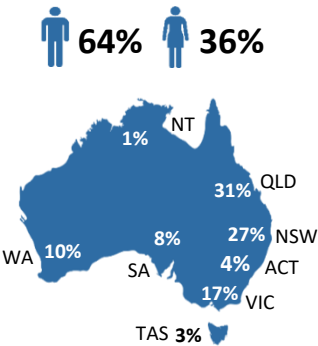


2021-2022 Client Satisfaction Pulse Survey

This fact sheet summarises the key findings from the 2021-22 DVA Client Satisfaction Pulse Survey. A representative sample of 2,001 DVA clients were randomly selected to participate in the telephone survey conducted in December 2021 and January 2022. The representative sample included male and female clients across states/territories and age groups, similar to the methodology used in the most recent larger-scale survey in 2020. Weighting is applied post-fieldwork using current DVA client population data, to ensure overall results reflect the DVA client base as a whole.

Respondent Characteristics



	DVA Client Population	Survey Demographic	
Age	%	%	Number
Under 45	24%	24%	488
45-64	23%	23%	454
65+	53%	53%	1,059
Total	100%	100%	2,001

80% Veterans
56% Former permanent ADF
16% Serving permanent ADF
6% Former Reserve ADF
5% Serving Reserve ADF
20% Dependants and family
9% War widow or widower
9% Dependant of a veteran
1% Other
(Self described, multiple response allowed)

The context of the pulse survey

The Department of Veterans' Affairs (DVA) has been conducting a Client Satisfaction Survey periodically since 1995. The survey has been conducted annually since 2018 and captures the performance of the department's service delivery efforts from the perspective of the client, asking for feedback on their experiences interacting with DVA over the past 12 months. Survey results drive DVA's ongoing transformation and help us better understand and support the changing needs of veterans and their families today, and into the future.

The Pulse Survey was conducted against a backdrop of the ongoing COVID-19 pandemic, natural disaster events and recovery efforts. The Pulse Survey has been used as an interim measure of DVA's performance before transitioning to a new survey program in 2023, which will see the traditional telephone interviews augmented with a new online survey pilot.

A key component of DVA's transformation program has been improving the digital experience for clients. This mixed approach will help shape the Client Satisfaction Survey into the future and enable us to continue providing clients with a greater choice in how they interact with the department.

Overall satisfaction

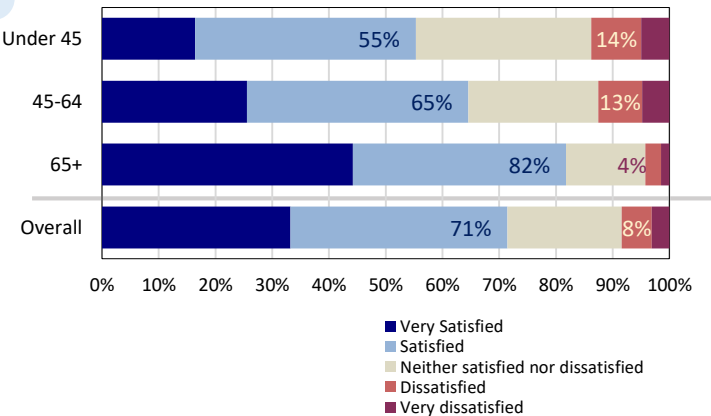
All clients were asked to consider their overall experience with DVA in the last 12 months and to rate their satisfaction with the service DVA provides.

71% of DVA clients are satisfied

Overall satisfaction with DVA was lower than recorded in previous recent years (78% or higher from 2018-2020), although *dissatisfaction* was at a similar level (8% in 2021-2022, 6-7% in 2018-2020). The results of this survey will inform DVA's efforts to transform the delivery of services for all veterans and their families.

