



Results of the Annual Satisfaction Survey 2023

In 2023, we let our clients know that we would be running our annual independent client satisfaction survey through our partner, Public Voice.

From 6 June to 3 July 2023, Public Voice contacted clients by telephone to ensure they had the opportunity to provide feedback on a variety of topics.

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 with Veterans' Affairs.

Results of the survey

Overall, the results are positive:

- **95 percent** of veterans were satisfied with the services they receive from Veterans' Affairs
- **93 percent** were satisfied with their case managers' ability to listen to and address their concerns.

The survey shows some areas that we do need to work on:

- **67 percent** were satisfied with how they were kept up to date with the status of their application, and the time it took to process the application
- **86 percent** were satisfied with the ease of being able to contact their case manager.

 [Read the Client satisfaction survey 2023 \[PDF, 3.9 MB\] \(https://www.veteransaffairs.mil.nz/assets/News-attachments/2023/VA-satisfaction-survey-2022-2023.pdf\)](https://www.veteransaffairs.mil.nz/assets/News-attachments/2023/VA-satisfaction-survey-2022-2023.pdf)

Date

07 February 2024

Tags

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