



New Zealand

**VETERANS'
AFFAIRS**

Te Tira Ahu Ika A Whiro

Veterans' Affairs

**2022/2023 Satisfaction
Survey**

July 2023

Veterans' Affairs Satisfaction

Survey 2023

Research Methodology

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

Application satisfaction questions were asked alongside the standard satisfaction questions.

Tracking data was compared where available, using data from VA's 2022, 2021, 2020, 2019 and 2018 satisfaction surveys, the 2017 services survey and the 2021 application satisfaction survey.

Research Objectives

- Measure veterans' satisfaction with services provided by VA case managers
- Measure veterans' satisfaction with, and ease of obtaining, services funded by VA
- Measure veterans' awareness and knowledge of the Code of Veterans' and Other Claimants' Rights
- Measure veterans' engagement and rating of VA communications
- Measure veterans' overall satisfaction with VA
- Measure veterans' satisfaction with the VA application process

Veterans' Affairs Satisfaction Survey 2023

- **Start date:** 06/06/2023
- **End date:** 03/07/2023

Completed

- **404** surveys were completed

Project Management

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

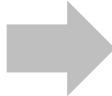
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Account Director
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A field of vibrant red poppies in full bloom, set against a backdrop of green foliage and stems. The image is overlaid with a semi-transparent dark green filter. The text "EXECUTIVE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

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' satisfaction with service provided by VA case managers

93%

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

Veterans' satisfaction decreased slightly by 2% from 2022.

94%

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

Veterans' satisfaction decreased slightly by 1% from 2022.

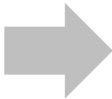
86%

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

Veterans' satisfaction decreased 6% from 2022.

Satisfied = (Excellent + Above Average + Average).

EXECUTIVE SUMMARY



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure New Zealand veterans' satisfaction with ADT's services

92% of veterans were satisfied with ADT

The majority of veterans were satisfied with ADT. There was a 1% increase in satisfaction from year 2022.

Measure New Zealand veterans' satisfaction with Chemwash's services

83% of veterans were satisfied with Chemwash

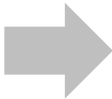
The majority of veterans were satisfied with Chemwash. There was a 1% increase in satisfaction from year 2022.

Measure New Zealand veterans' satisfaction with Foot Mechanics' services

97% of veterans were satisfied with Foot Mechanics

The majority of veterans were satisfied with Foot Mechanics. There was a 3% increase in satisfaction from year 2022.

EXECUTIVE SUMMARY



RESEARCH OBJECTIVES

Measure engagement with Veterans' Affairs communication

Measure how veterans rate Veterans' Affairs communication

WHAT WE LEARNED

81% of veterans had read the magazine (paper version) in the last 12 months

25% of veterans had read the email newsletter in the last 12 months

18% of veterans had read the magazine (online version) in the last 12 months

9% of veterans had read a VA Facebook post in the last 12 months

The majority of veterans were satisfied with the magazine, email newsletter and Facebook posts.

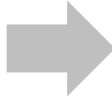
KEY INSIGHTS

The paper version of the magazine is the most popular publication for veterans. Many veterans praised the content.

A significant number of veterans suggested including more information regarding entitlements.

Veterans generally praised the content of all VA publications. It was noted that they enjoyed the updates on both past and present personnel and current operations.

EXECUTIVE SUMMARY



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' satisfaction with the application process

67%

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

67% of veterans were satisfied with how Veterans' Affairs kept them up to date with the status of their application, this is a 1% decrease from 2022. Veterans recommended improving communication around application status.

72%

of veterans were satisfied with the overall application process.

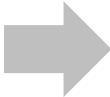
72% of veterans were satisfied with the application process. This is a 2% decrease from 2022. Some veterans thought the application forms could be simplified.

67%

of veterans were satisfied with the time it took to process their application.

67% of veterans were satisfied with the time it took to process their application, this was a 3% increase from 2022. Many veterans thought the process should be sped up.

EXECUTIVE SUMMARY



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' awareness of their right to make a complaint

82%

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

The majority of veterans were aware that they could make a complaint. The number of veterans who were aware increased by 11% from 2022.

Measure veterans' overall satisfaction with VA

95%

of veterans were satisfied with the service they received from VA

The majority of veterans were satisfied with the service they received. The number of satisfied veterans increased by 2% from 2022.

62.41

is the net promoter score from 2023

The NPS score from 2023 decreased by 14.55 from 2022 but is still considered excellent.

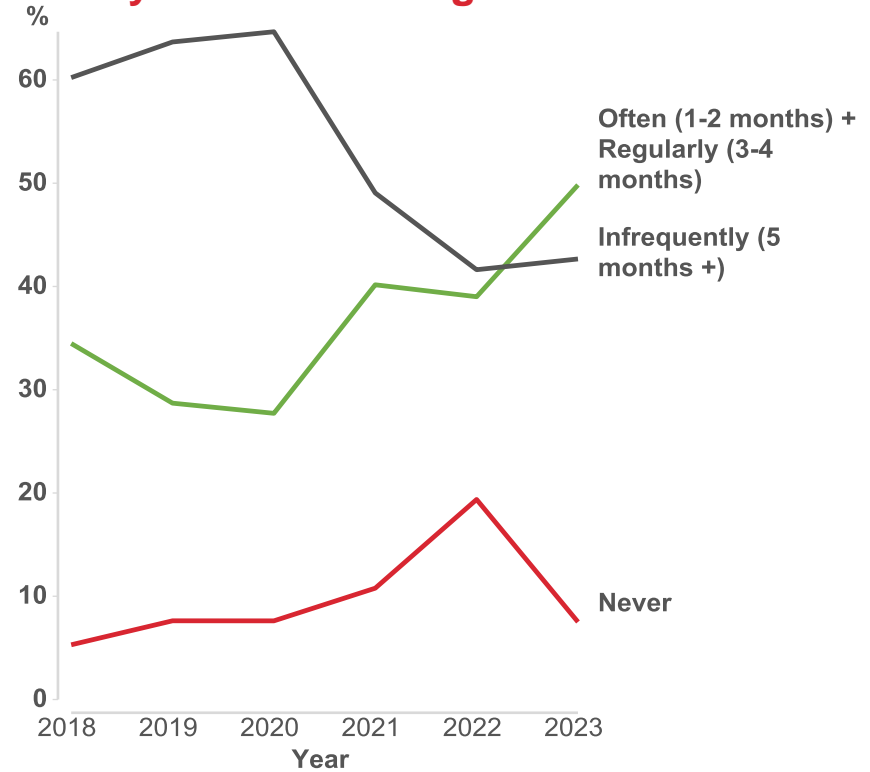
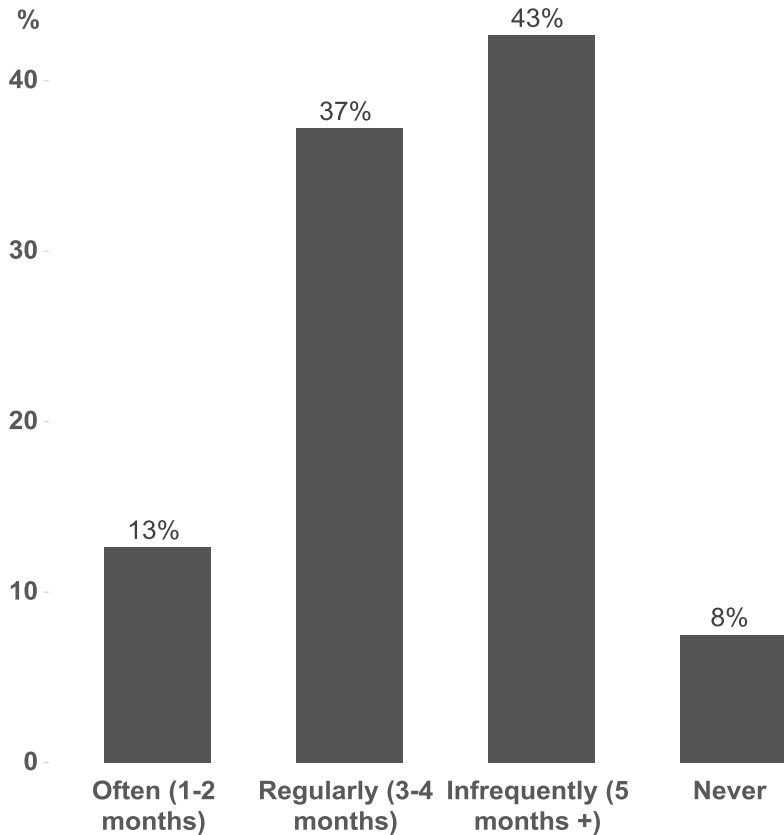
A field of vibrant red poppies in full bloom, set against a backdrop of green foliage and tall grasses. The image is overlaid with a semi-transparent dark green filter, which makes the text stand out prominently in the center.

SURVEY RESULTS

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 'CASE MANAGEMENT' is centered in white, bold, uppercase letters.

CASE MANAGEMENT

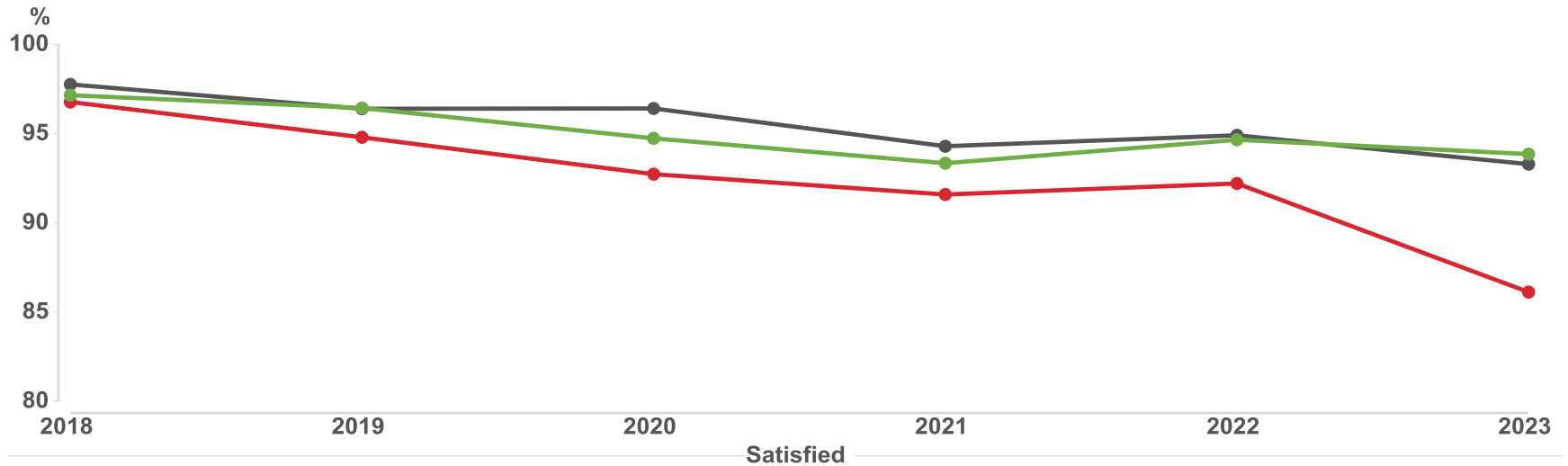
How often do you have contact with your case manager?



