Senate Foreign Affairs, Defence and Trade Legislation Committee

Budget supplementary questions on notice; December 2004

Answers to questions on notice from Department of Veterans' Affairs

Question 1

Outcome: Outcome 1 (Compensation)
Topic: Overseas deployment of the ADF

Senator Mark Bishop asked:
For each overseas deployment of the ADF to 30 November 2004 to (a) the Gulf War, (b) East Timor, (c) Afghanistan, (d) Iraq, and (e) Solomon Islands, what is the total number of accepted disability claims by medical classification under (i) the VEA, (ii) the MCRS and (iii) the MRCS.

What was the estimated annual total cost of these claims by deployment and what is the estimated future liability where relevant.

Answer:

(i) Under the VEA

(a) Gulf War

As at 30 November 2004, a total of 242 veterans with accepted disabilities arising out of their deployment in the Gulf War were on Disability Pension. A total of 504 accepted disabilities were attributed to the Gulf War.

DP Rate	No of Veterans	Gastro-Intestinal	Hearing and Ears	Musculo-Skeletal	Psychology	Skin	Wounds/ Contusions	Other	Accepted Disabilities
0	**9**	0	6	2	0	1	0	1	**19**
10%	**27**	0	18	7	1	6	1	1	**34**
20%	**14**	1	2	10	1	0	6	1	**21**
30%	**32**	1	26	17	1	10	1	7	**63**
40%	**23**	1	8	11	4	9	5	2	**40**
50%	**17**	0	12	8	2	3	1	3	**29**
60%	**18**	0	15	16	6	6	1	4	**48**
70%	**5**	1	4	2	4	2	2	0	**15**
80%	**13**	1	6	6	4	5	1	3	**26**
90%	**13**	3	6	13	7	3	2	5	**39**
100%	**30**	6	15	13	20	8	1	10	**73**
INT	**1**	0	0	0	1	0	0	0	**1**
TPI	**36**	13	9	5	46	7	3	5	**88**
TTI	**4**	0	2	4	5	2	1	3	**17**
Total	**242***	**27**	**129**	**114**	**102**	**62**	**25**	**45**	**513**

*Some of the 242 veterans with disabilities arising from service in the Gulf War have more than one accepted disability arising out of their deployment.

(b) East Timor

As at 30 November 2004, a total of 1,177 veterans with accepted disabilities arising out of their deployment in East Timor were on Disability Pension. A total of 2,226 accepted disabilities were attributed to East Timor.

DP Rate	**No of Veterans**	**Gastro-Intestinal**	**Hearing and Ears**	**Musculo -Skeletal**	**Psych**	**Skin**	**Wounds/ Contusions**	**Other**	**Accepted Disabilities**
0	**96**	1	13	9	5	1	9	68	**106**
10%	**139**	5	50	63	1	21	19	27	**186**
20%	**90**	2	29	43	4	7	20	12	**117**
30%	**153**	4	46	105	15	20	32	15	**237**
40%	**120**	2	51	101	13	18	22	20	**227**
50%	**116**	4	33	92	22	20	20	20	**211**
60%	**93**	7	33	47	55	13	9	25	**189**
70%	**48**	3	22	31	35	14	9	11	**125**
80%	**73**	5	15	45	58	7	8	14	**152**
90%	**57**	3	24	40	52	7	11	8	**145**
100%	**62**	7	25	35	58	15	12	4	**156**
INT	**6**	0	3	2	5	1	1	0	**12**
TPI	**90**	15	40	53	113	8	21	21	**271**
TTI	**34**	4	7	17	51	7	0	6	**92**
Total	**1177***	**62**	**391**	**683**	**487**	**159**	**193**	**251**	**2226**

* Some of the 1177 veterans with disabilities arising from service in East Timor have more than one accepted disability arising out of their deployment.

(c) Afghanistan (International Coalition against Terror (ICAT) includes Afghanistan, Diego Garcia and the Persian Gulf)

As at 30 November 2004, a total of 54 veterans with accepted disabilities arising out of their deployment in ICAT were on Disability Pension. A total of 95 accepted disabilities were attributed to the ICAT.

DP Rate	**No of Veterans**	**Gastro-Intestinal**	**Hearing and Ears**	**Musculo -Skeletal**	**Psych**	**Skin**	**Wounds/ Contusions**	**Other**	**Accepted Disabilities**
0	**2**	0	2	1	0	0	0	0	**3**
10%	**7**	0	2	3	0	2	1	0	**8**
20%	**6**	0	3	3	0	0	1	1	**8**
30%	**7**	0	1	4	0	1	1	1	**8**
40%	**10**	0	5	6	1	2	3	0	**17**
50%	**6**	0	1	5	2	0	0	1	**9**
60%	**1**	0	0	0	1	0	0	0	**1**
70%	**2**	1	1	0	0	2	1	0	**5**
80%	**3**	0	2	3	1	1	1	0	**8**
90%	**1**	1	0	2	0	0	2	1	**6**
100%	**9**	0	2	6	6	4	1	1	**20**
TPI	**0**	0	0	0	2	0	0	0	**2**
Total	**54***	**2**	**19**	**33**	**13**	**12**	**11**	**5**	**95**

* Some of the 54 veterans with disabilities arising from service in ICAT have more than one accepted disability arising out of their deployment.

(d) War in Iraq

As at 30 November 2004, a total of 29 veterans with accepted disabilities arising out of their deployment in the War in Iraq were on Disability Pension. A total of 63 accepted disabilities were attributed to the War in Iraq.

DP Rate	**No of Veterans**	**Gastro-Intestinal**	**Hearing and Ears**	**Musculo -Skeletal**	**Psych**	**Skin**	**Wounds/ Contusions**	**Other**	**Accepted Disabilities**
0	**1**	0	0	0	0	0	1	0	**1**
10%	**3**	0	2	0	1	0	1	0	**4**
20%	**2**	0	3	1	0	0	0	0	**4**
30%	**6**	0	0	7	0	0	2	0	**9**
40%	**4**	0	5	1	0	1	1	0	**8**
50%	**3**	0	1	3	1	0	0	0	**5**
60%	**3**	0	2	5	0	0	0	0	**7**
70%	**2**	0	4	2	1	1	0	0	**8**
80%	**2**	2	1	0	2	0	0	0	**5**
90%	**2**	0	0	7	0	2	0	0	**9**
100%	**1**	0	1	0	0	0	1	1	**3**
Total	**29***	**2**	**19**	**26**	**5**	**4**	**6**	**1**	**63**

* Some of the 29 veterans with disabilities arising from service in the War in Iraq have more than one accepted disability arising out of their deployment.

(e) Solomon Islands

As at 30 November 2004, a total of 11 veterans with accepted disabilities arising out of their deployment in the Solomon Islands were on Disability Pension. A total of 23 accepted disabilities were attributed to deployment in the Solomon Islands.

