

Foreign Affairs, Defence and Trade Legislation Committee
 QUESTIONS ON NOTICE – ADDITIONAL ESTIMATES, 4 March 2020

Department of Veterans' Affairs

No.	Senator	Broad Topic	Text of Question	Proof Hansard page or Written QoN
1	AYRES	National Commissioner	<p>Senator AYRES: I will ask about one meeting that I am told was held on 12 December involving the Prime Minister, the Treasurer and representatives of ex- service organisations and the health and medical fraternity. Can the minister or the department confirm that this meeting happened?</p> <p>Ms Cosson: I have heard of the meeting, but we were not involved in that meeting.</p> <p>Senator AYRES: So Department of Veterans' Affairs wasn't in that meeting?</p> <p>Ms Cosson: No, it wasn't.</p> <p>Senator AYRES: Is there anybody who is in a position to tell me more about that meeting?</p> <p>Senator Reynolds: I'm not aware of that meeting but I've just sought some advice and I will take that on notice. I can't provide any more information but I will endeavour to do so.</p> <p>Senator AYRES: If we see how far we can go with it, I would appreciate that. Have you been provided with the agenda of the meeting or any outcomes from the meeting?</p> <p>Ms Cosson: I had a conversation with Dr Peter Wirth. He, I understand, was at that meeting, but I have not seen an agenda, nor did I see any outcomes from that meeting.</p> <p>Senator AYRES: Would it be accurate to say that that meeting was an important part of the government developing its approach to this set of issues?</p> <p>Ms Cosson: We weren't involved in the meeting, so I'm not too sure what they actually discussed at the meeting. It certainly didn't influence any of our discussions.</p> <p>Senator Reynolds: I wasn't aware. As the Minister for Defence, I don't have any insight into that. As I said, I'll take that on notice and get as much information as I can on notice in relation to any meeting that may have occurred on—was it 12 December?</p> <p>Senator AYRES: Yes. Maybe I will put a few other questions on notice about that meeting. I'd like to know whether there was an objective or agenda for that meeting and who the attendees were—who was invited to the meeting, perhaps as a separate question. Would it be accurate to say that the view of most of the attendees was for a royal commission proposition or opposed to it? What other alternative measures were proposed at the meeting? Are reports correct that a royal commission wasn't palatable to the Prime Minister, who wanted to rename and refocus the investigation to a more positive one? If I could put those questions on notice for you, Minister, that would be helpful.</p> <p>Senator Reynolds: Absolutely. We'll take those on notice.</p>	p.103
2	LAMBIE	National Commissioner	<p>Senator Reynolds: Sorry, can I just come back to a point of clarification. I wanted to check with Darren Chester, the minister, about some of the things we're discussing, and he's confirmed that he has personally spoken to all state and</p>	p.106

			<p>territory veterans ministers, and he has also formally written to them in anticipation of the Prime Minister's meeting at COAG on the 13th, and he said that initial feedback from all of them has been overwhelmingly positive, and that they have indicated they're supporting the COAG process with the PM.</p> <p>Senator AYRES: Of course it's going to be overwhelmingly positive. I accept that. Everybody wants to get to work on this set of issues; everybody is pointed in the same direction. My questions go, really, to the workability of the proposition that has been advanced. Absent an agreement at COAG level, where does the new commissioner start?</p> <p>Senator Reynolds: Senator, that's an absolute hypothetical because, as I indicated to you, it's on the 13th, so it is just over a week away. Minister Chester has communicated with all of the state veterans affairs ministers, and so far the indications are very good. So any speculation about what might happen—or not happen, in your case—is hypothetical at this point.</p> <p>Senator LAMBIE: Would you be able to provide the letters that went out and the correspondence that has come back from those ministers, so we can actually see what was in the letter from Mr Chester—</p> <p>Senator Reynolds: I don't have a copy of that, but I will certainly take that on notice.</p> <p>Senator LAMBIE: and the ones from the state veterans affairs ministers. That would be wonderful.</p> <p>Senator Reynolds: I'll take that on notice for you, Senator Lambie—not a problem.</p>	
3	AYRES	National Commissioner	<p>Senator Reynolds: And, Senator Ayres, I've just found my list that I read out to you earlier. Would you like me to go through the inquisitorial powers?</p> <p>Senator AYRES: Thank you.</p> <p>Senator Reynolds: 'The inquisitorial powers of the national commissioner and their office: The national commissioner and their office will be given relevant powers equivalent to a Royal Commission, and this will include the following three powers in particular: the power to undertake broad-ranging inquiries relevant to their role and hear from any relevant party, including veterans and their families; secondly, to conduct public and private hearings; and, thirdly, to compel the production of evidence and summons of witnesses.'</p> <p>Senator AYRES: A Senate inquiry could do some of those things, couldn't it? Will it have the power to compel and cross-examine witnesses?</p> <p>Senator Reynolds: Yes.</p> <p>Senator AYRES: You said it will be able to compel the production of documents and other evidence?</p> <p>Senator Reynolds: Compel the production of evidence and summon witnesses.</p> <p>Senator AYRES: Summons witnesses but cross-examines witnesses in the way that an inquisitorial royal commission does?</p> <p>Ms Cosson: Yes.</p> <p>Senator Reynolds: Given that I'm not a lawyer, and we don't have anyone from the Attorney-General's Department—</p> <p>Senator AYRES: I am not even a bush lawyer.</p> <p>Senator Reynolds: The three key areas, I've just gone through. If there are any more questions on the detail of that, I would be comfortable taking that on notice.</p> <p>Senator Ayres: just indicate whether you can answer them or you'd rather take them on notice. Will it be able to establish liability or culpability on part of agencies or individuals for any deaths.</p> <p>Senator Reynolds: If you list them out, I'll take them on notice because again, I'm not a lawyer.</p>	p.108

4	AYRES	National Commissioner	<p>Senator AYRES: Are there any overseas models or precedents around the world that the model has relied upon?</p> <p>Mr Cormack: Certainly we are aware of some models of military coronial jurisdictions. I can certainly, on notice, give you some more details about that. They do exist in some jurisdictions. That's, I think, a useful model to consider. But, as the minister and secretary have said, this is really a matter for the Attorney-General's portfolio and, in the interim, for the Prime Minister's department.</p>	<i>p.111</i>
5	LAMBIE	Secretary's Roundtable	<p>Senator LAMBIE: Could you supply me, from your original round table that you first had when you walked into DVA, with the names of the people who were around that and the ones you actually have left there now? Perhaps you could table for me from that first round table that you had, and the service organisations that you had on that when you first walked in and had your first round table to what you have left sitting at that table now. Would you provide me with those details please?</p> <p>Ms Cosson: There are a few round tables that I chair. There's the ex-service organisation round table, the membership of which has changed a little bit, so I'm happy to provide you with a list of the membership of that. But there's also—which I think you may be referring to—a round table that I convened with a group of 12 veterans who joined me in discussions about what some of their experiences were with the department. A few of those members have offered their resignation and—</p> <p>Senator LAMBIE: Why have they done that?</p> <p>Ms Cosson: They just felt that they weren't getting what they would like out of that round table, to be honest. So, I've accepted their resignations and I'm happy to give you the list of those members—</p> <p>Senator LAMBIE: Is that your secretary's round table?</p> <p>Ms Cosson: That's the one.</p> <p>Senator LAMBIE: So, from the first time you had that, could I have the people who were on that to start with and who's left there now, please?</p> <p>Ms Cosson: Yes, I can take that on notice. I don't have that with me.</p>	<i>p.113-114</i>
6	LAMBIE	National Commissioner	<p>Senator LAMBIE: I also want to go back to—I think you'll be very interested in this, Senator Ayres, because I have all the information you're looking for, on 12 December—there was an email that went out from Peter Wirth to all his health mates, and you don't see veterans communities. And I'm happy to supply it. There is a heap of them—PM&C and anybody who seems important, apart from veterans and service organisations. I'm going to read this out to you: 'Dear all, on Thursday the following people joined me for a one-hour meeting with the Treasurer, Josh Frydenberg, in Melbourne. The aim was to demonstrate a unifying coalition wishing to work with the federal government to improve mental health care and reduce suicides in veterans and first responders.' Apparently they were interrupted; the PM walked in.</p> <p>The nine people who were there were Keith Payne VC, Dr Peter Werth, Dr Simon Judkins, Associate Professor Morton Rawlins, Professor Malcolm Hopwood, Professor Jane Burns, Major Steve Pilmore, Dr Rob Webster, Mrs Hannah Steele—apparently a veterans advocate; I've never heard of her—and Dr Judith Silberberg, another GP, which most of them were. During the meeting they felt very engaged, asked questions and wrote copious amounts of notes—that is, the Prime Minister and Josh Frydenberg apparently wrote copious amounts of notes. Would you be able to obtain those notes for me and supply them to the committee? That is the first question I have.</p> <p>One subject raised was the proposed royal commission and what our groups' views were. Every person who is not of a service organisation does not represent a damn veteran out there, does not want that royal commission. That was</p>	<i>p.114</i>

