

**Department of Veterans' Affairs**

**2014 Client Service Survey**

**Appendix F: CATI results split by gender**

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	275	21.0	21.0	21.0
		No - I deal with DVA personally	1032	78.8	79.0	100.0
		Total	1307	99.8	100.0	
	Missing	System	2	.2		
	Total		1309	100.0		
Female	Valid	Yes	261	17.3	17.3	17.3
		No - I deal with DVA personally	1247	82.7	82.7	100.0
		Total	1508	100.0	100.0	

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Always	9	.7	6.0	6.0
		Most of the time	10	.8	6.9	12.9
		Sometimes	82	6.3	56.9	69.8
		Rarely	44	3.3	30.2	100.0
		Total	145	11.1	100.0	
	Missing	System	1164	88.9		
Total		1309	100.0			
Female	Valid	Always	13	.8	11.7	11.7
		Most of the time	6	.4	5.6	17.3
		Sometimes	51	3.4	46.6	63.9
		Rarely	39	2.6	36.1	100.0
		Total	109	7.2	100.0	
	Missing	System	1399	92.8		
Total		1508	100.0			

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

**Q3. Which State/Territory do you live in?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Australian Capital Territory	12	.9	.9	.9
		New South Wales	417	31.9	31.9	32.8
		Northern Territory	11	.8	.8	33.6
		Queensland	324	24.8	24.8	58.4
		South Australia	93	7.1	7.1	65.5
		Tasmania	74	5.7	5.7	71.2
		Victoria	236	18.0	18.0	89.2
		Western Australia	142	10.8	10.8	100.0
		Total	1309	100.0	100.0	
Female	Valid	Australian Capital Territory	12	.8	.8	.8
		New South Wales	481	31.9	31.9	32.7
		Northern Territory	10	.7	.7	33.4
		Queensland	374	24.8	24.8	58.1
		South Australia	128	8.5	8.5	66.7
		Tasmania	55	3.6	3.6	70.3
		Victoria	304	20.1	20.1	90.4
		Western Australia	144	9.6	9.6	100.0
		Total	1508	100.0	100.0	

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

**Q4. Age group**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Under 30 years	18	1.4	1.4	1.4
		30-34 years	20	1.5	1.5	2.9
		35-39 years	16	1.2	1.2	4.2
		40-44 years	33	2.5	2.5	6.7
		45-49 years	60	4.6	4.6	11.3
		50-54 years	53	4.1	4.1	15.3
		55-59 years	77	5.8	5.8	21.2
		60-64 years	144	11.0	11.0	32.2
		65-69 years	264	20.2	20.2	52.4
		70-74 years	63	4.8	4.8	57.2
		75-79 years	88	6.7	6.7	63.9
		80-84 years	83	6.4	6.4	70.3
		85 years and over	389	29.7	29.7	100.0
		Total	1309	100.0	100.0	
Female	Valid	Under 30 years	7	.4	.4	.4
		30-34 years	4	.3	.3	.7
		35-39 years	5	.4	.4	1.1
		40-44 years	8	.6	.6	1.6
		45-49 years	26	1.7	1.7	3.3
		50-54 years	30	2.0	2.0	5.3
		55-59 years	27	1.8	1.8	7.1
		60-64 years	112	7.5	7.5	14.6
		65-69 years	168	11.2	11.2	25.7
		70-74 years	115	7.6	7.6	33.4
		75-79 years	100	6.6	6.6	40.0
		80-84 years	187	12.4	12.4	52.4
		85 years and over	718	47.6	47.6	100.0
		Total	1508	100.0	100.0	

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

**Q4@. Age group**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	18-34	38	2.9	2.9	2.9
		35-44	49	3.7	3.7	6.7
		45-54	113	8.6	8.6	15.3
		55-64	221	16.9	16.9	32.2
		65-74	327	25.0	25.0	57.2
		75-84	171	13.1	13.1	70.3
		85+	389	29.7	29.7	100.0
		Total	1309	100.0	100.0	
Female	Valid	18-34	11	.7	.7	.7
		35-44	14	.9	.9	1.6
		45-54	56	3.7	3.7	5.3
		55-64	139	9.2	9.2	14.6
		65-74	283	18.8	18.8	33.4
		75-84	287	19.0	19.0	52.4
		85+	718	47.6	47.6	100.0
		Total	1508	100.0	100.0	

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	1105	84.4	84.4	84.4
		No	193	14.7	14.7	99.1
		Don't know/ Can't remember	11	.9	.9	100.0
		Total	1309	100.0	100.0	
Female	Valid	Yes	1281	85.0	85.0	85.0
		No	214	14.2	14.2	99.1
		Don't know/ Can't remember	13	.9	.9	100.0
		Total	1508	100.0	100.0	

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

Q5. Gender			Frequency	% of respondents
Male	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	674	61.0
		Income Support Supplement	41	3.8
		War Widow/ers Pension	4	.3
		Wholly Dependent partner pension	4	.4
		Disability Pension	463	41.9
		Incapacity payments	83	7.5
		Permanent impairment	31	2.8
		Reimbursement for treatment or travel	74	6.7
		Reimbursement for household services or attendant care	15	1.3
		Veterans' Supplement / Seniors Supplement	12	1.1
		Clean Energy Advance/Supplement	26	2.4
		Rent Assistance	14	1.2
		Defence Force Income Support Allowance (DFISA)	11	1.0
		Funeral benefit/ Bereavement payment	1	.1
		Other	26	2.3
		Don't know/ Can't remember	3	.3
		None of the above	9	.8

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

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

Q5. Gender			Frequency	% of respondents
Male	Number of Respondents		1105	100.0
Female	Valid	Service Pension/ Partner Service Pension/ Invalidity Service Pension /Age Pension	452	35.3
		Income Support Supplement	89	6.9
		War Widow/ers Pension	755	58.9
		Wholly Dependent partner pension	20	1.5
		Disability Pension	65	5.0
		Incapacity payments	15	1.2
		Permanent impairment	7	.6
		Reimbursement for treatment or travel	55	4.3
		Reimbursement for household services or attendant care	25	1.9
		Veterans' Supplement / Seniors Supplement	18	1.4
		Clean Energy Advance/Supplement	21	1.6
		Rent Assistance	16	1.2
		Defence Force Income Support Allowance (DFISA)	2	.2
		Funeral benefit/ Bereavement payment	14	1.1
		Other	31	2.4
		Don't know/ Can't remember	6	.5
		None of the above	1	.1
		Number of Respondents	1281	100.0

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents	
Male	Valid	Health services	725	55.4	
		Home services	270	20.7	
		Aids and appliances	234	17.9	
		Rehabilitation Services	98	7.5	
		Transport services (including reimbursement)	306	23.4	
		Education schemes	9	.7	
		Defence Service Homes (DSH) insurance	84	6.4	
		Pensioner Concession Card	647	49.5	
		Commonwealth Seniors Health Card	302	23.1	
		Lump Sum Advance	19	1.5	
		Other	1	.0	
		Don't know/ Can't remember	1	.1	
		None of the above	206	15.7	
		Number of Respondents		1308	100.0
		Female	Valid	Health services	817
Home services	470			31.2	
Aids and appliances	302			20.0	
Rehabilitation Services	103			6.9	
Transport services (including reimbursement)	388			25.7	
Education schemes	9			.6	
Defence Service Homes (DSH) insurance	109			7.2	
Pensioner Concession Card	931			61.8	
Commonwealth Seniors Health Card	428			28.4	
Lump Sum Advance	25			1.7	
Other	5			.4	
Don't know/ Can't remember	0			.0	
None of the above	203			13.5	
Number of Respondents				1506	100.0



DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents
Male	Valid	Visiting the DVA website (www.dva.gov.au)	47	3.6
		Telephoning DVA	380	29.1
		Contacting DVA via email	28	2.2
		Writing a letter to DVA	48	3.6
		Filling in a form or submitting a claim / application	38	2.9
		DVA's social media channels (such as Facebook and Twitter)		
		Through a third party e.g. through an agent, nominee, friend or relative	40	3.1
		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)	110	8.4
		Can't remember		
		Have not contacted DVA or sought information from DVA in the last 12 months	777	59.4

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents
Male	Number of Respondents		1308	100.0
Female	Valid	Visiting the DVA website (www.dva.gov.au)	18	1.2
		Telephoning DVA	411	27.3
		Contacting DVA via email	10	.7
		Writing a letter to DVA	27	1.8
		Filling in a form or submitting a claim / application	15	1.0
		DVA's social media channels (such as Facebook and Twitter)		
		Through a third party e.g. through an agent, nominee, friend or relative	18	1.2
		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)	75	5.0
		Can't remember	4	.2
		Have not contacted DVA or sought information from DVA in the last 12 months	1016	67.5
	Number of Respondents		1506	100.0

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

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

Q5. Gender			Frequency	% of respondents
Male	Valid	Get information about a DVA service or benefit	169	31.8
		Lodge a claim (e.g. for a benefit or for compensation)	97	18.3
		Organise for a service to be provided (e.g. transport arrangements)	45	8.6
		Find out about the progress of a claim/ application	29	5.5
		Get a statement or letter from DVA (e.g. to help apply for a concession)	11	2.2
		Ask a question about a letter I received from DVA	10	1.8
		Update your personal or financial information (e.g. to change your address, or provide income or asset details)	120	22.7
		Speak to someone about a review of your personal or financial information	38	7.2
		Resolve a problem	25	4.8
		Provide feedback	4	.8
		Other	2	.4
		Can't remember	9	1.8

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

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

Q5. Gender		Frequency	% of respondents
Male	Number of Respondents	531	100.0
Female	Valid		
	Get information about a DVA service or benefit	120	24.5
	Lodge a claim (e.g. for a benefit or for compensation)	47	9.6
	Organise for a service to be provided (e.g. transport arrangements)	104	21.2
	Find out about the progress of a claim/ application	13	2.7
	Get a statement or letter from DVA (e.g. to help apply for a concession)	6	1.3
	Ask a question about a letter I received from DVA	9	1.8
	Update your personal or financial information (e.g. to change your address, or provide income or asset details)	118	24.0
	Speak to someone about a review of your personal or financial information	21	4.3
	Resolve a problem	50	10.2
	Provide feedback	4	.9
	Other	1	.3
	Can't remember	16	3.3
	Number of Respondents	490	100.0

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

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

Q5. Gender			Frequency	% of respondents
Male	Valid	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	72	13.6
		Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	55	10.4
		War Widow/ers Pension	9	1.7
		Wholly Dependent partner compensation		
		Disability Pension	56	10.6
		Incapacity payments	14	2.6
		Permanent impairment Compensation	12	2.2
		Reimbursement of treatment or travel	9	1.7
		Reimbursement for household services or attendant care	19	3.5
		Allowances	16	3.0
		Health services	24	4.6
		Aids and appliances	106	20.0
		Rehabilitation	22	4.1
		Transport (including reimbursement)	3	.5
		Qualifying service application	32	6.1
		Treatment (cards of reimbursement)	5	.9
		DVA Concession cards	10	2.0
		Lump Sum Advance	17	3.3
		Supplement Payments (Seniors Supplement and Veterans Supplement)	11	2.0
		Defence Force Income Support Allowance (DFISA)	3	.5
		Funeral benefit/ Bereavement payment	1	.1
		Aged Care Assets Assessment for entry into Residential Aged Care	4	.7
		Other	8	1.6
		Can't remember	51	9.6
			11	2.1

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

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

Q5. Gender		Frequency	% of respondents
Male	Number of Respondents	530	100.0
Female	Valid		
	Claim for an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	50	10.3
	Ongoing payment of an Income Support pension (including Service Pension, Partner Service Pension, Age Pension and Income Support Supplement)	47	9.6
	War Widow/ers Pension	71	14.4
	Wholly Dependent partner compensation	2	.5
	Disability Pension	8	1.6
	Incapacity payments	3	.6
	Permanent impairment Compensation	5	1.0
	Reimbursement of treatment or travel	29	5.9
	Reimbursement for household services or attendant care	33	6.7
	Allowances	12	2.5
	Health services	68	13.9
	Aids and appliances	35	7.1
	Rehabilitation	0	.1
	Transport (including reimbursement)	41	8.5
	Qualifying service application	3	.6
	Treatment (cards of reimbursement)	2	.5
	DVA Concession cards	9	1.8
	Lump Sum Advance	18	3.7
	Supplement Payments (Seniors Supplement and Veterans Supplement)	2	.3
	Defence Force Income Support Allowance (DFISA)	0	.1
	Funeral benefit/ Bereavement payment	10	2.0
	Aged Care Assets Assessment for entry into Residential Aged Care	12	2.5
	Other	31	6.4

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

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

Q5. Gender			Frequency	% of respondents
Female	Valid	Can't remember	24	4.9
		Number of Respondents	489	100.0

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Visiting the DVA website (www.dva.gov.au)	17	1.3	3.2	3.2	
		Telephoning DVA	334	25.5	63.0	66.2	
		Contacting DVA via email	13	1.0	2.5	68.6	
		Writing a letter to DVA	33	2.5	6.2	74.9	
		Filling in a form	15	1.1	2.8	77.7	
		Visiting a DVA office in person	27	2.0	5.0	82.7	
		Visiting another government agency or organisation that represents DVA	6	.5	1.2	83.9	
		Speaking to a DVA representative outside of a DVA office	50	3.8	9.3	93.2	
		Through a third party (e.g. through an agent, nominee, friend or relative)	31	2.4	5.9	99.1	
		Other	0	.0	.1	99.2	
		Can't remember	4	.3	.8	100.0	
		Total	531	40.5	100.0		
		Missing	System	778	59.5		
		Total		1309	100.0		
Female	Valid	Visiting the DVA website (www.dva.gov.au)	9	.6	1.9	1.9	
		Telephoning DVA	386	25.6	78.8	80.7	
		Contacting DVA via email	7	.5	1.4	82.1	
		Writing a letter to DVA	8	.5	1.7	83.7	
		Filling in a form	10	.7	2.1	85.8	
		Visiting a DVA office in person	20	1.3	4.1	89.9	
		Visiting another government agency or organisation that represents DVA	0	.0	.1	90.0	
		Speaking to a DVA representative outside of a DVA office	29	1.9	5.9	95.9	
		Through a third party (e.g. through an agent, nominee, friend or relative)	16	1.0	3.2	99.1	
		Other	1	.1	.2	99.3	
		Can't remember	3	.2	.7	100.0	
		Total	490	32.5	100.0		
		Missing	System	1018	67.5		
		Total		1508	100.0		

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Fully provide the information or outcome you needed	385	29.4	72.4	72.4
		Mostly provide the information or outcome you needed	46	3.5	8.6	81.0
		Partially provide the information or outcome you needed	57	4.4	10.8	91.8
		Or, not at all	44	3.3	8.2	100.0
		Total	532	40.6	100.0	
	Missing System	777	59.4			
Total			1309	100.0		
Female	Valid	Fully provide the information or outcome you needed	397	26.3	81.1	81.1
		Mostly provide the information or outcome you needed	46	3.1	9.5	90.6
		Partially provide the information or outcome you needed	25	1.7	5.1	95.7
		Or, not at all	21	1.4	4.3	100.0
		Total	490	32.5	100.0	
	Missing System	1018	67.5			
Total			1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	81	6.2	54.9	54.9
		No	64	4.9	43.9	98.8
		Don't know	2	.1	1.2	100.0
		Total	147	11.2	100.0	
	Missing System	1162	88.8			
Total			1309	100.0		
Female	Valid	Yes	40	2.6	43.1	43.1
		No	50	3.3	54.6	97.7
		Don't know	2	.1	2.3	100.0
		Total	92	6.1	100.0	
	Missing System	1415	93.9			
Total			1508	100.0		



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

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

Q5. Gender			Frequency	% of respondents
Male	Valid	The information given to me was not correct	20	24.8
		The information given to me was not complete	25	30.6
		The information provided was not relevant to my query	3	3.9
		I could not remember the information I was told before	4	5.2
		I wanted to confirm the information given to me	15	18.7
		I wanted to get information in writing	7	9.0
		DVA staff did not get back to me when they said they would	13	16.4
		I was asked to contact DVA with additional information/DVA asked me to contact them	18	22.0
		Other	6	7.5
		Can't remember		
		Number of Respondents		
Female	Valid	The information given to me was not correct	6	16.2
		The information given to me was not complete	13	33.2
		The information provided was not relevant to my query	1	1.7
		I could not remember the information I was told before	0	.7
		I wanted to confirm the information given to me	10	24.5
		I wanted to get information in writing	2	4.7
		DVA staff did not get back to me when they said they would	6	14.5
		I was asked to contact DVA with additional information/DVA asked me to contact them	6	14.5
		Other	3	7.4
		Can't remember	2	4.4
		Number of Respondents		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	19	1.4	3.6	3.6
		Disagree	40	3.0	7.6	11.3
		Neither agree or disagree	34	2.6	6.6	17.9
		Agree	191	14.6	36.7	54.5
		Strongly agree	237	18.1	45.5	100.0
		Total	520	39.7	100.0	
	Missing	System	777	59.4		
		Unsure/ Not Applicable	11	.9		
		Total	789	60.3		
	Total			1309	100.0	
Female	Valid	Strongly disagree	5	.3	1.0	1.0
		Disagree	14	1.0	3.0	4.0
		Neither agree or disagree	13	.9	2.8	6.8
		Agree	160	10.6	33.6	40.4
		Strongly agree	283	18.8	59.6	100.0
		Total	476	31.6	100.0	
	Missing	System	1019	67.6		
		Unsure/ Not Applicable	13	.8		
		Total	1032	68.4		
	Total			1508	100.0	

**Q17b. The information addressed my concerns**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	34	2.6	6.6	6.6
		Disagree	36	2.7	6.9	13.5
		Neither agree or disagree	35	2.7	6.8	20.3
		Agree	186	14.2	36.1	56.4
		Strongly agree	225	17.2	43.6	100.0
		Total	516	39.4	100.0	
	Missing	Unsure/ Not Applicable	15	1.2		
		System	777	59.4		
		Total	793	60.6		
	Total			1309	100.0	
Female	Valid	Strongly disagree	5	.4	1.1	1.1
		Disagree	8	.5	1.7	2.8
		Neither agree or disagree	23	1.5	5.0	7.8
		Agree	177	11.7	37.5	45.3
		Strongly agree	257	17.0	54.7	100.0
		Total	470	31.2	100.0	
	Missing	Unsure/ Not Applicable	18	1.2		
		System	1019	67.6		
		Total	1038	68.8		
	Total			1508	100.0	