DP Rate	**No of Veterans**	**Hearing and Ears**	**Musculo -Skeletal**	**Psych**	**Skin**	**Wounds/ Contusions**	**Other**	**Accepted Disabilities**
20%	**2**	2	2	0	1	1	0	**6**
30%	**3**	1	3	0	0	0	0	**4**
40%	**1**	0	2	0	0	0	0	**2**
50%	**2**	0	3	0	1	1	0	**5**
60%	**1**	0	0	1	0	0	0	**1**
80%	**0**	0	0	0	1	0	2	**3**
100%	**1**	0	1	0	0	0	0	**1**
TTI	**1**	0	0	1	0	0	0	**1**
Total	**11***	**3**	**11**	**2**	**3**	**2**	**2**	**23**

* Some of the 11 veterans with disabilities arising from service in Solomon Island have more than one accepted disability arising out of their deployment.

(ii) Under the MCRS

The following table indicates that, as at 30 November 2004, 958 disabilities were accepted under the MCRS for ADF personnel deployed to the Gulf War, East Timor, Afghanistan, Iraq and Solomon Islands.

Nature of Injury	Claims Accepted Gulf War	Claims Accepted East Timor	Claims Accepted Afghanistan (*ICAT*)[1]	Claims Accepted Iraq	Claims Accepted Solomon Islands
Injury and poisoning	7	377	14	10	18
Diseases of the nervous system and sense organs	1	29	6	3	
Diseases of the musculoskeletal system and connective	1	84	9	10	1
Diseases of the skin and subcutaneous tissue		12		2	1
Diseases of the digestive system	1	29	2		
Infectious and parasitic diseases		104			
Diseases of the circulatory system		10			
Mental disorders	2	122	2	4	1
Other diseases		51			2
Not given		41			
Total	**12**	**860**	**34**	**29**	**23**

(iii) Under the MRCS

During the period 1 July 2004 to 30 November 2004 no disability claims were accepted under the MRCA for these deployments.

Costs

To estimate future liability of these claims an actuarial assessment would be required. I am not prepared to direct significant resources to answer this particular question.

[1] ICAT (International Coalition Against Terror – includes Afghanistan, Diego Garcia and the Persian Gulf)

Question 2

Outcome: Outcome 1 (Compensation)
Topic: Reviews under VEA

Senator Mark Bishop asked:
1. For the year 2003/04 under the VEA, (a) how many reviews were conducted under Section 31, (b) how many affirmed amended or reversed the primary decision, and (c) how many proceeded to the VRB.

2. Further, following the VRB, how many were accepted, rejected or varied by the VRB, and how many proceeded to the AAT.

3. Then at the AAT how many cases were (a) withdrawn, (b) settled by agreement beforehand, (c) overturned, d) affirmed, or (e) varied.

Answer:
1.
(a) 4,046;
(b) 1,938;
(c) 2,108.

2. Data is kept on a financial year basis, not on a case by case basis. Therefore, it is not possible to isolate the 2,108 cases that proceeded to the VRB as some of these will actually be determined by the VRB in a subsequent financial year.

According to the VRB Annual Report 2003-04, the total number of decisions made by the VRB in that year was 5457. Of these, 3469 were affirmed, 393 were varied and 1595 were set aside by the VRB.

Of the 1595 cases that were set aside by the VRB, approximately 810 cases proceeded to the AAT.

3.
(a) 330;
(b) 453;
(c) 113;
(d) 173;
(e) 12.

Question 3

Outcome: Outcome 1 (Compensation)
Topic: Reviews under MCRS

Senator Mark Bishop asked:
For the year 2003/04 under the MCRS, (a) how many internal reviews were conducted, (b) how many affirmed, amended or reversed the primary claim, and (c) how many proceeded to the AAT.

At the AAT how many cases were (a) withdrawn, (b) settled by agreement beforehand, (c) overturned, (d) affirmed, or (e) varied.

Answer:
For the year 2003/04 under the MCRS:
(a) 1493
(b) 1119 primary decisions were affirmed and 374 primary decisions were amended or reversed.
(c) 348 primary decisions were appealed to the AAT.

In 2003/04, 325* AAT cases under the MCRS were finalised and of these:
(a) 72 cases were withdrawn.
(b) 124 cases were settled by agreement before proceeding to AAT hearing.
(c) 17 cases – primary decision was overturned.
(d) 109 cases – primary decision was affirmed.
(e) 3 cases – primary decision was varied.

* This figure does not solely relate to cases proceeding to the AAT from Internal reviews in 2003/04 as many of these would still be pending – it would also include some cases appealed in previous years.

Question 4

Outcome: Outcome 2 (Health)
Topic: Order for departmental and agency contracts

Senator Andrew Murray asked:
When did the Department last update its procurement policy documentation?

Answer:
DVA's procurement policy documentation is reflected in its Chief Executive Instructions (CEIs), which were updated as follows:

CEI 5.1 – Approving Proposals to Spend Public Money, revised 19 Nov 2003;
CEI 5.2 – Entering into Commonwealth Liabilities, revised 15 August 2002;
CEI 5.3 – Procurement and Contract Management, revised 15 August 2002; and

CEI 5.27 – Mandatory Reporting Arrangements for Contracts and Standing Offers, revised 17 September 2001.

Commonwealth and DVA procurement policy is also reflected in the following standard DVA's procurement templates:

Standard No.1 – Request for Tenders, revised June 2004;
Standard No.2 – Services Agreement, revised October 2004;
Standard No.3 – Request for Expressions of Interest, revised June 2004;
Standard No.5 – Grant Agreement, revised June 2004;
Standard No.6 – Confidentiality Deed, revised June 2004;
Standard No.7 – Conflict of Interest Statutory Declaration, revised January 2004;
Standard No.9 – Deed of Novation, revised June 2004;
Standard No.10 – Deed of Variation, revised September 2004; and
Standard No.11 – DVA Security Standards, revised January 2003.

DVA has also developed nine (9) Better Practice Guides (BPGs):

BPG A - Overview of Procurement Process (*updates and summarises BPG 1*), revised January 2003;
BPG No. 1 - Procurement and Contracting Manual (*re-draft under review*);
BPG No. 2 - Tender Handling Procedures, revised October 2001;
BPG No. 3 - Tender Evaluation Plans, revised October 2001;
BPG No. 4 - Names and Logos: New or Used?, revised November 2003;
BPG No. 5 - Risk Management and Procurement, revised October 2001;
BPG No. 6 - Understanding Probity in DVA Procurement and Contract Management Processes, revised August 2002;
BPG No. 7 - Classifying Confidentiality in Contracts, revised January 2004;
BPG No. 8 - Understanding Intellectual Property, revised October 2004; and
BPG No. 9 - Insurance in DVA Contracts, revised November 2004.

