



New Zealand

**VETERANS'
AFFAIRS**

Te Tira Ahu Ika A Whiro

Veterans' Affairs

Satisfaction Survey

May 2021

Veterans' Affairs Satisfaction

Survey 2021

Research Methodology

Telephone interviews were conducted with a randomly selected sample of veterans. This is a change to previous years where postal surveys were conducted.

Tracking data was compared where available, using data from VA's 2020, 2019 and 2018 satisfaction surveys and the 2017 services survey.

Research Objectives

- Measure veterans' satisfaction with services provided by VA case managers
- Measure veterans' satisfaction with VA services and the reasons for this
- Measure veterans' awareness and knowledge of the Code of Veterans' and Other Claimants' Rights
- Measure veterans' overall satisfaction with VA

● Veterans' Affairs Satisfaction Survey 2021

- **Start date:** 1/02/2021
- **End date:** 1/05/2021

● Completed

- **417** 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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PublicVoice
Account Director
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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

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' satisfaction with service provided by VA case managers

94%

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

The majority of veterans were satisfied with case managers ability to listen. There was a slight (2%) decrease in satisfaction from year 2020.

93%

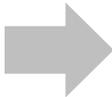
of veterans were satisfied with their case managers' interactions with them

The majority of veterans were satisfied with their case managers interactions with them. This is a slight (2%) decrease in satisfaction from year 2020.

92%

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

The majority of veterans were satisfied with the ease of being able to contact their case manager. This is a slight (1%) decrease in satisfaction from year 2020.



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' satisfaction with Crewcut's services

89% of veterans were satisfied with Crewcut

The majority of veterans were satisfied with Crewcut. There was a slight (1%) decrease in satisfaction from year 2020.

Measure veterans' satisfaction with ADT's services

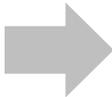
88% of veterans were satisfied with ADT

The majority of veterans were satisfied with ADT. There was a slight (5%) decrease in satisfaction from year 2020.

Measure veterans' satisfaction with Chemwash's services

87% of veterans were satisfied with Chemwash

The majority of veterans were satisfied with Chemwash. There was a slight (2%) increase in satisfaction from year 2020.



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' satisfaction with Foot Mechanics' services

98% of veterans were satisfied with Foot Mechanics

The majority of veterans were satisfied with Foot Mechanics. There was a slight (2%) increase in satisfaction from year 2020.

Measure veterans' satisfaction with HealthCare New Zealand's services

85% of veterans were satisfied with HealthCare New Zealand

The majority of veterans were satisfied with HealthCare New Zealand's services. There was a slight (8%) decrease in satisfaction from year 2020.



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' awareness of their right to make a complaint

78%

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

Measure veterans' overall satisfaction with VA

97%

of veterans were satisfied with the service they received from VA

80.9

is the net promoter score from 2021

The majority of veterans were satisfied with the service they received. Veterans identified the following areas for potential improvement.

- VA communication
- VA administration
- VA service providers
- VA support offered
- Medical assistance required/received
- VA staff

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.

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