

# Veterans' Affairs Rehabilitation Programme Survey

Insights Report  
July 2024



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PublicVoice for Veterans' Affairs

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# Veterans' Affairs Rehabilitation Programme survey – project overview

## Survey objective

The Veterans' Affairs Rehabilitation Programme is designed to give practical support and assistance to the men and women who need it so they can be well and independent and achieve the best they can for themselves, their whānau, and their communities. The purpose of the Veterans' Affairs Rehabilitation Programme survey was to evaluate Veterans' experiences with the programme. The survey was designed to understand veteran experiences from their first engagement with the programme and identify how Veterans' Affairs can best support Veterans.

## Methodology

The survey has been designed and built by PublicVoice. PublicVoice is an All-of-Government accredited supplier contracted to Veterans' Affairs (VA) to conduct this research project.

84 veterans were randomly selected and contacted to participate in the survey. Of these, 71 chose to complete the telephone interviews, resulting in a robust response rate of 85%. This high participation rate suggests a strong level of engagement from the veteran community and provides a substantial sample size for analysing experiences with the Veterans' Affairs Rehabilitation Programme. The exclusive use of telephone interviews ensured consistency in data collection methodology across all respondents.

**Start date:** 18/06/2024  
**End date:** 20/07/2024  
**Number of responses:** 71

## Project management

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

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## Executive summary

The Veterans' Affairs Rehabilitation Programme Survey 2024 provides a comprehensive evaluation of veterans' experiences with the programme, comparing results to the previous 2020 survey.

Key findings include:

- 1. Improved Overall Satisfaction:** The Net Promoter Score increased from 58.1 in 2020 to 72.7 in 2024, indicating a significant improvement in veterans' overall satisfaction and willingness to recommend the programme.
- 2. Enhanced Support and Partnership:**
  - 75% of veterans felt like equal partners in the rehabilitation process, up from 71% in 2020.
  - 86% felt well-supported by their case managers and rehabilitation advisors, an increase from 79% in 2020.
- 3. Increased Independence:** 83% of veterans reported that the programme helped them gain more independence, a substantial increase from 65% in 2020.
- 4. Improved Comprehensive Care:** 79% of veterans felt all aspects of their health were treated with care, a significant increase from 51% in 2020.
- 5. Maintained Trust:** 91% of veterans trusted the service providers they were referred to, up from 83% in 2020.
- 6. Challenges in Accessibility:** The percentage of veterans finding the programme simple to access and navigate decreased from 71% in 2020 to 61% in 2024, indicating an area for improvement.
- 7. Weekly Compensation:** 65% of veterans receiving weekly compensation felt well-informed about the process and expectations, though some expressed uncertainty about the duration and future of their compensation.

While the survey results show substantial improvements in many areas, veterans identified opportunities for enhancement, particularly in communication, accessibility, and transparency. The programme's strengths lie in the quality of care provided, the support from case managers, and its contribution to veterans' independence. Future focus areas should include improving programme navigation, clearer communication about available services and entitlements, and addressing concerns about the weekly compensation programme.

## Key insights

### Equal partnership

In general, Veterans felt like equal partners in the rehabilitation process.

75%

of respondents reported feeling like an equal partner during the rehabilitation process, a 4% increase from 2020.



Veterans who felt like equal partners in their rehabilitation process reported positive experiences with case managers and support services, citing good communication, responsiveness, and feeling listened to. Veterans who did not feel like equal partners in their rehabilitation process reported dissatisfaction with VA's communication, responsiveness, and overall approach to care.

### Support network

Veterans mostly felt they could rely on the rehabilitation programme as a support network.

74%

of respondents felt they could rely on the rehabilitation programme as a support network, a 4% decrease from 2020.



Veterans who felt the program was a reliable support network praised the accessibility, proactivity, and responsiveness of VA staff, particularly their case managers. They appreciated the regular check-ins, treatment transparency, and the range of available support services. Veterans who felt the program was not a reliable support network reported difficulties in navigating the programme, contacting and communicating with case managers, often feeling unsupported or pushed beyond their readiness.

### Comprehensive support

Overall, Veterans felt the programme provided comprehensive support for their physical, spiritual, cultural, and medical health.

79%

of respondents described feeling comprehensively supported by the rehabilitation programme, a 28% increase from 2020.



Veterans generally felt the programme well-addressed their physical and mental health needs, with many mentioning supportive case managers and helpful therapy. However, cultural and spiritual aspects were not as comprehensively covered, with some Veterans finding these components less relevant or well-supported. Veterans reported that while their physical health needs were generally addressed, support for spiritual, cultural, and mental health needs was often lacking or unsatisfactory.

## Cultural needs

Half of the respondents with specific cultural needs felt that these needs were addressed and met.

50%

of respondents who had specific cultural needs felt that these cultural needs were addressed.



Some Veterans reported positive experiences with local iwi and Māori health professionals who effectively addressed their cultural needs. These Veterans emphasised good communication and consideration of their cultural requirements throughout the process. Some Veterans reported having no specific cultural needs requiring support. Others, however, expressed a significant need for cultural support, particularly when transitioning out of the military and experiencing personal losses.

## Independence

A high proportion of respondents felt the programme had successfully helped them gain more independence.

83%

of respondents felt more independent because of the rehabilitation programme, a 18% increase from 2020.



Veterans reported that treatments, rehabilitation, and assistive devices provided by the programme helped them regain mobility, manage pain, and maintain independence. Practical support services, such as lawn care and home modifications, enabled Veterans to remain in their communities. Some Veterans reported being largely self-reliant, not depending solely on VA for support, while others are facing challenges with isolation and employment due to health limitations.



## Accessibility

A fair number of respondents felt that the rehabilitation programme was accessible.

61%

of respondents thought the programme was simple to access and navigate, a 10% decrease from 2020.



Veterans' experiences with program accessibility varied. Many found case managers helpful in navigating the system, but responsiveness differed among managers. Some Veterans encountered challenges like delays and bureaucratic hurdles. The importance of self-advocacy and having a supportive case manager to provide personalised assistance was emphasised. While some found the process straightforward, others faced significant obstacles in accessing services. Additional support from advocates or family members was beneficial for some Veterans.

## Trust

A majority of respondents trusted the service providers they were referred to.

91%

of respondents trusted their service providers, an 8% increase from 2020.



Veterans generally reported positive experiences with healthcare providers who understood military backgrounds and offered caring, professional service. Many expressed satisfaction with their doctors and specialists, feeling understood, trusted and able to build good rapport. While some had negative experiences, they were often able to switch to more suitable providers. Overall, Veterans valued healthcare providers attuned to military experiences who offered personalised, empathetic care.

## Case Manager (CM) and Rehabilitation Advisor (RA) support

Most respondents felt well supported by their case managers and rehabilitation advisors.

86%

of respondents reported feeling well supported by their Case Managers and Rehabilitation Advisors, a 7% increase from 2020.



Veterans generally felt well-supported by their Case Managers and Rehabilitation Advisors, citing good communication, responsiveness, and advocacy. However, some experienced challenges in consistently accessing their case managers or felt the relationship was impersonal. Overall, support quality varied, with Veterans valuing attentive, empathetic case managers who effectively navigated the system on their behalf.



## Weekly compensation

Most Veterans receiving weekly compensation felt well-informed about the process and expectations.

65%

of respondents reported that Veterans' Affairs informed them excellently or above average about the weekly compensation process.



Veterans expressed gratitude for the financial support provided through weekly compensation, which has been crucial during their medical and personal challenges. However, many reported uncertainty about the duration of payments and reasons for changes in compensation amounts. Some Veterans felt anxious about the potential sudden termination of payments. Overall, while the programme is viewed as generous and helpful, there is a need for improved communication and clarity regarding the programme's details and future prospects.

## Key insights: overview

Figure 1 is an illustration of responses to all quantitative questions in the survey. A 'yes' response indicates a positive sentiment towards that aspect of the programme.

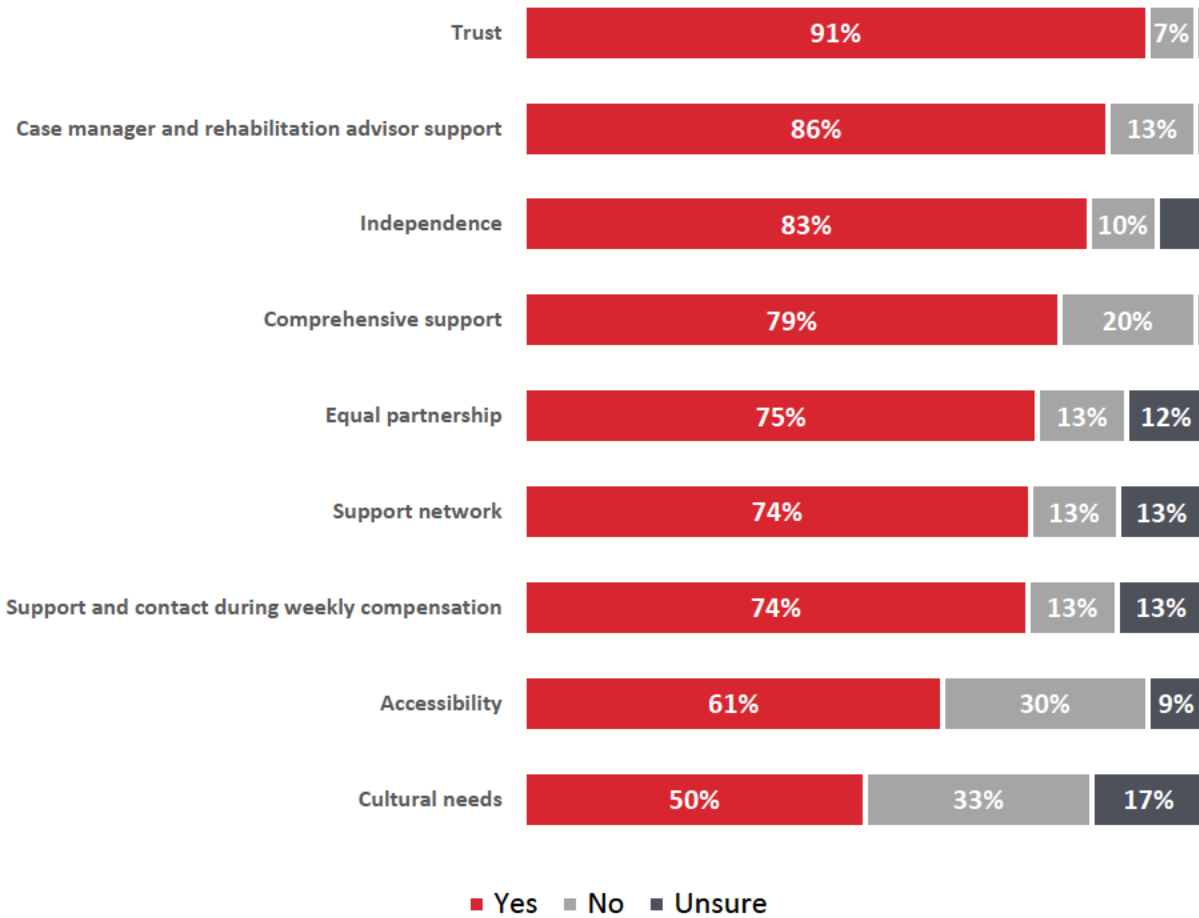


Figure 1: All questions merged – key insights

## Survey results

### Discovery

Figure 2 and Table 1 display how Veterans found out about the rehabilitation programme. The most common avenue was contact with Veterans' Affairs staff.

