

Department of Veterans' Affairs

2020 Client Satisfaction Survey

Introduction

Good morning/afternoon/evening. My name is [NAME] and I am calling from ORIMA Research on behalf of the Department of Veterans' Affairs (DVA). May I please speak to [NAMED RESPONDENT]

IF CARER: We would like to speak to you on behalf of [CLIENT]

If named respondent not available, make a call back at a suitable time. Once speaking to named respondent continue:

Background and purpose of this survey

You should have recently received a letter from DVA regarding the client satisfaction survey, which seeks your feedback on your experiences interacting with DVA. The results of this survey will be used by DVA to guide future directions and improve communication and information available to the veteran community.

The survey will take around 15 minutes to complete, depending on your answers.

Must read out: Your answers will be completely confidential and any personal details, which may identify you in any way, will not be passed to the Department of Veterans' Affairs. Your answers will not in any way affect any pension, benefits or health services, which you are entitled to from DVA, or to which you may become entitled in the future. If you wish, you can discontinue your participation in this study at any time.

Are you willing to participate in the survey?

- 1 Yes, can do it now *[Proceed with survey]*
- 2 Yes, can do it later *[Schedule appointment]*
- 3 No *[Thank and end]*

Thank you. While we'd prefer that you answer all questions, if there is anything you don't want to answer, that's fine, just let me know.

Our call may be monitored by my supervisor for quality assurance purposes.

- 1 Okay to monitor
- 2 Do not monitor

Additional information (if asked)

Who is conducting the survey?

DVA has engaged ORIMA Research as independent social research company to conduct this survey on its behalf.

What is the survey about?

This survey seeks your feedback about communication and access to information you have experienced during your interactions with DVA, or its representatives/agents. This includes DVA arrangements with other government departments for the provision of services to the veteran community in some regional areas.

How did you obtain my number?

As per the invitation letter sent to you by DVA in October, you have been selected as part of the randomised sample of DVA clients, to participate in the 2020 Client Satisfaction Survey. As you did not actively opt-out, your telephone number was provided by DVA so that we could contact you and learn more about your experience accessing services and support through DVA.

How long will the survey take?

This survey should take around 15 minutes to complete, depending on what comments you include when invited to provide additional information.

Is the research confidential?

We will not disclose any identifiable information for a purpose other than conducting our research unless we have your express prior consent or are required to do so by an Australian law.

Our Privacy Policy is available at www.orima.com and contains further details regarding how you can access or correct information we hold about you, how you can make a privacy related complaint and how that complaint will be dealt with. Should you have any questions about our privacy policy or how we will treat your information, you may contact our Privacy Officer, <<redacted>> (on <<redacted>>).

What will the survey results be used for?

The Client Satisfaction Survey collects information about your experiences accessing services and support provided by DVA. The Department uses the information to help identify pain points clients are experiencing, and prioritise improvements as part of their ongoing transformation.

Who do I talk to for further information?

If you have any questions about the survey, please contact <<redacted>> from ORIMA Research on <<redacted>>.

[If required for questions regarding the credentials of the survey] In the lead up to the survey, you would have received a letter advising you of this survey. If you refer to that letter, you can see that DVA has referred to ORIMA as the organisation conducting the survey.

- ◆ [If required] If you would like to further verify the details of ORIMA, you can do so by referring to the DVA website. It is: www.dva.gov.au/survey. You can refer to the heading titled 'Who will conduct the survey?' for some information about ORIMA.
- [If required] If you would like to further verify the details of ORIMA, you can do so by emailing the dedicated mailbox for confirmation. The email is <<redacted>>.
 - [If required—must attempt one of the previous options first] If you would like to speak to someone to verify the details of ORIMA, then you can call the DVA general enquiries line. The number is 1800 555 254.

A. Screening

S1. Interviewer record respondent type – do not ask.

- 1 The respondent I am speaking to is a carer *[Auto code q1 as 1 and go to the next section]*
- 2 The respondent is the client (veteran/serving member/widow)

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

- 1 Yes
- 2 No – I deal with DVA personally *[Go to the next section]*

2 When you need to deal with DVA, how often is this done by someone else on your behalf? Is it...
[Read out]

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely

IF QUESTION 2=1, ASK: This survey is about your personal experiences interacting with DVA – as someone else always deals with DVA on your behalf, would you mind if we spoke to them instead?