Other reference BPGs are:

When Things go Wrong;
Dispute Resolution;
Contract Development & Management;
Contract Management Checklist;
Legal Entities; and
Contract Evaluation.

DVA is currently revising all of its procurement policy and guidance documents in the light of the recently issued (7 December 2004) Commonwealth Procurement Guidelines.

Question 5

Outcome: Outcome 2 (Health)
Topic: Order for departmental and agency contracts

Senator Andrew Murray asked:
What mechanisms does the Department have in place to ensure its procurement guidelines reflect current policy in relation to government contracting?

Answer:
DVA uses the following mechanisms to ensure that staff are made aware of current policy in regard to government contracting:

- Contract Advisory Unit (CAU) – a DVA corporate resource responsible for providing guidance, advice and training for procurement procedures and processes. Staff are made aware of current procurement policy in the course of CAU providing its services;
- Statelines – minutes to all Managers in National and State offices, informing them of new/amended policy;
- DVA Procurement Circulars – issued from time to time, particularly when new/amended procurement policy is introduced;
- CAU Newsletter – produced quarterly by the Contract Advisory Unit of DVA, highlights any new/amended procurement policies;
- General and specific contract training – the standard DVA Procurement Training always contains a new issues component, as well as reinforcing all procurement policy; and
- Chief Executive Instructions (CEIs) and Better Practice Guides (BPGs) – update relevant CEIs and BPGs to reflect new/amended procurement policy (see answer to Question 1).

Question 6

Outcome: Outcome 2 (Health)
Topic: Order for departmental and agency contracts

Senator Andrew Murray asked:
Do the Department's current procurement guidelines refer to all of the following accountability mechanisms:

1. The Senate order for departmental and agency contracts;
2. The Department of Finance and Administration's February 2003 Guidance on Confidentiality of Contractors' Commercial Information; and
3. The Commonwealth Procurement Guidelines (CPGs)?

Answer: Yes

Question 7

Outcome: Outcome 2 (Health)
Topic: Order for departmental and agency contracts

Senator Andrew Murray asked:
Do the Department's tender documentation and contract templates include the following elements:

4. a statement outlining the various Commonwealth accountability requirements;
5. a consistent definition of confidential information across all templates;
6. a provision for the inclusion of specific reasons justifying why a tenderer may wish to protect certain information in the contract if it is awarded;
7. a section that outlines the obligations of confidentiality after the contract has been awarded;
8. a more detailed outline, with the general non-disclosure clauses, of the exceptions to confidentiality obligations for Commonwealth contracts; and
9. the model contract clauses, given in DOFA's February 2003 Guidance on Confidentiality of Contractor’s Commercial Information ?

Answer: Yes

a statement outlining the various Commonwealth accountability requirements;

Yes.

a consistent definition of confidential information across all templates;

Yes.

a provision for the inclusion of specific reasons justifying why a tenderer may wish to protect certain information in the contract if it is awarded;

Yes.

a section that outlines the obligations of confidentiality after the contract has been awarded;

Yes.

a more detailed outline, with the general non-disclosure clauses, of the exceptions to confidentiality obligations for Commonwealth contracts;

Yes.

the model contract clauses, given in DOFA's February 2003 Guidance on Confidentiality of Contractor's Commercial Information?

Yes.

Question 8

Outcome: Outcome 2 (Health)
Topic: Order for departmental and agency contracts

Senator Andrew Murray asked:
At page 51 of ANAO Audit Report No.10 2004–2005, *The Senate Order for Departmental and Agency Contracts (Calendar Year 2003 Compliance)*, the ANAO has concluded that all FMA agencies would benefit from implementation of contract training courses, or a review of current courses, to ensure that the Senate order requirements are adequately covered and that procurement staff receive relevant DOFA guidance.

What training does the Department currently have in place for procurement staff?

Answer:

DVA has run a series of Introduction to Procurement courses for staff in National and State Offices. The Introductory course addresses the Senate Order requirements, including classifying confidential material.

DVA's training strategy is under review and the above objectives will be incorporated in any new course material.

A Comprehensive Contract Management (Certificate V) training course has recently been developed and is to be piloted Australia-wide in coming months.

Question 9

Outcome: Outcome 2 (Health)
Topic: Order for departmental and agency contracts

Senator Andrew Murray asked:
Does this training cover the requirements of the Senate order for departmental and agency contracts and refer to DOFA's February 2003 *Guidance on Confidentiality of Contractor's Commercial Information*?

Answer: Yes

Question 10

Outcome: Output Group 6 (Corporate)
Topic: Annual Report—Repatriation Commission activities

Senator Mark Bishop asked:
For each of the Repatriation Commission's activities summarised at page 11 of the annual report for 2003-04, what was (a) the purpose of each submission, (b) the background to the issue, and
(c) the outcome?

Answer:

See attached.

Senate Foreign Affairs, Defence and Trade Legislation Committee

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Answers to questions on notice from Department of Veterans' Affairs

Matters Considered	Purpose of Submission	Background	Outcome
Review of Treatment Principles	To advise Commission of a proposed review of the Treatment Principles (TPs) under Section 90 of the *Veterans' Entitlements Act 1986* (VEA).	The TPs set out the circumstances in which, and conditions subject to which, treatment under Part V of the VEA may be provided to eligible persons. The Department felt that it was timely to check that the TPs were up to date and consistent with related Instruments.	The Commission approved a number of changes to the TPs identified through the review. Including amendments required so that the TPs more accurately cross-refer to the Repatriation Private Patient Principles which had also been amended.
Proof of Identity Requirements for applicants claiming Pensions and Allowances	Recommendation to implement whole of Government Proof of Identity protocols.	The Government's Data Integrity Project endorsed whole of Government Proof of Identity Protocols.	Recommendation endorsed and protocols implemented on 4 January 2005.
Deed of Variation – Victorian public hospital services arrangements	To advise of annual negotiations and to seek endorsement of prices negotiated with the Victorian Department of Human Services with respect to public hospital treatment provided under the Hospital Services Arrangement between the Commission and the State of Victoria.	A 10 year agreement commenced on 1 January 1995 with the transfer of Repatriation General Hospital, Heidelberg. This agreement was subsumed into a 6 year arrangement signed by both parties on 7 December 1998 which includes annual price reviews that are incorporated into the Arrangement through Deeds of Variation.	The Commission endorsed the position agreed on the annual price review with the Victorian Department of Human Services.
Deed of Variation – Western Australian public hospital services arrangements	Negotiation with the Western Australian State Government and signing of the 2001/02 Deed of Variation to the Public Hospital Services Arrangement.	An arrangement has been in existence since 1994 and was updated for the 1998/99 period.	The Commission endorsed the position agreed with the Western Australian State Government.
Kamesburgh Painting – transfer of ownership	Seeking agreement to the Kamesburgh architectural pencil and watercolour painting, signed by Lloyd Taylor on 29 May 1873, being sold to the State Library of Victoria.	The architect's drawing of Kamesburgh was retained by the Repatriation Commission on transfer of Anzac Hostel to the Bayside City Council. The Council requested that the artwork be returned. DVA sought advice on conservation issues and possible implications under the *Australian Heritage Act 1975* prior to recommending the Repatriation Commission sell the artwork to the State Library of Victoria.	The Commission agreed to sell the Kamesburgh architectural painting to the State Library of Victoria.

