – payments	1	6.4
		Positive – benefits and services	1	6.4
		Positive – staff and service quality	6	50.5
		Positive – timeliness and responsiveness	4	29.8
		Positive – online services	1	11.8
		Positive – quality and accuracy of information	2	19.6
		Positive – other	0	.7
		Negative – payments	0	2.3
		Negative – benefits and services		
		Negative – staff and service quality	1	6.3
		Negative – timeliness and responsiveness	0	2.8
		Negative – online services		
		Negative – quality and accuracy of information	0	1.5
		Negative – availability and access to services	1	11.2
		Negative - other		
		Can't remember	1	11.2

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q66mr. Can you provide any examples of changes in service quality you've experienced in the last 12 months?

Q4@. Age group			Frequency	% of respondents
18-34	Number of Respondents		12	100.0
35-44	Valid	Positive – payments		
		Positive – benefits and services	2	9.7
		Positive – staff and service quality	6	36.2
		Positive – timeliness and responsiveness	3	19.4
		Positive – online services	1	5.5
		Positive – quality and accuracy of information	1	8.5
		Positive – other		
		Negative – payments	0	.8
		Negative – benefits and services	0	.8
		Negative – staff and service quality	2	9.4
		Negative – timeliness and responsiveness	3	18.3
		Negative – online services		
		Negative – quality and accuracy of information	1	3.9
		Negative – availability and access to services	1	5.3
		Negative - other	0	2.5
		Can't remember	2	10.3
	Number of Respondents		17	100.0
45-54	Valid	Positive – payments	3	8.3
		Positive – benefits and services	4	13.9
		Positive – staff and service quality	6	20.0
		Positive – timeliness and responsiveness	4	12.2
		Positive – online services	0	1.2
		Positive – quality and accuracy of information	3	10.2
		Positive – other		
		Negative – payments	2	5.8
		Negative – benefits and services	2	6.7
		Negative – staff and service quality	4	13.3
		Negative – timeliness and responsiveness	6	19.3
		Negative – online services	1	4.5
		Negative – quality and accuracy of information	4	14.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q66mr. Can you provide any examples of changes in service quality you've experienced in the last 12 months?

Q4@. Age group			Frequency	% of respondents
45-54	Valid	Negative – availability and access to services	2	6.4
		Negative - other		
		Can't remember	6	18.4
		Number of Respondents	31	100.0
55-64	Valid	Positive – payments	3	2.9
		Positive – benefits and services	10	8.9
		Positive – staff and service quality	32	30.0
		Positive – timeliness and responsiveness	21	19.4
		Positive – online services	6	5.9
		Positive – quality and accuracy of information	29	27.4
		Positive – other	0	.2
		Negative – payments	1	1.0
		Negative – benefits and services	3	2.5
		Negative – staff and service quality	12	11.0
		Negative – timeliness and responsiveness	5	4.4
		Negative – online services	1	.6
		Negative – quality and accuracy of information	2	1.6
		Negative – availability and access to services	8	7.4
		Negative - other	1	.6
		Can't remember	19	17.9
		Number of Respondents	107	100.0
65-74	Valid	Positive – payments	9	6.9
		Positive – benefits and services	17	13.5
		Positive – staff and service quality	38	29.9
		Positive – timeliness and responsiveness	19	15.0
		Positive – online services	2	1.9
		Positive – quality and accuracy of information	15	11.4
		Positive – other		
		Negative – payments	2	1.2
		Negative – benefits and services	2	1.7
		Negative – staff and service quality	4	3.2

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q66mr. Can you provide any examples of changes in service quality you've experienced in the last 12 months?

Q4@. Age group			Frequency	% of respondents
65-74	Valid	Negative – timeliness and responsiveness	5	4.2
		Negative – online services	2	1.2
		Negative – quality and accuracy of information	3	2.3
		Negative – availability and access to services	4	3.4
		Negative - other		
		Can't remember	44	34.6
		Number of Respondents	127	100.0
75-84	Valid	Positive – payments	7	6.7
		Positive – benefits and services	15	15.3
		Positive – staff and service quality	21	21.5
		Positive – timeliness and responsiveness	11	10.7
		Positive – online services		
		Positive – quality and accuracy of information	9	8.8
		Positive – other		
		Negative – payments		
		Negative – benefits and services	1	1.4
		Negative – staff and service quality	2	1.9
		Negative – timeliness and responsiveness	1	.9
		Negative – online services		
		Negative – quality and accuracy of information		
		Negative – availability and access to services	3	3.2
		Negative - other		
		Can't remember	45	45.9
		Number of Respondents	98	100.0
85+	Valid	Positive – payments	5	4.0
		Positive – benefits and services	41	33.1
		Positive – staff and service quality	32	26.0
		Positive – timeliness and responsiveness	14	11.4
		Positive – online services	1	.7
		Positive – quality and accuracy of information	15	12.3
		Positive – other		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

Q66mr. Can you provide any examples of changes in service quality you've experienced in the last 12 months?

