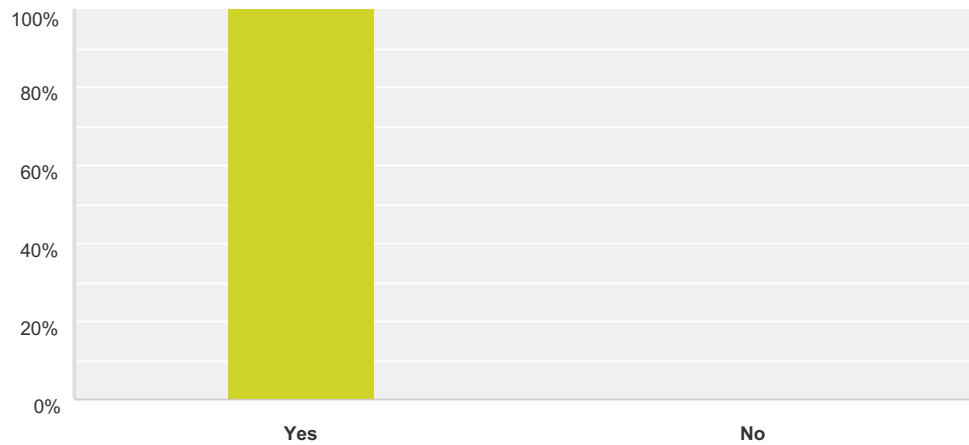


Q1 Are you currently a DVA client or have you ever been a DVA client in the past?

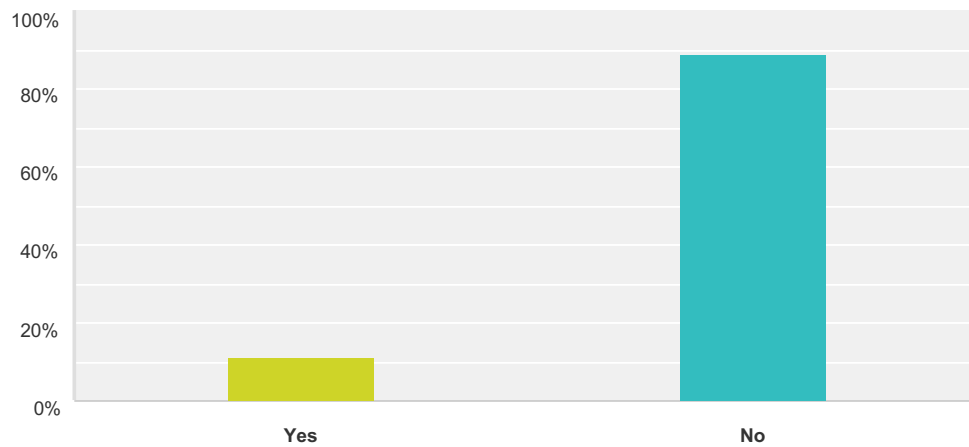
Answered: 739 Skipped: 0



Answer Choices	Responses	Count
Yes	100.00%	739
No	0.00%	0
Total		739

Q2 Are you a current serving member of the ADF

Answered: 739 Skipped: 0

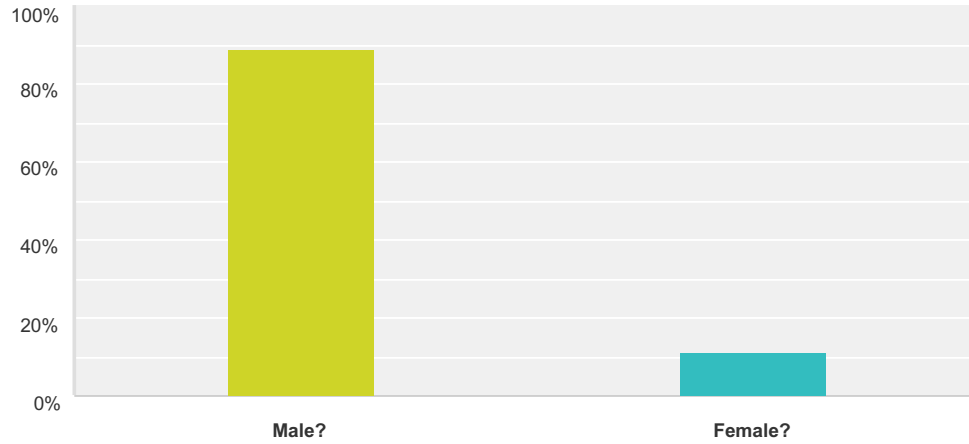


Answer Choices	Responses	Count
Yes	11.23%	83
No	88.77%	656
Total		739

Q3 Are you

Veterans Report Card Of DVA

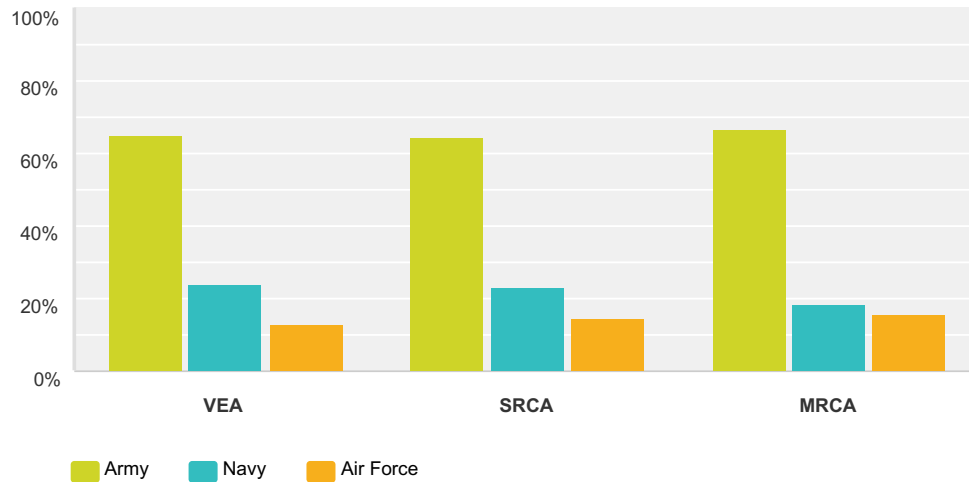
Answered: 739 Skipped: 0



Answer Choices	Responses	Count
Male?	88.90%	657
Female?	11.10%	82
Total		739

Q4 What service in the ADF did you serve and under what Act?

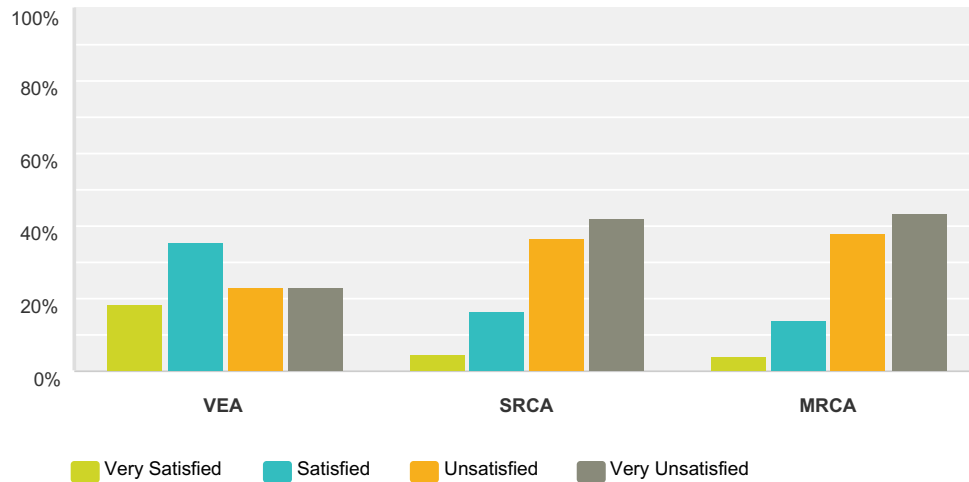
Answered: 739 Skipped: 0



	Army	Navy	Air Force	Total Respondents
VEA	64.85% 310	23.85% 114	13.18% 63	478
SRCA	64.33% 202	22.93% 72	14.65% 46	314
MRCA	66.49% 252	18.73% 71	15.30% 58	379

Q5 Are you satisfied that the Act/Acts that applies to you is productive and works well?

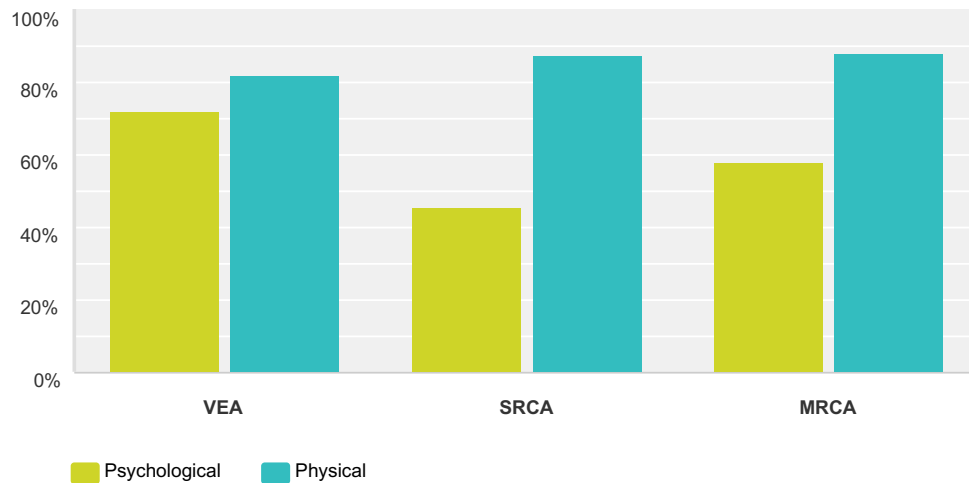
Answered: 739 Skipped: 0



	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Total
VEA	18.71% 90	35.34% 170	23.08% 111	22.87% 110	481
SRCA	4.62% 14	16.50% 50	36.63% 111	42.24% 128	303
MRCA	4.03% 15	14.25% 53	38.17% 142	43.55% 162	372

Q6 What was your claim/claims?

