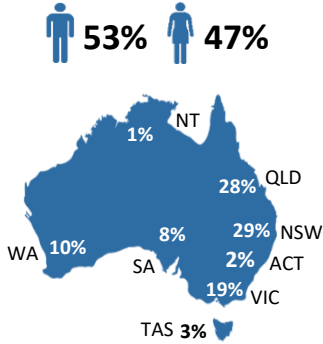


This fact sheet summarises the key findings from the 2020 DVA Client Satisfaction Survey. In total, 3,007 randomly selected DVA clients participated in the telephone survey conducted in November – December 2020. The representative sample included male and female veterans across states/territories and age groups, consistent with the methodology used since 2016. Weighting is applied post-fieldwork using population data current at the time of fieldwork, to ensure overall results reflect the DVA client base as a whole.

Respondent Characteristics



Age	DVA Client Population		Survey Demographic	
	%	%	%	Number
Under 45	23%	18%	18%	553
45-64	23%	20%	20%	589
65+	54%	62%	62%	1,865
Total	100%	100%	100%	3,007

73% Veterans

- 58% Former permanent ADF
- 9% Serving permanent ADF
- 5% Former Reserve ADF
- 3% Serving Reserve ADF

27% Dependants and family

- 20% War widow or widower
- 7% Dependant of a veteran
- 1% Other

(Self described, multiple response allowed)

The 2020 context

The year 2020 held a number of events which were challenging for DVA clients, the veteran community, Australia and the world. A key achievement of DVA's transformation program has been improving the claiming process to make it easier and simpler. One area this occurred was through MyService.

Whilst the take-up of clients using MyService has been positive, it has resulted in a sudden and large volume of claims which require processing. The large volume of claims, combined with a significant change of operations for staff and providers delivering support and services to DVA clients during the COVID-19 pandemic, has meant a delay in finalisations.

This delay, along with the services and support changes throughout 2020, has been an influencing factor on the lower satisfaction score in 2020.

The 2020 Client Satisfaction Survey results demonstrate that, despite 2020 being a challenging year, DVA is moving in the right direction and continues to provide DVA clients with the services and supports they need.

Overall satisfaction

All clients were asked to consider their overall experience with DVA in the last 12 months and to rate their satisfaction with the service DVA provides.

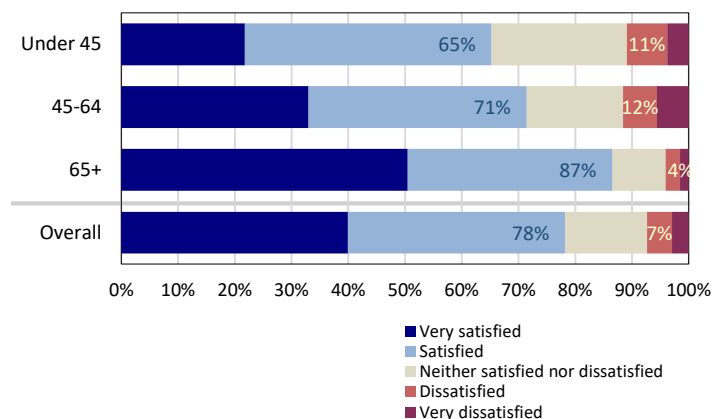
78% of DVA clients are satisfied

Overall satisfaction with DVA declined slightly in 2020 (84% in 2019), while dissatisfaction (7%) remained low in line with previous years.

The results of this survey will inform DVA's efforts to transform the delivery of services for all veterans and their families.

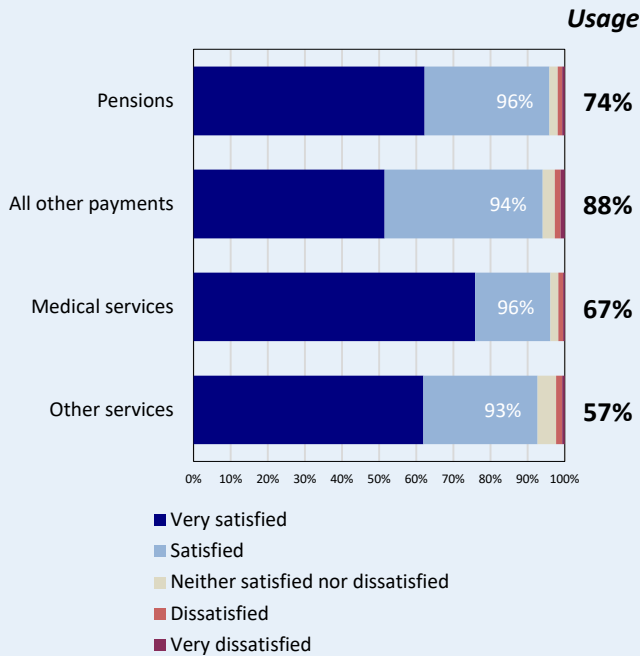
Satisfaction with DVA by age group

Clients over 65 years continue to be more satisfied with DVA overall (87% satisfied, 4% dissatisfied) than clients under 45 (65% satisfied, 11% dissatisfied).