IF QUESTION 2=2, ASK: Would you prefer us to speak to this person to provide feedback about DVA on your behalf?

OTHERWISE, CONTINUE.

B. Use of DVA benefits and services

[Interviewer background] DVA provides a wide range of benefits and services to its clients, including:

- ◆ financial support in the form of regular payments such as pensions, allowances and income supplements, and one-off payments and benefits;
- ◆ access to medical treatment and in-home care;
- ◆ access to rehabilitation services;
- ◆ commemorations including the provision and maintenance of war graves and plaques, delivery of national and international commemorative events and funding to support other local commemoration events.

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

3 Have you received any of the following **regular payments** from DVA in the past 12 months?

[Read out. Multiple response?]

- 1 Disability Pension
- 2 Service Pension
- 3 War Widow or Widowers Pension
- 4 TPI Pension [Totally and Permanently Impaired]
- 5 TTI Pension [Totally and Temporarily Impaired]
- 6 Special Rate Pension
- 7 Veteran Payment
- 8 Income Support Supplement
- 9 Incapacity Payment
- 10 Permanent Impairment Payments
- 11 None of these [Go to q6]

4 Overall, how satisfied are you with how DVA has handled your regular payments in the past 12 months?

- 1 Very satisfied [Go to q6]
- 2 Satisfied [Go to q6]
- 3 Neither satisfied nor dissatisfied [Go to q6]
- 4 Dissatisfied
- 5 Very dissatisfied

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

6 Apart from these payments, have you received any regular allowances or income supplements from DVA in the past 12 months?

- 1 Yes
- 2 No *[Go to q10]*
- 3 Not sure / can't recall *[Go to q10]*

7 Which **regular allowances or income supplements** have you received in the past 12 months?
[Prompt if necessary]

- 1 Veterans' Supplement
- 2 Veterans' Supplement in Home care
- 3 Energy Supplement
- 4 Carer Supplement
- 5 Disability Pension Allowance
- 6 Education Allowance
- 7 DFISA (Defence Force Income Support Allowance)
- 8 Attendant Allowance
- 9 Rent Assistance
- 10 Remote Area Allowance
- 11 Other *[Please specify]* _____
- 12 Don't know / can't remember

If no regular payments received in the past 12 months [based on q7], go to q10.

8 Overall, how satisfied are you with how DVA has handled your regular allowances or income supplements in the past 12 months?

- 1 Very satisfied *[Go to q10]*
- 2 Satisfied *[Go to q10]*
- 3 Neither satisfied nor dissatisfied *[Go to q10]*
- 4 Dissatisfied
- 5 Very dissatisfied

9 What is the main reason you are not satisfied with how DVA has handled your regular allowances or income supplements?

- 10 *[If other payments received at q3 or q6, begin with: In addition to what we've just mentioned...]*
Have you received any **one-off payments** from DVA in the past 12 months?
- 1 Yes
 - 2 No *[Go to q14]*
 - 3 Not sure / can't recall *[Go to q14]*
- 11 Which one-off payments have you received? *[Prompt if necessary]*
- 1 Crisis Payments
 - 2 Bereavement Payments
 - 3 Funeral Benefit
 - 4 Permanent Impairment Compensation
 - 5 Lump Sum Advance
 - 6 Pension Bonus
 - 7 Veterans Pharmaceutical Reimbursement Scheme (VPRS) payment
 - 8 One-off energy supplement
 - 9 Other *[Please specify]*
 - 10 Don't know / can't remember
- 12 Overall, how satisfied are you with how DVA has handled all your **one-off** payments in the past 12 months?
- 1 Very satisfied *[Go to q14]*
 - 2 Satisfied *[Go to q14]*
 - 3 Neither satisfied nor dissatisfied *[Go to q14]*
 - 4 Dissatisfied
 - 5 Very dissatisfied
- 13 Would you say that the **main** reason you were dissatisfied had to do with: *[Single response. Read out 1-4]*
- 1 Time taken to process the payments *[Record details if provided]* _____
 - 2 The amount of effort it took me to apply *[Record details if provided]* _____
 - 3 Lack of information from DVA *[Record details if provided]* _____
 - 4 Insufficient financial support *[Record details if provided]* _____
 - 5 Something else *[Please specify]* _____

- 14 DVA can also provide access to **medical treatment and rehabilitation**. I will read out a list, and I'd like you to tell me which items you've **received** through DVA in the past 12 months. For any services you **haven't** received, I'd also like you to tell me if this is a service you may have needed in the past 12 months.