			<p>on 12 December. Was it decided there and then by those nine people at that table, who absolutely are not representing any of us, that the way it was going to go was a royal commission? Was that what was going on?</p> <p>Ms Cosson: We were not present at that meeting. I'm not aware of what the discussions were at that meeting. I don't have access to any of the notes from that meeting, so I cannot provide them to you.</p> <p>Senator Reynolds: I'm unaware of that meeting. I've already taken questions on notice from Senator Ayres, so I will take those questions on notice as well.</p>	
7	VAN	Adjunct Therapies	<p>Senator VAN: Ms Cosson, just changing the tone a little bit and looking more at the prevention side of things than the cure et cetera, I wanted to know what the department's view is on art therapy and other non-medical therapies.</p> <p>Ms Cosson: As part of our rehabilitation programs, veterans can participate in art therapy and other forms of therapy if that is recommended by their provider. I am aware of some veterans that do have art therapy. One in particular I know is an incredibly talented artist. He met with the previous director of the War Memorial, and one of his paintings is actually hanging in Minister Chester's office.</p> <p>Senator Van: I've seen it. It's very good.</p> <p>Ms Cosson: I'm very supportive of art therapy, and we have seen the benefit of that type of therapy and alternative therapies.</p> <p>Senator VAN: So you acknowledge there is benefit?</p> <p>Ms Cosson: Absolutely.</p> <p>Senator VAN: Are there any programs that the department is currently developing towards providing more?</p> <p>Ms Cosson: Certainly our rehabilitation providers will recommend, as I mentioned, and then we will connect a veteran through to those programs. But we're not developing our own programs, no.</p> <p>Senator VAN: This may be one to take on notice: do you know of any providers in Victoria, specifically in the inner Melbourne area?</p> <p>Ms Cosson: I'd have to take that on notice, sorry. There will be some that are providing art therapy, if we have veterans in Melbourne for whom it is recommended that it would be of benefit.</p> <p>Senator VAN: If you would, please take that on notice. Thank you.</p>	p.115-116
8	LAMBIE	Open Arms - call wait times	<p>Senator LAMBIE: What about the psychiatric units that are there for veterans right around the country? Word is that, for most of them, there is apparently a 10-week wait to get anybody into the services they need. What can you tell me about that?</p> <p>Dr Hodson: Unfortunately, I am not in the hospital area. What I can tell you is that every few days we have veterans somewhere in Australia who we have to get into emergency services and hospitals. We use our networks and our regular meetings with the hospitals to help triage our veterans into those services.</p> <p>Senator LAMBIE: What is the average wait time for that at the moment?</p> <p>Dr Hodson: We'd have to take that on notice</p>	p.116
9	LAMBIE	Open Arms - waiting list	<p>Senator LAMBIE: How many people are on the waiting list now to get into Open Arms anywhere across the country?</p> <p>Dr Hodson: I would need to take that on notice.</p>	p.116
10	LAMBIE	Open Arms - psychiatric assistance	<p>Senator LAMBIE: If you could do that, that'd be wonderful. How many of them are waiting to get into a psychiatric unit, to which they have been referred by their own doctor, for treatment?</p> <p>Dr Hodson: That would need to come from the hospitals.</p> <p>Ms Cosson: Sorry, we will need to take that number on notice; we don't have it in front of us.</p>	p.116
11	LAMBIE	The constant battle	<p>Senator LAMBIE: Back in 2017 the Senate inquiry on veteran suicide, The constant battle, received a number of submissions from veterans and their families, who outlined their personal struggles to the department. One of the submissions was from the Bird family, who later lost their son. Was the DVA monitoring submissions to the Senate inquiry The constant battle?</p>	p.117

			<p>Ms Cosson: My understanding is that we were monitoring submissions for The constant battle. After the inquiry we followed up with those veterans who we identified as potentially at risk.</p> <p>Senator LAMBIE: How many of those veterans did you identify as potentially at risk?</p> <p>Ms Cosson: We followed up with 58 veterans. I will confirm that number for you but my understanding is that it was 58 veterans.</p> <p>Senator LAMBIE: Can you also supply the outcomes for those 58 people and what the department did?</p> <p>Ms Cosson: Yes, absolutely.</p>	
12	LAMBIE	Time Taken To Process Claims	<p>Senator LAMBIE: I'm simply asking you: why couldn't you have come out and been honest and said, 'There's no way we can do those in 90 days'? You already knew back then. I know it. You know it.</p> <p>Ms Cosson: Senator, if I can talk about what we're doing: I think it's important that we all share that we want to get our claims through as quickly as possible, and we actually are seeing less than 90 days for a number of our claims. If you look, for example, at non-liability health care, where there's a priority we can get them through in 24 hours; we don't need 90 days. Also, with what we're doing with the combined benefits processing that Ms Cole has introduced, we're actually seeing that claims can go through quicker. So we have been working towards that, and, at the moment, what we're seeing is this huge growth, and particularly in MRCA, which was what you proposed in the amendment for the 90 days. What we're also seeing, of course, is not just the increase in claims but also the number of conditions per claim. So Ms Cole and her team are doing incredible work just to find ways to reduce this backlog. But I will let—</p> <p>Senator LAMBIE: You can put it on notice, please.</p>	<i>p.119</i>
13	LAMBIE	Allegations of DVA influencing reports	<p>Senator LAMBIE: So you listen to your own staff, but you're yet to ring that psychiatrist—and you know which one I'm talking about. You actually haven't heard his side of the story, Ms Cosson?</p> <p>Ms Cosson: I have not personally phoned the psychiatrist, no.</p> <p>Senator LAMBIE: Has anyone in DVA phoned the psychiatrist?</p> <p>Ms Cosson: I'll have to take that on notice—</p>	<i>p.120</i>
14	LAMBIE	Complaints	<p>Senator LAMBIE: How many complaints have you had about DVA in the last five years and, more so, in the last 12 months?</p> <p>Ms Cosson: I'll take that on notice. We do have a new complaints and feedback management system—</p> <p>Senator LAMBIE: What about your old one: is that still up and running? I'll need the complaints from there.</p> <p>Ms Cosson: I'll take that on notice. But we have integrated into a new system which importantly is making sure we follow up on complaints in a timely manner. They're also captured at point of complaint, so they take them when they get the calls. We will take all of that detail on notice.</p>	<i>p.121</i>
15	LAMBIE	Suicide Statistics	<p>Senator LAMBIE: Do you know how many suicides there have been in the last two years while they've been under your department?</p> <p>Ms Cosson: What we rely on as the Australian Institute of Health and Welfare to actually verify that these are deaths by suicide is to get advice from veterans where there is a suspected suicide. Unfortunately, for those that we hear of, around half of them probably are not known to us. I wanted to say in my opening statement that what is really dangerous is the contagion effect where we talk about suicide, because what is really important is that we don't take away hope for our veteran community. They need to feel that this department is supporting them. If I take you through the range of measures that we have put in place—and I heard evidence from Major General Fox as well. We</p>	<i>p.121</i>

