



Australian Government

Department of Veterans' Affairs

INFORMATION BRIEF FOR FIRST ASSISTANT SECRETARY

EC21-001528

CLIENT SATISFACTION SURVEY (CSS) 2021 OPTIONS PAPER (UPDATE)

Critical Date: 19 October 2021, to enable the Client Satisfaction Survey to continue to be delivered on time.

Purpose: To seek approval to refine client survey numbers to the combined approach of phone and online interview methods for the 2021 Client Satisfaction Survey agreed to by the Secretary on 1 October 2021.

(EC21-001322 - Attachment A)

Key Information

- On 1 October 2021, the Secretary agreed with Strategic Planning Unit (SPU) proposed approach for the 2021 Client Satisfaction Survey (CSS). The recommended option (see Options Paper at Attachment A below) included a change from the traditional telephone survey to a mixed methodology (telephone and online survey delivery). This option is designed to provide a richer data set and offer choice to our clients, which supports the core principles of our broader Veteran Centric Reform.
- In the options provided to the Secretary, the recommended approach was to include 1,000 telephone interviews (previously 3,000 in recent CSS) supplemented by approximately 9000 online survey responses. To meet the representative sample quotas, this approach would require invitations to be sent (via post) to 4,000 clients for the telephone interviews and 100,000 emails inviting clients to complete the online survey (based on an anticipated 10 per cent response rate for the online option).
- While the options paper was approved, SPU noted the comment from the Secretary and Deputy President “[I] Assume the 1,000 phone interviews will be targeted at older clients? Look forward to discussing this with you Secretary”.
- On 7 October 2021, a planning workshop was held with ORIMA Research, an experienced survey provider contracted by the Department of Veterans' Affairs (DVA) who has previously undertaken the survey, to finalise the work order and revisit the methodology based on the concerns raised by the Secretary and Deputy President.
- In the discussion ORIMA advised that while there is client appetite and cost benefits in shifting towards an online delivery option, we do not yet:
 - know the uptake of the online option across the different client age cohorts;
 - have a baseline of satisfaction captured via online survey responses; and
 - have an indication of how the online results can be compared or combined with the Computer-assisted telephone interviewing (CATI) (telephone interviews) satisfaction results that have been tracked and reported since 2016.
- They were concerned that reducing the numbers of telephone interviews from 3,000 to 1,000 (targeted at older clients as suggested by the Secretary) may introduce a bias that would influence the overall satisfaction results and increase the need for additional weighting of the figures to ensure a true representative view of DVA clients across all client groups.
- Based on the advice from ORIMA Research, the mixed delivery option agreed by the Secretary is still proposed, but with modifications as suggested by the experienced provider. To maintain the validity,

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comparability and statistic robustness of the 2021 results, SPU is seeking your approval to adjust the mix of telephone and online surveys as outlined in the table below.

	Telephone Survey (CATI)	Pilot Online Survey
Current agreed	<ul style="list-style-type: none"> • Invitation letter posted to a representative sample pool of 4,000 DVA clients. • Telephone interviews of a randomised sample of 1,000 client from the representative pool. 	<ul style="list-style-type: none"> • Invitation email sent to a representative sample of 100,000 DVA clients. • 9,000^ survey responses captured through the online questionnaire. <p>^ based on an anticipated 10% rate for online responses</p>
Proposed modified	<ul style="list-style-type: none"> • Invitation letter posted to a representative sample pool of 8,000 DVA clients. • Telephone interviews of a randomised sample of 2,000 client from the representative pool. 	<ul style="list-style-type: none"> • Invitation email sent to a representative sample of 20,000 DVA clients. • 2,000^ survey responses captured through the online questionnaire. <p>^ based on an anticipated 10 per cent rate for online responses</p>

- This change of approach attracts an increase in the total cost from approximately \$110,000 to \$230,000 (including printing and mail out costs), but the new cost is within the original approved project funds allocated (D1385) of \$250,000.
- Importantly, the pilot online approach will help DVA understand the feasibility of online surveying to inform the survey rationalisation project (EC20-000348) and potentially save costs in future.
- Once the two lots of results are in, we will work with ORIMA Research to analyse the positive and negative effect of an online methodology, compared to the traditional telephone survey, and how they can be compared or blended to provide richer insight into overall client experience.