Q4@. Age group			Frequency	% of respondents
85+	Valid	Negative – payments		
		Negative – benefits and services	1	.6
		Negative – staff and service quality	9	7.0
		Negative – timeliness and responsiveness	4	3.0
		Negative – online services	1	.8
		Negative – quality and accuracy of information	1	.6
		Negative – availability and access to services	3	2.8
		Negative - other		
		Can't remember	38	30.1
Number of Respondents		125	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section M: General Impressions of DVA

q66@. Can you provide any examples of changes in service quality you've experienced in the last 12 months?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Positive example	9	17.8	70.8	70.8
		Negative example	2	4.5	18.0	88.8
		Can't remember	1	2.8	11.2	100.0
		Total	12	25.1	100.0	
	Missing	System	37	74.9		
	Total		49	100.0		
35-44	Valid	Positive example	10	16.4	61.1	61.1
		Negative example	5	7.7	28.6	89.7
		Can't remember	2	2.7	10.3	100.0
		Total	17	26.8	100.0	
	Missing	System	46	73.2		
	Total		63	100.0		
45-54	Valid	Positive example	15	9.1	49.4	49.4
		Negative example	10	5.9	32.2	81.6
		Can't remember	6	3.4	18.4	100.0
		Total	31	18.5	100.0	
	Missing	System	138	81.5		
	Total		169	100.0		
55-64	Valid	Positive example	72	20.0	67.1	67.1
		Negative example	16	4.5	15.0	82.1
		Can't remember	19	5.3	17.9	100.0
		Total	107	29.7	100.0	
	Missing	System	253	70.3		
	Total		360	100.0		
65-74	Valid	Positive example	71	11.7	56.2	56.2
		Negative example	12	1.9	9.2	65.4
		Can't remember	44	7.2	34.6	100.0
		Total	127	20.9	100.0	
	Missing	System	483	79.1		
	Total		610	100.0		
75-84	Valid	Positive example	47	10.3	48.0	48.0
		Negative example	6	1.3	6.1	54.1
		Can't remember	45	9.8	45.9	100.0
		Total	98	21.4	100.0	
	Missing	System	360	78.6		
	Total		458	100.0		
85+	Valid	Positive example	77	6.9	61.6	61.6
		Negative example	10	.9	8.3	69.9
		Can't remember	38	3.4	30.1	100.0
		Total	125	11.2	100.0	
	Missing	System	984	88.8		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q67. What is your preferred way of contacting DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Visiting the DVA website (www.dva.gov.au)	1	2.2	2.2	2.2
		Contacting DVA via email	6	12.9	12.9	15.1
		Visiting a DVA office in person	0	.4	.4	15.5
		Telephoning DVA	39	78.3	78.3	93.8
		Writing a letter to DVA	0	1.0	1.0	94.8
		Speaking to a DVA representative outside of a DVA office	1	2.6	2.6	97.3
		Through a third party	1	2.7	2.7	100.0
		Total	49	100.0	100.0	
35-44	Valid	Visiting the DVA website (www.dva.gov.au)	3	4.4	4.4	4.4
		Contacting DVA via email	7	11.9	11.9	16.4
		Visiting a DVA office in person	3	4.0	4.0	20.4
		Telephoning DVA	45	71.3	71.3	91.7
		Writing a letter to DVA	2	2.5	2.5	94.2
		Speaking to a DVA representative outside of a DVA office	2	3.2	3.2	97.3
		Through a third party	0	.8	.8	98.1
		Don't know	1	1.9	1.9	100.0
		Total	63	100.0	100.0	
45-54	Valid	Visiting the DVA website (www.dva.gov.au)	4	2.4	2.4	2.4
		Contacting DVA via email	8	5.0	5.0	7.4
		Visiting a DVA office in person	13	7.8	7.8	15.1
		Visiting another government agency or organisation that represents DVA	4	2.2	2.2	17.4
		Telephoning DVA	131	77.8	77.8	95.2
		Writing a letter to DVA	3	1.9	1.9	97.1
		Speaking to a DVA representative outside of a DVA office	1	.3	.3	97.5
		Through a third party	1	.7	.7	98.2
		Don't know	3	1.8	1.8	100.0
		Total	169	100.0	100.0	
55-64	Valid	Visiting the DVA website (www.dva.gov.au)	17	4.6	4.6	4.6

