

**Department of Veterans' Affairs**

**2021-2022 Client Satisfaction Pulse 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

Each year DVA runs the Client Satisfaction Survey to better understand your experience interacting with the department; to learn what's working well and where communication and information available to the veteran community can improve.

The survey will take around 20 minutes to complete, depending on your answers.

Your answers will be completely confidential and any personal details will not be passed to the Department of Veterans' Affairs. Your answers will not affect any pension, benefits or health services that 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 survey 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

## 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 interact with DVA?

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

2 When you need to interact 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

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?

[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 Disability Pension
- 7 Veteran Payment
- 8 Income Support Supplement
- 9 Incapacity Payment
- 10 Permanent Impairment Payments
- 99 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?

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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?

- 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
  - 97 Other *[Please specify]* \_\_\_\_\_
  - 98 Don't know / can't remember
- 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 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
  - 97 Other *[Please specify]* \_\_\_\_\_
  - 98 [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]

- 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 DVA processes are unfair or not transparent *[Record details if provided]* \_\_\_\_\_
- 6 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 (in person)	Received in the past 12 months (via telehealth)	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	4
b Medical specialists	1	2	3	4
c Optical specialists	1	2	3	4
d Dental treatment	1	2	3	4
e Public hospital treatment	1	2	3	4
f Private hospital treatment	1	2	3	4
g Allied Health treatment (this includes other physical health specialists, such as physiotherapists and exercise physiologists)	1	2	3	4
h Mental health treatment through a counsellor or psychologist	1	2	3	4
i Community nursing	1	2	3	4

If no services received in q14 (i.e. have not selected 1 or 2 at all), go to q19.

- 15 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 q17]*
- 4 No *[Go to q17]*
- 5 Not sure *[Go to q17]*

- 16 What were the main difficulties you experienced in accessing these services? Were they:  
[Multiple response]

- 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 q17 so as to only ask about services received (in q14).

17 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

18 [Ask if any of q17 = Dissatisfied or Very dissatisfied] You said you were dissatisfied with some of DVA's assistance in accessing medical treatment. What is the main reason you are dissatisfied?

19 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
o Rehabilitation assistance (this includes medical, social and vocational rehabilitation programs)	1	2	3



20 [Ask if QError! Reference source not found.=2 or 3] 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 q22]
- 4 Not sure / can't remember [Go to q22]

21 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

Enable questions in q22 so as to only ask about services received (in q19). If no services received in q19 or q20, go to next section.

22 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 Rehabilitation assistance (this includes medical, social and vocational rehabilitation programs)	1	2	3	4	5
d Aids and appliances	1	2	3	4	5
e Home modifications	1	2	3	4	5
f Heart Health Program	1	2	3	4	5
g Veteran Recognition Package	1	2	3	4	5
h Grants to private organisations that provide assistance to veterans	1	2	3	4	5
i Commemorations (such as a war grave or commemorative plaque)	1	2	3	4	5
j Defence Service Homes Insurance	1	2	3	4	5
k Defence Home Ownership Scheme	1	2	3	4	5
l Defence Home Loan Scheme	1	2	3	4	5
m The Pensioner Loan Scheme	1	2	3	4	5
n DVA's 'book car with driver' service	1	2	3	4	5
o DVA's reimbursement of travel costs	1	2	3	4	5

23 [Ask if any of q22 = Dissatisfied or Very dissatisfied] You said you were dissatisfied with some of DVA's assistance with [q22 response]. What is the main reason you are dissatisfied?

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## C. Submitting a claim

24 In the past 12 months, have you submitted a claim or application for a benefit or service to DVA?  
[Multiple response allowed]

- 1 Yes, paper submission
- 2 Yes, online submission
- 3 Yes, it was submitted by someone else
- 4 No [Go to next section]
- 5 Not sure [Go to next section]

If multiple claims lodged (more than one option in q24) ask about most recent claim in following questions.

q24a [Ask only if claim submitted by someone else (q24=3)] Who submitted the claim on your behalf? Was it: [Single response]

- 1 An ESO advocate
- 2 A family member
- 3 A friend
- 4 A lawyer
- 5 Someone else [Please specify] \_\_\_\_\_

25 [Do **not** ask if claim submitted by someone else (q24=3)] Please indicate the extent to which you agree or disagree with the following statements about your claim or application process.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know
a It was easy to lodge my claim or application	1	2	3	4	5	6
b I understood the application process	1	2	3	4	5	6
c The overall time it took to process my application my reasonable	1	2	3	4	5	6