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	21	1.6	4.1	4.1
		Disagree	29	2.2	5.6	9.7
		Neither agree or disagree	28	2.2	5.5	15.2
		Agree	198	15.1	38.5	53.8
		Strongly agree	238	18.2	46.2	100.0
		Total	514	39.3	100.0	
	Missing	Unsure/ Not Applicable	18	1.3		
	System	777	59.4			
	Total	795	60.7			
Total			1309	100.0		
Female	Valid	Strongly disagree	7	.5	1.5	1.5
		Disagree	13	.9	2.9	4.4
		Neither agree or disagree	30	2.0	6.6	11.0
		Agree	179	11.9	38.9	49.9
		Strongly agree	231	15.3	50.1	100.0
		Total	460	30.5	100.0	
	Missing	Unsure/ Not Applicable	28	1.9		
	System	1019	67.6			
	Total	1048	69.5			
Total			1508	100.0		

**Q17d. The matter was resolved**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	40	3.1	7.8	7.8
		Disagree	42	3.2	8.1	15.9
		Neither agree or disagree	29	2.2	5.7	21.7
		Agree	171	13.1	33.4	55.0
		Strongly agree	231	17.6	45.0	100.0
		Total	513	39.2	100.0	
	Missing	System	777	59.4		
	Unsure/ Not Applicable	19	1.4			
	Total	796	60.8			
Total			1309	100.0		
Female	Valid	Strongly disagree	11	.7	2.2	2.2
		Disagree	18	1.2	3.7	5.9
		Neither agree or disagree	19	1.3	4.0	9.9
		Agree	160	10.6	33.2	43.1
		Strongly agree	274	18.2	56.9	100.0
		Total	482	32.0	100.0	
	Missing	System	1018	67.5		
	Unsure/ Not Applicable	7	.5			
	Total	1026	68.0			
Total			1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	59	4.5	11.3	11.3
		Neither agree or disagree	34	2.6	6.6	17.9
		Agree	427	32.6	82.1	100.0
		Total	520	39.7	100.0	
	Missing	System	777	59.4		
		Unsure/ Not Applicable	11	.9		
		Total	789	60.3		
Total		1309	100.0			
Female	Valid	Disagree	19	1.3	4.0	4.0
		Neither agree or disagree	13	.9	2.8	6.8
		Agree	443	29.4	93.2	100.0
		Total	476	31.6	100.0	
	Missing	System	1019	67.6		
		Unsure/ Not Applicable	13	.8		
		Total	1032	68.4		
Total		1508	100.0			

**Q17b@. The information addressed my concerns**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	70	5.3	13.5	13.5
		Neither agree or disagree	35	2.7	6.8	20.3
		Agree	411	31.4	79.7	100.0
		Total	516	39.4	100.0	
	Missing	Unsure/ Not Applicable	15	1.2		
		System	777	59.4		
		Total	793	60.6		
Total		1309	100.0			
Female	Valid	Disagree	13	.9	2.8	2.8
		Neither agree or disagree	23	1.5	5.0	7.8
		Agree	434	28.8	92.2	100.0
		Total	470	31.2	100.0	
	Missing	Unsure/ Not Applicable	18	1.2		
		System	1019	67.6		
		Total	1038	68.8		
Total		1508	100.0			

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	50	3.8	9.7	9.7
		Neither agree or disagree	28	2.2	5.5	15.2
		Agree	436	33.3	84.8	100.0
		Total	514	39.3	100.0	
	Missing	Unsure/ Not Applicable	18	1.3		
		System	777	59.4		
		Total	795	60.7		
Total		1309	100.0			
Female	Valid	Disagree	20	1.3	4.4	4.4
		Neither agree or disagree	30	2.0	6.6	11.0
		Agree	410	27.2	89.0	100.0
		Total	460	30.5	100.0	
	Missing	Unsure/ Not Applicable	28	1.9		
		System	1019	67.6		
		Total	1048	69.5		
Total		1508	100.0			

**Q17d@. The matter was resolved**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	82	6.2	15.9	15.9
		Neither agree or disagree	29	2.2	5.7	21.7
		Agree	402	30.7	78.3	100.0
		Total	513	39.2	100.0	
	Missing	System	777	59.4		
		Unsure/ Not Applicable	19	1.4		
		Total	796	60.8		
Total		1309	100.0			
Female	Valid	Disagree	28	1.9	5.9	5.9
		Neither agree or disagree	19	1.3	4.0	9.9
		Agree	435	28.8	90.1	100.0
		Total	482	32.0	100.0	
	Missing	System	1018	67.5		
		Unsure/ Not Applicable	7	.5		
		Total	1026	68.0		
Total		1508	100.0			

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

**Q18a. The time it took to answer your call**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	14	1.1	3.7	3.7
		Poor	17	1.3	4.5	8.2
		Neither poor nor good	60	4.6	16.1	24.3
		Good	159	12.1	42.7	67.0
		Very good	122	9.4	33.0	100.0
	Missing	Total	371	28.4	100.0	
		System	929	70.9		
		Unsure/ Not applicable	9	.7		
		Total	938	71.6		
		Total	1309	100.0		
Female	Valid	Very poor	8	.6	2.3	2.3
		Poor	6	.4	1.5	3.9
		Neither poor nor good	32	2.1	8.9	12.8
		Good	122	8.1	33.9	46.7
		Very good	191	12.7	53.3	100.0
	Missing	Total	359	23.8	100.0	
		System	1124	74.5		
		Unsure/ Not applicable	25	1.7		
		Total	1149	76.2		
		Total	1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	5	.4	1.2	1.2
		Poor	9	.7	2.4	3.6
		Neither poor nor good	40	3.0	10.4	14.1
		Good	138	10.5	36.3	50.3
		Very good	189	14.4	49.7	100.0
	Missing	Total	380	29.0	100.0	
		System	929	70.9		
		Unsure/ Not applicable	1	.0		
		Total	929	71.0		
		Total	1309	100.0		
Female	Valid	Very poor	2	.1	.4	.4
		Poor	11	.7	3.0	3.5
		Neither poor nor good	11	.7	3.0	6.5
		Good	100	6.6	26.8	33.2
		Very good	249	16.5	66.8	100.0
	Missing	Total	373	24.8	100.0	
		System	1124	74.5		
		Unsure/ Not applicable	11	.7		
		Total	1135	75.2		
		Total	1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	21	1.6	5.6	5.6
		Poor	21	1.6	5.6	11.2
		Neither poor nor good	45	3.4	11.9	23.2
		Good	122	9.4	32.5	55.6
		Very good	167	12.8	44.4	100.0
		Total	377	28.8	100.0	
	Missing	System	929	70.9		
		Unsure/ Not applicable	3	.2		
		Total	932	71.2		
	Total		1309	100.0		
Female	Valid	Very poor	5	.3	1.3	1.3
		Poor	4	.2	1.0	2.3
		Neither poor nor good	23	1.5	6.1	8.4
		Good	94	6.2	25.2	33.6
		Very good	248	16.4	66.4	100.0
		Total	373	24.8	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not applicable	11	.7		
		Total	1135	75.2		
	Total		1508	100.0		

**Q18d. Were respectful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	5	.4	1.3	1.3
		Poor	2	.1	.4	1.7
		Neither poor nor good	12	.9	3.1	4.9
		Good	106	8.1	28.0	32.9
		Very good	254	19.4	67.1	100.0
		Total	379	29.0	100.0	
	Missing	System	929	70.9		
		Unsure/ Not applicable	1	.1		
		Total	930	71.0		
	Total		1309	100.0		
Female	Valid	Very poor	1	.0	.2	.2
		Poor	5	.3	1.2	1.4
		Neither poor nor good	4	.3	1.1	2.5
		Good	65	4.3	17.1	19.6
		Very good	307	20.3	80.4	100.0
		Total	381	25.3	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not applicable	3	.2		
		Total	1127	74.7		
	Total		1508	100.0		

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

**Q18f. Were helpful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	4	.3	1.0	1.0
		Poor	7	.5	1.8	2.8
		Neither poor nor good	32	2.5	8.6	11.4
		Good	96	7.4	25.5	36.8
		Very good	239	18.3	63.2	100.0
	Missing	Total	379	29.0	100.0	
		System	929	70.9		
		Unsure/ Not applicable	1	.1		
		Total	930	71.0		
		Total	1309	100.0		
Female	Valid	Very poor	1	.1	.3	.3
		Poor	4	.3	1.1	1.4
		Neither poor nor good	15	1.0	4.1	5.4
		Good	68	4.5	17.9	23.3
		Very good	292	19.4	76.7	100.0
	Missing	Total	381	25.3	100.0	
		System	1124	74.5		
		Unsure/ Not applicable	3	.2		
		Total	1127	74.7		
		Total	1508	100.0		

**Q18g. Were sensitive to your needs**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	4	.3	1.2	1.2
		Poor	9	.7	2.5	3.7
		Neither poor nor good	36	2.8	9.6	13.3
		Good	109	8.4	29.0	42.3
		Very good	218	16.7	57.7	100.0
	Missing	Total	378	28.9	100.0	
		System	929	70.9		
		Unsure/ Not applicable	2	.2		
		Total	931	71.1		
		Total	1309	100.0		
Female	Valid	Very poor	5	.3	1.3	1.3
		Poor	3	.2	.9	2.2
		Neither poor nor good	11	.7	2.8	5.1
		Good	69	4.5	18.1	23.2
		Very good	291	19.3	76.8	100.0
	Missing	Total	379	25.1	100.0	
		System	1124	74.5		
		Unsure/ Not applicable	5	.4		
		Total	1129	74.9		
		Total	1508	100.0		



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

**Q18h. Treated you fairly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	5	.4	1.4	1.4
		Poor	7	.5	1.8	3.2
		Neither poor nor good	28	2.1	7.3	10.5
		Good	111	8.5	29.4	39.9
		Very good	226	17.3	60.1	100.0
	Missing	Total	377	28.8	100.0	
		System	929	70.9		
		Unsure/ Not applicable	4	.3		
		Total	932	71.2		
		Total	1309	100.0		
Female	Valid	Very poor	3	.2	.8	.8
		Poor	3	.2	.8	1.5
		Neither poor nor good	7	.5	1.9	3.5
		Good	78	5.2	20.5	23.9
		Very good	290	19.2	76.1	100.0
	Missing	Total	381	25.3	100.0	
		System	1124	74.5		
		Unsure/ Not applicable	3	.2		
		Total	1127	74.7		
		Total	1508	100.0		

**Q18j. Dealt with your query in a timely manner**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	17	1.3	4.5	4.5
		Poor	13	1.0	3.3	7.8
		Neither poor nor good	31	2.4	8.2	16.1
		Good	119	9.1	31.6	47.7
		Very good	198	15.1	52.3	100.0
	Missing	Total	378	28.9	100.0	
		System	929	70.9		
		Unsure/ Not applicable	2	.2		
		Total	931	71.1		
		Total	1309	100.0		
Female	Valid	Very poor	6	.4	1.6	1.6
		Poor	5	.3	1.3	2.8
		Neither poor nor good	16	1.1	4.2	7.0
		Good	77	5.1	20.2	27.2
		Very good	276	18.3	72.8	100.0
	Missing	Total	380	25.2	100.0	
		System	1124	74.5		
		Unsure/ Not applicable	5	.3		
		Total	1128	74.8		
		Total	1508	100.0		

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

**Q18k. Were good listeners**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	5	.4	1.4	1.4
		Poor	7	.6	1.9	3.3
		Neither poor nor good	42	3.2	11.2	14.4
		Good	112	8.6	29.7	44.1
		Very good	212	16.2	55.9	100.0
	Missing	Total	379	29.0	100.0	
		System	929	70.9		
		Unsure/ Not applicable	1	.1		
		Total	930	71.0		
		Total	1309	100.0		
Female	Valid	Very poor	1	.1	.3	.3
		Poor	4	.2	.9	1.2
		Neither poor nor good	20	1.3	5.4	6.6
		Good	81	5.4	21.6	28.2
		Very good	269	17.8	71.8	100.0
	Missing	Total	375	24.8	100.0	
		System	1124	74.5		
		Unsure/ Not applicable	10	.6		
		Total	1133	75.2		
		Total	1508	100.0		

**Q18l. Communicated clearly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	6	.5	1.7	1.7
		Poor	8	.6	2.1	3.7
		Neither poor nor good	36	2.7	9.4	13.1
		Good	126	9.6	33.3	46.4
		Very good	203	15.5	53.6	100.0
	Missing	Total	378	28.9	100.0	
		System	929	70.9		
		Unsure/ Not applicable	2	.2		
		Total	931	71.1		
		Total	1309	100.0		
Female	Valid	Very poor	4	.2	.9	.9
		Poor	2	.1	.4	1.3
		Neither poor nor good	11	.7	2.9	4.2
		Good	90	6.0	23.7	27.9
		Very good	275	18.2	72.1	100.0
	Missing	Total	381	25.3	100.0	
		System	1124	74.5		
		Unsure/ Not applicable	3	.2		
		Total	1127	74.7		
		Total	1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	19	1.5	5.0	5.0
		Poor	26	2.0	6.9	11.9
		Neither poor nor good	26	2.0	6.8	18.7
		Good	111	8.5	29.5	48.2
		Very good	195	14.9	51.8	100.0
		Total	377	28.8	100.0	
	Missing	System	929	70.9		
		Unsure/ Not applicable	3	.2		
		Total	932	71.2		
	Total		1309	100.0		
Female	Valid	Very poor	12	.8	3.2	3.2
		Poor	5	.3	1.2	4.4
		Neither poor nor good	16	1.1	4.3	8.7
		Good	81	5.4	21.4	30.2
		Very good	265	17.6	69.8	100.0
		Total	379	25.2	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not applicable	5	.3		
		Total	1128	74.8		
	Total		1508	100.0		

**Q18n. Provided relevant information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	14	1.0	3.7	3.7
		Poor	15	1.2	4.2	8.0
		Neither poor nor good	32	2.4	8.7	16.7
		Good	118	9.1	32.7	49.4
		Very good	184	14.0	50.6	100.0
		Total	363	27.7	100.0	
	Missing	System	943	72.1		
		Unsure/ Not applicable	3	.2		
		Total	946	72.3		
	Total		1309	100.0		
Female	Valid	Very poor	2	.1	.6	.6
		Poor	5	.3	1.3	1.9
		Neither poor nor good	15	1.0	4.1	6.0
		Good	88	5.8	24.3	30.4
		Very good	252	16.7	69.6	100.0
		Total	361	24.0	100.0	
	Missing	System	1141	75.7		
		Unsure/ Not applicable	6	.4		
		Total	1147	76.0		
	Total		1508	100.0		

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

**Q18o. Provided accurate information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	14	1.0	3.7	3.7
		Poor	11	.8	3.1	6.8
		Neither poor nor good	28	2.2	7.8	14.6
		Good	116	8.9	32.1	46.8
		Very good	192	14.7	53.2	100.0
	Missing	Total	361	27.6	100.0	
		System	943	72.1		
		Unsure/ Not applicable	5	.4		
		Total	948	72.4		
		Total	1309	100.0		
Female	Valid	Very poor	3	.2	.9	.9
		Poor	4	.3	1.1	2.0
		Neither poor nor good	19	1.2	5.2	7.2
		Good	81	5.4	22.4	29.5
		Very good	254	16.9	70.5	100.0
	Missing	Total	361	23.9	100.0	
		System	1142	75.7		
		Unsure/ Not applicable	5	.4		
		Total	1147	76.1		
		Total	1508	100.0		

**Q18p. Provided complete information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	22	1.7	6.1	6.1
		Poor	12	.9	3.4	9.6
		Neither poor nor good	24	1.8	6.6	16.1
		Good	116	8.8	32.1	48.3
		Very good	186	14.2	51.7	100.0
	Missing	Total	360	27.5	100.0	
		System	943	72.1		
		Unsure/ Not applicable	6	.4		
		Total	949	72.5		
		Total	1309	100.0		
Female	Valid	Very poor	5	.3	1.3	1.3
		Poor	6	.4	1.8	3.0
		Neither poor nor good	20	1.3	5.4	8.4
		Good	83	5.5	22.8	31.2
		Very good	250	16.6	68.8	100.0
	Missing	Total	363	24.1	100.0	
		System	1141	75.7		
		Unsure/ Not applicable	4	.3		
		Total	1145	75.9		
		Total	1508	100.0		

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

**Q18a@. The time it took to answer your call**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Poor	31	2.3	8.2	8.2	
		Neither poor nor good	60	4.6	16.1	24.3	
		Good	281	21.5	75.7	100.0	
		Total	371	28.4	100.0		
	Missing	System	929	70.9			
		Unsure/ Not Applicable	9	.7			
		Total	938	71.6			
	Total		1309	100.0			
	Female	Valid	Poor	14	.9	3.9	3.9
			Neither poor nor good	32	2.1	8.9	12.8
Good			313	20.7	87.2	100.0	
Total			359	23.8	100.0		
Missing		System	1124	74.5			
		Unsure/ Not Applicable	25	1.7			
		Total	1149	76.2			
Total		1508	100.0				

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Poor	14	1.1	3.6	3.6	
		Neither poor nor good	40	3.0	10.4	14.1	
		Good	326	24.9	85.9	100.0	
		Total	380	29.0	100.0		
	Missing	System	929	70.9			
		Unsure/ Not Applicable	1	.0			
		Total	929	71.0			
	Total		1309	100.0			
	Female	Valid	Poor	13	.9	3.5	3.5
			Neither poor nor good	11	.7	3.0	6.5
Good			349	23.2	93.5	100.0	
Total			373	24.8	100.0		
Missing		System	1124	74.5			
		Unsure/ Not Applicable	11	.7			
		Total	1135	75.2			
Total		1508	100.0				

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	42	3.2	11.2	11.2
		Neither poor nor good	45	3.4	11.9	23.2
		Good	290	22.1	76.8	100.0
		Total	377	28.8	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	3	.2		
		Total	932	71.2		
Total		1309	100.0			
Female	Valid	Poor	8	.6	2.3	2.3
		Neither poor nor good	23	1.5	6.1	8.4
		Good	342	22.7	91.6	100.0
		Total	373	24.8	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	11	.7		
		Total	1135	75.2		
Total		1508	100.0			

**Q18d@. Were respectful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	7	.5	1.7	1.7
		Neither poor nor good	12	.9	3.1	4.9
		Good	361	27.5	95.1	100.0
		Total	379	29.0	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	1	.1		
		Total	930	71.0		
Total		1309	100.0			
Female	Valid	Poor	5	.4	1.4	1.4
		Neither poor nor good	4	.3	1.1	2.5
		Good	372	24.6	97.5	100.0
		Total	381	25.3	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	3	.2		
		Total	1127	74.7		
Total		1508	100.0			