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q67. What is your preferred way of contacting DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Valid	Contacting DVA via email	18	5.1	5.1	9.8
		Visiting a DVA office in person	31	8.6	8.6	18.4
		Visiting another government agency or organisation that represents DVA	4	1.2	1.2	19.6
		Telephoning DVA	250	69.5	69.5	89.1
		Writing a letter to DVA	13	3.5	3.5	92.6
		Speaking to a DVA representative outside of a DVA office	21	5.7	5.7	98.3
		Through a third party	2	.7	.7	99.0
		Other	1	.2	.2	99.1
		Don't know	3	.9	.9	100.0
		Total	360	100.0	100.0	
65-74	Valid	Visiting the DVA website (www.dva.gov.au)	6	1.0	1.0	1.0
		Contacting DVA via email	27	4.5	4.5	5.5
		Visiting a DVA office in person	57	9.3	9.3	14.8
		Visiting another government agency or organisation that represents DVA	3	.5	.5	15.3
		Telephoning DVA	469	76.8	76.9	92.3
		Writing a letter to DVA	22	3.6	3.6	95.9
		Speaking to a DVA representative outside of a DVA office	15	2.4	2.4	98.3
		Through a third party	4	.6	.6	98.9
		Other	1	.1	.1	99.0
		Don't know	6	1.0	1.0	100.0
		Total	609	99.8	100.0	
	Missing	System	1	.2		
	Total		610	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q67. What is your preferred way of contacting DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Visiting the DVA website (www.dva.gov.au)	4	.9	.9	.9
		Contacting DVA via email	4	.9	.9	1.7
		Visiting a DVA office in person	21	4.6	4.6	6.3
		Visiting another government agency or organisation that represents DVA	1	.3	.3	6.6
		Telephoning DVA	390	85.0	85.4	92.0
		Writing a letter to DVA	23	5.1	5.1	97.1
		Speaking to a DVA representative outside of a DVA office	2	.5	.5	97.6
		Through a third party	7	1.4	1.4	99.1
		Don't know	4	.9	.9	100.0
		Total	456	99.6	100.0	
	Missing	System	2	.4		
	Total		458	100.0		
85+	Valid	Contacting DVA via email	15	1.3	1.3	1.3
		Visiting a DVA office in person	55	5.0	5.0	6.3
		Visiting another government agency or organisation that represents DVA	8	.7	.7	7.0
		Telephoning DVA	891	80.4	80.4	87.5
		Writing a letter to DVA	57	5.2	5.2	92.6
		Speaking to a DVA representative outside of a DVA office	9	.8	.8	93.5
		Through a third party	28	2.5	2.5	96.0
		Don't know	45	4.0	4.0	100.0
		Total	1107	99.9	100.0	
	Missing	System	1	.1		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q68. Why is this your preferred way of contacting DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Easy to get information	14	27.8	27.8	27.8
		Quickest way to get information	11	21.6	21.6	49.4
		Most accurate information	1	1.8	1.8	51.2
		This way is the only option available to me	1	1.5	1.5	52.7
		To get a record of information	2	3.8	3.8	56.5
		It was convenient	4	7.4	7.4	63.9
		I've tried other contact methods but this way is best	1	1.1	1.1	65.0
		I prefer speaking with a person directly	17	35.0	35.0	100.0
		Total	49	100.0	100.0	
35-44	Valid	Easy to get information	12	19.7	20.1	20.1
		Quickest way to get information	10	15.4	15.7	35.9
		Most accurate information	2	2.5	2.6	38.4
		This way is the only option available to me	2	2.9	3.0	41.4
		To get a record of information	3	4.3	4.3	45.7
		It was convenient	8	12.7	12.9	58.7
		I've tried other contact methods but this way is best	2	3.7	3.7	62.4
		I prefer speaking with a person directly	23	36.9	37.6	100.0
		Total	62	98.1	100.0	
	Missing	System	1	1.9		
Total		63	100.0			
45-54	Valid	Easy to get information	27	15.9	16.2	16.2
		Quickest way to get information	15	8.9	9.0	25.2
		Most accurate information	4	2.1	2.1	27.4
		This way is the only option available to me	17	10.2	10.4	37.8
		To get a record of information	5	3.1	3.1	40.9
		It was convenient	14	8.3	8.4	49.4
		I've tried other contact methods but this way is best	4	2.3	2.4	51.7
		I prefer speaking with a person directly	77	45.5	46.3	98.0
		Don't know	3	1.9	2.0	100.0
		Total	166	98.2	100.0	
		Missing	System	3	1.8	
	Total		169	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q68. Why is this your preferred way of contacting DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Valid	Easy to get information	64	17.7	17.8	17.8
		Quickest way to get information	36	10.0	10.1	27.9
		Most accurate information	6	1.6	1.7	29.5
		This way is the only option available to me	28	7.6	7.7	37.2
		To get a record of information	7	2.0	2.0	39.2
		It was convenient	39	10.7	10.8	50.0
		I've tried other contact methods but this way is best	17	4.7	4.8	54.8
		I prefer speaking with a person directly	161	44.7	45.1	99.9
		Don't know	0	.1	.1	100.0
		Total	357	99.1	100.0	
	Missing	System	3	.9		
Total			360	100.0		
65-74	Valid	Easy to get information	116	19.0	19.2	19.2
		Quickest way to get information	58	9.5	9.6	28.8
		Most accurate information	8	1.2	1.3	30.1
		This way is the only option available to me	47	7.7	7.8	37.9
		To get a record of information	17	2.8	2.8	40.7
		It was convenient	71	11.7	11.8	52.5
		I've tried other contact methods but this way is best	15	2.5	2.5	55.0
		I prefer speaking with a person directly	271	44.4	44.9	99.9
		Don't know	0	.1	.1	100.0
		Total	603	98.9	100.0	
	Missing	System	7	1.1		
Total			610	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q68. Why is this your preferred way of contacting DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
75-84	Valid	Easy to get information	91	19.9	20.2	20.2
		Quickest way to get information	53	11.5	11.6	31.8
		Most accurate information	11	2.3	2.4	34.2
		This way is the only option available to me	51	11.1	11.3	45.5
		To get a record of information	14	3.0	3.0	48.5
		It was convenient	54	11.8	12.0	60.5
		I've tried other contact methods but this way is best	10	2.1	2.2	62.7
		I prefer speaking with a person directly	167	36.5	37.0	99.7
		Don't know	1	.3	.3	100.0
		Total	452	98.6	100.0	
	Missing	System	6	1.4		
Total			458	100.0		
85+	Valid	Easy to get information	220	19.8	20.7	20.7
		Quickest way to get information	109	9.8	10.2	30.9
		Most accurate information	15	1.4	1.5	32.3
