Question 2

Outcome: Output 6
Topic: Clarke Review
(Written Question on Notice)

Senator HURLEY asked
Can we please confirm that all Clarke Recommendations that have so far not been implemented are considered rejected by the Government?

- If no what recommendations are currently still being considered by Government?

Can we please have a final list of recommendations of the Clarke Review that have been rejected by the Government?

Answer:
Details of the Government's response to the Clarke Review can be found at http://minister.dva.gov.au/clarke_report.htm.

The Government continues to review issues raised during the Clarke Review, an example of this is the recent Budget announcement to pay $25,000 to surviving POWs (E) and interned Australian civilians held captive by German-Italian forces during WWII or to the surviving widow/er of those who have died.

Question 16

Outcome: Output 6
Topic: MCRS and MRCS
(Written Question on Notice)

Senator HURLEY asked:
State by State, how many staff is there in each MCRS and MRCS office with a breakdown of how many in each section such as liability, permanent impairment, incapacity, rehabilitation and accounts?

State by State, how many staff is there in each DVA office with a breakdown of how many in each section?

State by State, how many MCRS and MRCS staff left during 2006?

State by State, how many MCRS and MRCS staff took stress leave during 2006?

State by State, how many MCRS and MRCS took sick leave and what was the average number of days off?

State by State, how many MCRS and MRCS staff are full time and how many are part-time/casual?

Is there currently a DVA/ESO consultative working party for the MRCA 2004, and if so who are the participating ESO's and how often do they meet?

Will the consultative group who were involved in the drafting of the MRCA 2004 be recalled to review the effect of the new scheme as they were promised at the completion of the drafting?

Is there currently a DVA committee investigating the application of GARP V (M) and what are they focusing on?

If the intention of the MRCA 2004 is to have the best of the VEA and the SRCA and that it would not be worse off than the VEA & SRCA, why was the Clothing Allowance not included in the MRCA 2004.

Answer:
MCRS and MRCS claims are handled by the Military Compensation Group (MCG) which was made up of 209 staff (excluding 10 Business Support staff) in the following States as at 31 March 2007:

ACT	23
NSW	43
NT	7
Queensland	79 (Brisbane 66, Townsville 13)
SA	14
Tasmania	3
Victoria	23
WA	17

The MCG now has very few section that process only one aspect of a claimant's entitlement. Most sections are multifunctional to provide more holistic service delivery. The table below shows the estimated number of staff across Australia engaged in the different functions undertaken by the MCG.

SRCA	Liability	33
	Permanent Impairment	24
	Rehabilitation	23
	Incapacity	27
	Accounts	19
	Reviews	5
	AAT	5
MRCA	Liability	20
	Permanent Impairment	4
	Rehabilitation	12
	Incapacity	14
	Accounts	8
	Reviews	2
TMS		7
ADF Records	requests	6
Total		**209**

Location of DVA staff as at 31 March 2007 by Division, Group and office is shown below.

Division - Group	ACT	NSW	NT	QLD-Bris	QLD-Towns	SA	TAS	VIC	WA	Total
Repatriation Commission, Deputy Commissioners & Support	5	4	1	2		3	3	4	3	25
Business Integrity	39	3		7		1	2	14	2	68
Commemorations & War Graves - Commemorations	24	1		3		3		1	1	33
Commemorations & War Graves - Executive & Support	2			1						3
Commemorations & War Graves - Gallipoli	7									7
Commemorations & War Graves - War Graves	21	6	2	6	3	6	2	6	3	55
Corporate - Contracts, Property & Security Services	21	5		6		5	1	6	2	46
Corporate - Executive & Support	15									15
Corporate - Information Management	130	4		5		2	1	8	3	153
Corporate - Parliamentary & Communication	45	14		13		2	3	12	7	96
Corporate - People Services	42	8		4		2	3	8	4	71
Corporate - Resources	36	4		5		4		6	1	56
Policy & Development - Access Card	14									14
Policy & Development - Business Modernisation & Integration	42	4		5		5	1	5	1	63
Policy & Development - Community Care	31									31
Policy & Development - Compensation Policy	22	1				1		2		26
Policy & Development - Executive & Support	13						1			14
Policy & Development - Income Support & Aged Care Policy	30							1		31
Policy & Development - Primary Care	31			1						32
Policy & Development - Rehabilitation, Research & Development	34							1		35
Service Delivery - Client Contact	18	50	2	44	2	14	10	47	24	211
Service Delivery - Community Health	7	58		45		23	20	41	22	216
Service Delivery - Executive & Support	2									2
Service Delivery - Income Support	17	80		55	3	23	11	48	19	256
Service Delivery - Military Compensation	32	43	7	66	14	14	3	23	17	219
Service Delivery - Operations Support	35	8		3		3	5	4	1	59
Service Delivery -Primary Health	11	35		20		12	10	19	9	116
Service Delivery - VVCS	15	24	4	19	7	12	9	15	12	117
Service Delivery - Veterans' Compensation	8	63		58		19	8	57	19	232
Repatriation Medical Authority		1		13						14
Veterans' Review Board	7	10		9		3		6	2	37
TOTAL	755	426	16	390	29	157	93	334	152	2353

In Military Compensation Group (excluding Business Support), 11 ongoing employees and 18 non-ongoing employees left the Department during 2006.