	2018	2019	2020	2021	2022	2023
Column %	n = 1340	n = 892	n = 617	n = 371	n = 382	n = 293
Often (1-2 months)	7%	4%	4%	12%	11%	13%
Regularly (3-4 months)	28%	24%	24%	28%	28%	37%
Infrequently (5 months +)	60%	64%	65%	49%	42%	43%
Never	5%	8%	8%	11%	19%	8%

Row %	Often (1-2 months) + Regularly (3-4 months)	Infrequently (5 months +)	Never
2018	34%	60%	5%
2019	29%	64%	8%
2020	28%	65%	8%
2021	40%	49%	11%
2022	39%	42%	19%
2023	50%	43%	8%

How would you rate your case manager's performance in the following areas:



- The ease of being able to contact your case manager
- Your case manager's ability to listen to your concerns and address them
- Your case manager's interaction with you

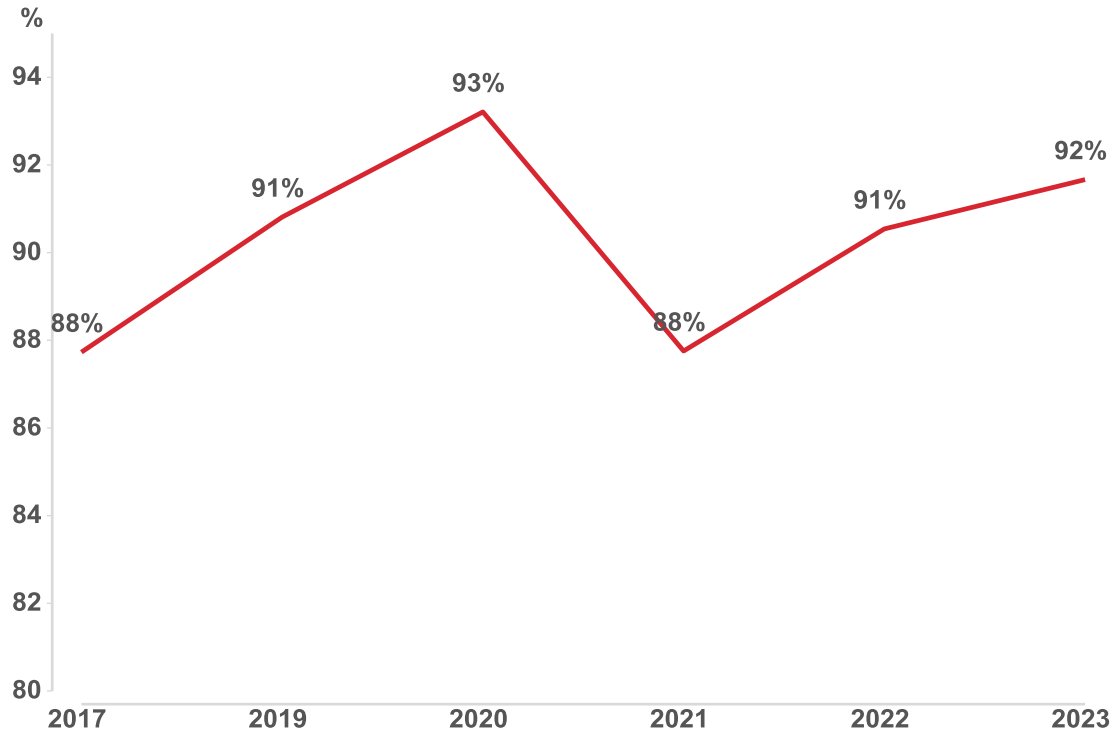
Row % Satisfied	The ease of being able to contact your case manager	Your case manager's ability to listen to your concerns and address them	Your case manager's interaction with you
2018	97%	98%	97%
2019	95%	96%	96%
2020	93%	96%	95%
2021	92%	94%	93%
2022	92%	95%	95%
2023	86%	93%	94%

Satisfied = (Excellent + Above Average + Average), Dissatisfied = (Below Average + Very Poor).

A field of vibrant red poppies in full bloom, set against a backdrop of green foliage and tall grasses. The image is overlaid with a semi-transparent dark green filter. The text "VA SERVICES" is centered in the middle of the image in a white, bold, sans-serif font.

VA SERVICES

Overall satisfaction

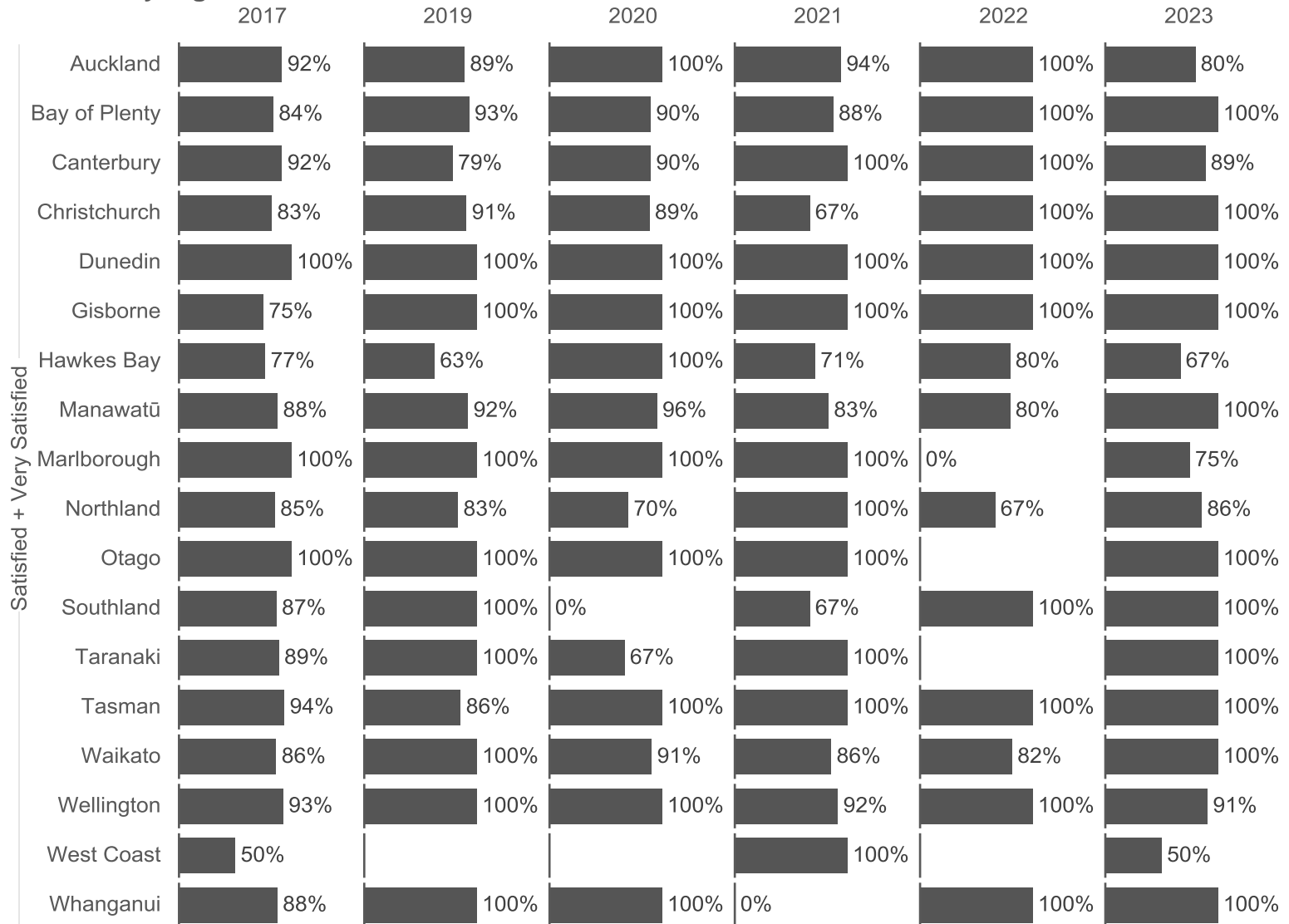


	2017 n = 546	2019 n = 185	2020 n = 162	2021 n = 98	2022 n = 74	2023 n = 120
Column %						
Very Dissatisfied	6%	5%	1%	2%	4%	4%
Dissatisfied	6%	4%	6%	10%	5%	4%
Satisfied	39%	36%	34%	28%	18%	19%
Very Satisfied	49%	55%	59%	60%	73%	73%
Average	4.2	4.3	4.4	4.3	4.5	4.5
	Redwolf	Redwolf	Redwolf	ADT	ADT	ADT

ADT replaced Redwolf in 2020. Redwolf results have been retained for comparison purposes. This question was not asked in 2018.

Satisfaction = Very Satisfied + Satisfied.

Satisfaction by region



ADT replaced Redwolf in 2020. Redwolf results have been retained for comparison purposes. This question was not asked in 2018.

Satisfaction = Very Satisfied + Satisfied.

Why did you give ADT that rating? (poor ratings)

Themes	Frequency
Poor equipment quality	11
Poor communication or service	10
Alarm not user-friendly	4
Alarm unable to register location	3
Not using or returned alarm	2
Delayed or slow medical response	2
Nuisance to wear alarm	1

Coded from open text responses. Numbers = Frequency.

"Medical alarm does not have GPS tracking so it's no good when you leave your home."