### How Veterans found out about the rehabilitation programme

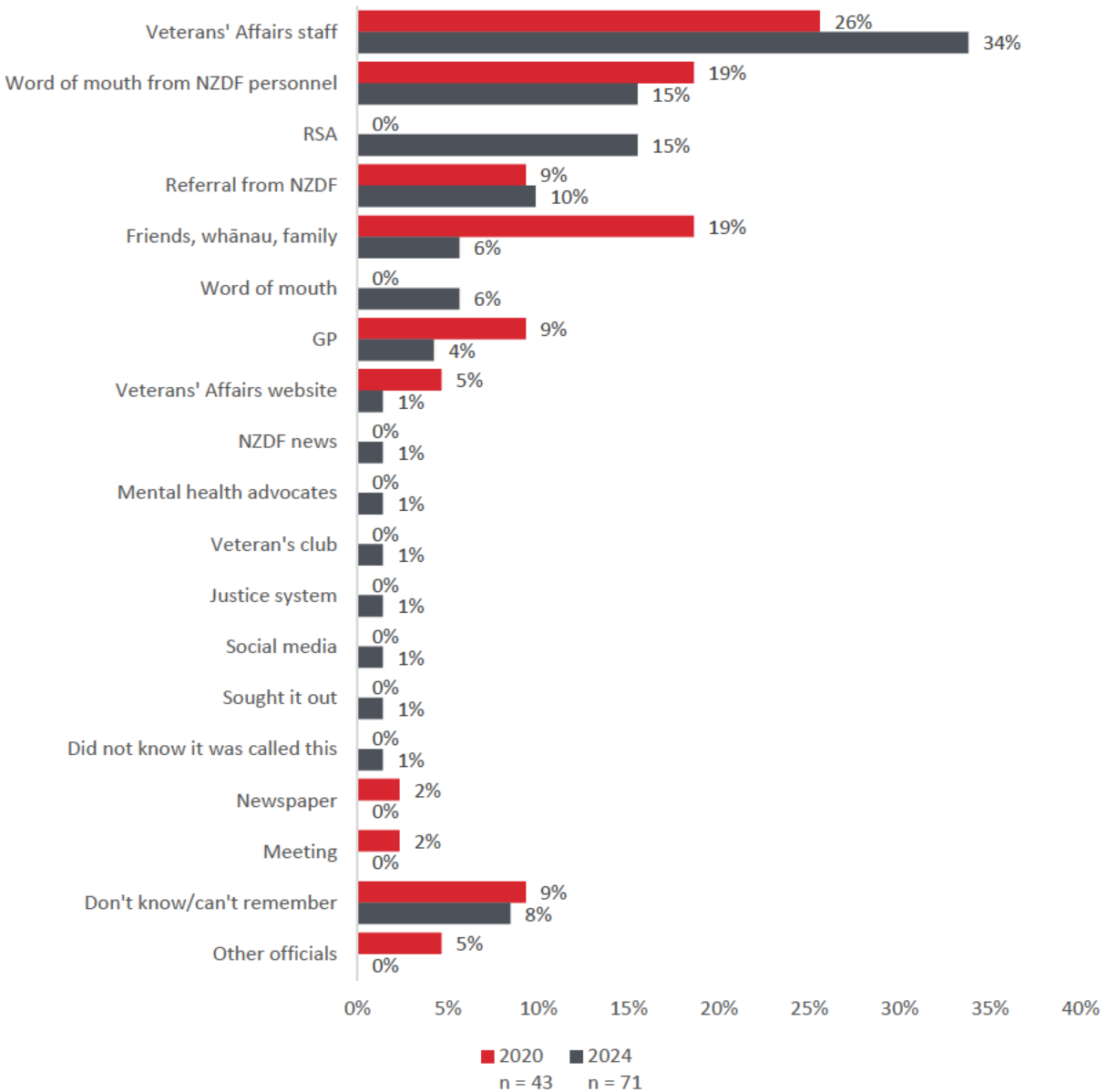


Figure 2: How did you find out about the Veterans' Affairs Rehabilitation programme?

	<b>2020</b> <b>n = 43</b>	<b>2024</b> <b>n = 71</b>	
Veterans' Affairs staff	26%	34%	▲
Word of mouth from NZDF personnel	19%	15%	▼
RSA	0%	15%	▲
Referral from NZDF	9%	10%	▲
Friends, whānau, family	19%	6%	▼
Word of mouth	0%	6%	▲
GP	9%	4%	▼
Veterans' Affairs website	5%	1%	▼
NZDF news	0%	1%	▲
Mental health advocates	0%	1%	▲
Veteran's club	0%	1%	▲
Justice system	0%	1%	▲
Social media	0%	1%	▲
Sought it out	0%	1%	▲
Did not know it was called this	0%	1%	▲
Newspaper	2%	0%	▼
Meeting	2%	0%	▼
Don't know/can't remember	9%	8%	▼
Other officials	5%	0%	▼

Table 1: How did you find out about the Veterans' Affairs Rehabilitation programme?

## Equal partnership

### Did you feel like an equal partner throughout the rehabilitation process?

Veterans were asked if they felt like an equal partner throughout the rehabilitation process. Figure 3 and Table 2 provide a breakdown of responses. In 2024, 75% of Veterans reported that they felt like an equal partner, 13% reported that they did not feel like an equal partner, and 12% were unsure. The proportion of Veterans who felt like an equal partner has increased by 4% since 2020.

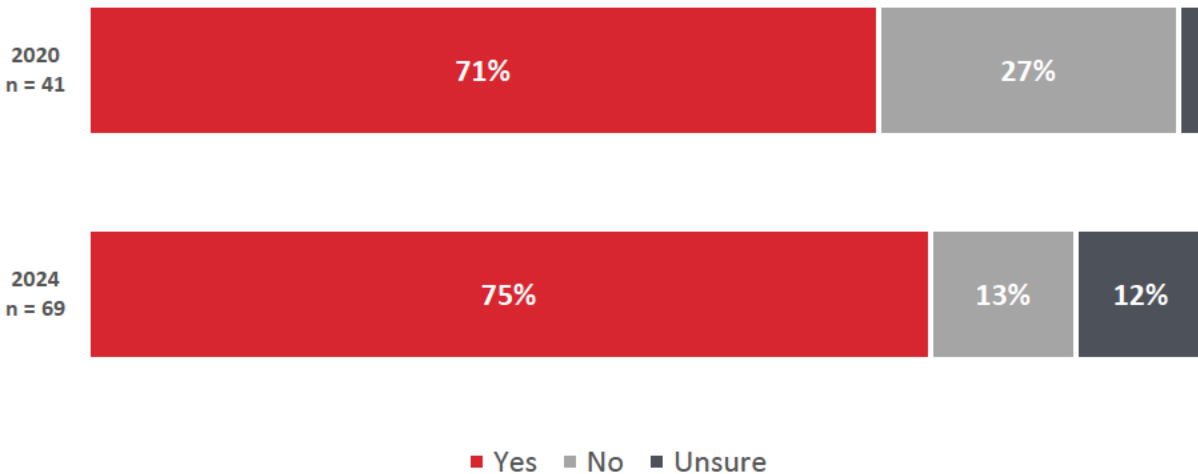


Figure 3: Did you feel like an equal partner throughout the rehabilitation process?

	2020 n = 41	2024 n = 69	
Yes	71%	75%	▲
No	27%	13%	▼
Unsure	2%	12%	▲

Table 2: Did you feel like an equal partner throughout the rehabilitation process?

The following section examines the key factors that contribute to Veterans' perceptions of partnership with VA, highlighting both positive experiences that foster this partnership and challenges that hinder it.

## Equal partnership – yes

Veterans who felt like equal partners in their rehabilitation process described the reasons for this. These Veterans felt positively about their experiences with case managers and other support services because they felt listened to, their needs were met, and they had good communication and collaboration. They appreciated case managers who were understanding, non-judgemental, and responsive to their concerns. Many highlighted the importance of having a say in their treatment plan and feeling in control of the process. Veterans also valued the continuity of care, prompt assistance, and comprehensive support services provided. Overall, the Veterans felt the services they received were helpful, professional, and tailored to their individual needs.

Table 3 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling treated as equal partners in their care.

Theme	Subtheme	Frequency
Supportive and Responsive Staff	Received excellent support and assistance from case managers	14
	Felt staff were understanding, non-judgmental, and truly listened	12
	Felt staff were helpful and supportive	6
	Received prompt and good help when there were issues	1
	Received excellent support and assistance from Rehabilitation Advisor	1
Collaborative Decision-Making	Experienced a sense of control and agency in the process	9
	Plans are tailored to the individual	3
Effective Communication	Kept well-informed about what was happening	7
	Appreciated the face-to-face interactions	2
	Kept well-informed about what was available	1
Positive Experiences and Outcomes	Satisfied with the service and outcomes	7
	Only concerns with service have been minor	1
Comprehensive Service Delivery	Received support services to address their needs	4

Table 3: Equal partnership – What made you feel this way? – yes

"Yes, I do, for example I was seeing the same doctor for the same condition on numerous occasions, and I managed to convince my case manager that we didn't need to go through the whole referral process every time to do exactly the same thing, so we have streamlined that process now."

Supportive and Responsive Staff

"Well, everything is done in consultation with me, we had a meeting."

Collaborative Decision-Making

## Equal partnership – no or unsure

Veterans who did not feel like equal partners in their rehabilitation process described the reasons for this. Their feedback suggests that many feel dissatisfied with their partnership with VA. They reported issues with communication, responsiveness, and feeling disconnected from their medical care. Veterans expressed frustration with VA's processes, feeling they constantly had to justify their needs, and that VA took a dictatorial rather than collaborative approach. A lack of trust, honesty, and feeling heard were common themes. Veterans from different military branches noted unequal treatment and support. Overall, the feedback indicates a need for VA to enhance its partnership approach, improve communication, and better coordinate with Veterans to create a more collaborative and supportive relationship. The Veterans' experiences highlighted a desire for a more responsive, trusting, and equitable system of care

Table 4 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported not feeling like equal partners in their care or who were unsure of how they felt.

Theme	Subtheme	Frequency
Lack of Communication and Responsiveness		8
	Difficulty contacting VA staff	4
	Feeling out of the loop on decisions made in the background	2
	Lack of active involvement or follow-up from the VA	2
Autonomy and Self-Advocacy		8
	Feeling a sense of partial or limited partnership with the VA	7
Perceived Imbalance of Power	Having to drive the process and advocate for one's own needs	1
		7
	Difficulty getting VA to validate medical needs or approve services	4
Inconsistent Care and Support	Feeling that VA dictates the terms of the partnership	3
		2
	Differences in support and services between different military branches	1
	Feeling that VA and medical providers do not work closely together	1

Table 4: Equal partnership – What made you feel this way? – No or unsure

"In terms of partnership what that means is trust, honesty, bringing forward a listening ear, a process of non-judgement and being able to work together, I don't feel this has been the case. VA is so separate from the medical side of things; medical providers supply the care but VA and medical providers do not work hand on hand. I also have not heard from VA for two years, so it is hard to feel like a partner with them. When I call there is no response, for like six months, there is no active involvement from VA. I don't hear anything back from VA."

**Lack of Communication and Responsiveness**

"No, I don't feel a partnership they dictate."

**Perceived Imbalance of Power**



## Support network

### Did the programme feel like a support network you could rely on when needed?

Veterans were asked if the programme felt like a support network they could rely on when needed. Figure 4 and Table 5 provide a breakdown of responses. In 2024, 74% of Veterans reported that the programme felt like a reliable support network, 13% reported that it did not, and 13% were unsure. The proportion of Veterans who felt the programme was a reliable support network has decreased by 4% since 2020.