			<p>now know everybody—</p> <p>Senator LAMBIE: Actually, could I take that on notice? We know how it works here. You run down the clock. The AIHW data—</p> <p>Senator Reynolds: Senator Lambie—</p> <p>Senator LAMBIE: I can just take it on notice. There's a lot to get through here.</p> <p>Senator Reynolds: I know, but you've asked many questions and you very rarely allow Ms Cosson to actually answer the question.</p>	
16	LAMBIE	Christmas Phone lines	<p>Senator LAMBIE: What was the percentage of staff left on over the Christmas period—from, say, 19 December to 1 January? My office was playing triage, because it did not seem that the Department of Veterans' Affairs had their doors open. Could you please provide me the percentage of people that were actually working during that period of time.</p>	<i>p.123</i>
17	LAMBIE	Advocacy	<p>Senator LAMBIE: I think they are ringing in, telling you and talking about those cases. You're just not being very receptive. A lot of those top advocates out there are sitting on 150 different files and going through the court system with these people. When was the last time the department contacted all those in the list that you gave me? When did they get proactive and ring every one of those advocates on that list that you provided to my office?</p> <p>Ms Cosson: A few of them contact my office regularly and we have a chat and help them through those particular cases.</p> <p>Senator LAMBIE: I am not asking you that. I am asking: when did you reach out and ring everyone individually? When did the department do that?</p> <p>Ms Cosson: I will take that on notice</p>	<i>p.123</i>
18	LAMBIE	Transition - Qualifications	<p>Senator LAMBIE: Would you be able to supply me with the number of the diggers, the non-commissioned officers, from sergeants and below, that are walking out of Defence with their civilian-equivalent certificates?</p> <p>Ms Cosson: We'll take that on notice.</p>	<i>p.125</i>
19	LAMBIE	Staffing	<p>Senator LAMBIE: Would you be able to supply me with the staff that are leaving and the staff you're having to replace, so I can see what the turnover rate is at the department, please?</p> <p>Ms Cole: The turnover rate for the department? We can take that on notice, our attrition rate and recruitment.</p>	<i>p.125</i>
20	LAMBIE	Advocacy - ATDP	<p>Mr Cormack: We have a competency based training package. That's formally accredited under the ASQA, the Australian Skills Quality Authority, and there is a course in military advocacy. We can certainly give you the technical details of that. As of 23 January, we had 769 ATDP accredited advocates across the different competency levels from level 1 through to level 4; we had an additional 108 people who had requested this accreditation against this national skills framework through the recognition-of-prior-learning pathway; and we had an additional 154 candidates working towards their accreditation on that training pathway. So there's a comprehensive program there to assure the quality and, as I said, there are well over 700 accredited advocates across that framework.Senator LAMBIE: So you have 700 accredited. How many are actually doing it?Mr Cormack: They're all doing differing levels—Senator LAMBIE: Because you haven't checked. You haven't independently called them and checked.Mr Cormack: No, I'm very happy to check. I just don't have the numbers in front of me.</p>	<i>p.126</i>
21	LAMBIE	VRB & AAT	<p>Senator LAMBIE: You mentioned 2.8 per cent. How many things are being knocked at the VRB and then overturned</p>	<i>p.126</i>

			<p>by the AAT?</p> <p>Ms Cosson: I don't have the breakdown of the VRB and the AAT. I have the total though of those decisions that go forward to appeal. As I mentioned, about 7.9 per cent of the 80,000-odd decisions go to appeal. Of that 7.9 per cent that go to appeal—and that could be internal review, VRB or AAT—about 34 per cent will be amended or not upheld from our primary decision.</p> <p>Senator LAMBIE: Would you be able to give me the statistics of how many of those claims are getting through the VRB in full and how many are only partially accepted claims? Could you give me that, please? Then you're saying about eight per cent go through to the AAT, or are you not sure?</p> <p>Ms Cosson: No, I have got that data. We'll take that on notice.</p>	
22	FIERRAVANTI-WELLS	Soldier On KPIs	<p>Ms Cosson: They're certainly drawing attention to veterans and the importance of community awareness of veterans, which the senator raised before. They run a range of events. Soldier On, from what I see, is doing a great job.</p> <p>Senator LAMBIE: How are you assessing the outcomes?</p> <p>Mr Cormack: The funding agreements, which are relatively recent, will incorporate the evaluation requirements. They will incorporate a series of performance measures that will enable us to measure the success of their programs—the reach, the number of veterans and the number of employers who have been connected with them—and we're happy to share that with you.</p> <p>Senator LAMBIE: I'm sure your aware that their previous executives at the top, the husband and wife team, were on nearly a quarter of a million dollars; that's what they were taking for doing their bit.</p> <p>Ms Cosson: I'm not aware of the salaries of their CEOs.</p> <p>Senator LAMBIE: Well maybe you should find out a little more information about what is going on. You've got job providers out there that are being run by ex-commandos and ex-military. Have they not even been given a look in? They are having great results. They have been in this area for many years. So, once again: why Soldier On when it comes to jobs when they have no proof of performance in this area?</p> <p>Ms Cosson: As Mr Cormack said, when we go through the process of evaluation but also performance, we will then determine whether they have actually delivered as required. Can I go to the AAT question now? I do have the facts in front of me.</p> <p>Senator LAMBIE: Sure.</p> <p>Ms Cosson: On our records—</p> <p>Senator FIERRAVANTI-WELLS: Ms Cosson, when you take the question on notice, could you give us the parameters of those agreements—the KPIs and the requirements for the funding—both in relation to 2016, which Senator Lambie referred to, and most recently with the latest moneys?</p> <p>Ms Cosson: Certainly, Senator.</p>	p.127
23	LAMBIE	AAT	<p>Senator LAMBIE: You're bringing it down? How many are dropping out? If they don't get it through the VRB, how many are not appealing it because they've just given up the process?</p> <p>Ms Cosson: Seventy-seven of the 172 applications were withdrawn by the veteran. We're not normally provided reasons why they withdraw, but that's the number I have here.</p> <p>Senator LAMBIE: Scary. You don't think it would have anything to do with the psychological effect it's having on them? Do you look into this? You don't bother to look why they've withdrawn—why they've got no fight left in them?</p> <p>Ms Cosson: We would have some of that information, so I can take that on notice for you.</p>	p.128
24	ABETZ	Teddy Sheean		p.130

			<p>CHAIR: Regarding the report that I understand Minister Chester has in relation to Teddy Sheean and the VC, do we have a timeline at this stage as to when the report might be released?</p> <p>Ms Cosson: Sorry, I haven't been involved with that report. I think it might be a Defence report, so we might need to take that on notice.</p> <p>Senator Reynolds: I will have to take that on notice, because I don't have any information on that. My apologies.</p>	
25	ABETZ LAMBIE	Productivity Commission - Allied Health	<p>CHAIR: Thank you for that. I think last time or the time before there was a suggestion that part of the need for this treatment cycle was to protect against overservicing. And, of course, GPs are never accused of overservicing, but allied professionals seem to be. But that aside, did the Productivity Commission, in its report, even flag or stumble across the issue of alleged overservicing?</p> <p>Mr Cormack: It is 900 pages. I do not specifically recall but I'm happy to take that on notice.</p> <p>CHAIR: If you could, because this explanation, excuse, argument, or whatever we want to call it, does not seem to have been identified in any way, shape or form, unless it appears—and I'm more than willing to stand corrected, but I don't think it does appear—as an issue in the Productivity Commission review.</p> <p>Mr Cormack: I don't recall that either, but we will double check that.</p> <p>CHAIR: If they did not pick up on it, I'm wondering why it was proffered as a rationale.</p> <p>Mr Cormack: We're happy to share some data on certain professional groups' usage of certain items. I do not happen to have those with me, but there are a number of categories where we have clear evidence of excessive usage and patterns of utilisation that are way out of kilter with that of their peers. But we're happy to take that on notice.</p> <p>CHAIR: If you are able to provide that that would be very informative.</p> <p>LAMBIE: At the request of Senator Abetz, DVA reported they will “share some data on certain professional groups’ usage of certain items” to supposedly provide evidence of overservicing.</p> <p>Q: Could DVA also provide data for the following specific health professional groups: medical specialists, GPs, Dental and optometry.</p> <p>The data requested is total expenditure, total services, total patients, average services per patient, average cost per patient for the period 2015 - 2019.</p>	p.131
26	LAMBIE	National Commissioner	<p>Ms Cosson: I also pick up on your question about whether I asked for names. I have been advised that, on a teleconference with ESORT, I did invite them to put forward nominations if they had any nominations that they would like to put forward. But I don't recall receiving any.</p> <p>Senator LAMBIE: You didn't recall saying that?</p> <p>Ms Cosson: No, I didn't. Sorry.</p> <p>Senator LAMBIE: You've been told that. Do you recall whether or not you may have suggested some names?</p> <p>Ms Cosson: To ESORT?</p> <p>Senator LAMBIE: To ESORT. Did you just nicely and casually throw out some names who you may have thought should be on as the commissioner or be on the commissioner's table?</p> <p>Ms Cosson: I take that on notice, because I want to be sure now that I've been reminded that I did ask for nominations. If I did, I will give you that on notice. I don't recall.</p>	p.132
27	LAMBIE	National Commissioner - ESORT Teleconference	<p>Senator LAMBIE: So it wasn't just a phone call to ask that specific question. How long did the meeting go for and who</p>	p.133