Answered: 739 Skipped: 0



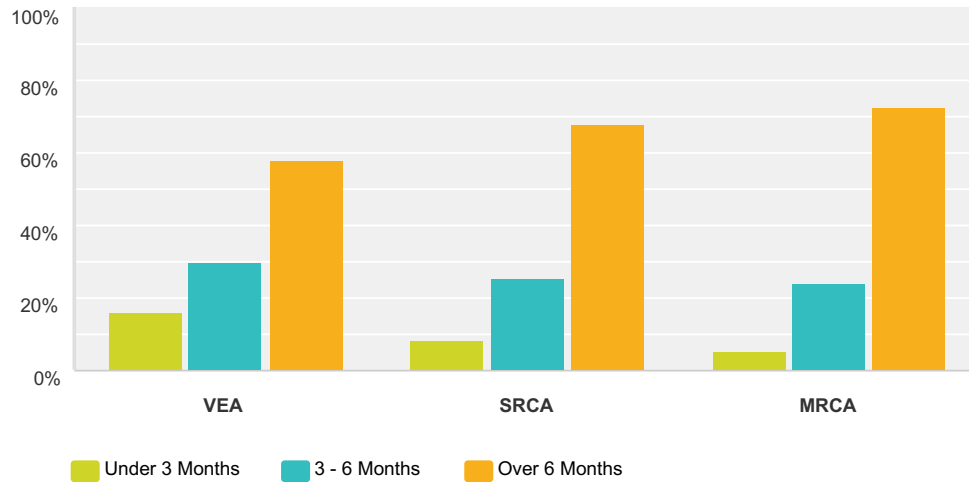
Psychological	Physical	Total Respondents
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Veterans Report Card Of DVA

VEA	71.89% 335	81.97% 382	466
SRCA	45.45% 125	87.64% 241	275
MRCA	58.15% 207	87.92% 313	356

Q7 How long did the DVA take to give you an outcome on your claim/claims?

Answered: 739 Skipped: 0

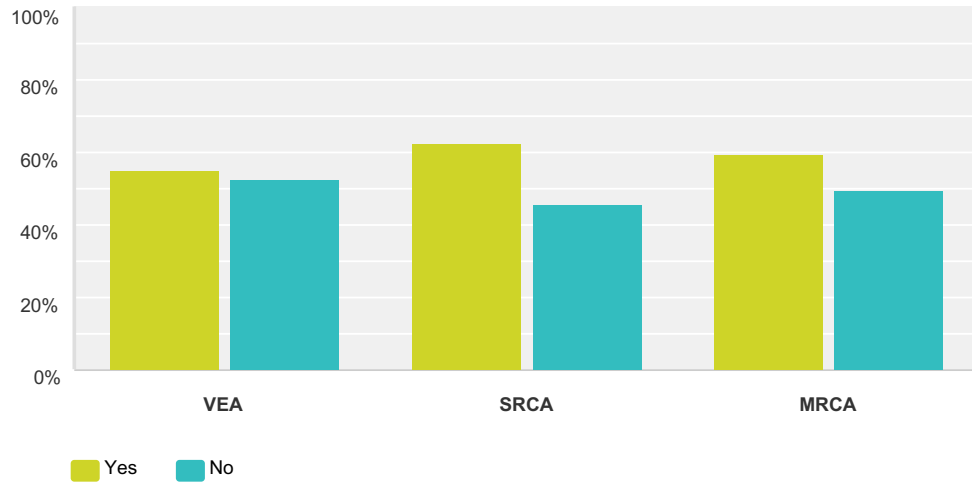


	Under 3 Months	3 - 6 Months	Over 6 Months	Total Respondents
VEA	16.13% 75	30.11% 140	58.06% 270	465
SRCA	8.30% 22	25.66% 68	67.92% 180	265
MRCA	5.57% 20	23.96% 86	72.70% 261	359

Q8 Was your claim/claims initially accepted?

Answered: 739 Skipped: 0

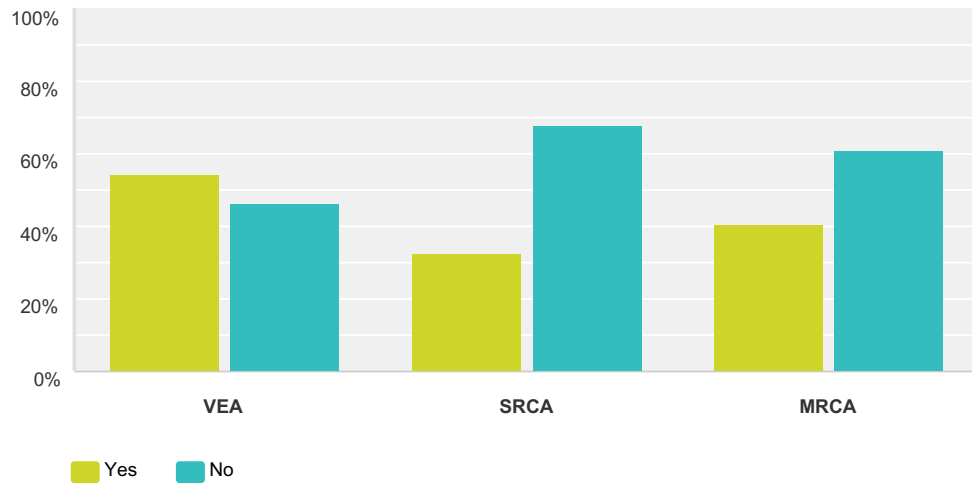
Veterans Report Card Of DVA



	Yes	No	Total Respondents
VEA	54.84% 255	52.26% 243	465
SRCA	62.69% 168	45.52% 122	268
MRCA	59.39% 215	49.45% 179	362

Q9 Did you take your claim/claims to review?

Answered: 739 Skipped: 0

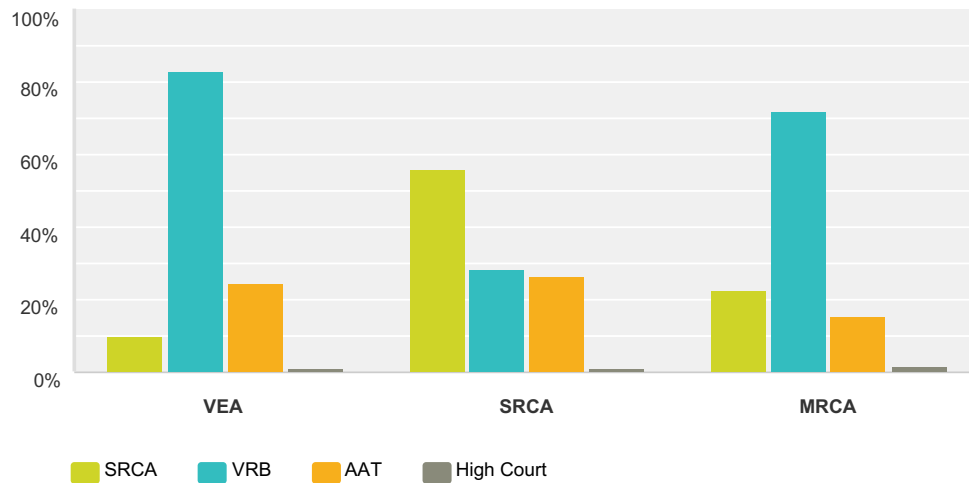


	Yes	No	Total Respondents
VEA	54.35% 250	46.30% 213	460
SRCA	32.69% 85	68.08% 177	260
MRCA	40.46% 142	60.97% 214	351

Veterans Report Card Of DVA

Q10 Where did you take your claim to review? Please select appropriate boxes

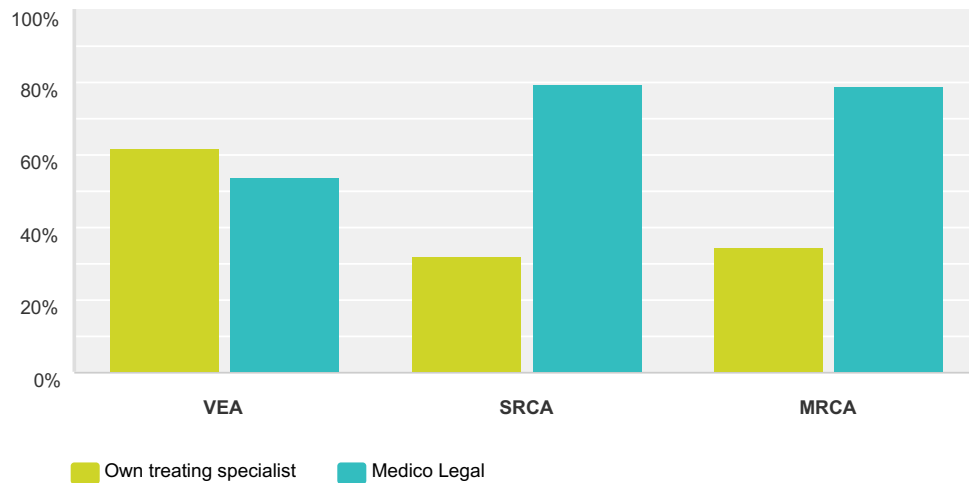
Answered: 389 Skipped: 350



	SRCA	VRB	AAT	High Court	Total Respondents
VEA	10.25% 25	82.79% 202	24.59% 60	1.23% 3	244
SRCA	55.79% 53	28.42% 27	26.32% 25	1.05% 1	95
MRCA	22.38% 32	72.03% 103	15.38% 22	1.40% 2	143

Q11 Did the DVA use your own treating specialist or did they use Medico Legal?

