



New Zealand

**VETERANS'
AFFAIRS**

Te Tira Ahu Ika A Whiro

Veterans' Affairs

Satisfaction Survey

August 2020



Veterans' Affairs Satisfaction

Survey 2020

Research Methodology

Survey invitations were sent by mail to 3000 randomly selected veterans. Veterans were invited to complete the survey and return it using an included freepost envelope.

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

Research Objectives

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

● Veterans' Affairs Satisfaction Survey 2020

- **Start date: 22/06/2020**
- **End date: 24/07/2020**
- **Number of questions: 25**

● Participants

- **Number of survey invitations sent: 3000**

● Completed

- A total of **1033** responses were received
- The final response rate was **34%**

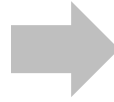
● Project Management

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

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PublicVoice
Account Director
04 589 5552
jared@publicvoice.co.nz

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, which makes the text stand out. The poppies are scattered across the frame, with some in sharp focus and others blurred in the background.

EXECUTIVE SUMMARY



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' satisfaction with VA's ability to resolve veterans' queries

86%

of veterans were satisfied with VA's ability to resolve their queries

Satisfaction with resolution of veterans' queries was the same compared with 2019.

Most veterans' queries were related to approval for medical.

Measure veterans' satisfaction with service provided by VA case managers

96%

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

Most contact with VA case managers was regarding advice and payment information for medical (168*) or a simple check-in (136).

95%

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

The high level of satisfaction with VA case managers gives the impression that case managers are keeping a strong line of communication when supporting their clients' welfare.

93%

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

EXECUTIVE SUMMARY



RESEARCH OBJECTIVES



WHAT WE LEARNED



KEY INSIGHTS

Measure veterans' satisfaction with Crewcut's services and the reasons why

90% of veterans were satisfied with Crewcut

Veterans specifically praised the quality of Crewcut's work (149*). However some did complain about the quality of the work that was carried out (38), or the staff (38).

Measure veterans' satisfaction with Red Wolf's services and the reasons why

93% of veterans were satisfied with Red Wolf

Veterans were specifically satisfied with the service (45) and communication (43) of the Red Wolf team.

Measure veterans' satisfaction with Chemwash's services and the reasons why

85% of veterans were satisfied with Chemwash

Veterans praised the quality of Chemwash staff (122). Some were unsatisfied with the quality of window cleaning (35) and 19 veterans have had damage caused to their property.

Measure veterans' satisfaction with Foot Mechanics' services and the reasons why

96% of veterans were satisfied with Foot Mechanics

Comments about the staff and the quality of their work were glowing. Those unsatisfied were concerned about irregular service between staff members.

Measure veterans' satisfaction with HealthCare New Zealand's services and the reasons why

93% of veterans were satisfied with HealthCare New Zealand

Veterans were very complimentary about their regular staff (117) and the quality of work (82). There were a few complaints that the quality among other staff varied too much (7).



RESEARCH OBJECTIVES

WHAT WE LEARNED

KEY INSIGHTS

Measure veterans' awareness and knowledge of the Code of Veterans' and Other Claimants' Rights

35%

of veterans were aware of the Code of Veterans' and Other Claimants' Rights and their rights under the Code

Awareness increased slightly from 34% (2019) to 35% (2020). Some veterans specifically mentioned wanting more information about the Code (8).

Measure veterans' overall satisfaction with VA

95%

of veterans were satisfied with the service they received from VA

Positive comments/messages of gratitude far outweighed any negative comments.