	Received in the past 12 months	Haven't received, but have needed in the past 12 months	Have not needed in the past 12 months
a General practitioners	1	2	3
b Medical specialists	1	2	3
c Optical specialists	1	2	3
d Dental treatment	1	2	3
e Public hospital treatment	1	2	3
f Private hospital treatment	1	2	3
g Allied Health treatment (this includes other physical health specialists, such as physiotherapists and exercise physiologists)	1	2	3
h Mental health treatment through a counsellor or psychologist	1	2	3
i Community nursing	1	2	3
j Rehabilitation assistance (this includes medical, social and vocational rehabilitation programs)	1	2	3

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

- 1 Yes *[Please specify]* _____
- 2 No
- 3 Not sure

If q14j (rehab)=1, go to q17.

- 16 Have you **ever** received rehabilitation assistance from DVA? *[Multiple response]*

- 1 Yes, through DVA *[Please specify how many years ago]* _____
- 2 Yes, but not through DVA *[Please specify how many years ago]* _____
- 3 No *[Go to q18]*
- 4 Not sure / can't remember *[Go to q18]*

- 17 What have you received rehabilitation assistance with? *[Multiple response, read 1-3]*

- 1 Medical or health
- 2 Vocational education or employment
- 3 Social support
- 4 Other
- 5 Don't know / can't remember

If no services received in q14 or q15, go to q22.

18 Did you experience any difficulties in accessing the medical services you received through DVA?

- 1 Yes, significant difficulties
- 2 Yes, moderate difficulties
- 3 Yes, mild difficulties *[Go to q20]*
- 4 No *[Go to q20]*
- 5 Not sure *[Go to q20]*

19 What were the main difficulties you experienced in accessing these services? Were they:
[Multiple response—read out 1-6]

- 1 Waiting time *[Record detail if provided—do not prompt]* _____
- 2 Finding transport *[Record detail if provided—do not prompt]* _____
- 3 Limited or no provider capable of meeting my needs *[Record detail if provided—do not prompt]* _____
- 4 I needed someone to accompany me *[Record detail if provided—do not prompt]* _____
- 5 Not being eligible for services *[Record detail if provided—do not prompt]* _____
- 6 Complexity of the processes *[Record detail if provided—do not prompt]* _____
- 7 Other *[Please specify]* _____

Enable questions in q20 so as to only ask about services received (in q10 and q15).

20 Overall, how satisfied are you with DVA's assistance in accessing...

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
a General practitioners	1	2	3	4	5
b Medical specialists	1	2	3	4	5
c Optical specialists	1	2	3	4	5
d Dental treatment	1	2	3	4	5
e Public hospital treatment	1	2	3	4	5
f Private hospital treatment	1	2	3	4	5
g Allied Health treatment	1	2	3	4	5
h Mental health treatment through a counsellor or psychologist	1	2	3	4	5
i Community nursing	1	2	3	4	5
j Rehabilitation assistance	1	2	3	4	5
k [Other mentioned in q15]	1	2	3	4	5

21 *[Ask if any of q20 = Dissatisfied or Very dissatisfied; otherwise go to q22]* You said you were dissatisfied with some of DVA's assistance in accessing medical treatment. What is the main reason you are dissatisfied?

- 22 DVA provides other services, in addition to financial support and access to treatment. Again, I will read out a list of some of these services and I'd like you to tell me which items you've **received** through DVA in the past 12 months. For any services you **haven't** received, I'd also like you to tell me if this is a service you may have needed in the past 12 months.

	Received in the past 12 months	Haven't received, but have needed in the past 12 months	Have not needed in the past 12 months
a In-home care – including personal care and household services	1	2	3
b Respite care	1	2	3
c Aids and appliances	1	2	3
d Home modifications	1	2	3
e Heart Health Program	1	2	3
f Veteran Recognition Package	1	2	3
g Grants to private organisations that provide assistance to veterans	1	2	3
h Commemorations in the form of the delivery or maintenance of a war grave or commemorative plaque	1	2	3
i Defence Service Homes Insurance			
j Defence Home Ownership Scheme	1	2	3
k Defence Home Loan Scheme	1	2	3
l The Pensioner Loan Scheme	1	2	3
m DVA's 'book car with driver' service [DVA arranging and paying for transport]	1	2	3
n DVA's reimbursement of travel costs	1	2	3

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

- 1 Yes *[Please specify]* _____
- 2 No
- 3 Not sure

Enable questions in q24 so as to only ask about services received (in q22 and q23). If no services received in q22 or q23, go to next section.

