

Senate Standing Committee on Foreign Affairs, Defence and Trade
Supplementary Budget Estimates 2016-17; 19 October 2016
Answers to questions on notice from the Veterans' Affairs portfolio

Question 1

Outcome: 1 Program: 1.2 & 1.6

Topic: Veteran Numbers by State

(FADT Hansard Proof 19 October 2016, p 106)

Senator MOORE asked:

Senator MOORE: Do you keep a record of where claims are being lodged?

Mr Geering: Yes. We can tell which state they come in from—if that is what you are getting at, Senator.

Senator MOORE: Yes. I am trying to get an idea about, across the nation, the volumes of claims that are coming in at a certain time. Allowing for the fact that there is a centralised processing process, do you have records of where the claims are being lodged? So if I am wanting to know how many of the different claims are being lodged in Queensland—because that is where I am from—do you keep those records?

Mr Geary: We do. I do not have the numbers with me, but we could take that on notice, if you want.

Senator MOORE: If I could get that—and I do not think that was in the annual report.

Mr Geary: No. It would not be in the annual report.

Senator MOORE: I did not think it was.

Mr Orme: Senator, could I, perhaps, clarify? It is not so much where the claims are lodged. Your question probably is: where the veteran is. Our veterans are, clearly, around the country. They lodge it; they may—

Senator MOORE: Would they not be in the same place? If you lived in Queensland, wouldn't you lodge in Queensland?

Mr Orme: You would lodge it to the Department of Veterans' Affairs, and it would be registered centrally. So it really does not matter where it is processed.

Senator MOORE: So the system does not say, 'This was lodged in Mount Gravatt'?

Mr Orme: It says that the veteran's address is in Mount Gravatt, and we—

Senator MOORE: So it goes back to the veteran themselves rather than to where they lodged.

Mr Orme: Yes.

Senator MOORE: Okay.

Answer

In 2015-16 there were 9,737 compensation claims lodged by clients living in Queensland.

These include, 4,356 disability pension claims and applications for increase lodged under the *Veterans' Entitlements Act 1986*, 2,132 liability claims lodged under the *Safety, Rehabilitation and Compensation Act 1988* and 3,249 liability claims lodged under the *Military Rehabilitation and Compensation Act 2004*.

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Question 2

Outcome: 1 Program: 1.2 & 1.6

Topic: VEA, SRCA, MRCA Files

(FADT Hansard Proof 19 October 2016, p 107)

Senator MOORE asked:

Senator MOORE: It has been put to us that a number of claim files are misplaced in Queensland. Is that something of which the department is aware?

Mr Geering: I will answer that one. I am not aware of that as a complaint. Occasionally a file may be in transit between sites et cetera, but that has not come through as a common complaint.

Senator MOORE: You had no indication that a significant number—more than a single-digit number—of files have been misplaced in the Queensland office?

Mr Geering: Not as a problem, but I am happy to take it on notice.

Senator MOORE: Could we get you to have a look at that? I am not going to mention a certain number, because that would be presumptive, but it has been put to us that there is a very large number of files. At this stage, if a veteran lives in Queensland and their claim is being processed in Melbourne, would there still be a file kept on them in the Queensland office?

Mr Geering: No. At the moment, the file would be with the assessor, which would be in the Melbourne office or perhaps the Sydney office.

Senator MOORE: There should be no operative files in Queensland at the moment?

Mr Geering: There could be if it were an incapacity allowance—some of those are done in the Brisbane office—or a permanent impairment payment. It depends which type of payment.

Senator MOORE: But there should not be in the Queensland office any VEA, SR, HA or MRCA files in Queensland.

Mr Geering: There might be some SRCA permanent impairment files or incapacity files or a MRCA permanent impairment file.

Senator MOORE: If we talking about files as I would remember a file from my historical service in the Public Service—

Mr Geering: Yes.

Senator MOORE: They are not kept in that kind of format in Queensland any longer?

Mr Geering: No, not in the office—only if they are working on the file.

Senator MOORE: Surely. Would you mind checking that out to see whether there is any indication about some files in Queensland?

Mr Lewis: Sure, we will take it on notice.

Answer

As indicated at the hearing the department is not aware of any files being misplaced in Queensland. Occasionally a file may be in transit between sites, but that has not come through as a common complaint.

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Under the department's Digital Transition Strategy client files are being digitised with no new paper files to be created. From 28 November 2016, when clients lodge a claim an electronic file will be created. In addition, all incoming correspondence relating to a claim will be scanned and saved into the client's electronic record. These changes will reduce the occasions of misplaced files.

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Question 3

Outcome: 1, 2 and 3

Topic: VAN Offices - signage

(FADT Hansard Proof 19 October 2016, p110)

Senator MOORE asked:

Mr Lewis: We can't move away from the fact, as we have just discussed, that over the course of the last three years we have closed 11 shopfronts. There were 11 shopfronts, very small ones with very small client visitation rates, that we did close. So the fact of the matter is that we have closed a number over the course of the last few years. As I said before, we look at that on a case-by-case basis. Most of our clients are not visiting our shopfronts. So the big issue for us is: how do we improve our services for those who want to deal with us either online or through our telephony channels? If you want to understand where our criticisms are coming from, it is our inability to deliver a good service to people who want to be able to deal with us via one of those devices. When they come to us on the telephone, they want to get a consistent message from a person who understands the whole of their circumstances—that is, they want us to have a whole-of-client view. The reality is that, right now, we have a very siloed view of every individual client. It is hard for us to put together a picture of any one of our clients. That has got to change.

Senator MOORE: Can we get information about the signage that goes up in these incorporated areas in Human Services? What is there to advise people what is available inside the Human Services centre, particularly for vets? I will put that on notice.

Mr Lewis: Certainly.

Answer

At Department of Human Services (DHS) sites where access to the Department of Veterans' Affairs (DVA) services is provided either by a co-located DVA officer or a DVA-trained DHS officer, there is clear external and internal signage to promote the availability of the service.

The DHS Service Centres typically have DHS and Centrelink branding on their facades together with other co-located agencies, where relevant, as a 'service directory' listing. This listing is prominently placed on the glazing or surround, next to the door at the entrance to the Service Centre. Under current shared services arrangements, DVA branding forms part of the service directory listing by way of a conspicuous 900 x 600 millimetre decal featuring the black and white Commonwealth logo. At co-located sites 'Department of Veterans' Affairs' is printed under the logo. At sites where the service is provided by a DVA-trained DHS officer, 'Veterans' Information Service' (VIS) is printed under 'Department of Veterans' Affairs' (see images of this signage at **Attachment 1**).

Local considerations are taken into account to ensure adequate promotion of the service. For example:

- At Tweed Heads, additional signage is provided on the shopfront window to improve visibility from the street (see photo of Tweed Heads signage at **Attachment 2**).

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- At Robina, where the shopfront is located within a shopping centre, additional signage is displayed near the lifts and stairs (see images at **Attachment 3**). The DVA service is also included in the online store directory (<https://www.robinatowncentre.com.au/shop/stores/department-of-veterans-affairs>) and is in the process of being included on the store directory listing within the shopping centre.
- At Frankston, where the building is double-storied and houses a number of services, there is additional signage immediately inside the entrance to the building to direct DVA clients to the DVA service area (see images at **Attachment 4**).

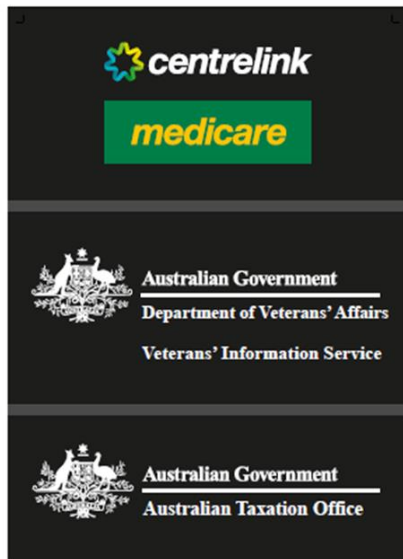
Within all sites with shared services arrangements, the following features are in place to advise DVA clients of the dedicated DVA service area:

- A DHS client liaison officer greets all clients entering the office and DVA clients are directed to the DVA service area where they are assisted by a DVA officer.
- Overhead signage clearly identifies the dedicated DVA service area.
- The waiting area for DVA clients is further distinguished by chairs in a distinct colour (midnight blue) and placed at a discreet distance near the DVA service area. The chairs are reserved for the exclusive use of DVA clients.
- A brochure stand displaying DVA publications and DVA posters further define the DVA waiting and service areas.

Photos of the DVA service and waiting areas at Toowoomba are provided at **Attachment 5** as an example of the branding provided to identify the dedicated space for DVA clients.

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Attachment 1 – External signage displayed at DHS sites where a DVA service is offered



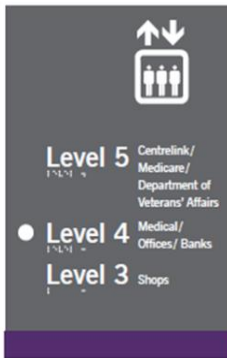
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Attachment 2 – Photos showing additional external signage at Tweed Heads DHS site



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Attachment 3 – Signage at Robina shopping centre identifying the DVA co-located service



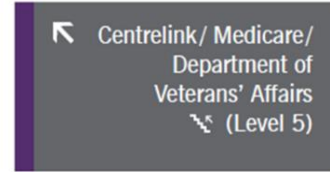
SIGN 1 QTY: 1
 Polycarbonate/ Superior Continuous Surface Braille, Complete with Embedded ADA Tactile Graphics
 300mm X 450mm



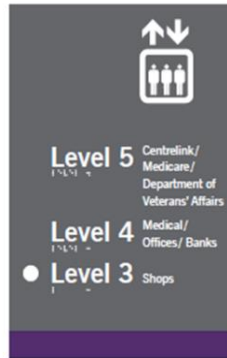
SIGN 2 QTY: 1
 Computer cut vinyl graphics applied to 4mm clear acrylic
 770mm X 415mm



SIGN 2 QTY: 1
 Computer cut vinyl graphics applied to 4mm clear acrylic
 800mm X 400mm