Answered: 739 Skipped: 0



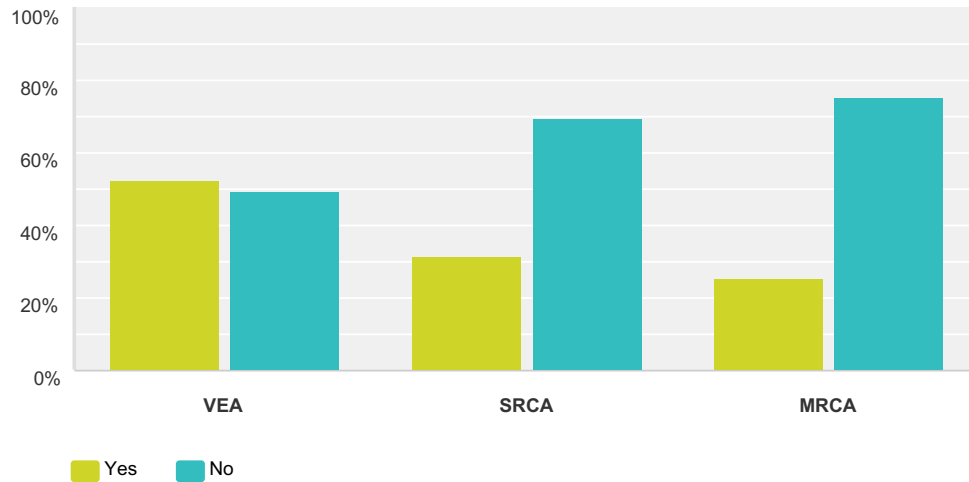
Own treating specialist	Medico Legal	Total Respondents
63.5%	56.2%	244
34.1%	81.1%	95
36.3%	80.4%	143

Veterans Report Card Of DVA

VEA	62.09% 285	53.81% 247	459
SRCA	32.03% 82	79.69% 204	256
MRCA	34.29% 119	78.96% 274	347

Q12 Were these reports reflective of your level of impairment from the Medico Legal?

Answered: 648 Skipped: 91

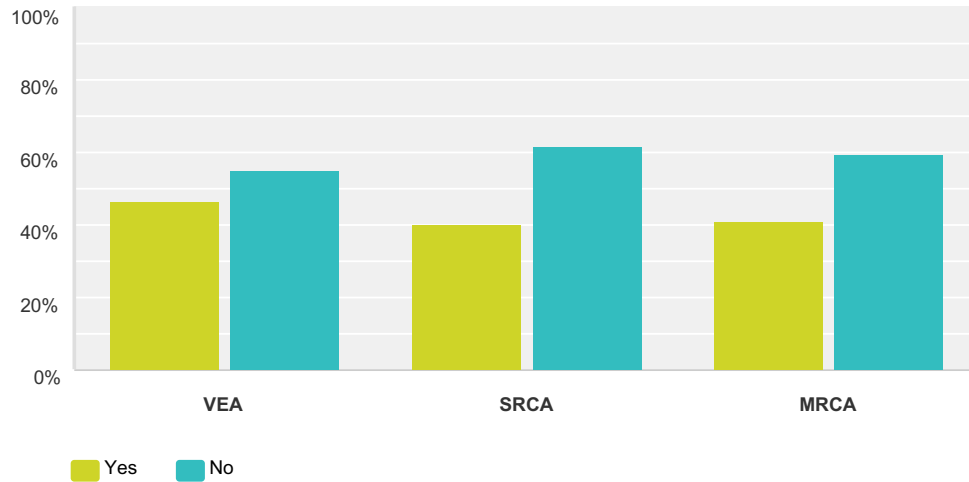


	Yes	No	Total Respondents
VEA	52.44% 204	49.61% 193	389
SRCA	31.30% 72	69.57% 160	230
MRCA	25.57% 79	75.40% 233	309

Q13 If the reports from the Medico Legal were not reflective of your level of impairment, was the report overturned by your treating specialist?

Answered: 471 Skipped: 268

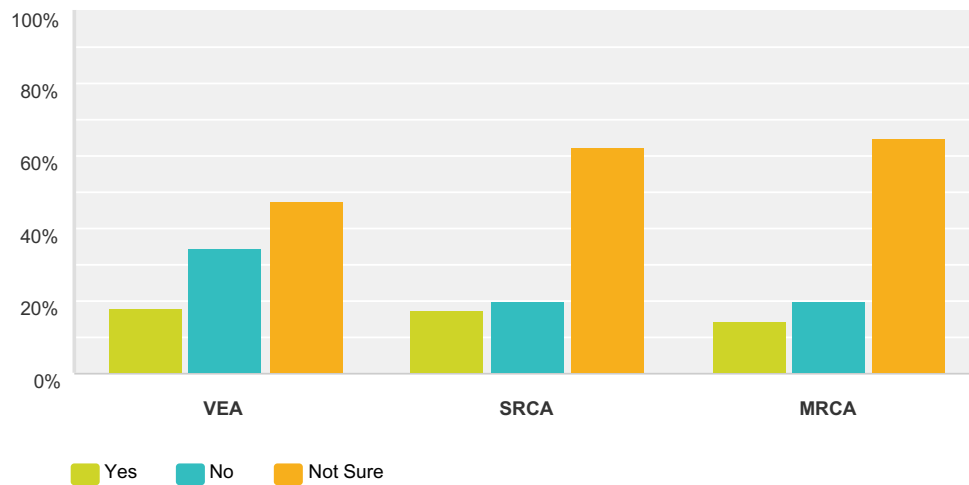
Veterans Report Card Of DVA



	Yes	No	Total Respondents
VEA	46.67% 126	54.81% 148	270
SRCA	40.00% 70	61.71% 108	175
MRCA	40.99% 91	59.46% 132	222

Q14 Do you believe that the DVA used an external investigator to investigate your claim (eg Writeway)?

Answered: 739 Skipped: 0



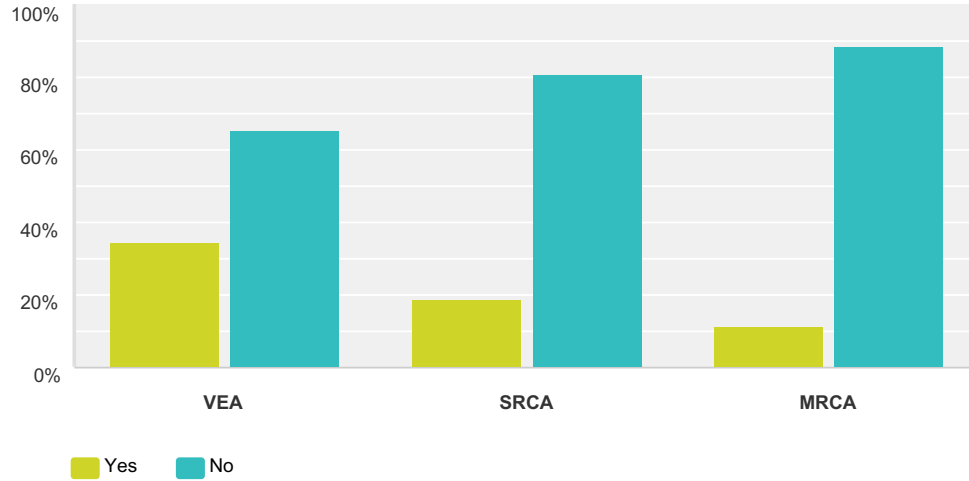
	Yes	No	Not Sure	Total
VEA	17.97% 83	34.42% 159	47.62% 220	462
SRCA	17.74% 47	20.00% 53	62.26% 165	265

Veterans Report Card Of DVA

MRCA	14.61% 52	20.22% 72	65.17% 232	356
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Q15 If yes, do you believe the report and outcome of the investigation was justified and fair?

Answered: 266 Skipped: 473

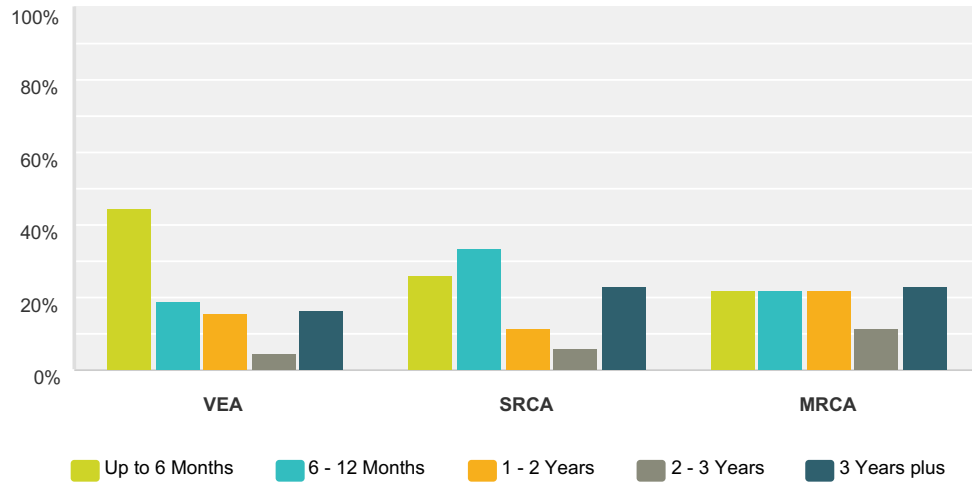


	Yes	No	Total
VEA	34.57% 56	65.43% 106	162
SRCA	18.89% 17	81.11% 73	90
MRCA	11.67% 14	88.33% 106	120

Q16 How long did it take the DVA to pay you a lump sum payment after your condition was accepted?