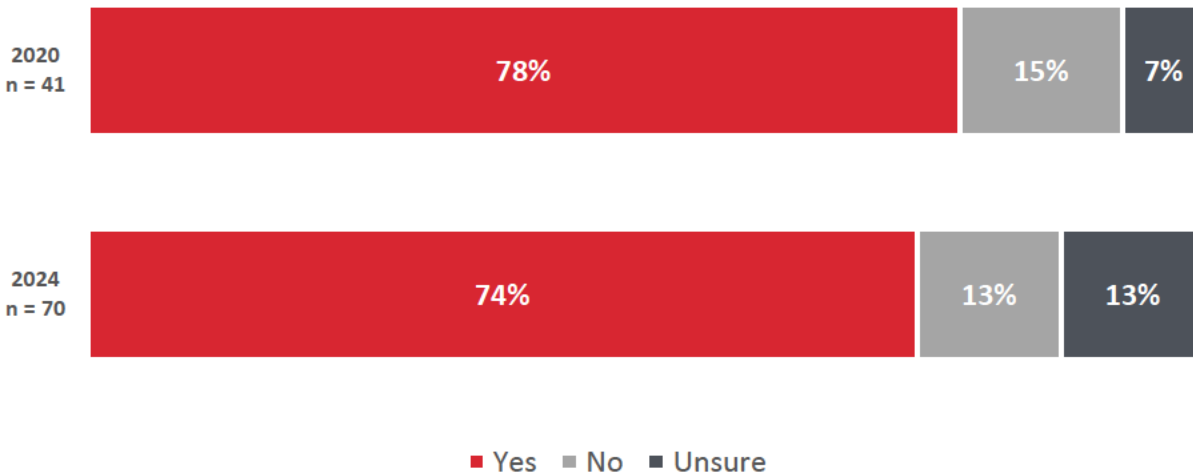


Figure 4: Did the programme feel like a support network you could rely on when needed?

	2020 n = 41	2024 n = 70	
Yes	78%	74%	▼
No	15%	13%	▼
Unsure	7%	13%	▲

Table 5: Did the programme feel like a support network you could rely on when needed?

The following section explores Veterans' perceptions of the programme as a reliable support network, addressing both positive and negative experiences that influence their trust and confidence in the system.

## Support network – yes

Veterans who felt like the programme was a support network they could rely on described the reasons for this. The feedback suggests that Veterans generally feel well-supported by VA staff, especially their case managers. Veterans described case managers as accessible, proactive, and responsive, noting they provide regular check-ins and ensure Veterans' needs are met. The Veterans appreciated the transparency and understanding of their treatments, as well as the range of support services available. While some occasional delays or issues were mentioned, the overall sentiment was one of gratitude and feeling cared for by VA's support network. The personalised attention and availability of case managers emerged as key factors in Veterans feeling supported and able to rely on the system when needed. Veterans' experiences highlighted the positive impact of dedicated and attentive case management within VA's support structure.

Table 6 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that the programme is a support network that they can rely on.

Theme	Subtheme	Frequency
Supportive and Responsive Staff	Accessible staff for support and problem-solving	14
	Prompt and proactive communication	8
	Feeling listened to and understood by VA staff	4
	Supportive and non-judgmental approach from VA team	2
		28
Comprehensive Service Delivery	Access to comprehensive support services and resources	11
	Timely delivery of requested services and assistance	4
		15
Occasional Gaps in Service Delivery	Occasional delays or issues with specific requests or processes	3
	Challenges in accessing certain services or resources	1
		4

Table 6: Support network - What made it feel like that? – Yes

"It was the checkups by case managers and rehabilitation advisors at VA. They made sure they got the reports with my rehab and progress. And they contacted me to see how I am doing."

**Supportive and Responsive Staff**

"It helps me out, it's doing things I cannot do any longer myself."

**Comprehensive Service Delivery**

"There has been an odd occasion where something falls through the cracks. "

**Occasional Gaps in Service Delivery**

## Support network – no or unsure

Veterans who felt like the programme was not a support network they could rely on described the reasons for this. The feedback highlights the challenges and frustrations Veterans face in accessing and navigating healthcare and support services. Veterans reported difficulties in contacting and communicating with case managers, feeling unsupported or pushed beyond their readiness, and experiencing additional complexities when living in rural areas. Concerns were raised about VA prioritising service providers' perspectives over Veterans', leading to a lack of trust and feelings of isolation. Veterans emphasised the importance of addressing existing conditions and the need for specialised care, which they felt was often hindered by bureaucratic processes. The feedback conveyed the anxieties and difficulties Veterans experience in accessing the support and services they believe they require. Overall, Veterans' experiences underscored the need for improved accessibility, communication, and personalised care within VA's support system.

Table 7 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that the programme is not a support network that they can rely on, or who were unsure of how they felt.

Theme	Subtheme	Frequency
Inconsistent Support Quality		6
	Positive experiences with some aspects, negative with others	6
Navigational Difficulties		5
	Uncertainty about where to go for support	2
	Complex processes to access care	2
	Anxiety due to changes in procedures	1
Accessibility Challenges		4
	Difficulty reaching case manager	2
	Lack of responsiveness or follow-ups	1
	Lengthy process to get support	1
Inconsistent Care and Support		2
	Uncertainty about reliability of support	1
	Lack of support for veteran in dispute with service provider	1
Lack of Autonomy		2
	Feeling out on one's own	1
	Sense of being pushed beyond readiness	1
Contextual Barriers		1
	Challenges for rural residents in accessing support	1

Table 7: Support network - What made it feel like that? – No or unsure

"Yes, I can call up healthcare providers when I need to, but my case manager is not as easy to get hold of, sometimes I leave messages and they don't get passed on."

Accessibility Challenges

## Comprehensive support

### Did you feel that all aspects of your health were treated with care?

Veterans were asked if they felt that all aspects of their health were treated with care. Figure 5 and Table 8 provide a breakdown of responses. In 2024, 79% of Veterans reported that all aspects of their health were treated with care, 20% reported that they were not, and 1% were unsure. The proportion of Veterans who felt all aspects of their health were treated with care has increased by 28% since 2020.

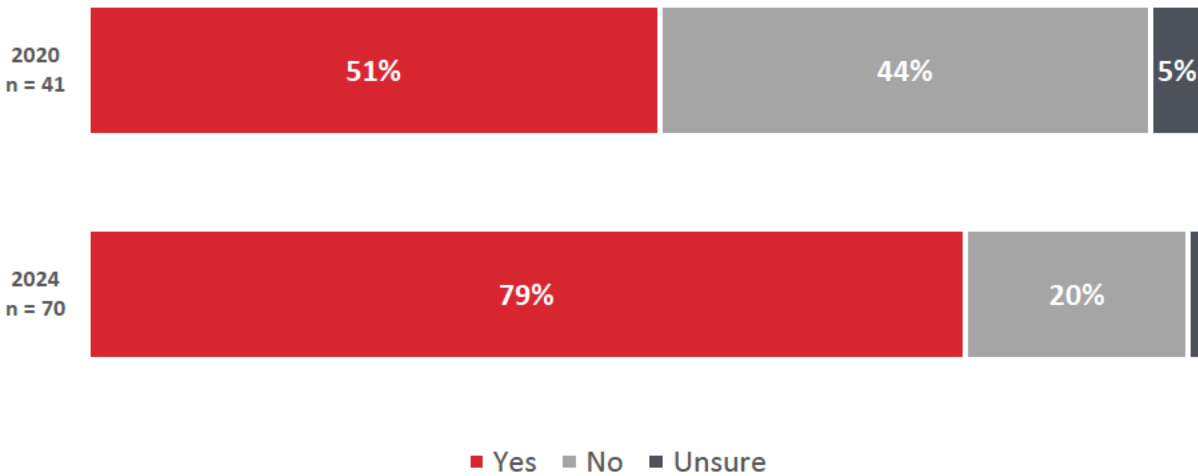


Figure 5: Did you feel that all these aspects (physical, spiritual, cultural, mental) of your health were treated with care?

	2020 n = 41	2024 n = 70	
Yes	51%	79%	▲
No	44%	20%	▼
Unsure	5%	1%	▼

Table 8: Did you feel that all these aspects (physical, spiritual, cultural, mental) of your health were treated with care?

The following section explores the programme's effectiveness in providing comprehensive support to Veterans, examining both the aspects that have successfully addressed their diverse health needs and the areas where Veterans feel their health concerns have not been adequately supported

## Comprehensive support – yes

Veterans who felt like the programme provided comprehensive support for their physical, spiritual, cultural, and medical health described the reasons for this. The feedback suggests that Veterans generally felt their physical and mental health needs were well-addressed by the programme. Many Veterans mentioned having supportive case managers or receiving helpful therapy and counselling. However, they noted that cultural and spiritual aspects were not as well-covered or personally relevant to some. While some Veterans expressed satisfaction with the overall level of care, others felt certain needs, such as depression or PTSD, were not initially well-supported but improved over time. A few Veterans highlighted positive cultural connections, such as working with Māori health professionals. Overall, the feedback indicates that the programme excelled at addressing physical and mental health needs but had more varied results in meeting cultural and spiritual needs. Veterans' experiences underscored the programme's strengths in core health areas while suggesting room for improvement in cultural and spiritual support.

Table 9 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that the programme provides comprehensive support.

Theme	Subtheme	Frequency
Comprehensive Service Delivery		18
	Felt comprehensively cared for even though some aspects not wanted or provided	15
	Felt care was comprehensive	3
Case Management Support		9
	Personalised care from dedicated case manager	7
	Consistent and responsive communication with case manager	2
Tailored Support		9
	Specialised mental health support (e.g., counselling, therapy)	3
	Access provided for services and support when requested	3
	Positive impact on mental well-being and recovery	1
	More mental health service provided needed	1
Inconsistent Care and Support		4
	Positive experiences with some aspects, negative with others	3
	PTSD remained unsupported	1
Culturally Responsive Care		2
	Engagement of culturally appropriate healthcare providers	2

Table 9: Comprehensive support - What aspects of the programme made you feel this way? – Yes

## Comprehensive support – no or unsure

Veterans who felt like the programme did not provide comprehensive support for their physical, spiritual, cultural, and medical health described the reasons for this. The feedback suggests that many Veterans felt their physical health needs were addressed by the programme but were uncertain or dissatisfied with the support for their spiritual, cultural, and mental health needs. Some Veterans expressed uncertainty about their cultural needs, particularly those with European backgrounds who found it challenging to articulate these needs. Several Veterans mentioned prior diagnoses of conditions like PTSD but reported not receiving adequate counselling or mental health support. Others indicated that only physical aspects were relevant to them, stating they did not have spiritual or cultural needs. A few Veterans felt the programme was overly focused on cost-cutting, with decisions made by those lacking military service experience and understanding. Overall, the feedback highlights a need for the programme to better address the diverse range of Veterans' needs beyond physical health. Veterans' experiences underscored the importance of a more comprehensive approach to care that considers individual cultural, spiritual, and mental health requirements.

Table 10 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that the programme does not provide comprehensive support.

Theme	Subtheme	Frequency
<b>Limited Support Coverage</b>		<b>20</b>
	Not all aspects of care were offered or utilised	9
	Not all aspects of care are needed or wanted	6
	Not all treatments are fully covered or are not covered at all	3
	Veteran was offered but never pursued mental health support	1
	Veteran was referred to ACC for mental health treatments	1
<b>Scepticism and Uncertainty</b>		<b>3</b>
	Scepticism about decision makers and service from staff	2
	Veteran is unsure about their eligibility to receive these services	1
<b>Misdiagnosis and Discharge</b>		<b>1</b>
	Misdiagnosed mental health conditions led to discharge from the army	1

Table 10: Comprehensive support - What aspects of the programme made you feel this way? – No or unsure

"Only the physical would, others are not applicable to me"

**Limited Support Coverage**

"I think it is very focused on the dollar amount and decisions are made by people who have never served and have no understanding."