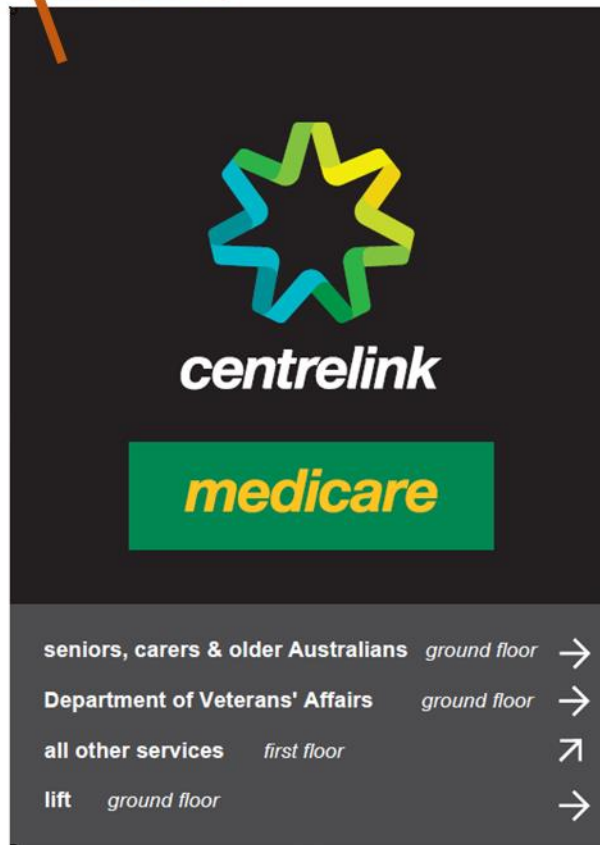
SIGN 3 QTY: 1
 Computer cut vinyl graphics applied to 4mm clear acrylic
 800mm X 400mm



SIGN 5 QTY: 1
 Polycarbonate/ Superior Continuous Surface Braille, Complete with Embedded ADA Tactile Graphics
 300mm X 450mm

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Attachment 4 – Signage at Frankston Service Centre



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Attachment 5 – Internal signage at Toowoomba Service Centre



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Question 4

Outcome: 1 Program: 1.1, 1.2, 1.4, 1.6, 1.7

Topic: Defence Abuse Response Taskforce
(FADT Hansard Proof 19 October 2016, p111)

Senator KAKOSCHKE-MOORE asked:

Senator KAKOSCHKE-MOORE: What about those applicants who submitted claims before 2012? Will any work be done to contact them?

Ms Foreman: Yes. That is a bigger challenge for us because our systems did not allow us to record that information before then. But what we have to develop—and we have got to go back to commission with this very shortly—is a much broader communication strategy about how we are going to try to get messages to people who may have claimed. We will need to work through our ESOs. We will need to work through social media. We will need to have as good a strategy as we can to make sure people are aware of the new policy and can re-lodge a claim.

Senator KAKOSCHKE-MOORE: I agree. And I think some lessons could be learned from the way the Defence Abuse Response Taskforce was advertised. A lot of the feedback was that people in regional and remote areas or without ready access to the internet or television were not even aware of its existence. So I would strongly encourage that every method possible be used to contact abuse survivors living in quite remote areas. I would be very grateful if you could provide on notice the details of the methods you will be using to contact those abuse survivors who are living outside of metropolitan areas.

Ms Foreman: I am aware that there is a time limit for responses to questions on notice. Because we have to go back to commission with this strategy, I seek your agreement for an extra couple of days should we need that. But we will get that to you as soon as it is approved.

Answer

Noting the limitations of the Department of Veterans' Affairs (DVA) systems, DVA is developing a communication strategy to inform survivors of sexual and physical abuse in the ADF of the support and services available to them. The communication strategy remains in draft form pending the endorsement of the Repatriation Commission and the Military Rehabilitation and Compensation Commission. However, details of the revised policy concerning evidentiary requirements have already been published on the DVA website. DVA will provide details of the methods used to contact survivors residing outside metropolitan areas, as soon as the communication strategy is endorsed by the Commissions.

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Question 5

Outcome: 1, 2 and 3

Topic: Second Pass Business Case - ICT

(FADT Hansard Proof 19 October 2016, p 119)

Senator GALLACHER asked:

Senator GALLACHER: Have you gone through an audit with respect to the ICT? Has that been completed? What is the underpinning process for your budget request for the second pass?

Mr Lewis: I was going to remind you of the audit that was done by Finance several years ago which identified all the vulnerabilities in our ICT. That triggered off the processes we are now on. The current work we have underway which we will be doing very much in conjunction with both the Department of Human Services and the Department of Finance will be to bring forward a business case, which actually articulates what is required to build an ICT environment. As Ms Cosson explained before, it is more than just ICT that has changed; systems, processes, underlying culture and engagement with Defence will all be wrapped up into our second-pass business case, which will need to go forward as a submission to cabinet early next year.

Senator GALLACHER: So the audit that was undertaken by Finance, is that a public document?

Mr Lewis: I would not know it—ordinarily it would not be, I do not think.

Mr Geary: Not that I am aware of.

Mr McLeod: It describes the vulnerabilities in our ICT systems.

Senator GALLACHER: You would not want to advertise them, would you?

Mr Lewis: I would not have thought so! So I doubt if it is public. But suffice it to say that as we have described, it is sufficiently serious for us to know that we actually have to do some serious remediation work in advance of the transformation program.

Senator GALLACHER: And you have indicated a significant ICT spend and an additional budget amount to take into account the recommendations, but they are not public recommendations? Fair enough.

Mr Lewis: Yes.

Senator GALLACHER: This report is completely in-house—Finance and yourselves? There is no external—

Mr Lewis: No, we have external expertise to assist in relation to the preparation of the second-pass business case. Our strategic adviser there is PwC.

Senator GALLACHER: What is the scope—what instructions do you give them?

Mr Lewis: We can describe the scope of works. It might be easier to take it on notice, if you like—the details on that. But they will be heavily engaged—

Senator GALLACHER: Perhaps if you could give us the scope, the time line and the completion dates on those, that would be good.

Mr Lewis: Certainly.

Answer

Please see response provided to QoN 29.

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Question 6

Outcomes: 1, 2 and 3 Program: 1.1-1.4, 2.4, 3.1

Topic: Northern Territory Deputy Commissioner Position

(FADT Hansard Proof 19 October 2016, p 123)

Senator MOORE asked:

Senator MOORE: In terms of the way that the trial is being assessed, what are the ways you are doing that in looking at the workload implications, the impact on veterans and the career structures in the office? What are the methodologies being used to assess those things? What are the risk management processes?

Mr Orme: We do not have a formal evaluation plan, if that is the question. But, as we are working through it, we are seeing things, and it was highlighted in the structure that we had. We had an EL2 as a deputy commissioner, and then the next person in the management structure was an APS6. In fact, there was no progression within the Northern Territory from the VAN to the senior position of the deputy commissioner. When that position became vacant, you would have to bring in somebody from outside the Territory or somebody from outside the department.

Senator MOORE: That was the history of what was happening?

Mr Orme: The history was not that long ago. I do not have the exact date that there was not a deputy commissioner in the Territory. I will take it on notice. It is a relatively recent phenomenon that we have had a deputy commissioner in the Northern Territory.

Answer

The Northern Territory (NT) has had a Department of Veterans' Affairs (DVA) Deputy Commissioner since 2006. In July 2015 DVA trialled an Assistant Deputy Commissioner at the Executive Level 1 (EL1) level, located in Darwin.

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Question 7

Outcome: 1, 2 and 3

Topic: Leadership Position Structures

(FADT Hansard Proof 19 October 2016, p126)

Senator MOORE asked:

Senator MOORE: In the interests of time, I am going to put two questions on notice. One is: how many veterans do they look after in the NT job service? Secondly, are there any other leadership positions around any other structures that are subject to the same considerations as this structure at this time? I will put that on notice.

Mr Orme: I can answer the first question. There are 2,700 DVA clients in the Northern Territory.

Senator MOORE: Thank you.

Answer

The Department of Veterans' Affairs will continue to adjust its staffing requirements as necessary.

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Question 8

Outcome: 2 Program: 2.6

Topic: Rehabilitations Providers

(FADT Hansard Proof 19 October 2016, p 128)

Senator GALLACHER asked:

Senator GALLACHER: Okay. We will try the second question: can the department please advise how many external rehabilitation providers they engage and the total cost of these contracts?

Ms Foreman: I will have to take on notice the actual number that we have at the moment. I will ask Mr Bayles to respond.

Mr Bayles: We select rehabilitation providers from the Comcare panel. They have about 130 people on their panel. We require our rehabilitation providers to have additional DVA experience or experience working with veterans. We presently have 38 providers who have met our additional requirements, so we are working with 38 rehabilitation providers. I will take on notice your question about the expenditure. We do not contract those providers. We do not have a specific contract. As I said, they are selected from the Comcare panel, but only those who meet our specific Veterans' Affairs requirements that we have introduced recently have work given to them by DVA to do work on rehabilitation of veterans.

Senator GALLACHER: You are not able to easily ascertain how much they are paid. Is that a figure that I could pick up out of your annual report?

Mr Bayles: It may not be obvious in the annual report, so I will take it on notice to dig deeper into our some of our financial data to provide that information to you.

Answer

See response to QoN 30.

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Question 9

Outcome: 2 Program: 2.6

Topic: ANAO Performance Audit

(FADT Hansard Proof 19 October 2016, p 130)

Senator GALLACHER asked:

Senator GALLACHER: Well, we really have not got time to spend too much more on this. I just wanted to move to the five recommendations, if someone wants to give us a snapshot. The Auditor-General has suggested five recommendations. Can you provide a timeline for the implementation of these recommendations?

Ms Foreman: Yes—

Senator GALLACHER: You have agreed to them all, from what I can see. You agreed with a qualification on one—agreed; agreed; agreed; agreed.

Ms Foreman: Only three recommendations were for Veterans' Affairs; the other two are for Defence. Recommendations 1 and 2 related to Defence. Recommendation 3 was a joint recommendation which both we and the Department of Defence have responsibility for, and then we have responsibility for recommendations 4 and 5.

Senator MOORE: Can we get updates on 3, 4 and 5?

Ms Foreman: That is fine. We are happy to give you an update on 3, 4 and 5.

Mr Bayles: We will take that on notice. We will give you timelines for our recommendations.

Answer

See response to QoN #31.

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Question 10

Outcome: 2 Program: 2.5

Topic: Travel for Services

(FADT Hansard Proof 19 October 2016, p 131)

Senator MOORE asked:

Senator MOORE: Is there any limit in terms of the distance that people can actually be sent in an authorised way to attend services?

Ms Campion: No. It depends; obviously there are some very specialised—

Senator MOORE: Of course. It would be case by case.

Ms Campion: That is right. If it is a very specialised condition and there are very few providers, we can fly people to appointments, we can use ambulances and we have a whole range of arrangements that we can use to get people to treatment.

Senator MOORE: Is there a briefing on that or an explanation of how that operates?

Ms Campion: The travel arrangements? Yes, we have information on our website, but we can provide that.

Senator MOORE: I have had a look at that, but it still does not tell me. It is a basic line of information. If you are in a remote area—as I know several clients who need special PTSD support are—is there a limit to the geography or a cap in terms of the process?

Ms Campion: No.

Senator MOORE: So you can travel interstate?

Ms Campion: Yes.

Senator MOORE: Do you keep records of how many clients have to travel interstate to get treatment if there is a particular need in a particular area? Do you keep records of that?

Ms Campion: I am sure we would be able to extract that.