It is not possible to provide figures on "stress leave". Leave for stress-related medical conditions may be taken as workers compensation leave in cases where the condition has been accepted as compensable, otherwise an employee could take personal leave. In applying for personal leave, employees are not required to advise the nature of their personal illness. For workers compensation leave in Military Compensation Group during 2006, details of compensable conditions cannot be released due to the small numbers involved and privacy issues.

In Military Compensation Group (excluding Business Support), personal leave for reason of personal illness was taken by 192 staff in 2006. The average leave taken was 7.2 days. Due to the small numbers in some States and privacy issues, this data has not been broken down to State level.

In Military Compensation Group (excluding Business Support), 190 staff are full time, 19 are part time and none are casual.

No.

The consultative group involved in the drafting of the MRCA 2004, the ESO Working group, in conjunction with the Military Rehabilitation and Compensation Commission developed a set of protocols, "The Protocols of Rehabilitation under the MRCA".

Clause 45 of those Protocols states:

> *"A forum comprising representatives of the ex-service and Defence force communities and the MRC Commission will meet at least annually to review the experience of the administration of the rehabilitation clauses of the Act."*

The ESO Working Group met in September 2004, three months after the Act came into operation and has not met since that time. A meeting is currently in the process of being organised, although a date has not yet been fixed. Given the very low numbers of people to date who have undergone rehabilitation through the MRCA, it was not considered necessary to convene a meeting prior to this time. Ex-service organisations have, however, been invited to provide feedback on the provision of rehabilitation services via other consultative forums, for example rehabilitation is a standing agenda item at the quarterly meetings of the National Younger Veterans Consultative Forum.

Organisations represented on the ESO Working Group are:

- Armed Forces Federation of Australia
- Australian Federation of Totally and Permanently Incapacitated Ex-Servicemen and Women
- Australian Peacekeeper and Peacemaker Veterans' Association
- Australian Special Air Services Association
- Australian Veterans and Defence Services Council
- Injured Service Persons Association
- Legacy – Pensions Committee

- Regular Defence Force Welfare Association
- Returned & Services League of Australia
- Vietnam Veterans' Association of Australia
- Vietnam Veterans Federation of Australia
- Services – warrant officers x 3
- Defence – OHS&C Branch

Yes

Yes.

A number of allowances under the VEA, including Clothing Allowance, were regarded as outdated in a modern compensation framework and were not brought across to the new scheme. Clothing Allowance was introduced into the *Repatriation Act 1920* in November 1959 to compensate severely injured veterans for abnormal deterioration of clothing resulting from a service-related disablement and the treatment thereof. At the time no other relevant compensation provisions existed.

Question 55

Outcome: Output 6
Topic: Australian War Memorial Council Appointments
(Written Question on Notice)

Senator HURLEY asked:
(1) What is the process for appointing members to the Australian War Memorial Council?

(2) What is the current membership of the council?

(3) For each of the current members, what remuneration do they receive for their membership and what is the duration of their appointment?

(4) What appointments have been made to the council over the last 10 years, including re-appointments?

Answer:
(1) Section 10 of the Australian War Memorial Act 1980 provides that the Council of the Australian War Memorial consists of:
- the Chief of Navy;
- the Chief of Army;
- the Chief of Air Force; and
- not less than 8 and not more than 10 other members appointed by the Governor-General.

The Governor-General appoints members having regard to their knowledge and experience with respect to matters relevant to the functions of the Memorial.

Significant statutory appointments such as these are submitted to Cabinet and the Governor-General in Council in accordance with the Cabinet and Executive Council Handbooks. Both of these Handbooks are published on the Department of the Prime Minister and Cabinet's web site at www.pmc.gov.au

(2) & (3)

Member	**Term commenced**	**Term expires**
Lieutenant General Peter Leahy AO (re-appointed as Chief of Army for a second three year term from 4 July 2005)		
Vice Admiral Russ Shalders CSC RAN (appointed as Chief of Navy for a three year term from 4 July 2005)		
Air Vice Marshal Geoff Shepherd AO (appointed as Chief of Air Force for a three year term from 4 July 2005)		
Major General Adrian Clunies-Ross AO MBE (Retd) (elected by the Council as its Chairman)	13 June 2006	12 June 2007
Air Marshal Douglas Riding AO DFC (Retd)	5 August 2004	4 August 2007
Right Reverend Dr Tom Frame	19 August 2004	18 August 2007
The Hon Jocelyn Newman AO	9 November 2005	8 November 2007
Mr Kenneth Peacock AM	9 November 2005	8 November 2007
Doctor Ross Bastiaan AM RFD	26 April 2006	25 April 2008
Mrs Wendy Sharpe	25 May 2005	24 May 2008
Major General William Crews AO (Retd)	26 April 2006	25 April 2009
Mr Leslie Allen Carlyon	1 May 2006	28 April 2009
General Peter John Cosgrove AC MC (Retd)	1 June 2006	31 May 2009

In accordance with section 13 of the Australian War Memorial Act 1980 remuneration of Council members is determined by the Remuneration Tribunal. The Tribunal publishes rates of remuneration, including those for the Council, on its web site at www.remtribunal.gov.au.