		members	<p>was the meeting with?</p> <p>Ms Cosson: We have a fortnightly ex-service organisation roundtable teleconference that can go for between 30 minutes to an hour, and we normally have a range of issues that we discuss during those teleconferences.</p> <p>Senator LAMBIE: Would you be able to provide me with who was on that table when you asked that question to ESORT?</p> <p>Ms Cosson: Who was on the phone call? I can deal with that, yes.</p>	
28	FARUQI	Homelessness	<p>1. What action is the Department of Veterans' Affairs taking in response to the recent AHURI report (for DVA) that found that 5.3 per cent of the recently transitioned ADF population (equating to 5767 individuals) experienced homelessness in a 12-month period?</p> <p>2. The same report also found that only around a third had sought help from homelessness services and those that had sought help had expressed high rates of dissatisfaction. What action is the Department of Veterans' Affairs taking in response to these two findings of the report?</p> <p>3. What proportion of total DVA expenditure is allocated to accommodation assistance that DVA provides or directly commissions from others to support veterans at risk of homelessness or those actually homeless?</p> <p>a. How many veterans have been assisted in the past five years? Please provide details.</p>	<i>Written</i>
29	LAMBIE	Suicide Prevention and Veteran Mental Health – DVA strategies to reduce suicide rates	<p>Last estimates, I asked specifically if the suicide rate of veterans is going up or down. The response was that 'the rate had remained relatively stable across recent reporting periods'.</p> <p>With reference to this:</p> <ul style="list-style-type: none"> ● Can you provide the numbers of recorded veteran suicides over the previous three years? ● Broadly speaking, what processes are in place to collect and analyse data to show whether DVA's strategies since 2017 to reduce suicide rates are working? ● Are those processes informed by data collected from 2017 onwards? ● What are the risk factors for veteran suicide? ● What is the DVA doing to identify individuals who demonstrate those risk factors? Do you proactively seek them out so you can give them the support they need? 	<i>Written</i>
30	LAMBIE	Suicide Prevention and Veteran Mental Health – DVA response to Bird inquiry	<p>I asked last estimates about DVA's progress in implementing the recommendations of the 2017 Bird inquiry, and was referred to a document from 2018 entitled: "Joint Inquiry into the management of Jesse Bird's case (2017) Recommendations: Progress of Implementation as at 31 December 2018." ● Could you please provide an updated version of the 2018 table, outlining DVA's progress towards implementing the recommendations of the Bird review since the year before last?</p>	<i>Written</i>
31	LAMBIE	Suicide Prevention and Veteran Mental Health – Pilot programs	<p>Suicide Prevention and Veteran Mental Health – Pilot programs</p> <p>I have a few questions about the status of the WASP trial.</p> <ul style="list-style-type: none"> ● Is it correct that there are currently two hundred people on the WASP? ● Why didn't you keep the program running while it's being evaluated to minimise disruption for vulnerable vets? ● Are you surveying participants to find out about their experience with the program? If so, can you share some of the feedback you've received so far? ● What other measures will be used to assess the program? ● Have you been able to report successful outcomes to the researchers at Flinders University so far? 	<i>Written</i>
32	LAMBIE	Suicide Prevention and Veteran Mental Health – Family engagement	<p>I note the DVA's response to my question in the last estimates period in relation to the Family Engagement and Support strategy.</p> <p>The response stated that the Department established the Female Veterans and Veteran's Families Forum in 2017, and</p>	<i>Written</i>

			<p>an advisory body called the Council for Women and Families United by Defence Service in 2019.</p> <ul style="list-style-type: none"> ● How many people are members of the Female Veterans and Veteran’s Families Forum? ● How many are members of the Council for Women and Families United by Defence Service? ● How does the DVA ensure families of veterans are made aware of the existence of these bodies? In what way are families given opportunities to join? Who is eligible to join? ● The response noted that both bodies have ‘played a significant role in co-designing the Veteran Mental Health and Wellbeing Strategy and a National Action Plan.’ <p>o What advice did these bodies provide in relation to these frameworks?</p> <p>o How were the bodies consulted?</p> <p>o Did the Department provide on-going opportunities for either of these bodies to provide advice on the development of these frameworks? How?</p> <p>o What actions have been taken by DVA to address the four key priority areas under the National Action Plan (Health Care, Transition, Partnerships, and Engagement, Communication and Education), since its development in June 2019?</p>	
33	LAMBIE	Claims processing – Monash University report	<p>Multiple inquiries and reviews have found that DVA’s processing of compensation claims creates mental health issues for veteran clients.</p> <p>A 2019 review into DVA claims assessment processes by Monash University found that there’s strong evidence that the way DVA manages compensation claims is making veterans’ mental health worse.</p> <ul style="list-style-type: none"> ● Has the DVA changed any of its practices in response to the Monash University report? List examples of changes you have made. <p>A few of the fixes suggested by the reviewers were: connecting experienced delegates with clients who have complex needs, targeting psychological screening to clients most at risk, and developing a client health and wellbeing outcome measurement framework.</p> <ul style="list-style-type: none"> ● Has any of this happened in response to this report? Are there plans to address the problems highlighted by the reporters? ● Has the DVA changed its organisational practices, provided professional development courses, or engaged human resources personnel to encourage a more client-focused culture in the claims processing team since this report? Provide examples. ● I know you’re screening claims to process at-risk veterans more quickly. Is there a delay on the time it takes to screen applications? How long on average does it take a compensation claim to get screened, from the time it was first submitted? 	<i>Written</i>
34	LAMBIE	Claims processing – Veteran Centric Reforms	<p>I’d like to talk about some of the IT reforms that you’ve been undertaking since 2016. There were big promises made when these so-called ‘Veteran Centric Reforms’ were introduced. According to an infographic in the vetaffairs 2017 Spring edition, the DVA planned to expand MyService across all services, and enable ‘straight through’ processing for simple claims by 2019.</p> <ul style="list-style-type: none"> ● Please provide an update on the progress of the Veteran Centric Reforms. ● Have the reforms resulted in streamlined processing for income support claims, or ‘straight through’ processing for simple claims, as promised in 2017? ● The infographic also promised that DVA would have connected to Defence’s records to have: a comprehensive 	<i>Written</i>

			<p>profile for each serving veteran, case managers that can make tailored decisions for individual veterans, and the ability to reach out proactively to veterans who are likely to need particular services. Has that happened? Is progress being made on these fronts? How far off are we from these goals?</p> <ul style="list-style-type: none"> ● How have you ensured that veterans and ESOs understand how to navigate the online claims process? ● How often do delegates need to go back to claimants for additional information on an online claim? ● How many claims are de-registered because they are not valid claims? ● What are the next steps for the veteran centric reforms? 	
35	LAMBIE	Claims processing – medical advisors	<p>I’ve spoken out against DVA medical advisors who are putting pressure on health professionals to under-report their clients’ health care needs. In one case, I heard allegations from a psychologist that he was pressured by a DVA medical advisor to downgrade his client’s reports.</p> <ul style="list-style-type: none"> ● What actions did the DVA take to investigate and address these allegations? What was the outcome of those actions? ● Has the DVA ever taken any disciplinary action against DVA medical advisors or delegates who have been (or may have been) pressuring veterans’ treating doctors to manipulate their medical reports? 	<i>Written</i>
36	LAMBIE	Claims processing – Staffing cuts	<ul style="list-style-type: none"> ● Do cuts to staffing make it more difficult for DVA to provide a tailored response to every veteran’s specific needs? ● How have the numbers of front-line (full-time equivalent) staff varied over the previous three years? Could you please provide a breakdown of the Ongoing/Non-ongoing APS and Non APS employees working directly with clients? ● The Department has previously stated that DVA has identified a potential saving of \$7.8m for 2019-20 by consolidating back office functions. What are back office functions? ● Has any risk assessment been done on whether cuts to staffing could reduce the quality of the department’s decision-making in regards to veterans’ claims for compensation? 	<i>Written</i>
37	LAMBIE	Claims processing – wait-times	<p>I asked last estimates about the time it takes for a veteran’s claim to be processed. You told me that the average processing time ranges from 92 to 127 days, depending on the claim type. But I’ve been told that it can take 200 days for a claim to get allocated to a delegate! That would mean it can take three hundred 300 days for a claim to be determined after it first gets submitted to the Department.</p> <ul style="list-style-type: none"> ● At this point in time, how many veterans have been waiting for more than 90 days for a claim to be allocated to a delegate? How long have those veterans been waiting, on average? ● I’ve seen an email from a DVA senior delegate on Tuesday the 18th of February this year stating that: <ul style="list-style-type: none"> ○ “DVA is experiencing a significant backlog of claims which has had an adverse effect on processing times. Currently, claims lodged in July 2019 are being allocated as delegate capacity becomes available.” The email goes on to state that the wait time for the veteran to have their claim allocated to a delegate is uncertain. The senior delegate acknowledges that “this is not the service you deserve and not the service we want to provide to you”. ● What proportion of claims have been delayed as a result of this backlog? ● How many staff does DVA have reviewing claims? How many of those are APS employees? How many claims are there per employee? ● How do these figures compare with five years ago? 	<i>Written</i>