Recommendation(s):

- APPROVE** the proposed refinement to the 2021 Client Satisfaction Survey, which continues the agreed mixed approach, but;
 - increases the clients surveyed using CATI (telephone interviews) from 1,000 to 2,000.
 - reduces the client invitations to participate for the pilot online survey from 100,000 to 20,000, in order to capture approximately 2,000 responses.
- NOTE** the increase in total CSS expenditure based of the modified approach, but that the funding is still within the original budget.

<signed electronically, 14/10/21>

Justin s / Jane s
 Executive Directors
 Strategic Policy Directorate
 Ph: s 47E & 47F

Contact:
 Jennifer s
 Director
 Strategic Policy Directorate
 Ph : s 47E & 47F

<p>Comments:</p> <p><i>Thanks, I support the proposed approach and note that it is within the originally approved funding for the project. Please provide to Secretary for information and discussion as necessary.</i></p>	<p>First Assistant Secretary Decision</p> <p>a) APPROVED / NOT APPROVED</p> <p>b) NOTED/PLEASE DISCUSS</p> <p>___approved electronically___</p> <p>Veronica Hancock 15 / 10 /21</p> <p>To be provided to Secretary Y / N For Info / Discussion / Action</p>
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Australian Government

Department of Veterans' Affairs

ACTION BRIEF FOR SECRETARY

EC21- 001322

Brief to be provided through Deputy President to Secretary

CLIENT SATISFACTION SURVEY 2021 – OPTIONS PAPER

Critical Date: 8 October 2021, to enable the survey to take place within the 2021 CSS milestones.

Purpose/Reason: To seek agreement to a combined approach of phone and web based interview methods to collect responses to the 2021 Client Satisfaction Survey.

Key Issues:

- On 12 July 2021, you supported the decision to conduct the 2021 Client Satisfaction Survey (CSS) (see **EC21-000001**). This decision included approval for funding for the development, delivery, analysis and release of the 2021 CSS.
- The Strategic Policy Directorate has expanded on the cost saving options developed for the 2020 CSS, providing three viable approaches to the 2021 CSS (see **Attachment A**):
 - Option 1: Combined Approach:** Maximising the survey data collected with minimal burden on the veteran population, this approach will include both telephone based surveying for up to 1,000 clients and an online survey to collect a further 9,000+ responses.
 - Option 2: Phone Contact Only:** This option closely follows the telephone based surveying approach from previous years, with up to 3,000 responses collected.
 - Option 3: Census Approach:** This option proposes sending an invitation to participate to all clients with a registered email address, with up to 300 telephone based interviews undertaken to validate the data captured. This is expected to result in 10,000+ responses to analyse, but results may be skewed towards younger cohorts where registered email address are more common.
- All of the 2021 CSS options (see **Attachment A**) have been proposed in a way that they can provide statistically robust, defensible data and insights into whether our clients are satisfied with the quality of the service, core benefits, service delivery and wellbeing supports that they are receiving from DVA.
- Option 1 (Combined Approach) is recommended as two delivery options (Telephone and Online based surveying) could provide a richer data set by offering choice for our clients participating in the 2021 CSS, aligning with core principles of our broader Veteran Centric Reform.
- This Combined Approach will also enable us to gauge the effect of an exclusively online methodology and open up the possibility of the CSS being run more frequently and efficiently in future by using the DVA website or potentially MyService.