Answered: 539 Skipped: 200

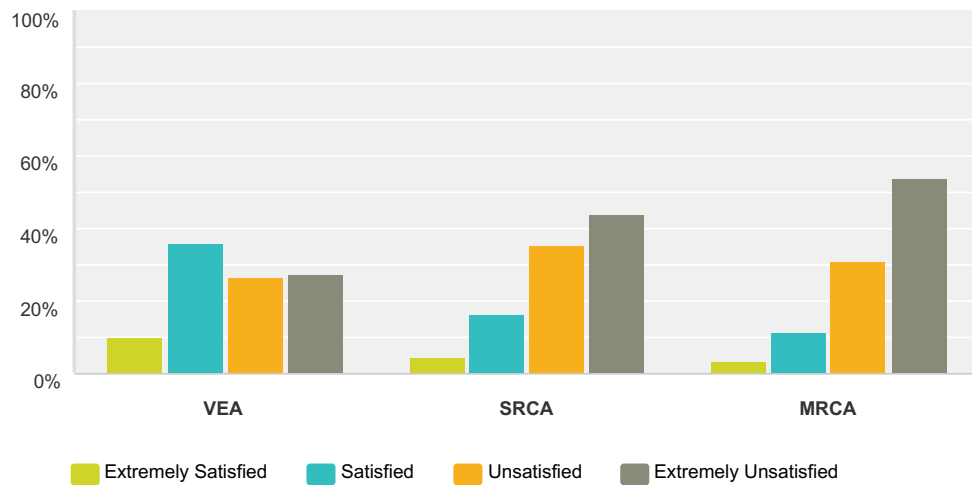
Veterans Report Card Of DVA



	Up to 6 Months	6 - 12 Months	1 - 2 Years	2 - 3 Years	3 Years plus	Total
VEA	44.29% 124	18.93% 53	15.71% 44	4.64% 13	16.43% 46	280
SRCA	26.23% 48	33.33% 61	11.48% 21	6.01% 11	22.95% 42	183
MRCA	21.80% 58	22.18% 59	21.80% 58	11.28% 30	22.93% 61	266

Q17 How would you rate the service/process that you have experienced while dealing with the DVA?

Answered: 739 Skipped: 0



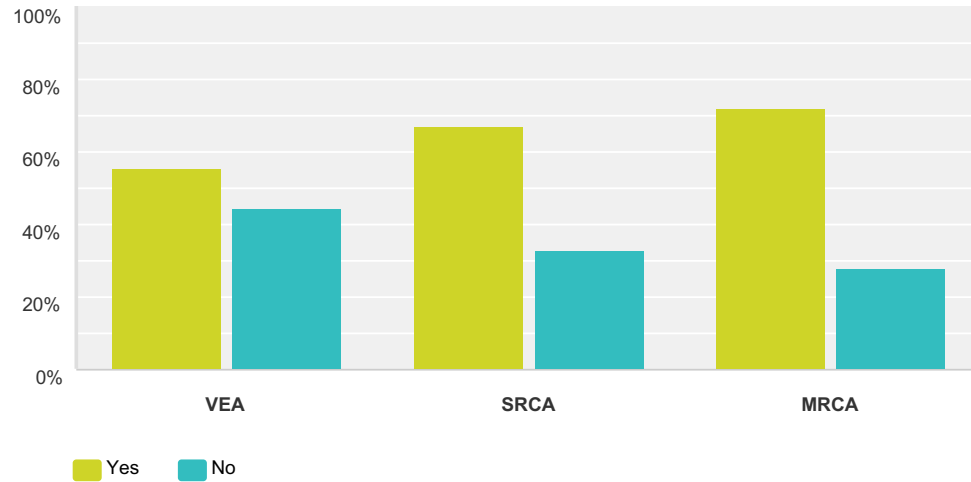
	Extremely Satisfied	Satisfied	Unsatisfied	Extremely Unsatisfied	Total
VEA	10.13% 47	35.78% 166	26.72% 124	27.37% 127	464
SRCA	4.38% 12	16.42% 45	35.40% 97	43.80% 120	274

Veterans Report Card Of DVA

MRCA	3.63% 13	11.45% 41	31.01% 111	53.91% 193	358
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Q18 At any point were you financially disadvantaged by the DVA's process?

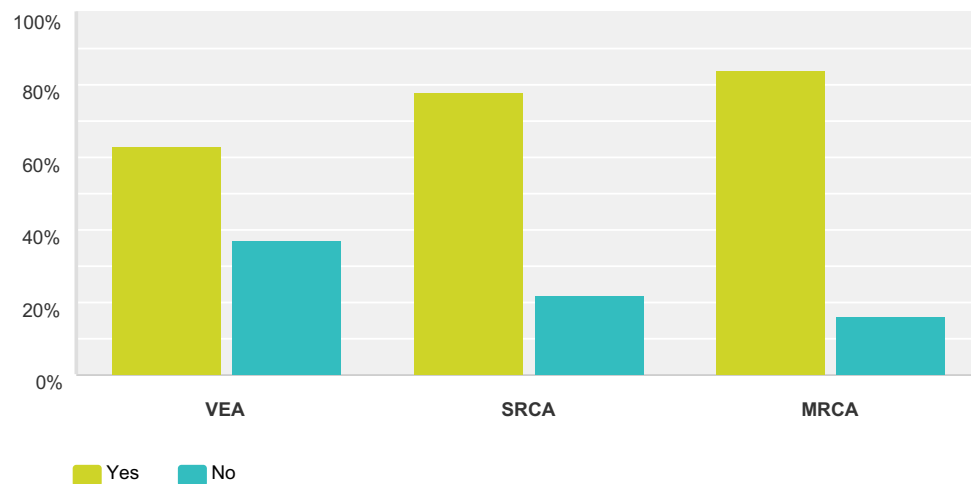
Answered: 739 Skipped: 0



	Yes	No	Total
VEA	55.34% 254	44.66% 205	459
SRCA	66.79% 177	33.21% 88	265
MRCA	71.79% 252	28.21% 99	351

Q19 Have you ever been given conflicting information by the DVA staff?

Answered: 739 Skipped: 0

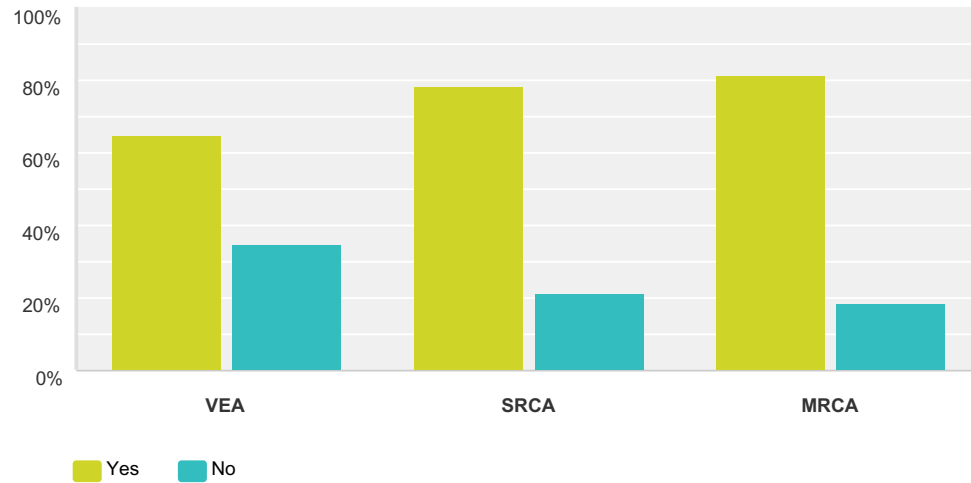


Veterans Report Card Of DVA

	Yes	No	Total
VEA	62.96% 294	37.04% 173	467
SRCA	78.15% 211	21.85% 59	270
MRCA	83.84% 301	16.16% 58	359

Q20 Did this conflicting information cause you any hardship?

Answered: 624 Skipped: 115

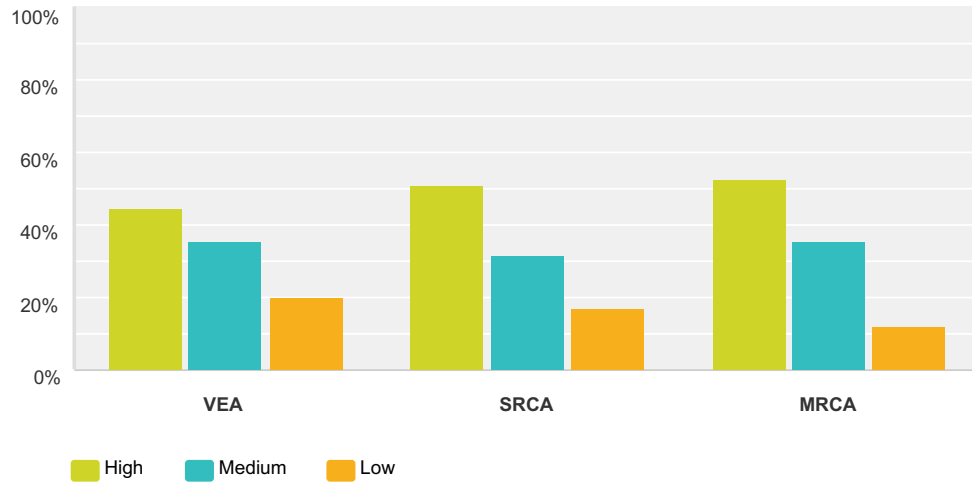


	Yes	No	Total
VEA	64.97% 243	35.03% 131	374
SRCA	78.72% 185	21.28% 50	235
MRCA	81.65% 258	18.35% 58	316

Q21 If you did suffer any hardship, what was the level of that hardship?