		This way is the only option available to me	170	15.3	16.0	48.3
		To get a record of information	26	2.3	2.4	50.7
		It was convenient	141	12.7	13.3	64.0
		I've tried other contact methods but this way is best	27	2.4	2.5	66.6
		I prefer speaking with a person directly	353	31.8	33.2	99.8
		Don't know	3	.2	.2	100.0
		Total	1063	95.9	100.0	
	Missing	System	46	4.1		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q69. When is the most convenient time for you to contact DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Early morning (8am – 9.59 am)	5	11.2	11.2	11.2
		Late morning (10.00am-11.59am)	5	10.1	10.1	21.3
		Early afternoon (12pm-2.59pm)	4	7.4	7.4	28.7
		Late afternoon (3pm – 5.30pm)	5	9.2	9.2	37.9
		After business hours (5.30 pm – 8pm)	5	9.8	9.8	47.6
		It varies	26	52.4	52.4	100.0
		Total	49	100.0	100.0	
35-44	Valid	Early morning (8am – 9.59 am)	9	15.1	15.1	15.1
		Late morning (10.00am-11.59am)	8	12.4	12.4	27.5
		Early afternoon (12pm-2.59pm)	3	4.3	4.3	31.8
		Late afternoon (3pm – 5.30pm)	5	7.4	7.4	39.2
		After business hours (5.30 pm – 8pm)	3	4.1	4.1	43.3
		It varies	36	56.7	56.7	100.0
		Total	63	100.0	100.0	
45-54	Valid	Early morning (8am – 9.59 am)	29	17.0	17.0	17.0
		Late morning (10.00am-11.59am)	27	16.1	16.1	33.1
		Early afternoon (12pm-2.59pm)	8	4.8	4.8	37.9
		Late afternoon (3pm – 5.30pm)	11	6.6	6.6	44.5
		After business hours (5.30 pm – 8pm)	2	1.1	1.1	45.6
		It varies	88	52.4	52.4	98.0
		Don't know	3	2.0	2.0	100.0
		Total	169	100.0	100.0	
55-64	Valid	Early morning (8am – 9.59 am)	74	20.5	20.5	20.5
		Late morning (10.00am-11.59am)	58	16.1	16.1	36.6
		Early afternoon (12pm-2.59pm)	22	6.2	6.2	42.8
		Late afternoon (3pm – 5.30pm)	14	4.0	4.0	46.8
		After business hours (5.30 pm – 8pm)	11	3.1	3.1	49.9
		It varies	181	50.1	50.1	100.0
		Total	360	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q69. When is the most convenient time for you to contact DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
65-74	Valid	Early morning (8am – 9.59 am)	109	17.9	17.9	17.9
		Late morning (10.00am-11.59am)	130	21.3	21.4	39.3
		Early afternoon (12pm-2.59pm)	47	7.7	7.7	46.9
		Late afternoon (3pm – 5.30pm)	15	2.4	2.4	49.4
		After business hours (5.30 pm – 8pm)	7	1.2	1.2	50.6
		It varies	296	48.4	48.5	99.1
		Don't know	5	.9	.9	100.0
		Total	609	99.8	100.0	
	Missing	System	1	.2		
	Total		610	100.0		
75-84	Valid	Early morning (8am – 9.59 am)	88	19.2	19.3	19.3
		Late morning (10.00am-11.59am)	99	21.6	21.6	40.9
		Early afternoon (12pm-2.59pm)	28	6.1	6.1	47.0
		Late afternoon (3pm – 5.30pm)	11	2.4	2.5	49.4
		After business hours (5.30 pm – 8pm)	6	1.4	1.4	50.8
		It varies	221	48.3	48.4	99.3
		Don't know	3	.7	.7	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
	Total		458	100.0		
85+	Valid	Early morning (8am – 9.59 am)	149	13.4	13.4	13.4
		Late morning (10.00am-11.59am)	224	20.2	20.2	33.6
		Early afternoon (12pm-2.59pm)	91	8.2	8.2	41.8
		Late afternoon (3pm – 5.30pm)	37	3.3	3.3	45.1
		After business hours (5.30 pm – 8pm)	4	.4	.4	45.5
		It varies	577	52.1	52.1	97.6
		Don't know	27	2.4	2.4	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q69@. When is the most convenient time for you to contact DVA?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Morning	10	21.3	21.3	21.3
		Afternoon	8	16.6	16.6	37.9
		After business hours	5	9.8	9.8	47.6
		It varies	26	52.4	52.4	100.0
		Total	49	100.0	100.0	
35-44	Valid	Morning	17	27.5	27.5	27.5
		Afternoon	7	11.7	11.7	39.2
		After business hours	3	4.1	4.1	43.3
		It varies	36	56.7	56.7	100.0
		Total	63	100.0	100.0	
45-54	Valid	Morning	56	33.1	33.1	33.1
		Afternoon	19	11.5	11.5	44.5
		After business hours	2	1.1	1.1	45.6
		It varies	88	52.4	52.4	98.0
		Don't know	3	2.0	2.0	100.0
		Total	169	100.0	100.0	
55-64	Valid	Morning	132	36.6	36.6	36.6
		Afternoon	37	10.2	10.2	46.8
		After business hours	11	3.1	3.1	49.9
		It varies	181	50.1	50.1	100.0
		Total	360	100.0	100.0	
65-74	Valid	Morning	239	39.2	39.3	39.3
		Afternoon	62	10.1	10.1	49.4
		After business hours	7	1.2	1.2	50.6
		It varies	296	48.4	48.5	99.1
		Don't know	5	.9	.9	100.0
		Total	609	99.8	100.0	
	Missing	System	1	.2		
	Total		610	100.0		
75-84	Valid	Morning	187	40.8	40.9	40.9
		Afternoon	39	8.6	8.6	49.4
		After business hours	6	1.4	1.4	50.8
		It varies	221	48.3	48.4	99.3
		Don't know	3	.7	.7	100.0
		Total	457	99.8	100.0	
	Missing	System	1	.2		
	Total		458	100.0		
85+	Valid	Morning	372	33.6	33.6	33.6
		Afternoon	128	11.5	11.5	45.1
		After business hours	4	.4	.4	45.5
		It varies	577	52.1	52.1	97.6
		Don't know	27	2.4	2.4	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q70. To your knowledge, does DVA have your current email address?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Yes	39	79.5	79.5	79.5
		No	3	5.2	5.2	84.7
		No email address	0	.9	.9	85.6
		Don't know	7	14.4	14.4	100.0
		Total	49	100.0	100.0	
35-44	Valid	Yes	43	68.6	68.6	68.6
		No	6	9.4	9.4	78.0
		No email address	3	4.1	4.1	82.1
		Don't know	11	17.9	17.9	100.0
		Total	63	100.0	100.0	
45-54	Valid	Yes	89	52.7	52.7	52.7
		No	31	18.1	18.1	70.8
		No email address	13	7.5	7.5	78.3
		Don't know	37	21.7	21.7	100.0
		Total	169	100.0	100.0	
55-64	Valid	Yes	155	43.1	43.1	43.1
		No	62	17.3	17.3	60.4
		No email address	76	21.1	21.1	81.5
		Don't know	67	18.5	18.5	100.0
		Total	360	100.0	100.0	
65-74	Valid	Yes	193	31.6	31.8	31.8
		No	106	17.3	17.4	49.2
		No email address	218	35.6	35.9	85.1
		Don't know	90	14.8	14.9	100.0
		Total	606	99.3	100.0	
	Missing	System	4	.7		
	Total		610	100.0		
75-84	Valid	Yes	42	9.2	9.3	9.3
		No	51	11.0	11.2	20.5
		No email address	340	74.2	75.0	95.5
		Don't know	20	4.4	4.5	100.0
		Total	453	98.9	100.0	
	Missing	System	5	1.1		
	Total		458	100.0		
85+	Valid	Yes	83	7.5	7.5	7.5
		No	113	10.2	10.2	17.8
		No email address	854	77.0	77.5	95.3
		Don't know	52	4.7	4.7	100.0
		Total	1101	99.4	100.0	
	Missing	System	7	.6		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q71_1. First preference