(4) Membership of the Council for the past ten years is publicly available in the Australian War Memorial's Annual Reports. The Memorial's web site at www.awm.gov.au contains the Memorial's Annual Reports from 1997-98.

Question 63

Outcome: Output Group 6
Topic: Appointment of Repatriation Commissioner
(Written Question on Notice)

Senator HURLEY asked:

(1) What process is undertaken by the Department in the selection of a new Repatriation Commissioner?

(2) What is the current remuneration of the Repatriation Commissioner – can we please have this broken down by salary and non-salary components?

(3) Which veteran or ex-service organizations were consulted with the appointment of Bill Rolfe as Repatriation Commissioner?

Answer:

(1) Section 182 of the Veterans' Entitlements Act 1986 provides that the Repatriation Commission consists of not less than three and not more than five commissioners, appointed by the Governor–General. When appointing a person to be a commissioner the Governor–General must ensure that one of the commissioners at least is a person whose name was on a list of persons submitted to the Minister for Veterans' Affairs by an organisation representing veterans.

There is no statutory role for the Department or the Secretary in the selection or appointment of a commissioner. However, the Secretary may be asked to provide advice to the Minister. In addition, the Department assists the Minister in periodically seeking lists of names of persons suitable for appointment from organisations representing veterans and the preparation of documentation for submission to Cabinet and the Governor–General in Council.

(2) The Remuneration Tribunal provides a Reference Rate which includes salary and non-salary components.

(3) Prior to recommending Brigadier William Douglas Rolfe (Retd) for appointment to the Commission, the Minister wrote to twelve organisations representing veterans inviting them to submit the names of persons to be considered for appointment. These organisations represent a significant proportion of the half a million veterans and their dependants who receive benefits and services through the Department of Veterans' Affairs. The organisations were:

- The Returned & Services League of Australia
- Australian Federation of Totally & Permanently Incapacitated Ex-Servicemen and Women
- Vietnam Veterans Association of Australia
- Vietnam Veterans Federation of Australia
- Legacy

- War Widows Guild of Australia
- RAAF Association
- Naval Association of Australia
- Regular Defence Force Welfare Association
- Australian Veterans and Defence Services Council
- Australian Special Air Services Association
- Australian Peacekeeper and Peacemakers Veterans' Association

Question 64

Outcome: Output Group 6
Topic: Consultation & Communication with the Veteran Community
(Written Question on Notice)

Senator HURLEY asked:
(1) Can we please have a list of all committees, fora or groups run by DVA that include membership of ex-service organisations?

(2) For each of these, what is their purpose and full membership?

Answer:
(1) Appendix 1 contains a list of all DVA Representational Committees, encompassing fora and groups that include membership of ex-service organisations.

(2) The purpose of these Committees, fora and groups can be found at Appendix 1. Due to the transitional nature of some committee details, full membership cannot be provided.

Appendix 1

DVA Representational Committees

Name	Purpose	Veteran Representation
Third Vietnam Veterans' Mortality Study and Cancer Incidence in Vietnam Veterans Study Consultative Forum	Stakeholder liaison	Yes
Third Vietnam Veterans' Mortality Study and Cancer Incidence in Vietnam Veterans Study Scientific Advisory Committee	Technical advice	Yes
Veterans' MATES clinician & practitioner reference groups	Stakeholder input	Yes
National Veterans Mental Health and Wellbeing Forum	Advisory Group	Yes
Aged Care Planning Advisory Committee (ACPAC)	Recommend to the Secretary of DoHA the allocation of Aged Care	Yes

Name	Purpose	Veteran Representation
	places. C/W and State Govts ,industry bodies and consumer groups.	
National Ex Service Round Table on Aged Care (NERTAC)	Advisory	Yes
TAS State Ex-Service Round Table on Aged Care (TAS SERTAC)	ESO facilitated group. ESO representatives and aged care industry representatives.	Yes
WA State Ex-Service Round Table on Aged Care (WA SERTAC)	ESO facilitated group. ESO representatives and aged care industry representatives	Yes
SA State Ex-Service Round Table on Aged Care (SA SERTAC)	ESO facilitated group. ESO representatives and aged care industry representatives	Yes
Qld Ex-Service Round Table (QERT)	ESO facilitated group. ESO representatives and aged care industry representatives..	Yes
VIC State Ex-Service Round Table on Aged Care (VERTAC)	ESO facilitated group. ESO representatives and aged care industry representatives.	Yes
Tasmanian Aged Care Working Group	Representatives from: Dept of Health & Ageing State Dept Health & Human Services Peak Aged Care bodies	Yes
Veteran Aged Care and health Advisory Committee	Provision of information; Advisory	Yes
State Planning Forum on Veterans Aged Care Services SPFOVAC(NSW SERTAC)	ESO facilitated group. ESO representatives and aged care industry representatives.	Yes
Younger Veterans' Consultative Forum	Convened in recognition that the younger veteran group has special needs that are significantly different from that of the larger veteran community, where the average age is over 75.	Yes
National Treatment Monitoring Committee	The Committee monitors the quality of health care available to entitled persons; the range of health services available to entitled persons; and the access to health facilities by entitled person	Yes
Tasmanian Treatment Monitoring Committee (TMC)	The Committee monitors the quality of health care available to entitled persons; the range of health services available to entitled persons; and the access to health facilities by entitled	Yes