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Matters Considered	Purpose of Submission	Background	Outcome
Establishment of the Centre for Military and Veterans' Health	Seeking agreement on nominated officers signing, on behalf of the Repatriation Commission and DVA: • a Memorandum of Understanding between the Department of Defence and DVA for the Centre for Military and Veterans' Health (CMVH) • a Collaborative Agreement to establish a Board of the CMVH between the Commonwealth and the University of Queensland.	Following the 2001 election the Government decided to establish a CMVH. A consortium led by the University of Queensland and comprising Adelaide University and the Menzies School of Health Research was selected as the successful tenderer.	The Commission agreed to the nominated officers signing the Memorandum of Understanding and the Collaborative Agreement.
Rehabilitation Appliances Program – schedule and national guidelines	Seeking the Commission's endorsement of the revised RAP Schedule and Guidelines.	The revision of the RAP Schedule and Guidelines was to sustain greater consistency across states in the provision of RAP equipment.	The Commission agreed to the revised RAP Schedule and Guidelines.
Vietnam Veterans' Children Support Program – administrative arrangements	Seeking agreement to pursue the transfer of administrative responsibility for the Vietnam Veterans' Children Support Program (VVCSP) from the Department of Health and Ageing (DoHA) to DVA.	DVA, DoHA, and DoFA agreed that administration of the program should be transferred to DVA.	The Commission noted the reasons in favour of transferring administrative responsibility for the VVCSP to DVA. Program responsibility has been transferred to DVA as from 1 July 2004
Loss of Earnings Allowance – calculation	Seeking agreement to a policy for the calculation of an hourly rate of Loss of Earnings Allowance.	A methodology to be used to calculate Loss of Earnings Allowance was required.	The Commission agreed to calculation of an hourly rate of Loss of Earnings Allowance being based on an 80 hour standard working fortnight. Commission Guidelines were issued on 19 December 2003.
Veterans' Home Care – contracts 2004/07	To outline the process for the new round of Veterans' Home Care contracting between the Department and assessment agencies and service providers.	Contracts with VHC assessment agencies and service providers expired in 2004.	The Commission noted the information provided in the submission.
Veterans' Home Care – evaluation report	To inform the Commission of the final outcomes of the Veterans' Home Care evaluation and seek agreement to the release of	Following establishment of the VHC program the University of NSW evaluation consortium was contracted to conduct an evaluation of the program.	The Commission noted the final report, endorsed the Department's response and agreed to the proposed release strategy.

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Matters Considered	Purpose of Submission	Background	Outcome
	the final report.		
Whole of Government Data Integrity Project	To provide information on the Data Integrity Project, seek endorsement of the DVA representative on the SES Steering Committee.	Last year the Minister for Justice and Customs announced a whole of government multi-agency study to enhance the identification and verification processes for government agencies and to identify other measures to combat identity crime.	Compensation and Support Division to represent DVA in the Reference Group.
Purchasing Mental Health Services in Private Hospitals – reforms	Seeking endorsement of circulation of a consultation paper on improving access to mental health services and the development of reforms in the purchase of mental health services. This includes the development of a mental health Hospital Services Agreement and state implementation plans, and a review of the availability of alternative community based mental health service models.	The Commission is considering reforms that will encourage providers to offer a better mix of hospital and community based mental health services and, where clinically appropriate, use of community based alternatives to in-patient mental health services.	The Commission agreed to the circulation of the consultation paper on improving access to a broader range of mental health care for the veteran community and the further work to be done on the development of reforms in mental health purchasing.
Members of the Royal Australian Navy on Loan from the Royal Navy – entitlements	Seeking consideration as to whether or not Royal Navy (RN) personnel who served on loan to the Royal Australian Navy (RAN) are members of the Australian Defence Force (ADF) for the purpose of benefits under the *Veterans' Entitlements Act 1986* (VEA).	Following extension of eligibility to Gold Card claims have been received from RN personnel who served for a period of time 'on loan' to the RAN.	The Commission noted that in 1969 it had been decided that RN personnel on loan to the RAN during World War II and subsequent operations were not members of the ADF and therefore not eligible for benefits under the VEA. There was no new information that might cause the Commission to alter that decision and it affirmed its previous decision.
DVA Human Research Ethics Committee – annual report	To provide the 2002-2003 Annual Report of the DVA Human Research Ethics Committee.	The DVA Human Research Ethics Committee was formed in 1993 to protect the privacy, welfare and rights of veterans approached to participate in research.	The Commission noted the Annual Report.
Private Hospital Services Post-2005 – Brisbane and environs	Options for the provision of private hospital services in Brisbane and environs, post-2005.	The Commission indicated to the ex-service community that it would explore with the private hospital sector, improved access for veterans in the Brisbane area in 2006.	The Commission decided on a common national approach to the provision of private hospital services across all the States, consistent with what has already taken place in other States associated with the introduction of Veteran Partnering private hospitals. An open tender is its preferred option.

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Matters Considered	Purpose of Submission	Background	Outcome
Community Nursing Program – provider contracts and cost movements	Seeking agreement to: • extend the existing Deed of Agreement with providers of community nursing services for a period of one year from 1 May 2004 to 30 April 2005; • increase the Schedule of Fees for community nursing services effective 1 May 2004, to give effect to the recommendations of the report by Acumen Alliance *Review of Community Nursing Cost Movements*, November 2003; • make available the report by Acumen Alliance to providers on request; • develop a purchasing methodology to contract community nursing providers for a three year contract period (1 May 2005 – 30 April 2008); and • review the current model for setting fees for community nursing services, prior to re-contracting in 2005. Further information was provided on an implied unit cost for community nursing and a comparison of trends in State wage increases against increases granted in DVA fees as requested by the Commission.	Contracts for the provision of community nursing services expired in April 2004.	The Commission noted the report and agreed to the extension of the existing Deed of Agreement for one year, the development of a new purchasing methodology to contract community nursing providers, and a review of the current model for setting fees for community nursing providers.
Vietnam Veterans Counselling Service – review of support arrangements	Seeking endorsement of the Terms of Reference for the review of support arrangements of the Vietnam Veterans Counselling Service (VVCS) and seeking agreement to the proposed composition of the Steering Committee.	DVA proposed to review the administrative support arrangements provided to the VVCS state and territory centres and regional offices, building on the Review of the VVCS by Strategic Service Branch.	The Commission endorsed the terms of Reference for the review and agreed to the proposed composition of the Steering Committee.
Strategies for Renegotiation of Long Term Public Hospital	A strategy paper was developed for the progression of negotiations with states and territories for a new set of Arrangements for the	Six long term arrangements with state/territory governments for the provision of care to veterans in public hospitals expired in June 2004.	The Commission endorsed the strategy and the next steps identified in the submission.