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Phone	25	50.0	50.0	50.0
		Email	14	28.8	28.8	78.8
		Letter	10	21.2	21.2	100.0
		Total	49	100.0	100.0	
35-44	Valid	Phone	21	33.4	33.4	33.4
		Email	19	30.6	30.6	64.1
		Letter	21	33.8	33.8	97.9
		Other	1	2.1	2.1	100.0
		Total	63	100.0	100.0	
45-54	Valid	Phone	57	34.1	34.1	34.1
		Email	45	26.5	26.5	60.6
		Letter	63	37.6	37.6	98.2
		Other	3	1.8	1.8	100.0
		Total	169	100.0	100.0	
55-64	Valid	Phone	116	32.3	32.3	32.3
		Email	86	23.8	23.8	56.1
		Letter	158	43.7	43.7	99.8
		Other	1	.2	.2	100.0
		Total	360	100.0	100.0	
65-74	Valid	Phone	202	33.0	33.1	33.1
		Email	100	16.4	16.4	49.5
		Letter	304	49.7	49.8	99.3
		Other	4	.7	.7	100.0
		Total	609	99.8	100.0	
	Missing	System	1	.2		
	Total		610	100.0		
75-84	Valid	Phone	193	42.2	42.4	42.4
		Email	20	4.4	4.5	46.9
		Letter	238	51.8	52.1	98.9
		Other	5	1.0	1.1	100.0
		Total	456	99.6	100.0	
	Missing	System	2	.4		
	Total		458	100.0		
85+	Valid	Phone	524	47.3	47.3	47.3
		Email	43	3.8	3.8	51.1
		Letter	542	48.9	48.9	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q71_2. Second preference