Name	Purpose	Veteran Representation
	person	
WA Treatment Monitoring Committee (WATMOC)	The Committee monitors the quality of health care available to entitled persons; the range of health services available to entitled persons; and the access to health facilities by entitled person	Yes
SA Treatment Monitoring Committee	The Committee monitors the quality of health care available to entitled persons; the range of health services available to entitled persons; and the access to health facilities by entitled person	Yes
NT Treatment Monitoring Committee	The Committee monitors the quality of health care available to entitled persons; the range of health services available to entitled persons; and the access to health facilities by entitled person	Yes
NSW Treatment Monitoring Committee (TMC)	The Committee monitors the quality of health care available to entitled persons; the range of health services available to entitled persons; and the access to health facilities by entitled person	Yes
ACT Treatment Monitoring Committee (TMC)	The Committee monitors the quality of health care available to entitled persons; the range of health services available to entitled persons; and the access to health facilities by entitled person	Yes
Qld Treatment Monitoring Committee (QMOC)	The Committee monitors the quality of health care available to entitled persons; the range of health services available to entitled persons; and the access to health facilities by entitled person	Yes
National Advisory Committee on the Vietnam Veterans Counselling Service	Advisory	Yes
VVCS Regional Consultative Forum	Consultative	Yes
Gold Coast VAN/ESO Consultative Forum	To administer the Training and Information Program (TIP) in this location.	Yes
Tweed VAN/ESO Consultative Forum	To administer the Training and Information Program (TIP) in this location.	Yes

Name	**Purpose**	**Veteran Representation**
Toowoomba VAN/ESO Consultative Forum	To administer the Training and Information Program (TIP) in this location.	Yes
Sunshine Coast VAN/ESO Consultative Forum (Maroochydore)	To administer the Training and Information Program (TIP) in this location.	Yes
Sunshine Coast VAN/ESO Consultative Forum (Hervey Bay)	To administer the Training and Information Program (TIP) in this location.	Yes
Sunshine Coast VAN/ESO Consultative Forum (Gympie)	To administer the Training and Information Program (TIP) in this location.	Yes
Townsville ESAC (Ex-Services Advisory Committee)	Advisory	Yes
Mackay ESAC (Ex-Services Advisory Committee)	Advisory	Yes
Cairns ESAC (Ex-Services Advisory Committee)	Advisory	Yes
TIP (Training and Information Program) National Committee	Provide guidance and support to State TIP Committees	Yes
Tasmania TIP Consultative Committee	To administer the TIP (Training and Information Program) in Tasmania	Yes
WA TIP Consultative Committee	To administer the TIP (Training and Information Program) in WA	Yes
QLD TIP Consultative Committee	To administer the TIP (Training and Information Program) in Queensland	Yes
NSW TIP Consultative Committee	To administer the TIP (Training and Information Program) in NSW	Yes
Vic TIP Consultative Committee	To administer the TIP (Training and Information Program) in Victoria	Yes
SA TIP Consultative Committee	To administer the TIP (Training and Information Program) in SA	Yes
Prison Liaison Group	Consultative	Yes
Tasmania Veterans' Children Education Scheme Board (VCEB)	Consultative	Yes
WA Veterans' Children Education Scheme Board (VCEB)	Consultative	Yes
Queensland Veterans' Children Education Scheme Board (VCEB)	Consultative	Yes
Ex-Service Organisation (ESO) Working Group	Consultative	Yes
Queensland Office United in discussing Compensation operations with Ex-service Organisations Striving for excellence in service delivery Towards the future (QUEST).	Discuss issues affecting the processing of compensation claims under the VEA, MRCA and SRCA and associated Acts	Yes