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

**Q18f@. Were helpful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	11	.8	2.8	2.8
		Neither poor nor good	32	2.5	8.6	11.4
		Good	336	25.7	88.6	100.0
		Total	379	29.0	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	1	.1		
		Total	930	71.0		
Total		1309	100.0			
Female	Valid	Poor	5	.4	1.4	1.4
		Neither poor nor good	15	1.0	4.1	5.4
		Good	361	23.9	94.6	100.0
		Total	381	25.3	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	3	.2		
		Total	1127	74.7		
Total		1508	100.0			

**Q18g@. Were sensitive to your needs**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	14	1.1	3.7	3.7
		Neither poor nor good	36	2.8	9.6	13.3
		Good	328	25.0	86.7	100.0
		Total	378	28.9	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	2	.2		
		Total	931	71.1		
Total		1309	100.0			
Female	Valid	Poor	8	.6	2.2	2.2
		Neither poor nor good	11	.7	2.8	5.1
		Good	360	23.8	94.9	100.0
		Total	379	25.1	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	5	.4		
		Total	1129	74.9		
Total		1508	100.0			

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

**Q18h@. Treated you fairly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	12	.9	3.2	3.2
		Neither poor nor good	28	2.1	7.3	10.5
		Good	337	25.7	89.5	100.0
		Total	377	28.8	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	4	.3		
		Total	932	71.2		
Total		1309	100.0			
Female	Valid	Poor	6	.4	1.5	1.5
		Neither poor nor good	7	.5	1.9	3.5
		Good	368	24.4	96.5	100.0
		Total	381	25.3	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	3	.2		
		Total	1127	74.7		
Total		1508	100.0			

**Q18j@. Dealt with your query in a timely manner**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	30	2.3	7.8	7.8
		Neither poor nor good	31	2.4	8.2	16.1
		Good	317	24.2	83.9	100.0
		Total	378	28.9	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	2	.2		
		Total	931	71.1		
Total		1309	100.0			
Female	Valid	Poor	11	.7	2.8	2.8
		Neither poor nor good	16	1.1	4.2	7.0
		Good	353	23.4	93.0	100.0
		Total	380	25.2	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	5	.3		
		Total	1128	74.8		
Total		1508	100.0			



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

**Q18k@. Were good listeners**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	12	.9	3.3	3.3
		Neither poor nor good	42	3.2	11.2	14.4
		Good	324	24.8	85.6	100.0
		Total	379	29.0	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	1	.1		
		Total	930	71.0		
Total		1309	100.0			
Female	Valid	Poor	5	.3	1.2	1.2
		Neither poor nor good	20	1.3	5.4	6.6
		Good	350	23.2	93.4	100.0
		Total	375	24.8	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	10	.6		
		Total	1133	75.2		
Total		1508	100.0			

**Q18l@. Communicated clearly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	14	1.1	3.7	3.7
		Neither poor nor good	36	2.7	9.4	13.1
		Good	329	25.1	86.9	100.0
		Total	378	28.9	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	2	.2		
		Total	931	71.1		
Total		1309	100.0			
Female	Valid	Poor	5	.3	1.3	1.3
		Neither poor nor good	11	.7	2.9	4.2
		Good	365	24.2	95.8	100.0
		Total	381	25.3	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	3	.2		
		Total	1127	74.7		
Total		1508	100.0			

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	45	3.4	11.9	11.9
		Neither poor nor good	26	2.0	6.8	18.7
		Good	307	23.4	81.3	100.0
		Total	377	28.8	100.0	
	Missing	System	929	70.9		
		Unsure/ Not Applicable	3	.2		
		Total	932	71.2		
Total		1309	100.0			
Female	Valid	Poor	17	1.1	4.4	4.4
		Neither poor nor good	16	1.1	4.3	8.7
		Good	346	23.0	91.3	100.0
		Total	379	25.2	100.0	
	Missing	System	1124	74.5		
		Unsure/ Not Applicable	5	.3		
		Total	1128	74.8		
Total		1508	100.0			

**Q18n@. Provided relevant information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	29	2.2	8.0	8.0
		Neither poor nor good	32	2.4	8.7	16.7
		Good	302	23.1	83.3	100.0
		Total	363	27.7	100.0	
	Missing	System	943	72.1		
		Unsure/ Not Applicable	3	.2		
		Total	946	72.3		
Total		1309	100.0			
Female	Valid	Poor	7	.5	1.9	1.9
		Neither poor nor good	15	1.0	4.1	6.0
		Good	340	22.5	94.0	100.0
		Total	361	24.0	100.0	
	Missing	System	1141	75.7		
		Unsure/ Not Applicable	6	.4		
		Total	1147	76.0		
Total		1508	100.0			

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

**Q18o@. Provided accurate information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Poor	25	1.9	6.8	6.8	
		Neither poor nor good	28	2.2	7.8	14.6	
		Good	308	23.5	85.4	100.0	
		Total	361	27.6	100.0		
	Missing	System	943	72.1			
		Unsure/ Not Applicable	5	.4			
		Total	948	72.4			
	Total		1309	100.0			
	Female	Valid	Poor	7	.5	2.0	2.0
			Neither poor nor good	19	1.2	5.2	7.2
Good			335	22.2	92.8	100.0	
Total			361	23.9	100.0		
Missing		System	1142	75.7			
		Unsure/ Not Applicable	5	.4			
		Total	1147	76.1			
Total		1508	100.0				

**Q18p@. Provided complete information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Poor	34	2.6	9.6	9.6	
		Neither poor nor good	24	1.8	6.6	16.1	
		Good	302	23.0	83.9	100.0	
		Total	360	27.5	100.0		
	Missing	System	943	72.1			
		Unsure/ Not Applicable	6	.4			
		Total	949	72.5			
	Total		1309	100.0			
	Female	Valid	Poor	11	.7	3.0	3.0
			Neither poor nor good	20	1.3	5.4	8.4
Good			333	22.1	91.6	100.0	
Total			363	24.1	100.0		
Missing		System	1141	75.7			
		Unsure/ Not Applicable	4	.3			
		Total	1145	75.9			
Total		1508	100.0				

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	One – the first person I spoke to answered my query	203	15.5	53.5	53.5
		Two people	129	9.9	34.0	87.5
		Three people	25	1.9	6.5	94.0
		Four or more people	12	.9	3.2	97.2
		Can't recall	11	.8	2.8	100.0
		Total	380	29.1	100.0	
	Missing	System	929	70.9		
Total			1309	100.0		
Female	Valid	One – the first person I spoke to answered my query	206	13.6	53.5	53.5
		Two people	126	8.3	32.7	86.3
		Three people	15	1.0	4.0	90.3
		Four or more people	8	.5	2.1	92.3
		Can't recall	29	2.0	7.7	100.0
		Total	384	25.5	100.0	
	Missing	System	1124	74.5		
Total			1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	12	.9	7.7	7.7
		Poor	13	1.0	8.1	15.7
		Neither poor nor good	23	1.7	14.1	29.9
		Good	51	3.9	31.5	61.3
		Very good	63	4.8	38.7	100.0
		Total	162	12.4	100.0	
	Missing	System	1143	87.3		
Total			1147	87.6		
Female	Valid	Very poor	5	.3	3.2	3.2
		Poor	7	.5	5.0	8.2
		Neither poor nor good	8	.5	5.2	13.3
		Good	63	4.1	42.3	55.6
		Very good	66	4.4	44.4	100.0
		Total	148	9.8	100.0	
	Missing	System	1359	90.1		
Total			1360	90.2		
Total			1508	100.0		

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	26	1.9	15.7	15.7
		Neither poor nor good	23	1.7	14.1	29.9
		Good	114	8.7	70.1	100.0
		Total	162	12.4	100.0	
	Missing	System	1143	87.3		
		Can't recall	4	.3		
		Total	1147	87.6		
Total		1309	100.0			
Female	Valid	Poor	12	.8	8.2	8.2
		Neither poor nor good	8	.5	5.2	13.3
		Good	128	8.5	86.7	100.0
		Total	148	9.8	100.0	
	Missing	System	1359	90.1		
		Can't recall	1	.1		
		Total	1360	90.2		
Total		1508	100.0			

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	15	1.1	3.9	3.9
		Poor	14	1.1	3.7	7.5
		Neither poor nor good	32	2.4	8.4	16.0
		Good	95	7.2	25.1	41.1
		Very good	222	16.9	58.9	100.0
		Total	376	28.7	100.0	
	Missing	System	930	71.0		
		Can't recall	3	.2		
		Total	933	71.3		
		Total	1309	100.0		
Female	Valid	Very poor	2	.1	.5	.5
		Poor	13	.9	3.4	4.0
		Neither poor nor good	10	.7	2.7	6.7
		Good	75	5.0	19.9	26.5
		Very good	277	18.4	73.5	100.0
		Total	377	25.0	100.0	
	Missing	System	1124	74.5		
		Can't recall	7	.5		
		Total	1131	75.0		
		Total	1508	100.0		

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	28	2.2	7.5	7.5
		Neither poor nor good	32	2.4	8.4	16.0
		Good	316	24.1	84.0	100.0
		Total	376	28.7	100.0	
	Missing	System	930	71.0		
		Can't recall	3	.2		
		Total	933	71.3		
Total		1309	100.0			
Female	Valid	Poor	15	1.0	4.0	4.0
		Neither poor nor good	10	.7	2.7	6.7
		Good	352	23.3	93.3	100.0
		Total	377	25.0	100.0	
	Missing	System	1124	74.5		
		Can't recall	7	.5		
		Total	1131	75.0		
Total		1508	100.0			

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents
Male	Valid	Ensure accurate information is provided	9	2.3
		Ensure relevant information is provided	8	2.2
		Improve timeliness of resolution/ follow-up	18	4.7
		Reduce on-hold and waiting times	25	6.7
		Minimise the number of contacts I need to speak with	12	3.2
		Prefer to deal with a single point of contact	25	6.8
		Ensure information about my query is recorded and transferred correctly	6	1.7
		Provide information via other channels to minimise telephone contact	3	.7
		Ensure staff are polite/ helpful/ courteous	24	6.5
		Other	9	2.4
		None of the above	273	73.0
		Number of Respondents		
Female	Valid	Ensure accurate information is provided	13	3.5
		Ensure relevant information is provided	2	.7
		Improve timeliness of resolution/ follow-up	8	2.0
		Reduce on-hold and waiting times	16	4.2
		Minimise the number of contacts I need to speak with	11	2.9
		Prefer to deal with a single point of contact	13	3.4
		Ensure information about my query is recorded and transferred correctly	5	1.3
		Provide information via other channels to minimise telephone contact	4	1.0
		Ensure staff are polite/ helpful/ courteous	16	4.2
		Other	16	4.1
		None of the above	308	80.5
		Number of Respondents		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	533	40.7	71.5	71.5
		No	212	16.2	28.5	100.0
		Total	745	56.9	100.0	
	Missing	System	564	43.1		
Total			1309	100.0		
Female	Valid	Yes	460	30.5	61.9	61.9
		No	283	18.8	38.1	100.0
		Total	743	49.3	100.0	
	Missing	System	765	50.7		
Total			1508	100.0		

**Q24a. Ease of understanding**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Very poor	5	.4	.9	.9	
		Poor	16	1.2	3.0	3.9	
		Neither poor nor good	55	4.2	10.3	14.2	
		Good	177	13.5	33.4	47.6	
		Very good	278	21.2	52.4	100.0	
	Total			530	40.5	100.0	
	Missing	System	777	59.4			
	Total			779	59.5		
Total			1309	100.0			
Female	Valid	Very poor	4	.3	1.0	1.0	
		Poor	5	.3	1.1	2.1	
		Neither poor nor good	26	1.7	5.6	7.6	
		Good	132	8.8	28.7	36.4	
		Very good	293	19.4	63.6	100.0	
	Total			460	30.5	100.0	
	Missing	System	1048	69.5			
	Total			1048	69.5		
Total			1508	100.0			



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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	1	.1	.3	.3
		Poor	7	.5	1.3	1.6
		Neither poor nor good	26	2.0	5.0	6.6
		Good	183	14.0	34.7	41.3
		Very good	310	23.7	58.7	100.0
	Missing	Total	528	40.4	100.0	
		System	776	59.3		
		Unsure/ Not applicable	4	.3		
		Total	781	59.6		
		Total	1309	100.0		
Female	Valid	Very poor	1	.1	.2	.2
		Poor	7	.4	1.4	1.6
		Neither poor nor good	22	1.5	4.8	6.5
		Good	116	7.7	25.4	31.8
		Very good	312	20.7	68.2	100.0
	Missing	Total	457	30.3	100.0	
		System	1048	69.5		
		Unsure/ Not applicable	3	.2		
		Total	1050	69.7		
		Total	1508	100.0		

**Q24c. Accuracy of information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	5	.4	1.0	1.0
		Poor	6	.4	1.1	2.1
		Neither poor nor good	31	2.4	6.0	8.1
		Good	184	14.1	35.3	43.4
		Very good	295	22.5	56.6	100.0
	Missing	Total	521	39.8	100.0	
		System	776	59.3		
		Unsure/ Not applicable	11	.9		
		Total	788	60.2		
		Total	1309	100.0		
Female	Valid	Very poor	0	.0	.1	.1
		Poor	1	.1	.3	.4
		Neither poor nor good	17	1.1	3.8	4.2
		Good	105	7.0	23.7	27.9
		Very good	319	21.2	72.1	100.0
	Missing	Total	443	29.4	100.0	
		System	1048	69.5		
		Unsure/ Not applicable	18	1.2		
		Total	1065	70.6		
		Total	1508	100.0		

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

**Q24d. Ease of finding the important information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	5	.4	1.0	1.0
		Poor	21	1.6	4.0	5.0
		Neither poor nor good	46	3.5	8.9	13.9
		Good	173	13.2	33.4	47.3
		Very good	273	20.8	52.7	100.0
		Total	518	39.6	100.0	
	Missing	Unsure/ Not applicable	15	1.1		
	System	776	59.3			
	Total	791	60.4			
Total			1309	100.0		
Female	Valid	Very poor	5	.3	1.1	1.1
		Poor	5	.3	1.2	2.3
		Neither poor nor good	36	2.4	7.9	10.2
		Good	122	8.1	26.9	37.0
		Very good	286	19.0	63.0	100.0
		Total	454	30.1	100.0	
	Missing	Unsure/ Not applicable	6	.4		
	System	1048	69.5			
	Total	1054	69.9			
Total			1508	100.0		

**Q24e. Relevance of information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	6	.4	1.1	1.1
		Poor	19	1.5	3.7	4.8
		Neither poor nor good	47	3.6	8.9	13.7
		Good	184	14.0	35.0	48.7
		Very good	269	20.5	51.3	100.0
		Total	524	40.1	100.0	
	Missing	Unsure/ Not applicable	8	.6		
	System	776	59.3			
	Total	785	59.9			
Total			1309	100.0		
Female	Valid	Very poor	2	.1	.4	.4
		Poor	5	.3	1.1	1.4
		Neither poor nor good	20	1.3	4.5	5.9
		Good	146	9.7	32.8	38.7
		Very good	272	18.1	61.3	100.0
		Total	444	29.5	100.0	
	Missing	Unsure/ Not applicable	16	1.1		
	System	1048	69.5			
	Total	1063	70.5			
Total			1508	100.0		

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

**Q24f. Completeness of information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	7	.5	1.3	1.3
		Poor	8	.6	1.6	2.9
		Neither poor nor good	53	4.0	10.2	13.1
		Good	181	13.8	34.9	48.0
		Very good	270	20.6	52.0	100.0
	Missing	Total	519	39.7	100.0	
		System	776	59.3		
		Unsure/ Not applicable	13	1.0		
		Total	790	60.3		
		Total	1309	100.0		
Female	Valid	Very poor	1	.0	.1	.1
		Poor	2	.1	.4	.5
		Neither poor nor good	17	1.2	3.8	4.3
		Good	148	9.8	32.3	36.7
		Very good	289	19.2	63.3	100.0
	Missing	Total	457	30.3	100.0	
		System	1048	69.5		
		Unsure/ Not applicable	4	.2		
		Total	1051	69.7		
		Total	1508	100.0		

**Q24a@. Ease of understanding**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	21	1.6	3.9	3.9
		Neither poor nor good	55	4.2	10.3	14.2
		Good	455	34.8	85.8	100.0
		Total	530	40.5	100.0	
	Missing	System	777	59.4		
		Unsure/ Not Applicable	1	.1		
		Total	779	59.5		
Total	1309	100.0				
Female	Valid	Poor	10	.6	2.1	2.1
		Neither poor nor good	26	1.7	5.6	7.6
		Good	425	28.2	92.4	100.0
		Total	460	30.5	100.0	
	Missing	System	1048	69.5		
		Unsure/ Not Applicable	0	.0		
		Total	1048	69.5		
Total	1508	100.0				

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	9	.7	1.6	1.6
		Neither poor nor good	26	2.0	5.0	6.6
		Good	494	37.7	93.4	100.0
		Total	528	40.4	100.0	
	Missing	System	776	59.3		
		Unsure/ Not Applicable	4	.3		
		Total	781	59.6		
Total		1309	100.0			
Female	Valid	Poor	7	.5	1.6	1.6
		Neither poor nor good	22	1.5	4.8	6.5
		Good	428	28.4	93.5	100.0
		Total	457	30.3	100.0	
	Missing	System	1048	69.5		
		Unsure/ Not Applicable	3	.2		
		Total	1050	69.7		
Total		1508	100.0			

**Q24c@. Accuracy of information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	11	.8	2.1	2.1
		Neither poor nor good	31	2.4	6.0	8.1
		Good	479	36.6	91.9	100.0
		Total	521	39.8	100.0	
	Missing	System	776	59.3		
		Unsure/ Not Applicable	11	.9		
		Total	788	60.2		
Total		1309	100.0			
Female	Valid	Poor	2	.1	.4	.4
		Neither poor nor good	17	1.1	3.8	4.2
		Good	424	28.1	95.8	100.0
		Total	443	29.4	100.0	
	Missing	System	1048	69.5		
		Unsure/ Not Applicable	18	1.2		
		Total	1065	70.6		
Total		1508	100.0			

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

**Q24d@. Ease of finding the important information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	26	2.0	5.0	5.0
		Neither poor nor good	46	3.5	8.9	13.9
		Good	446	34.0	86.1	100.0
		Total	518	39.6	100.0	
	Missing	Unsure/ Not Applicable	15	1.1		
		System	776	59.3		
		Total	791	60.4		
Total		1309	100.0			
Female	Valid	Poor	10	.7	2.3	2.3
		Neither poor nor good	36	2.4	7.9	10.2
		Good	408	27.0	89.8	100.0
		Total	454	30.1	100.0	
	Missing	Unsure/ Not Applicable	6	.4		
		System	1048	69.5		
		Total	1054	69.9		
Total		1508	100.0			