Table 1: Cost vs Responses of three proposed options for the 2021 CSS

	Option 1: Combined Approach	Option 2: Phone Contact Only	Option 3: Census Approach
Cost	\$90,748	\$220,000	\$48,500
Invitations → Responses	100,000 → 10,000+	12,000 → 3,000	100,000+ → 10,000+

Table 2: Comparison of the two methods of conducting the 2021 CSS*

	Method A: Telephone based survey	Method B: Online survey
Technical terminology	Computer Assisted Telephone Interview (CATI)	Computer Assisted Web Interview (CAWI)
Key Benefits	<ul style="list-style-type: none"> Easier to ensure questions aren't leading a respondent. For example, the interviewer can ask "Why didn't you do X?" without suggesting any particular line of answer Ideal method for asking questions about awareness as the interview can reveal information to the respondent <i>after</i> they have answered an earlier awareness question. Preferred method of our very oldest clients (aged 85 or older). 	<ul style="list-style-type: none"> Easier to provide complicated scene-setting. For example there can be a three-sentence lead-in to a question that the respondent can read. Enables more open-ended questions that help us to gain context of a measured response from participants. Scalable with ability to double or triple the sample size at little extra cost. Clients aged 45 or under are our fastest growing cohort representing nearly a quarter of the DVA client base. 97 per cent of these clients have an email address recorded with DVA, making this cohort almost fully reachable by an online survey. COVID-19 has increased DVA client's comfort with interacting with services online (with 55 per cent indicating they are willing to interact with DVA online in the 2020 CSS, a 13 per cent increase from the previous year).
Key Risks	<ul style="list-style-type: none"> Difficult to provide complicated scene setting, as this feature is cut in the interest of not placing too great a strain on the respondent's short-term memory and the overall time the survey takes. Not easily scalable without high cost. Requires continued long lead time to prepare for. 	<ul style="list-style-type: none"> The very oldest clients are still not open to interacting with DVA (or completing a survey) online. Only 15 per cent of clients aged 85 or over have an email address recorded with DVA (representing 16 per cent of the DVA client base). For clients aged 65+ only 37 per cent have an email address recorded with DVA. This age group of clients makes up 54 per cent of the DVA client base as of 1 January 2021.

*The process for these two methods is mapped in Attachment A.

Table 3: Key 2021 CSS project milestones

2021 CSS Milestones	Indicative Timeline
ORIMA Work Order renewal	By end September 2021
Questionnaire design and data sampling	October 2021
Secretary letter/email and communications	By end October 2021
Client engagement (invitation and opt-out)	By mid-November 2021
Data collection	Late November / early December 2021
Analysis and reporting	January/February 2022
Public release of results	March/April 2022

2021 CSS Risks

- Seeking client views on DVA services and their general wellbeing is critical at this time, although it might be perceived as an inconvenience by some clients. Not reaching out to seek feedback at this time would be a missed opportunity to respond to any access or quality issues identified through the CSS results, particularly due to COVID-19 pandemic restrictions, the Afghanistan situation and the Royal Commission into Defence and Veteran Suicides which are all placing additional stress on the veteran community.
- The client satisfaction results are expected to be impacted by the larger issues society is currently facing, however the 2021 CSS design will focus on mitigating biases where possible.
- The client wellbeing results are also expected to be impacted, but this will likely be in line with the impact to wellbeing results for the broader national and international populations. To understand this impact and DVA's influence over this change the 2021 CSS results will be compared with the 2019 CSS baseline, the 2020 CSS results and broader national and international populations that ORIMA has collected.
- Due to the COVID-19 pandemic and prioritisation of critical service delivery, the delivery of the 2020 CSS was postponed from July–August to November–December. Due to unexpected delays caused by the lockdowns in 2021, the 2021 CSS will also be conducted during November–December 2021. The timing of the 2021 CSS may influence a lower overall satisfaction rate, as seen in the 2020 CSS data.
- The 2020 lower satisfaction rate may also have been influenced by the claims backlog. Recent budget announcements will work to resolve this issue but the impact of the additional resources and efforts DVA is making may not be realised immediately in the 2021 CSS results.
- Conducting the 2021 CSS at the end of the year coincides with known challenges to the Veteran Community (Remembrance Day, Christmas) and may result in a lower participation rates (as seen in the 2020 CSS).

Regulation Impact: No.