Answer

Travel for treatment arrangements, collectively referred to as the Repatriation Transport Scheme (RTS), provide a range of services to assist eligible veteran clients to travel to Department of Veteran's Affairs (DVA) approved medical appointments, as well as accessing emergency and non-emergency ambulance services.

DVA pays a contribution towards travelling expenses in the form of an allowance when an eligible veteran claims travel expenses relating to medical treatment. The amount of reimbursement paid is determined by the distance travelled by the veteran from their place of residence to the treatment location and whether the veteran attends their closest practical provider. The closest practical provider is the medical or allied health provider that is closest to the eligible veteran's home who accepts DVA health treatment arrangements.

DVA may also arrange transport under the Booked Car With Driver Scheme (taxis and hire cars) for travel to approved treatment locations for all eligible veterans that are aged 80 years of age or

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over; who have dementia; or who are legally blind. Eligible veterans aged 79 years or younger can also access the scheme if they meet certain conditions.

For eligible veterans in remote areas, DVA works with a range of transport providers to ensure the veteran receives their treatment in the timeliest manner. This may involve arranging flights to transport veterans to the most appropriate location for them to receive treatment.

If medically required, an eligible client may have a medical attendant travel with them. The medically-required attendant is deemed to be a person who is responsible, competent and physically able to assist the eligible client throughout the travel for treatment. This may or may not be the primary carer. In such cases, the RTS provides reimbursement of travel, accommodation and meal costs for the eligible client, and their medically required attendant, in the form of an allowance. This does exclude however, those instances where a veteran travels by ambulance or is receiving treatment as an inpatient at a hospital, where that role is fulfilled by medical staff.

In the 2015-16 financial year, DVA arranged 1,140,000 trips at a cost of \$61.9 million and processed 146,600 claims for travel reimbursement, at a total cost of \$15.2 million. This included 2,674 flights, 221 of which were interstate. The more prevalent interstate trips relate to continuity of care to attend psychiatry treatment (33 per cent of the interstate trips) and for Tasmanian-based veterans requiring higher levels of care in the Melbourne region (40 per cent).

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Question 11

Outcome: All Program: All

Topic: Credit cards and Governance

(Written Question on Notice)

Senator GALLACHER asked:

1. What types of credit and transaction cards (including Cabcharge, Fastcard and eTickets) does your department issue?
2. What was the total expenditure for each type of card over the last 3 financial years?
3. Can you break down the expenditure into categories?
4. What is the highest and lowest credit limit for each type of card?
5. How many times in the last 5 years has the credit limit been reviewed?
6. What are Credit Cards used for?
7. What are the Governance/probity rules for employees to follow?
8. Are cash advances allowed?
 - a) Can you list the total amount of cash advances from credit and other transaction cards over the last 3 years?
 - b) Can you provide details on the 10 largest cash advances in your department and provide particulars such as how much was accessed?
 - c) Who approves cash advances in your department in the event of paying suppliers
9. Who reviews transactions in regards to all cards?
10. Who provides assurance to the Minister in respect to probity governance and fraud control?

Answer

1. The Department of Veterans' Affairs (DVA) issues Visa corporate purchase cards, Cabcharge Fastcards and Cabcharge e-tickets.
2. The table below shows the expenditure against each type of card over the last 3 financial years. Note: it is not possible to split Cabcharge expenditure between Fastcards and e-tickets.

Type of card	Total expenditure financial years 2013-14, 2014-15 and 2015-16
Visa purchase cards	\$7,825,083.38
Cabcharge	\$1,710,446.08
Total	\$9,535,529.46

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3. The following table shows the breakdown of card expenditure over the last 3 financial years into expenditure categories.

Category	Expenditure (\$)
Advertising/marketing	43,202.32
Computer services	29,019.20
Consulting Services	137,804.78
Employment Agencies	13,944.01
Florists	38,382.23
Freight and transport	46,070.10
Services from other government agencies	520,345.29
War graves maintenance supplies	1,336,963.80
Office supplies	1,042,304.26
Fittings/repairs/first aid courses/memberships	1,000,532.04
Postal Services	103,868.95
Professional/accounting/financial/legal services	271,490.03
Property, utilities, security, passport and visa services	263,687.94
Provisioning for meetings, Ex-Service Organisation and veteran functions	324,741.88
Publications	92,371.38
Staff recognition	1,413.40
Tax Payments	102,306.90
Taxi Services	2,207,089.03
Telecommunications Services	30,367.35
Training/education	45,816.25
Travel	1,265,805.89
Uniforms/flags	1,515.82
Venue hire for functions/training	30,667.44
Services to veterans	585,819.17
Total	\$9,535,529.46

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4. For Visa purchase cards the lowest credit limit is currently \$500 and the highest credit limit is currently \$100,000. Cabcharge, Fastcards and e-tickets do not have credit limits.
5. Visa purchase card credit limits were reviewed 8 times between 1 July 2011 and 30 June 2016.
6. Credit cards are used for the full range of government purchases.
7. Employees are bound by the Code of Conduct set out in the Public Service Act 1999.
8. Cash advances on Visa corporate cards are allowed in very limited circumstances.
 - (a) Between 1 July 2013 and 30 June 2016 cash advances totalled \$1,841.93

(b) The following table shows all instances of cash accessed between 1 July 2013 and 30 June 2016.

5 instances where cash was withdrawn to reimburse a veteran for travel expenses.
1 cash withdrawal to reimburse an international traveller for a taxi fare.
1 cash withdrawal for an emergency payment to a veteran.

- (c) The number of cardholders who currently have access to cash is zero. When a requirement for a cash advance facility is identified, the cardholder must provide a justification which is reviewed, and may be approved, by the card program manager.
9. Visa purchase card transactions are reviewed by the cardholder's manager on a monthly basis. A sample of cardholder transactions is also reviewed on a monthly basis by an independent quality assurance officer. Cabcharge card and e-ticket usage is monitored by the issuing business areas, who in turn are monitored by internal auditors who conduct periodic reviews.
10. Under the Public Governance, Performance and Accountability Act 2013 (PGPA Act) assurance is provided to the accountable authority, which is the Secretary of DVA.

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Question 12

Outcome: 1 Program: 2.2 & 1.6

Topic: Time to Process Claims

(Written Question on Notice)

Senator GALLACHER asked:

Can the Department advise the current average length of time a DVA claim takes from lodgement to a final decision being made?

Can the Department advise how many claims were accepted and how many were rejected?

Answer

In 2015-16 time taken to process (TTTP) targets were met for liability claims under the *Veterans' Entitlements Act 1986* (VEA), the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) and the *Military Rehabilitation and Compensation Act 2004* (MRCA). Under the VEA the mean TTTP was 72 days; the SRCA was 118 days and the MRCA was 117 days.

In 2015-16 under the VEA, 12,981 compensation conditions were determined with 8,078 accepted and 4,903 not accepted; under the SRCA 5,920 compensation liability conditions were determined with 3,603 accepted and 2,317 not accepted and under the MRCA 14,526 compensation liability conditions were determined with 10,378 accepted and 4,148 not accepted.

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Question 13

Outcome: 1 Program: 1.4

Topic: Financial Arrangements for Advocates

(Written Question on Notice)

Senator GALLACHER asked:

Can you please outline the financial arrangements and support that DVA affords to persons who are recognised by the Department as carrying out the official advocated role on behalf of claimants?

Answer

The Department of Veterans' Affairs (DVA) does not provide any direct financial support for advocates acting on behalf of a veteran in relation to claims for compensation, allowances or any other entitlements.

DVA provides \$3.8 million per annum in funding to Ex-Service Organisations (ESOs) to support the role of their compensation and welfare advocates, through the Building Excellence in Support and Training Program (BEST). BEST is a discretionary grants program open to all ESOs providing welfare and compensation services for veterans, past and present members of the Australian Defence Forces and their dependents. BEST Grants for each ESO are calculated on the basis of a formula, agreed through the ESO Round Table, which is linked to the level and complexity of claims and welfare activity undertaken by the ESO in the previous calendar year.

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Question 14

Outcome: 1 Program: 1.4

Outcome: 2 Program: 2.5

Topic: Financial Arrangements for Advocates - Travel

(Written Question on Notice)

Senator GALLACHER asked:

Is it Departmental practice for DVA nominated primary carer and authorised representatives pay for their own travel, accommodation and incidentals in the course of their work?

Is there a policy or guidelines around how long these travel claims and reimbursements should take for advocates, authorised persons or primary carers?

Is it Departmental practice to reimburse the primary carer or advocate via the claimant themselves?

Is the Department aware that this has been common practice in at least one case in the Northern Territory?

Is the Department prepared to investigate this case if the specific details are referred?

Answer

Under the Repatriation Transport Scheme (RTS), an eligible client may have a medical attendant travel with them if medically required. The medically-required attendant is deemed to be a person who is responsible, competent and physically able to assist the eligible client throughout the travel for treatment period. This may or may not be the primary carer. In such cases, the Department of Veterans' Affairs (DVA) provides reimbursement of travel, accommodation and meal costs for the eligible client, and their medically required attendant, in the form of an allowance.

This does not extend to travel claims and payment for advocates, support for advocates is provided through the Building Excellence in Support and Training (BEST) program. (See response to QoN 13)

DVA processes claims for reimbursement in accordance with a 28 day from date of receipt service charter. Upon acceptance of a claim for reimbursement, the allowance is paid to the eligible client. In cases where a medically-required attendant travels with the eligible client, their allowance is paid to the eligible client, not directly to attendant as the eligible client is deemed to be the claimant for the purpose of reimbursement.

DVA is not aware of any specific case relating to clients in the Northern Territory, but will investigate the case in question if the details are provided.

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Question 15

Outcome: 2 Program: 2.5

Topic: Travel Claims

(Written Question on Notice)

Senator GALLACHER asked:

Why are DVA travel claims processed through the centralised office in Brisbane?

Was this a result of the changed Deputy Commissioner arrangements?

Answer

The Department of Veterans' Affairs (DVA) Health Access section has a staff presence in Sydney and Brisbane. DVA staff in both offices process requests for Booked Car with Driver services for eligible clients. In 2015/16, 88 % of travel arrangements for eligible clients were made using this process which involves companies charging DVA directly for these services.

As requests for reimbursement of travel costs and long distance transport bookings comprise a much lower proportion of trips, this work was consolidated into the Brisbane office in 2014. This has allowed DVA to improve claims processing timeframes, use resources more efficiently and effectively, and provide a scalable and sustainable service delivery model.

These changes were not the result of the changed Deputy Commissioner arrangements.

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Question 16

Outcomes: 1, 2 and 3

Topic: Darwin DVA Office

(Written Question on Notice)

Senator GALLACHER asked:

What are the primary functions that are carried out by the Darwin DVA office?

How many cases are they typically dealing with?

What is their current average staffing level?

How many vacancies are there, if any currently in the DVA office in Darwin?