**Scepticism and Uncertainty**

"My medical documents have been rewritten with incorrect diagnoses and I was discharged from the army as a result. Drugs were used that inhibited my ability to walk or work."

**Misdiagnosis and Discharge**

## Cultural Needs

### Have Veterans' Affairs addressed and met any of your specific cultural needs as part of your rehabilitation?

Veterans were asked if Veterans' Affairs addressed and met any of their specific cultural needs as part of their rehabilitation. Figure 6 and Table 11 provide a breakdown of responses. 50% of Veterans reported that their cultural needs were addressed and met, 33% reported they were not, and 17% were unsure.

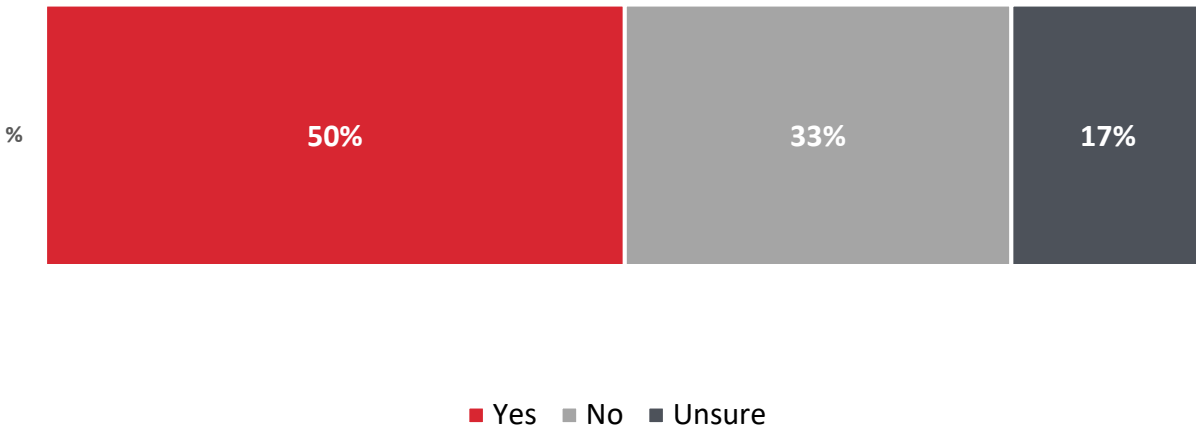


Figure 6: Have Veterans' Affairs addressed and met any of your specific cultural needs as part of your rehabilitation?<sup>1</sup>

	%	n
Yes	50%	9
No	33%	6
Unsure	17%	3

Table 11: Have Veterans' Affairs addressed and met any of your specific cultural needs as part of your rehabilitation?

The next section presents Veterans' experiences regarding the programme's support for their physical, spiritual, cultural and mental health needs. It explores the factors contributing to positive perceptions of comprehensive care, as well as the reasons some Veterans felt certain aspects of their care were inadequately addressed.

<sup>1</sup> The response "I do not have any specific cultural needs" was removed.



## Cultural needs – yes

Veterans who felt that Veterans' Affairs had addressed and met their specific cultural needs as part of their rehabilitation described the reasons for this. The feedback highlights the experiences of Veterans having their cultural needs addressed. Some Veterans reported positive experiences with their local iwi, noting they provided excellent support and were mindful of cultural needs. There were also positive interactions with Māori health professionals who effectively addressed cultural aspects of care. Some Veterans felt a general absence of discrimination and a sense of acceptance throughout their experiences. They emphasised that the process involved good communication and consideration of their cultural requirements. Overall, the feedback suggests that for some Māori Veterans, cultural needs were well-met, with both local iwi and health professionals demonstrating cultural competence and sensitivity. These experiences underscored the positive impact of culturally appropriate care and support within the programme.

Table 12 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that their specific cultural needs had been met.

Theme	Subtheme	Frequency
Responsive Care		4
	Mindful of cultural needs	3
	Good communication and responsiveness	1
Inclusive Approach		2
	No discrimination	1
	Spiritual needs met in the form of prayer	1
Community Support		1
	Iwi support	1
Culturally Competent Provider		1
	Māori health professional	1

Table 12: Cultural needs – Please provide more details about your experience with having your cultural needs met or not met: - Yes

"I think it was throughout the process they were mindful, there was good communication with Veterans, they asked questions of what I required, and these responses were taken into account."

**Responsive Care**

"No discrimination and acceptance."

**Inclusive Approach**

"My iwi has been great with their support. I had a talk with my local iwi. Told VA they were doing."

**Community Support**

## Cultural needs – no

Veterans who felt that Veterans' Affairs had not addressed and met their specific cultural needs as part of their rehabilitation described the reasons for this. The feedback indicates that some Veterans did not have any cultural needs that needed to be met, as they had their own church community or were not focused on cultural needs. However, other Veterans expressed a need for cultural support, particularly when transitioning out of the military and experiencing the loss of a marriage and community. These Veterans felt they lacked the familial and cultural support, during a difficult time. The feedback highlights the diverse range of cultural needs among Veterans, with some requiring no additional support and others feeling a significant lack of cultural and familial connection during challenging life transitions.

Table 13 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that their specific cultural needs had not been met.

Theme	Subtheme	Frequency
<b>No Perceived Cultural Needs</b>		<b>5</b>
	Cultural needs were not needed	3
	Unsure of how to respond to question	2
<b>Lack of Cultural Support During Transition</b>		<b>1</b>
	Needed cultural support when leaving the Navy, but didn't receive it	1

Table 13: Cultural needs – Please provide more details about your experience with having your cultural needs met or not met: - No or unsure

"No didn't need any cultural needs addressed."

**No Perceived Cultural Needs**

"My cultural needs were not supported at the time of leaving Navy, I lost my marriage. They were my Whanau, and there was nobody to support."

**Lack of Cultural Support During Transition**

## Independence

### Do you feel the programme has helped you gain more independence? (In terms of being able to work and be a part of the community).

Veterans were asked if they felt the programme has helped them gain more independence in terms of being able to work and be a part of the community. Figure 7 and Table 14 provide a breakdown of responses. In 2024, 83% of Veterans reported that the programme helped them gain more independence, 10% reported that it did not, and 7% were unsure. The proportion of Veterans who felt the programme helped them gain more independence has increased by 18% since 2020.

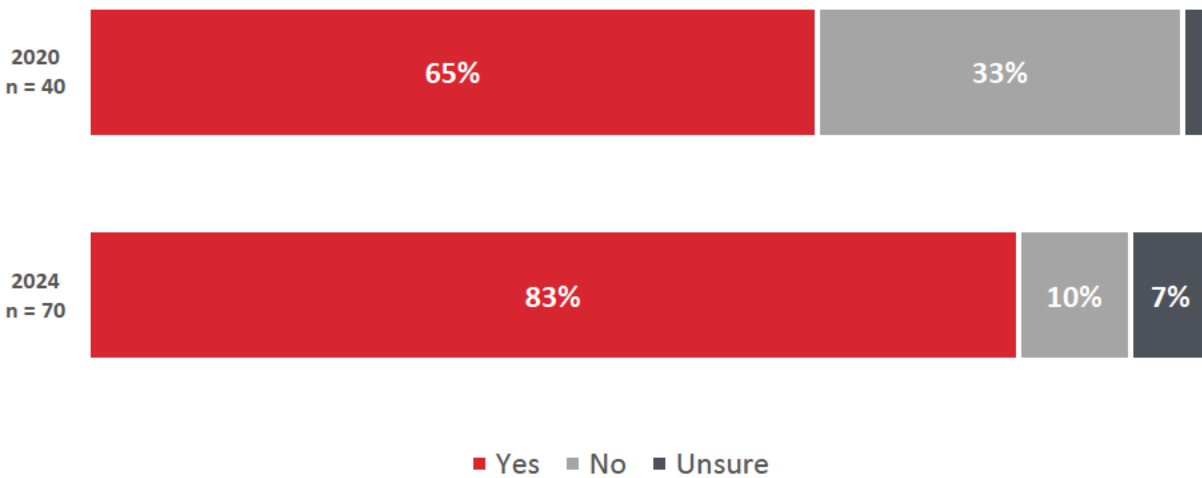


Figure 7: Do you feel that the programme has helped you gain more independence? (In terms of being able to work and be part of the community)

	2020 n = 40	2024 n = 70	
<b>Yes</b>	65%	83%	▲
<b>No</b>	33%	10%	▼
<b>Unsure</b>	3%	7%	▲

Table 14: Do you feel that the programme has helped you gain more independence? (In terms of being able to work and be part of the community)

The following section presents factors influencing Veterans' sense of independence and their ability to reintegrate into community life and work. It explores both the elements of the programme that have enhanced Veterans' integration and the challenges that continue to hinder their full reintegration.

## Independence – yes

Veterans who felt the programme had helped them gain more independence described the reasons for this. The feedback indicates that healthcare and support services provided have been instrumental in helping Veterans maintain their independence and improve their quality of life. Many Veterans reported that treatments, rehabilitation, and assistive devices allowed them to regain mobility, manage pain, and continue living comfortably. The programmes also provided practical support, such as lawn services and home modifications, which enabled Veterans to remain in their communities. Additionally, Veterans expressed gratitude for the understanding and personalised approach of their case managers, who tailored support to individual needs. The services have also boosted Veterans' confidence, mental well-being, and ability to participate in their communities. Overall, the feedback highlights the significant positive impact the healthcare and support programmes have had on Veterans' independence, physical and mental health, and overall quality of life.

Table 15 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that the programme has helped them gain more independence.

Theme	Subtheme	Frequency
Improved Mobility and Accessibility		19
	Received medical treatments (e.g., cataracts, knee replacements) that improved physical capabilities	13
	Received assistive devices (e.g., hearing aids, glasses) that enhanced daily functioning	4
	Received home modifications (e.g., handrails, altered steps) to increase accessibility	2
Increased Community Engagement		6
	Participating in community life once again	3
	Participated in recreational activities (e.g., swimming, boxing) that facilitated social integration	3
Enhanced Independence and Self-Reliance		19
	Regained independence in work and daily activities	8
	Still working on managing mental health and physical conditions to be more independent	6
	Utilised services (e.g., lawn mowing, house cleaning) that enabled veteran to stay in home	5
Improved Mental and Emotional Well-being		8
	Gained confidence and a sense of purpose through successful treatment and rehabilitation	3
	Received mental health treatments to facilitate independence	3
	Weekly compensation reduces stress	2
Comprehensive and Tailored Care Approach		8
	Appreciated the personalised and responsive nature of the VA services and case management	8

Table 15: Independence - Do you feel that the programme has helped you gain more independence? (In terms of being able to work and be part of the community) – Yes

## Independence – no or unsure

Veterans who felt the programme had not helped them gain more independence described the reasons for this. The feedback indicates that some Veterans have been largely self-reliant, not relying solely on VA for support. These Veterans have faced challenges with isolation, lack of social connections, and difficulties with employment due to health limitations. VA's involvement has had mixed impacts, sometimes making Veterans' situations worse physically and mentally. However, Veterans express hope and a desire to continue working on improving their situations, with some progress being made, such as with knee replacements. Overall, the feedback suggests a complex relationship between Veterans and VA, with ongoing struggles related to independence, health, and social isolation. Veterans' experiences highlight the diverse range of outcomes and the continuing challenges some face in their interactions with VA and in maintaining their quality of life.

Table 16 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that the programme has not helped them gain more independence.