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Phone	16	33.4	33.4	33.4
		Email	21	43.2	43.2	76.6
		Letter	11	23.1	23.1	99.7
		Other	0	.1	.1	99.8
		None of the above	0	.2	.2	100.0
		Total	49	100.0	100.0	
35-44	Valid	Phone	25	40.2	40.2	40.2
		Email	15	24.0	24.0	64.2
		Letter	22	34.4	34.4	98.5
		Other	1	1.5	1.5	100.0
		Total	63	100.0	100.0	
45-54	Valid	Phone	59	35.1	35.1	35.1
		Email	48	28.5	28.5	63.7
		Letter	58	34.1	34.1	97.8
		Other	4	2.2	2.2	100.0
		Total	169	100.0	100.0	
55-64	Valid	Phone	153	42.5	42.5	42.5
		Email	76	21.0	21.0	63.6
		Letter	131	36.4	36.4	100.0
		Total	360	100.0	100.0	
65-74	Valid	Phone	269	44.1	44.3	44.3
		Email	121	19.9	20.0	64.2
		Letter	213	34.9	35.1	99.3
		Other	3	.4	.4	99.8
		None of the above	1	.2	.2	100.0
		Total	607	99.5	100.0	
	Missing	System	3	.5		
Total			610	100.0		
75-84	Valid	Phone	245	53.4	53.8	53.8
		Email	14	3.1	3.2	56.9
		Letter	193	42.1	42.4	99.3
		Other	3	.6	.6	99.9
		None of the above	0	.1	.1	100.0
		Total	455	99.3	100.0	
	Missing	System	3	.7		
Total			458	100.0		
85+	Valid	Phone	541	48.8	49.1	49.1
		Email	44	3.9	4.0	53.0
		Letter	512	46.2	46.4	99.4
		Other	4	.3	.3	99.7
		None of the above	3	.3	.3	100.0
		Total	1103	99.5	100.0	
	Missing	System	5	.5		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section N: Improving DVA's Service Delivery