"The medical alarm often begins operating by accident. It takes a considerable amount of time for ADT to be in contact with me once I have pressed the button. The reception is not great, and they need me to exit my home and move onto the street to see my GPS location."



"I found understanding the medical alarm quite difficult to begin with as I had no one to train me on how to use the device. I believe I have got the hang of it now."

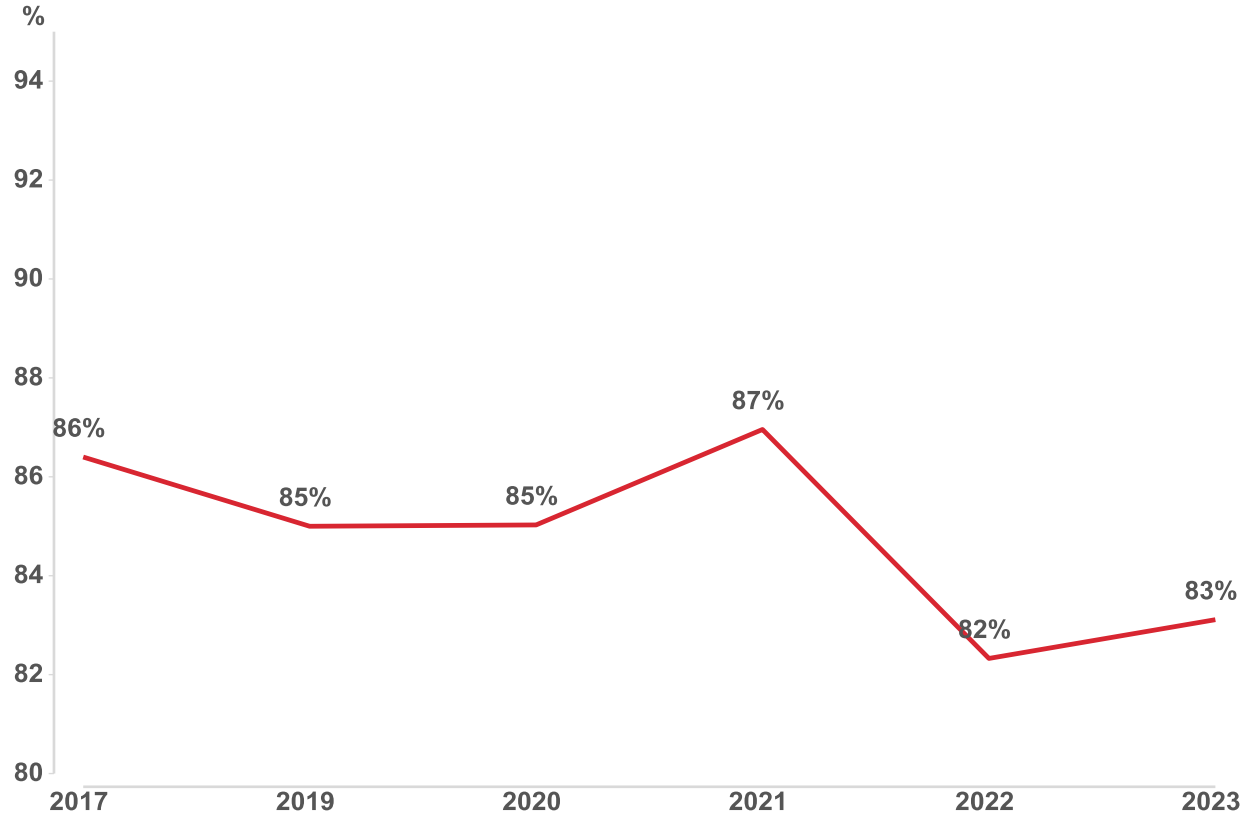
"There are two buttons on the medical alarm. One on the outside and one on the inside. I find this functionality confusing."



"They keep testing it, and they keep sending me an ambulance that I don't need."

Extracts from open text responses.

Overall satisfaction

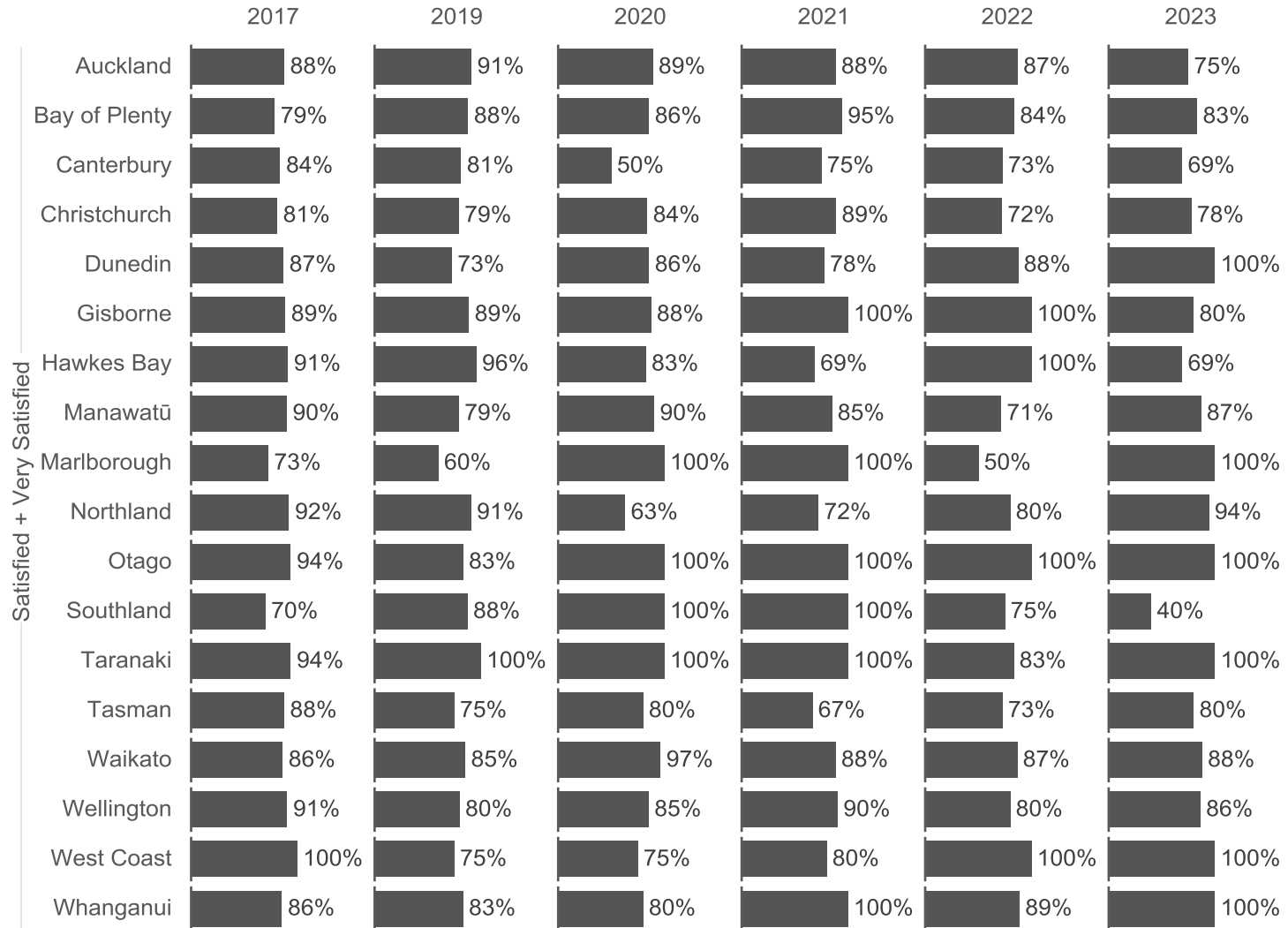


	2017 n = 1250	2019 n = 480	2020 n = 374	2021 n = 276	2022 n = 232	2023 n = 225
Column %						
Very Dissatisfied	6%	6%	6%	5%	7%	5%
Dissatisfied	8%	9%	9%	8%	10%	12%
Satisfied	44%	46%	46%	41%	30%	29%
Very Satisfied	42%	39%	39%	46%	52%	54%
Average	4.1	4.0	4.0	4.2	4.1	4.2

This question was not asked in 2018.

Satisfaction = Very Satisfied + Satisfied.

Satisfaction by region



Why did you give Chemwash that rating? (poor ratings)

Themes	Frequency
Job not done to required standard	62
Irregular or delayed service	19
Job rushed or incomplete	14
Poor communication	12
Property damage	11
Understaffed with high staff turn over	8
Do not use cleaning products	5

Coded from open text responses. Numbers = Frequency.

"They don't come regular enough, they just do the windows, they said it's not in contract to do the house. The windows vary in terms of quality of work. leave streaks, sometimes soap sometimes not."



"Different employees come to my home each time I use their service. The last service I received I was happy with as they used proper chemicals, however, the one before that they only used warm soapy water."



"It just depends who come. They have left the gate open and let the dog out."

"Nobody regulates them, nobody comes to see what they have done or if they have done it at all. The don't stick to arranged times or dates. They are charging when they are not doing the job."