Name	**Purpose**	**Veteran Representation**
DSHI Reference Group	Advisory	Yes
Lady Davidson Private Hospital Community Advisory Committee	Advisory	Yes
NSW Care Coordination Steering Committee	Oversees NSW Care Coordination Trial for veterans with chronic cardiac disease	Yes
Veterans' Affairs Coordinating Council (VACC)	Organising general ESO Consultative Forum in Victoria	Yes
Regional Veterans' Welfare Centre Meeting	ESO Forum to discuss BEST and compensation matters in Victoria	Yes
Younger Veterans' Coordinating Committee – same as the listed YVCF	Convened in recognition that the younger veteran group has special needs that are significantly different from that of the larger veteran community, where the average age is over 75.	Yes
VVCS Regional Consultative ForumS	Each State and Territory Office conduct Regional Consultative Forums to provide input into VVCS planning to ensure that programs reflect the veteran community needs.	Yes
Story Writing and Art Competition Committee	Annual Victorian Competition for the Veteran Community auspiced by DVA.	Yes
National Coordinating Committee for Indigenous Veterans Commemoration	Coordination	
NSW Coordinating Committee for Indigenous Veterans Commemoration	Coordination	Yes
VIC Coordinating Committee for Indigenous Veterans Commemoration	Coordination	Yes
TAS Coordinating Committee for Indigenous Veterans Commemorations	Coordination	Yes
WA Coordinating Committee for Indigenous Veterans Commemorations	Coordination	Yes
QLD Coordinating Committee for Indigenous Veterans Commemorations	Coordination	Yes
SA Coordinating Committee for Indigenous Veterans Commemoration	Coordination	Yes
Commemorations Grants Advisory Committee	Advisory	Yes

Question 65

Outcome: Output Group 6
Topic: Departmental & Ministerial Correspondence
(Written Question on Notice)

Senator HURLEY asked:

(1) Does DVA's Service Charter contain any provision in regard to replying to correspondence, and if so what does it say?

(2) What percentage of correspondence sent to the Minister or the Department over the last two years was replied to within 28 days?

(3) How much correspondence to the Minister or the Department over the last two years received no reply? What has been the reason for no reply?

(4) How much correspondence currently with the Minister or the Department has gone unanswered for over a year, for over six months, and for over three months?

Answer:

(1) The DVA Service Charter, which solely applies to correspondence addressed to the Department rather than Ministerial correspondence, states that the Department will strive to meet its standard of actioning or acknowledging correspondence within 28 days.

(2) The Department does not keep a centralised record of all forms of correspondence addressed to the Department and received at all of its offices. The Department's Annual Report has previously contained 28 day performance figures for Ministerial correspondence; these figures are shown on page 183 of the 2004-05 Report and page 186 of the 2005-06 Report.

(3) For the reasons described above, no figures for Departmental correspondence are available.

(4) For the reasons described above, no figures for Departmental correspondence are available.

Question 67

Outcome: Output Group 6
Topic: Telephone Calls
(Written Question on Notice)

Senator HURLEY asked:

(1) How many telephone calls from DVA clients were received by the Department last financial year?

(2) What was the cost to the Department of receiving these calls?

(3) What number and percentage of these calls involved a complaint to the Department?

(4) What number and percentage of these calls was unable to be answered first time and had to be forwarded to an automated or voice mail response? Of these calls how many were later returned and what was the average time taken to return these calls?

(5) What after hours contact services are provided by the Department?
- What is the purpose of each of these services?
- What staff are allocated to these services?
- What is the annual cost of providing these services?

Answer:

(1) 2,102,566 telephone calls were made to DVA client service areas in 2005/06. 1,539,515 of these calls came to DVA via 13xxxx, 1300 or 1800 services. The remainder were via calls to DVA switchboards or direct to staff.

(2) The cost to DVA of the 13xxxx, 1300 and 1800 services totalled $349,371.58 in 2005/06.

(3) The DVA Service Charter promotes the use of a "feedback line" for contacting DVA with complaints. In 2005/06, 88 calls were received on the feedback line. This represents 0.004% of total calls made to DVA client service areas. Even though the feedback line is advertised in the Service Charter, it is not widely utilised by the veteran community.

(4) As a matter of policy, DVA does not use voicemail services in client contact areas. However, callers may be placed on hold while staff are attending to other calls. In this case, callers will receive a recorded message.

Just under 100,000 callers abandoned the call after being placed on hold and before being transferred to a staff member during 2005/06. This represents approximately 5% of total calls made to client contact areas.

As callers do not have the ability to leave a message, none of these calls are able to be returned by DVA staff.

(5) The following table summarises after hours telephone contact services provided by DVA:

Business Area	Purpose	No of staff	Cost for 2005/06
Veterans Affairs Pharmaceutical Approvals Centre (VAPAC)	VAPAC provides a 24 hour prior approval authorisation service for the Repatriation Pharmaceutical Benefits Scheme	Nil – contracted service	$118,526.00
Vietnam Veterans Counselling Service	To assist veterans and their families in	Nil – contracted service	$273,000.00

(VVCS)	coping with crisis situations outside of regular VVCS business hours		
Defence Service Homes Insurance	To allow policy holders to lodge claims and make enquiries, and for new clients to establish a policy	Nil – contracted service	$37,986.96
Veterans Home Maintenance	To provide advice and references on home maintenance issues	Nil – contracted service	$1,287.29

Question 70

Outcome: Output Group 6
Topic: oneDVA Implementation
(Written Question on Notice)

Senator HURLEY asked:
(1) What actions are still outstanding in respect of the implementation of oneDVA? When will these actions be finalised?

(2) What staff changes have occurred as a result of the oneDVA re-structure?

