



Australian Government
Department of Veterans' Affairs
OFFICE OF THE SECRETARY

Dear ESORT Member

The Department of Veterans' Affairs (DVA) is preparing for our next Client Satisfaction Survey, which will collect information about the experience of clients interacting with DVA and help us to identify ways to improve our services.

The official DVA Client Satisfaction Survey seeks the views of around 3,000 veterans and dependants who are currently receiving services from DVA. ORIMA Research, an independent market research company, is conducting this survey on DVA's behalf, and will ensure the collection of statistically robust and objective data.

Those selected to participate in the survey will receive a letter in July advising them about the survey. The letter will also contain instructions on how to opt out of the survey for people who do not wish to participate. An interviewer from ORIMA will telephone between late July and the end of August 2018 to conduct the survey, which should take about 20 minutes to complete.

All information will be collected and stored in accordance with the Australian Privacy Principles and the *Privacy Act 1988 (Cth)*. Answers given by participants will be 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 any benefits or services which participants receive from DVA, or to which they may become entitled in the future. If they wish, participants can discontinue the survey at any time.

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 enquiry line on 133 254.

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

Yours sincerely

Liz Cosson AM CSC
Secretary

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