Recommendations:

That you:

- NOTE** the details of the three options provided in **Attachment A**;
- NOTE** the identified 2021 CSS Risks; and
- APPROVE** undertaking **Option 1: Combined Approach** for the 2021 Client Satisfaction Survey [1,000 telephone and 9,000+ online surveys for \$90,748]

<Signed electronically 30 / 9 / 21>

Justin **s** / Jane **s**
 Executive Directors
 Strategic Policy Directorate
 Ph: **s 47E & 47F**

Contact:
 Jennifer **s 47E**
 Director
 Strategic Policy Directorate
 Ph: **s 47E & 47F**

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<p>Comments: Cleared. Assume the 1000 phone interviews will be targeted at older clients? Look forward to discussing this with you Secretary. Regards, Kate</p>	<p>Deputy President Decision if required: a) NOTED / PLEASE DISCUSS b) NOTED / PLEASE DISCUSS c) APPROVED / NOT APPROVED s 47F [Redacted] Kate Pope 30 / 9 / 21 To be provided to Secretary Y / N For Info / Discussion / Action</p>	<p>Secretary Decision if required: a) NOTED / PLEASE DISCUSS b) NOTED / PLEASE DISCUSS c) APPROVED / NOT APPROVED <Approved as per file notes below> Liz Cosson / /</p>
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ATTACHMENT A: Client Satisfaction Survey Approach Options

FILE NOTES CONFIRMING SECRETARY APPROVAL

Tracey s 47F, s – General – 1/10/21, 1:17 pm

The Secretary agrees with the Deputy Presidents comment: Cleared. Assume the 1000 phone interviews will be targeted at older clients? Look forward to discussing this with you Secretary.

Tracey s 47E, – General – 1/10/21, 1:14 pm

Noted and approved by the Secretary.

Client Satisfaction Survey Approach Options

METHOD A Telephone interview method process (CATI*)
*Computer Assisted Telephone Interviewing

Key benefits

- ✓ Preferred option for older clients
- ✓ Interviewer is able to probe for further information where appropriate
- ✓ Higher participation rates

Costs approximately **\$73 per response**

METHOD B Computer or smart device method process (CAWI**) **Computer Assisted Web Interviewing

Key benefits

- ✓ Less labour intensive for both ORIMA and DVA staff
- ✓ Easier for Client to opt-out or ask questions
- ✓ Automation decreases data entry errors
- ✓ Increased amount of data per dollar spent

Costs approximately **\$16 per response**

Recommended

**Option 1:
A Combined Approach**

Method: **A & B** Sample Size: 100,000+ invitations **≈10,000 Clients**

Process
Email invitations will **offer a choice** to participate in the survey by either telephone or online. ORIMA will conduct up to 1,000 telephone (CATI) interviews, focused where there is an under representation or identifiable inconsistencies in the data-set.
There is **high confidence the results will be a true representation** of our client population due to the inclusion the CATI survey sample.
Associated risks are minimal and are:
1. reliability of client participation in the online survey methodology 2. a minor decrease in the confidence of the accuracy of the results
This option holds the **ability to provide deep insight** into both business performance and client satisfaction.

Pros

- ✓ High confidence in data as **representation of broader client population**
- ✓ **Inclusive online survey** will deliver **broader client insights**
- ✓ **Greater clarity:** the questionnaire can be structured to facilitate comprehension and increase the response rate
- ✓ **Guides:** inserted instructions to help the respondent to understand and complete the survey. This should obviate for the lack of an interviewer
- ✓ **Tailored questionnaire:** A well designed questionnaire will automatically manage questions path using logic conditions like display or skip

Cons

- ✗ Primary client contact via email (**accuracy of email addresses unknown**)

**Option 2:
Phone Contact Only**

Method: **A only** Sample Size: 12,000 invitations **≈3,000 Clients**

Process
This approach allows the surveyed client to **provide context** around their response, enabling deeper analysis and insights.
Letters are mailed out to prospective participants, and ORIMA (through an **engaged CATI provider**) telephone those who have not opted out to undertake the survey. This is the most expensive survey option due to the human capital required to undertake the interviews. Due to the cost of this approach there is **typically less total responses**.
The primary risk is the appropriateness of client engagement. An **emerging risk** due to lockdowns of CATI provider staff having to **work from home**, with a potential slower delivery of the survey.