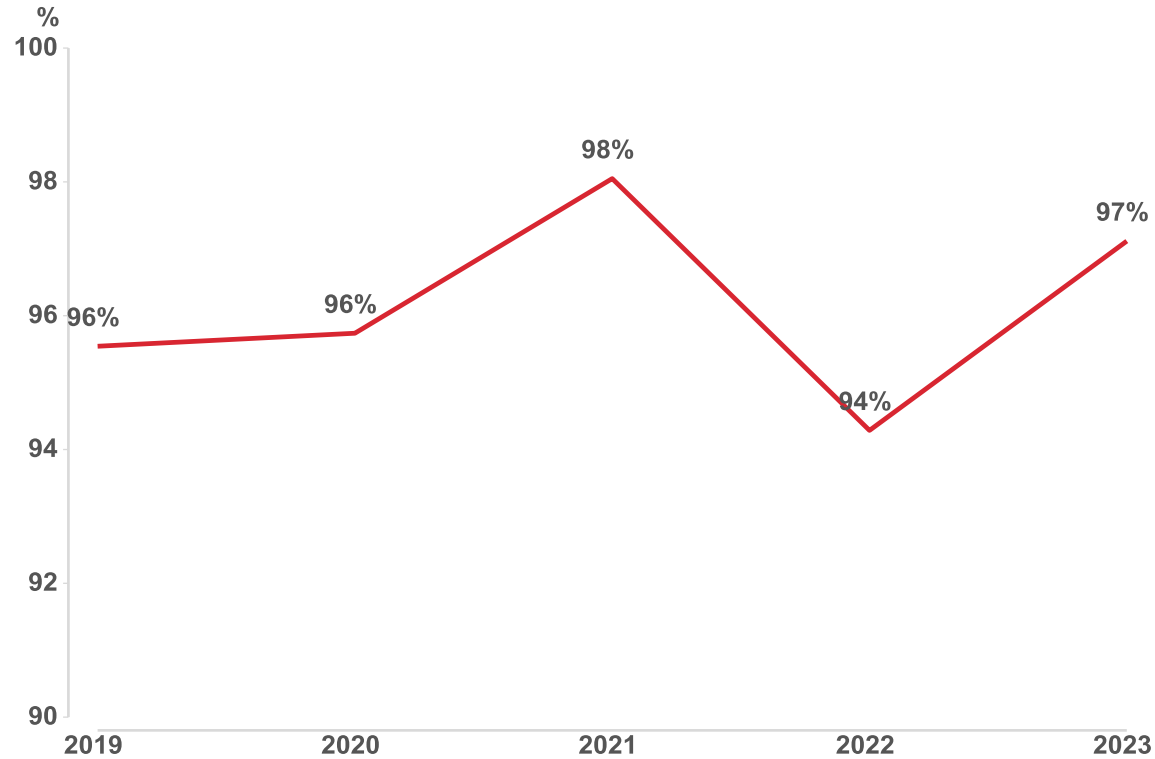
"Hopeless, at times they arrive without informing me, so my windows are open. They are only here for 5 mins and just hose the windows, they don't use a squeegee. Service depends on who comes."



"They clean the guttering, but the window cleaning is hopeless."

Extracts from open text responses.

Overall satisfaction



	2019 n = 359	2020 n = 305	2021 n = 205	2022 n = 175	2023 n = 208
Column %					
Very Dissatisfied	3%	2%	0%	3%	1%
Dissatisfied	2%	2%	1%	3%	1%
Satisfied	32%	25%	25%	10%	14%
Very Satisfied	64%	71%	73%	84%	83%
Average	4.5	4.6	4.7	4.7	4.8

This question was not asked in 2017 or 2018.

Satisfaction = Very Satisfied + Satisfied.

Satisfaction by region



This question was not asked in 2017 or 2018.

Satisfaction = Very Satisfied + Satisfied.

Why did you give Foot Mechanics that rating? (poor ratings)

Themes	Frequency
Irregular service	10
Poor communication	7
Job not done to standard required	4
Understaffed with high staff turn over	4
Insistence on excessive number of appointments	2
Rushed job	1
Unable to come to my home	1

Coded from open text responses. Numbers = Frequency.

"There have been some problems, but it has been worked out and the service is good now."



"Foot Mechanics stopped making any appointments and I could no longer contact them. Therefore, I cancelled my service with them and organised my own Podiatrist."



"We had a very good service from one lady who has subsequently retired and now I have not been able to see anyone. They don't answer the phones."

"They do not fulfill appointments. I have showed up twice now where there has been no podiatrist available. They also have poor communication."



"They always say that we can't come in if we are any ill, so I haven't been to them for a long time, I can't get through to them."



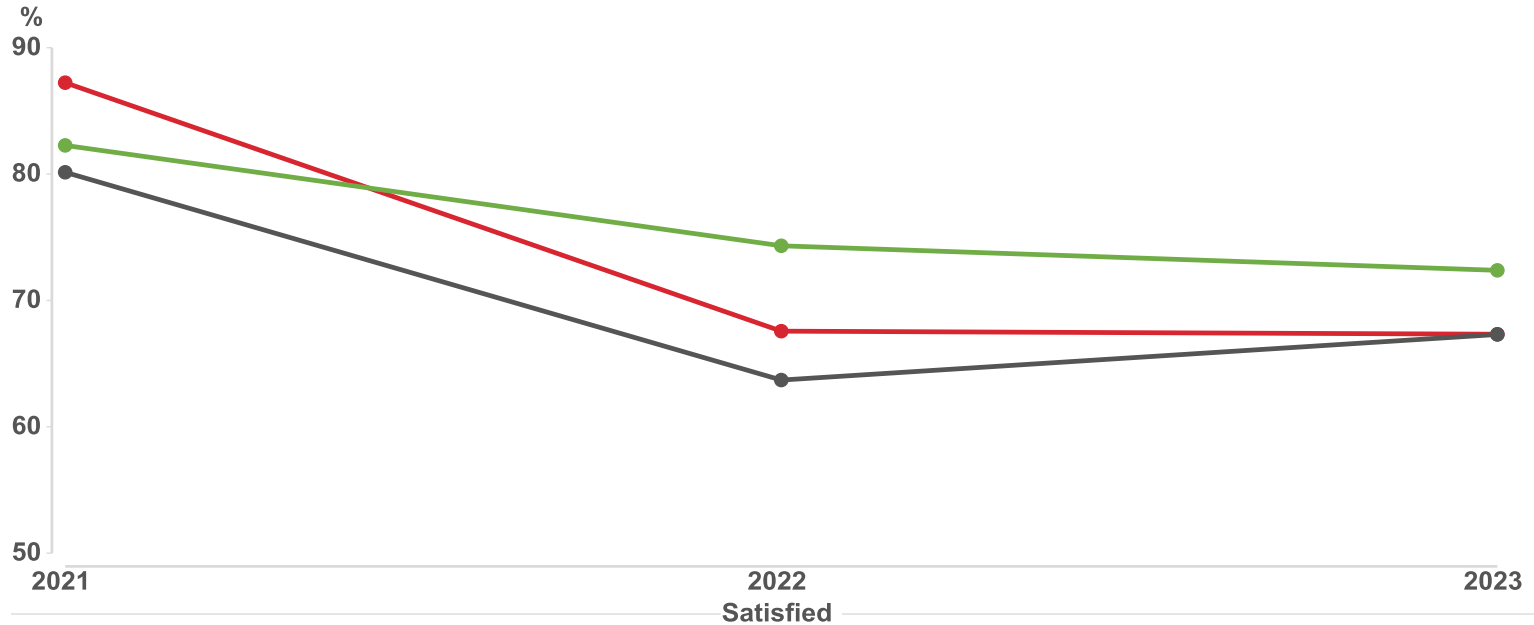
"Foot Mechanics do not return our calls and we have tried to contact them many times."

Extracts from open text responses.

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 'APPLICATION SATISFACTION' is centered in white, bold, uppercase letters.

APPLICATION SATISFACTION

Veterans' satisfaction



- How satisfied were you with how Veteran affairs kept you up to date with the status of your application?
- How satisfied were you with the time it took to process your application?
- How satisfied were you with the application process overall?

Row % Satisfied	How satisfied were you with how Veteran affairs kept you up to date with the status of your application?	How satisfied were you with the time it took to process your application?	How satisfied were you with the application process overall?
2021	87%	80%	82%
2022	68%	64%	74%
2023	67%	67%	72%

Satisfied = (5 + 4 + 3), Dissatisfied = (2 + 1).

Do you have any suggestions on how VA could improve the applications process?

Themes	Frequency
Administration	37
Expediate the process	23
Simplified forms	8
Implement a priority system	3
Allow submission of hardcopy forms	2
Notification of payments made by VA to veteran	1
VA Staff	23
Improved staff competency	8
Increase staff numbers	7
Provide service with care	5
VA staff are overwhelmed	3
Communication	20
Enhanced communication	15
Clarification of available support	4
Improve staff contactability	1

Coded from open text responses. Numbers = Frequency.

"The process has taken so much longer than I thought. It is really difficult as I am not computer savvy. I don't know how to fill in the forms once downloaded - do I fill them in with my computer or do I have to print them out and then email them back?"



"It just takes far too long to get a result from VA and the answer is always no. Perhaps if VA could give us an indication of where is the queue we are i.e., number 600 of 3650 would be good."



"It takes a long time. It seems to have deteriorated in the last ten years, gotten much longer and less efficient. Also, more complicated."

Extracts from open text responses.

Do you have any suggestions on how VA could improve the applications process?

Themes	Frequency
Medical Assistance	8
Decrease waiting period for medical support	4
Make it easier to access specialist treatment	2
Change in cancer coverage increases wait time	2
Services and Support	8
Advocacy/assistance for veterans with the process	6
Documents should not be misplaced	1
Take care when selecting contractors	1

Coded from open text responses. Numbers = Frequency.

"It's not always clear that you need to get pre-approval before you can have anything done. That needs to be made more apparent. When there is something new on offer it can be hard to understand what is needed and sometimes incorrect information is received."



"The detail required when filling in the form is too much and time consuming, if you have PTSD this can make it very difficult. VA then require more information which can make it even more distressing. There needs to be a system in place, that when an application comes in there is a qualified person who can decide on whether the application is a priority or not and then process it as such, that way priority cases are addressed first. The process needs to be streamlined and more user friendly. Terminal cases should have a 7-day turnaround, priority 28/30 day turn around and then non-priority a 3-month turnaround. Veterans deserve a bit more in terms of service and support."



"Documents have been lost, they were posted in the same envelope as a travel claim, the travel claim was taken care of, but the medical documents were lost. VA are slow in coming back, I can't do internet, so everything is via post and VA are slow at coming back via post. Have heard that some veterans are waiting over a year to hear back regarding their applications."

"Getting better than it used to be. The money comes sooner now. VA should let us know when claims have been paid, perhaps a text or a postal note. More modern service people are able to navigate the system easier. Filling out forms on the computer is not ideal as I cannot do that."



"The CM was very helpful in filling in the forms. Doctor was also very helpful. Need to advertise what veterans can apply for, I only found out via word of mouth."

Extracts from open text responses.

Do you have any other comments to make about the application process?

Themes	Frequency
Administration	34
Satisfied with application process	13
Expediate the process	8
Satisfied with processing time	6
Dissatisfactory process/decision	4
Satisfied with communication	3
VA Staff	5
Case manager assistance made process easy	4
Improve staff competency	1

Coded from open text responses. Numbers = Frequency.