How long have these positions been vacant for?

What is the average amount of time that these positions generally stay vacant for?

Answer

Darwin office has the following primary functions:

1. Departmental representation for all official activities, including commemorations;
2. On Base Advisory Support (OBAS) to Australian Defence Force (ADF) bases, support of NORFORCE, and remote outreach to veterans in smaller communities;
3. Client counter engagements, support of the national general enquiry call centre and the national client 'Call Back' service;
4. Community Support services, including the Men's Health Peer Education Program and grants.

How many cases are they typically dealing with?

The office generally deals with approximately:

- 35 OBAS interviews per week;
- 8 counter visits per day.

What is their current average staffing level?

6.5

How many vacancies are there, if any currently in the DVA office in Darwin?

All positions in the Darwin office are currently occupied.

How long have these positions been vacant for?

Not applicable, see above.

What is the average amount of time that these positions generally stay vacant for?

Positions are filled as they become vacant. This may include a temporary filling arrangement while permanent recruitment is undertaken. One position in the Darwin office is currently filled on a temporary basis and a permanent recruitment exercise is underway. The trial of the Assistant Deputy Commissioner is continuing.

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Question 17

Outcome: 1 Programs 1.1-1.7:

Topic: Advocates registered with Darwin DVA office

(Written Question on Notice)

Senator GALLACHER asked:

How many registered advocates, primary carers and authorised persons do the Darwin office currently have on their books?

Answer

The registration of practising advocates is an ex-service organisation (ESO) responsibility. ESOs are required to endorse advocates for indemnity insurance. The Department of Veterans' Affairs (DVA) does not keep records of advocates.

DVA does not keep records of primary carers.

Authorised persons are able to act on a client's behalf. As at 28 October 2016 there were 117 nominated representatives able to act for DVA clients on an ongoing basis. A nominated representative may represent more than one client.

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Question 18

Outcome: 2 Program: 2.5

Topic: Veteran interstate travel

(Written Question on Notice)

Senator GALLACHER asked:

How many veterans from the NT had to travel interstate for treatment last financial year?

Answer

In the 2015/2016 financial year, 48 eligible veteran clients in the Northern Territory travelled interstate on a total of 61 occasions, interstate to access required medical treatment, (some of the 48 veterans travelled interstate on more than one occasion).

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Question 19

Outcome: 2 Program: 2.5

Topic: Mental health services in the NT

(Written Question on Notice)

Senator GALLACHER asked:

What mental health facilities and treatment options are available to veterans in the NT?

Are there any further facilities or treatment programs planned? If so, what are they?

Answer

The Department of Veterans' Affairs (DVA) provides a comprehensive range of mental health services for its clients, including online mental health information and support, GP services, psychologist and social work services, specialist psychiatric services, pharmaceuticals, trauma recovery programs for posttraumatic stress disorder (PTSD), and in-patient and out-patient hospital treatment.

For non-hospital treatment, eligible clients throughout Australia can access treatment services through providers registered with the Department of Human Services to provide services under the Medicare Benefits Schedule or DVA's allied health schedules.

In the Northern Territory, DVA's agreement covers five public hospitals which enable clients to access a range of inpatient and outpatient mental health treatment services. The majority of mental health services in the Northern Territory for DVA clients are provided via the public hospital system.

In relation to mental health, DVA also has an agreement with the operator of the only private hospital, Darwin Private Hospital, for electroconvulsive therapy. This is the only mental health treatment service provided by this hospital.

DVA funds outpatient Trauma Recovery Programs – PTSD in public and private hospitals across Australia for veterans suffering from PTSD. These programs are required to meet DVA's National Accreditation Standards for Trauma Recovery Programs – PTSD (2015). To become accredited to deliver these programs, hospitals are required to submit an application to DVA and if accepted, seek accreditation from an authorised agency within 12 months. Currently, no public or private hospitals in the Northern Territory have submitted an application to DVA to become accredited to deliver outpatient trauma recovery programs.

In circumstances where there are no appropriate mental health services in the Northern Territory, DVA can provide financial assistance for travelling expenses to entitled clients to attend a health provider for medical treatment. For further details of these arrangements, see Question on Notice 24.

In addition, veterans and their families in the Northern Territory, and throughout Australia, can access support from the Veterans and Veterans Families Counselling Service (VVCS). VVCS

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provides free, confidential, 24/7 nation-wide counselling and support to veterans, eligible current and former ADF members, and their families. VVCS has counselling centres located in every capital city and in a range of major regional cities, including a centre in Darwin, and an out-posted centre in Katherine. In addition, VVCS has a national network of over 1000 outreach counsellors, who provide services on behalf of VVCS. VVCS clinicians are available 24 hours a day, 365 days a year by calling 1800 011 046. For more information please visit: www.vvcs.gov.au

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Question 20

Outcome: 2 Program: 2.5

Topic: Mental health services – travel arrangements

(Written Question on Notice)

Senator GALLACHER asked:

Are there any guidelines on the class of travel for claimant veterans undergoing treatment for PTSD and other mental illnesses who are forced to fly interstate from Darwin for treatment?

Does DVA take into account the advice of doctors who recommend business class travel during interstate trips for treatment?

Has the Department ever overruled, ignored or disallowed such requests for Business Class Travel?

Answer

DVA assesses all requests for travel for treatment on a case by case basis. The assessment of these requests is based on the Veterans' Entitlements Act 1986 and the Veterans' Entitlement Regulations 1986. More specifically, Veterans' Entitlement Regulation 9 outlines a number of factors that the Commission may refer to in determining the most appropriate form of transport. In relation to those clients covered under the *Military Rehabilitation Compensation Act 2004* and the *Safety, Rehabilitation and Compensation Act 1988*, there are no specific guidelines relating to the class of travel someone can use when travelling to access treatment for PTSD and other mental health conditions. In these cases, the delegate will make a decision based on the client's needs.

Information relating to provisions under the Repatriation Transport Scheme is made available on the DVA website in the form of DVA Factsheets. Whilst there is no specific reference to the class of travel, Factsheet HSV03 does make reference to the fact that if clinically necessary, long distance travel, including air travel can be arranged by DVA. This Factsheet, as with other DVA publications, includes relevant contact details for veterans and health providers to contact DVA for further information if required.

Where a person is required to travel for any treatment, DVA will pay reasonable costs for travel. When determining whether costs are 'reasonable', the delegate must consider each client's individual circumstances and the information and evidence available to them. For example, if a delegate is provided with appropriate medical evidence that a client has specific needs impacting on their capacity to travel, including symptoms of mental health conditions, then the delegate may consider that it is reasonable for the person to travel business class, particularly if the client needs to travel a long distance and this travel may affect their health.

DVA is not aware of any requests from clients who have travelled from the NT for treatment and who have the required clinical information from a health provider that have been overruled, ignored or disallowed.

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Question 21

Outcome: 1 Program: 1.2 & 1.6

Topic: Claims – discharge advice

(Written Question on Notice)

Senator GALLACHER asked:

Is the Department aware that there have been instances where the Department's 'discharge advice' isn't later accepted by DVA during the claims process?

Answer

The Department of Veterans' Affairs does not record instances where an Australian Defence Force 'discharge advice' is not considered as evidence during the claims process. 'Discharge advices' only form one part of the evidence considered in the determination of a claim.

In addition, in some cases the 'discharge advice' may not relate to the diagnosed condition being claimed.

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Question 22

Outcome: 1 & 2 **Program:** All

Topic: DVA policy implementation

(Written Question on Notice)

Senator GALLACHER asked:

Has the Department received any feedback from stakeholders that relevant DVA legislation and current DVA policy implementation and advice often run contradictory to one another?

Are any efforts been made to address and rectify this, if so what is been done?

Answer

DVA has a number of feedback mechanisms, e.g.:

- National Consultative Framework with ex-service organisations (ESOs);
- Ministerial representations;
- feedback and complaints process; and
- forums with service providers.

Policy is reviewed from time to time or as questions are raised and/or circumstances change. The Military Rehabilitation and Compensation Commission and the Repatriation Commission consider submissions from the Department to review or agree to significant new policy. Case law can be altered as a result of decisions of the Administrative Appeals Tribunal or the courts. Where these alterations impact on DVA policy, the policies are updated.

Any representation that DVA's policy and legislation is misaligned is carefully considered. Sometimes a veteran's representative asserts a mis-alignment whereas it may be a case that the factual evidence for that case has been interpreted differently between the Department and the representative. Every effort is taken to minimise issues in dispute and explain these differences. Where it cannot be resolved, it is open to the person to apply for a review of the decision. The merits review bodies (Veterans' Review Board, Administrative Appeals Tribunal) and the Federal Court all have alternative dispute resolution mechanisms in place to resolve such issues at their earliest opportunity.

If the Department receives a representation that its policies are wrong or not lawful, these matters are referred to DVA's in-house legal team for advice and, where necessary, an opinion is sought from the Australian Government Solicitor.

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Question 23

Outcome: 1, 2 and 3

Topic: Telephony

(Written Question on Notice)

Senator GALLACHER asked:

It is understood the Department changed phone system's in July. What has been the impact of that on how long it takes for calls to be answered?

Have there been any systems issues with the changeover?

What has been the reaction from veterans to this change?

What are you doing to address this?

Answer

In June 2016, the Department of Veterans' Affairs (DVA) transitioned its telephony platform to a DHS/Telstra managed arrangement. Initially, performance was impacted and this resulted in a number of complaints from clients in relation to wait times, call drop outs and on hold music. Performance levels are gradually stabilising.

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Question 24

Outcome: All Program: All

Topic: Contractors & consultants

(Written Question on Notice)

Senator GALLACHER asked:

Department expenditure on contractors and consultants in the last financial year

- Breakdown by project / engagement on expenditure and purpose

Which of these were used to cover work that might otherwise have been done by APS staff?

Answer

- a) Details of contracts valued at \$10,000 (including for contractors) or over are available under the **Reports** tab on AusTender (www.tenders.gov.au).
- b) It would be an unreasonable diversion of resources to provide a list of expenditure on each contract.
- c) Consultants are generally engaged for their specialist expertise and/or independent view to perform a defined piece of work that would not otherwise be undertaken by APS staff. Contractors are engaged for various reasons, including technical skills, to backfill temporary roles, or for time critical roles such as backlog processing.

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Question 25

Outcome: All Program: All

Topic: Labour hire arrangements

(Written Question on Notice)

Senator GALLACHER asked:

- a) How many staff were employed through labour hire arrangements in your Department in the last financial year?
- b) What as your expenditure on these staff?
- c) Who were the contractors / labour hire firms used?
- d) What work were they doing?
- e) Why is that work not being done by directly engaged APS staff?