**Q24e@. Relevance of information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	25	1.9	4.8	4.8
		Neither poor nor good	47	3.6	8.9	13.7
		Good	453	34.6	86.3	100.0
		Total	524	40.1	100.0	
	Missing	Unsure/ Not Applicable	8	.6		
		System	776	59.3		
		Total	785	59.9		
Total		1309	100.0			
Female	Valid	Poor	6	.4	1.4	1.4
		Neither poor nor good	20	1.3	4.5	5.9
		Good	418	27.7	94.1	100.0
		Total	444	29.5	100.0	
	Missing	Unsure/ Not Applicable	16	1.1		
		System	1048	69.5		
		Total	1063	70.5		
Total		1508	100.0			

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

**Q24f@. Completeness of information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	15	1.2	2.9	2.9
		Neither poor nor good	53	4.0	10.2	13.1
		Good	451	34.5	86.9	100.0
		Total	519	39.7	100.0	
	Missing	System	776	59.3		
		Unsure/ Not Applicable	13	1.0		
		Total	790	60.3		
Total		1309	100.0			
Female	Valid	Poor	2	.2	.5	.5
		Neither poor nor good	17	1.2	3.8	4.3
		Good	437	29.0	95.7	100.0
		Total	457	30.3	100.0	
	Missing	System	1048	69.5		
		Unsure/ Not Applicable	4	.2		
		Total	1051	69.7		
Total		1508	100.0			

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	6	.5	1.2	1.2
		Poor	10	.8	1.9	3.1
		Neither poor nor good	33	2.5	6.1	9.3
		Good	189	14.5	35.7	45.0
		Very good	292	22.3	55.0	100.0
	Total	531	40.5	100.0		
	Missing	System	776	59.3		
Can't recall		2	.2			
Total		779	59.5			
Total		1309	100.0			
Female	Valid	Very poor	4	.3	.9	.9
		Poor	4	.2	.8	1.7
		Neither poor nor good	26	1.7	5.6	7.3
		Good	113	7.5	24.7	32.0
		Very good	312	20.7	68.0	100.0
	Total	459	30.4	100.0		
	Missing	System	1048	69.5		
Can't recall		2	.1			
Total		1049	69.6			
Total		1508	100.0			

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	16	1.3	3.1	3.1
		Neither poor nor good	33	2.5	6.1	9.3
		Good	481	36.8	90.7	100.0
		Total	531	40.5	100.0	
	Missing	System	776	59.3		
		Can't recall	2	.2		
		Total	779	59.5		
Total		1309	100.0			
Female	Valid	Poor	8	.5	1.7	1.7
		Neither poor nor good	26	1.7	5.6	7.3
		Good	425	28.2	92.7	100.0
		Total	459	30.4	100.0	
	Missing	System	1048	69.5		
		Can't recall	2	.1		
		Total	1049	69.6		
Total		1508	100.0			

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents
Male	Valid	Ensure accurate information is provided	11	2.1
		Ensure relevant information is provided	14	2.7
		Provide more detailed information	19	3.6
		Provide less information	7	1.3
		Provide information on what it means/ what I need to do	14	2.7
		Make letters easier to understand	37	7.1
		Have DVA initiate contact with client to follow-up letter	4	.8
		Provide any relevant forms/ details to allow response/ follow-up	10	1.9
		Other	0	.1
		None of the above	462	87.5
		Number of Respondents		528
Female	Valid	Ensure accurate information is provided	2	.5
		Ensure relevant information is provided	8	1.7
		Provide more detailed information	4	1.0
		Provide less information	3	.6
		Provide information on what it means/ what I need to do	4	.9
		Make letters easier to understand	20	4.4
		Have DVA initiate contact with client to follow-up letter	1	.2
		Provide any relevant forms/ details to allow response/ follow-up	0	.1
		Other	4	.8
		None of the above	422	92.3
		Number of Respondents		457



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

**Q27a. The time it took to receive a response**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	4	.3	15.9	15.9
		Poor	2	.2	8.0	23.9
		Neither poor nor good	2	.2	8.7	32.5
		Good	7	.6	28.3	60.8
		Very good	10	.8	39.2	100.0
	Missing	Total	26	2.0	100.0	
		System	1283	98.0		
		Unsure/ Not applicable	0	.0		
		Total	1283	98.0		
Total		1309	100.0			
Female	Valid	Very poor	1	.1	12.3	12.3
		Neither poor nor good	2	.2	34.6	46.9
		Good	1	.1	12.9	59.8
		Very good	3	.2	40.2	100.0
		Total	7	.4	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not applicable	0	.0		
		Total	1501	99.6		
		Total		1508	100.0	

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	2	.2	9.0	9.0
		Neither poor nor good	3	.2	10.8	19.8
		Good	5	.4	20.5	40.2
		Very good	16	1.2	59.8	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total		1309	100.0			
Female	Valid	Poor	0	.0	4.7	4.7
		Neither poor nor good	1	.0	9.2	14.0
		Good	1	.1	18.9	32.9
		Very good	5	.3	67.1	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not applicable	0	.0		
		Total	1501	99.5		
Total		1508	100.0			

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

**Q27c. Was easy to understand**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	3	.3	13.4	13.4
		Neither poor nor good	2	.2	9.5	22.9
		Good	5	.4	18.3	41.2
		Very good	15	1.2	58.8	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Very poor	1	.0	7.3	7.3
		Good	2	.1	30.7	38.1
		Very good	4	.3	61.9	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not applicable	0	.0		
		Total	1501	99.5		
Total			1508	100.0		

**Q27d. Was respectful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	2	.2	9.5	9.5
		Poor	0	.0	1.6	11.1
		Neither poor nor good	1	.1	2.7	13.8
		Good	9	.7	34.1	48.0
		Very good	14	1.0	52.0	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Very poor	1	.0	7.3	7.3
		Good	1	.1	15.2	22.5
		Very good	5	.4	77.5	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not applicable	0	.0		
Total			1501	99.5		
Total			1508	100.0		

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

**Q27e. Was communicated clearly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	2	.2	7.9	7.9
		Poor	0	.0	1.6	9.5
		Neither poor nor good	3	.2	9.9	19.4
		Good	8	.6	30.0	49.3
		Very good	13	1.0	50.7	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Very poor	0	.0	4.7	4.7
		Poor	0	.0	2.7	7.3
		Neither poor nor good	0	.0	1.5	8.8
		Good	2	.1	23.0	31.9
		Very good	5	.3	68.1	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not applicable	0	.0		
Total			1501	99.5		
Total			1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	3	.3	13.4	13.4
		Poor	1	.0	2.3	15.7
		Neither poor nor good	3	.2	11.0	26.7
		Good	5	.3	17.3	44.1
		Very good	15	1.1	55.9	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Very poor	0	.0	4.7	4.7
		Poor	0	.0	4.1	8.8
		Neither poor nor good	0	.0	2.7	11.4
		Good	2	.2	35.1	46.5
		Very good	4	.3	53.5	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not applicable	0	.0		
Total			1501	99.5		
Total			1508	100.0		

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

**Q27g. Provided relevant information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	4	.3	15.3	15.3
		Neither poor nor good	2	.2	7.7	23.1
		Good	5	.3	17.9	41.0
		Very good	15	1.1	59.0	100.0
		Total	25	1.9	100.0	
	Missing	System	1284	98.1		
Total			1309	100.0		
Female	Valid	Very poor	0	.0	5.5	5.5
		Poor	0	.0	3.2	8.7
		Neither poor nor good	0	.0	1.8	10.4
		Good	3	.2	44.6	55.0
		Very good	3	.2	45.0	100.0
	Total	6	.4	100.0		
	Missing	System	1502	99.6		
		Unsure/ Not applicable	0	.0		
	Total			1502	99.6	
Total			1508	100.0		

**Q27h. Provided complete information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	2	.2	9.7	9.7
		Poor	2	.2	8.0	17.7
		Neither poor nor good	1	.1	2.8	20.5
		Good	5	.3	17.9	38.4
		Very good	16	1.2	61.6	100.0
	Total	25	1.9	100.0		
Missing	System	1284	98.1			
Total			1309	100.0		
Female	Valid	Very poor	1	.0	8.1	8.1
		Neither poor nor good	0	.0	3.3	11.4
		Good	3	.2	48.8	60.2
		Very good	3	.2	39.8	100.0
		Total	6	.4	100.0	
	Missing	System	1502	99.6		
Unsure/ Not applicable		0	.0			
Total			1502	99.6		
Total			1508	100.0		

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

**Q27i. Provided accurate information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	2	.2	9.7	9.7
		Poor	1	.1	5.6	15.3
		Neither poor nor good	1	.1	4.0	19.4
		Good	5	.4	20.4	39.8
		Very good	15	1.2	60.2	100.0
		Total	25	1.9	100.0	
	Missing	System	1284	98.1		
Total			1309	100.0		
Female	Valid	Very poor	1	.0	8.1	8.1
		Neither poor nor good	0	.0	1.7	9.8
		Good	1	.1	17.2	27.0
		Very good	5	.3	73.0	100.0
		Total	6	.4	100.0	
	Missing	System	1502	99.6		
		Unsure/ Not applicable	0	.0		
		Total	1502	99.6		
Total			1508	100.0		

**Q27a@. The time it took to receive a response**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	6	.5	23.9	23.9
		Neither poor nor good	2	.2	8.7	32.5
		Good	17	1.3	67.5	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
		Unsure/ Not Applicable	0	.0		
		Total	1283	98.0		
Total			1309	100.0		
Female	Valid	Poor	1	.1	12.3	12.3
		Neither poor nor good	2	.2	34.6	46.9
		Good	4	.2	53.1	100.0
		Total	7	.4	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not Applicable	0	.0		
		Total	1501	99.6		
Total			1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	2	.2	9.0	9.0
		Neither poor nor good	3	.2	10.8	19.8
		Good	21	1.6	80.2	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Poor	0	.0	4.7	4.7
		Neither poor nor good	1	.0	9.2	14.0
		Good	6	.4	86.0	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not Applicable	0	.0		
Total			1501	99.5		
Total			1508	100.0		

**Q27c@. Was easy to understand**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	3	.3	13.4	13.4
		Neither poor nor good	2	.2	9.5	22.9
		Good	20	1.5	77.1	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Poor	1	.0	7.3	7.3
		Good	7	.4	92.7	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not Applicable	0	.0		
		Total	1501	99.5		
Total			1508	100.0		

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

**Q27d@. Was respectful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	3	.2	11.1	11.1
		Neither poor nor good	1	.1	2.7	13.8
		Good	22	1.7	86.2	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Poor	1	.0	7.3	7.3
		Good	7	.4	92.7	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not Applicable	0	.0		
		Total	1501	99.5		
Total			1508	100.0		

**Q27e@. Was communicated clearly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	2	.2	9.5	9.5
		Neither poor nor good	3	.2	9.9	19.4
		Good	21	1.6	80.6	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Poor	1	.0	7.3	7.3
		Neither poor nor good	0	.0	1.5	8.8
		Good	6	.4	91.2	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not Applicable	0	.0		
		Total	1501	99.5		
Total			1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	4	.3	15.7	15.7
		Neither poor nor good	3	.2	11.0	26.7
		Good	19	1.5	73.3	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total			1309	100.0		
Female	Valid	Poor	1	.0	8.8	8.8
		Neither poor nor good	0	.0	2.7	11.4
		Good	6	.4	88.6	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
		Unsure/ Not Applicable	0	.0		
Total			1501	99.5		
Total			1508	100.0		

**Q27g@. Provided relevant information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	4	.3	15.3	15.3
		Neither poor nor good	2	.2	7.7	23.1
		Good	20	1.5	76.9	100.0
		Total	25	1.9	100.0	
	Missing	System	1284	98.1		
Total			1309	100.0		
Female	Valid	Poor	1	.0	8.7	8.7
		Neither poor nor good	0	.0	1.8	10.4
		Good	5	.4	89.6	100.0
		Total	6	.4	100.0	
	Missing	System	1502	99.6		
		Unsure/ Not Applicable	0	.0		
Total			1502	99.6		
Total			1508	100.0		



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

**Q27h@. Provided complete information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	5	.3	17.7	17.7
		Neither poor nor good	1	.1	2.8	20.5
		Good	20	1.5	79.5	100.0
		Total	25	1.9	100.0	
	Missing	System	1284	98.1		
Total			1309	100.0		
Female	Valid	Poor	1	.0	8.1	8.1
		Neither poor nor good	0	.0	3.3	11.4
		Good	6	.4	88.6	100.0
		Total	6	.4	100.0	
	Missing	System	1502	99.6		
		Unsure/ Not Applicable	0	.0		
		Total	1502	99.6		
Total			1508	100.0		

**Q27i@. Provided accurate information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	4	.3	15.3	15.3
		Neither poor nor good	1	.1	4.0	19.4
		Good	21	1.6	80.6	100.0
		Total	25	1.9	100.0	
	Missing	System	1284	98.1		
Total			1309	100.0		
Female	Valid	Poor	1	.0	8.1	8.1
		Neither poor nor good	0	.0	1.7	9.8
		Good	6	.4	90.2	100.0
		Total	6	.4	100.0	
	Missing	System	1502	99.6		
		Unsure/ Not Applicable	0	.0		
		Total	1502	99.6		
Total			1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	4	.3	14.5	14.5
		Poor	0	.0	1.6	16.1
		Neither poor nor good	1	.1	4.3	20.5
		Good	9	.7	33.7	54.1
		Very good	12	.9	45.9	100.0
	Total	26	2.0	100.0		
Missing	System	1283	98.0			
Total		1309	100.0			
Female	Valid	Very poor	1	.0	8.1	8.1
		Poor	0	.0	1.4	9.5
		Neither poor nor good	0	.0	1.5	11.0
		Good	3	.2	36.2	47.1
		Very good	4	.2	52.9	100.0
	Total	7	.5	100.0		
Missing	System	1501	99.5			
Total		1508	100.0			

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	4	.3	16.1	16.1
		Neither poor nor good	1	.1	4.3	20.5
		Good	21	1.6	79.5	100.0
		Total	26	2.0	100.0	
	Missing	System	1283	98.0		
Total		1309	100.0			
Female	Valid	Poor	1	.0	9.5	9.5
		Neither poor nor good	0	.0	1.5	11.0
		Good	6	.4	89.0	100.0
		Total	7	.5	100.0	
	Missing	System	1501	99.5		
Total		1508	100.0			

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents
Male	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	7.2
		Make emails easier to understand	1	5.5
		Have DVA initiate contact with client to follow-up email	5	19.8
		Provide any relevant forms/ details to allow response/ follow-up	3	12.7
		Other	1	4.1
		None of the above	20	76.1
Number of Respondents			26	100.0
Female	Valid	Ensure accurate information is provided	0	.8
		Ensure relevant information is provided	0	2.1
		Provide more detailed information	0	1.6
		Provide less information		
		Provide information on what it means/ what I need to do	0	.8
		Make emails easier to understand	0	1.4
		Have DVA initiate contact with client to follow-up email	0	5.3
		Provide any relevant forms/ details to allow response/ follow-up	0	.8
		Other	0	1.8
		None of the above	6	90.7
Number of Respondents			7	100.0

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Visit a DVA office	64	4.9	75.4	75.4
		Visit another government agency or organisation that represents DVA	9	.7	10.5	85.9
		Speak to a DVA representative outside of a DVA office	11	.9	13.3	99.2
		Other	1	.0	.8	100.0
		Total	85	6.5	100.0	
	Missing	System	1224	93.5		
Total			1309	100.0		
Female	Valid	Visit a DVA office	37	2.5	66.2	66.2
		Visit another government agency or organisation that represents DVA	1	.1	2.5	68.7
		Speak to a DVA representative outside of a DVA office	18	1.2	31.3	100.0
		Total	57	3.8	100.0	
		Missing	System	1451	96.2	
	Total			1508	100.0	

**Q31a. Were respectful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	2	.2	2.4	2.4
		Disagree	0	.0	.4	2.8
		Neither agree or disagree	1	.1	1.4	4.2
		Agree	16	1.2	18.9	23.1
		Strongly Agree	66	5.0	76.9	100.0
		Total	85	6.5	100.0	
	Missing	System	1224	93.5		
Total			1309	100.0		
Female	Valid	Strongly disagree	0	.0	.1	.1
		Agree	5	.3	9.0	9.1
		Strongly Agree	51	3.4	90.9	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
Total			1508	100.0		

	Neither agree or disagree	4	.5	4.2	9.5	
	Agree	17	1.3	20.6	29.9	
	Strongly Agree	59	4.5	70.1	100.0	
	Total	84	6.4	100.0		
Missing	System	1224	93.5			
	Don't Know	1	.1			
	Total	1225	93.6			Cumulative Percent
Valid		1309	100.0			.9
Invalid	Strongly disagree	0	.0	.1	.1	3.5
	Neither agree or disagree	0	.0	.3	.5	7.6
	Agree	12	.8	21.0	21.5	31.3
	Strongly Agree	44	2.9	78.5	100.0	100.0
	Total	57	3.8	100.0		
Missing	System	1451	96.2			
Valid		1508	100.0			
Female	Valid	Strongly disagree	0	.0	.1	.1
		Neither agree or disagree	0	.0	.7	.9
		Agree	12	.8	22.0	22.8
		Strongly Agree	44	2.9	77.2	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
	Total		1508	100.0		

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

**Q31e. Treated you fairly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	2	.1	2.1	2.1
		Neither agree or disagree	2	.1	2.0	4.1
		Agree	21	1.6	24.6	28.6
		Strongly Agree	60	4.6	71.4	100.0
		Total	84	6.4	100.0	
	Missing	System	1224	93.5		
		Don't Know	1	.1		
Total	Total	1225	93.6			
Female	Valid	Strongly disagree	0	.0	.1	.1
		Agree	10	.7	17.8	18.0
		Strongly Agree	46	3.1	82.0	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
		Total	1508	100.0		

**Q31g. Dealt with your query in a timely manner**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	1	.1	1.8	1.8
		Disagree	0	.0	.4	2.2
		Neither agree or disagree	2	.2	2.5	4.7
		Agree	25	1.9	29.6	34.3
		Strongly Agree	55	4.2	65.7	100.0
	Missing	System	1224	93.5		
		Don't Know	1	.1		
		Total	1225	93.6		
Total	Total	1309	100.0			
Female	Valid	Strongly disagree	0	.0	.1	.1
		Disagree	0	.0	.7	.9
		Neither agree or disagree	1	.1	2.0	2.9
		Agree	11	.7	19.6	22.5
		Strongly Agree	44	2.9	77.5	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
		Total	1508	100.0		