Q71_3. Third preference

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Phone	7	14.6	14.6	14.6
		Email	12	25.2	25.2	39.7
		Letter	26	53.7	53.7	93.4
		Other	0	.8	.8	94.2
		None of the above	3	5.8	5.8	100.0
		Total	49	100.0	100.0	
35-44	Valid	Phone	15	24.2	24.2	24.2
		Email	21	33.3	33.3	57.5
		Letter	19	29.8	29.8	87.3
		Other	1	1.5	1.5	88.8
		None of the above	7	11.2	11.2	100.0
		Total	63	100.0	100.0	
45-54	Valid	Phone	48	28.2	28.2	28.2
		Email	53	31.2	31.2	59.4
		Letter	41	24.1	24.1	83.5
		None of the above	28	16.5	16.5	100.0
		Total	169	100.0	100.0	
55-64	Valid	Phone	90	25.0	25.0	25.0
		Email	97	26.8	26.8	51.7
		Letter	66	18.3	18.3	70.1
		None of the above	108	29.9	29.9	100.0
		Total	360	100.0	100.0	
65-74	Valid	Phone	128	20.9	21.0	21.0
		Email	110	18.0	18.1	39.1
		Letter	88	14.4	14.5	53.6
		Other	2	.4	.4	53.9
		None of the above	280	45.9	46.1	100.0
		Total	607	99.5	100.0	
	Missing	System	3	.5		
	Total		610	100.0		
75-84	Valid	Phone	16	3.5	3.5	3.5
		Email	54	11.7	11.8	15.4
		Letter	24	5.2	5.3	20.6
		Other	2	.3	.3	21.0
		None of the above	360	78.5	79.0	100.0
		Total	455	99.3	100.0	
	Missing	System	3	.7		
	Total		458	100.0		
85+	Valid	Phone	38	3.4	3.4	3.4
		Email	84	7.6	7.6	11.0
		Letter	43	3.9	3.9	15.0
		Other	4	.4	.4	15.3
		None of the above	934	84.3	84.7	100.0
		Total	1103	99.5	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
 Section N: Improving DVA's Service Delivery

Q71_3. Third preference

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Missing	System	5	.5		
	Total		1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section O: About you

Q75. How long have you been receiving DVA benefits and/or services?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Less than one year	11	21.6	21.6	21.6
		One to less than three years	16	33.1	33.1	54.6
		Three to less than five years	9	18.9	18.9	73.6
		Five years or more	13	26.4	26.4	100.0
		Total	49	100.0	100.0	
35-44	Valid	Less than one year	7	11.9	11.9	11.9
		One to less than three years	8	13.5	13.5	25.4
		Three to less than five years	9	14.2	14.2	39.6
		Five years or more	38	60.1	60.1	99.7
		Not sure	0	.3	.3	100.0
		Total	63	100.0	100.0	
45-54	Valid	Less than one year	5	2.8	2.8	2.8
		One to less than three years	15	8.9	8.9	11.7
		Three to less than five years	14	8.0	8.0	19.7
		Five years or more	136	80.3	80.3	100.0
		Total	169	100.0	100.0	
55-64	Valid	Less than one year	12	3.2	3.2	3.2
		One to less than three years	38	10.5	10.5	13.7
		Three to less than five years	47	13.1	13.1	26.8
		Five years or more	263	73.0	73.0	99.7
		Not sure	1	.3	.3	100.0
		Total	360	100.0	100.0	
65-74	Valid	Less than one year	16	2.6	2.6	2.6
		One to less than three years	43	7.1	7.1	9.7
		Three to less than five years	42	6.9	6.9	16.6
		Five years or more	508	83.2	83.2	99.9
		Not sure	1	.1	.1	100.0
		Total	610	100.0	100.0	
75-84	Valid	Less than one year	5	1.0	1.0	1.0
		One to less than three years	11	2.3	2.3	3.4
		Three to less than five years	26	5.6	5.6	8.9
		Five years or more	416	90.8	90.8	99.8
		Not sure	1	.2	.2	100.0
		Total	458	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section O: About you

Q75. How long have you been receiving DVA benefits and/or services?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+ Valid		Less than one year	5	.4	.4	.4
		One to less than three years	18	1.6	1.6	2.1
		Three to less than five years	25	2.2	2.2	4.3
		Five years or more	1046	94.3	94.3	98.6
		Not sure	15	1.4	1.4	100.0
		Total	1108	100.0	100.0	

DVA CSS Frequencies - Split by Age Group (Weighted)
Section O: About you

Q76. Which type of DVA office do you usually deal with?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
18-34	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	6	13.1	13.1	13.1
		State capital DVA Office	10	19.4	19.4	32.5
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	2	4.6	4.6	37.1
		The On-base Advisory Service (OBAS)	3	5.6	5.6	42.8
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	26	53.5	53.5	96.3
		Not sure	2	3.7	3.7	100.0
		Total	49	100.0	100.0	
35-44	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	12	19.1	19.1	19.1
		State capital DVA Office	16	25.2	25.2	44.3
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	2	3.5	3.5	47.8
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	31	49.7	49.7	97.5
		Not sure	2	2.5	2.5	100.0
		Total	63	100.0	100.0	
45-54	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	20	12.1	12.1	12.1
		State capital DVA Office	53	31.2	31.2	43.3
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	6	3.8	3.8	47.1
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	86	51.2	51.2	98.2
		Not sure	3	1.8	1.8	100.0
		Total	169	100.0	100.0	
55-64	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	55	15.3	15.3	15.3