24 Overall, how satisfied are you with DVA's assistance in accessing...

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
a In-home care	1	2	3	4	5
b Respite care	1	2	3	4	5
c Aids and appliances	1	2	3	4	5
d Home modifications	1	2	3	4	5
e Heart Health Program	1	2	3	4	5
f Veteran Recognition Package	1	2	3	4	5
g Grants to private organisations that provide assistance to veterans	1	2	3	4	5
h Commemorations (such as a war grave or commemorative plaque)	1	2	3	4	5
i Defence Service Homes Insurance	1	2	3	4	5
j Defence Home Ownership Scheme	1	2	3	4	5
k Defence Home Loan Scheme	1	2	3	4	5
l The Pensioner Loan Scheme	1	2	3	4	5
m DVA's 'book car with driver' service	1	2	3	4	5
n DVA's reimbursement of travel costs	1	2	3	4	5
o [Other mentioned in q23]	1	2	3	4	5

25 [Ask if any of q24 = Dissatisfied or Very dissatisfied; otherwise go to next section] You said you were dissatisfied with some of DVA's assistance with [q24 response]. What is the main reason you are dissatisfied?

C. Submitting a claim

26 In the past 12 months, have you submitted a claim or application for a benefit or service to DVA?

- 1 Yes
- 2 No *[Go to next section]*
- 3 Not sure *[Go to next section]*

27 Did you get the outcome you wanted? *Read out.*

- 1 Yes, fully
- 2 Yes, mostly
- 3 Yes, partly
- 4 No
- 5 Still being processed
- 6 Don't know

D. Other contact with DVA

28 Have you had contact with DVA, including online, in the last 12 months?

- 1 Yes, personally
- 2 Yes, through someone else (e.g. carer)
- 3 I have tried but was not able to
- 4 No *[Go to next section]*
- 5 Can't remember *[Go to next section]*

29 In the last 12 months, have your interactions with DVA changed in relation to:

		No change	Interactions have changed			[Not applicable]
			...for the Better	... but neither better nor worse	... for the Worse	
a	How you contact and interact with DVA	1	2	3	4	5
b	How DVA responds and communicates to you	1	2	3	4	5

30 *[Ask if 2, better, is selected anywhere in Q29]* What is the main way your interactions with DVA have improved?

31 *[Ask if 4, worse, is selected anywhere in Q29]* What is the main way in which your interactions with DVA became worse?

If Q28=3 (tried but unable to contact DVA), go to next section.

Most significant dealing with DVA

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

If not accessed any service in last 12 months, auto-code q29=3.

32 Was this contact about: *Single response.*

- 1 A service I was already receiving
- 2 A service I was not yet receiving, but ended up receiving
- 3 An enquiry about a service I wasn't receiving and haven't since received

33 What DVA service did this matter relate to? [Display full list if 29=3; display only services accessed, based on previous questions, otherwise. Always display 'other' responses]

Pensions

- 1 Disability Pension
- 2 Service Pension
- 3 War Widow or Widowers Pension
- 4 TPI Pension [Totally and Permanently Impaired]
- 5 TTI Pension [Totally and Temporarily Impaired]
- 6 Special Rate Pension
- 7 Veteran Payment
- 8 Incapacity Payment
- 9 Permanent Impairment Payments
- 10 Other pension *[confirm response from q3, or record]* _____

Other allowances financial support

- 11 Veterans' Supplement
- 12 Veterans' Supplement in Home care
- 13 Energy Supplement
- 14 Carer Supplement
- 15 Disability Pension Allowance
- 16 Education Allowance
- 17 DFISA (Defence Force Income Support Allowance)
- 18 Attendant Allowance
- 19 Rent Assistance
- 20 Remote Area Allowance
- 21 Other regular allowance or payment *[confirm response from q7, or record]* _____

One-off payments

- 22 Crisis Payments
- 23 Bereavement Payments
- 24 Funeral Benefit
- 25 Permanent Impairment Compensation
- 26 Lump Sum Advance
- 27 Pension Bonus
- 28 Veterans Pharmaceutical Reimbursement Scheme (VPRS) payment
- 29 Other one-off payment *[confirm response from q11, or record]* _____