(3) How is the Department monitoring the benefits of the implementation of oneDVA and what have been the initial results?

Answer:
(1) The *oneDVA* implementation is now complete and the department's operations are considered to be 'business as usual'. The department has been operating under the new organisational structure arrangements since the 1st of May 2006.

(2) The *oneDVA* reorganisation resulted in the transition from a state-based delivery model to a nationally-based delivery model. The *oneDVA* organisational model consolidated 'like functions' resulting in 5 divisional groupings of lines-of-business as opposed to the former State-grouped model. This is illustrated in the following chart.

Question 71

Outcome: Output Group 6
Topic: Desmond Patrick Kelly
(Written Question on Notice)

Senator HURLEY asked:
(1) Can we please have an update on the situation regarding Desmond Patrick Kelly and any possible disciplinary action against him by the Department?

(2) What different actions could/can be pursued against Desmond Patrick Kelly by the Department?

(3) When is the Department expecting to finalise this issue?

(4) What has been the cost so far of all legal and administrative actions relating to Desmond Patrick Kelly undertaken by the Department?

Answer:
(1) Mr Desmond Patrick Kelly ceased employment with the department on 23 February 2007 and therefore is no longer subject to any possible disciplinary action.

(2) As Mr Desmond Patrick Kelly is no longer employed by the Department, no further action can be taken.

(3) As Mr Desmond Patrick Kelly is no longer an employee the Department considers the matter finalised.

(4) No external legal costs have been incurred by DVA in relation to the Code of Conduct and related matters involving Mr Kelly.

Question 72

Outcome: Output Group 6
Topic: Resourcing Agreement with Finance
(Written Question on Notice)

Senator HURLEY asked:
(1) What is the current resourcing agreement that DVA has with the Department of Finance?

(2) Can we please have a copy of this agreement?

Answer:
(1) The Department of Veterans' Affairs (DVA) currently operates under a four-year Output Pricing Agreement for the financial years 2005/06 to 2008/09. This agreement in the form of a Government decision that DVA's departmental appropriations would be subject to the Government's 1.25% Efficiency Dividend each financial year and a reduction of

underlying cash of $33.2M over the four years in line with reduction of treatment population.

(2) No. The Government decision is a Cabinet-In-Confidence document.

Question 73

Outcome: Output Group 6
Topic: Departmental Resources
(Written Question on Notice)

Senator HURLEY asked:
(1) Over the last ten years what have been the staffing levels within the Department?

(2) Can we have this broken down by:
a) total staff;
b) staff working to achieve outcome one;
c) staff working to achieve outcome two;
d) staff working to achieve outcome three
e) staff working to achieve outcome four;
f) staff working to achieve outcome five; and
g) staff working to achieve outcome six?

Answer:
These details are published in the Departments Annual Report from 1996-97 on. Reporting by outcomes occurred from 1999-2000 on.

Question 75

Outcome: Output Group 6
Topic: Legislation
(Written Question on Notice)

Senator HURLEY asked:
(1) What legislation does the Department administer, or have to work under?

(2) For each piece of legislation what claims can be made, and what groups come under this legislation?

Answer:
(1) Refer Pages 10 and 11 of the 2005-06 Annual Reports for the Repatriation Commission / Department of Veterans' Affairs' / National Treatment Monitoring Committee.

(2) The purpose of these pieces of legislation is for DVA to support through the Minister for Veterans' Affairs:
- veterans, war widows and widowers;
- serving and former defence force members;

- eligible Australian Federal Police members with overseas service; and
- their dependants and carers.

Question 76

Outcome: Output Group 6
Topic: DVA Electorate Liaison Officers
(Written Question on Notice)

Senator HURLEY asked:
(1) Have all DVA ELOs now been assigned?

(2) Have all Members and Senators been contacted with these details?

(3) What guidelines for interaction with Senators and Member's offices are provided to the ELOs by the Department? Can we please get a copy of these guidelines? Have these guidelines recently changed?

(4) Are ELOs required to update Senators or Members on progress of cases they have been working on with those offices?

Answer:
(1) Yes.

(2) All Members and Senators were provided with updated details of relevant ELOs in late December 2006.

(3) The Department has drafted guidelines in consultation with the ELOs and other portfolios that have had similar arrangements in place for some time. It is expected that these will be formalised in the near future.

(4) ELOs ensure that local queries are dealt with as quickly and efficiently as possible. Enquiries are finalised, where possible, within two working days and if there are any delays Senators and Members are kept informed of progress.

Question 77

Outcome: Output Group 6
Topic: Inquiries, Reviews, Taskforces
(Written Question on Notice)

Senator HURLEY asked:
(1) How many inquiries, reviews, studies, taskforces are currently being undertaken by the Department? For each of these could you please provide who initiated them ie Minister or Department, what their purpose is, what is their current status, and when they are to be finalised or if they are ongoing.

(2) What inquiries, reviews, studies and taskforces have been finalised over the last five years – what was their purpose, outcome and cost?

Answer:
(1) There is currently one taskforce being undertaken in the Department.