Theme	Subtheme	Frequency
<b>Physical and Mental Challenges</b>		4
	Ongoing medical issues and recovery process	3
	Difficulty finding suitable employment due to medical restrictions	1
<b>Self-Reliance and Independence</b>		3
	Preference for self-sufficiency and not relying solely on VA support	3
<b>Negative Impacts</b>		2
	Isolation and lack of support leading to worsening of physical and mental health	2
<b>Acceptance of Physical Limitations</b>		1
	Acknowledging the natural decline of physical abilities	1

Table 16: Independence - Do you feel that the programme has helped you gain more independence? (In terms of being able to work and be part of the community) – No or unsure

"Work in progress hoping to get there."

**Physical and Mental Challenges**

"I have always looked after myself - never looked to VA to be my sole source of support. But all in all, yes."

**Self-Reliance and Independence**

"Made me worse - physically and mentally."

**Negative Impacts**

"My body is packing up, just the way it is, nothing to do with VA."

**Acceptance of Physical Limitations**

## Accessibility

### Did the programme feel simple to access and navigate?

Veterans were asked if the programme felt simple to access and navigate. Figure 8 and Table 17 provide a breakdown of responses. In 2024, 61% of Veterans reported that the programme felt simple to access and navigate, 30% reported that it did not, and 9% were unsure. The proportion of Veterans who felt the programme was simple to access and navigate has decreased by 10% since 2020.

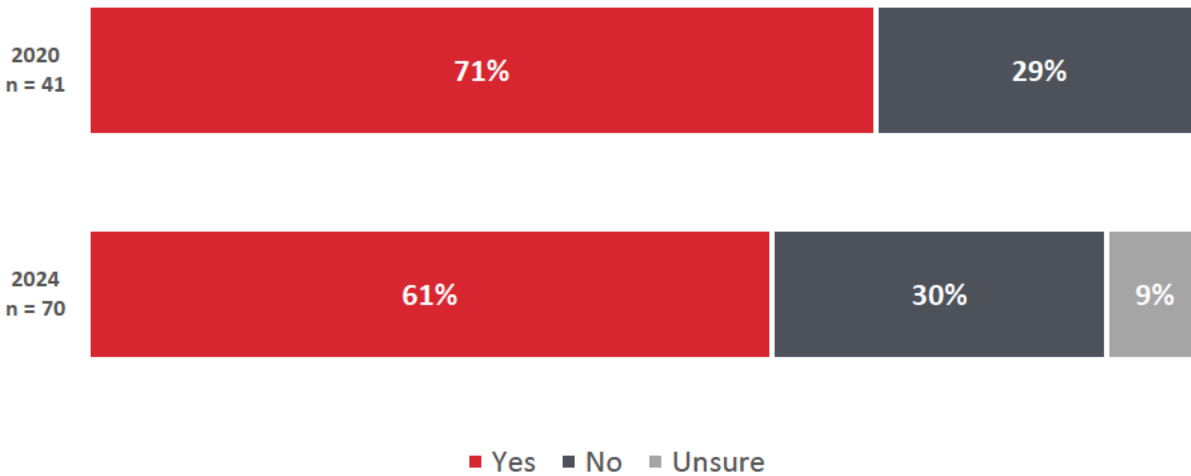


Figure 8: Did the programme feel simple to access and navigate?

	2020 n = 41	2024 n = 70	
Yes	71%	61%	▼
No	29%	30%	▲
Unsure	0%	9%	▲

Table 17: Did the programme feel simple to access and navigate?

The following section presents the factors affecting Veterans' ability to access and navigate the programme. It highlights both the enablers that facilitate smooth engagement with services and the barriers that impede Veterans' ease of access and navigation.

## Accessibility – yes

Veterans who felt the programme was simple to access and navigate described the reasons for this. The feedback suggests that Veterans generally found it easy to access support and services from their case managers, who were often helpful in guiding them through the process. However, experiences varied depending on the individual case manager, with some being more responsive and supportive than others. Veterans reported challenges in navigating the system and getting timely results, with delays and excuses related to staff shortages, COVID-19, and other issues. The feedback emphasised the importance of Veterans being proactive and advocating for themselves, as well as the value of having a good case manager who can explain the process and provide personalised assistance. Some Veterans found it helpful to have additional support, such as from advocates or family members. Overall, the experiences of Veterans varied, with some finding the process relatively straightforward and others facing more significant obstacles in accessing support and services.

Table 18 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that the programme was easy to access and navigate

Theme	Subtheme	Frequency
<b>Effective Communication</b>		<b>14</b>
	Regular communication with staff	7
	Good explanations and guidance provided	6
	Quick response and timely assistance when using electronic communications	1
<b>Variability in Experience</b>		<b>12</b>
	Positive experience with certain case managers	10
	Negative experience with other case managers	1
	Inconsistent quality of service	1
<b>Streamlined Process</b>		<b>10</b>
	Simple and easy to navigate	6
	Quick response and timely assistance	4
<b>Accessibility Challenges</b>		<b>10</b>
	Lengthy wait times and delays	4
	Difficulty initiating contact or getting started	2
	Communication when systems and procedures change	1
	Lack of awareness about available support	1
	Documentation requirements	1
	Struggles with computer literacy and online processes	1
<b>Personalised Support</b>		<b>5</b>
	Support from the wider community made it easier	3
	<b>I have a direct line of contact to my service providers</b>	<b>2</b>

Table 18: Accessibility - Did the programme feel simple to access and navigate? – Yes

"There were good explanations of what was likely to happen, and I was always directed to the right person."

Effective Communication



## Accessibility – no or unsure

Veterans who felt the programme was not simple to access and navigate described the reasons for this. The feedback highlights the difficulties Veterans face in navigating VA's healthcare system. Many express frustrations with the complex and time-consuming approval process, lack of communication from VA, and challenges in accessing care providers. Veterans report long wait times, difficulty contacting case managers, and a lack of transparency around the decision-making process. The online system poses challenges for older Veterans, and there is a need for more in-person support and regional contacts. Overall, the feedback suggests VA's system could benefit from streamlining processes, improving communication, and providing clearer information to Veterans about available services and entitlements. Veterans' experiences underscore the need for a more user-friendly and accessible system that better meets their diverse needs and capabilities.

Table 19 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that the programme was not easy to access and navigate

Theme	Subtheme	Frequency
<b>Unclear Processes</b>		<b>13</b>
	Lack of awareness about available rehabilitation programs	7
	Difficulty understanding the requirements and processes	6
<b>Bureaucratic Hurdles</b>		<b>13</b>
	Lengthy approval processes and paperwork requirements	12
	Feeling like the VA is trying to limit or cut down on services	1
<b>Lack of Responsiveness</b>		<b>9</b>
	Feeling like the VA is not communicating or providing updates	5
	Difficulty reaching case managers or getting responses from the VA	4
<b>Technological Barriers</b>		<b>3</b>
	Challenges for Veterans in accessing online resources and submitting forms	3
<b>Inconsistent Care and Support</b>		<b>2</b>
	Lack of support when veteran has no case manager	2
<b>Delayed Care</b>		<b>1</b>
	Emergency support delayed by approval process	1

Table 19: Accessibility - Did the programme feel simple to access and navigate? – No or unsure

"It's easy to approach VA but it is a long and drawn-out process, I have applications that have been going on for more than 2 years. They are seriously understaffed and just need to get on with it, people are dying."

**Bureaucratic Hurdles**

"If you look at website, not much published information, very general and doesn't go into specifics of what exists, structure and process is. VA is wonderful to deal with and supportive, need a level of clarity and understanding how the system is structured as it is very vague, doesn't know what my expectations are."

**Unclear Processes**

## Trust

### Did you trust the service providers you were referred to?

Veterans were asked if they trusted the service providers they were referred to. Figure 9 and Table 20 provide a breakdown of responses. In 2024, 91% of Veterans reported that they trusted the service providers, 7% reported that they did not, and 1% were unsure. The proportion of Veterans who trusted the service providers has increased by 8% since 2020

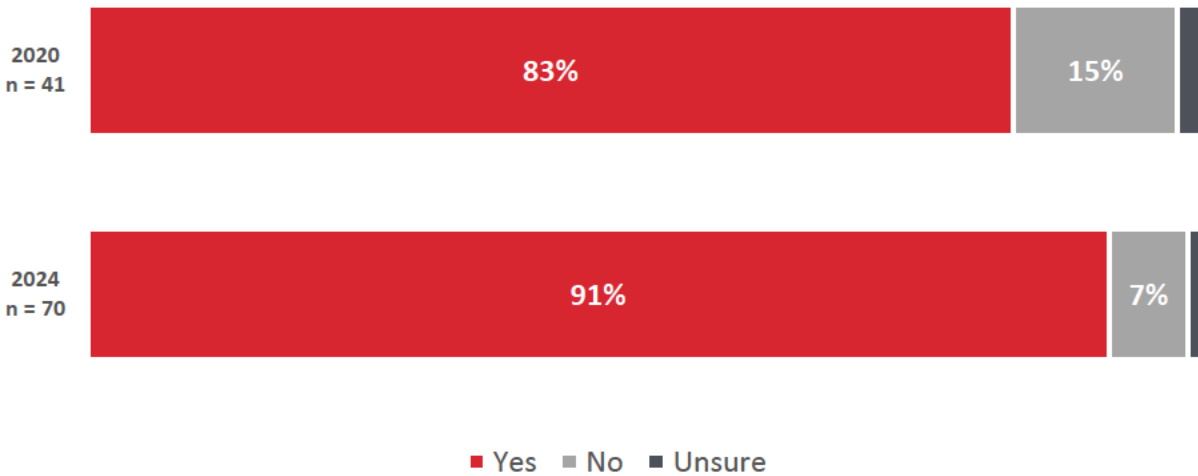


Figure 9: Did you trust the service providers you were referred to?

	2020 n = 41	2024 n = 70	
Yes	83%	91%	▲
No	15%	7%	▼
Unsure	2%	1%	▼

Table 20: Did you trust the service providers you were referred to?

The following section analyses the key attributes of service providers that influence Veterans' perceptions of trustworthiness. It examines both the positive characteristics that foster trust and the shortcomings that undermine Veterans' confidence in their healthcare providers.

## Trust – yes

Veterans who trusted the service providers they were referred to describe the reasons for this. The feedback indicates that Veterans generally have positive experiences with their healthcare providers, particularly those who understand the military experience and are caring, professional, and responsive to their needs. Many Veterans express satisfaction with their primary care physicians, psychologists, and other specialists, noting that they feel understood, trusted, and able to build good rapport. However, some Veterans had negative experiences with certain providers in the past but were able to switch to more suitable options. Overall, the feedback conveys a sense of trust, appreciation, and satisfaction among Veterans with the healthcare services they have received. Veterans' experiences highlight the importance of healthcare providers who are attuned to military experiences and can offer personalised, empathetic care.

Table 21 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that they could trust the service providers they were referred to.

Theme	Subtheme	Frequency
Overall Satisfaction		19
	Highly satisfied with service quality	19
Competent Care		18
	Providers were professional, knowledgeable, and able to address the issues	16
	Providers were designated by the GP and were the preferred specialists	2
Trusted Relationships		12
	Able to see the same providers over time	8
	Felt the providers had their best interests in mind	4
Positive Rapport		5
	Felt the providers were welcoming, open, and built a good rapport	5
Responsiveness and Flexibility		2
	Able to request and receive a different provider when needed	2
Relevant Expertise and Experience		2
	Providers had good understanding of military/veteran experiences	2

Table 21: Trust - Did you trust the service providers you were referred to? – Yes

"I have a long history of needing medical attention and VA have been great throughout."