			<ul style="list-style-type: none"> ● How many similar emails has the DVA sent over the past three months explaining that the Department is experiencing a significant backlog in claims? ● You aren't meeting the Commonwealth's legislated commitment to process MRCA compensation claims within 90 days, as per the Australian Veterans' Recognition Act 2019. What do you do if you don't meet that commitment on a claim? ● The email I quoted earlier stated that the DVA would be putting on more resourcing in late-February or early March to get through the claims backlog. Has that happened? Is that the 72 staff that Sen Reynolds mentioned in the estimates hearings? ● Has the average wait time on claims processing reduced since you hired 72 more staff after MYEFO? Has the backlog reduced? If so, by how much? 	
38	STEELE-JOHN	Productivity Commission	1. The Productivity Commission review 'A better way to Support Veterans' was a recommendation from the Senate inquiry into veteran suicide in 2017 (The constant battle). Within the DVA the constant battle remains even though the Productivity Commission report was sent to government on 27 June 2019 and publicly released on 4 July 2019. What work has the department done to respond to the Productivity Commission report 'A better way to Support Veterans?'	<i>Written</i>
39	ROBERTS	Dental Capping	<ol style="list-style-type: none"> 1. Why is there a cap on the level of necessary dental health care assistance provided to TPI veterans? 2. Is the Department of Veterans Affairs so short of money that it cannot assist those veterans who need dental care? 3. How many claims for necessary dental assistance have been declined because they have gone over the "cap" in the last 5 financial years? 4. What is the estimated yearly cost if the cap is removed on necessary dental treatment? 5. Are you aware of a recent claim that was declined, forcing an elderly TPI Veteran to take out a personal loan of \$1000 to complete his necessary dental treatment when the Department had already accepted his eligibility to claim but declined to pay anything over an arbitrary cap? 6. Will you take action to compensate this man for his out of pocket costs? 7. Is this insulting and degrading treatment the usual way that the Australian Government treats its war veterans who have given so much to their country? 8. Will you remove this cap on necessary dental treatment that takes attacks the dignity of our veteran community? 9. In the light of the fact that the Department of Defence wishes to spend an estimated \$145 billion dollars to build submarines, isn't this a very petty way to treat veterans? 	<i>Written</i>
40	KITCHING	Productivity Commission	We understand the Government will respond to the Productivity Commission (PC) report on the veteran support system as part of the Budget process. Can the department advise does this mean the response will be announced in the Budget and delivered as Budget measures?	<i>Written</i>
41	KITCHING	MYEFO	In the 2019-20 Mid-Year Economic and Fiscal Outlook (MYEFO), there was \$476 million over two years of 'Decisions taken but not yet announced' (\$309.9 million in 2019-20 and \$166.0 million in 2020-21). Is this funding allocated to cover the cost of implementing the PC recommendations? If not, can the department advice in broad terms what this funding is for?	<i>Written</i>
42	KITCHING	Productivity Commission	Has the department begun to implement any of the PC's recommendations already?	<i>Written</i>
43	KITCHING	Productivity Commission	Can the department advise if it or the Government are considering the PC's recommendations around the alignment of veteran funeral benefits as part of their response?	<i>Written</i>
44	KITCHING	Veteran Mental Health and Wellbeing Strategy and National Action Plan	In the Minister's statement on veterans and their families to Parliament on 13 October 2019, he committed to deliver a final Veteran Mental Health and Wellbeing Strategy and National Action Plan by the end of 2019. However, the Joint communiqué from the Veterans Ministerial Council on 13 December 2019 stated that the department will provide a	<i>Written</i>

			final draft of the Strategy and Nation Action Plan to the Government before the end of 2019. Can the department explain this change and the delay in meeting this deadline?	
45	KITCHING	Veteran Mental Health and Wellbeing Strategy and National Action Plan - States and Territories	When were states and territories provided a copy of the draft strategy? When were they asked to agree to it?	<i>Written</i>
46	KITCHING	Veteran Mental Health and Wellbeing Strategy and National Action Plan - State and Territory feedback	The communique noted State and Territory Ministers agreed to provide some more detailed feedback on the Strategy and Action Plan as soon as possible. Can you advise if you have received this feedback?	<i>Written</i>
47	KITCHING	Veteran Mental Health and Wellbeing Strategy and National Action Plan	When does the Government expect to release the final strategy and action plan?	<i>Written</i>
48	KITCHING	Veteran Mental Health and Wellbeing Strategy and National Action Plan	Can the department provide a summary of consultations with veterans and their families, and across government, states and territories, peak bodies, ex-service organisations, researchers and service providers? If so, can the department describe the broad findings from these consultations?	<i>Written</i>
49	KITCHING	Veteran Mental Health and Wellbeing Strategy and National Action Plan - National Commissioner	Can the department advise how will the strategy and action plan relate to the proposed National Commissioner for Defence and Veteran Suicide Prevention?	<i>Written</i>
50	KITCHING	Veteran Mental Health and Wellbeing Strategy and National Action Plan	Will the strategy and action plan address related issues of veteran homelessness and incarceration?	<i>Written</i>
51	KITCHING	Census - Veteran Indicator	In the context of veteran mental health and suicide prevention services, and the recent announcement that veterans will now be recognised in the next Census. • Can the department provide an update on the progress of this and the enabling regulations that were tabled? • Has the department been able to identify more veterans through the Veteran Card and Lapel Pin? • If so, how many? How many veterans have applied? • Based on this, is there an up to date estimate of how many veterans there are? If so, how many? • Was the real reason the Government introduced the card and pin to gather more data on veterans?	<i>Written</i>
52	KITCHING	TPI KPMG review	In regard to the report completed by KPMG on the TPI Pension, which fed into the Tune review: <ul style="list-style-type: none"> • What are the key findings of this report? • Is the Department aware of any feedback from the TPI Federation or other stakeholders? • Why was another review required given this earlier work by KPMG? 	<i>Written</i>
53	KITCHING	Productivity Commission - TPI	The Productivity Commission report had a range of findings and recommendations which suggested no changes to TPI payments. What is the department's assessment of this? Will the Government address these recommendations in its response to the PC report?	<i>Written</i>
54	KITCHING	Wellbeing Centres	Can the department provide an update on the progress of all six veteran wellbeing centres? This should include updates on funding profiles, implementation approaches, locations, partner organisations and timeframes for delivering the centres, and any other relevant planning documents.	<i>Written</i>
55	KITCHING	Wellbeing Centres	Have the funding and implementation approaches now been agreed for all six veteran wellbeing centres?	<i>Written</i>
56	KITCHING	Wellbeing Centres	If local MPs, ex-service organisations or community groups were interested in applying to have a veteran wellbeing centre, can the department explain the process for submitting requests?	<i>Written</i>