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

**Q31h. Were good listeners**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	2	.2	2.4	2.4
		Disagree	2	.1	1.9	4.3
		Neither agree or disagree	1	.1	1.7	6.0
		Agree	21	1.6	25.5	31.5
		Strongly Agree	58	4.4	68.5	100.0
		Total	84	6.4	100.0	
	Missing	System	1224	93.5		
	Don't Know	1	.1			
	Total	1225	93.6			
Total			1309	100.0		
Female	Valid	Strongly disagree	0	.0	.1	.1
		Neither agree or disagree	1	.0	1.0	1.2
		Agree	12	.8	20.7	21.9
		Strongly Agree	44	2.9	78.1	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
Total			1508	100.0		

**Q31i. Communicated clearly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	1	.1	.9	.9
		Disagree	1	.0	.6	1.6
		Neither agree or disagree	3	.2	3.6	5.1
		Agree	20	1.6	23.8	29.0
		Strongly Agree	61	4.6	71.0	100.0
		Total	85	6.5	100.0	
	Missing	System	1224	93.5		
Total			1309	100.0		
Female	Valid	Neither agree or disagree	1	.0	1.2	1.2
		Agree	11	.7	18.8	20.0
		Strongly Agree	45	3.0	80.0	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
Total			1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	2	.2	2.6	2.6
		Disagree	6	.4	6.6	9.2
		Neither agree or disagree	3	.3	4.0	13.2
		Agree	18	1.4	21.3	34.5
		Strongly Agree	55	4.2	65.5	100.0
		Total	84	6.4	100.0	
Missing	System	Don't Know	1224	93.5		
		Don't Know	2	.1		
		Total	1225	93.6		
Total			1309	100.0		
Female	Valid	Strongly disagree	0	.0	.1	.1
		Disagree	1	.0	1.3	1.5
		Neither agree or disagree	1	.1	2.4	3.8
		Agree	10	.7	18.3	22.1
		Strongly Agree	44	2.9	77.9	100.0
		Total	57	3.8	100.0	
Missing	System	Don't Know	1451	96.2		
		Don't Know	2	.1		
		Total	1508	100.0		

**Q31k. Provided relevant information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	1	.1	1.4	1.4
		Disagree	3	.2	3.3	4.8
		Neither agree or disagree	3	.2	3.6	8.4
		Agree	23	1.7	27.6	36.0
		Strongly Agree	52	4.0	64.0	100.0
		Total	82	6.2	100.0	
Missing	System	Don't Know	1226	93.7		
		Don't Know	1	.1		
		Total	1227	93.8		
Total			1309	100.0		
Female	Valid	Strongly disagree	0	.0	.2	.2
		Disagree	0	.0	.7	.9
		Neither agree or disagree	0	.0	.7	1.6
		Agree	15	1.0	27.3	28.9
		Strongly Agree	39	2.6	71.1	100.0
		Total	54	3.6	100.0	
Missing	System	Don't Know	1454	96.4		
		Don't Know	2	.1		
		Total	1508	100.0		



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

**Q31l. Provided complete information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	2	.1	2.4	2.4
		Disagree	4	.3	5.4	7.8
		Neither agree or disagree	1	.0	.8	8.6
		Agree	23	1.7	28.6	37.2
		Strongly Agree	50	3.8	62.8	100.0
		Total	79	6.1	100.0	
	Missing	System	1228	93.8		
	Don't Know	1	.1			
	Total	1230	93.9			
Total		1309	100.0			
Female	Valid	Strongly disagree	0	.0	.9	.9
		Disagree	0	.0	.7	1.6
		Neither agree or disagree	1	.0	1.0	2.6
		Agree	15	1.0	27.7	30.4
		Strongly Agree	38	2.5	69.6	100.0
		Total	54	3.6	100.0	
	Missing	System	1454	96.4		
Total		1508	100.0			

**Q31m. Provided accurate information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	2	.1	2.5	2.5
		Disagree	2	.2	2.7	5.1
		Neither agree or disagree	3	.2	3.4	8.5
		Agree	23	1.8	29.4	37.9
		Strongly Agree	49	3.7	62.1	100.0
		Total	79	6.0	100.0	
	Missing	System	1229	93.9		
	Don't Know	1	.1			
	Total	1230	94.0			
Total		1309	100.0			
Female	Valid	Disagree	0	.0	.9	.9
		Neither agree or disagree	1	.0	1.3	2.2
		Agree	14	.9	25.3	27.5
		Strongly Agree	39	2.6	72.5	100.0
		Total	54	3.6	100.0	
	Missing	System	1454	96.4		
Total		1508	100.0			

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

**Q31a@. Were respectful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	2	.2	2.8	2.8
		Neither agree or disagree	1	.1	1.4	4.2
		Agree	82	6.2	95.8	100.0
		Total	85	6.5	100.0	
	Missing	System	1224	93.5		
Total			1309	100.0		
Female	Valid	Disagree	0	.0	.1	.1
		Agree	57	3.7	99.9	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
	Total			1508	100.0	

**Q31c@. Were helpful**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	3	.2	3.5	3.5
		Neither agree or disagree	3	.3	4.1	7.6
		Agree	79	6.0	92.4	100.0
		Total	85	6.5	100.0	
	Missing	System	1224	93.5		
Total			1309	100.0		
Female	Valid	Disagree	0	.0	.1	.1
		Neither agree or disagree	0	.0	.7	.9
		Agree	56	3.7	99.1	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
Total			1508	100.0		

**Q31d@. Were sensitive to your needs**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Disagree	4	.3	5.0	5.0	
		Neither agree or disagree	4	.3	4.2	9.3	
		Agree	77	5.8	90.7	100.0	
		Total	84	6.4	100.0		
	Missing	System	1224	93.5			
		Unsure/ Not Applicable	1	.1			
	Total			1225	93.6		
Female	Valid	Disagree	0	.0	.1	.1	
		Neither agree or disagree	0	.0	.3	.5	
		Agree	56	3.7	99.5	100.0	
		Total	57	3.8	100.0		
	Missing	System	1451	96.2			
	Total			1508	100.0		

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

**Q31e@. Treated you fairly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	2	.1	2.1	2.1
		Neither agree or disagree	2	.1	2.0	4.1
		Agree	81	6.2	95.9	100.0
		Total	84	6.4	100.0	
	Missing	System	1224	93.5		
		Unsure/ Not Applicable	1	.1		
		Total	1225	93.6		
Total		1309	100.0			
Female	Valid	Disagree	0	.0	.1	.1
		Agree	57	3.7	99.9	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
		Total	1508	100.0		

**Q31g@. Dealt with your query in a timely manner**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	2	.1	2.2	2.2
		Neither agree or disagree	2	.2	2.5	4.7
		Agree	80	6.1	95.3	100.0
		Total	84	6.4	100.0	
	Missing	System	1224	93.5		
		Unsure/ Not Applicable	1	.1		
		Total	1225	93.6		
Total		1309	100.0			
Female	Valid	Disagree	0	.0	.9	.9
		Neither agree or disagree	1	.1	2.0	2.9
		Agree	55	3.6	97.1	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
		Total	1508	100.0		

**Q31h@. Were good listeners**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	4	.3	4.3	4.3
		Neither agree or disagree	1	.1	1.7	6.0
		Agree	79	6.1	94.0	100.0
		Total	84	6.4	100.0	
	Missing	System	1224	93.5		
		Unsure/ Not Applicable	1	.1		
		Total	1225	93.6		
Total		1309	100.0			
Female	Valid	Disagree	0	.0	.1	.1
		Neither agree or disagree	1	.0	1.0	1.2
		Agree	56	3.7	98.8	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
		Total	1508	100.0		

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

**Q31i@. Communicated clearly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	1	.1	1.6	1.6
		Neither agree or disagree	3	.2	3.6	5.1
		Agree	81	6.2	94.9	100.0
		Total	85	6.5	100.0	
	Missing	System	1224	93.5		
Total			1309	100.0		
Female	Valid	Neither agree or disagree	1	.0	1.2	1.2
		Agree	56	3.7	98.8	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
	Total			1508	100.0	

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	8	.6	9.2	9.2
		Neither agree or disagree	3	.3	4.0	13.2
		Agree	73	5.6	86.8	100.0
		Total	84	6.4	100.0	
	Missing	System	1224	93.5		
		Unsure/ Not Applicable	2	.1		
		Total	1225	93.6		
Total			1309	100.0		
Female	Valid	Disagree	1	.1	1.5	1.5
		Neither agree or disagree	1	.1	2.4	3.8
		Agree	54	3.6	96.2	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
	Total			1508	100.0	

**Q31k@. Provided relevant information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	4	.3	4.8	4.8
		Neither agree or disagree	3	.2	3.6	8.4
		Agree	75	5.7	91.6	100.0
		Total	82	6.2	100.0	
	Missing	System	1226	93.7		
		Unsure/ Not Applicable	1	.1		
		Total	1227	93.8		
Total			1309	100.0		
Female	Valid	Disagree	0	.0	.9	.9
		Neither agree or disagree	0	.0	.7	1.6
		Agree	53	3.5	98.4	100.0
		Total	54	3.6	100.0	
	Missing	System	1454	96.4		
	Total			1508	100.0	

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

**Q31I@. Provided complete information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	6	.5	7.8	7.8
		Neither agree or disagree	1	.0	.8	8.6
		Agree	73	5.5	91.4	100.0
		Total	79	6.1	100.0	
	Missing	System	1228	93.8		
		Unsure/ Not Applicable	1	.1		
		Total	1230	93.9		
Total		1309	100.0			
Female	Valid	Disagree	1	.1	1.6	1.6
		Neither agree or disagree	1	.0	1.0	2.6
		Agree	53	3.5	97.4	100.0
		Total	54	3.6	100.0	
	Missing	System	1454	96.4		
		Total	1508	100.0		
		Total		1508	100.0	

**Q31m@. Provided accurate information**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	4	.3	5.1	5.1
		Neither agree or disagree	3	.2	3.4	8.5
		Agree	72	5.5	91.5	100.0
		Total	79	6.0	100.0	
	Missing	System	1229	93.9		
		Unsure/ Not Applicable	1	.1		
		Total	1230	94.0		
Total		1309	100.0			
Female	Valid	Disagree	0	.0	.9	.9
		Neither agree or disagree	1	.0	1.3	2.2
		Agree	53	3.5	97.8	100.0
		Total	54	3.6	100.0	
	Missing	System	1454	96.4		
		Total	1508	100.0		
		Total		1508	100.0	

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	1	.1	.9	.9
		Poor	4	.3	4.6	5.5
		Neither poor nor good	2	.1	2.3	7.8
		Good	21	1.6	25.0	32.8
		Very good	57	4.3	67.2	100.0
		Total	85	6.5	100.0	
	Missing	System	1224	93.5		
		Can't recall	1	.0		
Total		1224	93.5			
Total		1309	100.0			
Female	Valid	Very poor	0	.0	.1	.1
		Poor	0	.0	.7	.9
		Neither poor nor good	1	.1	1.4	2.3
		Good	8	.5	13.3	15.6
		Very good	48	3.2	84.4	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
		Total	1451	96.2		
Total		1508	100.0			

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	5	.4	5.5	5.5
		Neither poor nor good	2	.1	2.3	7.8
		Good	78	6.0	92.2	100.0
		Total	85	6.5	100.0	
	Missing	System	1224	93.5		
		Can't recall	1	.0		
		Total	1224	93.5		
	Total		1309	100.0		
Female	Valid	Poor	0	.0	.9	.9
		Neither poor nor good	1	.1	1.4	2.3
		Good	55	3.7	97.7	100.0
		Total	57	3.8	100.0	
	Missing	System	1451	96.2		
Total		1508	100.0			

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents
Male	Valid	Ensure dedicated DVA staff at shared facilities	4	4.7
		Ensure access to appropriate facilities in regional areas	2	1.9
		Improve timeliness of resolution/ follow-up		
		Reduce waiting times	0	.4
		Minimise the number of contacts I need to speak with	1	1.0
		Ensure staff are polite/ helpful/ courteous	6	7.8
		Other	3	3.3
		None of the above	70	85.0
		Number of Respondents	82	100.0
Female	Valid	Ensure dedicated DVA staff at shared facilities	1	.9
		Ensure access to appropriate facilities in regional areas	1	2.0
		Improve timeliness of resolution/ follow-up	0	.4
		Reduce waiting times	0	.1
		Minimise the number of contacts I need to speak with	1	1.8
		Ensure staff are polite/ helpful/ courteous	0	.1
		Other	1	2.3
		None of the above	53	93.6
		Number of Respondents	57	100.0

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	59	4.5	4.5	4.5
		No	1250	95.5	95.5	100.0
		Total	1309	100.0	100.0	
Female	Valid	Yes	40	2.7	2.7	2.7
		No	1467	97.3	97.3	100.0
		Total	1507	99.9	100.0	
	Missing	System	1	.1		
Total			1508	100.0		

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

Q5. Gender			Frequency	% of respondents
Male	Valid	I do not use the internet	534	42.7
		I do not have regular internet access	41	3.3
		I have concerns about privacy	3	.2
		I prefer to contact DVA in-person, via telephone or in writing	49	3.9
		My queries/ issues are too complicated to resolve online	8	.6
		I wasn't aware of DVA's online services	173	13.8
		It is too difficult to use	47	3.8
		I have no need to use the service	455	36.4
		Other	8	.6
		Number of Respondents		1250
Female	Valid	I do not use the internet	899	61.3
		I do not have regular internet access	56	3.8
		I have concerns about privacy	6	.4
		I prefer to contact DVA in-person, via telephone or in writing	52	3.5
		My queries/ issues are too complicated to resolve online	2	.1
		I wasn't aware of DVA's online services	113	7.7
		It is too difficult to use	37	2.5
		I have no need to use the service	380	25.9
		Other	11	.7
		Number of Respondents		1466



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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	236	18.0	18.0	18.0
		No	1073	82.0	82.0	100.0
		Total	1309	100.0	100.0	
Female	Valid	Yes	125	8.3	8.3	8.3
		No	1383	91.7	91.7	100.0
		Total	1508	100.0	100.0	

	Find a DVA office				
	Find a form	20	1.6	8.6	51.3
	Use MyAccount	5	.4	2.1	53.4
	Find out what services DVA provides	8	.6	3.3	56.6
	Look up specific information about eligibility	18	1.4	7.7	64.3
	Look up specific information about a payment (e.g. rates of payments)	19	1.4	7.9	72.2
	Look up specific information about a benefit	24	1.9	10.3	82.6
	Look up information about health care	12	.9	5.1	87.7
	Find out about a commemorative event	6	.4	2.4	90.1
	Find a DVA publication	1	.0	.3	90.4
	Read the latest news	6	.4	2.5	92.8
	Find a link to a related website (e.g. Minister's website, DSHI Insurance, Anzac Centenary)	1	.0	.3	93.1
	Other	10	.8	4.3	97.5
	Can't remember	6	.5	2.5	100.0
	Total	235	18.0	100.0	
ing	System	1074	82.0		
I		1309	100.0		
I	Find out general information about how to contact DVA/where to find a DVA office	56	3.7	44.4	44.4
	Find a form	7	.4	5.2	49.6
	Use MyAccount	2	.2	1.9	51.5
	Find out what services DVA provides	9	.6	7.2	58.7
	Look up specific information about eligibility	11	.7	8.7	67.4
	Look up specific information about a payment (e.g. rates of payments)	6	.4	5.2	72.5
	Look up specific information about a benefit	17	1.1	13.3	85.8
	Look up information about health care	7	.4	5.3	91.1
	Find out about a commemorative event	0	.0	.2	91.3
	Find a DVA publication	0	.0	.2	91.4
	Read the latest news	5	.3	4.1	95.6
	Find a link to a related website (e.g. Minister's website, DSHI Insurance, Anzac Centenary)	0	.0	.3	95.8
	Find information for ex-service organisations	0	.0	.3	96.1
	Other	1	.1	.6	96.7
	Can't remember	4	.3	3.3	100.0
	Total	125	8.3	100.0	
ing	System	1383	91.7		
I		1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	13	1.0	5.5	5.5
		Poor	18	1.3	7.6	13.1
		Neither poor nor good	68	5.2	29.4	42.4
		Good	72	5.5	31.0	73.4
		Very good	62	4.7	26.6	100.0
		Total	232	17.7	100.0	
	Missing	System	1073	82.0		
		Unsure/ Not applicable	4	.3		
		Total	1077	82.3		
	Total		1309	100.0		
Female	Valid	Very poor	11	.8	9.2	9.2
		Poor	8	.5	6.1	15.2
		Neither poor nor good	33	2.2	26.4	41.6
		Good	43	2.8	34.5	76.1
		Very good	30	2.0	23.9	100.0
		Total	124	8.2	100.0	
	Missing	System	1383	91.7		
		Unsure/ Not applicable	1	.1		
		Total	1384	91.8		
	Total		1508	100.0		

**Q42b. Enough information to answer your query/ question**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	13	1.0	5.9	5.9
		Poor	25	1.9	11.0	16.9
		Neither poor nor good	37	2.8	16.2	33.1
		Good	78	6.0	34.5	67.7
		Very good	73	5.6	32.3	100.0
		Total	226	17.3	100.0	
	Missing	System	1073	82.0		
		Unsure/ Not applicable	10	.8		
		Total	1083	82.7		
	Total		1309	100.0		
Female	Valid	Very poor	10	.7	8.3	8.3
		Poor	6	.4	4.6	13.0
		Neither poor nor good	14	.9	11.1	24.0
		Good	54	3.6	43.2	67.3
		Very good	41	2.7	32.7	100.0
		Total	124	8.3	100.0	
	Missing	System	1383	91.7		
		Unsure/ Not applicable	1	.1		
		Total	1383	91.7		
	Total		1508	100.0		

	Neither poor nor good	40	5.0	17.0	29.3	
	Good	91	7.0	38.9	68.5	
	Very good	74	5.6	31.5	100.0	
	Total	234	17.9	100.0		
ing	System	1073	82.0			
	Unsure/ Not applicable	2	.2			Cumulative
	Total	1075	82.1			Percent
I		1309	100.0			3.3
I	Very poor	7	.5	5.6	5.6	9.6
	Poor	6	.4	4.5	10.1	29.0
	Neither poor nor good	23	1.5	18.4	28.5	68.7
	Good	53	3.5	42.3	70.8	100.0
	Very good	36	2.4	29.2	100.0	
	Total	125	8.3	100.0		
ing	System	1383	91.7			
	Unsure/ Not applicable	1	.1			
	Total	1383	91.7			
I		1508	100.0			2.8
	Poor		5	.3	3.9	6.7
	Neither poor nor good		25	1.6	20.0	26.7
	Good		44	2.9	35.6	62.3
	Very good		47	3.1	37.7	100.0
	Total		124	8.2	100.0	
Missing	System		1383	91.7		
	Unsure/ Not applicable		2	.1		
	Total		1384	91.8		
Total			1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	30	2.3	13.1	13.1
		Neither poor nor good	68	5.2	29.4	42.4
		Good	134	10.2	57.6	100.0
		Total	232	17.7	100.0	
	Missing	System	1073	82.0		
		Unsure/ Not Applicable	4	.3		
		Total	1077	82.3		
Total		1309	100.0			
Female	Valid	Poor	19	1.3	15.2	15.2
		Neither poor nor good	33	2.2	26.4	41.6
		Good	73	4.8	58.4	100.0
		Total	124	8.2	100.0	
	Missing	System	1383	91.7		
		Unsure/ Not Applicable	1	.1		
		Total	1384	91.8		
Total		1508	100.0			

