



## Annual satisfaction survey results 2021


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 \[PDF, 517 KB\] \(https://www.veteransaffairs.mil.nz/assets/News-attachments/2021/Client-satisfaction-2021.pdf\)](https://www.veteransaffairs.mil.nz/assets/News-attachments/2021/Client-satisfaction-2021.pdf)

### 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 \[PDF, 282 KB\] \(https://www.veteransaffairs.mil.nz/assets/News-attachments/2021/Applications-satisfaction-2021.pdf\)](https://www.veteransaffairs.mil.nz/assets/News-attachments/2021/Applications-satisfaction-2021.pdf)

### 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 \[PDF, 293 KB\] \(https://www.veteransaffairs.mil.nz/assets/News-attachments/2021/Australia-satisfaction-2021.pdf\)](https://www.veteransaffairs.mil.nz/assets/News-attachments/2021/Australia-satisfaction-2021.pdf)

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Date

**30 September 2021**

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