



New Zealand

**VETERANS'
AFFAIRS**

Te Tira Ahu Ika A Whiro

Veterans' Affairs

**Applications Satisfaction
Survey**

July 2021



Veterans' Affairs Applications Satisfaction Survey 2021

Research Methodology

Telephone interviews were conducted with a randomly selected sample of veterans.

This is the first applications satisfaction survey to be completed and so forms the baseline of veteran satisfaction with the applications process. As such there is no comparisons to be made with data from previous years.

Research Objective

- Measure veterans' satisfaction with the VA application process.



● Veterans' Affairs Satisfaction Survey 2021

- **Start date:** 28 April 2021
- **End date:** 25 June 2021

● Completed

- **154** completed responses were received

● Project Management

The survey has been managed by PublicVoice Ltd. Any queries regarding this report can be addressed to:

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A field of vibrant red poppies in full bloom, set against a backdrop of green foliage and stems. The image is overlaid with a semi-transparent dark green filter. The text "EXECUTIVE SUMMARY" is centered in white, bold, uppercase letters.

EXECUTIVE SUMMARY



RESEARCH OBJECTIVES

Measure veterans' satisfaction with the application process

WHAT WE LEARNED

87% of respondents were satisfied with how veterans affairs have kept them up to date with the status of their application.

82% of respondents were satisfied with the overall application process.

80% of respondents were satisfied with the time it took to process their application.

KEY INSIGHTS

33 respondents indicated a desire for VA to increase the amount and standard of communication. While 16 wanted more feedback on the status of their application.

Concerns regarding the administration of the application process was the main cause of dissatisfaction amongst veterans. Making forms easier to fill in, along with reducing the amount of supporting documentation required, were two ideas suggested by veterans for improvement.

34 respondents desired an increase in the speed of application processing. 6 respondents noted the impact delays have on deteriorating health and desired an expediated process for medical applications.

A field of vibrant red poppies with dark centers, set against a background of green foliage. The image is overlaid with a semi-transparent dark green filter. The text is centered in the middle of the image.

PublicVoice Limited

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