



New Zealand

**VETERANS'
AFFAIRS**

Te Tira Ahu Ika A Whiro

Veterans' Affairs

**Australia Satisfaction
Survey**

July 2021

Veterans' Affairs Australia Satisfaction Survey 2021

Research Methodology

Telephone interviews were conducted with a randomly selected sample of New Zealand veterans based in Australia.

This is the first satisfaction survey to be completed with New Zealand veterans based in Australia and so forms the baseline of veteran satisfaction in Australia. As such there are no comparisons to be made with data from previous years. However, where possible comparisons have been made with data obtained from veterans residing in New Zealand.

Research Objectives

- Measure veterans' satisfaction with the support provided by VA case managers
- Measure veterans' satisfaction with, and ease of obtaining, services funded by VA
- Measure veterans' overall satisfaction with VA



● Veterans' Affairs Satisfaction Survey 2021

- **Start date:** 28/05/2021
- **End date:** 16/06/2021

● Completed

- **117** 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 service provided by VA case managers (CM)



WHAT WE LEARNED

97%

of veterans were satisfied with their case managers' interactions with them.

95%

of veterans were satisfied with their case managers' ability to listen and address their concerns.

92%

of veterans were satisfied with the ease of being able to contact their case managers.



KEY INSIGHTS

Satisfaction was higher when compared with 93% of veterans residing in New Zealand being satisfied. Veterans suggested providing service with care as a means of improving interactions.

Veterans residing in Australia were slightly more satisfied than their New Zealand counterparts who expressed a 94% satisfaction with their case managers ability to listen and address their concerns. Veterans suggested improving staff competency levels to improve the service provided.

Satisfaction among veterans residing in Australia is equal to veterans residing in New Zealand. Veterans suggested reducing staff turnover would help to improve communication.



RESEARCH OBJECTIVES



WHAT WE LEARNED



KEY INSIGHTS

Measure veterans' satisfaction with, and ease of obtaining, services funded by VA

47% of veterans receive a service funded by VA.

76% of veterans found it easy to find a service provider.

Lawn mowing and gardening is the most common service used by veterans in Australia.

The most frequent suggestion to make it easier to find a service provider was for VA to improve approval/payment for service providers.



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' awareness of veterans' rights to make a complaint

46%

of veterans were aware they could make a complaint if they were not satisfied with how they had been treated.

This is less awareness when compared with veterans residing in New Zealand, of which 78% were aware.

Measure veterans' overall satisfaction with VA

90%

of veterans were satisfied with the service they received from VA.

Most veterans were satisfied with the service they received. However, several veterans had not dealt with or heard from VA for a lengthy period. Overall satisfaction is only slightly less than New Zealand veterans (97%).

67.3

is the net promoter score.

80.9 was the net promoter score amongst veterans residing in New Zealand.

A field of red poppies with a semi-transparent dark green overlay. The text is centered in the middle of the image.

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