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Matters Considered	Purpose of Submission	Background	Outcome
Agreements	provision of care to entitled veterans and war widows in public hospitals.		
South Australian Tier 1 Veteran Partnering Private Hospital agreements – extension	Extension of the South Australian Private Hospital Veteran Partnering Agreements.	The Arrangements expired on 31 May 2004.	The agreements were extended for a further two years from 1 June 2004.
Tasmanian Tier 1 Private Hospital Agreement - extension	Extension of the Tasmanian Private Hospital Veteran Partnering Agreements.	The Agreement expired on 31 January 2004.	The agreements were extended for a further two years from 1 February 2004.
Amendment of Veterans' Entitlements (Special Assistance – Motorcycle Purchase) Regulations	Seeking agreement to propose to the Minister an amendment of the *Veterans' Entitlements (Special Assistance – Motorcycle Purchase) Regulations* to include four wheel motor cycles.	An amendment to the regulation was required to return veterans to an equivalent position they were in prior to the introduction of GST.	The Minister agreed that the Regulations be retrospectively amended to include four wheel motorcycles. The amended regulations were gazetted on 12 August 2004 with effect from 1 July 2000.
Veterans' Vocational Rehabilitation Scheme – new memorandum of understanding	Seeking acceptance of the findings and change outlined in the Review of the Memorandum of Understanding (MoU) between the Commission, DVA, and Commonwealth Rehabilitation Services (CRS) Australia. Seeking agreement to negotiate a new Memorandum of Understanding between the Repatriation Commission, the Department of Veterans' Affairs and CRS Australia for the provision of services under the Veterans' Vocational Rehabilitation Scheme (VVRS).	The MoU with CRS Australia expired on 12 October 2003.	The Commission noted the findings of the review and agreed to the continuation of the MoU to its completion date of 12 October 2003. It noted that a separate submission on the future of the MoU is being prepared for its consideration. The Commission requested further information on the coverage and effectiveness of any employer brokerage services provided as well as the legal authority for such services under the current MoU. The Commission agreed to the negotiation of a new Memorandum of Understanding with CRS Australia for an initial one year extension with the option of an additional one year roll-over at current prices indexed appropriately. The MoU is in place to January 2006.
2003 Survey of Providers of Health Services to DVA Entitled Veterans and War Widow(er)s	To inform the Commission of the results of the 2003 Survey of Providers of Health Services to DVA Entitled Veterans and War Widow (er)s (Provider Survey).	A survey of providers is conducted periodically, the previous survey being conducted in 1996.	The Commission noted the results of the Provider Survey and that a presentation of the results of the Provider Survey will be made at the next Health Committee of Management and Executive Management Group meetings. It also noted that the Provider Survey results

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Matters Considered	Purpose of Submission	Background	Outcome
			would be widely distributed for consideration within the Department.
EDA Age Criterion – removing the 'over 65' clause	Discuss the potential ramifications of retaining or removing the 'over 65' age requirement clause for accessing the Extreme Disablement Adjustment (EDA) rate of pension.	A discussion paper was requested by the Commission following a resolution by the RSL National Conference in September 2003 that the over 65 limitation on access to EDA should be removed.	The Commission requested that an examination of the operation of the lifestyle component of the Guide to the Assessment of Rates of Veterans' Pensions (GARP) and its impact on the claim rate for EDA be conducted prior to a decision on this issue. This examination will occur when GARP is next reviewed.
East Timor Disability Pension Claims	To advise of the outcomes of a recent examination of the claims history of veterans of the East Timor conflict.	A review of a number of determinations made for veterans with East Timor service highlighted some problems with decision-making procedures. The Commission requested that revised guidelines be issued to clarify the processes.	The Commission directed that legal advice be sought on the powers and responsibilities of the Department to review disability compensation decisions made under the *Veterans' Entitlements Act 1986*. The Commission agreed that mandatory pre-decision review be introduced for Special Rate decisions involving psychiatric conditions and directed that this submission and decision be listed for the next Executive Management Group meeting.
Vehicle Assistance Scheme – increased assistance	Seeking agreement to recommend to the Minister increases in the assistance available under the Vehicle Assistance Scheme (VAS), and the execution of an instrument to increase the maximum assistance available under the VAS.	The amount of the assistance available under the Scheme was set in 1997.	The Commission agreed to amend the VAS and to recommend that the Minister approve an increase in the maximum assistance for the purchase of a vehicle and an increase in the maximum amount of assistance available for the purchase of a replacement vehicle.
Standing offer agreements for the supply of DVA/Defence spectacle frames – extension	To extend the standing offer agreements for the supply of spectacle frames for a further two years.	The joint DVA/Defence agreements for the supply of spectacle frames was for an initial two-year period with the agreement to be extended for a further two-year term, subject to the agreement of the parties.	The Commission agreed to the extension of the standing offer arrangements for a further two years.
Victorian ambulance service arrangement	Seeking endorsement of funding arrangements for ambulance services in Victoria.	The State of Victoria previously met the full costs of ambulance services for those DVA beneficiaries who also hold a Pensioner Concession Card (PCC), including those who hold gold and white cards. However, the Victorian government ceased this	The Commission reviewed the arrangements and endorsed the agreement.

Matters Considered	Purpose of Submission	Background	Outcome
		practice. Therefore a new funding mechanism was required, and one was agreed for 2002/03. This submission was seeking endorsement to continue to use this model, with some modifications, for funding ambulance transport for DVA treatment cardholders in Victoria.	
Complementary Health Therapies – review of policy	Seeking agreement to retain current health care policy on the provision of complementary and alternative therapies to the veteran community.	The introduction of the GST was expected to result in many alternative health practitioners meeting the definition of 'recognised professional' status. DVA monitored the progress of alternative practitioners in meeting these requirements.	The Commission noted that the Australian community was now generally more accepting of complementary and alternative therapies than in 2001. However, the Commission also noted that there has not been sufficient progress made in the regulation of this industry to warrant it changing its health care policy at this stage. The Commission agreed to retain the current policy while the department continues to monitor developments in, and regulation of, the industry. The Commission requested that DVA also monitor any potential or actual use of complementary and/or alternative therapies in the Military Rehabilitation and Compensation Scheme.
Personal Response Systems – removal of prior approval	The purpose of the submission was to seek Commission approval to remove prior approval for the provision of Personal Response Systems (PRS) through the Rehabilitation Appliances Program (RAP).	PRS installations funded by DVA are now in excess of twenty thousand, representing about six percent of the treatment population. Total expenditure for the purchase of PRS items in the twelve months to November 2003 was $7,948,913. The potential cost of removing prior approval is approximately $4.4 million over four years.	Commission decided to retain the requirement for prior approval.
Mobility and Functional Support Items – finalisation of contracts in Victoria, Queensland and New South Wales	Advising of the finalisation of contracts with preferred tenderers for the supply of mobility and functional support items in Victoria (VIC), Queensland (QLD), New South Wales (NSW) and the Australian Capital Territory (ACT.)	The reforms of the Department's administration and the delivery of the RAP involved new arrangements for the supply of RAP products and services.	Commission approved the finalisation of the contracts and the proposed supply arrangements of mobility and functional support items in VIC. QLD, NSW and the ACT. The transition of the new arrangements in VIC, QLD, NSW AND ACT has commenced.