Pros

- ✓ High confidence in **data as representative sample** of the broader client population
- ✓ Results **fully comparable** with previous CSS data

Cons

- ✗ **Highest cost** (contract and labour)
- ✗ **Lower number of survey responses** to analyse
- ✗ **Higher lead-time required** to enable mail out of invitations

**Option 3:
A Census Approach**

Method: **primarily B** Sample Size: 100,000+ invitations **≈10,000 Clients**

Process
Email invitations will be **sent to all clients** with a valid email address to participate in the survey online. ORIMA will also conduct **up to 300 telephone (CATI) interviews** to support the validity of responses
The primary risk is that there is a lower standard of confidence due to client participation in online survey and low representative samples of client groups.

Pros

- ✓ Confidence data will be an overall/average **representation of broader client population**
- ✓ **Inclusive survey** will deliver broader client insights

Cons

- ✗ **Accuracy of email addresses unknown**
- ✗ **Greater client numbers needed** due to higher opt-out rates (burdening more clients)
- ✗ Potential **difficulty in obtaining a full representation** of older clients.

Seasonal, Topical and Core questions will remain the same regardless of the option chosen. Seasonal questions will include those about a client's experience of the Coronavirus Pandemic and other societal influences. Results mapped to population COVID and Wellbeing benchmarks.



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Department of Veterans' Affairs

ACTION SUBMISSION FOR SECRETARY

EC21-001592

Brief to be provided through DP to Secretary

2021 CLIENT SATISFACTION SURVEY

Critical Date: 1 November to provide sufficient time to send the Department of Veterans' Affairs (DVA) Client Satisfaction Survey (CSS) client sample invitation letters and 'opt-out' process prior to data collection commencement on 15 November 2021.

Purpose/Reason: To seek approval to:

- use your electronic signature on the 2021 CSS client invitation letter, and
- distribute a message to Ex-service Organisation Round Table (ESORT), Younger Veterans' Program (YVF) and Commissioners providing advance notice of the survey activity.

Key Issues:

- The 2021 CSS will be conducted across November through to January/February 2022, as agreed (see EC21-001322 and EC21-001528).
- The 2021 CSS will adopt a mixed survey approach, combining the traditional telephone survey with a pilot of an online delivery method. This option is designed to provide a richer data set and offer choice to our clients, which supports the core principles of our broader Veteran Centric Reform – Putting Veterans and Veterans' Families First.
- Importantly, piloting an online approach will help DVA understand the feasibility of online surveying to inform the survey rationalisation project (EC20-000348) and potentially save costs and deliver a more holistic view of client experience, trust and satisfaction in future.
- As learned in previous years, timing, community activity, media and significant events can create a bias in the results. Therefore, precautions will be taken to ensure data collection and surveying is considerate of Remembrance Day activities, the Royal Commission Public Hearing dates in Brisbane and the Christmas period.

Client Invitation Letter and Communication Activities:

- As per previous years, a letter outlining the survey and opt-out process, will be sent to all randomly selected clients, inviting them to participate in the survey. This year's letter, largely the same as the 2020 letter, has been updated in consultation with the Strategic Communications and Content Hub teams (**Attachment A**).
- In addition to direct client contact through the invitation letter, the upcoming survey activity will be communicated through traditional and online media channels, commencing with eNews and DVA's Facebook page in November.
- Additionally, as part of the CSS process since 2016 a message to key stakeholders (sent via the ESORT and YVF secretariat) will be sent to notify members of the upcoming survey activity. A copy of the draft message is provided for your approval at (**Attachment B**).
- A summary of key CSS deliverables and dependencies (including communications) is attached for visibility (**Attachment C**).

Regulation Impact: No

Recommendations:

That you:

- a) Approve the use of your signature on the 2021 CSS client invitation letter.
- b) Approve the message to ESOs and key stakeholders including distribution via the Secretariats.
- c) Note the timeline of key deliverables and dependences for the 2021 CSS.