Answered: 542 Skipped: 197

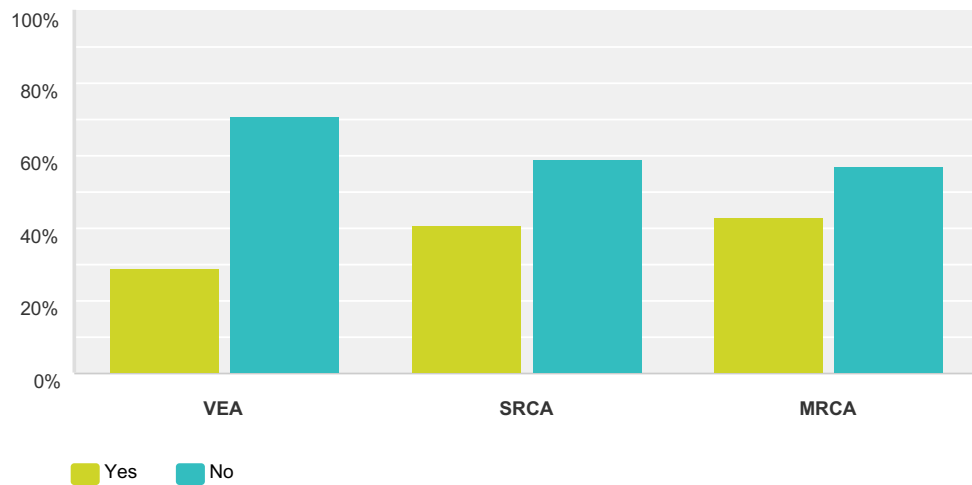
Veterans Report Card Of DVA



	High	Medium	Low	Total
VEA	44.52% 134	35.55% 107	19.93% 60	301
SRCA	51.23% 104	31.53% 64	17.24% 35	203
MRCA	52.33% 146	35.48% 99	12.19% 34	279

Q22 Have you ever been abused or intimidated by a DVA staff member?

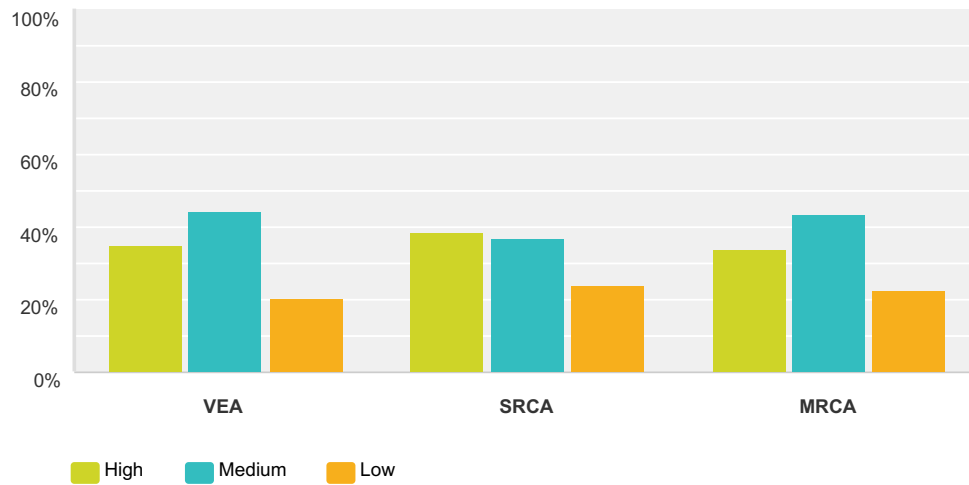
Answered: 739 Skipped: 0



	Yes	No	Total
VEA	29.19% 134	70.81% 325	459
SRCA	41.13% 109	58.87% 156	265
MRCA	42.82% 152	57.18% 203	355

Q23 If yes, what was the level of the abuse or intimidation?

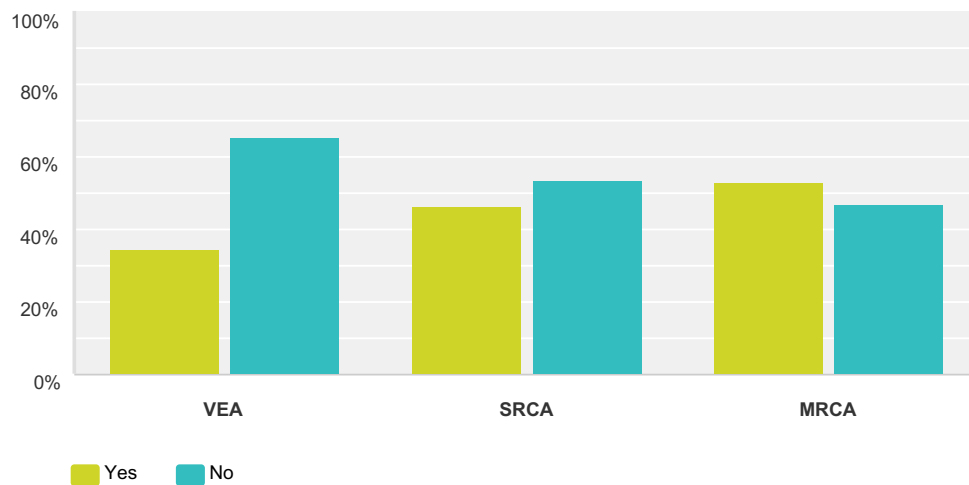
Answered: 320 Skipped: 419



	High	Medium	Low	Total
VEA	35.03% 55	44.59% 70	20.38% 32	157
SRCA	38.71% 48	37.10% 46	24.19% 30	124
MRCA	34.15% 56	43.29% 71	22.56% 37	164

Q24 Do you believe that a staff member of the DVA has intentionally misled you regarding any matter?

Answered: 739 Skipped: 0



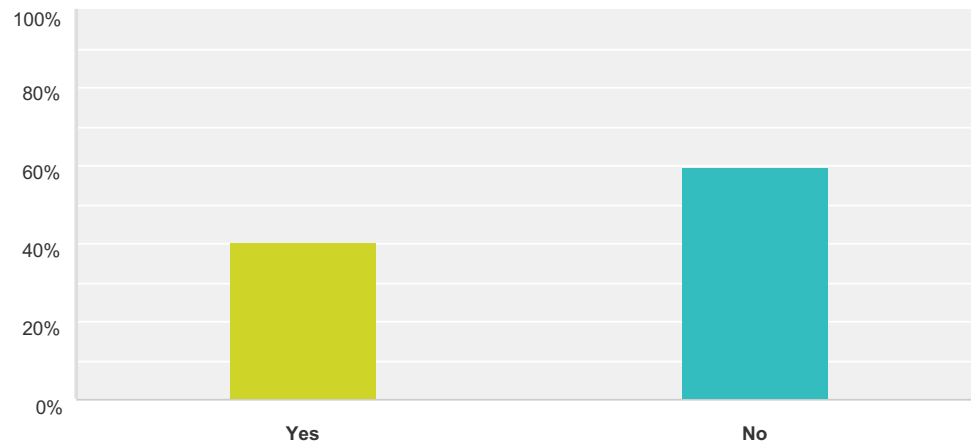
	Yes	No	Total
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Veterans Report Card Of DVA

VEA	34.65% 158	65.35% 298	456
SRCA	46.59% 123	53.41% 141	264
MRCA	53.11% 188	46.89% 166	354

Q25 Have you been the victim of assault (sexual or physical), bullying, bastardisation or rape during your service?

Answered: 739 Skipped: 0

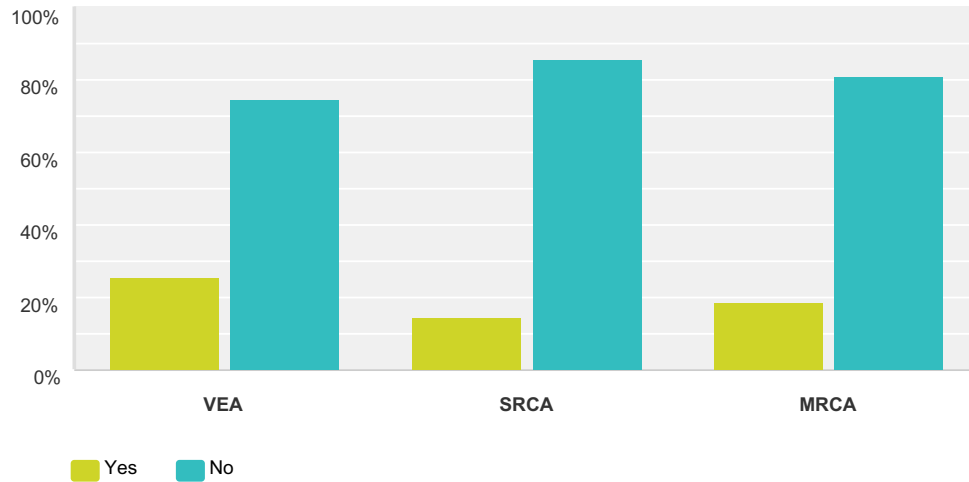


Answer Choices	Responses	Count
Yes	40.60%	300
No	59.40%	439
Total		739

Q26 If yes, did the DVA deal with your claim with dignity and respect?