Overall Satisfaction

"Very much so - because I found them to be good and helpful and considerate and caring."

Competent Care

"Total faith in them, GP have been with for 24 years, specialist services have all been good when you get to see them."

Trusted Relationships

## Trust – no or unsure

Veterans who did not trust the service providers they were referred to described the reasons for this. The feedback indicates that Veterans have had mixed experiences with healthcare providers. Some Veterans reported being misdiagnosed by VA, which negatively impacted the services and support they received. This made it very difficult for these Veterans to trust VA, though some individual service providers were found to be trustworthy. Veterans encountered providers who lacked the necessary knowledge and were not able to provide the proper help needed. There were also instances where providers acted without Veterans' knowledge or consent. However, Veterans also reported positive experiences, where providers were supportive in helping them find the right match for their needs. Overall, Veterans' experiences seem to depend more on the personal and interpersonal aspects rather than just the professional competence of the providers. The feedback highlights the variability in care quality and the importance of trust and communication in Veterans' healthcare experiences.

Table 22 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling that they could not trust the service providers they were referred to.

Theme	Subtheme	Frequency
Lack of Expertise		2
	Misdiagnosis impacted the services and support received	2
Breach of Trust		2
	Difficulty in trusting the VA due to past experiences	2
Personality Mismatch		2
	VA were supportive in finding the right match, but it came down to personal compatibility	1
	Negative experiences were more personality-driven than professional	1
Unreliable Services		1
	Contractors were unreliable	1

Table 22: Trust - Did you trust the service providers you were referred to? – No or unsure

"Have been misdiagnosed and this has impacted the services I receive and the support I get from VA. It is very hard to trust VA, but some service providers have been trustworthy."

Lack of Expertise

"They referred me to a psychiatric hospital. They went behind my back."

Breach of Trust

"I have seen a few and it comes down to personal more than professional and that's personality wise, they were supportive for me to find my match."

Personality Mismatch

"Had some services that didn't work out - for example with the contractors were unreliable."

Unreliable Services

## Net promoter score

The Net Promoter Score (NPS) is a business performance metric used to measure growth and customer satisfaction. The NPS is calculated by asking respondents to rate their likelihood to recommend the programme to others, on a 10-point scale. Those who answer 0-6 are Detractors, 7-8 are Passive, and 9-10 are Promoters. The NPS is equal to the percentage of Promoters minus the percentage of Detractors. A NPS of +50 is excellent and anything over +70 is considered exceptional.

The NPS for the rehabilitation programme was measured, asking Veterans if they would recommend it to other former NZDF personnel. Figure 10 and Table 23 present the Veterans' Affairs rehabilitation programme NPS scores. The Veterans' Affairs rehabilitation programme received a score of 72.7, an increase of 14.6 since 2020, showing that the programme is perceived in a positive light by Veterans.

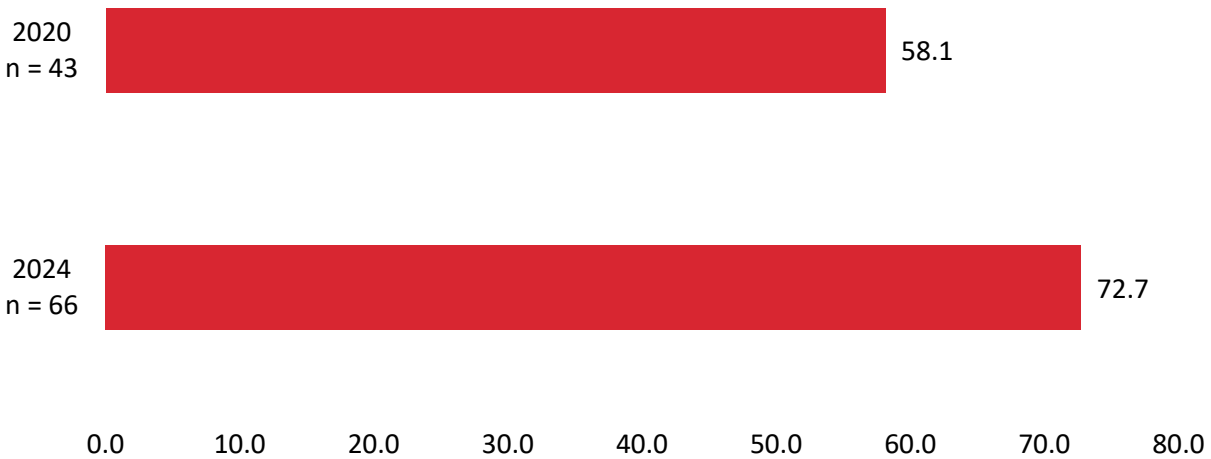


Figure 10: Would you recommend the rehabilitation programme to other former NZDF personnel? – NPS score

	2020 n = 43	2024 n = 66
NPS	58.1	72.7 ▲

Table 23: Would you recommend the rehabilitation programme to other former NZDF personnel? – NPS score

Veterans were classed as Promoters, Passives, or Detractors, Figure 11 and Table 24 provide a breakdown of responses. In 2024 80% of respondents are classified as Promoters, 12% as Passives, and 8% as Detractors. This represents an improvement from 2020, where 77% were Promoters, 5% were Passives, and 19% were Detractors. The proportion of Promoters increased by 3% while Detractors decreased by 11%.

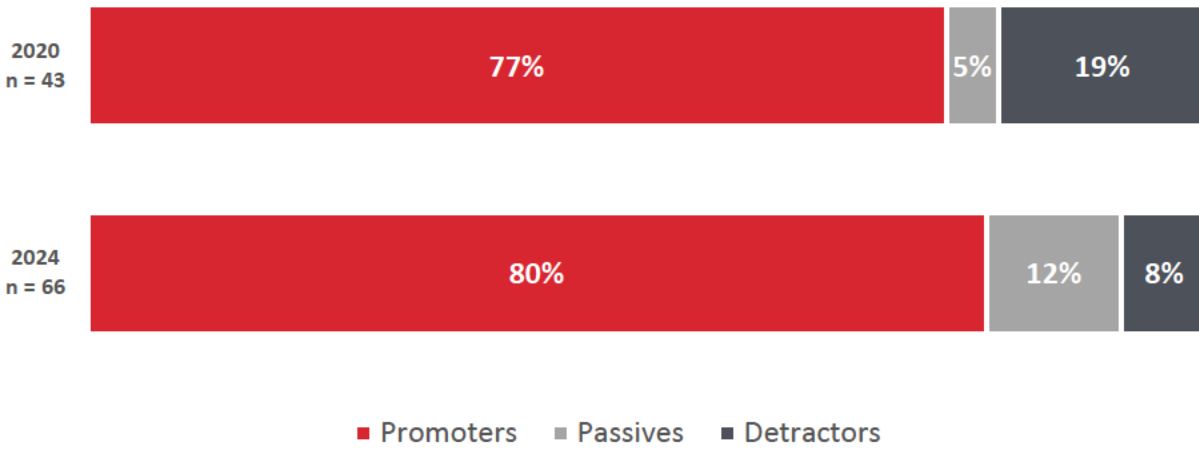


Figure 11: Would you recommend the rehabilitation programme to other former NZDF personnel?

	2020 n = 43	2024 n = 66	
Promoters	77%	80%	▲
Passives	5%	12%	▲
Detractors	19%	8%	▼

Table 24. Would you recommend the rehabilitation programme to other former NZDF personnel? NPS average – merged

## Case manager and rehabilitation advisor support

### Did you feel well supported by your case manager and rehabilitation advisor?

Veterans were asked if they felt well supported by their case manager and rehabilitation advisor. Figure 25 and Table 24 provide a breakdown of responses. In 2024, 86% of Veterans reported feeling well supported by their case manager and rehabilitation advisor, 13% reported that they did not, and 1% were unsure. The proportion of Veterans who felt well supported has increased by 7% since 2020.

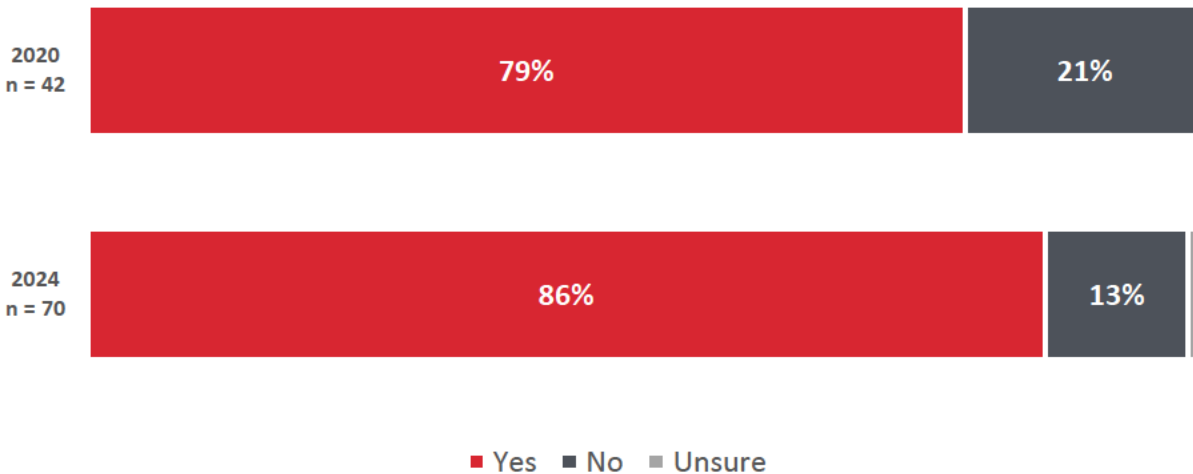


Figure 12: Did you feel well supported by your case manager and rehabilitation advisor?

	2020 n = 42	2024 n = 70	
Yes	79%	86%	▲
No	21%	13%	▼
Unsure	0%	1%	▲

Table 25: Did you feel well supported by your case manager and rehabilitation advisor?

The subsequent section examines the key attributes of Veterans' case managers and rehabilitation advisors. It explores both the strengths that contribute to effective support and the areas for improvement identified by Veterans in their interactions with these crucial support personnel.



## Case manager and rehabilitation advisor support – yes

Veterans who felt supported by their case manager and rehabilitation advisor described the reasons for this. The feedback suggests that Veterans generally felt well-supported by their case managers, citing positive aspects such as good communication, responsiveness, proactivity, and strong working relationships. Many Veterans appreciated their case managers' efforts to understand their needs, provide helpful suggestions, and advocate on their behalf. However, some Veterans noted challenges in consistently accessing their case managers, such as difficulty reaching them by phone or getting prompt responses. A few Veterans also felt their relationship with the case manager was somewhat bureaucratic or impersonal. Overall, the quality of support from case managers seemed to vary, with some described as excellent and others as less helpful. Veterans valued case managers who were attentive, empathetic, and able to navigate the system effectively on their behalf.

Table 26 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported feeling supported by their case manager and rehabilitation advisor.