57	KITCHING	Veterans' Recognition Package	<p>Can the department provide an update on implementation of the Veterans' Recognition Package?</p> <ul style="list-style-type: none"> • Was the Veteran Card and Lapel Pin designed as a mechanism to count veterans and gather more data on them? • Since the program launched, and since the last Estimates, how many more businesses have signed up or expressed interest in being involved in the discount scheme? • Why is it necessary for veterans to sign up via MyService and the Australian Partners Of Defence (APOD) platform and create a membership before they can start accessing discounts. Can people apply in other ways, such as over the phone or through a paper form? • Can the department advise what a typical or average discount is through the veteran card? • Is the department doing anything to promote take-up among businesses in regional areas to support veterans living there? • The Minister recently wrote to MPs asking them to approach small businesses in their electorates and ask them to participate in the veteran card discount scheme. Why is the department taking this approach? Is this something that would be more appropriate for the department or APOD to do? 	<i>Written</i>
58	KITCHING	Homelessness	<p>Can the department provide an update on what it is doing to address veteran homelessness?</p> <p>Can the department also advise:</p> <ul style="list-style-type: none"> • What is the homelessness rate of veterans compared to the general population? • How many veterans are either homeless or facing homelessness after being discharged? Please provide a break down by state and electorate. • How many veterans are accessing homelessness services? Please provide a break down by state and electorate. • What action is the Department taking to address the issue of veteran homelessness? <p>We know one of the strongest risk factors for veteran homelessness is unemployment following transition. What action is the Department taking to support current service personnel when it comes to transition to meet their employment, health and mental health needs?</p> <p>What policy initiatives has the Department developed in response to the 2019 Homelessness amongst Australian Veterans report released by the Australian Housing and Urban Research Institute for the Department of Veterans' Affairs?</p> <p>The House of Representatives Standing Committee on Social Policy and Legal Affairs will inquire into and report on homelessness in Australia. The Terms of reference note that the Inquiry will have particular regard to support and services for people at particular risk of homelessness. Why has veterans' homelessness been omitted from the list of people the Inquiry will examine?</p>	<i>Written</i>
59	CARR	A4 Copy Paper Sourcing - Department	<p>From which country does the department and its agencies source A4 photo copy paper?</p> <ul style="list-style-type: none"> • If from multiple countries please provide a breakdown of country of origin in percentage terms. 	<i>Written</i>
60	CARR	A4 Copy Paper Sourcing - Minister's Office	<p>From which country does the Minister's Office source A4 photo copy paper?</p> <ul style="list-style-type: none"> • If from multiple countries please provide a breakdown of country of origin in percentage terms. 	<i>Written</i>
61	KITCHING	Executive Management	<p>1. In relation to executive management for the Department and its agencies, can the following be provided for financial year 2019-20 to date:</p>	<i>Written</i>

			<ul style="list-style-type: none"> a. The total number of executive management positions b. The aggregate total remuneration payable for all executive management positions. c. The change in the number of executive manager positions. d. The change in aggregate total remuneration payable for all executive management positions. 	
62	KITCHING	Ministerial functions	<p>1. In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio, can the following information be provided from the date of the last answer for Supplementary Estimates 2019-20:</p> <ul style="list-style-type: none"> a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wines or champagnes served including brand and vintage. g. Any available photographs of the function. h. Details of any entertainment provided. 	<i>Written</i>
63	KITCHING	Departmental functions	<p>1. In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio, can the following information be provided from the date of the last answer for Supplementary Estimates 2019-20:</p> <ul style="list-style-type: none"> a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wines or champagnes served including brand and vintage. g. Any available photographs of the function. h. Details of any entertainment provided. 	<i>Written</i>
64	KITCHING	Executive office upgrades	<p>1. Have any furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries been upgraded from the date of the last answer for Supplementary Estimates 2019-20. If so, can an itemised list of costs please be provided (GST inclusive).</p>	<i>Written</i>
65	KITCHING	Facilities upgrades	<p>1. Were there any upgrades to facility premises at any of the Departments or agencies subsequent to the date of the last answer for Supplementary Estimates 2019-20. This includes but is not limited to: staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment.</p> <p>2. If so, can a detailed description of the relevant facilities upgrades be provided together with an itemised list of costs (GST inclusive).</p> <p>3. If so, can any photographs of the upgraded facilities be provided.</p>	<i>Written</i>
66	KITCHING	Staff travel	<p>1. What is the total cost of staff travel for departmental/agency employees for FY 2019-20 to date.</p>	<i>Written</i>
67	KITCHING	Legal costs	<p>1. What are the total legal costs for the Department/agency for FY 2019-20 to date.</p>	<i>Written</i>
68	KITCHING	Secretarial travel	<p>1. Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department be provided from the date of the last answer for Supplementary Estimates 2019-20, including:</p> <ul style="list-style-type: none"> a. Flights for the Secretary as well as any accompanying departmental officials, and identify the airline and class of 	<i>Written</i>

			<p>travel.</p> <p>b. Ground transport for the Secretary as well as any accompanying departmental officials.</p> <p>c. Accommodation for the Secretary as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed.</p> <p>d. Meals and other incidentals for the Secretary as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided.</p> <p>e. Any available photographs documenting the Secretary's travel should also be provided.</p>	
69	KITCHING	FOI	<p>1. Please list the number of Freedom of Information Act requests ('FOI requests') received by the Department for financial year 2019-20 to date.1. For 2019-20 to date, please provide: a. The number of FOI requests the Department granted in full;b. The number of FOI requests the Department granted in part;c. The number of FOI requests the Department refused in full; andd. The number of FOI requests the Department refused for practical reasons under the Freedom of Information Act.2. For 2019-20 to date, please provide: a. The number of times the Department failed to make any decision on a FOI request within the 30 day statutory period; andb. The number of times a request to the Department resulted in a practical refusal (i.e. no decision was made on the request).3. For 2019-20 to date, please provide: a. The number of times the Department's FOI decisions have been appealed to the OAIC; and b. The number of times has the OAIC overturned – in whole or in part – the Department's decision to refuse access to material.4. Please provide the staffing (both ASL and headcount) of staff at the Department who work exclusively on FOI requests, broken down by APS level (e.g. three EL1s, four APS6s, one SES) for 2019-20 to date. 5. Please also list the number of officers who are designated decision makers under the Freedom of Information Act 1982 within the Department.6. In the past 12 months, has the Department seconded additional resources to processing Freedom of Information requests? If so, please detail those resources by APS level.7. Please provide the number of officers who are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office.8. Please provide the number of FOI requests currently under consideration by the Department. Please also provide the number of these requests that are currently overdue in response.9. Does the department consult or inform the Minister when it receives Freedom of Information requests? If so: a. How many times has this occurred in the past twelve months; and b. Please outline the process by which the Department consults the Minister. 10. Has the Department consulted or informed another Department or agency about any FOI request in the past twelve months. If so, please provide the legal basis on which that consultation occurred (e.g. third party consultation, transfer of request).</p>	<i>Written</i>
70	KITCHING	Briefings	<p>1. Has the Department/agency or the Minister's office provided briefings to independents/minor parties in the Senate or House of Representatives since the date of the last answer for Supplementary Estimates 2019-20. If so, can the following be provided:</p> <p>a. The subject matter of the briefing.</p> <p>b. The location and date of the briefing.</p> <p>c. Who proposed the briefing.</p> <p>d. Attendees of the briefing by level/position</p>	<i>Written</i>
71	KITCHING	Acting Minister arrangements	<p>1. Can the Department provide all leave periods of the portfolio Minister since the date of the last answer for Supplementary Estimates 2019-20.</p> <p>2. Can the Department further provide acting Minister arrangements for each leave period.</p>	<i>Written</i>
72	KITCHING	Market research	<p>1. Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies.</p>	<i>Written</i>

			<p>2. If so, can the Department provide an itemised list for financial year 2019-20 to date:</p> <p>a. Subject matter</p> <p>b. Company</p> <p>c. Costs</p> <p>d. Contract date period</p> <p>3. Can the Department/agency advise what, if any, research was shared with the Minister or their office and the date and format in which this occurred.</p>	
73	KITCHING	Advertising and information campaigns	<p>1. What is the Department/agency's total expenditure on advertising and information campaigns for the financial year 2019-20 to date.</p> <p>2. What advertising and information campaigns has the Department/agency run in this time. For each campaign, please provide:</p> <p>a. When approval was first sought.</p> <p>b. The date of approval, including whether the advertising went through the Independent Campaign Committee process.</p> <p>c. the timeline for each campaign, including any variation to the original proposed timeline.</p> <p>3. Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided.</p>	<i>Written</i>
74	KITCHING	Promotional merchandise	<p>1. What is the Department/agency's total expenditure on promotional merchandise for the financial year 2019-20 to date.</p> <p>2. Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided.</p> <p>3. Can photographs or samples of relevant promotional merchandise please be provided.</p>	<i>Written</i>
75	KITCHING	Ministerial overseas travel	<p>1. Can an itemised list of the costs met by the department or agency for all international travel undertaken by Ministers or Assistant Ministers in the portfolio please be provided from the of date the last answer for the Supplementary Estimates 2019-20, including:</p> <p>a. Flights for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, together with the airline and class of travel.</p> <p>b. Ground transport for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials.</p> <p>c. Accommodation for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed.</p> <p>d. Meals and other incidentals for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided.</p> <p>e. Any available photographs documenting the Minister's travel should also be provided.</p>	<i>Written</i>
76	KITCHING	Social media influencers	<p>1. What was the Department/agency's total expenditure on social media influencers for financial year 2019-20 to</p>	<i>Written</i>