Answered: 215 Skipped: 524

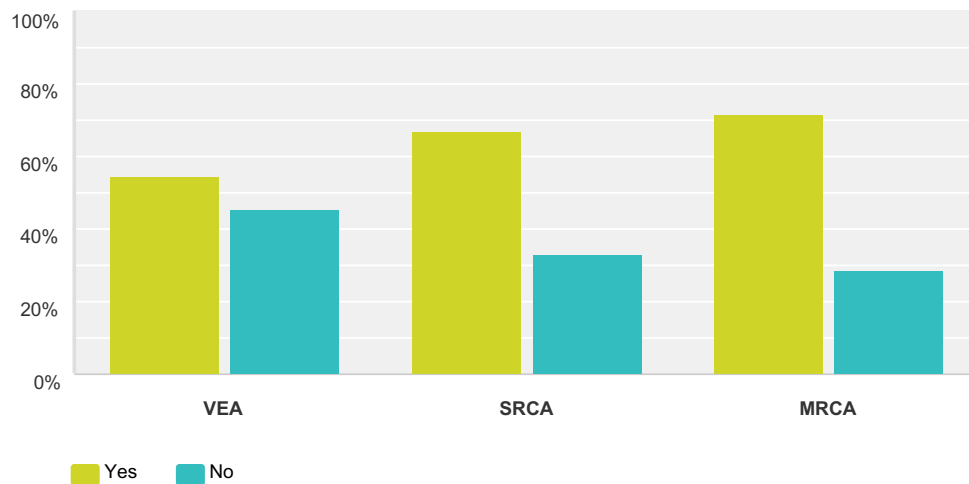
Veterans Report Card Of DVA



	Yes	No	Total
VEA	25.64% 30	74.36% 87	117
SRCA	14.46% 12	85.54% 71	83
MRCA	18.75% 21	81.25% 91	112

Q27 Whilst dealing with staff in the DVA in regards to claims, incap payment or other, has the process and treatment by the DVA resulted in your accepted condition worsening?

Answered: 739 Skipped: 0



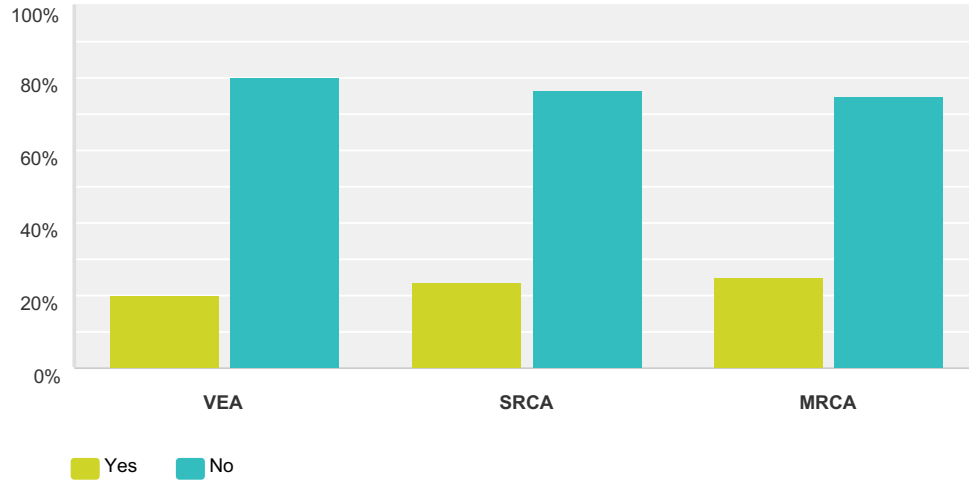
	Yes	No	Total
VEA	54.70% 250	45.30% 207	457

Veterans Report Card Of DVA

SRCA	67.18% 174	32.82% 85	259
MRCA	71.55% 254	28.45% 101	355

Q28 Have you ever lodged any complaints against the DVA?

Answered: 739 Skipped: 0

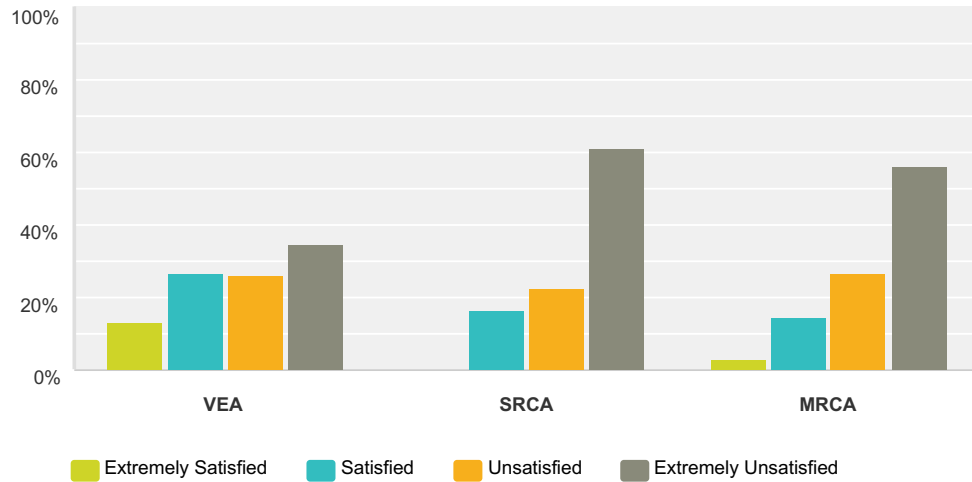


	Yes	No	Total
VEA	20.00% 93	80.00% 372	465
SRCA	23.31% 62	76.69% 204	266
MRCA	25.21% 90	74.79% 267	357

Q29 If yes, were you satisfied with the outcome of your complaint?

Answered: 222 Skipped: 517

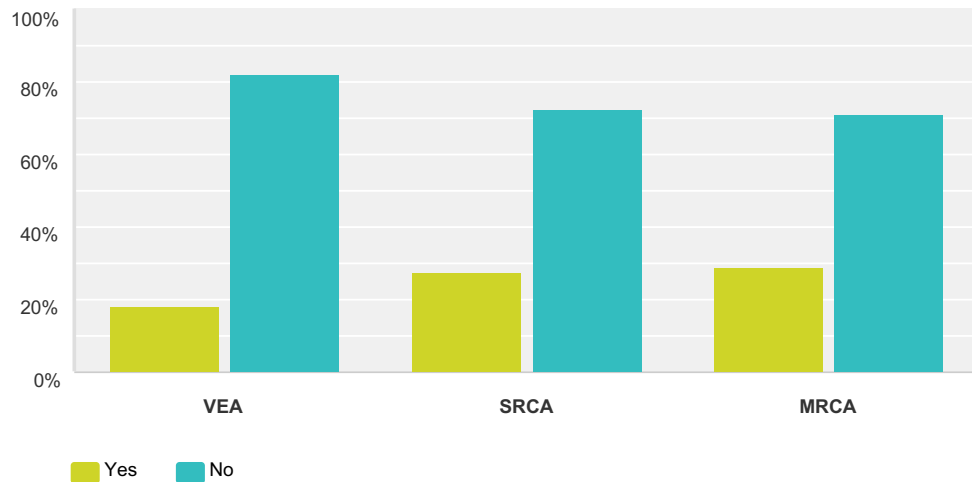
Veterans Report Card Of DVA



	Extremely Satisfied	Satisfied	Unsatisfied	Extremely Unsatisfied	Total
VEA	12.93% 15	26.72% 31	25.86% 30	34.48% 40	116
SRCA	0.00% 0	16.42% 11	22.39% 15	61.19% 41	67
MRCA	2.86% 3	14.29% 15	26.67% 28	56.19% 59	105

Q30 Have you ever been declined finance by a bank or financial institution due to being on incap or other payments from the DVA? (eg Incap not considered a stable income)

Answered: 739 Skipped: 0



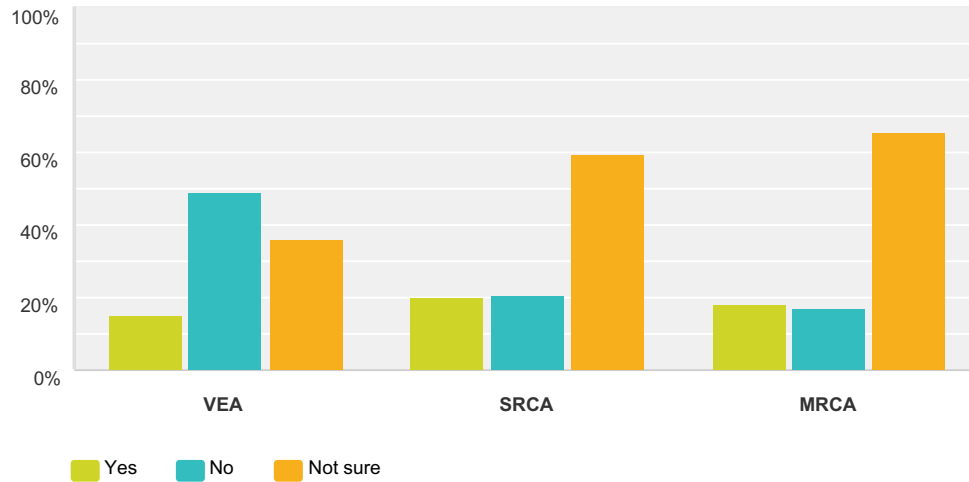
	Yes	No	Total
VEA	17.93% 83	82.07% 380	463

Veterans Report Card Of DVA

SRCA	27.63% 71	72.37% 186	257
MRCA	28.77% 101	71.23% 250	351

Q31 Has your superannuation been effected by DVA payments? (Offsetting)