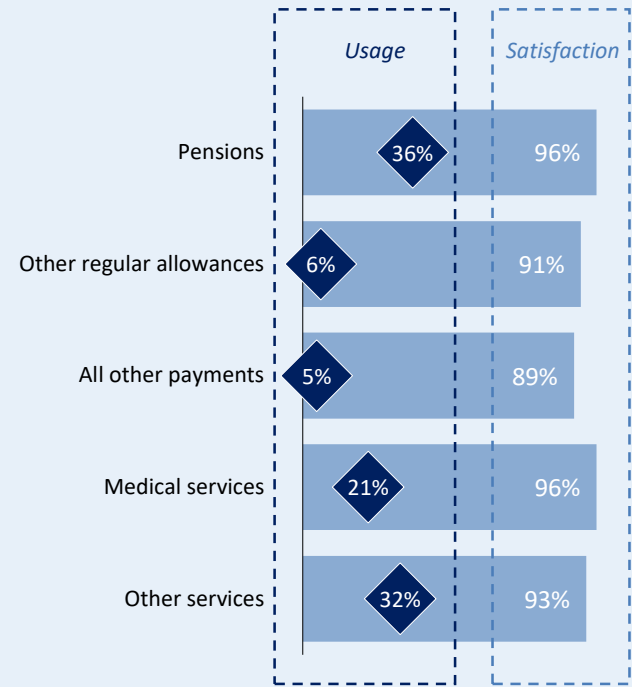
Satisfaction with DVA by age group

Clients over 65 years of age continue to be more satisfied with DVA overall (82% satisfied, 4% dissatisfied) than veterans under 45 (55% satisfied, 14% dissatisfied).



DVA Services

Of all DVA clients, 91% had accessed some services in the past 12 months, most commonly pensions (36%) or medical services (21%). Among those who have accessed a service, satisfaction with DVA's service provision were generally high, and consistent with previous years.



The survey asked **clients who had transitioned from the Defence Force in the last 5 years** whether they had trouble accessing or finding support or services to help them.

65% either did **not** require support services or experience gaps in support, similar to 64% in 2020.

For the **35%** who indicated they did require support for finding services, the most common services mentioned were:

- physical health
- mental health
- Employment
- financial support

When asked about the information received about DVA's transition and other supports:

72% agreed that the information was useful and relevant

66% agreed that the information was provided at the right time

70% found out about DVA services while in the ADF

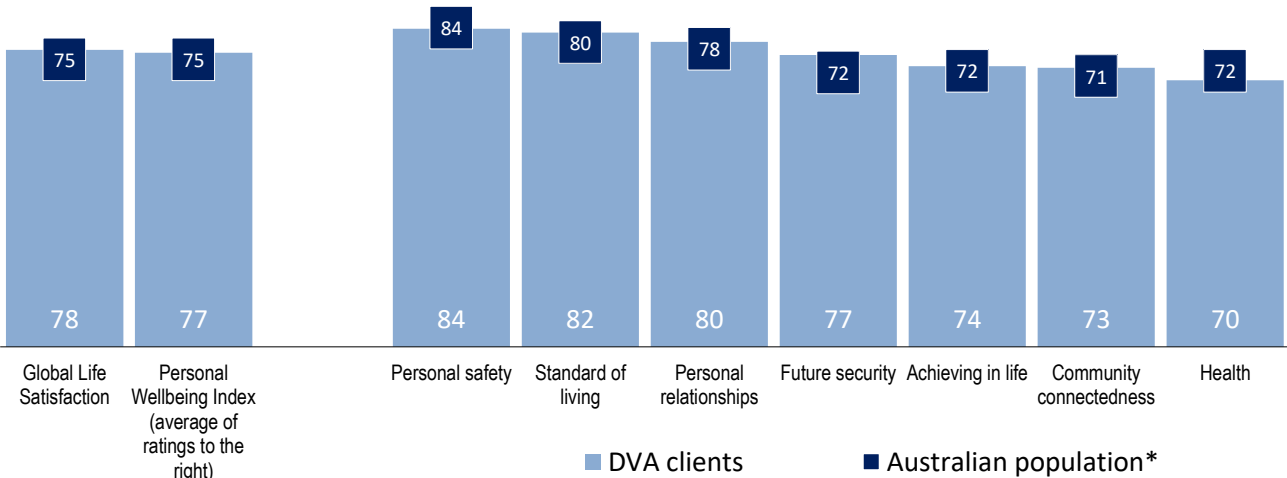
16% found out about DVA services during transition

11% found out after leaving the ADF
3% Could not recall finding out

Client wellbeing

DVA clients were asked to rate their current wellbeing on a range of measures, shown below. Results were generally in line with, or above, wellbeing ratings provided by the Australian population as a whole—however, it is important to note that these figures are group averages, and include individuals who assessed themselves as having substantially lower wellbeing on some or all of these measures.

- Ratings were provided on a 1-10 scale (converted here to a 1-100 scale).
- **Global Life Satisfaction** is based on a single question, asking people to rate their satisfaction with life as a whole.
- **Personal Wellbeing Index** averages more specific aspects of wellbeing (an average of the columns to the right).



* Source: Australian Unity Wellbeing Index (2021 results, published Deakin University, 2022)

For a full copy of results and more information about the survey, please visit the DVA website

<https://www.dva.gov.au/survey>