			<p>date.</p> <p>2. What advertising or information campaigns did the Department/agency use social media influencers to promote.</p> <p>3. Can a copy of all relevant social media influencer posts please be provided.</p> <p>4. Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided.</p>	
77	KITCHING	Commissioned Reports and Reviews	<p>1. Since the date of the last answer for Supplementary Estimates 2019-20, how many Reports or Reviews have been commissioned. Please provide details of each report including:</p> <p>a. Date commissioned.</p> <p>b. Date report handed to Government.</p> <p>c. Date of public release.</p> <p>d. Terms of Reference.</p> <p>e. Committee members and/or Reviewers.</p> <p>2. How much did each report cost/or is estimated to cost.</p> <p>3. The background and credentials of the Review personnel.</p> <p>4. The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel</p> <p>5. The cost of any travel attached to the conduct of the Review.</p> <p>6. How many departmental staff were involved in each report and at what level.</p> <p>7. What is the current status of each report. When is the Government intending to respond to each report if it has not already done so.</p>	<i>Written</i>
78	KITCHING	Board Appointments	<p>1. Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members from the date of the last answer for Supplementary Estimates Round 2019-20.</p> <p>2. What is the gender ratio on each board and across the portfolio</p> <p>3. What has been the total value of all Board Director fees and disbursements paid.</p> <p>4. What is the value of all domestic travel by Board Directors.</p> <p>5. What is the value of all international travel by Board Directors.</p>	<i>Written</i>
79	KITCHING	Appointments – briefs prepared	<p>1. How many times has the Department prepared a brief for statutory authorities, executive agencies, advisory boards, government business enterprises or any other Commonwealth body which includes a reference to a former Liberal or National member of parliament at a state, territory or federal level, since the answer was provided for Supplementary Estimates 2019-20. 2. For each brief prepared, can the Department advise:</p> <p>a. The former member.</p> <p>b. The board or entity.</p> <p>c. Whether the request originated from the Minister's office.</p> <p>d. Whether the appointment was made.</p>	<i>Written</i>
80	KITCHING	Ministerial Stationery	<p>1. How much has been spent on ministerial stationery requirements in financial year 2019-20 to date.</p>	<i>Written</i>
81	KITCHING	Media monitoring	<p>1. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the each Minister's office for financial year 2019-20 to date.</p> <p>a. Which agency or agencies provided these services.</p> <p>b. Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided</p> <p>c. What is the estimated budget to provide these services for the year FY 2019-20.</p> <p>2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts</p>	<i>Written</i>

			<p>etcetera, provided to the department/agency for financial year 2019-20 to date.</p> <p>a. Which agency or agencies provided these services.</p> <p>b. Can an itemised list of Austender Contract Notice numbers for any media monitoring contracts in each period please be provided</p> <p>c. What is the estimated budget to provide these services for the year FY 2019-20.</p>	
82	KITCHING	Communications staff	<p>1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:</p> <p>2. By Department or agency:</p> <p>a. How many ongoing staff, the classification, the type of work they undertake and their location.</p> <p>b. How many non-ongoing staff, their classification, type of work they undertake and their location.</p> <p>c. How many contractors, their classification, type of work they undertake and their location.</p> <p>d. How many are graphic designers.</p> <p>e. How many are media managers.</p> <p>f. How many organise events.</p> <p>3. Do any departments/agencies have independent media studios.</p> <p>a. If yes, why.</p> <p>b. When was it established.</p> <p>c. What is the set up cost.</p> <p>d. What is the ongoing cost.</p> <p>e. How many staff work there and what are their classifications.</p>	<i>Written</i>
83	KITCHING	Departmental staff in Minister's office	<p>1. Can the Department provide an update on the total number of departmental staff seconded to ministerial offices, including:</p> <p>a. Duration of secondment.</p> <p>b. APS level.</p> <p>2. Can the Department provide an update on the total number of DLOs/CLOs for ministerial offices including APS level.</p>	<i>Written</i>
84	KITCHING	CDDA Payments	<p>1. How many claims have been received under the Compensation for Detriment caused by Defective Administration scheme (CDDA) by the Department for financial year 2019-20 to date.</p> <p>2. How many claims were:</p> <p>a. Accepted.</p> <p>b. Rejected.</p> <p>c. Under consideration.</p> <p>3. Of the accepted claims, can the Department provide:</p> <p>a. Details of the claim, subject to relevant privacy considerations</p> <p>b. The date payment was made</p> <p>c. The decision maker.</p>	<i>Written</i>
85	KITCHING	Congestion busting	<p>1. Can the Department/agency provide an update on how it is “congestion busting” in relation to bureaucratic bottlenecks and regulatory bottlenecks.</p> <p>2. Have any additional resources been allocated within the Department to achieve “congestion busting” within the department since an answer was provided for the Supplementary Estimates round 2019-20.</p>	<i>Written</i>
86	KITCHING	Recruitment	<p>1. What amount has been expended by the department/agency on external recruitment or executive search services in financial year 2019-20 to date.</p>	<i>Written</i>

			2. Which services were utilised. Can an itemised list be provided.	
87	KITCHING	Staffing	<p>1. How many full-time equivalent staff are engaged at 1 March 2020. How does this differ from the figures presented in Budget Paper 4 in the 2019-20 Budget.</p> <p>2. How many of these positions are (a) on-going and (b) non-ongoing.</p> <p>3. How many redundancies have occurred in financial year 2019-20 to date. How many were:</p> <p>a. voluntary</p> <p>b. involuntary.</p> <p>4. How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies.</p> <p>5. What was the total value in dollar terms of all termination payments paid to exiting staff.</p> <p>6. How much overtime or equivalent has been paid to staff in financial year 2019-20 to date.</p> <p>7. How many section 37 notices under the Public Service Act 1999 have been offered in financial year 2019-20 to date.</p>	<i>Written</i>
88	KITCHING	Comcare	<p>1. For financial year 2019-20 to date, can the Department advise whether it has been the subject of any investigations involving Comcare. If yes, please provide details of the circumstances and the status.</p> <p>2. Can the Department advise the number of sanctions it has received from Comcare in the FY2019-20 to date.</p>	<i>Written</i>
89	KITCHING	Fair Work Commission	1. For financial year 2019-20 to date, how many references have been made to the Fair Work Commission within the Department or agency.	<i>Written</i>
90	KITCHING	Fair Work Ombudsman	1. For financial year 2019-20 to date, how many references have been made to the Fair Work Ombudsman within the Department or agency.	<i>Written</i>
91	KITCHING	Office of the Merit Protection Commissioner	1. For financial year 2019-20 to date, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency.	<i>Written</i>
92	KITCHING	Public Interest Disclosures	1. For financial year 2019-20 to date, how many public interest disclosures have been received.	<i>Written</i>
93	KITCHING	National Commissioner - Consultation	Has the department undertaken any consultation on the National Commissioner with the families of veterans who have committed suicide? If so, what feedback was received?	<i>Written</i>

Australian War Memorial

No.	Senator	Broad Topic	Text of Question	Proof Hansard page or Written QoN
94	Jordon Steele-John	Director Remuneration	1. The base remuneration of the War Memorial Director is determined by the Remuneration Tribunal. The <i>Annual Report 2018-19</i> of the Memorial shows that the former Director was also paid a performance bonus of \$60 000 on top of his basic salary. Whether or not to pay that performance bonus was a matter for the Remuneration Committee of the War Memorial Council. What factors did the Remuneration Committee consider in deciding to pay that bonus?	<i>written</i>