The Younger Veterans' Taskforce was established by the Department in February 2006 following the survey of clients aged 45 years and younger. The purpose of the taskforce is to address the issue raised in the survey. The taskforce's role is on-going. Refer to 2005-06 Annual Report pages 19, 153, 158 & 164.

The only study where work is undertaken in the Department is the development of a research protocol that will be used to investigate the inter-generational health outcomes of military service. Refer to Question on Notice 36.

(2) In November 2005 the Minister asked the Department to organise a review of the Defence Service Homes Insurance Scheme. The purpose of the review was to find the best way to ensure that policy holders continue to enjoy special access to home insurance. The review has been completed and the recommendations are being considered by the Department. Please refer to the 2005-06 Annual Report pages 3, 69 & 227. The final cost incurred in conducting the Review of the DSHIS was $295,795.

The purpose of the Clarke Review is outlined in the *Report of the Review of Veterans' Entitlements*. The outcome of the Clarke Review can be obtained in Hansard as the then Minister for Veterans' Affairs, the Hon Danna Vale MP, made a statement to the House of Representatives on the Government's response to the report's recommendations on 2 March 2004. The final cost of the Clarke Review was $1.7 million.

The purpose of the Younger Veterans' Taskforce is outlined above. The costs of the taskforce to date have been absorbed in internal business.

Information on health studies has been provided in response to QON 35, 36, and 38.

Question 78

Outcome: Output Group 6
Topic: Recruitment Agency Spending
(Written Question on Notice)

Senator WONG asked:
(1) What sum was spent on recruitment agencies in 2006 by each department and agency in the Minister's portfolio?

(2) Will the Minister provide a list of the recruitment agencies which are used by the Department and agencies in the Minister's portfolio?

(3) What functions do recruitment agencies perform for departments and what would be

the likely impact on departmental outcomes from reduction in recruitment spending on external agencies?

(4) What cost/benefit assessments have been done which benchmark internal recruitment processes and/or on utilising on-line recruitment portals?

Answer:

(1) The Department spent $1,753,184, excluding Goods & Services Tax, on recruitment agencies in 2006.

(2) The following recruitment agencies are used by the Department:

Adecco Australia Pty Ltd
Allstaff Australia Pty Ltd
Candle Australia Ltd (including The One Umbrella)
Capital Recruitment Services
Careers Unlimited
Catalyst Recruitment Systems Ltd (including Jet Personnel & Recruitment)
Drake Australia Pty Ltd
Drake Personnel Ltd
Effective People Pty Ltd
Entity Solutions Services Pty Ltd
Gillian Beaumont Recruitment
Hoban Recruitment
Hudson Global Resources
Hugo Personnel Pty Ltd
Icon Recruitment Pty Ltd
Informed Sources Pty Ltd
Inter Staffing Services Pty Ltd
Kelly Services (Australia) Ltd
Kowalski Recruitment Pty Ltd
Locher Human Resources
Merit Solutions Pty Ltd
North Coast Workforce
Peoplebank Australia Ltd
Professional Careers Australia
Recruitment Management Company Pty Ltd
Ross Human Directions Ltd (including Julia Ross and Julia Ross Hot)
Searson Buck Pty Ltd
Seek Limited
Select Australasia Pty Ltd
Talent Partners Hansen & Searson (Paper Shuffle Pty Ltd)
The Green & Green Group Pty Ltd
The Public Affairs Recruitment Company Pty Ltd
Townsville Personnel Pty Ltd
Verossity Pty Ltd (formerly Spherion Recruitment Solutions Pty Limited)
Wizard Personnel & Office Services Pty Ltd

(3) The functions recruitment agencies perform for the Department are as follows:

- maintain details of people with skill and experience that may be required to fill short-term non-ongoing vacancies;
- provide resumes of people with relevant skills and experience in response to requests to fill short-term non-ongoing vacancies;
- source specialist skills, eg public affairs officers;
- manage employment arrangements, including the payment of salary, of contractors filling short-term vacancies;
- provide scribe services for merit selection panels;
- conduct the complete recruitment process for certain specialised positions.

Likely impacts on departmental outcomes from a reduction in recruitment spending on external agencies include:

- the need for additional resources to develop and maintain local temporary employment registers;
- filling of short-term vacancies may not be completed as quickly or as cost effectively;
- increased advertising costs;
- decreased access to specialist skills and quality candidates;
- increase in salary expenditure as less short-term contracted staff managed by agencies; and
- increase in the time to complete merit selection processes.

(4) The Department has not conducted a cost/benefit assessment which benchmarks internal recruitment processes and/or on utilising on-line recruitment portals. However, an on-line recruitment portal is used for the Department's graduate recruitment program.

Question 79

Outcome 6
Topic: Opinion polls/ market research
(Written Question on Notice)

Senator WONG asked:
(1) What sum was spent on opinion polls, focus groups or market research in 2006 by each department and agency in the Minister's portfolio?
(2) Will the Ministers provide a list of the opinion polls, focus groups, or market research agencies what are used by department and agencies in the Minister's portfolio?
(3) How much of the opinion polls, focus groups or market research expenditure of agencies or departments was conducted at the request of the Minister's office?
(4) What benefit-cost assessments have been done which assess the returns from opinion polls, focus groups of market research?