Medical treatment

- 30 General practitioners
- 31 Medical specialists
- 32 Optical specialists
- 33 Dental treatment
- 34 Public hospital treatment
- 35 Private hospital treatment
- 36 Allied Health treatment
- 37 Mental health treatment through a counsellor or psychologist
- 38 Community nursing
- 39 Rehabilitation assistance
- 40 Other medical treatment *[confirm response from q15, or record]* _____

Other service

- 41 In-home care - including personal care and household services
- 42 Respite care
- 43 Aids and appliances
- 44 Home modifications
- 45 Heart Health Program
- 46 Veteran Recognition Package
- 47 Grants to private organisations that provide assistance to veterans
- 48 Commemorations in the form of the delivery or maintenance of a war grave or commemorative plaque
- 49 Defence Service Homes Insurance
- 50 Defence Home Ownership Scheme
- 51 Defence Home Loan Scheme
- 52 The Pensioner Loan Scheme
- 53 Book car with driver
- 54 Reimbursement of travel costs
- 55 Other *[confirm response from q23, or record]* _____

34 Considering **all** your dealings on this matter *[q30 response]*, to what extent would you say your questions and concerns were addressed?

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

35 Did you need to contact DVA more than once about this matter?

- 1 Yes
- 2 No *[Go to q34]*
- 3 Can't remember *[Go to q34]*

36 What were the main reasons you needed to contact DVA more than once on this matter?

Nature of the matter required regular contact

- 1 The contact/information, by its very nature required multiple contacts
- 2 The information is required on a periodical basis

Additional information/ confirmation required

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

Service issues

- 7 The information given to me was not correct
- 8 The information given to me was not complete
- 9 The information provided was not relevant to my query
- 10 Staff did not get back to me when they said they would

11 Other *[Please specify]* _____

37 Considering all your dealings with DVA on [q30 response / this matter], how satisfied are you with...

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	[Not applicable]
a The ease of accessing this service	1	2	3	4	5	6
b The advice DVA has provided to you about this service	1	2	3	4	5	6
c <i>[Ask if q29 = 1 or 2]</i> The service overall	1	2	3	4	5	6

38 *[Ask if either of q34 = 1 or 2]* What were the aspects of the [advice/assistance] provided by DVA that led you to be satisfied?

You can select up to three. *[Do not read out but prompt as required if respondent says something similar to one or more of these options]*

Personal attributes of the staff

- 1 Staff understanding of the services they deliver
- 2 Staff understanding of your requirements

- 3 Staff providing sufficient information and assistance to meet needs
- 4 Professionalism of staff
- 5 Staff being adaptable to the context of the request and provide ways to overcome barriers

Processes/ practices

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

Product

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

Other

- 17 Other 1 *[Please specify]* _____
- 18 Other 2 *[Please specify]* _____
- 19 Other 3 *[Please specify]* _____

39 [Ask if either of q34 = 3-5] What are the main reasons you were less than satisfied with DVA's advice or assistance?

You can select up to three. *[Do not read out but prompt as required if respondent says something similar to one or more of these options]*

Personal attributes of the staff

- 1 Staff not understanding of the services they deliver
- 2 Staff not understanding of your requirements
- 3 Staff not providing sufficient information and assistance to meet needs
- 4 Unprofessionalism of staff
- 5 Staff not being adaptable to the context of the request and provide ways to overcome barriers

Processes/ practices

- 6 I was/am not able to contact relevant staff easily
- 7 I was not able to find relevant information easily
- 8 Unclear expectations (it was not clear what I was expected to do)
- 9 My requests were not answered in a prompt and timely manner

- 10 I was not kept informed about the progress (including any delays)
- 11 Staff didn't get back to me when they said they would
- 12 Online forms/tools are not easy to use

Product

- 13 Unclear language (on printed forms, form letters, etc.)
- 14 Incomplete information
- 15 Inaccurate information
- 16 Irrelevant information

Other

- 17 Other 1 *[Please specify]* _____
- 18 Other 2 *[Please specify]* _____
- 19 Other 3 *[Please specify]* _____

E. Online interaction

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

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

	Already doing this	Definitely	Probably	Possibly	Probably not	Definitely not	Don't know
a Your bank	1	2	3	4	5	6	7
b Online shopping/retailers	1	2	3	4	5	6	7
c Medical practitioners/GPs	1	2	3	4	5	6	7
d Pharmacies	1	2	3	4	5	6	7
e Government agencies generally	1	2	3	4	5	6	7
f DVA in particular	1	2	3	4	5	6	7

41 [Skip if 1-3 not selected anywhere in Q37] In what ways would you be comfortable interacting online with these entities? [Multiple response]

- 1 Website
- 2 App [prompt if necessary: phone/tablet/computer]
- 3 Social media (such as Facebook and Twitter)
- 4 Other [Please specify] _____

F. Overall impressions

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

DVA is an organisation that...