Question 11

Outcome: All Outcomes
Topic: Grants

Senator Mark Bishop asked:
Under each grants program administered by the Department of Veterans' Affairs, what grants were approved by the Minister in (a) 2003/04 and (b) 2004/05 to 31 December 2004, showing (i) value, (b) recipient(c) purpose and (d) electorate.

Answer:

The grants program details are attached.

Attachment: Grants program details. [This is a large document (50 pages). It is available in electronic form on the Committee's website, or, contact the secretariat.]

Question 12

Outcome: Output Group 6 (Corporate)
Topic: Annual Report

Senator Mark Bishop asked:
With reference to Appendix E of the annual report and the amount paid to HMA Blaze Pty Ltd, how many invoices were paid, and for what purposes?

How was HMA Blaze Pty Ltd selected?

Answer:
276 HMA Blaze Pty Ltd invoices were paid in the 2003-04 financial year. The invoices were for recruitment of DVA staff and for advertising tenders for the delivery of services.

The Department is required to use HMA Blaze Pty Ltd for recruitment advertising placed outside of the Australian Public Service Gazette, and for tenders, as they are the Australian Government's contracted agency for this type of non-campaign advertising.

Question 13

Outcome: Output Group 6 (Corporate)
Topic: Fraud Investigations—Health

Senator Mark Bishop asked:
For the year 2003-04 how many investigations were conducted into (a) fraud in health services and (b) pharmaceutical fraud?

What was the value of each case investigated and what restitution was made?

How many cases were referred to the DPP and how many proceeded to prosecution?

Answer:
During 2003-04, 18 investigations into suspected fraud in health services and two into suspected pharmaceutical fraud were undertaken. Some of these investigations commenced prior to 2003-04. The total potential value of fraud is not always calculated as not all investigations reveal fraudulent activity.

Four of these cases were referred to the Commonwealth Director of Public Prosecutions during the year.

No cases proceeded to prosecution in the year.
$13,423 was recovered for one case and $5,330 for another, a total of $18,753.

Question 14

Outcome: Output Group 6 (Corporate)
Topic: Fraud Investigations—Compensation

Senator Mark Bishop asked:
For the year 2003-04 how many investigations were conducted into fraud in the Compensation program, how many cases were referred to the DPP, and how many prosecutions resulted?

Answer:

Number of Investigations	403
Number of Cases Referred to the CDPP	68
Number of Prosecutions	16

Note: Some of these investigations commenced prior to 2003-04.

Questions 15 & 16

Outcome: Output Group 6 (Corporate)
Topic: Annual Report

Senator Ludwig asked:
(a) For each of the (i) 1999-00, (ii) 2000-01, (iii) 2001-02, (iv) 2002-03 and (v) 2003-04 financial years, did the Department include in its annual report a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds?

(b) If not, for each of the (i) 1999-00, (ii) 2000-01, (iii) 2001-02, (iv) 2002-03 and (v) 2003-04 financial years did the Department otherwise publish a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds? (If yes, please supply report).

Answer:
(a) Yes. The Department included information about service delivery to Aboriginal and Torres Strait Islander veterans and information about services for clients from culturally diverse backgrounds each year.

(b) In addition, since 2001-02, the Department has reported to the Department of Immigration and Multicultural and Indigenous Affairs against the performance indicators promulgated in the *Charter for Public Service in a Culturally Diverse Society*. Copies of these reports are attached.

Attachments 1, 2 and 3 start on the next page.

Questions 17 & 18

Outcome: Output Group 6 (Corporate)
Topic: Departmental Budget

Senator Ludwig asked:
If not, for each of the (i) 1999-00, (ii) 2000-01, (iii) 2001-02, (iv) 2002-03 and (v) 2003-04 financial years did the Department budget for costs associated with developing culturally responsive and accessible services?

Answer:
Not applicable, see answers to Questions 15 & 16.

Question 19

Outcome: Output Group 6 (Corporate)
Topic: Current list of each community information

Senator Ludwig asked:
Can the Department provide a current list of each community information publication it publishes in English as at:
(a) the current date (2 December 2004) or if this is unavailable
(b) 30 June 2004 (and take from then to 2 December 2004 On Notice) or if this is unavailable
(c) 1 January 2004 (and take from then to 2 December 2004 On Notice) or if this is unavailable
(d) the last date for which they were available (specify date and take from then to 2 December 2004 On Notice)?

Answer:
(a) Community information publications in English at 2 December 2004 are:
You and Your Pension
Planning Ahead
408 Department of Veterans' Affairs Fact Sheets about programs and services
The Consolidated Library of Information and Knowledge (CLIK)
Veterans' Affairs Network Newsletter (NSW)
Community Health Circulars – Chiropractic
Community Health Circulars – Physiotherapists
Community Health Circulars – Pharmacist
Health Services Fringe Benefits Booklet
Brisbane City Memorial Walk: Brisbane's Wartime History in our Streets
A Picture through Words (DVA annual writing competition)
Mediwise programs (Veterans' Affairs Pharmaceutical Approval Centre)
Residential Aged Care – Information for DVA Hospital Patients
Where to for What - Home Maintenance Assistance (Community Support)
Allied Health Newsletters
Frontline
Concessions for South Australia
Health Promotion Newsletter – 'Choose Health'
Veteran and Community Grants Check-List Application
How to Develop a Project and Prepare Funding Submissions
Veteran and Community Grants Application Attachment Program – CD
Commemoration - Schools Newsletter (SA)
Commemoration - Memorial Walk (SA)
Western Veteran
Vetaffairs – the Department's newspaper for the veteran community
Department of Veterans' Affairs Annual Report
Department of Veterans' Affairs Corporate Plan
Department of Veterans' Affairs Service Charter 2003-04
'*Australian Wartime History*' A Guide to Commemoration Resources