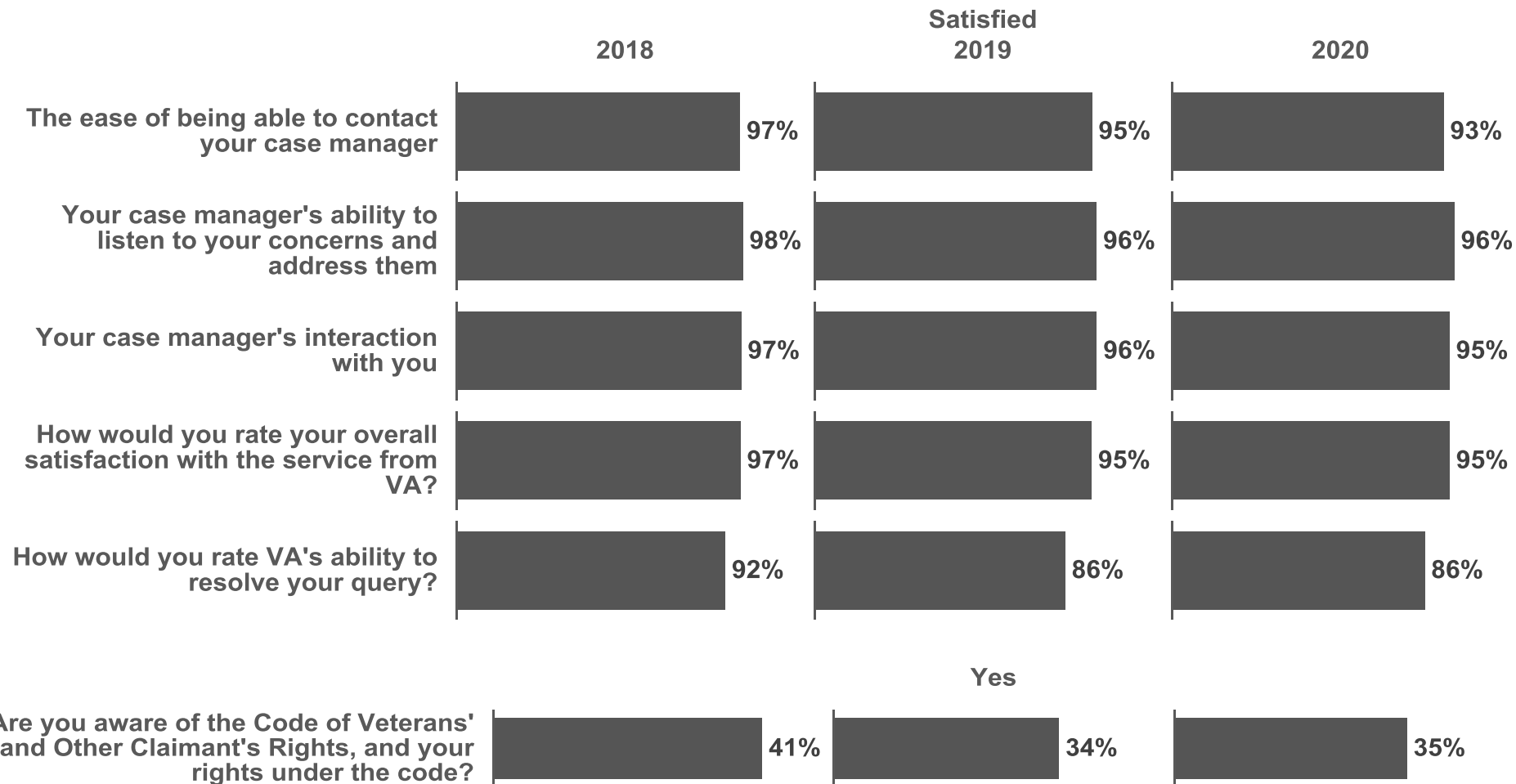
Complaints (129*) focused on the following areas:

- Expressed issues regarding communication with VA (49)
- Expressed a general complaint regarding a claim (39)

Some veterans wanted more information regarding VA services (48).