**Q42b@. Enough information to answer your query/ question**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	38	2.9	16.9	16.9
		Neither poor nor good	37	2.8	16.2	33.1
		Good	151	11.6	66.9	100.0
		Total	226	17.3	100.0	
	Missing	System	1073	82.0		
		Unsure/ Not Applicable	10	.8		
		Total	1083	82.7		
Total		1309	100.0			
Female	Valid	Poor	16	1.1	13.0	13.0
		Neither poor nor good	14	.9	11.1	24.0
		Good	95	6.3	76.0	100.0
		Total	124	8.3	100.0	
	Missing	System	1383	91.7		
		Unsure/ Not Applicable	1	.1		
		Total	1383	91.7		
Total		1508	100.0			

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	22	1.7	9.6	9.6
		Neither poor nor good	45	3.5	19.4	29.0
		Good	166	12.7	71.0	100.0
		Total	234	17.8	100.0	
	Missing	System	1073	82.0		
		Unsure/ Not Applicable	3	.2		
		Total	1075	82.2		
Total		1309	100.0			
Female	Valid	Poor	8	.6	6.7	6.7
		Neither poor nor good	25	1.6	20.0	26.7
		Good	91	6.0	73.3	100.0
		Total	124	8.2	100.0	
	Missing	System	1383	91.7		
		Unsure/ Not Applicable	2	.1		
		Total	1384	91.8		
Total		1508	100.0			

**Q42d@. Ease of understanding of the information presented**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	29	2.2	12.5	12.5
		Neither poor nor good	40	3.0	17.0	29.5
		Good	165	12.6	70.5	100.0
		Total	234	17.9	100.0	
	Missing	System	1073	82.0		
		Unsure/ Not Applicable	2	.2		
		Total	1075	82.1		
Total		1309	100.0			
Female	Valid	Poor	13	.8	10.1	10.1
		Neither poor nor good	23	1.5	18.4	28.5
		Good	89	5.9	71.5	100.0
		Total	125	8.3	100.0	
	Missing	System	1383	91.7		
		Unsure/ Not Applicable	1	.1		
		Total	1383	91.7		
Total		1508	100.0			

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very poor	6	.4	2.4	2.4
		Poor	12	.9	5.0	7.5
		Neither poor nor good	47	3.6	20.0	27.5
		Good	98	7.5	41.5	69.0
		Very good	73	5.6	31.0	100.0
	Missing	Total	236	18.0	100.0	
		System	1073	82.0		
		Can't recall	1	.0		
		Total	1074	82.0		
		Total	1309	100.0		
Female	Valid	Very poor	8	.5	6.1	6.1
		Poor	4	.3	3.2	9.3
		Neither poor nor good	21	1.4	16.8	26.1
		Good	59	3.9	47.2	73.3
		Very good	33	2.2	26.7	100.0
	Missing	Total	125	8.3	100.0	
		System	1383	91.7		
		Can't recall	1	.0		
		Total	1383	91.7		
		Total	1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Poor	18	1.3	7.5	7.5
		Neither poor nor good	47	3.6	20.0	27.5
		Good	171	13.0	72.5	100.0
		Total	236	18.0	100.0	
	Missing	System	1073	82.0		
		Can't recall	1	.0		
		Total	1074	82.0		
Total	1309	100.0				
Female	Valid	Poor	12	.8	9.3	9.3
		Neither poor nor good	21	1.4	16.8	26.1
		Good	92	6.1	73.9	100.0
		Total	125	8.3	100.0	
	Missing	System	1383	91.7		
		Can't recall	1	.0		
		Total	1383	91.7		
Total	1508	100.0				

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

**Q47. Do you use social media?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	203	15.5	15.5	15.5
		No	1106	84.5	84.5	100.0
		Total	1309	100.0	100.0	
Female	Valid	Yes	199	13.2	13.2	13.2
		No	1309	86.8	86.8	100.0
		Total	1508	100.0	100.0	

**Q48a. Facebook**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware of DVA presence	159	12.1	78.1	78.1
		Aware of DVA presence, but do not currently use	41	3.1	20.0	98.1
		Use occasionally	2	.2	1.0	99.1
		Use often	2	.1	.9	100.0
		Total	203	15.5	100.0	
	Missing	System	1106	84.5		
Total		1309	100.0			
Female	Valid	Not aware of DVA presence	163	10.8	82.0	82.0
		Aware of DVA presence, but do not currently use	32	2.1	16.2	98.2
		Use occasionally	3	.2	1.3	99.5
		Use often	1	.1	.5	100.0
		Total	199	13.2	100.0	
	Missing	System	1309	86.8		
Total		1508	100.0			

**Q48b. Twitter (including EasyChirp)**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware of DVA presence	187	14.3	92.1	92.1
		Aware of DVA presence, but do not currently use	12	.9	5.9	97.9
		Use occasionally	4	.3	2.1	100.0
		Total	203	15.5	100.0	
		Missing	System	1106	84.5	
Total		1309	100.0			
Female	Valid	Not aware of DVA presence	193	12.8	96.9	96.9
		Aware of DVA presence, but do not currently use	6	.4	2.9	99.8
		Use often	0	.0	.2	100.0
		Total	199	13.2	100.0	
		Missing	System	1309	86.8	
Total		1508	100.0			



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

**Q48c. Youtube**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware of DVA presence	186	14.2	91.4	91.4
		Aware of DVA presence, but do not currently use	16	1.2	7.9	99.2
		Use occasionally	2	.1	.8	100.0
		Total	203	15.5	100.0	
	Missing System	1106	84.5			
Total		1309	100.0			
Female	Valid	Not aware of DVA presence	193	12.8	96.9	96.9
		Aware of DVA presence, but do not currently use	5	.4	2.7	99.6
		Use occasionally	0	.0	.2	99.8
		Use often	0	.0	.2	100.0
		Total	199	13.2	100.0	
	Missing System	1309	86.8			
Total		1508	100.0			

**Q48d. Flickr**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware of DVA presence	198	15.1	97.4	97.4
		Aware of DVA presence, but do not currently use	5	.4	2.4	99.8
		Use occasionally	0	.0	.2	100.0
		Total	203	15.5	100.0	
	Missing System	1106	84.5			
Total		1309	100.0			
Female	Valid	Not aware of DVA presence	198	13.1	99.2	99.2
		Aware of DVA presence, but do not currently use	2	.1	.8	100.0
	Total	199	13.2	100.0		
Missing System	1309	86.8				
Total		1508	100.0			

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

**Q48a@. Facebook**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	159	12.1	78.1	78.1
		Aware, but do not use	41	3.1	20.0	98.1
		Use occasionally or often	4	.3	1.9	100.0
		Total	203	15.5	100.0	
	Missing	System	1106	84.5		
Total			1309	100.0		
Female	Valid	Not aware	163	10.8	82.0	82.0
		Aware, but do not use	32	2.1	16.2	98.2
		Use occasionally or often	4	.2	1.8	100.0
		Total	199	13.2	100.0	
	Missing	System	1309	86.8		
Total			1508	100.0		

**Q48b@. Twitter (including EasyChirp)**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	187	14.3	92.1	92.1
		Aware, but do not use	12	.9	5.9	97.9
		Use occasionally or often	4	.3	2.1	100.0
		Total	203	15.5	100.0	
	Missing	System	1106	84.5		
Total			1309	100.0		
Female	Valid	Not aware	193	12.8	96.9	96.9
		Aware, but do not use	6	.4	2.9	99.8
		Use occasionally or often	0	.0	.2	100.0
		Total	199	13.2	100.0	
	Missing	System	1309	86.8		
Total			1508	100.0		

**Q48c@. Youtube**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	186	14.2	91.4	91.4
		Aware, but do not use	16	1.2	7.9	99.2
		Use occasionally or often	2	.1	.8	100.0
		Total	203	15.5	100.0	
	Missing	System	1106	84.5		
Total			1309	100.0		
Female	Valid	Not aware	193	12.8	96.9	96.9
		Aware, but do not use	5	.4	2.7	99.6
		Use occasionally or often	1	.1	.4	100.0
		Total	199	13.2	100.0	
	Missing	System	1309	86.8		
Total			1508	100.0		

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

**Q48d@. Flickr**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	198	15.1	97.4	97.4
		Aware, but do not use	5	.4	2.4	99.8
		Use occasionally or often	0	.0	.2	100.0
		Total	203	15.5	100.0	
	Missing	System	1106	84.5		
Total			1309	100.0		
Female	Valid	Not aware	198	13.1	99.2	99.2
		Aware, but do not use	2	.1	.8	100.0
		Total	199	13.2	100.0	
	Missing	System	1309	86.8		
	Total			1508	100.0	

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

Q5. Gender			Frequency	% of respondents
Male	Valid	Improve client awareness of online services	18	5.0
		Improve client awareness of social media presence	16	4.6
		Reference DVA online content in written communications	7	1.9
		Ensure flexibility of online systems	14	3.9
		Improve DVA website - navigation/layout/make it user friendly/simplify language	14	4.0
		Other	15	4.2
		None of the above	280	79.5
	Number of Respondents		352	100.0
Female	Valid	Improve client awareness of online services	16	6.5
		Improve client awareness of social media presence	14	5.4
		Reference DVA online content in written communications	3	1.1
		Ensure flexibility of online systems	11	4.2
		Improve DVA website - navigation/layout/make it user friendly/simplify language	11	4.4
		Other	2	1.0
		None of the above	204	81.8
	Number of Respondents		249	100.0

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	I have felt no need to provide feedback	1238	94.6	94.6	94.6
		I have provided feedback to DVA	42	3.2	3.2	97.8
		I have considered providing feedback but did not do so	29	2.2	2.2	100.0
		Total	1309	100.0	100.0	
Female	Valid	I have felt no need to provide feedback	1458	96.7	96.7	96.7
		I have provided feedback to DVA	35	2.3	2.3	99.0
		I have considered providing feedback but did not do so	15	1.0	1.0	100.0
		Total	1507	99.9	100.0	
	Missing System	1	.1			
Total		1508	100.0			

**Q51a. MyAccount portal**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	50	3.8	70.6	70.6
		Partially aware	8	.6	10.7	81.3
		Fully aware	13	1.0	18.7	100.0
		Total	71	5.4	100.0	
	Missing System	1238	94.6			
Total		1309	100.0			
Female	Valid	Not aware	40	2.6	80.2	80.2
		Partially aware	3	.2	6.8	86.9
		Fully aware	6	.4	13.1	100.0
		Total	49	3.3	100.0	
	Missing System	1459	96.7			
Total		1508	100.0			

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

**Q51b. Calling DVA General Enquiries**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	16	1.2	22.5	22.5
		Partially aware	13	1.0	17.7	40.2
		Fully aware	43	3.2	59.8	100.0
		Total	71	5.4	100.0	
	Missing	System	1238	94.6		
Total			1309	100.0		
Female	Valid	Not aware	8	.6	17.1	17.1
		Partially aware	7	.5	15.1	32.2
		Fully aware	33	2.2	67.8	100.0
		Total	49	3.3	100.0	
	Missing	System	1459	96.7		
Total			1508	100.0		

**Q51c. Writing to DVA**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	15	1.1	21.1	21.1
		Partially aware	5	.4	7.5	28.6
		Fully aware	51	3.9	71.4	100.0
		Total	71	5.4	100.0	
	Missing	System	1238	94.6		
Total			1309	100.0		
Female	Valid	Not aware	5	.4	11.1	11.1
		Partially aware	5	.3	9.1	20.2
		Fully aware	39	2.6	79.8	100.0
		Total	49	3.3	100.0	
	Missing	System	1459	96.7		
Total			1508	100.0		

**Q51d. In-person at a DVA office**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	26	2.0	36.4	36.4
		Partially aware	6	.4	7.9	44.4
		Fully aware	40	3.0	55.6	100.0
		Total	71	5.4	100.0	
	Missing	System	1238	94.6		
Total			1309	100.0		
Female	Valid	Not aware	16	1.1	33.2	33.2
		Partially aware	5	.3	10.1	43.3
		Fully aware	28	1.9	56.7	100.0
		Total	49	3.3	100.0	
	Missing	System	1459	96.7		
Total			1508	100.0		

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

**Q51e. By email**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Not aware	36	2.7	50.1	50.1
		Partially aware	6	.4	7.9	58.0
		Fully aware	30	2.3	42.0	100.0
		Total	71	5.4	100.0	
	Missing	System	1238	94.6		
Total			1309	100.0		
Female	Valid	Not aware	28	1.8	55.8	55.8
		Partially aware	6	.4	11.6	67.4
		Fully aware	16	1.1	32.6	100.0
		Total	49	3.3	100.0	
	Missing	System	1459	96.7		
Total			1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very dissatisfied	4	.3	12.1	12.1
		Dissatisfied	7	.5	17.8	30.0
		Neither satisfied nor dissatisfied	4	.3	11.7	41.7
		Satisfied	8	.6	22.8	64.5
		Very satisfied	13	1.0	35.5	100.0
		Total	37	2.8	100.0	
	Missing	System	1267	96.8		
		Not yet received a response	5	.4		
		Total	1272	97.2		
	Total			1309	100.0	
Female	Valid	Very dissatisfied	2	.1	6.2	6.2
		Dissatisfied	3	.2	9.5	15.6
		Neither satisfied nor dissatisfied	2	.2	8.3	23.9
		Satisfied	6	.4	19.5	43.4
		Very satisfied	17	1.1	56.6	100.0
		Total	30	2.0	100.0	
	Missing	System	1473	97.7		
		Not yet received a response	4	.3		
		Total	1478	98.0		
	Total			1508	100.0	

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Dissatisfied	11	.8	30.0	30.0
		Neither satisfied nor dissatisfied	4	.3	11.7	41.7
		Satisfied	21	1.6	58.3	100.0
	Missing	Total	37	2.8	100.0	
		System	1267	96.8		
		Not yet received a response	5	.4		
		Total	1272	97.2		
Total	1309	100.0				
Female	Valid	Dissatisfied	5	.3	15.6	15.6
		Neither satisfied nor dissatisfied	2	.2	8.3	23.9
		Satisfied	23	1.5	76.1	100.0
	Missing	Total	30	2.0	100.0	
		System	1473	97.7		
		Not yet received a response	4	.3		
		Total	1478	98.0		
Total	1508	100.0				

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

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

Q5. Gender			Frequency	% of respondents
Male	Valid	The information given to me was not correct		
		The information given to me was not complete	6	55.9
		The information provided was not relevant to my query	0	4.5
		The time taken to achieve an outcome/ resolution	6	52.7
		The need to deal with DVA on multiple occasions	4	34.5
		The need to deal with multiple contact points within DVA	0	2.6
		DVA staff did not get back to me when they said they would	4	40.0
		I was asked to contact DVA with additional information/DVA asked me to contact them	1	7.3
		Other	1	6.0
		Can't remember		
		Number of Respondents		
Female	Valid	The information given to me was not correct	2	35.0
		The information given to me was not complete	0	7.6
		The information provided was not relevant to my query		
		The time taken to achieve an outcome/ resolution	2	37.9
		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	2	36.6
		I was asked to contact DVA with additional information/DVA asked me to contact them	0	1.9
		Other	1	15.9
		Can't remember		
		Number of Respondents		



DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	278	21.2	21.2	21.2
		No	1025	78.3	78.3	99.5
		Not sure	6	.5	.5	100.0
		Total	1309	100.0	100.0	
Female	Valid	Yes	179	11.9	11.9	11.9
		No	1318	87.4	87.4	99.2
		Not sure	11	.8	.8	100.0
		Total	1508	100.0	100.0	

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Claim for compensation	34	2.6	12.1	12.1
		Application for a pension	37	2.9	13.5	25.6
		Application for a health care card	12	.9	4.1	29.7
		Application for health services	107	8.2	38.5	68.2
		Application for reimbursement	66	5.0	23.8	92.0
		Application for a lump sum advance	4	.3	1.4	93.4
		Household services or aids	7	.5	2.4	95.8
		Other	12	.9	4.2	100.0
		Total	278	21.2	100.0	
		Missing System	1031	78.8		
Total	1309	100.0				
Female	Valid	Claim for compensation	11	.7	6.3	6.3
		Application for a pension	17	1.2	9.8	16.0
		Application for a health care card	6	.4	3.3	19.3
		Application for health services	58	3.8	32.3	51.7
		Application for reimbursement	58	3.8	32.2	83.9
		Application for a lump sum advance	8	.5	4.3	88.2
		Household services or aids	7	.5	4.2	92.4
		Other	14	.9	7.6	100.0
		Total	179	11.9	100.0	
		Missing System	1329	88.1		
Total	1508	100.0				

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	1-2 weeks	83	6.3	29.7	29.7
		3-4 weeks	52	4.0	18.6	48.3
		1-2 months	29	2.2	10.3	58.7
		3-6 months	17	1.3	6.1	64.7
		More than 6 months	7	.5	2.5	67.2
		Still pending	71	5.4	25.4	92.6
		Not sure	21	1.6	7.4	100.0
		Total	278	21.2	100.0	
Missing	System	1031	78.8			
Total		1309	100.0			
Female	Valid	1-2 weeks	82	5.5	46.0	46.0
		3-4 weeks	37	2.4	20.6	66.6
		1-2 months	14	.9	7.8	74.4
		3-6 months	12	.8	6.6	81.0
		More than 6 months	7	.4	3.6	84.7
		Still pending	14	.9	7.7	92.4
		Not sure	14	.9	7.6	100.0
		Total	179	11.9	100.0	
Missing	System	1329	88.1			
Total		1508	100.0			

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Exceed your expectations – that is, it was faster than you expected	58	4.5	21.1	21.1
		Meet your expectations	162	12.4	58.3	79.3
		Not meet your expectations	33	2.5	11.8	91.1
		Was much worse than your expectations	25	1.9	8.9	100.0
		Total	278	21.2	100.0	
Missing	System	1031	78.8			
Total		1309	100.0			
Female	Valid	Exceed your expectations – that is, it was faster than you expected	39	2.6	21.9	21.9
		Meet your expectations	120	7.9	67.0	88.9
		Not meet your expectations	12	.8	6.5	95.4
		Was much worse than your expectations	8	.5	4.6	100.0
		Total	179	11.9	100.0	
Missing	System	1329	88.1			
Total		1508	100.0			