Theme	Subtheme	Frequency
Positive Perceptions of Case Manager		21
	Highly satisfied with service quality	21
Limitations within the System		16
	Challenges in promptly accessing case manager or getting timely responses	6
	Case manager's hands were tied by system constraints	4
	Concerns about performance of Rehabilitation Advisor	2
	Limitations in the ability of case managers to relate to Veterans	2
	Feel Rehabilitation Advisor is more supportive	1
	Turnover of case managers	1
Responsive and Accessible		14
	Case manager was available to answer questions and provide timely responses	8
	Satisfactory level of communication and ease of communication	6
Personalised Support		7
	Personalised care from dedicated case manager	7
Coordinated Services		7
	Ensured all necessary supports were put in place	7
Empathetic Approach		4
	Case manager demonstrated understanding and patience	4
Proactive Advocacy		3
	Provided guidance and support through difficult situations	3
Continuity of Care		3
	Consistent and reliable support from the same case manager	3
Transitioning Case Managers		2
	Experienced a change in case managers and transition was relatively smooth	2

Table 26: Case manager and rehabilitation advisor support - Did you feel well supported by your case manager and rehabilitation advisor? – Yes

## Case manager and rehabilitation advisor support – no or unsure

Veterans who did not feel supported by their case manager and rehabilitation advisor described the reasons for this. The feedback indicates that Veterans have had negative experiences with their VA case managers. Key issues include lack of responsiveness, poor communication, frequent changes in case managers, and a lack of in-person interactions. Veterans' express frustration at not receiving timely replies to emails and phone calls, as well as feeling that case managers do not truly understand their individual needs and situations. The feedback suggests a need for more personalised, engaged, and consistent support from VA case managers. Veterans' experiences highlight the importance of stable, accessible, and attentive case management in meeting their needs and ensuring effective support within the VA system.

Table 27 illustrates the frequency of key themes identified from the feedback provided by Veterans who reported not feeling supported by their case manager and rehabilitation advisor.

Theme	Subtheme	Frequency
Lack of Communication and Responsiveness		4
	Slow response to emails or phone calls	2
	Little to no communication from case managers	1
	Requests for a new case manager have gone unanswered	1
Impersonal Service Delivery		3
	Guarded and legalistic communication from the VA	1
	Lack of face-to-face interaction with case managers	1
Demanding and Unsupportive Case Manager		1
	Case manager's communication style is demanding and off-putting	1
Discontinuity in Case Management		1
	Periods of time without a designated case manager	1

Table 27: Case Manager and Rehabilitation Advisor support - Did you feel well supported by your Case manager and rehabilitation advisor? – No or unsure

"He is too slow in answering emails or phone calls. The help he provides when he does get back to me is mediocre."

### Lack of Communication and Responsiveness

"Has been so long since I have heard from them. My case manager walked away from managing my care, they just don't get back to me. VA will always give a very guarded response to me, they are not open and do not engage or express themselves clearly with me, they are more concerned with the legalities in their communication. Case managers also change often, they have no understanding of who their clients are. We never meet in person; everything is done over the phone. Face-to-face communication has been missing from VA for a while."

### Impersonal Service Delivery

## Weekly compensation

### Our records indicate that you currently receive weekly compensation from Veterans' Affairs. Is that correct?

Veterans who were receiving weekly compensation were asked to confirm that they were receiving weekly compensation. Figure 28 and Table 27 provide a breakdown of this. Of the Veterans who were receiving weekly compensation, 100% confirmed that they were receiving weekly compensation.

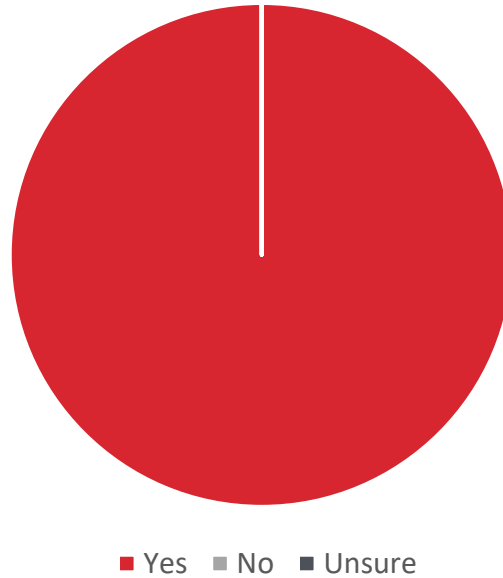


Figure 13: Our records indicate that you currently receive weekly compensation from Veterans' Affairs Is that correct?

	<b>%</b>	<b>n</b>
Yes	100%	23
No	0%	0
Unsure	0%	0

Table 28: Our records indicate that you currently receive weekly compensation from Veterans' Affairs Is that correct?

## How well did Veterans' Affairs inform you about the process and expectations surrounding weekly compensation?

Veterans were asked how well Veterans' Affairs informed them about the process and expectations surrounding weekly compensation. Figure 14 and Table 29 provide a breakdown of responses. In 2024, 65% of Veterans reported that Veterans' Affairs informed them excellently or above average, 22% reported average information, and 13% reported below average or poor information.

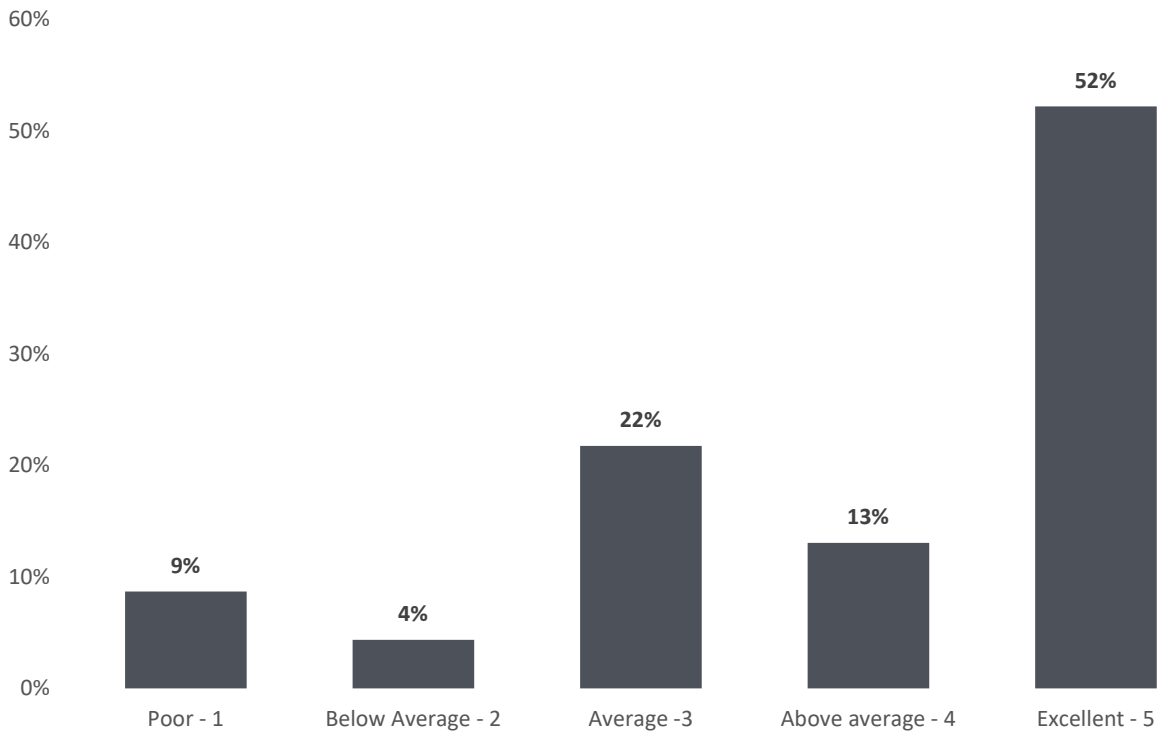


Figure 14: How well did Veterans' Affairs inform you about the process and expectations surrounding weekly compensation?

	<b>%</b>	<b>n</b>
Poor - 1	9%	2
Below Average - 2	4%	1
Average - 3	22%	5
Above average - 4	13%	3
Excellent - 5	52%	12

Table 29: How well did Veterans' Affairs inform you about the process and expectations surrounding weekly compensation?

## Do you feel that Veterans' Affairs has provided sufficient contact and support during your time on weekly compensation?

Veterans were asked if they felt that Veterans' Affairs provided sufficient contact and support during their time on weekly compensation. Figure 15 and Table 30 provide a breakdown of responses. 74% of Veterans reported that Veterans' Affairs provided sufficient contact and support, 13% reported that it did not, and 13% were unsure.

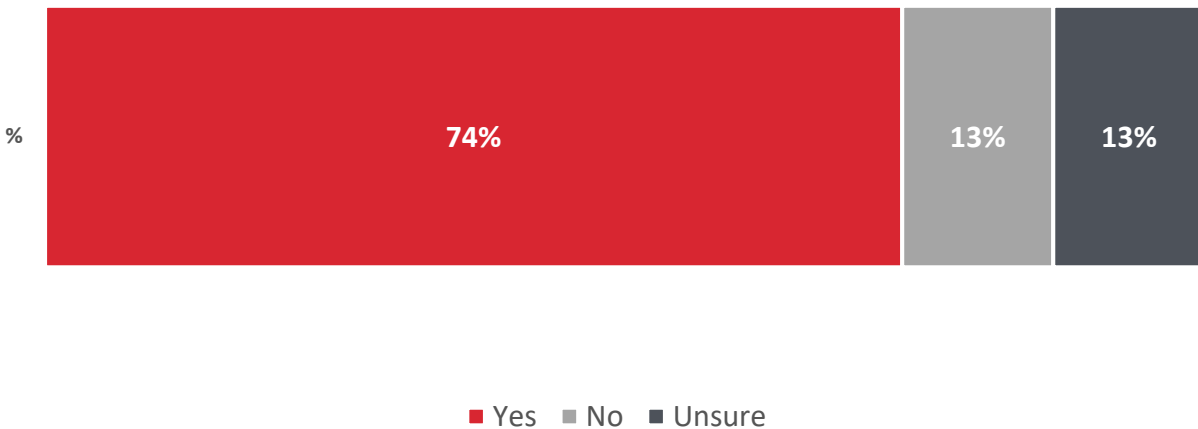


Figure 15: Do you feel that Veterans' Affairs has provided sufficient contact and support during your time on weekly compensation?

	%	n
Yes	74%	17
No	13%	3
Unsure	13%	3

Table 30: Do you feel that Veterans' Affairs has provided sufficient contact and support during your time on weekly compensation?

## Please share any additional feedback, both positive and negative, about your experience with the weekly compensation programme.

Veterans who provided feedback about their experience with the weekly compensation programme, provided both positive and negative insights. The feedback indicates that many Veterans express deep gratitude for the weekly compensation programme, which has been a crucial source of financial support during their medical and personal challenges. However, there is also significant uncertainty and lack of clarity around the programme, such as the duration, reasons for changes in compensation amounts, and the process for ending the payments. Some Veterans feel anxious about VA's control over their income and fear the payments could be cut off at any time, even when their therapists and families advise they are not ready to return to work. Veterans would appreciate more communication, transparency, and a clear timeline or plan for the future. Overall, the programme is viewed as generous and helpful, but the uncertainty and lack of information causes stress and makes it difficult for Veterans to plan ahead. The feedback highlights the importance of the financial support provided, while also emphasising the need for improved communication and clarity regarding the programme's details and future prospects.

Table 31 illustrates the frequency of key themes identified from the feedback provided by Veterans regarding weekly compensation.

Theme	Subtheme	Frequency
Gratitude for Support and Compensation	Gratitude for Support and Compensation	10
	Appreciative of the support and compensation	7
	Grateful for higher-than-expected compensation	2
	Appreciative of slight increases in compensation	1
Uncertainty about Duration	Uncertainty about Duration	8
	Lack of clarity around end date and process for ending compensation	7
	Worry about VA cutting off compensation despite disability	1
Navigational Challenges	Navigational Challenges	5
	Feels like there are barriers/hoops to get it approved	2
	The process was traumatic at the time	2
	Difficult to navigate the program	1
Lack of Communication	Lack of Communication	3
	No explanation or communication around changes in compensation	2
	Uncertainty about reasons for compensation changes	1

Table 31: Weekly compensation – Please share any additional feedback, both positive and negative, about your experience with the weekly compensation programme

"I'm honoured and privileged to get it. I'm a proud man. I was going through a lot medically."