2004 Education Resource – *'Working the Web: Investigating Australia's Wartime History'* Guide Book
Repatriation Handbook
Discharge Planning Resource Kit
Commonwealth Department of Veterans' Affairs Information Handbook
Emergency After Hours Contact Information for Veterans, Carers and ESOs
PTSD and other Psychiatric Conditions Pamphlet
Guidelines for Commemorations Program Grants *'Saluting Their Service'* brochure
'Saluting Their Service' Grants brochure

Helpful HomeFront Hints Booklet
Veterans Home Maintenance Helpline Brochure
Home Support Flyer
HomeFront Brochure
Grants for Independence Booklet
Defence Service Homes Insurance – Summary of Cover
Defence Service Homes Insurance – Do you disagree with our decision?
Defence Service Homes Insurance – Statement of Conditions (Home Buildings, Insurance Policy and Information)
Enjoying Your Home for Longer – Helpful Home Hints
Defence Service Homes Insurance – Home Building Insurance Brochure
Defences Service Homes Insurance – Home Maintenance Tips
Defence Service Homes Insurance – Home Contents Insurance Brochure
Defence Service Homes Insurance – Home Contents Insurance Policy
Make Moving Easier
Safeguarding Policyholders Personal Information
Veterans' Home Care Brochure
Carers Booklet
Strongyloides and Veterans' Health
Veterans Line Pamphlet
VVRS – Your Rights Pamphlet
VVRS – How to Keep That Job Pamphlet
Crisis Information Pack
Choose Health – Strategic Plan
Veterans' Health
You and Your Prostate
Men's Health Peer Education Newsletters
Men's Health Peer Education Brochure
Men's Health Peer Education Facilitator Manuals
Back to Basics: Handy Hints for Carers to Help Prevent Back Injuries
Keeping You SAFE in the Rider's Seat - A Safety Initiative for the Veteran Community
Living with Dementia - A Guide for Veterans and Their Families
Towards Better Health for the Veteran Community
Older, Smarter, Fitter
Carers booklet
Eat Well for Life
Cooking for One or Two brochure

Cooking for One or Two Kits
Adding Life to Your Years
Housing for Life
The Right Mix poster
The Right Mix Your Health & Alcohol
Alcohol Facts & Furphies Information
Changing the Mix
Handy Hints for Functions
Change the Mix Ten Tips
Towards Better Mental Health for the Veteran Community
A Study of Alcohol Use Among the Veteran Community –Research Report
Your Lives, Your Needs 2003
Services brochure
Heart Health brochure
Sons & Daughters of Vietnam Veterans
Clients Rights & Responsibilities brochure
Peacekeepers brochure
VVCS newsletter for each of the States NSW, VIC, QLD, SA, WA, TAS, Townsville, NT
VVCS Group Program Newsletter for each of the States NSW, VIC QLD, WA,TAS, NT, Townsville
Canberra VVCS Services Guide for ACT/Southern NSW
Journal of the Office of Australian War Graves 2004
Office of Australian War Graves Information brochure
Garden of Remembrance for each State NSW, VIC, SA, WA, TAS, NT
War Cemeteries within Australia
Adelaide River War Cemetery
Anzac Commemorative Site, Gallipoli
A Guide to Australian Memorials on the Western Front in France & Belgium, April 1916-November 1918
Australian National Memorial, Villers-Bretonneux
The Australian Memorial Park, Fromelles
Hellfire Pass Memorial
Hellfire Pass Memorial Walking Trail
Donation Brochure - Hellfire Pass Memorial
Sandakan Memorial Park
Donation Brochure - Sandakan Memorial Park
Donation Brochure
War Cemeteries & Memorials in the Papua New Guinea & Indonesia Region
North Beach Gallipoli 1915
Driving Tour Kit Villers-Bretonneaux to Le Hamel March-July 1918 Booklet & Postcards
Driving Tour Kit Villers-Bretonneaux to Le Hamel March-July 1918 CD
Papua New Guinea 60th Anniversary Booklets - Isurava
Papua New Guinea 60th Anniversary Booklets - Milne Bay and Popondetta

Question 20

Outcome: Output Group 6 (Corporate)
Topic: Current list of each community information

Senator Ludwig asked:
For the above list, what publications are translated into languages other than English and for each, what languages are they translated into?

Answer:

Hellfire Pass Memorial Brochure	Dutch
Hellfire Pass Memorial Brochure	Thai
Hellfire Pass Memorial Brochure	Japanese
Hellfire Pass Walking Trail Brochure	Thai
Sandakan Memorial Park Brochure	Malay

Question 21

Outcome: Output Group 6 (Corporate)
Topic: Current list of each community information

Senator Ludwig asked:
For the above list, how many copies were printed?

Answer:
The number of copies of each publication printed from January to December 2004:

Veterans' Affairs	**Number of copies**
You and Your Pension	40,000
Planning Ahead	40,000
Department of Veterans' Affairs Facts Sheets	(a)
CLIK on CD Rom	Approx 1,000
Veterans' Affairs Network Newsletter	2,400
Community Health Circulars - Chiropractics	800
Community Health Circulars - Physiotherapists	1,600
Community Health Circulars - Pharmacies	4,400
Health Services Fringe Benefits Booklet	20,000
Brisbane City Memorial Walk: Brisbane's Wartime History	8,000
A Picture Through Words	1,000
Mediwise Programs	100
Residential Aged Care – Information for Department of Veterans' Affairs Hospital Patients	10,000
Where to for What – Home Maintenance Assistance	(a)
Allied Health Newsletters	Approx 1,000
Frontline	18,000

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Veterans' Affairs	**Number of copies**
Concessions for South Australia	1,000
Health Promotion Newsletter 'Choose Health'	250
Veteran and Community Grants Check-List Application	50
How to Develop a Project and Prepare Funding Submissions	50
Veteran & Community Grants Application Attachment Program–CD	6
Commemoration Schools Newsletter	1,000
Commemoration 'Memorial Walk'	1,000
The Western Veteran	12,000
Corporate Plan	5,250
Vetaffairs	401,700 (Dec 2004 issue)
Annual Report	1,544
Service Charter	30,000
Remembrance Day poster and brochure 'Web Quest'	36,000
Department of Veterans' Affairs Calendar	44,000
'Australian Wartime History' A Guide to Commemoration Resources	30,000
2004 Education Resource – 'Working the Web' Guide Book	25,000
Australians in Britain: Two World Wars	3,000
Wau-Salamanua 1942-43: Papua New Guinea, March 1942 – September 1943	2,049
Every Day in the Year: The Shrine of Remembrance	3,500
Australians on Burma-Thailand Railway, 1942-43	2,000
Journal of the Office of Australian War Graves 2004	1,200
Garden of Remembrance Tasmania (Hobart and Launceston)	10,000
Australian National Memorial Villers-Bretonneux	10,000
Donation Brochure – Hellfire Pass Memorial	30,000
Donation Brochure	10,000
Hellfire Pass Memorial Brochure – Thai Version	3,000
Hellfire Pass Walking Trail Brochure	3,000
Repatriation Handbook (see below)	
In the past printed Handbooks were provided to Ex-Service Organisation pension officers, welfare officers and advocates. Over recent years, the Handbook has been up-dated through replacement pages, which have been provided electronically for printing by the Ex-service Organisations.	