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Met or exceeded expectations	220	16.8	79.3	79.3
		Did not meet expectations	57	4.4	20.7	100.0
		Total	278	21.2	100.0	
	Missing	System	1031	78.8		
Total			1309	100.0		
Female	Valid	Met or exceeded expectations	159	10.5	88.9	88.9
		Did not meet expectations	20	1.3	11.1	100.0
		Total	179	11.9	100.0	
	Missing	System	1329	88.1		
Total			1508	100.0		

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

**Q61mr. Why were your expectations not met?**

Q5. Gender			Frequency	% of respondents
Male	Valid	The information given to me was not correct	5	9.0
		The information given to me was not complete	3	6.0
		The information provided was not relevant to my query	3	5.0
		The time taken to achieve an outcome/ resolution	46	80.9
		The need to deal with DVA on multiple occasions	3	5.3
		The need to deal with multiple contact points within DVA	2	3.3
		DVA staff did not get back to me when they said they would	5	7.9
		I was asked to contact DVA with additional information/DVA asked me to contact them	3	5.0
		Other	0	.5
		Can't remember		
		Number of Respondents		
Female	Valid	The information given to me was not correct	1	6.4
		The information given to me was not complete	3	13.1
		The information provided was not relevant to my query	1	7.4
		The time taken to achieve an outcome/ resolution	14	71.3
		The need to deal with DVA on multiple occasions	3	15.1
		The need to deal with multiple contact points within DVA		
		DVA staff did not get back to me when they said they would	2	9.3
		I was asked to contact DVA with additional information/DVA asked me to contact them	3	14.1
		Other	0	.7
		Can't remember	0	.7
		Number of Respondents		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	23	1.8	1.8	1.8
		Disagree	45	3.4	3.5	5.4
		Neither agree or disagree	117	9.0	9.2	14.5
		Agree	524	40.1	41.1	55.6
		Strongly Agree	566	43.2	44.4	100.0
		Total	1276	97.5	100.0	
Missing	Missing	Don't Know	32	2.5		
		System	1	.1		
		Total	33	2.5		
Total			1309	100.0		
Female	Valid	Strongly disagree	8	.5	.5	.5
		Disagree	24	1.6	1.6	2.1
		Neither agree or disagree	72	4.8	4.9	7.0
		Agree	643	42.6	43.2	50.2
		Strongly Agree	740	49.1	49.8	100.0
		Total	1487	98.6	100.0	
Missing	Missing	Don't Know	19	1.3		
		System	2	.1		
		Total	21	1.4		
Total			1508	100.0		

**Q62b. Understands the needs of clients**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	34	2.6	2.7	2.7
		Disagree	80	6.1	6.3	8.9
		Neither agree or disagree	129	9.9	10.1	19.0
		Agree	518	39.6	40.3	59.3
		Strongly Agree	522	39.9	40.7	100.0
		Total	1284	98.1	100.0	
Missing	Missing	Don't Know	24	1.9		
		System	1	.1		
		Total	25	1.9		
Total			1309	100.0		
Female	Valid	Strongly disagree	21	1.4	1.4	1.4
		Disagree	36	2.4	2.5	3.9
		Neither agree or disagree	89	5.9	6.0	9.8
		Agree	636	42.1	42.8	52.6
		Strongly Agree	705	46.7	47.4	100.0
		Total	1486	98.6	100.0	
Missing	Missing	Don't Know	20	1.3		
		System	2	.1		
		Total	22	1.4		
Total			1508	100.0		

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

**Q62c. Responds to feedback**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	26	2.0	2.5	2.5
		Disagree	59	4.5	5.5	8.0
		Neither agree or disagree	265	20.3	24.8	32.7
		Agree	406	31.0	37.9	70.6
		Strongly Agree	315	24.1	29.4	100.0
		Total	1071	81.8	100.0	
	Missing	Don't Know	236	18.0		
		System	2	.2		
		Total	238	18.2		
	Total		1309	100.0		
Female	Valid	Strongly disagree	17	1.1	1.3	1.3
		Disagree	30	2.0	2.4	3.7
		Neither agree or disagree	236	15.7	18.7	22.4
		Agree	502	33.3	39.8	62.2
		Strongly Agree	476	31.6	37.8	100.0
		Total	1261	83.6	100.0	
	Missing	Don't Know	245	16.2		
		System	2	.1		
		Total	247	16.4		
	Total		1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	41	3.1	3.4	3.4
		Disagree	50	3.8	4.1	7.5
		Neither agree or disagree	190	14.5	15.8	23.3
		Agree	499	38.1	41.5	64.9
		Strongly Agree	422	32.2	35.1	100.0
		Total	1202	91.8	100.0	
	Missing	Don't Know	106	8.1		
		System	1	.1		
		Total	107	8.2		
	Total		1309	100.0		
Female	Valid	Strongly disagree	9	.6	.7	.7
		Disagree	35	2.3	2.6	3.2
		Neither agree or disagree	166	11.0	12.0	15.2
		Agree	637	42.2	46.1	61.3
		Strongly Agree	534	35.4	38.7	100.0
		Total	1382	91.6	100.0	
	Missing	Don't Know	124	8.2		
		System	2	.1		
		Total	126	8.4		
	Total		1508	100.0		

	Neither agree or disagree	131	11.3	11.9	20.7	
	Agree	490	37.4	38.6	59.3	
	Strongly Agree	517	39.5	40.7	100.0	
	Total	1270	97.1	100.0		
ing	Don't Know	38	2.9			
	System	1	.1			Cumulative Percent
	Total	39	2.9			
I		1309	100.0			3.1
i	Strongly disagree	14	.9	.9	.9	6.9
	Disagree	44	2.9	3.0	3.9	14.7
	Neither agree or disagree	119	7.9	8.0	11.9	55.8
	Agree	664	44.0	44.6	56.5	100.0
	Strongly Agree	648	43.0	43.5	100.0	
	Total	1490	98.8	100.0		
ing	Don't Know	16	1.1			
	System	2	.1			
	Total	18	1.2			
I		1508	100.0			1.1
	Disagree		36	2.4	2.4	3.5
	Neither agree or disagree		83	5.5	5.6	9.2
	Agree		595	39.5	40.5	49.7
	Strongly Agree		739	49.0	50.3	100.0
	Total		1469	97.4	100.0	
Missing	Don't Know		37	2.4		
	System		2	.1		
	Total		39	2.6		
Total			1508	100.0		

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

**Q62g. Communicates clearly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	25	1.9	2.0	2.0
		Disagree	52	4.0	4.0	6.0
		Neither agree or disagree	101	7.7	7.8	13.8
		Agree	602	46.0	46.7	60.5
		Strongly Agree	510	39.0	39.5	100.0
		Total	1290	98.5	100.0	
Missing	Missing	Don't Know	18	1.4		
		System	1	.1		
		Total	19	1.5		
Total			1309	100.0		
Female	Valid	Strongly disagree	7	.5	.5	.5
		Disagree	40	2.7	2.7	3.2
		Neither agree or disagree	105	6.9	7.1	10.3
		Agree	664	44.0	44.9	55.2
		Strongly Agree	662	43.9	44.8	100.0
		Total	1478	98.0	100.0	
Missing	Missing	Don't Know	28	1.8		
		System	2	.1		
		Total	30	2.0		
Total			1508	100.0		

**Q62h. Is honest and ethical in its dealings**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	22	1.7	1.7	1.7
		Disagree	30	2.3	2.4	4.1
		Neither agree or disagree	95	7.3	7.5	11.6
		Agree	553	42.2	43.4	55.1
		Strongly Agree	572	43.7	44.9	100.0
		Total	1272	97.2	100.0	
Missing	Missing	Don't Know	36	2.8		
		System	1	.1		
		Total	37	2.8		
Total			1309	100.0		
Female	Valid	Strongly disagree	5	.3	.3	.3
		Disagree	12	.8	.8	1.1
		Neither agree or disagree	98	6.5	6.6	7.7
		Agree	643	42.6	43.4	51.1
		Strongly Agree	723	48.0	48.9	100.0
		Total	1481	98.2	100.0	
Missing	Missing	Don't Know	25	1.7		
		System	2	.1		
		Total	27	1.8		
Total			1508	100.0		



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

**Q62i. Delivers services in a timely manner**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	33	2.5	2.6	2.6
		Disagree	67	5.1	5.2	7.8
		Neither agree or disagree	102	7.8	8.0	15.8
		Agree	553	42.2	43.0	58.8
		Strongly Agree	530	40.5	41.2	100.0
		Total	1286	98.2	100.0	
Missing	Missing	Don't Know	22	1.7		
		System	1	.1		
		Total	23	1.8		
Total			1309	100.0		
Female	Valid	Strongly disagree	5	.4	.4	.4
		Disagree	32	2.1	2.2	2.5
		Neither agree or disagree	84	5.5	5.7	8.2
		Agree	639	42.4	43.4	51.6
		Strongly Agree	712	47.2	48.4	100.0
		Total	1473	97.7	100.0	
Missing	Missing	Don't Know	34	2.3		
		System	1	.1		
		Total	35	2.3		
Total			1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	24	1.8	1.9	1.9
		Disagree	58	4.4	4.6	6.5
		Neither agree or disagree	121	9.3	9.6	16.0
		Agree	549	42.0	43.4	59.4
		Strongly Agree	514	39.3	40.6	100.0
		Total	1267	96.8	100.0	
Missing	Missing	Don't Know	41	3.2		
		System	1	.1		
		Total	42	3.2		
Total			1309	100.0		
Female	Valid	Strongly disagree	9	.6	.6	.6
		Disagree	44	2.9	2.9	3.5
		Neither agree or disagree	117	7.8	7.9	11.4
		Agree	641	42.5	43.0	54.4
		Strongly Agree	678	45.0	45.6	100.0
		Total	1489	98.7	100.0	
Missing	Missing	Don't Know	17	1.1		
		System	2	.1		
		Total	19	1.3		
Total			1508	100.0		

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

**Q62k. Clients have confidence in**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	30	2.3	2.3	2.3
		Disagree	69	5.3	5.3	7.7
		Neither agree or disagree	105	8.0	8.1	15.8
		Agree	528	40.3	41.0	56.8
		Strongly Agree	556	42.4	43.2	100.0
	Missing	System	1	.1		
		Don't Know	21	1.6		
		Total	22	1.7		
		Total	1309	100.0		
		Total	1309	100.0		
Female	Valid	Strongly disagree	7	.5	.5	.5
		Disagree	27	1.8	1.8	2.3
		Neither agree or disagree	64	4.2	4.3	6.5
		Agree	630	41.8	42.3	48.8
		Strongly Agree	763	50.6	51.2	100.0
	Missing	System	2	.1		
		Don't Know	15	1.0		
		Total	17	1.1		
		Total	1508	100.0		
		Total	1508	100.0		

**Q62l. Provides reliable information and advice**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	15	1.2	1.2	1.2
		Disagree	46	3.5	3.5	4.7
		Neither agree or disagree	119	9.1	9.2	14.0
		Agree	565	43.2	43.9	57.8
		Strongly Agree	543	41.5	42.2	100.0
	Missing	Don't Know	20	1.6		
		System	1	.1		
		Total	21	1.6		
		Total	1309	100.0		
		Total	1309	100.0		
Female	Valid	Strongly disagree	6	.4	.4	.4
		Disagree	41	2.7	2.8	3.2
		Neither agree or disagree	93	6.2	6.3	9.5
		Agree	600	39.8	40.7	50.1
		Strongly Agree	735	48.7	49.9	100.0
	Missing	Don't Know	32	2.1		
		System	2	.1		
		Total	34	2.3		
		Total	1508	100.0		
		Total	1508	100.0		

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

**Q62m. Is accountable for decisions it makes**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Strongly disagree	34	2.6	2.8	2.8
		Disagree	43	3.2	3.5	6.2
		Neither agree or disagree	163	12.4	13.3	19.5
		Agree	551	42.1	44.9	64.4
		Strongly Agree	436	33.3	35.6	100.0
		Total	1226	93.6	100.0	
Missing		Don't Know	82	6.3		
		System	1	.1		
		Total	83	6.4		
Total			1309	100.0		
Female	Valid	Strongly disagree	5	.3	.3	.3
		Disagree	28	1.9	2.0	2.3
		Neither agree or disagree	135	9.0	9.6	12.0
		Agree	644	42.7	45.9	57.9
		Strongly Agree	590	39.1	42.1	100.0
		Total	1402	92.9	100.0	
Missing		Don't Know	104	6.9		
		System	2	.1		
		Total	106	7.1		
Total			1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Disagree	68	5.2	5.4	5.4	
		Neither agree or disagree	117	9.0	9.2	14.5	
		Agree	1090	83.3	85.5	100.0	
		Total	1276	97.5	100.0		
Missing		Unsure/ Not Applicable	32	2.5			
		System	1	.1			
		Total	33	2.5			
Total			1309	100.0			
Female	Valid	Disagree	32	2.1	2.1	2.1	
		Neither agree or disagree	72	4.8	4.9	7.0	
		Agree	1383	91.7	93.0	100.0	
		Total	1487	98.6	100.0		
	Missing		Unsure/ Not Applicable	19	1.3		
			System	2	.1		
Total			21	1.4			
Total			1508	100.0			

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

**Q62b@. Understands the needs of clients**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	114	8.7	8.9	8.9
		Neither agree or disagree	129	9.9	10.1	19.0
		Agree	1040	79.4	81.0	100.0
		Total	1284	98.1	100.0	
	Missing	Unsure/ Not Applicable	24	1.9		
		System	1	.1		
		Total	25	1.9		
Total		1309	100.0			
Female	Valid	Disagree	57	3.8	3.9	3.9
		Neither agree or disagree	89	5.9	6.0	9.8
		Agree	1340	88.9	90.2	100.0
		Total	1486	98.6	100.0	
	Missing	Unsure/ Not Applicable	20	1.3		
		System	2	.1		
		Total	22	1.4		
Total		1508	100.0			

**Q62c@. Responds to feedback**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	85	6.5	8.0	8.0
		Neither agree or disagree	265	20.3	24.8	32.7
		Agree	721	55.1	67.3	100.0
		Total	1071	81.8	100.0	
	Missing	Unsure/ Not Applicable	236	18.0		
		System	2	.2		
		Total	238	18.2		
Total		1309	100.0			
Female	Valid	Disagree	46	3.1	3.7	3.7
		Neither agree or disagree	236	15.7	18.7	22.4
		Agree	978	64.9	77.6	100.0
		Total	1261	83.6	100.0	
	Missing	Unsure/ Not Applicable	245	16.2		
		System	2	.1		
		Total	247	16.4		
Total		1508	100.0			

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	91	6.9	7.5	7.5
		Neither agree or disagree	190	14.5	15.8	23.3
		Agree	921	70.4	76.7	100.0
		Total	1202	91.8	100.0	
	Missing	Unsure/ Not Applicable	106	8.1		
		System	1	.1		
	Total	107	8.2			
Total			1309	100.0		
Female	Valid	Disagree	45	3.0	3.2	3.2
		Neither agree or disagree	166	11.0	12.0	15.2
		Agree	1171	77.7	84.8	100.0
		Total	1382	91.6	100.0	
	Missing	Unsure/ Not Applicable	124	8.2		
		System	2	.1		
	Total	126	8.4			
Total			1508	100.0		

**Q62e@. Sensitive acknowledges the service and sacrifice of veterans**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	87	6.6	6.9	6.9
		Neither agree or disagree	100	7.6	7.9	14.7
		Agree	1080	82.5	85.3	100.0
		Total	1266	96.7	100.0	
	Missing	Unsure/ Not Applicable	42	3.2		
		System	1	.1		
	Total	43	3.3			
Total			1309	100.0		
Female	Valid	Disagree	52	3.4	3.5	3.5
		Neither agree or disagree	83	5.5	5.6	9.2
		Agree	1334	88.5	90.8	100.0
		Total	1469	97.4	100.0	
	Missing	Unsure/ Not Applicable	37	2.4		
		System	2	.1		
	Total	39	2.6			
Total			1508	100.0		

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

**Q62f@. Puts clients first**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	112	8.6	8.8	8.8
		Neither agree or disagree	151	11.5	11.9	20.7
		Agree	1007	77.0	79.3	100.0
		Total	1270	97.1	100.0	
	Missing	System	1	.1		
		Unsure/ Not Applicable	38	2.9		
		Total	39	2.9		
Total		1309	100.0			
Female	Valid	Disagree	58	3.9	3.9	3.9
		Neither agree or disagree	119	7.9	8.0	11.9
		Agree	1312	87.0	88.1	100.0
		Total	1490	98.8	100.0	
	Missing	System	2	.1		
		Unsure/ Not Applicable	16	1.1		
		Total	18	1.2		
Total		1508	100.0			

**Q62g@. Communicates clearly**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	77	5.9	6.0	6.0
		Neither agree or disagree	101	7.7	7.8	13.8
		Agree	1112	85.0	86.2	100.0
		Total	1290	98.5	100.0	
	Missing	Unsure/ Not Applicable	18	1.4		
		System	1	.1		
		Total	19	1.5		
Total		1309	100.0			
Female	Valid	Disagree	47	3.1	3.2	3.2
		Neither agree or disagree	105	6.9	7.1	10.3
		Agree	1326	87.9	89.7	100.0
		Total	1478	98.0	100.0	
	Missing	Unsure/ Not Applicable	28	1.8		
		System	2	.1		
		Total	30	2.0		
Total		1508	100.0			

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

**Q62h@. Is honest and ethical in its dealings**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	52	4.0	4.1	4.1
		Neither agree or disagree	95	7.3	7.5	11.6
		Agree	1124	85.9	88.4	100.0
		Total	1272	97.2	100.0	
	Missing	Unsure/ Not Applicable	36	2.8		
		System	1	.1		
	Total	37	2.8			
Total			1309	100.0		
Female	Valid	Disagree	17	1.1	1.1	1.1
		Neither agree or disagree	98	6.5	6.6	7.7
		Agree	1366	90.6	92.3	100.0
		Total	1481	98.2	100.0	
	Missing	Unsure/ Not Applicable	25	1.7		
		System	2	.1		
	Total	27	1.8			
Total			1508	100.0		