"I submitted an application for my hearing aids replacement over the last year which was processed very quickly. I am very satisfied with how VA processed my request and kept in contact with me through-out."



"The CM was very helpful in filling in the forms. Doctor was also very helpful. Need to advertise what veterans can apply for, I only found out via word of mouth."



"I had to wait a long time for my skin cancer operation to be accepted. I was not comfortable with this process and how long it took."

"It took 4 months to get approval for my medication. In that time my health deteriorated. Veteran Affairs said it was difficult to find a quote for my medication which caused the delay, however, my district nurse found a quote within a day for me. My case manager could not be contacted through-out this process."



"The time it takes to process applications can vary from weeks to over a years' time. It seems that applications cannot be approved once they reach the funding team and get stuck there."



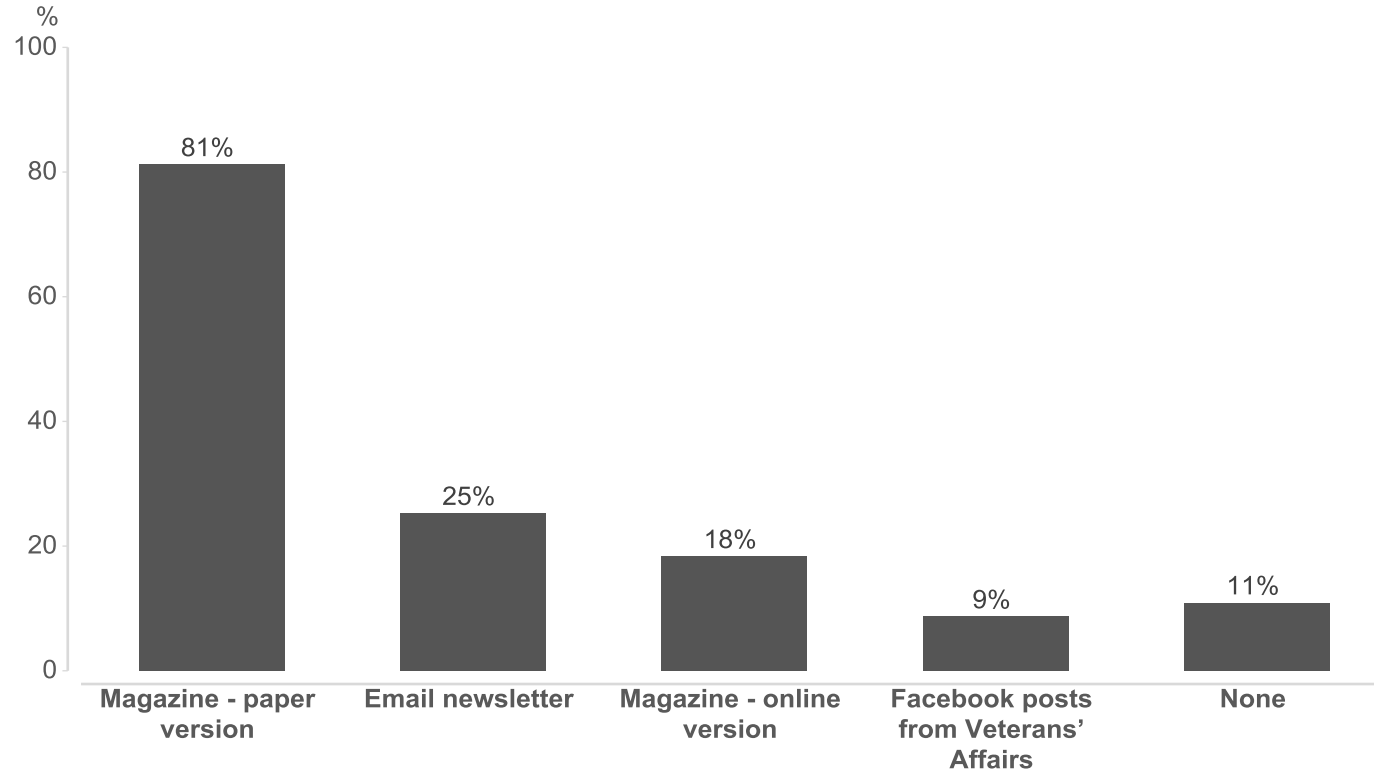
"There was a lot of confusion between Veteran Affairs and my specialist in regard to the information and paperwork needed for my application. This slowed down the process significantly. I was only satisfied with the status updates on my application because I was the one calling Veteran Affairs for an update."

Extracts from open text responses.

A field of vibrant red poppies in full bloom, set against a backdrop of green foliage and some dried, white seed heads. The scene is captured in a soft, natural light, creating a serene and peaceful atmosphere. The word "Communications" is centered over the image in a clean, white, sans-serif font.

Communications

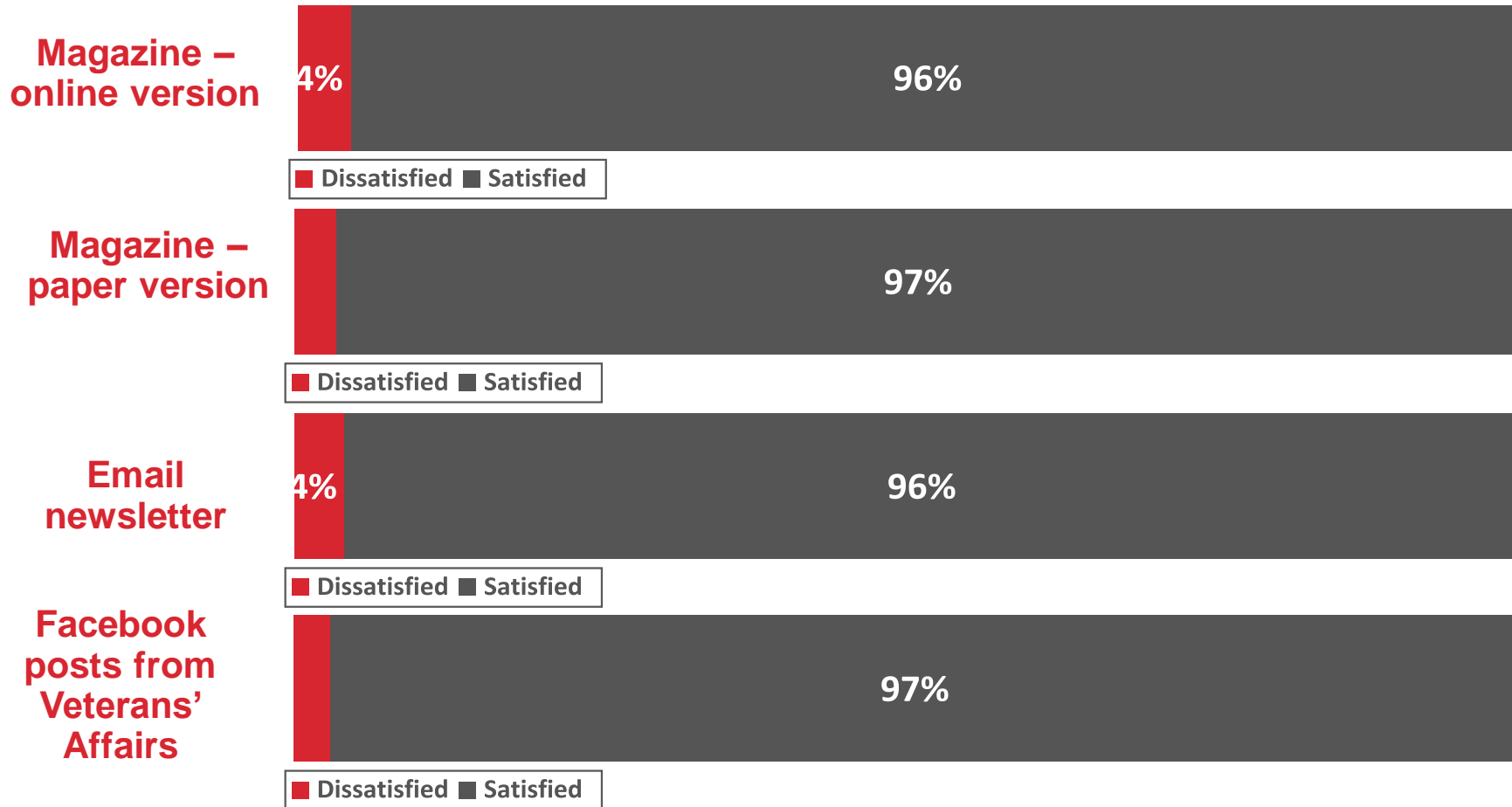
Which of the following have you read over the last 12 months?



	%	n
Magazine - paper version	81%	328
Email newsletter	25%	102
Magazine - online version	18%	74
Facebook posts from Veterans' Affairs	9%	35
None	11%	44

COMMUNICATIONS

How would you rate the following forms of communication from Veterans' Affairs?



Row %	Poor	Below Average	Average	Above average	Excellent
Magazine - online version	1%	3%	13%	43%	39%
Magazine - paper version	1%	3%	16%	32%	49%
Email newsletter	1%	3%	23%	34%	39%
Facebook posts from Veterans' Affairs	3%	0%	32%	44%	21%

Satisfied = (Excellent + Above Average + Average), Dissatisfied = (Below Average + Very Poor).

Do you have any feedback regarding Veterans' Affairs publications?

Themes	Frequency
MAGAZINE — CONTENT	179
Informative content	92
Satisfied with/enjoy reading the magazine	54
Not all content relevant/of interest	33
Enjoy updates on personnel past and present	18
Enjoy updates on current operations	7
Published processing times/support inaccurate	4
Include notifications of seminars/reunions	2
MAGAZINE — LOOK AND FEEL	26
Expressed preference for the paper version	12
Cannot read smaller font/colours	7
Inclusion of te reo makes it harder to read	6
Concerns with delivery of magazine	1

Coded from open text responses. Numbers = Frequency.

"Some articles are informative, but the references to the newer service people not relevant. But I still enjoy getting it. Advertise road shows for north shore."



"I haven't really found anything of interest, I don't go to the seminars, so the information in them is not relevant to me. Suggested content - I like to keep up with the notices of who has passed away."



"They seem to be behind the 8 ball, talking about all the things they are going to be doing rather than what they are doing. Less talk more action. They need to talk more about veteran services and veterans."

Extracts from open text responses.

Do you have any feedback regarding Veterans' Affairs publications?