Notes:

(a) This publication is accessed electronically by departmental staff and printed out as required by members of the veteran community. The Department does not monitor access to the publication.

(b) The above list does not include all publications (refer to the answer to Question 19). It only includes the publications printed during 2004.

Question 22

Outcome: Output Group 6 (Corporate)
Topic: Current list of each community information

Senator Ludwig asked:
For the above list, what was the total cost of each document in translation, publication, printing and distribution?

Answer:
The costs of translation, publication, printing and distribution of the total number of copies of each publication in the year to December 2004 were as follows:

Publication	**Total Cost** ($)
You and Your Pension	43,171
Planning Ahead	63,997
Department of Veterans' Affairs Facts Sheets	(a)
CLIK on CD Rom	6,921
Veterans' Affairs Network Newsletter	1,344
Community Health Circulars – Chiropractics	448
Community Health Circulars – Physiotherapists	896
Community Health Circulars – Pharmacies	2,464
Health Services Fringe Benefits Booklet	35,613
Brisbane City Memorial Walk: Brisbane's Wartime History	5,773
A Picture Through Words	5,100
Mediwise programs	15
Residential Aged Care – Information for Department of Veterans' Affairs Hospital Patients	721
Where to for What – Home Maintenance Assistance	100
Allied Health Newsletters	450
Frontline	787
Concessions for South Australia	36
Health Promotion Newsletter 'Choose Health'	30
Veteran and Community Grants Check-list Application/Grants Quotation Table	10
Grants Quotation Table	5
How to Develop a Project and Prepare Funding Submissions	393
Veteran and community Grants Application Attachment Program - CD	50
Commemoration Schools Newsletter	650
Commemoration 'Memorial Walk'	3,420
The Western Veteran	24,650
Corporate Plan	5,621
Vetaffairs	265,556 (Dec 2004 issue)

Annual Report	47,515
Service Charter	16,774
Remembrance Day Poster and Brochure 'Web Quest'	68,075
Department of Veterans' Affairs Calender	48,325
'Australian War Time History' A Guide to Commemoration Resources	10,340
2004 Education Resource – ' Working the Web' Guide Book	281,528
Australians in Britain: Two World Wars	39,724
Wau–Salamanua 1942-43: Papua New Guinea, March 1942 – September 1943	11,580
Every Day in the Year: The Shrine of Remembrance	25,204
Australians on Burma – Thailand Railway, 1942-43	11,393
Journal of the Office of Australian War Graves 2004	19,360
Garden of Remembrance Tasmania (Hobart and Launceston)	1,011
Australian National Memorial Villers-Bretonneux	2,715
Donation Brochure – Hellfire Pass Memorial	900
Donation Brochure	689
Hellfire Pass Memorial Brochure – Thai Version	1,619
Hellfire Pass Walking Trail Brochure	1,614
Repatriation Handbook	(a)

Notes:

(a) This publication is accessed electronically by departmental staff and printed out as required by members of the veteran community. The Department does not monitor costs of printing.

(b) All costs are GST Inclusive.

(c) The above list does not include all publications (refer to the answer to Question 19). It only includes the publications printed during 2004.

Question 23

Outcome: Output Group 6 (Corporate)
Topic: Efforts in identifying employees from non–English speaking background

Senator Ludwig asked:
What efforts has the Department made to identify employees from a non-English speaking background and what languages are they fluent in?

Answer:
The Department asks all new employees to complete a data collection form for workplace diversity. The form includes questions on non–English speaking background and the first language spoken by the employee. Provision of the data is voluntary. No information is collected about other languages or the level of fluency in any language. Periodically, all employees are asked to update their workplace diversity data, most recently on 15 December 2004.

Question 24

Outcome: Output Group 6 (Corporate)
Topic: Efforts in identifying employees from non–English speaking background

Senator Ludwig asked:
What proportion of the Department's personnel have a non-English speaking background?

Answer:
10% of employees report that they have a non-English speaking background.

Question 25

Outcome: Output Group 6 (Corporate)
Topic: Efforts in identifying employees from non–English speaking background

Senator Ludwig asked:
For each language other than English that the Department has identified employees with fluency, can the Department provide details of how fluent the employees are? For each language other than English, how many were identified as being fluent?

Answer:
See response to Question on Notice 23.

Question 26

Outcome: Output Group 6 (Corporate)
Topic: Efforts in identifying employees from non-English speaking background

Senator Ludwig asked:
Of these employees, what efforts has the Department made to identify the language proficiency of these employees? For each language other than English, how many were identified as having proficiency?

Answer:
See response to Question on Notice 23.

Question 27

Outcome: Output Group 6 (Corporate)
Topic: Efforts in identifying employees from non–English speaking background

Senator Ludwig asked:
Of these employees, how many has the Department identified as possessing accredited language skills to either translator or interpreter standard? For each language other than English, how many were identified as having accreditation at the (a) translator and (b) interpreter level?

Answer:
The Department does not collect this information.

Question 28

Outcome: Output Group 6 (Corporate)
Topic: Efforts in identifying employees from non–English speaking background

Senator Ludwig asked:
Of these employees, how many has the Department funded in whole or in part accreditation of language skills to either (a) translator or (b) interpreter level?

Answer:

The Department does not fund accreditation of language skills.

Question 29

Outcome: Output Group 6 (Corporate)
Topic: Spending on Engaging Language Interpreters

Senator Ludwig asked:
How much did the Department spend engaging language (a) translator and (b) interpreter level in each of the financial year's (i) 2001-02, (ii) 2002-03, (iii) 2003-04?

Answer:

(i)	2001/02	
	Translator	$192.30
	Interpreter	$6,109.18
(ii)	2002/03	
	Translator	$4,092.04

	Interpreter	$6,255.06
(iii)	2003/04	
	Translator	$244.80
	Interpreter	$10,096.44

Question 30

Outcome: Output Group 6 (Corporate)
Topic: Department spending on engaging language interpreter

Senator Ludwig asked:
How many times did the Department engage (a) a translator and (b) an interpreter in each of the following years (i) 2001-02, (ii) 2002-03, (iii) 2003-04?

Answer:

		No.
(i)	2001/02	
	Translator	2
	Interpreter	109
(ii)	2002/03	
	Translator	5
	Interpreter	401
(iii)	2003/04	
	Translator	2
	Interpreter	194