Answer:
Department of Veterans Affairs:

Market Research is reported in the Department's Annual Report – in addition to this.

(1) (a)$35,750 was expended to evaluate the Mens Health Peer Education program; and
(b)$32,274 on Mental Health

(2) (a)Orima Research
(b)Elliot and Shanahan Research

(3) (a) Nil
(b) Nil

(4) (a) Nil
(b) Developmental, part of communications strategy to be evaluated along with range of DVA Mental Health initiatives funded in 2006.

The Australian War Memorial:

(1) $7,000 was spent in 2006
(2) Orima Research*
(3) Nil
(4) Nil

*List does not include standard visitor surveys to evaluate or monitor usage of Memorial exhibitions and services.

Question 80

Outcome: Output Group 6
Topic: Advertising Campaigns
(Written Question on Notice)

Senator WONG asked:

(1) What sum was spent on each of the active advertising campaigns for each department and agency in the Minister's portfolio?

(2) In attachment A – a list of active campaigns that were tabled in on 30 October 2006 at Senate Estimates - what were the actual costs for those which have been completed as relevant to each department and agency in the Minister's portfolio?

(3) At the Budget Estimates in May 2006, the Budget Papers listed the following Pending Campaigns (from Budget Papers: period up to 4 years)

Campaign	$M
Smart Card	47.3
Child Support Reform	36.1
Promote Private Health Cover	52.1
Medicare direct mail	17.5
New family law arrangements	19.9
Independent contractors	<15

Pensions real estate/assets test	5.9 (at least, over 2 years)
Smart Traveller	13.1
Alcohol abuse	25.2
Citizenship	4
Disease risk factors	
Child care rebate	
Family Law arrangements	
Illicit drugs and mental illness	
Living in Harmony Initiative	

(4) For those campaigns which are relevant to each department and agency in the Minister's portfolio, what is the:

(a) planning progress for campaigns;
(b) likely start dates; and
(c) media spend.

Answer:
Department of Veterans Affairs
(1), (2), (3) & (4) In terms of more formalised information activities, as undertaken in accordance with the Guidelines for Australian Government Information Activities 1995, the Department of Veterans' Affairs has not undertaken any campaign advertising this financial year.

Australian War Memorial

Nil – the Australian War Memorial has not undertaken any of the active advertising campaigns.

Question 81

Outcome: Output Group 6
Topic: Campaign Advertising
(Written Question on Notice)

Senator WONG asked:
(1) For campaign advertising in each department and agency in the Minister's portfolio, what is the:

(a) cost;
(b) frequency; and
(c) type/medium (eg, print, television, radio) of campaign advertising for this financial year?

(2) Can this information be provided on a monthly basis for the financial year?

Answer:
Department of Veterans' Affairs

(1) & (2) In terms of more formalised information activities, as undertaken in accordance with the Guidelines for Australian Government Information Activities 1995, the Department of Veterans' Affairs has not undertaken any campaign advertising this financial year.

Australian War Memorial

Nil – the Australian War Memorial has not undertaken any campaign advertising.

Question 82

Outcome: Output Group 6
Topic: Monitoring Use of Water in Departments & Agencies
(Written Question on Notice)

Senator WONG asked:
(1) Is there any requirement to provide details of how much water is used and how much water is saved in the annual reports of each department and agency in the Minister's portfolio?

(2) Is water usage monitored for each department and agency in the Minister's portfolio?

(3) What is the water usage for each department and agency in the Minister's portfolio?

(4) For each department and agency in the Minister's portfolio, can information be provided on whether dual flush toilets are in place in the buildings they occupy?

Answer:
Department of Veterans' Affairs

(1) No, although DVA does provide a summary of its environmental performance at Appendix 1.

(2) No.

(3) Approximate total: 36183.83 Kilo Litres for the year 2006.
Note that water usage in some leased properties is supplied by the building owner as part of the rental agreement, and therefore the details for these are not available.

(4) Yes. Dual Flush toilets are in place in 66% of DVA leased buildings.

Australian War Memorial

(1) The Memorial is not formally required to report water consumption.

(2) The Memorial does record and monitor its buildings water consumption (NOTE: grounds water consumption at the Memorial's Campbell site is controlled by the National Capital Authority - the NCA advises significant reductions to grounds consumption have occurred).

(3) Building water consumption 12 months to the 30 June 2006 was 40,059 KL.

(4) All new toilet installations (CEW Bean Building and Main Building new development) are dual flush and waterless urinals have been installed.

Question 84

Outcome: Output 6
Topic: Clarke Review
(HURLEY/Hansard Proof, 14 February 2007, pp. 107 and 127)

Answer: *See Question 2*

Question 90

Outcome: Output Group 6
Topic: Departmental/Ministerial correspondence
(HURLEY/Hansard Proof, 14 February 2007, p. 116)

Answer: *See Question 65*