Answer

a) Personnel engaged through supplier contracts are considered labour hire personnel. The Department of Veterans' Affairs' Human Resource Management System (HRMS) recorded 641 labour hire personnel engaged for various timeframes during the financial year 2015-16.

b) Total expenditure on labour hire (contractors) for the 2015-16 financial year was \$24.3 million. This is comprised of \$12.2 million on non-ICT contractors and \$12.1 million on ICT contractors as published in the Department of Veterans' Affairs Annual Report 2015-2016, page 151, Note 1.1B: Suppliers (note: ICT contractor amount is reported within the 'information technology and communication' line).

c) Details of contracts valued at \$10,000 or over (including for contractors) are available on AusTender (www.tenders.gov.au) under the Reports tab. For those contracts valued at less than \$10,000, HRMS does not record this information as the time and effort to capture this information in detail would place an unreasonable burden on the Department's resources.

d) A large component of the work performed by labour hire specialists is ICT related. However in addition to ICT, work undertaken by labour hire personnel includes, but is not limited to, provision of administrative support, specialised expertise and medical advice.

e) Labour hire staff are used in circumstances such as:

- To temporarily backfill for staff on leave;
- When additional expertise is required for specific projects; and
- To address temporary backlogs.

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Question 26

Outcome: 1, 2 and 3

Topic: VAN offices

(Written Question on Notice)

Senator GALLACHER asked:

Can the department please provide a detailed cost breakdown (per annum) of each open, stand-alone Veterans' Access Network?

- Cost per year to keep open, including;
 - A) Rent p/a for office
 - B) Staff numbers
 - C) Stationary

Any other miscellaneous items

Answer

DVA has 16 standalone Veterans' Access Network (VAN) shopfronts: Six of these VANs are co-located with Veterans and Veterans Families Counselling Service (VVCS) centres and share property leases. A total expense figure for each VAN has been provided. This figure includes costs for rent and stationary.

VAN	Staff	Total Expense
Newcastle	3	\$394,248
Lismore	3	\$392,933
Maroochydore	3	\$412,337
Woden	4	\$592,325
Launceston	2	\$225,769
Townsville	3	\$481,572
Broadbeach	3	\$446,879
Darwin	8	\$899,881
Wodonga	1	\$193,489
Parramatta	Nil (visiting service from Sydney)	\$26,826
Sydney	13	\$1,203,943
Melbourne	23	\$2,101,860
Brisbane	10	\$974,404
Adelaide	10	\$924,644
Perth	21	\$2,150,778
Hobart	11	\$1,082,369

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Question 27

Outcome: 1 Program: 1.2 & 1.6

Topic: Missing files - QLD
(Written Question on Notice)

Senator GALLACHER asked:

Is the Department aware of a number of files going missing in the Queensland DVA office? (taken on notice during estimates page 107 of Hansard).

Answer

Please see response to QON #2.

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Question 28

Outcome: 1, 2 and 3

Topic: VAN and DHS co-location

(Written Question on Notice)

Senator GALLACHER asked:

Where VAN offices and DHS offices are co-located what information goes up in the service centres for veterans?

Answer

Please see the response to QoN 3.

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Question 29

Outcome: 1, 2 and 3

Topic: Second-pass business case

(FADT Hansard Proof 19 October 2016, p119)

Senator GALLACHER asked:

What was the scope of the external agency that assisted in the preparation of the second-pass business case for ICT improvements? What was their timeline and completion dates?

Answer

The service provider, PricewaterhouseCoopers (PwC), is assisting the Department of Veterans' Affairs and Department of Human Services to:

- develop a Second Pass Business Case designing the reform of DVA business operations, for consideration as part of the 2017-18 budget process;
- identify and prioritise a range of reform readiness initiatives in anticipation of the broader reforms; and
- develop a comprehensive cost benefit analysis underpinning the reforms.

PwC was engaged from the Department of Finance's Business Advisory Panel (SON3305648), from 8 August 2016 to 28 February 2017.

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Question 30

Outcome: 2 Program: 2.6

Topic: Rehabilitation providers

(Written Question on Notice)

Senator GALLACHER asked:

What is the value of the 38 contracts for rehabilitation services within DVA?

- When do they expire?
- Do they have negotiated extensions options available to them? (ie 3 years + 3 years)

When these contracts expire, will the Department undertake an open tender process?

Answer

A correction of evidence submitted to the Senate Committee has explained that the Department of Veterans' Affairs (DVA) is working presently with 34 rehabilitation providers, not 38 as referenced in the Senator's question.

The total amount paid to DVA's rehabilitation service providers during the 2015-16 financial year was \$3,497,167 for assessments, plan preparation, and case management. This does not include rehabilitation services or equipment expenditure or departmental staffing and administration expenditure.

DVA's rehabilitation service providers do not have a contractual arrangement with DVA.

However, to work with DVA clients, rehabilitation service providers must be an approved Comcare provider for the purposes of the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) and the *Military Rehabilitation and Compensation Act 2004* (MRCA) as set out in section 41 of the MRCA and section 34, 36 and 37 of the SRCA.

Further, from 1 July 2016, to work with DVA clients, rehabilitation service providers must also satisfy the following DVA-specific requirements, which ensures that DVA clients have access to the best possible professional team, and also support providers through providing training about DVA's programs and client base:

- experience in working with DVA clients or other workers from a similar environment such as police or emergency services personnel;
- experience in assisting clients with complex medical conditions to move to a new job with a new employer, to change careers and/or move into a new industry;
- experience in translating specific skills and qualifications to other industries;
- completion of DVA e-learning courses demonstrating a knowledge of military culture and DVA services; and
- a minimum of two years hands on experience working with clients in medical management, vocational and/or psychosocial areas. These three areas constitute DVA's 'whole of person' rehabilitation approach.

The DVA requirements do not apply to providers who only undertake specific service assessments, such as a home assessment for household services or attendant care purposes. However, all providers undertaking specific service assessments must still be Comcare accredited.

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Question 31

Outcome: 2 Program: 2.6

Topic: ANAO recommendations

(Written Question on Notice)

Senator GALLACHER asked:

Please provide an updated and timelines for recommendations 3, 4 and 5 which were outlined in the Auditor-General's report into rehabilitation services provided by DVA (taken on notice during estimates page 130 of Hansard)

Answer

The following initiatives, with respective timelines, are being implemented to address recommendations 3, 4 and 5 of the Auditor-General's report into rehabilitation services provided by the Department of Veterans' Affairs (DVA).

The Department of Defence and DVA are jointly responsible for implementation of Recommendation 3. The answer provided relates primarily to DVA's responsibilities.

Defence has the main responsibility for delivery of transition services for discharging ADF members, while DVA provides a supporting role.

DVA is responsible for implementation of the ANAO's recommendations 4 and 5. DVA is addressing each of these recommendations via several initiatives, which have different timelines.

Recommendation 3 – Improving transition arrangements

DVA is undertaking a number of collaborative activities with Defence aimed at ensuring successful transition:

1. more effective handover of rehabilitation arrangements for individuals separating from the ADF on medical grounds;
2. implementing the Early Engagement Model which aims to identify, engage and support ADF members at the right time;
3. working with Defence to establish a Transition Taskforce to identify barriers to transition and develop actions to address them;
4. implementing the Veterans' Employment Assistance Initiative, which seeks to enhance vocational rehabilitation; and
5. progressing the MRCA Rehabilitation Long-Term Study, which seeks to study the effectiveness of rehabilitation arrangements under the *Military Rehabilitation and Compensation Act 2004* (MRCA).

Timing: All initiatives are being pursued in 2016/17.

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Recommendation 4 – Enhancing measurement and reporting

DVA is undertaking the following initiatives:

1. working with service providers to identify performance indicators;
2. progressing the MRCA Rehabilitation Long-Term Study, which seeks to study the effectiveness of rehabilitation arrangements under the *Military Rehabilitation and Compensation Act 2004* (MRCA);
3. introduction of new Program Performance Indicators for the Portfolio Budget Statements (and DVA Annual Report); and
4. using Goal Attainment Scaling (GAS) to measure rehabilitation outcomes for veterans participating in rehabilitation.

Timing: All initiatives are being pursued in 2016/17.

Recommendation 5 - improve management of rehabilitation service delivery

DVA is undertaking the following initiatives:

1. implementing new criteria for rehabilitation providers, to improve the selection and management of external rehabilitation service providers;
2. implementing bi-annual national rehabilitation provider information sessions, to discuss DVA policies and initiatives in a collaborative forum;
3. implementing rehabilitation e-learning modules for providers on DVA's online training system;
4. developing a Statement of Work for rehabilitation providers with consideration to any future arrangements; and
5. as an interim measure, DVA is establishing a range of indicators to assist with monitoring provider performance.

Timing: DVA has already implemented initiatives 1 and 2. Initiatives 3 to 5 are being pursued in 2016/17.

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Question 32

Outcome: 2 Program: 5

Topic: Interstate travel process

(Written Question on Notice)

Senator GALLACHER asked:

What is the process when veterans are required to travel interstate to access specialist treatment services (mental health and substance abuse etc)? Is there a limit to the geography or a cap in terms of the process? (taken on notice during estimates page 131 of Hansard)

Answer

While the Repatriation Transport Scheme (RTS) is based on the premise that the veteran will attend the closest practical provider to their residence, the Department of Veterans' Affairs (DVA) does not impose a limit on travel provision when veterans are attending their closest practical provider. For eligible veterans in remote areas, DVA works collaboratively with a range of transport providers to ensure the veteran receives treatment in a timely manner. This may involve DVA arranging flights to transport veterans to the most appropriate location for them to receive treatment.

Please refer to the answer to QoN 10 for further information on the RTS.

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Question 33

Outcome: 2 Program: 2.5

Topic: Veteran interstate travel for treatment

(Written Question on Notice)

Senator GALLACHER asked:

How many veterans were required to travel interstate to get treatment over the past 12, 24 and 36 months? (taken on notice during estimates page 131 of Hansard)

Answer

The number of eligible veterans travelling interstate to access necessary health treatment over the previous three financial years is shown in the table below.

Financial Year	No Of Veterans	No Of Trips
2013-14	365	466
2014-15	398	535
2015-16	381	505

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Question 34

Outcome: 1 and 3 Programs: 1.1-1.4, 3.1

Topic: DC NT History

(Written Question on Notice)

Senator GALLACHER asked:

What is the history of the Deputy Commissioner role in the Northern Territory? How long has there been no deputy commissioner and how long has Mr Johnson been acting in the role? (taken on notice during estimates page 123 of Hansard)

Answer

The Northern Territory (NT) has had a Department of Veterans' Affairs (DVA) Deputy Commissioner since 2006. In July 2015 DVA trialled an Assistant Deputy Commissioner at the Executive Level 1 (EL1) level, located in Darwin.

How long has there been no Deputy Commissioner?

There has been no gap in representation of NT Veterans' issues at either the Deputy or Assistant Deputy Commissioner level.

How long has Mr Johnson been acting in the role?

Mr Johnson has been in the role since July 2015.