**Q62i@. Delivers services in a timely manner**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	101	7.7	7.8	7.8
		Neither agree or disagree	102	7.8	8.0	15.8
		Agree	1083	82.7	84.2	100.0
		Total	1286	98.2	100.0	
	Missing	Unsure/ Not Applicable	22	1.7		
		System	1	.1		
	Total	23	1.8			
Total			1309	100.0		
Female	Valid	Disagree	37	2.5	2.5	2.5
		Neither agree or disagree	84	5.5	5.7	8.2
		Agree	1352	89.6	91.8	100.0
		Total	1473	97.7	100.0	
	Missing	Unsure/ Not Applicable	34	2.3		
		System	1	.1		
	Total	35	2.3			
Total			1508	100.0		

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	82	6.2	6.5	6.5
		Neither agree or disagree	121	9.3	9.6	16.0
		Agree	1064	81.2	84.0	100.0
		Total	1267	96.8	100.0	
	Missing	Unsure/ Not Applicable	41	3.2		
		System	1	.1		
		Total	42	3.2		
Total		1309	100.0			
Female	Valid	Disagree	53	3.5	3.5	3.5
		Neither agree or disagree	117	7.8	7.9	11.4
		Agree	1319	87.5	88.6	100.0
		Total	1489	98.7	100.0	
	Missing	Unsure/ Not Applicable	17	1.1		
		System	2	.1		
		Total	19	1.3		
Total		1508	100.0			

**Q62k@. Clients have confidence in**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	99	7.5	7.7	7.7
		Neither agree or disagree	105	8.0	8.1	15.8
		Agree	1083	82.7	84.2	100.0
		Total	1287	98.3	100.0	
	Missing	System	1	.1		
		Unsure/ Not Applicable	21	1.6		
		Total	22	1.7		
Total		1309	100.0			
Female	Valid	Disagree	34	2.2	2.3	2.3
		Neither agree or disagree	64	4.2	4.3	6.5
		Agree	1393	92.4	93.5	100.0
		Total	1491	98.9	100.0	
	Missing	System	2	.1		
		Unsure/ Not Applicable	15	1.0		
		Total	17	1.1		
Total		1508	100.0			



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

**Q62l@. Provides reliable information and advice**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	61	4.6	4.7	4.7
		Neither agree or disagree	119	9.1	9.2	14.0
		Agree	1108	84.6	86.0	100.0
		Total	1288	98.4	100.0	
	Missing	Unsure/ Not Applicable	20	1.6		
		System	1	.1		
		Total	21	1.6		
Total		1309	100.0			
Female	Valid	Disagree	47	3.1	3.2	3.2
		Neither agree or disagree	93	6.2	6.3	9.5
		Agree	1334	88.5	90.5	100.0
		Total	1474	97.7	100.0	
	Missing	Unsure/ Not Applicable	32	2.1		
		System	2	.1		
		Total	34	2.3		
Total		1508	100.0			

**Q62m@. Is accountable for decisions it makes**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Disagree	76	5.8	6.2	6.2
		Neither agree or disagree	163	12.4	13.3	19.5
		Agree	987	75.4	80.5	100.0
		Total	1226	93.6	100.0	
	Missing	Unsure/ Not Applicable	82	6.3		
		System	1	.1		
		Total	83	6.4		
Total		1309	100.0			
Female	Valid	Disagree	33	2.2	2.3	2.3
		Neither agree or disagree	135	9.0	9.6	12.0
		Agree	1233	81.8	88.0	100.0
		Total	1402	92.9	100.0	
	Missing	Unsure/ Not Applicable	104	6.9		
		System	2	.1		
		Total	106	7.1		
Total		1508	100.0			

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

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Very dissatisfied	36	2.7	2.7	2.7
		Dissatisfied	51	3.9	3.9	6.7
		Neither satisfied nor dissatisfied	121	9.2	9.3	15.9
		Satisfied	386	29.5	29.5	45.4
		Very satisfied	714	54.5	54.6	100.0
		Total	1308	99.9	100.0	
Missing	System	1	.1			
Total			1309	100.0		
Female	Valid	Very dissatisfied	13	.9	.9	.9
		Dissatisfied	43	2.9	2.9	3.8
		Neither satisfied nor dissatisfied	52	3.4	3.4	7.2
		Satisfied	373	24.7	24.7	31.9
		Very satisfied	1026	68.0	68.1	100.0
		Total	1507	99.9	100.0	
Missing	System	1	.1			
Total			1508	100.0		

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

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Dissatisfied	87	6.7	6.7	6.7
		Neither satisfied nor dissatisfied	121	9.2	9.3	15.9
		Satisfied	1100	84.0	84.1	100.0
		Total	1308	99.9	100.0	
		Missing	System	1	.1	
Total			1309	100.0		
Female	Valid	Dissatisfied	57	3.8	3.8	3.8
		Neither satisfied nor dissatisfied	52	3.4	3.4	7.2
		Satisfied	1399	92.8	92.8	100.0
		Total	1507	99.9	100.0	
		Missing	System	1	.1	
Total			1508	100.0		

	Stayed about the same	1028	78.5	78.6	82.5
	Improved	176	13.5	13.5	95.9
	Improved greatly	53	4.1	4.1	100.0
	Total	1308	99.9	100.0	
ing	System	1	.1		
		1309	100.0		
	Declined greatly	6	.4	.4	.4
	Declined	18	1.2	1.2	1.6
	Stayed about the same	1268	84.1	84.1	85.7
	Improved	163	10.8	10.8	96.6
	Improved greatly	52	3.4	3.4	100.0
	Total	1507	99.9	100.0	
ing	System	1	.1		
		1508	100.0		

**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...?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Declined	51	3.9	3.9	3.9
		Stayed about the same	1028	78.5	78.6	82.5
		Improved	229	17.5	17.5	100.0
		Total	1308	99.9	100.0	
	Missing	System	1	.1		
	Total	1309	100.0			
Female	Valid	Declined	24	1.6	1.6	1.6
		Stayed about the same	1268	84.1	84.1	85.7
		Improved	215	14.3	14.3	100.0
		Total	1507	99.9	100.0	
	Missing	System	1	.1		
	Total	1508	100.0			

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents
Male	Valid	Positive – payments	13	4.6
		Positive – benefits and services	34	12.2
		Positive – staff and service quality	73	26.3
		Positive – timeliness and responsiveness	43	15.6
		Positive – online services	9	3.4
		Positive – quality and accuracy of information	52	18.6
		Positive – other		
		Negative – payments	3	1.3
		Negative – benefits and services	7	2.5
		Negative – staff and service quality	21	7.5
		Negative – timeliness and responsiveness	21	7.6
		Negative – online services	3	1.2
		Negative – quality and accuracy of information	10	3.5
		Negative – availability and access to services	17	6.2
		Negative - other	1	.4
		Can't remember	78	28.2

DVA CSS Frequencies - Split by Age Gender (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?**

Q5. Gender			Frequency	% of respondents
Male	Number of Respondents		278	100.0
Female	Valid	Positive – payments	14	5.9
		Positive – benefits and services	56	23.4
		Positive – staff and service quality	69	28.9
		Positive – timeliness and responsiveness	32	13.4
		Positive – online services	3	1.2
		Positive – quality and accuracy of information	23	9.7
		Positive – other	0	.1
		Negative – payments	1	.6
		Negative – benefits and services	2	.9
		Negative – staff and service quality	12	5.1
		Negative – timeliness and responsiveness	3	1.2
		Negative – online services	1	.5
		Negative – quality and accuracy of information	1	.4
		Negative – availability and access to services	6	2.5
		Negative - other		
		Can't remember	76	31.9
		Number of Respondents		239

**q66@. Can you provide any examples of changes in service quality you've experienced in the last 12 months?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Positive example	154	11.8	55.5	55.5
		Negative example	45	3.5	16.3	71.8
		Can't remember	78	6.0	28.2	100.0
		Total	278	21.3	100.0	
	Missing	System	1031	78.7		
Total		1309	100.0			
Female	Valid	Positive example	147	9.8	61.5	61.5
		Negative example	16	1.0	6.6	68.1
		Can't remember	76	5.1	31.9	100.0
		Total	239	15.9	100.0	
	Missing	System	1269	84.1		
Total		1508	100.0			

DVA CSS Frequencies - Split by Age Gender (Weighted)  
Section N: Improving DVA's Service Delivery

**Q67. What is your preferred way of contacting DVA?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent	
Male	Valid	Visiting the DVA website (www.dva.gov.au)	24	1.8	1.8	1.8	
		Contacting DVA via email	47	3.6	3.6	5.4	
		Visiting a DVA office in person	94	7.2	7.2	12.6	
		Visiting another government agency or organisation that represents DVA	5	.4	.4	13.0	
		Telephoning DVA	970	74.1	74.3	87.3	
		Writing a letter to DVA	68	5.2	5.2	92.5	
		Speaking to a DVA representative outside of a DVA office	41	3.1	3.1	95.6	
		Through a third party	28	2.1	2.1	97.8	
		Other	1	.1	.1	97.9	
		Don't know	28	2.1	2.1	100.0	
		Total	1306	99.8	100.0		
		Missing	System	3	.2		
		Total		1309	100.0		
		Female	Valid	Visiting the DVA website (www.dva.gov.au)	11	.7	.7
Contacting DVA via email	40			2.6	2.6	3.4	
Visiting a DVA office in person	86			5.7	5.7	9.1	
Visiting another government agency or organisation that represents DVA	14			1.0	1.0	10.0	
Telephoning DVA	1243			82.4	82.5	92.5	
Writing a letter to DVA	53			3.5	3.5	96.0	
Speaking to a DVA representative outside of a DVA office	10			.7	.7	96.7	
Through a third party	15			1.0	1.0	97.7	
Don't know	34			2.3	2.3	100.0	
Total	1507			99.9	100.0		
Missing	System			1	.1		
Total				1508	100.0		

DVA CSS Frequencies - Split by Age Gender (Weighted)  
Section N: Improving DVA's Service Delivery

**Q68. Why is this your preferred way of contacting DVA?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Easy to get information	253	19.3	19.8	19.8
		Quickest way to get information	136	10.4	10.7	30.5
		Most accurate information	31	2.4	2.4	32.9
		This way is the only option available to me	137	10.5	10.7	43.6
		To get a record of information	41	3.1	3.2	46.9
		It was convenient	153	11.7	12.0	58.8
		I've tried other contact methods but this way is best	44	3.4	3.5	62.3
		I prefer speaking with a person directly	481	36.8	37.7	99.9
		Don't know	1	.0	.1	100.0
		Total	1278	97.6	100.0	
		Missing	System	31	2.4	
Total		1309	100.0			
Female	Valid	Easy to get information	290	19.2	19.7	19.7
		Quickest way to get information	154	10.2	10.5	30.2
		Most accurate information	15	1.0	1.0	31.1
		This way is the only option available to me	178	11.8	12.1	43.2
		To get a record of information	32	2.1	2.2	45.4
		It was convenient	177	11.8	12.0	57.5
		I've tried other contact methods but this way is best	31	2.1	2.1	59.6
		I prefer speaking with a person directly	588	39.0	39.9	99.5
		Don't know	7	.5	.5	100.0
		Total	1473	97.7	100.0	
		Missing	System	35	2.3	
Total		1508	100.0			

DVA CSS Frequencies - Split by Age Gender (Weighted)  
Section N: Improving DVA's Service Delivery

**Q69. When is the most convenient time for you to contact DVA?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Early morning (8am – 9.59 am)	217	16.5	16.6	16.6
		Late morning (10.00am-11.59am)	234	17.9	17.9	34.4
		Early afternoon (12pm-2.59pm)	84	6.4	6.4	40.8
		Late afternoon (3pm – 5.30pm)	40	3.0	3.0	43.9
		After business hours (5.30 pm – 8pm)	21	1.6	1.6	45.5
		It varies	699	53.4	53.4	98.9
		Don't know	15	1.1	1.1	100.0
		Total	1308	99.9	100.0	
		Missing System	1	.1		
Total		1309	100.0			
Female	Valid	Early morning (8am – 9.59 am)	247	16.4	16.4	16.4
		Late morning (10.00am-11.59am)	317	21.0	21.0	37.4
		Early afternoon (12pm-2.59pm)	119	7.9	7.9	45.3
		Late afternoon (3pm – 5.30pm)	58	3.9	3.9	49.1
		After business hours (5.30 pm – 8pm)	17	1.2	1.2	50.3
		It varies	725	48.1	48.1	98.4
		Don't know	24	1.6	1.6	100.0
		Total	1507	99.9	100.0	
		Missing System	1	.1		
Total		1508	100.0			

**Q69@. When is the most convenient time for you to contact DVA?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Morning	451	34.4	34.4	34.4
		Afternoon	123	9.4	9.4	43.9
		After business hours	21	1.6	1.6	45.5
		It varies	699	53.4	53.4	98.9
		Don't know	15	1.1	1.1	100.0
		Total	1308	99.9	100.0	
Missing System		1	.1			
Total		1309	100.0			
Female	Valid	Morning	563	37.4	37.4	37.4
		Afternoon	177	11.7	11.7	49.1
		After business hours	17	1.2	1.2	50.3
		It varies	725	48.1	48.1	98.4
		Don't know	24	1.6	1.6	100.0
		Total	1507	99.9	100.0	
Missing System		1	.1			
Total		1508	100.0			



DVA CSS Frequencies - Split by Age Gender (Weighted)  
Section N: Improving DVA's Service Delivery

**Q70. To your knowledge, does DVA have your current email address?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Yes	414	31.6	31.8	31.8
		No	164	12.5	12.6	44.4
		No email address	561	42.8	43.2	87.6
		Don't know	161	12.3	12.4	100.0
		Total	1299	99.2	100.0	
Missing	System	10	.8			
Total			1309	100.0		
Female	Valid	Yes	231	15.3	15.4	15.4
		No	206	13.7	13.7	29.1
		No email address	942	62.5	62.7	91.8
		Don't know	123	8.2	8.2	100.0
		Total	1503	99.7	100.0	
Missing	System	5	.3			
Total			1508	100.0		

**Q71\_1. First preference**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Phone	482	36.8	36.9	36.9
		Email	219	16.7	16.7	53.6
		Letter	597	45.6	45.7	99.3
		Other	9	.7	.7	100.0
		Total	1307	99.8	100.0	
Missing	System	2	.2			
Total			1309	100.0		
Female	Valid	Phone	656	43.5	43.6	43.6
		Email	108	7.2	7.2	50.7
		Letter	738	48.9	49.0	99.7
		Other	5	.3	.3	100.0
		Total	1507	99.9	100.0	
Missing	System	1	.1			
Total			1508	100.0		

DVA CSS Frequencies - Split by Age Gender (Weighted)  
Section N: Improving DVA's Service Delivery

**Q71\_2. Second preference**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Phone	583	44.6	44.8	44.8
		Email	205	15.6	15.7	60.5
		Letter	506	38.6	38.8	99.3
		Other	6	.4	.4	99.8
		None of the above	3	.2	.2	100.0
		Total	1302	99.5	100.0	
	Missing	System	7	.5		
	Total	1309	100.0			
Female	Valid	Phone	726	48.1	48.2	48.2
		Email	135	8.9	9.0	57.2
		Letter	634	42.0	42.1	99.3
		Other	8	.5	.5	99.9
		None of the above	2	.1	.1	100.0
		Total	1505	99.8	100.0	
	Missing	System	3	.2		
	Total	1508	100.0			

**Q71\_3. Third preference**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Phone	222	17.0	17.1	17.1
		Email	235	18.0	18.1	35.1
		Letter	185	14.2	14.2	49.3
		Other	3	.3	.3	49.6
		None of the above	656	50.1	50.4	100.0
		Total	1302	99.5	100.0	
	Missing	System	7	.5		
	Total	1309	100.0			
Female	Valid	Phone	119	7.9	7.9	7.9
		Email	195	12.9	13.0	20.9
		Letter	122	8.1	8.1	29.0
		Other	6	.4	.4	29.4
		None of the above	1063	70.5	70.6	100.0
		Total	1505	99.8	100.0	
	Missing	System	3	.2		
	Total	1508	100.0			

DVA CSS Frequencies - Split by Age Gender (Weighted)  
Section O: About you

**Q75. How long have you been receiving DVA benefits and/or services?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Less than one year	36	2.8	2.8	2.8
		One to less than three years	74	5.6	5.6	8.4
		Three to less than five years	80	6.1	6.1	14.5
		Five years or more	1113	85.0	85.0	99.5
		Not sure	6	.5	.5	100.0
		Total	1309	100.0	100.0	
Female	Valid	Less than one year	23	1.6	1.6	1.6
		One to less than three years	76	5.0	5.0	6.6
		Three to less than five years	91	6.0	6.0	12.6
		Five years or more	1305	86.6	86.6	99.2
		Not sure	12	.8	.8	100.0
		Total	1508	100.0	100.0	

**Q76. Which type of DVA office do you usually deal with?**

Q5. Gender			Frequency	Percent	Valid Percent	Cumulative Percent
Male	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	179	13.7	13.7	13.7
		State capital DVA Office	373	28.5	28.6	42.3
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	49	3.7	3.7	46.0
		The On-base Advisory Service (OBAS)	5	.4	.4	46.4
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	667	51.0	51.0	97.4
		Not sure	33	2.6	2.6	100.0
		Total	1307	99.8	100.0	
	Missing	System	2	.2		
Total		1309	100.0			
Female	Valid	Regional Office / Veterans' Affairs Network (VAN) Office	185	12.3	12.3	12.3
		State capital DVA Office	370	24.5	24.5	36.8
		DVA Representative office (e.g. Centrelink/ Department of Human Services, state, or local government)	35	2.4	2.4	39.2
		The On-base Advisory Service (OBAS)	4	.3	.3	39.4
		None, I usually deal with DVA without going to an office (e.g. on the phone or online)	860	57.0	57.0	96.5
		Not sure	53	3.5	3.5	100.0
		Total	1507	99.9	100.0	
	Missing	System	1	.1		
Total		1508	100.0			

DVA CSS Frequencies - Split by Age Gender (Weighted)  
Section O: About you

**Q77mr. Which (if any) of the following describe you?**

Q5. Gender			Frequency	% of respondents
Male	Valid	Veteran or former serving member of the Australian Defence Force	1157	88.4
		Serving full-time member of the Australian Defence Force	34	2.6
		Member of the Army, Navy or Air Force Reserve	92	7.0
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	39	3.0
		War widow/er	2	.1
		Dependant (spouse, partner or child) of a veteran	24	1.9
		Other	28	2.2
		Number of Respondents	1309	100.0
Female	Valid	Veteran or former serving member of the Australian Defence Force	138	9.1
		Serving full-time member of the Australian Defence Force	6	.4
		Member of the Army, Navy or Air Force Reserve	5	.3
		Working on a full-time, part-time or volunteer basis outside the Australian Defence Force	12	.8
		War widow/er	1007	66.8
		Dependant (spouse, partner or child) of a veteran	374	24.8
		Other	12	.8
		Number of Respondents	1508	100.0