26 How long did it take for your claim to be processed?

- 1 Up to 2 weeks
- 2 1 month
- 3 2-3 months
- 4 4-6 months
- 5 7-12 months
- 6 13-17 months
- 7 18 months or more
- 8 Still being processed [Go to Q28]
- 9 [Don't know]

27 Did you get the outcome you wanted?

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

28 Overall, how satisfied were you with the experience of making your claim?

- 1 Very satisfied
- 2 Satisfied
- 3 Somewhat satisfied
- 4 Somewhat dissatisfied
- 5 Dissatisfied
- 6 Very dissatisfied
- 7 [Don't know]

## D. Other contact with DVA

29 When DVA needs to contact you about day-to-day, routine matters, how would you prefer that they do this? I will read out the options – if possible, please tell me which would be your first, second, third, fourth and fifth preference. Please note that as this survey is confidential, your preferences won't be included on your file.

- 1 Phone call
- 2 SMS or text message
- 3 Email
- 4 Letter
- 5 Online portal like MyAccount, MyGov or MyService
- 97 Other *[Please specify]* \_\_\_\_\_
- 98 No access to internet / email / computer
- 99 No preference, don't mind how DVA contacts me

30 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]*

31 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

32 *[Ask if 2, better, is selected anywhere in Q31]* What is the main way your interactions with DVA have improved?

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33 *[Ask if 4, worse, is selected anywhere in Q31]* What is the main way in which your interactions with DVA became worse?

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If Q30=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 q34=3.

34 Was this contact about: **Single response.**

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

35 What DVA service did this matter relate to?

### **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 Disability Pension
- 7 Veteran Payment
- 8 Income Support Supplement
- 9 Incapacity Payment
- 10 Permanent Impairment Payments
- 93 Other pension \_\_\_\_\_

### **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
- 94 Other regular allowance or payment \_\_\_\_\_

### **One-off payments**

- 31 Crisis Payments
- 32 Bereavement Payments

33	Funeral Benefit
34	Permanent Impairment Compensation
35	Lump Sum Advance
36	Pension Bonus
37	Veterans Pharmaceutical Reimbursement Scheme (VPRS) payment
39	One off Energy Supplement
93	Other one-off payment_____
	<b>Medical treatment</b>
51	General practitioners
52	Medical specialists
53	Optical specialists
54	Dental treatment
55	Public hospital treatment
56	Private hospital treatment
57	Allied Health treatment
58	Mental health treatment through a counsellor or psychologist
59	Community nursing
88	Rehabilitation assistance
96	Other medical treatment _____
	<b>Other service</b>
71	In-home care - including personal care and household services
72	Respite care
73	Aids and appliances
74	Home modifications
75	Heart Health Program
76	Veteran Recognition Package
77	Grants to private organisations that provide assistance to veterans
78	Commemorations in the form of the delivery or maintenance of a war grave or commemorative plaque
79	Defence Service Homes Insurance
80	Defence Home Ownership Scheme
81	Defence Home Loan Scheme
82	The Pensioner Loan Scheme
83	Book car with driver
84	Reimbursement of travel costs
97	Other_____

36 Considering **all** your dealings on this matter [q35 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

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

- 1 Yes
- 2 No [Go to q39]
- 3 Can't remember [Go to q39]

38 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] \_\_\_\_\_

39 Considering all your dealings with DVA on [q35 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 [Ask if q34 = 1 or 2] The extent to which the service was tailored to meet my needs	1	2	3	4	5	6
d [Ask if q34 = 1 or 2] The service overall	1	2	3	4	5	6

40 [Ask if q39d = 1 or 2; or if q39d was not asked, if q39b = 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.

**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 I received the outcome I was after
- 14 Clear language (on printed forms, form letters, etc.)
- 15 Completeness of information
- 16 Accuracy of information
- 17 Relevance of information

**Other**

- 18 Other 1 [Please specify] \_\_\_\_\_
- 19 Other 2 [Please specify] \_\_\_\_\_
- 20 Other 3 [Please specify] \_\_\_\_\_

- 21 [Don't know]



- 41 [Ask if q39d = 3-5; or if q39d was not asked, if q39b = 3-5] What are the main reasons you were less than satisfied with DVA's advice or assistance?  
You can select up to three.