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Question 35

Outcome: 1, 2 and 3

Topic: DVA leadership positions

(Written Question on Notice)

Senator GALLACHER asked:

Are there any other leadership positions around any other structures that are subject to the same considerations as the Deputy Commissioner in the NT? (taken on notice during estimates page 126 of Hansard).

Answer

Please see response to QoN 7.

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Question 36

Outcome: 1, 2 and 3

Topic: VAN Office Closure / Centrelink Offices

(Written Question on Notice)

Senator LAMBIE asked:

Can you please outline the plans for Veterans Access Network Offices into the future and detail the reasons behind closures or amalgamations with local Centrelink offices?

Answer

There are no current plans to close Veterans' Access Network (VAN) shopfronts or to amalgamate them with Centrelink offices.

DVA will continue to consider the operation of its VAN offices on a case by case basis and remains committed to the provision of in-person services through its Veterans' Access Network.

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Question 37

Outcome: 1, 2 and 3

Topic: Review of Veterans Access Network Offices

(Written Question on Notice)

Senator LAMBIE asked:

Has there been a review of the Veterans Access Network Offices completed stating reasons and benefits if so can these please be provided?

Answer

There has been no recent review of Veterans' Access Network (VAN) offices as a whole. DVA will continue to consider the operation of its VAN offices on a case by case basis.

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Question 38

Outcome: All Program: All

Topic: Breakdown of Staffing Levels as at 30 June 2016

(Written Question on Notice)

Senator MCALLISTER asked:

Please provide a breakdown of staffing levels as at 30 June 2016, nationally and for each state and territory, by the following categories:

- a) Full time equivalent (FTE);
- b) Head count;
- c) Gender;
- d) Ongoing;
- e) non-ongoing; and
- f) classification level.

Answer

a) Table 1 shows the breakdown of staffing levels as at 30 June 2016 for each state/territory by FTE.

Table 1:

State	FTE
ACT	622.67
NSW	288.18
NT	14.80
QLD	404.25
SA	141.54
TAS	60.51
VIC	288.53
WA	100.61
Total	1921.09

b) Details of staffing levels for each state/territory by head count as at 30 June 2016 are available in the Department of Veterans' Affairs Annual Report 2015-2016, page 238, table A1.

c) Details of staffing levels for each state/territory by gender as at 30 June 2016 are available in the Department of Veterans' Affairs Annual Report 2015-2016, page 239, table A3.

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d) Table 2 shows the breakdown of staffing levels as at 30 June 2016 for each state/territory by ongoing employees.

Table 2:

State	Ongoing (head count)
ACT	629
NSW	278
NT	14
QLD	364
SA	136
TAS	59
VIC	263
WA	96
Total	1839

e) Details of staffing levels for each state/territory by non-ongoing as at 30 June 2016 are available in the Department of Veterans' Affairs Annual Report 2015-2016, page 240, table A5.

f) Details of staffing levels for each state/territory by classification level as at 30 June 2016 are available in the Department of Veterans' Affairs Annual Report 2015-2016, page 238, table A1.

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Question 39

Outcome: All Program: All

Topic: Staffing – Engagements - 2015-16 Financial Year

(Written Question on Notice)

Senator MCALLISTER asked:

How many engagements occurred in the 2015-16 financial year, by:

- a) Classification;
- b) State or territory;
- c) Ongoing staff; and
- d) Non-ongoing staff.

Answer

a) Table 1 shows the engagements by classification for the 2015-16 financial year.

Table 1:

Classification	Headcount
APS 1	3
APS 2	13
APS 3	117
APS 4	62
APS 5	76
APS 6	45
EL 1	16
EL 2	7
GAPS	17
Legal 1	2
SES 2	1
SES 3	1
Statutory	1
Total	361

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b) Table 2 shows the engagements by state/territory for the 2015-16 financial year.

Table 2:

State	Headcount
ACT	100
NSW	37
NT	11
QLD	91
SA	22
TAS	10
VIC	75
WA	15
Total	361

c) and d) Details regarding ongoing and non-ongoing staff engagements for the 2015-16 financial year are available in the Department of Veterans' Affairs Annual Report 2015-2016, page 122, table 39.

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Question 40

Outcome: All Program: All

Topic: Staffing – Separations – 2015-16 Financial Year

(Written Question on Notice)

Senator MACALLISTER asked:

How many separations occurred in the 2015-16 financial year, by:

- a) Classification;
- b) State or territory;
- c) Ongoing staff;
- d) Non-ongoing staff; and
- e) Reason for separation.

Answer

a) Table 1 below shows the separations by classification for the 2015-16 financial year.

Table 1:

Classification	Headcount
APS 2	8
APS 3	111
APS 4	41
APS 5	62
APS 6	68
EL 1	45
EL 2	15
SES 1	2
SES 2	2
SES 3	1
Statutory	1
Total	356

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b) Table 2 below shows the separations by state/territory for the 2015-16 financial year.

Table 2:

State	Headcount
ACT	99
NSW	47
NT	10
QLD	66
SA	32
TAS	12
VIC	68
WA	22
Total	356

c), d) and e) These details regarding staff separations for the 2015-16 financial year are available in the Department of Veterans' Affairs Annual Report 2015-2016, page 122, table 39.

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Question 41

Outcome: All Program: All

Topic: Contractors & Consultants – Expenditure - 2015-16 Financial Year

(Written Question on Notice)

Senator MCALLISTER asked:

What was the total expenditure on contractors and consultants in the 2015-16 financial year?

Answer

The total departmental expenditure on consultants in the 2015-16 financial year was \$3.365 million (GST exclusive) as published in the Department of Veterans' Affairs Annual Report 2015-2016, page 151, Note 1.1B: Suppliers.

The total departmental expenditure on contractors for the 2015-16 financial year was \$24.323 million (GST exclusive). This is comprised of \$12.171 million (GST exclusive) on non-ICT contractors and \$12.152 million (GST exclusive) on ICT contractors as published in the Department of Veterans' Affairs Annual Report 2015-2016, page 151, Note 1.1B: Suppliers (note: ICT contractor amount is reported within the 'information technology and communication' line).

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Question 42

Outcome: All Program: All

Topic: Contractors & Consultants – Details - 2015-16 Financial Year

(Written Question on Notice)

Senator MCALLISTER asked:

For each contract or consultancy in the 2015-16 financial year, please outline:

- a) The project or engagement;
- b) The value of the contract;
- c) The name of each firm or contractor engaged; and
- d) The purpose of the contract

Answer

The details requested are available under the **Reports** tab on AusTender (www.tenders.gov.au).

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Question 43

Outcome: All Program: All

Topic: Contractors & Consultants – Name & Payments - 2015-16 Financial Year
(Written Question on Notice)

Senator MCALLISTER asked:

For each contract or consultancy in the 2015-16 financial year, please outline:

- a) The names of each firm or contractor engaged; and
- b) Total payments made to each contractor or consultant.

Answer

- a) The details requested are available under the **Reports** tab on AusTender (www.tenders.gov.au). Refer to QON41.
- b) It would be an unreasonable diversion of resources to provide total actual payments made to each contractor and consultant.

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Question 44

Outcome: All Program: All

Topic: Contractors – Labour Hire Arrangements – 2015-16 Financial Year

(Written Question on Notice)

Senator MCALLISTER asked:

For the 2015-16 financial year, please outline:

- a) How many staff were employed through labour hire arrangements;
- b) Total expenditure on labour hire staff;
- c) The contractors or labour hire firms engaged to supply these staff;
- d) Total payments to each of the organisations that provided staff through either a labour hire arrangement or other contractual arrangement; and
- e) The nature of the work performed by labour hire staff.

Answer

Please refer SQ16-000030

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Question 45

Outcome: 2 Program: 2.5

Topic: Mefloquine

(Written Question on Notice)

Senator FARRELL asked:

The Minister committed to a formal community consultation mechanism to provide an open dialogue on issues concerning mefloquine, what does this look like?

- a. How is the Department engaging with serving and ex-service personnel?
 - i. Is there any advertising?
 - ii. Where is this engagement targeted?
 - iii. Is there a plan to cover all of Australia?
- b. Is consultation process accessible to all regions?
- c. Are there any concerns some members of the serving and ex-service community do not have access to this community consultation?
 - i. What is the Department doing to ensure they do have access?

Answer

These matters are being considered by the Defence-DVA Links Steering Committee, with a report to be made to Government by the end of 2016. Information will be made available once the Government has considered the Committee's advice.

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Question 46

Outcome: 2 Program: 2.5

Topic: Mefloquine Support Team

(Written Question on Notice)

Senator FARRELL asked:

Has the Department put together the Government's announced dedicated DVA mefloquine support team to help those who have been affected by mefloquine?

- a. Yes;
 - i. Where is this team based?
 - ii. How many people are in this team?

How can they be contacted?

Answer

Yes, the team is based in Melbourne and comprises of seven staff.

Individuals who have a medical condition they believe has been caused by mefloquine or tafenoquine use can call DVA on 133 254, or 1800 555 254 from regional Australia, to be put in touch with the team.

In addition, in February 2016, the Department of Defence launched the 'Malaria, mefloquine and the ADF' online resource (<http://www.defence.gov.au/Health/HealthPortal/Malaria/>), designed to assist current and ex-serving members and their families who want to learn more about the use of anti-malarial medications in the Australian Defence Force.

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Question 47

Outcome: 1 Program: Australian War Memorial

Topic: George Lambert Painting

(FADT Hansard Proof 19 October 2016, p 100: George Lambert painting)

Senator LAMBERT asked:

Does the War Memorial hold the painting by George Lambert that pertains to the charge?

Answer

The Australian War Memorial holds the painting by George Lambert called *The Charge of the Australian Light Horse at Beersheba, 1917*. The painting is currently on display in the Memorial's First World War gallery.

ART02811: <https://www.awm.gov.au/collection/ART02811>

The Charge of the Australian Light Horse at Beersheba, 1917



AUSTRALIAN WAR MEMORIAL

ART02811

ID number ART02811

Title The Charge of the Australian Light Horse at Beersheba, 1917

Measurement framed: 139.5 x 261.7 cm x 10 cm

Object type Painting

Maker Lambert, George

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Place made United Kingdom: England, Greater London, London

Date made 1920

Physical description oil on canvas

Copyright Copyright expired - public domain

Description Late on 31 October 1917 the 4th Light Horse Brigade was ordered to gallop towards Beersheba and seize the town. Two regiments, the 4th and the 12th, made the charge. This bold and successful move was one of the last major cavalry charges in history. Lambert's work depicts the impact of men and horses on the Turkish troops and trenches. A tangled mass of horses and soldiers is shown against a backdrop of barren and undulating landscape. The buildings of the town are just visible on the horizon at left.