Themes	Frequency
MAGAZINE — SUGGESTIONS	53
Information on entitlements appreciated/sought	30
Focus more on older veterans	12
Content too VA centric/propaganda	10
Improve theme and aesthetic of magazine	4
Magazine bias towards the army	4
Increase frequency of publication	3
Include a Q and A section	2
Include feedback from veterans/letter to editor	1
Include stories of disabilities from service	1
Do not post death notices	1
More content on women in service	1
NEWS LETTER	31
Informative content	16
Not all content relevant/of interest	7
Satisfied with/enjoy reading the news letter	3
Inclusion of te reo makes it harder to read	2
Enjoy updates on personal past and present	2
Seldom read the newsletter	2
Look forward to receiving the news letter	1

Coded from open text responses. Numbers = Frequency.

“Please keep the magazine as a paper print. I do not want the communications to only be available online.”



“Average, all have good points and bad points, don't agree with everything we read. It is nice to know what is going on. Like the fact that the annual pension rates get reviewed. Would like to see more information on veterans' reunions.”



“Magazine - not a lot of the content appeals to me. What would appeal is an updated list of what is available to me as a veteran. I prefer the paper version which I can hold in my hand.”

Extracts from open text responses.

Do you have any feedback regarding Veterans' Affairs publications?

Themes	Frequency
NEWS LETTER — SUGGESTIONS	6
Information on entitlements appreciated/sought	4
Include notifications of seminars/reunions	1
Include information how to access support	1
Content too VA centric/propaganda	1
FACEBOOK	13
Informative content	7
Not all content relevant/of interest	4
Seldom interact with Facebook	2
Enjoy updates on personal past and present	1
FACEBOOK — SUGGESTIONS	6
Include notifications of seminars/reunions	3
Information on entitlements appreciated/sought	3
Include information how to access support	1
GENERAL FEEDBACK	2
Satisfied with all publications	1
Prefer magazine to newsletter	1

Coded from open text responses. Numbers = Frequency.

"Happy with the content of the magazine – it's interesting. Facebook is not something I check often, so if I see something I read it, but it's seldom I do."



"Magazine is balanced and enjoyable. With Facebook, it's good to see there is an awareness out there and that veterans are using FB. Its good from an education point of view."



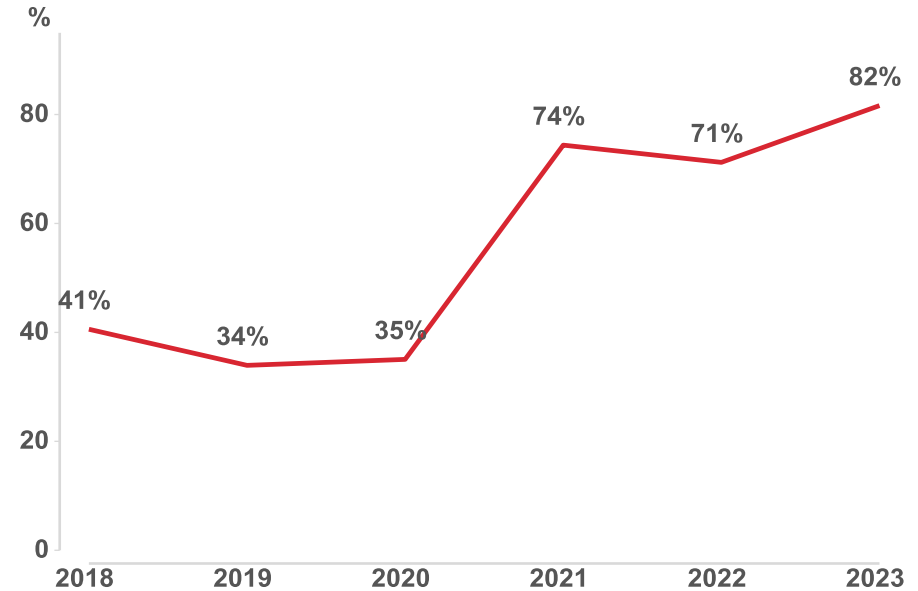
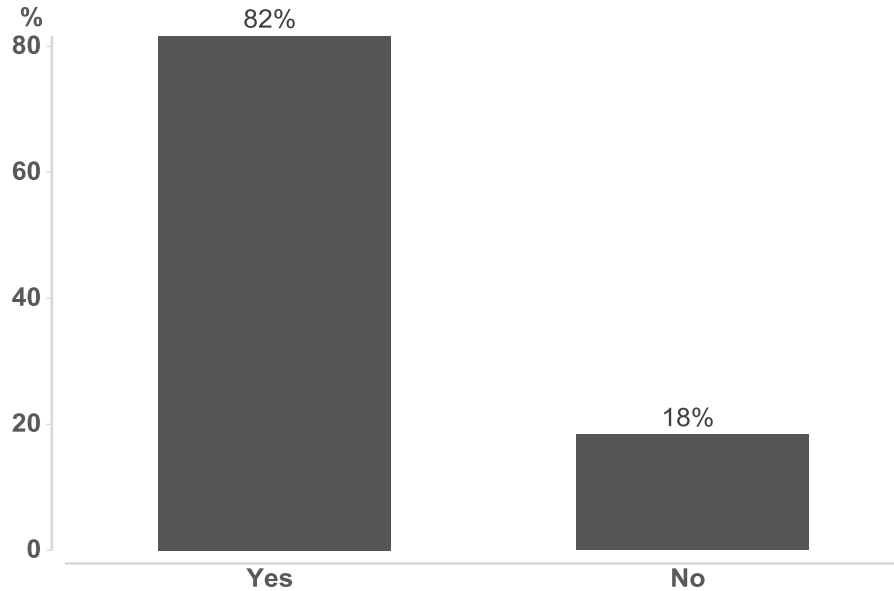
"The magazine can be quite repetitive. Facebook is useful as they post when they are having meetings which is relevant to me."

Extracts from open text responses.

A close-up photograph of a field of red poppies. The flowers are in various stages of bloom, with some fully open and others as buds. The background is a soft-focus green field. The word "GENERAL" is overlaid in the center in a white, sans-serif font.

GENERAL

Did you know that you can make a complaint to Veterans' Affairs if you are not satisfied with how you have been treated?*

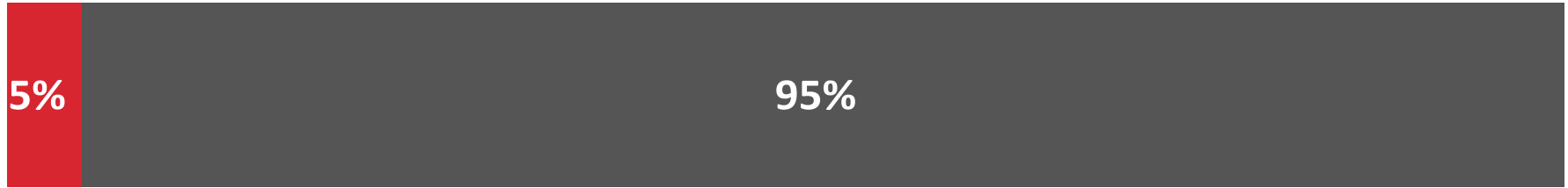


Column %	2018 n = 1353	2019 n = 975	2020 n = 856	2021 n = 406	2022 n = 403	2023 n = 403
Yes	41%	34%	35%	74%	71%	82%
No	59%	66%	65%	26%	29%	18%

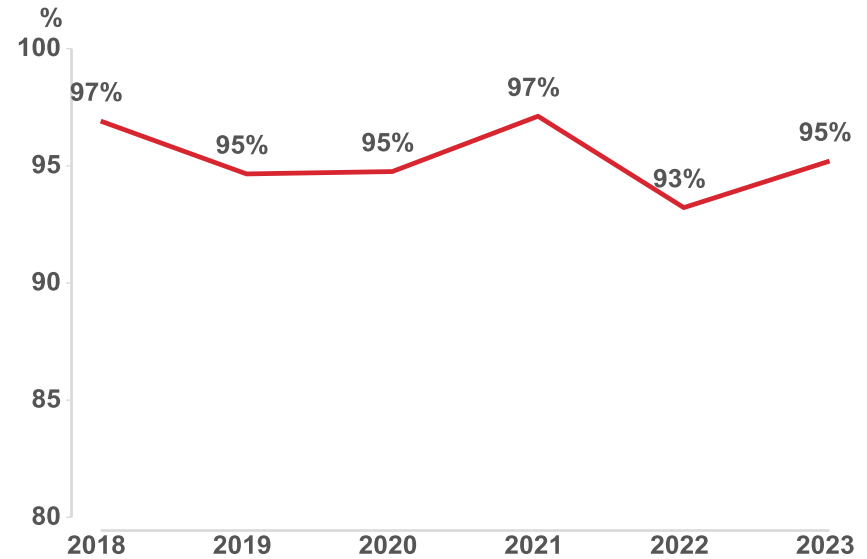
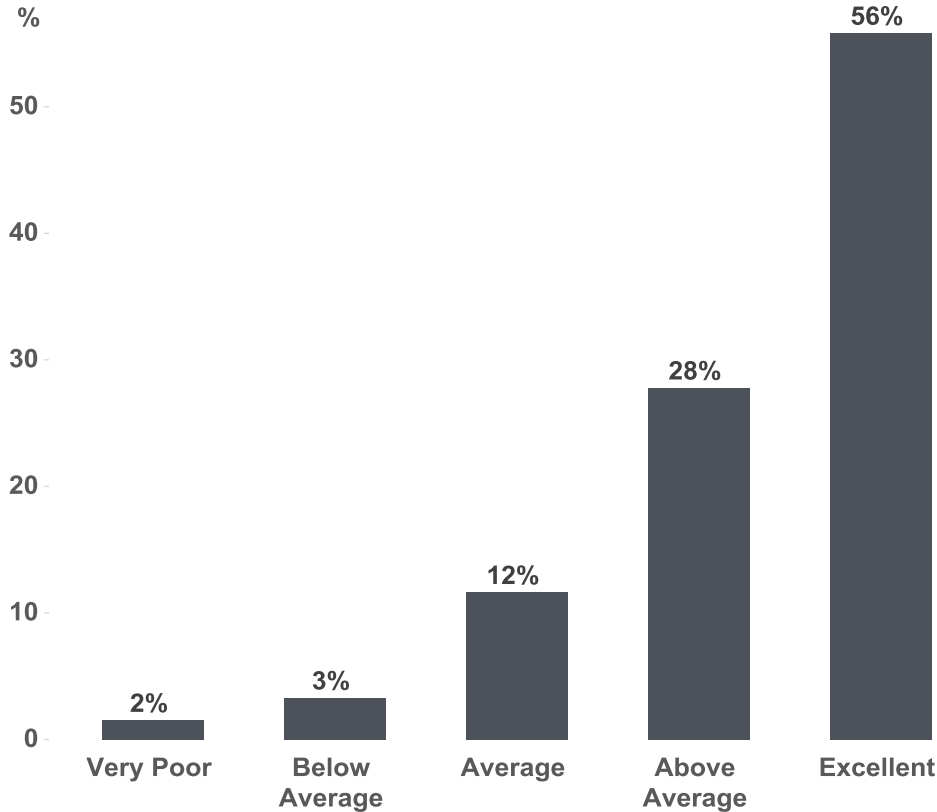
Row %	No	Yes	Row n
2018	59%	41%	1,353
2019	66%	34%	975
2020	65%	35%	856
2021	26%	74%	406
2022	29%	71%	403
2023	18%	82%	403

*In 2021 this question was changed from "Are you aware of the Code of Veterans' and Other Claimant's Rights, and your rights under the code?" to the current question. Historical data has been retained.