**Gratitude for Support and Compensation**

"It is not exactly clear about when it will stop, the end game, the process around how it will stop and how to manage coming off it. Not sure on expectations or processes."

**Uncertainty about Duration**

## General feedback

Veterans were able to provide general feedback on their experiences with Veterans Affairs. The feedback indicates that Veterans generally express gratitude for the support and assistance they have received from the Veterans' Affairs Rehabilitation programme, acknowledging its importance and the difference it has made in their lives. However, concerns and criticisms are also raised, such as the lack of communication and proactive outreach from VA, difficulty in accessing case managers, and lengthy and complex processes involved in obtaining treatment and services. Some Veterans feel that VA needs to be more transparent about funding constraints and limitations, and to improve its relationship with other organisations like the RSA. There are calls for more face-to-face interaction and local representatives, as well as better promotion and awareness of available services and entitlements. Overall, while the programme is viewed positively by many, there is a desire for greater responsiveness, accessibility, and communication from VA to better meet Veterans' needs. The feedback highlights the programme's positive impact while also emphasising areas for improvement in service delivery and communication.

Table 32 illustrates the frequency of key themes identified from the feedback provided by Veterans.

Theme	Subtheme	Frequency
<b>Positive Experiences and Outcomes</b>		27
	VA staff are helpful, supportive and doing a good job	15
	Grateful for the support received	12
<b>Accessibility Challenges</b>		11
	Lack of awareness about available entitlements	8
	Desire for local VA representatives for face-to-face access	2
	Need for more proactive outreach and check-ins	1
<b>Recommendations for Improvement</b>		10
	Enhance communication and transparency	4
	Increase staffing levels and address turnover	3
	Expedite medical applications	1
	Rename to 'My Rehabilitation Plan'	1
	Increased support for mental health conditions	1
<b>Systemic Issues</b>		8
	Need for more veteran involvement and accountability	3
	Concerns about cost-cutting and impact on services	2
	10/10 Referral rating because there is no alternative	2
	Perceived rigidity and lack of adaptability in VA	1
<b>Process Inefficiencies</b>		6
	Frustration with VA processes	3
	Delays in processing applications	2
	Delays in travel allowance returns	1
<b>Inconsistent Service Quality</b>		6
	Variability in case manager competence and relationship	4
	Hit-and-miss nature of VA support	2
<b>Communication Challenges</b>		5
	Lack of communication from VA	3

Theme	Subtheme	Frequency
	Difficulty reaching case managers	1
	Short phone hours	1
Services and Support		2
	VIP service provider is unsatisfactory	2

Table 32: General comments - Do you have any other comments about the Veterans' Affairs Rehabilitation programme?

*Content on page 43 redacted to protect client privacy:*





## Demographics

### Ethnicity<sup>2</sup>

The majority of respondents (66%) identified as European, followed by Māori at 21%. Those categorized as Other/Unknown made up 11% of participants, while Pacific Peoples represented the smallest group at 1% of respondents.

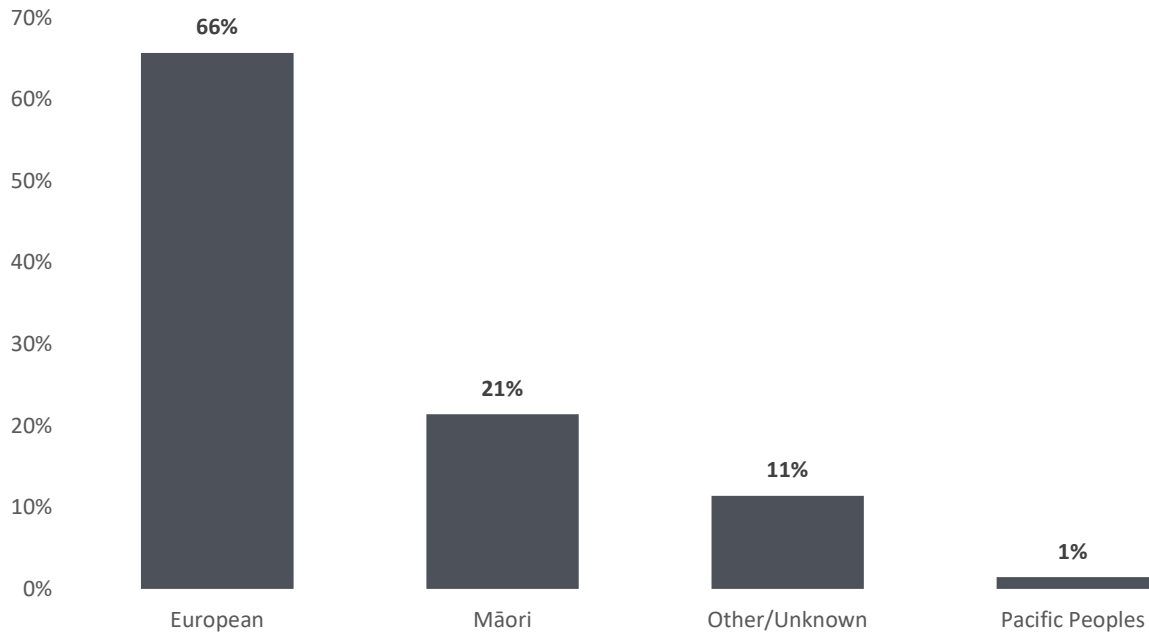


Figure 16: Ethnicity

	%	n
European	66%	47
Māori	21%	15
Other/Unknown	11%	8
Pacific Peoples	1%	1

Table 33: Ethnicity

<sup>2</sup> The ethnicity and age data presented in these charts and tables were not collected as part of the survey questionnaire. This information was sourced from VA existing records and matched against the survey response data. As such, it reflects the ethnicity and age information previously provided by veterans in their interactions with VA, rather than self-reported demographics specific to this survey. The age data represents the veterans' ages at the time of the survey, calculated based on VA records.

## Age

The age distribution of respondents shows a clear majority (61%) were 70 years or older. The second largest group was those aged 50-59, comprising 14% of participants. Veterans aged 40-49 and those under 40 each made up about 10% of respondents. The smallest age group represented was 60-69 year olds at 6% of the total.

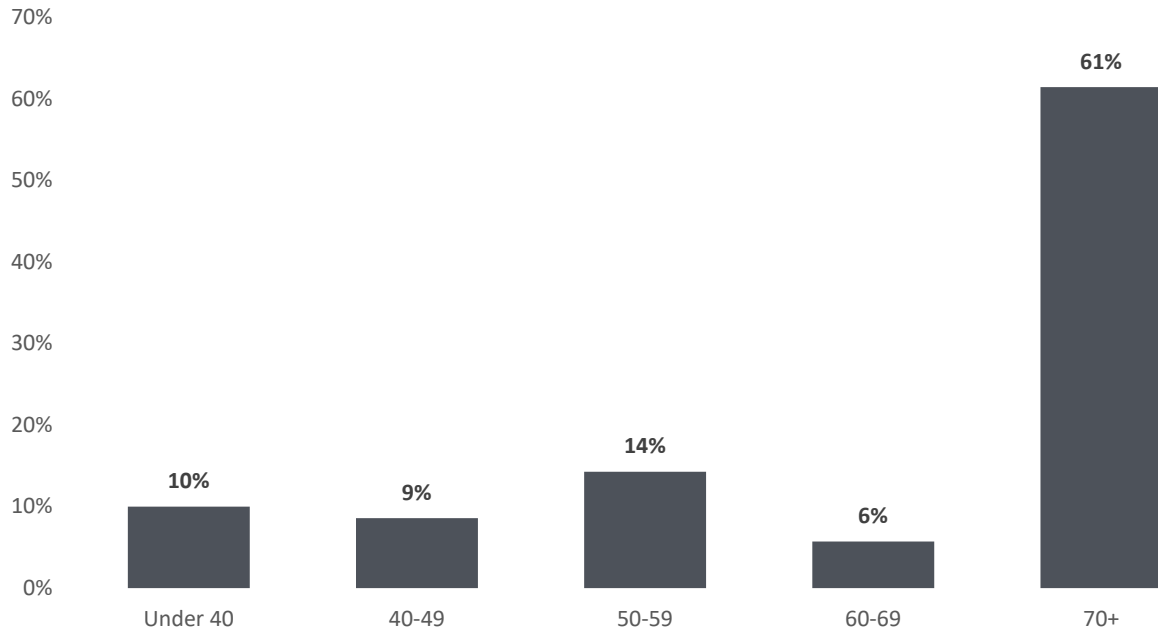


Figure 17: Age

	%	n
Under 40	10%	7
40-49	9%	6
50-59	14%	10
60-69	6%	4
70+	61%	43

Table 34: Age

## Survey questionnaire

### Survey questionnaire

1. How did you find out about the Veterans' Affairs Rehabilitation programme? Select all that apply
  - GP
  - Treating specialist
  - Veterans' Affairs staff
  - Veterans' Affairs website
  - Referral from NZDF
  - Word of mouth from NZDF personnel
  - Friends, whānau, family
  - Other sources (please specify)
  - Don't know/can't remember

### Equal partners

2. Did you feel like an equal partner throughout the rehabilitation process?
  - Yes
  - No
  - Unsure
  - Not applicable
3. What made you feel this way?

### Support Network

4. Did the programme feel like a support network you could rely on when needed?
  - Yes
  - No
  - Unsure
  - Not applicable
5. What made it feel like that?

### Comprehensive support

6. Did you feel that all these aspects of your health were treated with care?
  - Yes
  - No
  - Unsure
  - Not applicable

7. What aspects of the programme made you feel this way?

**Cultural Needs**

8. Have Veterans' Affairs addressed and met any of your specific cultural needs as part of your rehabilitation?

- Yes
- No
- I do not have any specific cultural needs
- Unsure

9. Please provide more details about your experience with having your cultural needs met or not met.

**Accessibility**

10. Do you feel that the programme has helped you gain more independence? (In terms of being able to work and be part of the community)

- Yes
- No
- Unsure
- Not applicable

11. Why do you think that?

12. Did the programme feel simple to access and navigate?

- Yes
- No
- Unsure
- Not applicable

13. What made it feel this way?

**Trust**

14. Did you trust the service providers you were referred to?

- Yes
- No
- Unsure
- Not applicable

15. Why did you feel this way about them?

16. Would you recommend the rehabilitation programme to other former NZDF personnel? Definitely not (0) - Definitely (10)

17. Did you feel well supported by your Case Manager and Rehabilitation Advisor?

- Yes
- No
- Unsure
- Not applicable

18. What aspects of their support made you feel this way?

**Weekly Compensation**

19. Our records indicate that you currently receive weekly compensation from Veterans' Affairs. Is that correct?

- Yes
- No
- Unsure

20. On a scale of 1 to 5 (with 1 being poor, and 5 being excellent), how well did Veterans' Affairs inform you about the process and expectations surrounding weekly compensation? Poor (1) - Excellent (5)

21. Do you feel that Veterans' Affairs has provided sufficient contact and support during your time on weekly compensation?

- Yes
- No
- Unsure

22. Please share any additional feedback, both positive and negative, about your experience with the weekly compensation programme.

**Other comments and contact**

23. Do you have any other comments about the Veterans' Affairs Rehabilitation programme?

24. Would you like contact from Veterans' Affairs regarding anything you have discussed today?

- Yes
- No

25. How would you prefer to be contacted?

- Telephone
- Email

26. What is your preferred telephone number/email address to be contacted by?

27. What would you like to be contacted about? We will pass these details onto Veterans' Affairs.