Location Main Bld: First World War Gallery: Sinai Palestine 1917

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Question 48

Outcome: 1 Program: Australian War Memorial

Topic: Credit cards and governance

(Written Question on Notice)

Senator GALLACHER asked:

1. What types of credit and transaction cards (including Cab charge Fastcard and eTickets) does your department issue?
2. What was the total expenditure for each type of card over the last 3 financial years?
3. Can you break down the expenditure into categories?
4. What is the highest and lowest credit limit for each type of card?
5. How many times in the last 5 years has the credit limit been reviewed?
6. What are Credit Cards used for?
7. What are the Governance/probity rules for employees to follow?
8. Are cash advances allowed?
 - a) Can you list the total amount of cash advances from credit and other transaction cards over the last 3 years?
 - b) Can you provide details on the 10 largest cash advances in your department and provide particulars such as how much was accessed?
 - c) Who approves cash advances in your department in the event of paying suppliers?
9. Who reviews transactions in regards to all cards?
10. Who provides assurance to the Minister in respect to probity governance and fraud control?

Answer

1. The Memorial has issued credit cards, fuel cards and Cabcharge cards.
2. Total spend for each card from 2013/14 – 2015/16 is:
 - Cabcharge card - \$102,265.
 - Amex travel card - \$748,185.
 - NAB Mastercard - \$557,650.
3. Expenditure by category is:
 - Travel expenditure - \$850,450.
 - General supplier expenditure - \$557,650.
4. The highest credit limit on one card is \$43,000 (for general, corporate-wide expenditure) and the lowest limit is \$1,000 (for Retail and Online Sales and Digital Experience).
5. Credit Card limits have been reviewed at least once per year over the past five years.
6. Credit cards are primarily used for travel expenses and low value purchases where it is the most cost-effective payment mechanism.
7. The Director's Instructions (Financial) set out instructions for the use of official corporate credit cards, fuel cards, Cabcharge cards and other charge cards. Card holders are required to sign an acknowledgement of their responsibilities regarding the appropriate use of the card prior to receipt of the card.

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8. Cash advances are permitted by the Director, Assistant Director Corporate Services, Chief Finance Officer and Head of Finance.
- a) Cash advances over the past 3 years total \$2,293.03, and have only been used in relation to official overseas travel.
 - b) All cash advances over the past 3 years are listed in the table below.

Date	Transaction	Amount
30/09/2014	Cash Advance	\$391.20
3/10/2014	Cash Advance	\$599.67
30/05/2016	Cash Advance	\$410.41
30/05/2016	Cash Advance	\$409.79
3/06/2016	Cash Advance	\$304.26
14/06/2016	Cash Advance	\$156.57
16/06/2016	Cash Advance	\$21.13

- c) Cash advances can only be approved by the Director, Assistant Director Corporate Services, Chief Finance Officer or Head of Finance.
9. The Head of Finance reviews all monthly credit card statements and acquittals. Further, the Head of Finance or the Chief Finance Officer conduct random checking of corporate credit card operations and ensure supporting documentation is included for all card transactions. In addition, all senior managers are required to complete a quarterly compliance report identifying any instances or suspected incidents of fraud.
10. The Memorial's Council has overall responsibility for ensuring the Memorial has sufficient systems of internal control established to identify and prevent instances of fraud. Any significant matters are reported to the Minister in accordance with the *Public Governance, Performance and Accountability Act 2013*.

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Question 49

Outcome: 1 Program: Australian War Memorial

Topic: Breakdown of Staffing Levels as at 30 June 2016

(Written Question on Notice)

Senator McALLISTER asked:

Please provide a breakdown of staffing levels as at 30 June 2016, nationally and for each state and territory, by the following categories:

- a) Full time equivalent (FTE);
- b) Head count;
- c) Gender;
- d) Ongoing;
- e) non-ongoing; and
- f) classification level.

Answer

The answers to all parts of the honourable Senator's question, except FTE, can be found at page 142 of the Australian War Memorial FY 2015-16 Annual Report. The report can be accessed via the following link.

https://www.awm.gov.au/sites/default/files/AWM_AR_2016.pdf

The FTE staffing level at 30 June 2016 was 253.42.

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Question 50

Outcome: 1 Program: Australian War Memorial
Topic: Staffing – Engagements -2015-16 Financial Year
(Written Question on Notice)

Senator McALLISTER asked:

How many engagements occurred in the 2015-16 financial year, by:

- a) Classification;
- b) State or territory;
- c) Ongoing staff; and
- d) Non-ongoing staff.

Answer

a)

Classification	No
APSL2	12
APSL3	14
APSL4	10
APSL5	8
APSL6	12
EXECL1	10
EXECL2	4
Grand Total	70

b) All engagements occurred in the ACT.

c) 26 ongoing staff were engaged during 2015-16.

d) 33 non-ongoing staff were engaged during 2015-16.

Note: The Memorial also hired 11 new staff to non-ongoing casual/intermittent positions during 2015-16.

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Question 51

**Outcome: 1 Program: Australian War Memorial
Topic: Staffing – Separations – 2015-16 Financial Year
(Written Question on Notice)**

Senator McALLISTER asked:

How many separations occurred in the 2015-16 financial year, by:

- a) Classification;
- b) State or territory;
- c) Ongoing staff;
- d) Non-ongoing staff; and
- e) Reason for separation.

Answer

a)

Classification of staff separations	No
APSL2	7
APSL3	7
APSL4	8
APSL5	11
APSL6	6
EXECL1	15
EXECL2	3
Grand Total	57

b) All separations were in the ACT.

c) 38 ongoing staff separated.

d) 19 non-ongoing staff separated.

e)

Reason for Separation	No
Age Retirement	5
Cessation of Non-ongoing Contract	12
Permanent Movement to other Agency	12
Resignation	26
Termination	1
Voluntary Redundancy	1
Grand Total	57

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Question 52

Outcome: 1 Program: Australian War Memorial

Topic: Contractors & Consultants – Expenditure - 2015-16 Financial Year

(Written Question on Notice)

Senator McALLISTER asked:

What was the total expenditure on contractors and consultants in the 2015-16 financial year.

Answer

Total expenditure during the 2015-16 financial year totalled \$5.107m.

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Question 53

Outcome: 1 Program: Australian War Memorial

Topic: Contractors & Consultants – Details - 2015-16 Financial Year

(Written Question on Notice)

Senator McALLISTER asked:

For each contract or consultancy in the 2015-16 financial year, please outline:

- a) The project or engagement;
- b) The value of the contract;
- c) The name of each firm or contractor engaged; and
- d) The purpose of the contract

Answer

Contractors engaged during 2015/16:

- a) National Collection/Art
 - b) \$8,800
 - c) Brett Graham
 - d) Provision of development of a print for the First World War Centenary Commemorative Print Portfolio
-
- a) Public Programs / Commemoration and Visitor Engagement
 - b) \$22,831
 - c) Leith Arundel
 - d) For the provision of performance pieces, Last letters and Radio silence
-
- a) Corporate Support
 - b) \$49,500
 - c) Optum Health and Technology (Australia) Pty Ltd
 - d) Provision of an Employee Assistance Program
-
- a) Public Programs / Commemoration and Visitor Engagement
 - b) \$5,040
 - c) Joshua David Young
 - d) Provision of Last Post Bugler services.
-
- a) Public Programs / Commemoration and Visitor Engagement
 - b) \$5,040
 - c) Benjamin Wheadon
 - d) Provision of Last Post Bugler services.
-
- a) Public Programs / Commemoration and Visitor Engagement
 - b) \$4,400
 - c) Australian Rugby Choir Incorporated
 - d) For the provision of choir performances

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- a) Public Programs / Commemoration and Visitor Engagement
 - b) \$10,450
 - c) Reel Enterprises Pty Ltd
 - d) Provision of Master of Ceremonies services for major commemorative events
-
- e) National Collection/Art
 - a) \$15,900
 - b) Yvette Coppersmith
 - c) Artistic services in relation to the commission of a portrait
-
- a) Public Programs / Exhibitions
 - b) \$156,222
 - c) Cunningham Martyn Design Pty Ltd
 - d) Provision of exhibition design services for the temporary exhibition
-
- a) Public Programs / Commemoration and Visitor Engagement
 - b) \$5,598
 - c) Mike Bailey Enterprises Pty Ltd
 - d) Provision of back-up Master of Ceremonies for major commemorative events
-
- a) Public Programs / Executive support
 - b) \$114,400
 - c) Catherine MacGregor
 - d) Provision of administrative and project related support services.
-
- a) Public Programs / Exhibitions
 - b) \$37,668
 - c) Dr Robert Lawrence Nichols
 - d) Provision of Editorial services
-
- a) Corporate Support/IT
 - b) \$396,000
 - c) Southern Cross Computing
 - d) Provision of SAP Support Services
-
- a) Public Programs/Military Histories
 - b) \$693,000
 - c) Peter Lewis Yule
 - d) Provision of an independent History of the medical legacies of the Vietnam War
-
- a) National Collection/Art
 - b) \$13,090
 - c) Mark Gowing Studio Pty Ltd
 - d) Provision of creative direction services for the Anzac Centenary Print Portfolio

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- a) National Collection/Art
 - b) \$5,000
 - c) Protocinema
 - d) Provision of curatorial services related to commissioning work/s of art by a Turkish artist.
-
- a) Public Programs / Commemoration and Visitor Engagement
 - b) \$5,500
 - c) Tania Kernaghan
 - d) Provision of 3 performances for the Explosive Detection Dog ceremony, Last Post Ceremony and Executive dinner.
-
- a) National Collection/Art
 - b) \$147,130
 - c) Amanda Jane Reynolds trading as Stella Stories
 - d) Provision of curatorial and community engagement services in relation to the Aboriginal, Torres Strait, and Pacific Islander temporary exhibition
-
- a) National Collection/Collection Services
 - b) \$82,815
 - c) Spotless Facility Services Pty Ltd
 - d) Provision of preservation maintenance of National Collection sculptures in the galleries and grounds
-
- a) National Collection / Research Centre
 - b) \$68,464
 - c) Australian Training Company (ATC)
 - d) Hire of an Australian apprentice - traineeship for Research Centre
-
- a) Public Programs/Military Histories
 - b) \$45,000.00
 - c) Miesje de Vogel
 - d) For the provision of oral history services for an independent history of the medical legacies of the Vietnam War
-
- a) National Collection/Art
 - b) \$93,500
 - c) Dr Dacchi Dang
 - d) Provision of works of art responding to Vietnamese-Australians' experience of the Vietnam War
-
- a) Public Programs/Military Histories
 - b) \$45,000
 - c) Hindsight Consulting Historians Pty Ltd
 - d) Provision of oral history services for an independent history of the medical legacies of the Vietnam War

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- a) Public Programs/Military Histories
- b) \$45,000
- c) Serge DeSilva-Ranasinghe
- d) Provision of oral history services for an independent history of the medical legacies of the Vietnam War

- a) Public Programs/Military Histories
- b) \$22,500
- c) Tristan Moss
- d) Provision of oral history services for an independent history of the medical legacies of the Vietnam War