How would you rate your overall satisfaction with the service from VA?



■ Dissatisfied ■ Satisfied

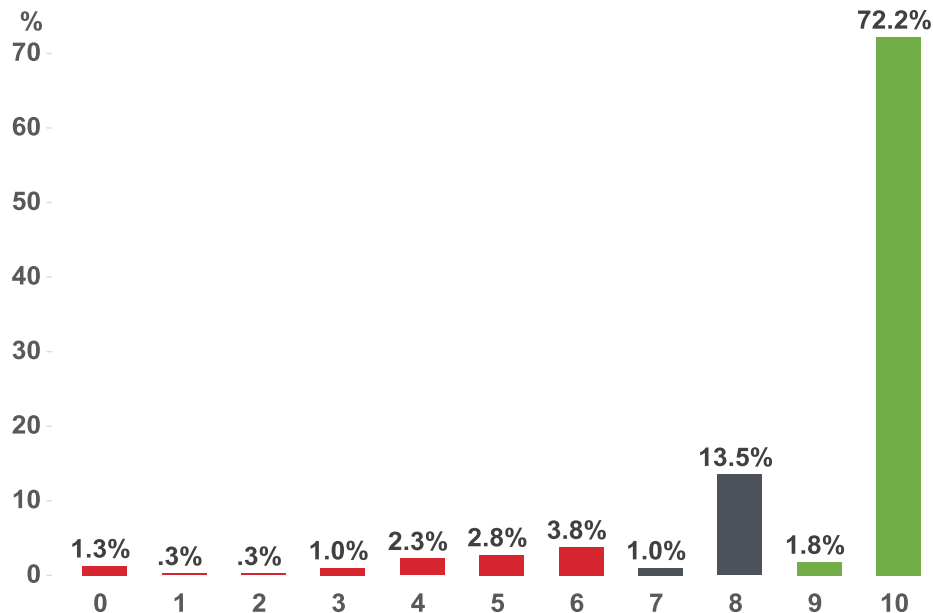
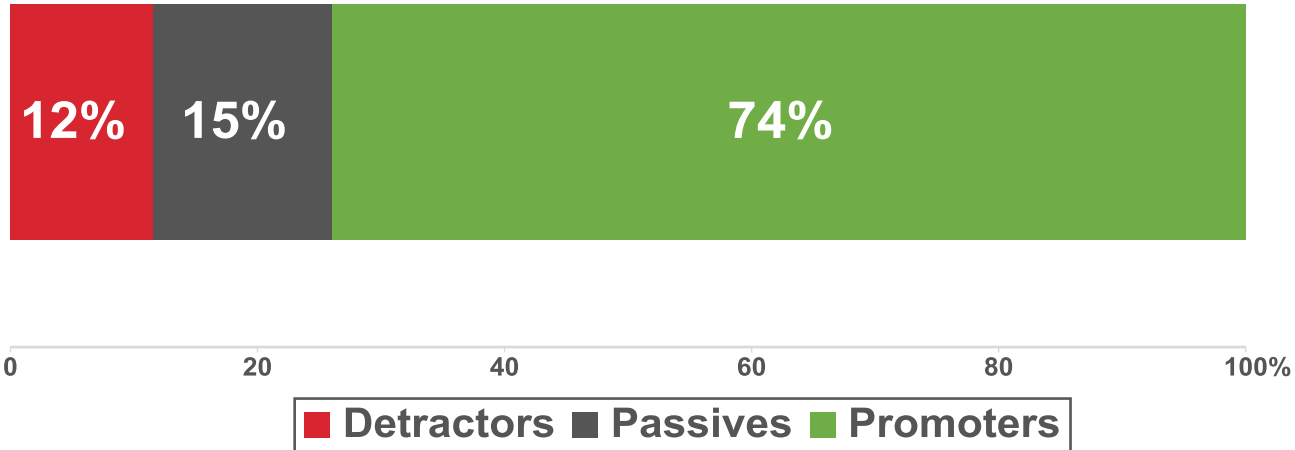


Column %	2018	2019	2020	2021	2022	2023
Very Poor	1%	2%	2%	1%	2%	2%
Below Average	2%	4%	3%	2%	5%	3%
Average	19%	20%	21%	6%	11%	12%
Above Average	39%	39%	35%	34%	30%	28%
Excellent	39%	35%	40%	57%	52%	56%

Satisfied = (Excellent + Above Average + Average), Dissatisfied = (Below Average + Very Poor).

NET PROMOTER SCORE

On a scale of 0 to 10, with 0 being not at all likely and 10 being extremely likely. How likely are you to recommend Veterans' Affairs to another veteran?



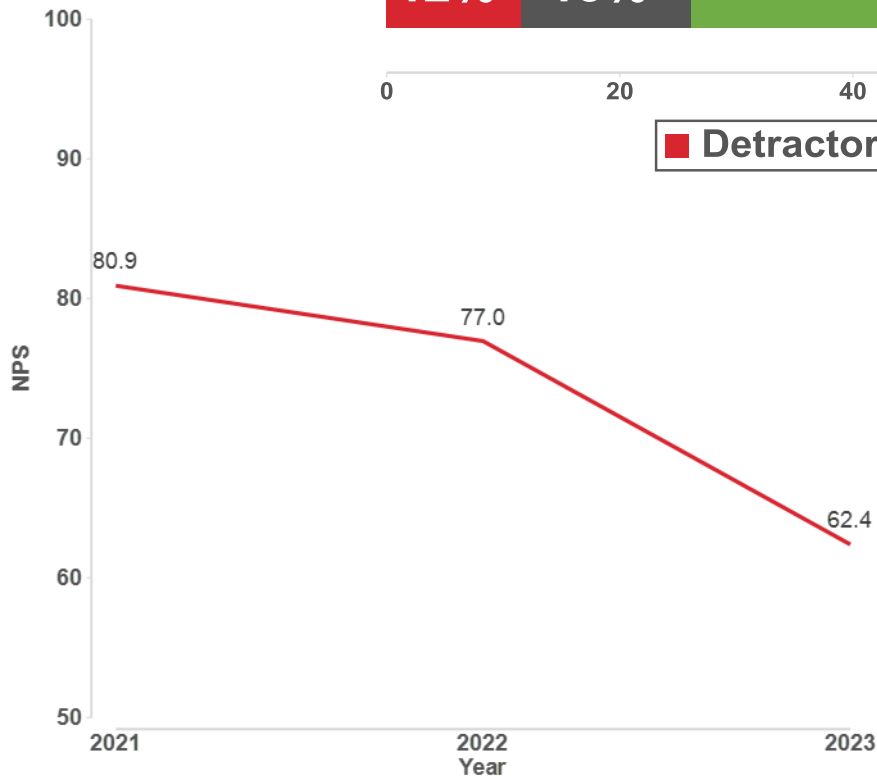
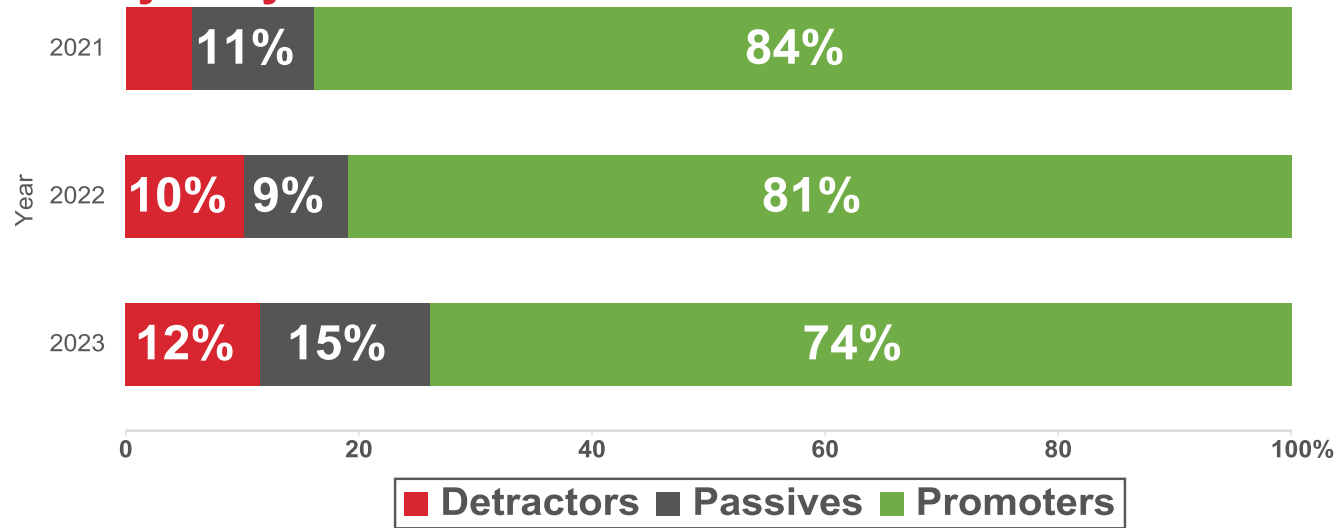
NET PROMOTER SCORE



* Net Promoter Score (NPS) is a measure of how likely a person is to recommend your business or services. Customers are classified based on their rating into 3 categories: detractors (0-6), passives (7-8) and promoters (9-10). The NPS is calculated by subtracting the percentage of those who are detractors from the percentage of those who are promoters. A positive NPS above 0 is considered good, a NPS of +50 is excellent and anything over +70 is considered exceptional.