Answered: 739 Skipped: 0

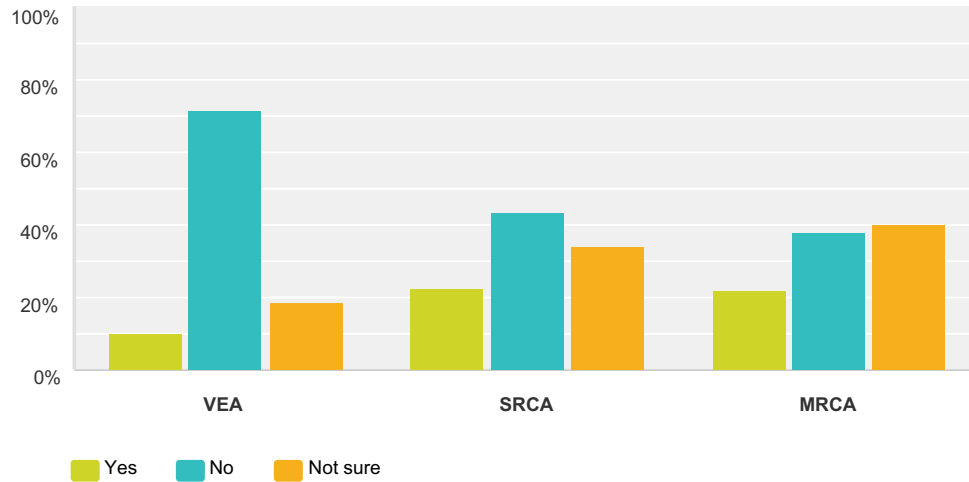


	Yes	No	Not sure	Total
VEA	14.93% 70	49.04% 230	36.03% 169	469
SRCA	19.92% 51	20.70% 53	59.38% 152	256
MRCA	17.93% 64	16.81% 60	65.27% 233	357

Q32 Have you been affected or had any problems with the ATO due to DVA payments?

Answered: 739 Skipped: 0

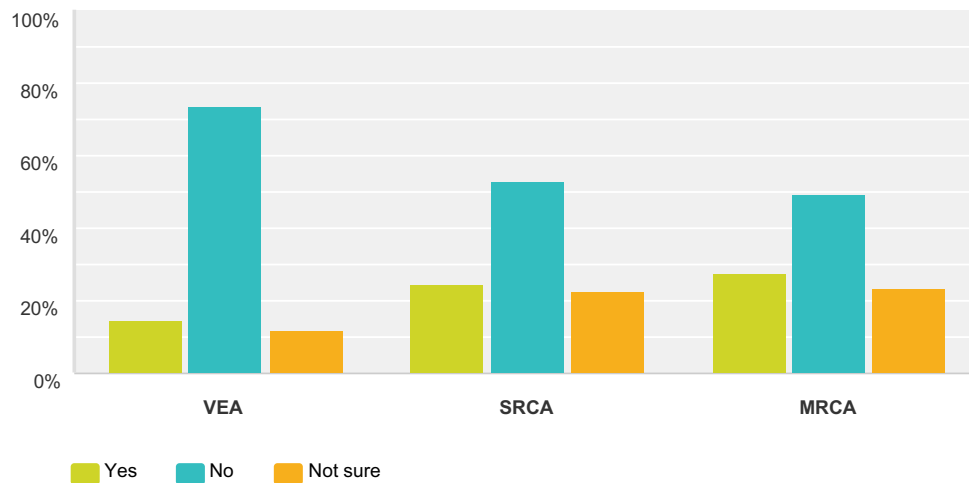
Veterans Report Card Of DVA



	Yes	No	Not sure	Total
VEA	9.85% 46	71.52% 334	18.63% 87	467
SRCA	22.48% 58	43.41% 112	34.11% 88	258
MRCA	21.91% 78	38.20% 136	39.89% 142	356

Q33 Have you incurred any overpayments from the DVA, Centrelink or Comsuper due to the DVA claim process?

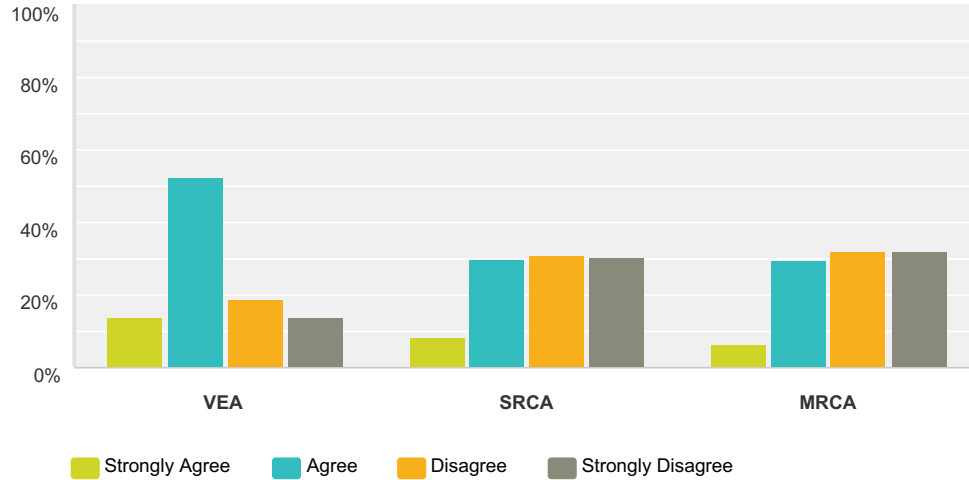
Answered: 739 Skipped: 0



	Yes	No	Not sure	Total
VEA	14.69% 68	73.43% 340	11.88% 55	463
SRCA	24.51% 63	52.92% 136	22.57% 58	257
MRCA	27.27% 96	49.43% 174	23.30% 82	352

Q34 My experience with a Rehab provider has been productive.

Answered: 608 Skipped: 131

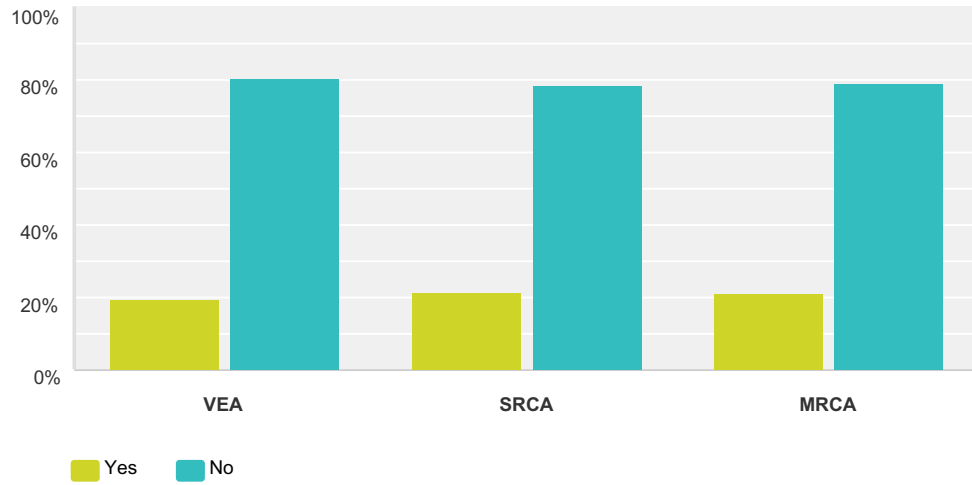


	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
VEA	14.20% 50	52.56% 185	19.03% 67	14.20% 50	352
SRCA	8.25% 17	30.10% 62	31.07% 64	30.58% 63	206
MRCA	6.38% 19	29.53% 88	32.21% 96	31.88% 95	298

Q35 If you have been in and out of regular employment and have had periods of unemployment, has the DVA put you back on incap or any other payments without causing you any hardship?

Answered: 363 Skipped: 376

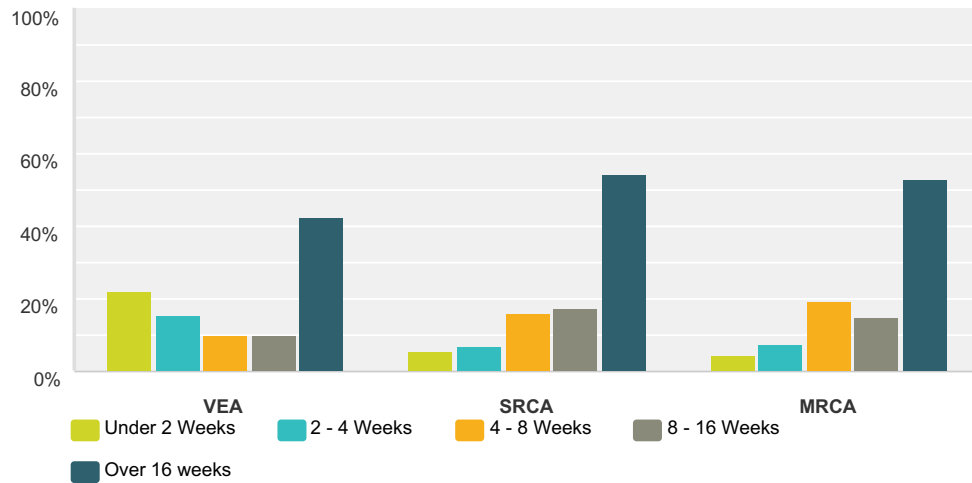
Veterans Report Card Of DVA



	Yes	No	Total
VEA	19.51% 40	80.49% 165	205
SRCA	21.64% 29	78.36% 105	134
MRCA	21.02% 37	78.98% 139	176

Q36 If no, how long did it take the DVA to put you back on payments?