Contact:

Justin [redacted] / Jane [redacted] 47F,
Executive Directors, Strategic Policy
Veterans' Services Design Division
Ph: [redacted] 47E & 47F

Comments:	Acting DP Decision: a) SUPPORTED b) SUPPORTED c) NOTED cleared electronically _____ Veronica Hancock 28 / 10 / 21 To be provided to Secretary Y For Action	Secretary Decision: a) APPROVED / NOT APPROVED b) APPROVED / NOT APPROVED c) NOTED / PLEASE DISCUSS _____ Liz Cosson / /
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ATTACHMENTS

- A – 2021 CSS client invitation letter
- B – 2021 CSS message to key consultative groups and stakeholders via the Secretariats
- C – Timeline of key deliverables and dependencies for the 2021 CSS

2021 Client Satisfaction Survey



Australian Government
Department of Veterans' Affairs

CLIENT NAME
CLIENT ADDRESS
TOWN STATE POST CODE

2021 Client
Satisfaction
Survey

Letter No. #####

Dear

I am writing to let you know we will shortly be conducting the Department of Veterans' Affairs (DVA) 2021 Client Satisfaction Survey. I know that 2021 has been another challenging year. That's why your feedback is, now more than ever, so important.

What do I need to do?

To participate in the
2021 Client Satisfaction Survey



Do nothing



You will automatically be added to the sample of clients who may be selected at random, by ORIMA Research, to receive a survey call.

What is the Client Satisfaction Survey?

The annual DVA Client Satisfaction Survey captures feedback from a representative sample of DVA clients, men and women of all ages, located across every Australian state and territory. Survey results help to inform DVA's ongoing transformation to better support the needs of veterans and their families today, and into the future.

ORIMA Research, an independent research company, will conduct the telephone survey. They will randomly select a list of clients to receive a call. If you are chosen, they will call you from November 2021 to February 2022 to participate. It will take around 20 minutes to complete.

The survey is conducted to the highest levels of privacy, security and confidentiality. Your feedback will not affect any current or future services you receive from us.



A key component of DVA's transformation is using the Client Satisfaction Survey results to better understand the changing needs of our clients, and providing greater choice through digital and online services. In addition to the traditional telephone survey, we would like to know if, in the future, you would be willing to participate in the Client Satisfaction Survey online. To let us know your preference - go to <https://research.orima.com.au/dva/preference> and follow the prompts.

What if I don't want to participate?

Opt out of the 2021 Client Satisfaction Survey through one of the following options:

- Visit <https://research.orima.com.au/dva/preference> and follow the opt-out prompts;
- Send your name and letter number ##### to client.survey@dva.gov.au; or
- Call 1800 VETERAN (1800 838 372) Monday to Friday, between 9am to 5pm, and provide your name and letter number ##### so that we can remove you from the survey pool.

We appreciate your involvement in the survey. It is the best way for us to understand how we can improve the way we serve veterans and their families. I hope you will participate in this survey.

Yours sincerely,

Liz Cosson AM CSC
Secretary
XX November 2021



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Department of Veterans' Affairs
OFFICE OF THE SECRETARY

'DVA surveyed over 3000 clients in both 2019 and 2020, with results helping to lead the way to improved services for veterans and their families'

Dear [insert: ESORT, YVF or FVVF] Member,

The Department of Veterans' Affairs (DVA) is currently preparing for the 2021 Client Satisfaction Survey, which will be held in November 2021 to February 2022.

The survey seeks to understand how clients feel about their interactions with DVA, and how we can improve the way we provide services and support to veterans and their families. Understanding the experiences of our clients and capturing feedback is critical during this period of change, which is why DVA has committed to conducting the Client Satisfaction Survey on an annual basis.

ORIMA Research, an independent market research company, will again conduct the survey on DVA's behalf, and will ensure the collection of statistically robust and objective data. Approximately 2,000 clients will be contacted by ORIMA Research to respond to the telephone survey. The survey calls generally take approximately 20 minutes to complete.

The 2020 Survey results indicated that more clients are willing to interact with the department online. As a result, DVA will be piloting an online version of the survey with up to 20,000 randomly selected clients being sent an email inviting them to participate across January and February 2022.