- a) Public Programs/Digital Experience
- b) \$78,540
- c) Hays Specialist Recruitment
- d) Provision of recruitment services

- a) National Collection/Art
- b) \$195,000
- c) Benjamin John Quilty
- d) Commission of artistic services in relation to the commission of three portraits

- a) National Collection/Art
- b) \$1,000
- c) Dr Tom Richardson
- d) Provision of research and oral history interview

- a) National Collection/Art
- b) \$260,000
- c) Susan Norrie
- d) Provision of services as an official war artist to Iraq and the Middle East Region

Consultants engaged during 2015/16:

- a) National Collection/Art
- b) \$53,014
- c) Context Pty Ltd
- d) Provision of community consultation services related to the Commemorative Area Reconstruction Project

- a) Corporate Services/Building Services
- b) \$36,564
- c) Root Projects Australia Pty Ltd
- d) Provision of project management consultancy services for Anzac Hall void conversion and associated works

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- a) National Collection/Art
 - b) \$64,977
 - c) The Trustee for Jumbana Trust trading as Balarinji
 - d) Provision of Stakeholder Consultation relating to the commemoration of the services of Indigenous Australians in Australian armed forces
-
- a) Corporate Services/Building Services
 - b) \$7,700
 - c) Powdersafe
 - d) Review the Memorial's Mail Room policy and procedures.
-
- a) Public Programs/Evaluations
 - b) \$29,266
 - c) McNair Ingenuity Research Pty Ltd
 - d) Provision of data entry and analysis services
-
- a) National Collection/Art
 - b) \$45,650
 - c) Australian Government Solicitor
 - d) Provision of legal services related to drafting an MOU with South Australian History Trust
-
- a) Public Programs/Communication and Marketing
 - b) \$58,850
 - c) O'Keefe & Partners Pty Ltd
 - d) Provision of professional services for the purposes of reviewing and developing the Australian War Memorial's Corporate Partnership/Giving Program.
-
- a) Corporate Services/Building Services
 - b) \$28,154
 - c) Conservation Works Pty Ltd
 - d) Provision of professional conservation advice and remedial works
-
- a) Exhibitions
 - b) \$2,000
 - c) Eric Martin & Associates
 - d) Provision of plans and advice on drainage issues on Gargoyles
-
- a) Corporate Services/Building Services
 - b) \$20,680
 - c) Jacobs Group Australia Pty Ltd
 - d) Provision of Security Construction and Equipment Committee Security Consultancy Services - Official Histories Accommodation
-
- a) National Collection / Collection Services
 - b) \$8,250

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- c) International Conservation Services Pty Ltd
 - d) Provision of critical analysis of the Memorial's risk mitigation strategy for showcase off-gassing
-
- a) Corporate Services/Finance
 - b) \$92,708
 - c) Galent Pty Limited
 - d) Provision of procurement advisory services relating to the Exhibition and Building Services Panels
-
- a) Public Programs/Military Histories
 - b) \$176,000
 - c) Infonomics International Pty Ltd
 - d) Engagement of an Epidemiologist for the independent history of the medical legacies of the Vietnam War
-
- a) Corporate Services/Finance
 - b) \$57,200
 - c) Australian Valuations Pty Ltd ATF Hillcrest Holdings Trust
 - d) Valuation of National Collection assets
-
- a) Spirit of Anzac Centenary Exhibition Program
 - b) \$18,425
 - c) WT Partnership
 - d) Provision of quantity surveyor services
-
- a) Public Programs/Communications and Marketing
 - b) \$19,800
 - c) KWP Advertising Pty Ltd
 - d) Provision of the development of a Brand Positioning Document and Communications Plan
-
- a) Corporate Services/Human Resources
 - b) \$14,300
 - c) Pursuit Technology
 - d) Workflow Process Work
-
- a) Public Programs/Communications and Marketing
 - b) \$448,000
 - c) O'Keefe and Partners Pty Ltd
 - d) Development and advancement of the Integrated Fundraising Campaign
-
- a) Corporate Services /Information Technology
 - b) \$3,256
 - c) Previousnext Pty Ltd
 - d) Provision of Shop CMS Migration Scoping Services

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- a) Corporate Services /Exhibition Services
- b) \$7,315
- c) Minter Ellison Lawyers
- d) Provision of Legal advice services

- a) Corporate Services /Human Resources
- b) \$12,400
- c) CPM Reviews Pty Ltd
- d) Provision of preliminary investigations into a Public Information Disclosure compliance with production of a report to determine the facts of the matter

- a) Corporate Services /Retail and Online Sales
- b) \$27,500
- c) Bauer Media Pty Ltd
- d) Provision of a Review of Wartime Magazine

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Question 54

Outcome: 1 Program: Australian War Memorial

Topic: Contractors & Consultants – Name & Payments - 2015-16 Financial Year
(Written Question on Notice)

Senator McALLISTER asked:

For each contract or consultancy in the 2015-16 financial year, please outline:

- a) The names of each firm or contractor engaged; and
- b) Total payments made to each contractor or consultant.

Answer

2015-16 Financial Year Expenditure for Contractors and Consultants are GST exclusive.

Contractors

- a) Brett Graham
- b) \$7,273

- a) Leith Arundel
- b) \$20,214

- a) Optum Health and Technology (Australia) Pty Ltd
- b) \$9,127

- a) Joshua David Young
- b) \$420

- a) Benjamin Wheadon
- b) \$2,030

- a) Australian Rugby Choir Incorporated
- b) Nil

- a) Reel Enterprises Pty Ltd
- b) \$11,000

- a) Yvette Coppersmith
- b) \$7,950

- a) Cunningham Martyn Design Pty Ltd
- b) \$168,018

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- a) Mike Bailey Enterprises Pty Ltd
- b) \$5,045

- a) Catherine MacGregor
- b) \$2,673

- a) Dr Robert Lawrence Nichols
- b) Nil

- a) Southern Cross Computing
- b) \$184,749

- a) Peter Lewis Yule
- b) \$63,000

- a) Mark Gowing Studio Pty Ltd
- b) \$10,500

- a) Protocinema
- b) \$4,000

- a) Tania Kernaghan
- b) \$5,000

- a) Amanda Jane Reynolds T/AS Stella Stories
- b) \$85,468

- a) Spotless Facility Services Pty Ltd
- b) \$21,333

- a) Australian Training Company (ATC)
- b) \$13,145

- a) Miesje de Vogel
- b) Nil

- a) Dr Dacchi Dang
- b) \$25,000

- a) Hindsight Consulting Historians Pty Ltd
- b) Nil

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- a) Serge DeSilva-Ranasinghe
- b) Nil

- a) Tristan Moss
- b) Nil

- a) Hays Specialist Recruitment
- b) \$197,812

- a) Benjamin John Quilty
- b) Nil

- a) Dr Tom Richardson
- b) Nil

- a) Susan Norrie
- b) \$25,000

- a) Hoban Recruitment Agency
- b) \$3,093,042

- a) Graeme Reynolds
- b) \$1,680

- a) Alan Collins
- b) \$2,120

- a) Alex Raupach
- b) \$490

- a) Alexander Ross
- b) \$1,400

- a) Ben Bonney
- b) \$1,820

- a) Cameron Smith
- b) \$1,470

- a) Catherine Savage
- b) \$3,080

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- a) Claire Leske
- b) \$1,400

- a) Daniel Hiscock
- b) \$2,310

- a) David Bird
- b) \$1,820

- a) David Howard
- b) \$1,190

- a) Geoff Williams
- b) \$2,870

- a) Graham Alan Durant-Law
- b) \$1,610

- a) Horace Reginald Foreman
- b) \$1,260

- a) James Davey
- b) \$1,120

- a) Jennifer Hamer
- b) \$1,960

- a) John Wombey
- b) \$1,610

- a) Jonathan Augustine Kiley Hall
- b) \$560

- a) Ken Fraser
- b) \$3,010

- a) Kevin Noon
- b) \$2,170

- a) Stephen Ladd
- b) \$2,380

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- a) Stephen Ross
- b) \$1,890

- a) Steven Carter
- b) \$700

- a) Warren Stoodley
- b) \$1,890

Consultants

- a) Context Pty Ltd
- b) \$42,395

- a) Root Projects Australia Pty Ltd
- b) \$47,960

- a) The Trustee for Jumbana Trust trading as Balarinji
- b) \$51,662

- a) Powdersafe
- b) \$7,375

- a) McNair Ingenuity Research Pty Ltd
- b) \$30,695.50

- a) Australian Government Solicitor
- b) \$45,650

- a) O'Keefe & Partners Pty Ltd
- b) \$58,850

- a) Conservation Works Pty Ltd
- b) \$28,154

- a) Eric Martin & Associates
- b) \$2,000

- a) Jacobs Group Australia Pty Ltd
- b) \$20,680

- a) International Conservation Services Pty Ltd
- b) \$8,250

- a) Galent Pty Limited
- b) \$92,708

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- a) Infonomics International Pty Ltd
- b) \$20,000

- a) Australian Valuations Pty Ltd ATF Hillcrest Holdings Trust
- b) \$57,200

- a) WT Partnership
- b) \$18,425

- a) KWP Advertising Pty Ltd
- b) Nil

- a) Pursuit Technology
- b) Nil

- a) O'Keefe and Partners Pty Ltd
- b) \$448,000

- a) Previousnext Pty Ltd
- b) \$10,960

- a) Minter Ellison Lawyers
- b) \$21,505

- a) CPM Reviews Pty Ltd
- b) \$12,400

- a) Bauer Media Pty Ltd
- b) Nil

- a) Gilbert & Tobin
- b) \$9,350

- a) Shearwater Solutions Pty Ltd
- b) \$18,150

- a) Spirit of Anzac Centenary Experience
- b) \$19,800

- a) Johnson Pilton Walker
- b) \$30,800

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Question 55

Outcome: 1 Program: Australian War Memorial

Topic: Contractors – Labour Hire Arrangements – 2015-16 Financial Year
(Written Question on Notice)

Senator McALLISTER asked:

For the 2015-16 financial year, please outline:

- a) How many staff were employed through labour hire arrangements;
- b) Total expenditure on labour hire staff;
- c) The contractors or labour hire firms engaged to supply these staff;
- d) Total payments to each of the organisations that provided staff through either a labour hire arrangement or other contractual arrangement; and
- e) The nature of the work performed by labour hire staff.

Answer

- a) 129 staff were employed through labour hire arrangements.
- b) \$3,290,854 (ex GST).
- c) Hoban Recruitment and Hays Specialist Recruitment.
- d) Hoban Recruitment = \$3,093,042; Hays Specialist Recruitment - \$197,812.
- e) 74 labour hire staff were employed in casual roles such as Information Assistants, Survey Assistants, Shop Assistants, Receptionists, and Research Assistants, while the remainder were employed in shorter term, mostly administrative support positions. There is one longer term labour hire agreement in place for a specialist Project Manager.