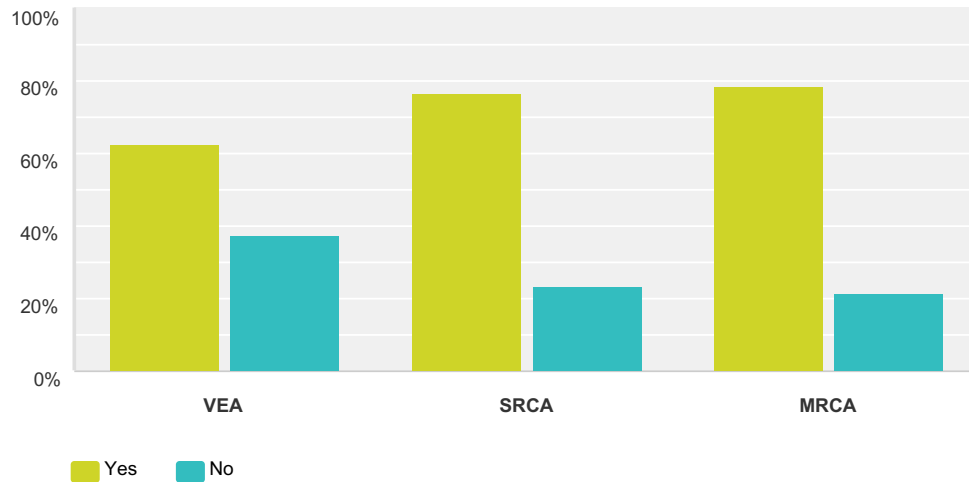
Answered: 132 Skipped: 607



	Under 2 Weeks	2 - 4 Weeks	4 - 8 Weeks	8 - 16 Weeks	Over 16 weeks	Total
VEA	22.03% 13	15.25% 9	10.17% 6	10.17% 6	42.37% 25	59
SRCA	5.26% 3	7.02% 4	15.79% 9	17.54% 10	54.39% 31	57
MRCA	4.55% 3	7.58% 5	19.70% 13	15.15% 10	53.03% 35	66

Q37 Do you believe that your life/lifestyle has been adversely effected by your DVA status?

Answered: 739 Skipped: 0

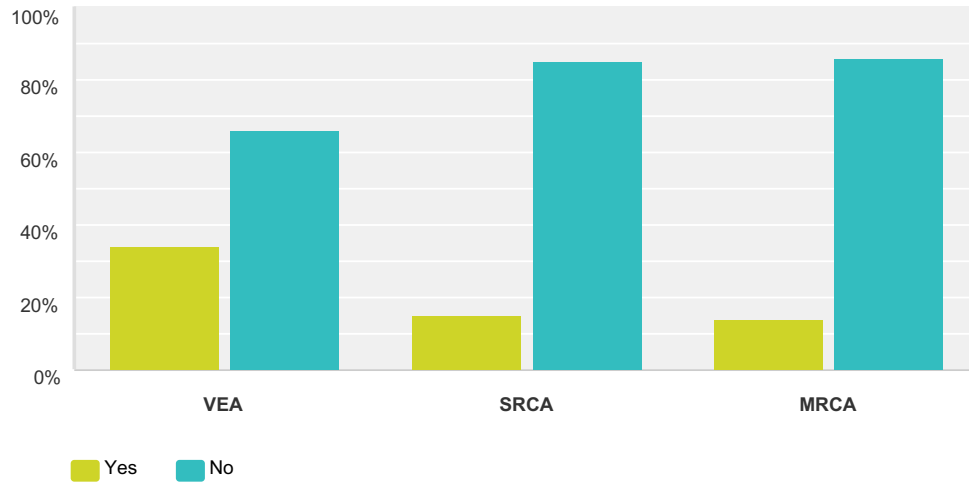


	Yes	No	Total
VEA	62.39% 287	37.61% 173	460
SRCA	76.63% 200	23.37% 61	261
MRCA	78.69% 277	21.31% 75	352

Q38 Do you believe that you have been adequately compensated by the DVA for your injury/illness and the impact on your ability to earn, loss of future promotions and future earning ability?

Answered: 739 Skipped: 0

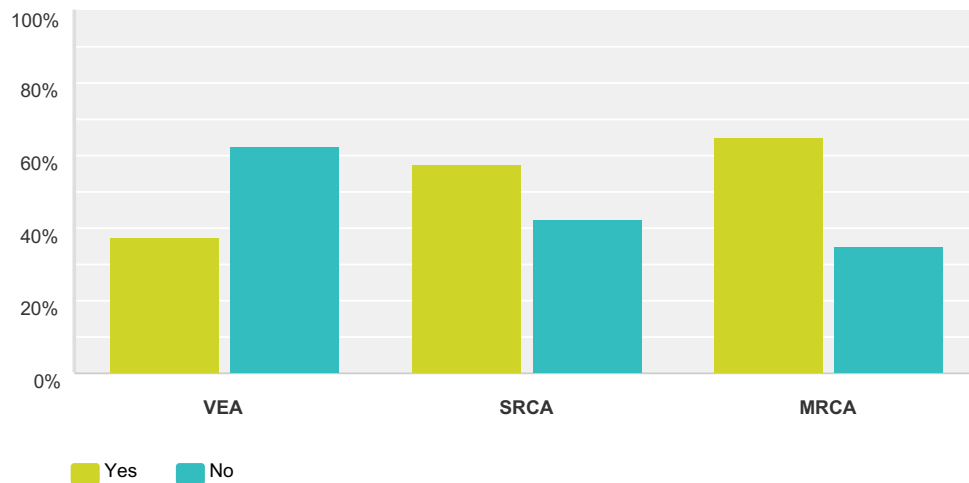
Veterans Report Card Of DVA



	Yes	No	Total
VEA	34.05% 158	65.95% 306	464
SRCA	14.81% 40	85.19% 230	270
MRCA	14.12% 50	85.88% 304	354

Q39 Are you in the position at this point in time that you need financial, psychological or physical help from the DVA that you are not currently receiving?

Answered: 739 Skipped: 0



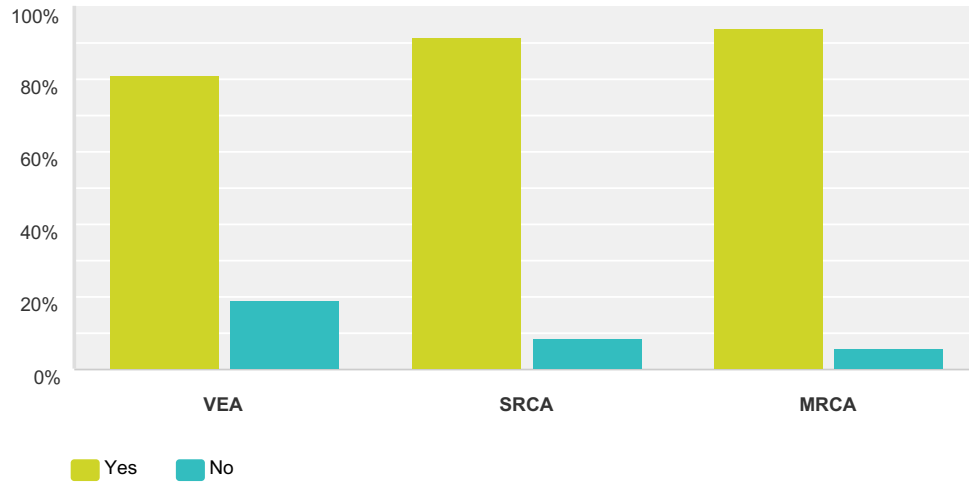
	Yes	No	Total
VEA	37.72% 175	62.28% 289	464
SRCA	57.47% 150	42.53% 111	261

Veterans Report Card Of DVA

MRCA	64.96% 228	35.04% 123	351
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Q40 Do you think it would be necessary and would you support an inquest into the DVA's treatment and dealings with Veterans?

Answered: 739 Skipped: 0

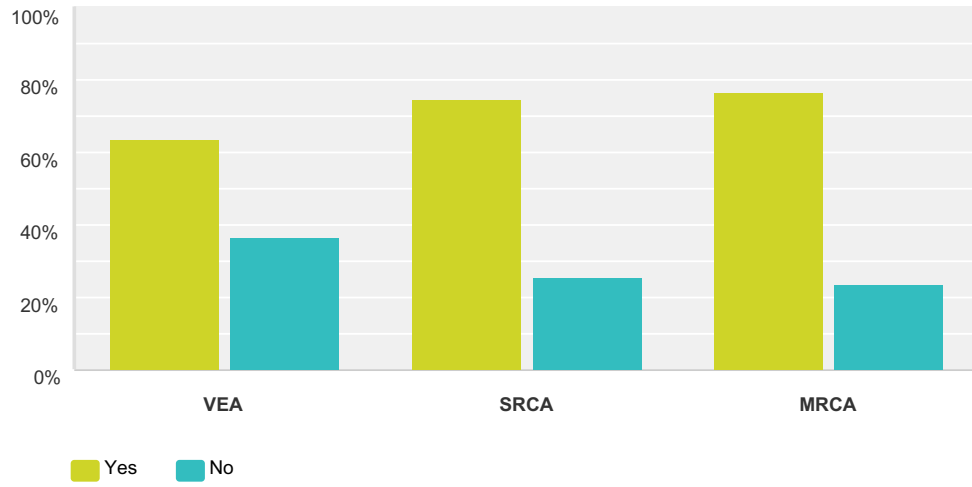


	Yes	No	Total
VEA	80.75% 386	19.25% 92	478
SRCA	91.72% 266	8.28% 24	290
MRCA	93.81% 364	6.19% 24	388

Q41 If yes, would you be willing to provide further detailed confidential statements in regards to your issues with the DVA?

Answered: 739 Skipped: 0

Veterans Report Card Of DVA



	Yes	No	Total
VEA	63.64% 294	36.36% 168	462
SRCA	74.54% 202	25.46% 69	271
MRCA	76.36% 281	23.64% 87	368