**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 I did not receive the outcome I was after
- 14 Unclear language (on printed forms, form letters, etc.)
- 15 Incomplete information
- 16 Inaccurate information
- 17 Irrelevant information

**Other**

- 18 Other 1 *[Please specify]* \_\_\_\_\_
- 19 Other 2 *[Please specify]* \_\_\_\_\_
- 20 Other 3 *[Please specify]* \_\_\_\_\_

- 21 [Don't know]

## 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.

42 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

43 [Skip if 1-3 not selected in Q42e or Q42f] In what ways would you be comfortable interacting online with DVA or other government entities? [Multiple response]

- 1 The agency's website
- 2 MyService
- 3 MyGov
- 4 App
- 5 Social media (such as Facebook and Twitter)
- 6 Other [Please specify] \_\_\_\_\_

43i [IF CODE 4 APP:] Would you like that to be an app for use on a phone, tablet or computer (including a desktop computer or laptop computer) [Multiple response]

- 1 Phone
- 2 Tablet
- 3 Computer/PC Desktop or laptop

## F. Overall impressions

- 44 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 Sensitive to 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 Is connected to clients (e.g. through Ex-Service Organisations)	1	2	3	4	5	6
m Provides the level of support I need and expect	1	2	3	4	5	6

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

- 1 Very satisfied [\[Go to q47\]](#)
- 2 Satisfied [\[Go to q47\]](#)
- 3 Neither satisfied nor dissatisfied [\[Go to q47\]](#)
- 4 Dissatisfied
- 5 Very dissatisfied

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

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## Aged care

If respondent is younger than 65, go to question 52.

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

47 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 q49]*
- 3 No *[Go to q49]*

48 Overall, how satisfied are you with the programme?

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

49 Are you currently living in an Aged Care facility?

- 1 Yes
- 2 No *[Go to q52]*

50 How satisfied are you with the quality of services and care in your aged care facility?

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

51 *[Ask if q50=3-5, not satisfied]* What are you most concerned about in relation to the quality of services and care in your aged care facility?

- 1 Quality of clinical care
- 2 Quality, range, amount of meals/diet
- 3 Lack of social opportunities/connectivity
- 4 Access to allied health (podiatry, physiotherapy)
- 5 Access to rehabilitation equipment and services
- 6 Lack of Veteran cultural activities (e.g. ANZAC day observances, display war memorabilia)
- 7 Other *[Please specify]* \_\_\_\_\_

## Wellbeing

52 [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

53 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	[Don't know]
0	1	2	3	4	5	6	7	8	9	10	11

54 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	[Don't know]
a For you personally	0	1	2	3	4	5	6	7	8	9	10	11
b For your family and friends	0	1	2	3	4	5	6	7	8	9	10	11
c For Australia	0	1	2	3	4	5	6	7	8	9	10	11
d For the world	0	1	2	3	4	5	6	7	8	9	10	11

The next few questions are designed to help us understand how you are coping with various facets of life. We understand that 2021 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.

- 55 **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

[Not asked of carers unless able to answer on respondent's behalf]

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.**

56 Which of the following best describes you? [Allow but do not prompt for multiple response]

- 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 q62]
- 4 Serving Reserve member of the Australian Defence Force on Continuous Full-time Service [Go to q62]
- 5 Serving Reserve member of the Australian Defence Force not on Continuous Full-time Service [Go to q62]
- 6 Member / former serving member of the Australian Federal Police [Go to q62]
- 7 War widow/er [Go to q62]
- 8 Dependant (spouse, partner or child) of a veteran / former serving member [Go to q62]
- 9 Other [Please specify] \_\_\_\_\_ [Go to q62]

57 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 q56=2 (former Reserve member), or q57.1>5 (left the Defence Force more than five years ago), go to q62.

58 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 [Please specify] \_\_\_\_\_
- 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

59 **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 q62]

60 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 Veteran Support Officers or Open Arms Peer Engagement Teams
- 2 Information stalls or presentations at Defence Transition Seminars
- 3 From a DVA representative on base
- 4 The DVA website
- 5 The Open Arms - Veterans and Families Counselling website
- 6 The At-Ease website
- 7 Social media posts by DVA
- 8 DVA brochures/newsletters [Please specify which ones] \_\_\_\_\_
- 9 DVA Presentation
- 10 Word of mouth
- 11 Any other source [Please specify] \_\_\_\_\_
- 12 Can't recall [Go to q62]

61 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

62 How long have you been a client of DVA? If you cannot recall exactly, please give me your best estimate.

- 1 n= \_\_\_\_\_ years
- 2 Range: \_\_\_\_\_ years



63 [Don't ask if Q49=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]

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

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Thank you very much, that concludes our survey.