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know
a Is committed to providing high quality service to clients	1	2	3	4	5	6
b Understands the needs of clients	1	2	3	4	5	6
c Sensitively acknowledges the service and sacrifice of veterans	1	2	3	4	5	6
d Communicates clearly	1	2	3	4	5	6
e Is honest and ethical in its interactions	1	2	3	4	5	6
f Delivers services in a timely manner	1	2	3	4	5	6
g Clients have confidence in	1	2	3	4	5	6
h Provides reliable information and advice	1	2	3	4	5	6
i Is accountable for decisions it makes	1	2	3	4	5	6
j Is client focussed and thinks about the whole person	1	2	3	4	5	6
k Is responsive and listens and responds to feedback	1	2	3	4	5	6
l Connected to clients (e.g. through Ex-Service Organisations)	1	2	3	4	5	6

43 Considering your overall experience with DVA in the last 12 months, how satisfied are you with the service they provide?

- 1 Very satisfied [\[Go to q44\]](#)
- 2 Satisfied [\[Go to q44\]](#)
- 3 Neither satisfied nor dissatisfied [\[Go to q44\]](#)
- 4 Dissatisfied
- 5 Very dissatisfied

44 What is the **main** reason you are dissatisfied with DVA?

Aged care

If respondent is younger than 65, go to question 48.

As part of DVA's transformation, DVA is seeking to understand the broader needs and experiences of its clients. The following questions relate to your experience accessing aged care services and support, **not** provided by DVA.

45 In the past 12 months, have you accessed support through the **Commonwealth Home Support Programme**, including the Home Care Package?

- 1 Yes – I am currently **receiving** support through the Programme
- 2 Yes – I am currently **on the waiting list** [to receive support through the Programme] *[Go to q46]*
- 3 No *[Go to q46]*

46 Overall, how satisfied are you with the programme?

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

47 Are you currently living in an Aged Care facility?

- 1 Yes
- 2 No *[Go to q48]*

48 How satisfied are you with your current residential aged care arrangements?

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

Wellbeing

- 49 [If S1=1, carer, go to next section] To help DVA get a fuller understanding of veterans' circumstances, the next few questions are about your life in general, and extend beyond just your experience of DVA.

We will be using a scale from zero to ten, where zero means "no satisfaction at all" and ten means "completely satisfied".

	0—No satisfaction at all	1	2	3	4	5	6	7	8	9	10—Completely satisfied	Don't know
a Firstly: Thinking about your own life and personal circumstances, how satisfied are you with your life as a whole?	0	1	2	3	4	5	6	7	8	9	10	11
And how satisfied are you with...												
b Your standard of living	0	1	2	3	4	5	6	7	8	9	10	11
c Your health	0	1	2	3	4	5	6	7	8	9	10	11
d What you are currently achieving in life	0	1	2	3	4	5	6	7	8	9	10	11
e Your personal relationships	0	1	2	3	4	5	6	7	8	9	10	11
f How safe you feel	0	1	2	3	4	5	6	7	8	9	10	11
g Feeling part of your community	0	1	2	3	4	5	6	7	8	9	10	11
h Your future security	0	1	2	3	4	5	6	7	8	9	10	11

- 50 In the last week, how much control do you feel you have had over what happens to you and your immediate day-to-day life?

0—No control at all	1	2	3	4	5	6	7	8	9	10—Complete control
1	2	3	4	5	6	7	8	9	10	11

- 51 Right at the moment, what do you feel the impact of the COVID-19 situation is...

	Extremely negative impact	1	2	3	4	No real impact	6	7	8	9	Extremely positive impact
a For you personally	0	1	2	3	4	5	6	7	8	9	10
b For your family and friends	0	1	2	3	4	5	6	7	8	9	10
c For Australia	0	1	2	3	4	5	6	7	8	9	10
d For the world	0	1	2	3	4	5	6	7	8	9	10

The next few questions are designed to help us understand how you are coping with various facets of life. We understand that 2020 has been uncharacteristically challenging for all members of the community so please consider these questions in light of your experiences over the past 3 years.