DVA Services

Of all DVA clients, most were likely to access either pensions (74%) or medical services (67%) through DVA. Satisfaction levels with DVA's service provision were consistent with those recorded in 2019 and are shown below.



The survey asked **clients who had transitioned from the Defence Force in the last 5 years** whether they had trouble accessing or finding support or services to help them.

64%

either did **not** require support services or experience gaps in support, slightly higher than 58% in 2019.

For the **36%** who indicated they did require support for finding services, the most common services mentioned were:

- physical health
- mental health
- financial support
- employment

When asked about the information received about DVA's transition and other supports:

76%

agreed that the information was useful and relevant

62%

agreed that the information was provided at the right time

74%

found out about DVA services while in the ADF, in line with 78% in 2019

16%

found out about DVA services during transition, consistent with 17% in 2019

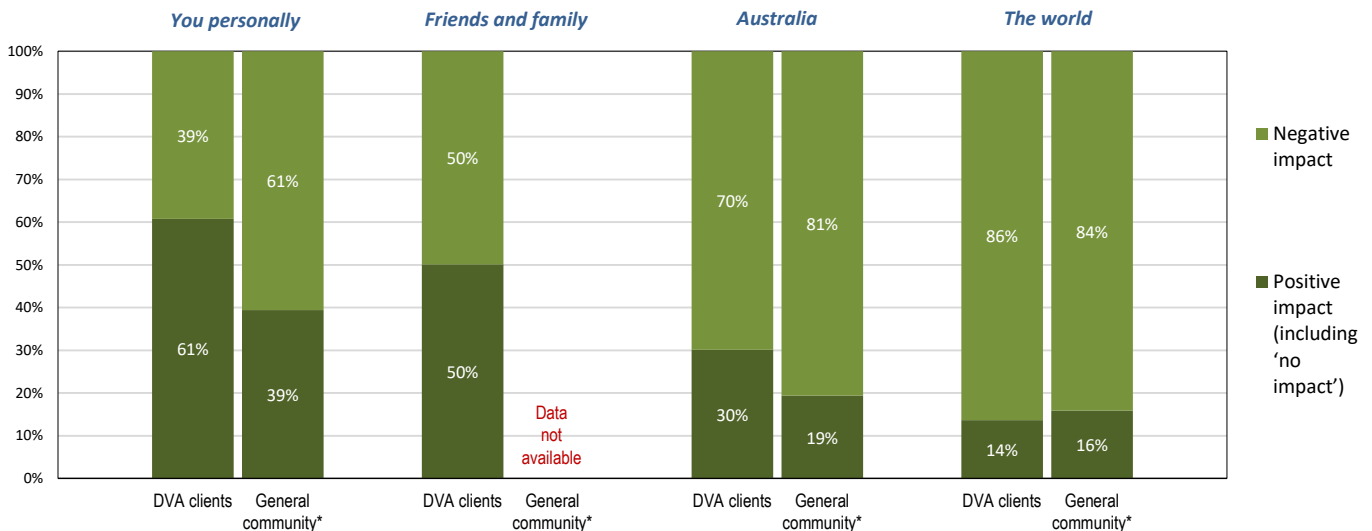
8%

found out about DVA services after they left the ADF, up from 4% in 2019

COVID-19 Impact and Control

Additional questions were asked in 2020 to gauge how DVA clients feel the COVID-19 pandemic has affected them. When compared to Australians generally, DVA clients are more optimistic about the effects of COVID-19, and on average feel more in control of their lives. This may be a result of the additional support provided by DVA during the pandemic. Also, DVA clients on average feel the impact COVID-19 has been more severe on Australia and the rest of the World than on themselves personally, which is consistent with the general Australian population.

Right at the moment, what do you feel the impact of the COVID-19 situation is for...



* General Australian population figures from ORIMA COVID Recovery Tracker, September-December 2020