

- Our phone line is temporarily operating with reduced hours. You can call us between 9am and 3pm Monday to Friday. [Contact us](#)

- [Contact us](#)
- [News and events](#)
- [Need urgent help now?](#)

Search

Search

- [Get support](#)  
The support you may be able to get depends on your circumstances.  
[Currently serving](#)  
Support while you're still serving.  
[Ex-serving](#)  
Support once your regular service has finished.  
[Family and whānau](#)  
Here's how we can support you, and how you can support your family and whānau.  
[Non-military personnel](#)  
Non-military personnel can have Qualifying Operational Service in certain circumstances.
- [Remembrance](#)  
We're proud to honour the service of the veteran community.  
[Services Cemeteries and plaques and headstones](#)  
We help look after Services Cemeteries. We're also able to contribute towards plaques and headstones.  
[Commemorative funding](#)  
There are two types of financial contributions available from the Commemorative Fund.  
[Medals and service records](#)  
The NZ Defence Force's Personnel Archives and Medals team administer medals and hold most New Zealand military service records.  
[When someone dies](#)  
We may be able to provide support when someone who had Qualifying Service dies.  
[Your family's military history](#)  
Learning more about your family's military history is a great way to honour their service.  
[Certificate of Appreciation and Veterans' Pins](#)  
The Certificate of Appreciation and Veteran's Pin recognise operational service.
- [Eligibility](#)  
To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.  
[Check your eligibility](#)  
Check the support, services, or entitlements you may be able to get from us.  
[Qualifying Service](#)  
To get support from us you — or certain family members — need to have Qualifying Service.  
[Living outside NZ](#)  
You can still get support from us even if you live outside NZ.  
[Eligibility criteria for family and dependants](#)  
You may be able to get support if you're the spouse, partner, child or dependant of someone with Qualifying Service.  
[Veterans of foreign militaries](#)  
Veterans' Affairs New Zealand was established to support New Zealand veterans.
- [For clients](#)  
We put veterans and our clients at the heart of everything we do.  
  
If you have a question at any stage please contact us—we're here to help.  
[How we'll work with you](#)  
We'll work with you to help you get the best support available.  
[Your treatment card](#)  
Your treatment card helps you get no-cost treatment and medication for your approved conditions.  
[Your rights and responsibilities](#)  
We want to make sure you have the best possible experience when you deal with us.  
[Payments](#)  
Information on payment rates and dates.  
[How we make decisions](#)  
We use a number of tools and processes to make decisions. This helps ensure each decision we make is fair and treats our clients consistently.  
[Living outside NZ](#)

You can still get support from us even if you live outside NZ.

[Other benefits](#)

You may be able to access a range of discounts and benefits. Not only that, your family may get access too.

- [For providers](#)

Information for providers of services to Veterans' Affairs and our clients.

[Treatment cards and letters](#)

To help you identify our clients, we issue treatment cards and letters.

[Invoicing us](#)

How to invoice us to ensure we pay you quickly and correctly.

[Treating our clients](#)

Information for healthcare professionals providing treatment to our clients.

[Councils and local authorities](#)

Guidance for councils and local authorities relating to services cemeteries and memorials

[Forms](#)

Forms for our clients, family and whānau, and our providers.

- [Get support](#)

[Back](#)

[Get support](#)

The support you may be able to get depends on your circumstances.

[Currently serving Ex-serving Family and whānau Non-military personnel](#)

- [Remembrance](#)

[Back](#)

[Remembrance](#)

We're proud to honour the service of the veteran community.

[Services Cemeteries and plaques and headstones Commemorative funding Medals and service records](#)

[When someone dies Your family's military history Certificate of Appreciation and Veterans' Pins](#)

- [Eligibility](#)

[Back](#)

[Eligibility](#)

To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.

[Check your eligibility Qualifying Service Living outside NZ Eligibility criteria for family and dependants](#)

[Veterans of foreign militaries](#)

- [For clients](#)

[Back](#)

[For clients](#)

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[How we'll work with you Your treatment card Your rights and responsibilities Payments How we make decisions Living outside NZ Other benefits](#)

- [For providers](#)

[Back](#)

[For providers](#)

Information for providers of services to Veterans' Affairs and our clients.

[Treatment cards and letters Invoicing us Treating our clients Councils and local authorities Forms](#)

Search

- [Contact us](#)
- [News and events](#)
- [Need urgent help now?](#)

[Home](#) / [News and events](#) / [Latest news and articles](#) / Annual satisfaction survey results 2021

# Annual satisfaction survey results 2021

## Annual satisfaction survey results 2021

On this page

[Client satisfaction](#) [Applications satisfaction](#) [Australian client satisfaction](#)

Earlier in the year we let our clients know that through our partner Public Voice, we would be running our

annual independent client satisfaction survey by telephone, throughout the year, to ensure clients have the opportunity to provide feedback on a variety of topics.

## Client satisfaction

The survey measures our performance and veterans' satisfaction and helps us to report on whether we are meeting our target of **90 percent** satisfaction with case management and Veteran Independence Programme services. It also measures veterans' awareness and knowledge of the Code of Veterans' and Other Claimants' Rights and their general satisfaction overall with Veterans' Affairs.

The results of the client satisfaction survey conducted over the period 1 February to 1 May 2021, show that our clients in the main are very positive, with **97 percent** of veterans who were contacted satisfied with the services they receive from Veterans' Affairs and **94 percent** satisfied with their case managers ability to listen to and address their concerns.

The survey shows that we do need to work on and improve some areas of our communication to ensure that our clients fully understand the services and supports that are available to them.

[Client satisfaction survey 2021 \[PDF, 517 KB\]](#)

## Applications satisfaction

The applications satisfaction survey helps us to set a benchmark for the improvements we are making in terms of our Better Services for Veterans project.

The survey was conducted from 28 April to 25 June 2021.

The results showed that **87 percent** of respondents were satisfied with how we kept them up to date with the status of their application but we have noted in the feedback from respondents that we do need to improve how we communicate about the application process.

[Applications satisfaction survey 2021 \[PDF, 282 KB\]](#)

## Australian client satisfaction

The survey of New Zealand veterans living in Australia helped us to see if there are any issues that are different about the general satisfaction with our services based on their location.

The survey was conducted from 26 May to 16 June 2021.

Results confirmed that **90 percent** of respondents were satisfied with the services they receive from us.

[Australian satisfaction survey 2021 \[PDF, 293 KB\]](#)

### Date

30 September 2021

Last Modified: 4 October 2021

[Print](#) [View this page as a PDF](#)

### Veterans' Affairs

- [Get support](#)
- [Remembrance](#)
- [Eligibility](#)
- [For clients](#)
- [For providers](#)

### Quick links

- [Application forms](#)
- [Check your eligibility](#)
- [Payment dates](#)
- [Payment rates](#)
- [Veterans of foreign militaries](#)

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- [About Veterans' Affairs](#)
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- [News](#)



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Veterans' Affairs—Te Tira Ahu Ika A Whiro