All information will be collected and stored in accordance with the Australian Privacy Principles and the *Privacy Act 1988 (Cth)*. Answers given by participants are completely confidential and any personal details which may identify participants in any way, will not be passed to DVA. Answers will not in any way affect benefits or services which participants are entitled to from DVA.

Information about the survey can be found on DVA's website www.dva.gov.au/survey. If you have any questions please email us at client.survey@dva.gov.au, or call the general enquiries line on 1800 838 372.

I encourage you and your members to participate in this survey as DVA values your views and feedback as we work to transform to put veterans and their families at the centre of our business.

Yours sincerely,

Liz Cosson AM CSC
Secretary
XX (Month) 2021

****2021 Client Satisfaction Survey – Indicative date of key CSS deliverable and corporate dependencies**

2021 CSS Key Dates		Other DVA and Community activities
<p>12 July: Request for Approval for Commitment of Relevant Money signed</p> <p>15 Oct: Secretary approved 2021 CSS mixed approach (telephone and online survey)</p> <p>15 Oct: E-News Article – Submitted to Media</p> <p>22 Oct: Questionnaire refinement (95% similarity with 2020, preservation of core questions, and a 20-minute completion time)</p> <p>25 Oct: Work Order renewed with ORIMA Research</p> <p>26 Oct: Client data sample finalised ready for mail out</p>	<p>OCTOBER 2021</p>	<p>Veteran Health Week/Month</p> <p>27 Oct: Young Veterans' Forum</p>
<p>1 Nov: Published E-News Article and Social Media</p> <p>1 Nov: Mail Merge to mail contractor</p> <p>8 Nov: Internal comms for all staff</p> <p>No surveys to be conducted this week due to Remembrance Day</p> <p>15 Nov: Commence Surveying - 2,000 CATI interviews</p> <p>Nov: Client Sample and email invitation to pilot online representative group</p>	<p>NOVEMBER 2021</p>	<p>Veteran Health Week/Month</p> <p>1 Nov: EMB</p> <p>2 Nov: Public Holiday (VIC)</p> <p>3 Nov: ESORT</p> <p>4 Nov: RC/MRCC</p> <p>11 Nov: Remembrance Day</p> <p>29 Nov: RC – Public Hearing Commence (QLD)</p>
<p>Dec: Preparation/coding of online survey pilot</p> <p>10 Dec: Cease telephone surveying</p> <p>11-31 Dec: Data cleaning, quality control checks and back-coding.</p> <p>11-31 Dec: Top line reporting—including a meeting (in person or virtual) to discuss the results, and key reporting deliverables</p> <p>Dec: Will also see a Christmas/New Year Facebook campaign regarding the Survey including some 2020 survey results and creating awareness of the online survey to occur across Jan/Feb 2022</p>	<p>DECEMBER 2021</p>	<p>3 Dec: ELG</p> <p>6 Dec: EMB</p> <p>25 Dec: Christmas Day</p> <p>26 Dec: Boxing Day</p> <p>27 Dec: Boxing Day Holiday</p> <p>28 Dec: Shutdown (to 3 Jan)</p>
<p>10 Jan: Commence online survey pilot (includes emailing 20,000 randomly selected clients from representative sample)</p>	<p>JANUARY 2022</p>	
<p>13 Feb: Online surveying complete</p> <p>14 Feb - 4 Mar: Online survey data cleaning, quality control checks and back-coding.</p> <p>Mid Mar: Top line reporting—including a meeting (in person or virtual) to discuss the results, and key reporting deliverables: draft red-green table (RGT), 3-5 key charts, verbatim comments, and unit record dataset if required.</p>	<p>FEBRUARY 2022</p>	
<ul style="list-style-type: none"> • Executive Summary • Fact Sheet • Design of storyboard for PowerPoint report (including 2-hour workshop with project team) • Develop of PowerPoint report (similar scale to previous year's reports) • Presentation deck and 2x 1 hr in-person presentations • Delivery of data file, data dictionary and verbatim comments 	<p>MARCH / APRIL 2021</p>	<p>25 Apr: Anzac Day</p>

'We asked, you said, we did' – Client Satisfaction Survey 2021

20 October 2021

2021 has been another challenging year, as we all continue to adjust to living through a pandemic.