EXECUTIVE SUMMARY

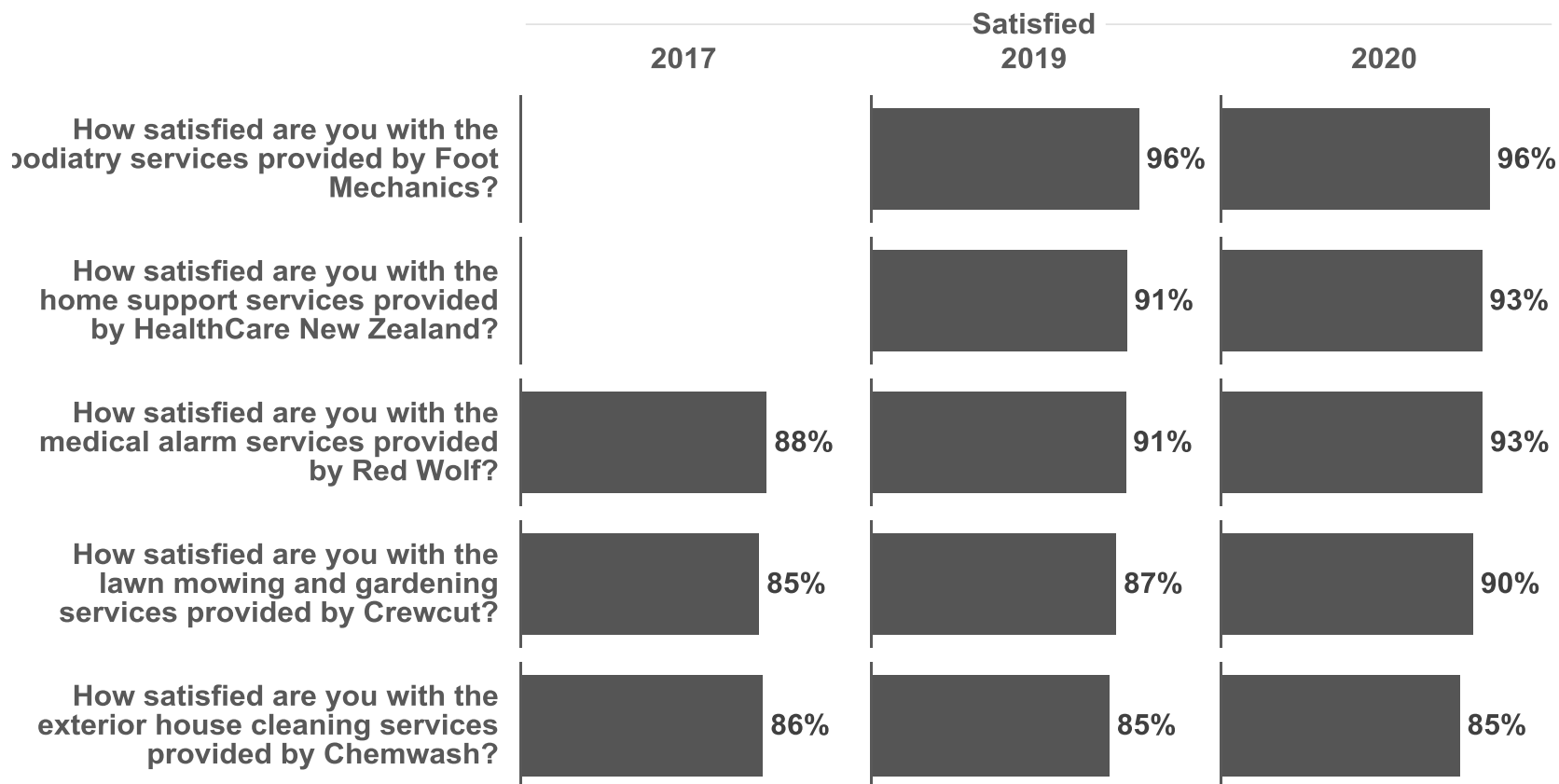
VA satisfaction



Satisfied = (Excellent + Above Average + Average)

EXECUTIVE SUMMARY

VA Services



Some tracking data is unavailable as not all questions were asked in previous years.

Satisfied = Very Satisfied + Satisfied