DVA CSS Frequencies - Split by Age Group (Weighted)
Section O: About you

Q76. Which type of DVA office do you usually deal with?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
55-64	Valid	State capital DVA Office	123	34.2	34.2	49.5
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	13	3.5	3.5	53.0
		The On-base Advisory Service (OBAS)	1	.4	.4	53.4
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	158	43.9	43.9	97.3
		Not sure	10	2.7	2.7	100.0
		Total	360	100.0	100.0	
65-74	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	97	15.9	15.9	15.9
		State capital DVA Office	165	27.1	27.1	43.0
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	19	3.0	3.0	46.1
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	314	51.5	51.5	97.6
		Not sure	15	2.4	2.4	100.0
		Total	610	100.0	100.0	
75-84	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	57	12.5	12.6	12.6
		State capital DVA Office	135	29.4	29.5	42.1
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	16	3.6	3.6	45.7
		The On-base Advisory Service (OBAS)	4	.9	.9	46.6
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	232	50.7	50.9	97.6
		Not sure	11	2.4	2.4	100.0
		Total	456	99.6	100.0	
	Missing	System	2	.4		
Total			458	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section O: About you

Q76. Which type of DVA office do you usually deal with?

Q4@. Age group			Frequency	Percent	Valid Percent	Cumulative Percent
85+	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	117	10.6	10.6	10.6
		State capital DVA Office	241	21.8	21.8	32.4
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	26	2.3	2.3	34.7
		The On-base Advisory Service (OBAS)	1	.1	.1	34.8
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	678	61.1	61.2	96.0
		Not sure	45	4.0	4.0	100.0
		Total	1107	99.9	100.0	
	Missing	System	1	.1		
Total			1108	100.0		

DVA CSS Frequencies - Split by Age Group (Weighted)
Section O: About you

Q77mr. Which (if any) of the following describe you?

Q4@. Age group			Frequency	% of respondents
18-34	Valid	Veteran or former serving member of the Australian Defence Force	31	62.6
		Serving full-time member of the Australian Defence Force	6	11.4
		Member of the Army, Navy or Air Force Reserve	5	9.3
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	3	6.6
		War widow/er	0	.8
		Dependant (spouse, partner or child) of a veteran	7	13.7
		Other		
		Number of Respondents	49	100.0
35-44	Valid	Veteran or former serving member of the Australian Defence Force	51	81.9
		Serving full-time member of the Australian Defence Force	5	8.3
		Member of the Army, Navy or Air Force Reserve	3	5.1
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	5	7.4
		War widow/er	1	1.5
		Dependant (spouse, partner or child) of a veteran	2	3.4
		Other		
		Number of Respondents	63	100.0
45-54	Valid	Veteran or former serving member of the Australian Defence Force	126	74.5
		Serving full-time member of the Australian Defence Force	9	5.4
		Member of the Army, Navy or Air Force Reserve	12	7.1
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	18	10.7

DVA CSS Frequencies - Split by Age Group (Weighted)
Section O: About you

Q77mr. Which (if any) of the following describe you?

Q4@. Age group			Frequency	% of respondents
45-54	Valid	War widow/er	7	4.1
		Dependant (spouse, partner or child) of a veteran	16	9.5
		Other	1	.7
		Number of Respondents	169	100.0
55-64	Valid	Veteran or former serving member of the Australian Defence Force	218	60.6
		Serving full-time member of the Australian Defence Force	14	3.8
		Member of the Army, Navy or Air Force Reserve	17	4.6
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	11	3.0
		War widow/er	37	10.2
		Dependant (spouse, partner or child) of a veteran	83	23.0
		Other	4	1.1
		Number of Respondents	360	100.0
65-74	Valid	Veteran or former serving member of the Australian Defence Force	323	52.9
		Serving full-time member of the Australian Defence Force	5	.8
		Member of the Army, Navy or Air Force Reserve	19	3.1
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	4	.7
		War widow/er	116	18.9
		Dependant (spouse, partner or child) of a veteran	156	25.6
		Other	9	1.5
		Number of Respondents	610	100.0
75-84	Valid	Veteran or former serving member of the Australian Defence Force	168	36.7
		Serving full-time member of the Australian Defence Force	0	.1

DVA CSS Frequencies - Split by Age Group (Weighted)
Section O: About you

Q77mr. Which (if any) of the following describe you?

Q4@. Age group			Frequency	% of respondents
75-84	Valid	Member of the Army, Navy or Air Force Reserve	5	1.2
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	7	1.5
		War widow/er	224	48.9
		Dependant (spouse, partner or child) of a veteran	61	13.2
		Other	6	1.3
		Number of Respondents	458	100.0
85+	Valid	Veteran or former serving member of the Australian Defence Force	379	34.2
		Serving full-time member of the Australian Defence Force	1	.1
		Member of the Army, Navy or Air Force Reserve	36	3.3
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	4	.3
		War widow/er	625	56.4
		Dependant (spouse, partner or child) of a veteran	73	6.6
		Other	20	1.8
		Number of Respondents	1108	100.0