- 52 **Now, thinking about the last 3 years**, how would you describe the following aspects of your life?
We will be using a scale from 1 to 5, where 1 means “struggling”, 3 means “coping” and 5 means “thriving”.

	Struggling		Coping		Thriving	Not applicable
a Life at work	1	2	3	4	5	6
b Family life	1	2	3	4	5	6
c Achieving life goals	1	2	3	4	5	6

G. About you

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

The questions in this final section are designed to help us analyse the survey results so that DVA can direct its service improvements appropriately. The results will only be used in summary form, and **DVA will not be able to identify individual responses.**

53 Which of the following best describes you?

- 1 Former permanent member of the Australian Defence Force
- 2 Former Reserve member of the Australian Defence Force
- 3 Serving permanent member of the Australian Defence Force *[Go to q57]*
- 4 Serving Reserve member of the Australian Defence Force on Continuous Full-time Service *[Go to q57]*
- 5 Serving Reserve member of the Australian Defence Force not on Continuous Full-time Service *[Go to q57]*
- 6 Member / former serving member of the Australian Federal Police *[Go to q57]*
- 7 War widow/er *[Go to q58]*
- 8 Dependant (spouse, partner or child) of a veteran / former serving member *[Go to q57]*
- 9 Other *[Please specify]* _____ *[Go to q57]*

54 How many years ago did you leave the Australian Defence Force? If you cannot recall exactly, please give me your best estimate. Accept range if required

- 1 n= _____ years
- 2 Range: _____ years

If q50=2 (former Reserve member), or q51.1>5 (left the Defence Force more than five years ago), go to q57.

55 Thinking about when you were transitioning out of the Defence Force, did you have any trouble accessing or finding support or services to help you? Which service?
[Do not read out. Multiple response.]

- 1 Housing assistance
- 2 Employment
- 3 Physical health (including locating a General Practitioner)
- 4 Mental health
- 5 Insurance
- 6 Financial advice
- 7 Financial support (e.g. payments)
- 8 Family support

9 Community support

10 Other *[Please specify]* _____

11 Didn't require support

12 No gaps in support

56 **When** did you first find out about DVA and the services it could provide? *[Read out 1-3; single response]*

1 Whilst you were still in the ADF

2 During your transition from the ADF

3 Sometime after you transitioned from the ADF

4 Not sure

5 *[Have not received any information]* *[Go to q58]*

57 Have you or any of your family accessed any information about DVA's transition and other supports and services through: *[Read out. Multiple response.]*

1 DVA's On Base Advisory Service

2 Information stalls or presentations at Defence Transition Seminars

3 The DVA website

4 The Open Arms - Veterans and Families Counselling website

5 The At-Ease website

6 Social media posts by DVA

7 DVA brochures *[Please specify which ones]* _____

8 DVA Presentation

9 Word of mouth

10 Any other source *[Please specify]* _____

11 Can't recall *[Go to q58]*

58 To what extent do you agree or disagree with the following statements:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know
a The information I received about DVA was useful and relevant to me	1	2	3	4	5	6
b I was provided with information at the right time	1	2	3	4	5	6

59 How long have you been a client of DVA? If you cannot recall exactly, please give me your best estimate. *Accept range if required*

1 n= _____ years

60 [Don't ask if Q46=yes, aged care facility] Which of the following best describes your **current** household composition?

1 Single person household

2 Couple with no dependents

3 Household with children

4 Shared occupancy

5 Other [Please specify] _____

6 [Would rather not say]

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

Thank you very much, that concludes our survey.

We would like to thank you for your participation in the research, and if you have any queries or concerns about the survey, please contact <<redacted>> of ORIMA Research on <<redacted>>. This is a toll free number.

If you need support, Open Arms, formerly known as VVCS (Veterans and Veterans Families Counselling Service) is available 24/7 by calling 1800 011 046.

[If required] Open Arms, formerly known as VVCS provides free and confidential, nationwide counselling and support for war and service-related mental health conditions, for current and former serving ADF members, and their families.

[If required] If you would like to chat to Open Arms, formerly known as VVCS about what support they could offer you, please give them a call, the number again is 1800 011 046.