NET PROMOTER SCORE

On a scale of 0 to 10, with 0 being not at all likely and 10 being extremely likely. How likely are you to recommend Veterans' Affairs to another veteran?



Row %	Detractors	Passives	Promoters
2021	4%	10%	85%
2022	8%	8%	85%
2023	12%	15%	74%

* Net Promoter Score (NPS) is a measure of how likely a person is to recommend your business or services. customers are classified based on their rating into 3 categories: detractors (0-6), passives (7-8) and promoters (9-10). The NPS is calculated by subtracting the percentage of those who are detractors from the percentage of those who are promoters. A positive NPS above 0 is considered good, a NPS of +50 is excellent and anything over +70 is considered exceptional.

What is the most important thing that Veterans' Affairs could do to improve their service?

Themes	Frequency
VA Staff	100
Increase staff numbers	19
Provide service with care	19
Address high turn-over of case managers	17
Level of service linked to case manager	16
Staff cannot relate to veterans	11
VA staff are overwhelmed	8
Improved staff competency	5
Local/regional case managers needed	3
Prefer non-civilian staff	2
Communication	94
Enhanced communication	70
Clarification of available support	24
Administration	56
Expediate the process	40
Simplified forms	9
Acknowledge receipt of claims and applications	4
Lessen the burden of documentation required	1
Notification of payments made by VA to veteran	1
The veterans card was useful	1

Coded from open text responses. Numbers = Frequency.

"It is not clear what we are entitled to. We call and it's like we get passed around and we don't get answers. It seems like the Army get more than the Navy"



"I am mostly satisfied with the services I receive from Veteran Affairs. I have noticed the medical expense reimbursements used to be made within 14 days, however, now they are being made within 2 months. I wish to see the reimbursements change back to a 14-day turnover."



"Happy with the service, but there is a lack of communication from Veterans Affairs"

Extracts from open text responses.

What is the most important thing that Veterans' Affairs could do to improve their service?

Themes	Frequency
Service Providers	52
Dissatisfied with service from Crewcut	15
Ensure contracted services are undertaken	14
Dissatisfied with service from Paramount	14
Have more suppliers/services to choose from	7
Prefer Crewcut to remain as service provider	2
Services and Support	37
Assistance needed when complaints are made	10
Remove distinctions between service and support	7
Advocacy/assistance for veterans	5
Seminars and expos are helpful	5
Increase financial support	5
Accessibility without a computer or the internet	3
Improve quality of services provided	2
Medical assistance	20
Increase medical support	11
Change in cancer coverage increases wait time	4
Funding required for dermatology care	2
Adequately fund audiology care	2
Funding required for dental care	1

"Need to address the high turn-over of case managers. This high turn-over means queries you ask never get resolved. Don't blame the CM's, the problem is higher up, it's the managers. The CMs are just there to answer the phone and be sympathetic. VA really need to address the long-drawn-out processes and the long waiting time for processing anything."



Coded from open text responses. Numbers = Frequency.

"Perhaps follow up with the service providers and see that they are doing the job - sometimes they don't come, and I am not sure if they are still charging VA for the hours that were not here."



"Keep things offline. A lot of Veterans like myself prefer paper copies of the communications from Veteran Affairs. I do not use a computer and I do not have an email address."

Extracts from open text responses.

Do you have any comments you would like to make about your experience dealing with VA?

Themes	Frequency
Services and Support	255
Satisfied with service from VA	170
Satisfied with case managers	28
Grateful for support	18
Dissatisfied with service from VA	11
Expediate the process	5
Noted improvement in VA service over the years	5
Satisfied with services received from contractors	5
No alternative support options besides VA	4
RSA helpful advocate/support for veterans	3
Satisfied with handling of applications	3
Concern regarding lack of care	2
Concerned about speed of Chemwash contract change	1
Communication	44
Level of service linked to case manager	23
Satisfied with amount of communication	11
Enhanced communication	10

Coded from open text responses. Numbers = Frequency.

"VA do a very good job, they don't have unlimited finances, but I have had good service and would be happy to recommend them."



"I really appreciate speaking with Max. She addresses my concerns and follows up on requests quickly for me. Not satisfied with the new health contract. Paramount is not adequately fulfilling their contract. Preferred the old service providers. They often spend less than 30 mins in my home and do not clean my shower, toilet, windowsills or rubbish bins."



"I am very satisfied with Veteran Affairs. They have improved their service over time. I am being referred faster to quality doctors and my medical appointments are improving."

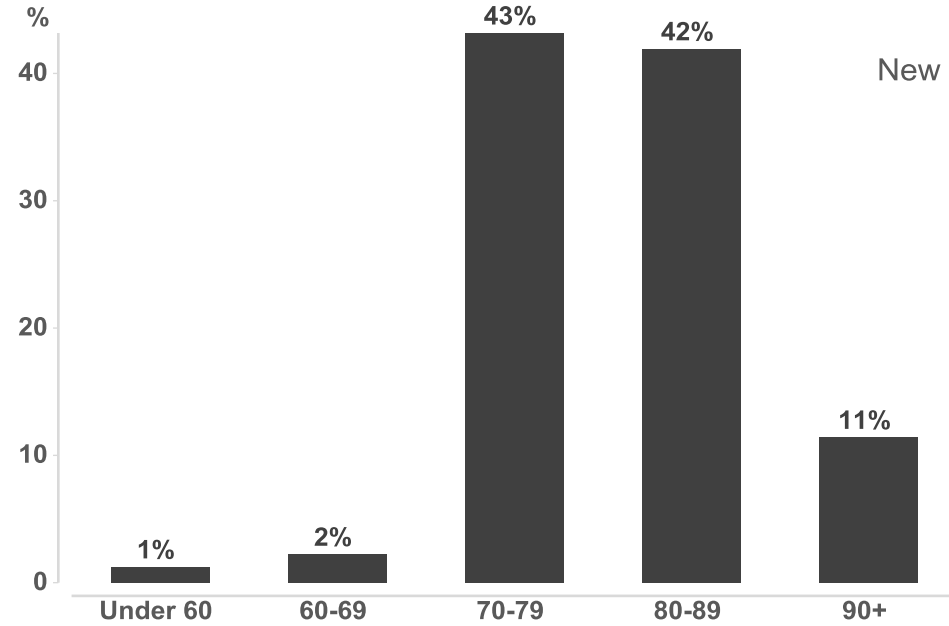
Extracts from open text responses.

A field of vibrant red poppies in full bloom, set against a backdrop of green foliage and some dried grasses. The image is overlaid with a semi-transparent dark green filter. The text 'RESPONDENT OVERVIEW' is centered in white, bold, uppercase letters.

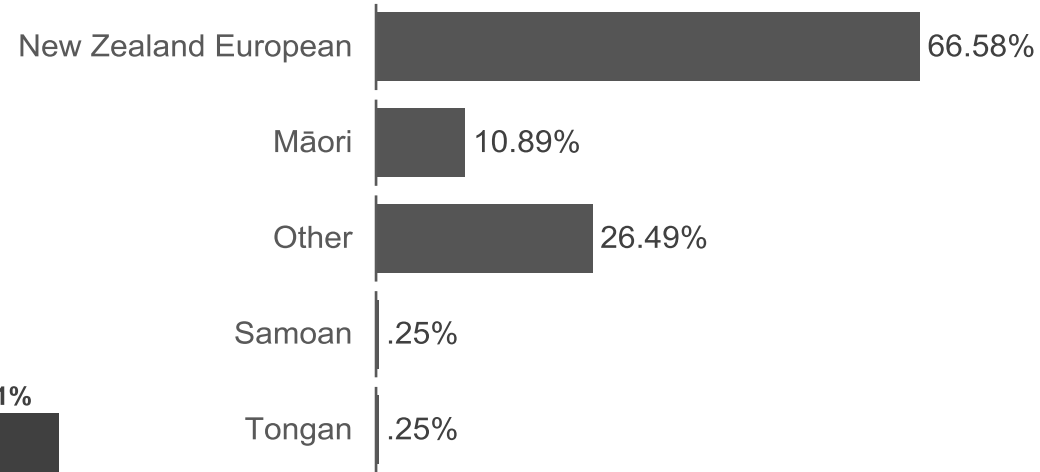
RESPONDENT OVERVIEW

RESPONDENT OVERVIEW

Age



Ethnicity



Column %	2018 n = 1510	2019 n = 1267	2020 n = 1021	2021 n = 415	2022 n = 399	2023 n = 403
Under 60	1%	1%	1%	0%	5%	1%
60-69	7%	7%	5%	2%	7%	2%
70-79	35%	44%	43%	33%	44%	43%
80-89	33%	33%	34%	49%	38%	42%
90+	24%	16%	17%	16%	6%	11%

Column %	2019 n = 1270	2020 n = 1033	2021 n = 571	2022 n = 404	2023 n = 404
New Zealand European	86.54%	85.29%	63.05%	75.99%	66.58%
Māori	11.89%	11.33%	7.53%	11.88%	10.89%
Other	3.54%	2.42%	4.90%	12.38%	26.49%
Samoan	.08%	.19%	.18%	.25%	.25%
Tongan	.08%	.10%	.00%	.25%	.25%
Cook Islands Māori	.24%	.19%	.00%	.00%	.00%
Niuean	.08%	.10%	.00%	.00%	.00%
Chinese	.08%	.10%	.18%	.00%	.00%

RESPONDENT OVERVIEW

Region

		n
Auckland	18%	74
Bay of Plenty	11%	45
Waikato	10%	40
Manawatu	9%	37
Wellington	9%	35
Christchurch	8%	32
Northland	6%	26
Hawkes Bay	6%	25
Canterbury	5%	20
Tasman	3%	14
Wanganui	2%	9
Gisborne	2%	8
Marlborough	2%	8
Dunedin	2%	7
Southland	2%	7
West Coast	2%	7
Otago	1%	6
Taranaki	1%	4

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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