For DVA, the best way for us to learn how we can improve the way we support veterans and their families through these challenging times is simply to ask. That is why your feedback, now more than ever, is so important.

The annual Client Satisfaction Survey will run over November and early December this year.

This Survey asks a representative sample of DVA's clients – men and women, of all ages in every Australian state and territory, to give feedback on their experiences interacting with the department over the past 12 months.

As per previous years, clients will be randomly selected to participate in the telephone survey, and receive a letter with more information including how to opt-out if you do not wish to take part. ORIMA Research, an independent research company, will conduct the telephone interviews that will take around 20 minutes to complete. All responses are confidential and only de-identified information is provided to DVA.

'You said' – A key component of DVA's ongoing transformation is providing greater choice in how you interact with the department and improving the digital experience for clients. The 2020 Survey results indicated that more of you are willing to interact with the department online.

'We did' – As a result, this year, DVA will also be piloting an online version of the survey. Beginning in early 2022, up to 20,000 randomly selected DVA clients will be sent an email, inviting them to participate in the Survey online. The online survey will take the same approach as the telephone survey in being a representative survey of all DVA clients.

Participation in the telephone or online survey is voluntary, but if you are selected as part of the client survey sample, we would be grateful for your time and feedback. Results from the Client Satisfaction Survey make a difference to how services and support are designed and delivered to meet the needs of veterans and their families.

For more information about the survey, and previous results, please visit the [Client Satisfaction page of the website](#) or email client.survey@dva.gov.au

Strata quotas (three sets, non-interlocking)

Demographics	Strata quotas 2018		
	CCF (contact with DVA Client Contact Facility) in last 12 months	Non-CCF (no recorded contact in last 12 months)	2018 Total
Gender			
Male	1,350	250	1,600
Female	1,100	300	1,400
Total	2,450	550	3,000
Age			
18-34	225	50	275
35-44	225	50	275
45-54	170	60	230
55-64	275	80	355
65-74	700	140	840
75-84	330	70	400
85+	525	100	625
Total	2,450	550	3,000
State			
NSW	725	160	885
VIC	455	110	565
QLD	710	140	850
SA	190	45	235
WA	235	55	290
Tas	65	40	175
NT	15		
ACT	55		
Total	2,450	550	3,000

Final results 2018

Demographics	Interviews attained 2018		
	CCF (contact with DVA Client Contact Facility) in last 12 months	Non-CCF (no recorded contact in last 12 months)	2018 Total
Gender			
Male	1,355	248	1,603
Female	1,100	303	1,403
Total	2,455	551	3,006
Age			
18-34	226	50	276
35-44	227	50	277
45-54	168	60	228
55-64	276	80	356
65-74	702	140	842
75-84	331	71	402
85+	525	100	625
Total	2,455	551	3,006
State			
NSW	725	161	886
VIC	456	110	566
QLD	712	140	852
SA	191	45	236
WA	237	55	292
Tas	64	40	174
NT	15		
ACT	55		
Total	2,455	551	3,006

Difference from quotas

Demographics	Variance from initial quotas 2018		
	CCF (contact with DVA Client Contact Facility) in last 12 months	Non-CCF (no recorded contact in last 12 months)	2018 Total
Gender			
Male	+5	-2	+3
Female	-	+3	+3
Total	+5	+1	+6
Age			
18-34	+1	-	+1
35-44	+2	-	+2
45-54	-2	-	-2
55-64	+1	-	+1
65-74	+2	-	+2
75-84	+1	+1	+2
85+	-	-	-
Total	+5	+1	+6
State			
NSW	-	+1	+1
VIC	+1	-	+1
QLD	+2	-	+2
SA	+1	-	+1
WA	+2	-	+2
Tas	-1	-	-1
NT	-		
ACT	-		
Total	+5	+1	+6