95	Jordon Steele-John	Director Remuneration	2. Will the Memorial's new Director, Matthew Anderson, receive a performance bonus and, if so, how much and for what?	<i>written</i>
96	Jordon Steele-John	AWM Donations	3. The donations that arms companies make to the Memorial are a tiny proportion of the money these companies make from arms sales. What do they get out of these donations?	<i>written</i>
97	Jordon Steele-John	Therapeutic benefits	4. The former Director of the War Memorial said that the Memorial could provide a 'therapeutic milieu' for recently returned veterans. What evidence is there that it can do this? Does the Memorial have evidence that other war museums have served a similar purpose?	<i>written</i>
98	Jordon Steele-John	AWM Re-development	5. What is the current state of play regarding the \$498million Memorial extensions? In particular, where is the Memorial up to in the iterative process with the Department of Agriculture, Water and the Environment (DAWE) regarding national heritage aspects of the work?	<i>written</i>
99	Jordon Steele-John	AWM Re-development	6. If the outcome of the current iterative process with DAWE is that DAWE or the Minister for the Environment request that the Memorial's plans be redrawn to avoid destroying Anzac Hall, what would that mean for the overall project? Could it go ahead without destroying Anzac Hall?	<i>written</i>
100	Jordon Steele-John	AWM Donations	7. Could you please list the current written arrangements, memoranda of understanding, or similar documentation between the Memorial and arms companies, their start and finish dates, and the amount of money involved, including donations, plus any 'in kind' arrangements.	<i>written</i>
101	Jordon Steele-John	Conflict of Interest Policies	8. Does the Memorial have any policies in place in relation to perceived conflicts of interest when current or recent past employees of the Memorial receive remuneration from a company with whom the Memorial has had a financial relationship?	<i>written</i>
102	Kim Carr	A4 Copy Paper Sourcing	From which country does the department and its agencies source A4 photo copy paper? • If from multiple countries please provide a breakdown of country of origin in percentage terms.	<i>written</i>
103	Kimberley Kitching	Executive Management	1. In relation to executive management for the Department and its agencies, can the following be provided for financial year 2019-20 to date: a. The total number of executive management positions b. The aggregate total remuneration payable for all executive management positions. c. The change in the number of executive manager positions. d. The change in aggregate total remuneration payable for all executive management positions.	<i>written</i>
104	Kimberley Kitching	Ministerial functions	1. In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio, can the following information be provided from the date of the last answer for Supplementary Estimates 2019-20: a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wines or champagnes served including brand and vintage. g. Any available photographs of the function. h. Details of any entertainment provided.	<i>written</i>
105	Kimberley Kitching	Departmental functions	1. In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio, can the following information be provided from the date of the last answer for Supplementary Estimates 2019-20: a. List of functions.	<i>written</i>

			<p>b. List of all attendees.</p> <p>c. Function venue.</p> <p>d. Itemised list of costs (GST inclusive).</p> <p>e. Details of any food served.</p> <p>f. Details of any wines or champagnes served including brand and vintage.</p> <p>g. Any available photographs of the function.</p> <p>h. Details of any entertainment provided.</p>	
106	Kimberley Kitching	Executive office upgrades	1. Have any furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries been upgraded from the date of the last answer for Supplementary Estimates 2019-20. If so, can an itemised list of costs please be provided (GST inclusive).	<i>written</i>
107	Kimberley Kitching	Facilities upgrades	<p>1. Were there any upgrades to facility premises at any of the Departments or agencies subsequent to the date of the last answer for Supplementary Estimates 2019-20. This includes but is not limited to: staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment.</p> <p>2. If so, can a detailed description of the relevant facilities upgrades be provided together with an itemised list of costs (GST inclusive).</p> <p>3. If so, can any photographs of the upgraded facilities be provided.</p>	<i>written</i>
108	Kimberley Kitching	Staff travel	1. What is the total cost of staff travel for departmental/agency employees for FY 2019-20 to date.	<i>written</i>
109	Kimberley Kitching	Legal costs	1. What are the total legal costs for the Department/agency for FY 2019-20 to date.	<i>written</i>
110	Kimberley Kitching	Secretarial travel	<p>1. Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department be provided from the date of the last answer for Supplementary Estimates 2019-20, including:</p> <p>a. Flights for the Secretary as well as any accompanying departmental officials, and identify the airline and class of travel.</p> <p>b. Ground transport for the Secretary as well as any accompanying departmental officials.</p> <p>c. Accommodation for the Secretary as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed.</p> <p>d. Meals and other incidentals for the Secretary as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided.</p> <p>e. Any available photographs documenting the Secretary's travel should also be provided.</p>	<i>written</i>
111	Kimberley Kitching	FOI	<p>1. Please list the number of Freedom of Information Act requests ('FOI requests') received by the Department for financial year 2019-20 to date.</p> <p>1. For 2019-20 to date, please provide:</p> <p>a. The number of FOI requests the Department granted in full;</p> <p>b. The number of FOI requests the Department granted in part;</p> <p>c. The number of FOI requests the Department refused in full; and</p> <p>d. The number of FOI requests the Department refused for practical reasons under the Freedom of Information Act.</p> <p>2. For 2019-20 to date, please provide:</p>	<i>written</i>

			<p>a. The number of times the Department failed to make any decision on a FOI request within the 30 day statutory period; and</p> <p>b. The number of times a request to the Department resulted in a practical refusal (i.e. no decision was made on the request).</p> <p>3. For 2019-20 to date, please provide:</p> <p>a. The number of times the Department's FOI decisions have been appealed to the OAIC; and</p> <p>b. The number of times has the OAIC overturned – in whole or in part – the Department's decision to refuse access to material.</p> <p>4. Please provide the staffing (both ASL and headcount) of staff at the Department who work exclusively on FOI requests, broken down by APS level (e.g. three EL1s, four APS6s, one SES) for 2019-20 to date.</p> <p>5. Please also list the number of officers who are designated decision makers under the Freedom of Information Act 1982 within the Department.</p> <p>6. In the past 12 months, has the Department seconded additional resources to processing Freedom of Information requests? If so, please detail those resources by APS level.</p> <p>7. Please provide the number of officers who are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office.</p> <p>8. Please provide the number of FOI requests currently under consideration by the Department. Please also provide the number of these requests that are currently overdue in response.</p> <p>9. Does the department consult or inform the Minister when it receives Freedom of Information requests? If so:</p> <p>a. How many times has this occurred in the past twelve months; and</p> <p>b. Please outline the process by which the Department consults the Minister.</p> <p>10. Has the Department consulted or informed another Department or agency about any FOI request in the past twelve months. If so, please provide the legal basis on which that consultation occurred (e.g. third party consultation, transfer of request).</p>	
112	Kimberley Kitching	Briefings	<p>1. Has the Department/agency or the Minister's office provided briefings to independents/minor parties in the Senate or House of Representatives since the date of the last answer for Supplementary Estimates 2019-20. If so, can the following be provided:</p> <p>a. The subject matter of the briefing.</p> <p>b. The location and date of the briefing.</p> <p>c. Who proposed the briefing.</p> <p>d. Attendees of the briefing by level/position</p>	<i>written</i>
113	Kimberley Kitching	Acting Minister arrangements	<p>1. Can the Department provide all leave periods of the portfolio Minister since the date of the last answer for Supplementary Estimates 2019-20.</p> <p>2. Can the Department further provide acting Minister arrangements for each leave period.</p>	<i>written</i>

114	KITCHING	Market research	<p>1. Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies.</p> <p>2. If so, can the Department provide an itemised list for financial year 2019-20 to date:</p> <p>a. Subject matter</p> <p>b. Company</p> <p>c. Costs</p> <p>d. Contract date period</p> <p>3. Can the Department/agency advise what, if any, research was shared with the Minister or their office and the date and format in which this occurred.</p>	<i>written</i>
115	Kimberley Kitching	Advertising and information campaigns	<p>1. What is the Department/agency's total expenditure on advertising and information campaigns for the financial year 2019-20 to date.</p> <p>2. What advertising and information campaigns has the Department/agency run in this time. For each campaign, please provide:</p> <p>a. When approval was first sought.</p> <p>b. The date of approval, including whether the advertising went through the Independent Campaign Committee process.</p> <p>c. the timeline for each campaign, including any variation to the original proposed timeline.</p> <p>3. Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided.</p>	<i>written</i>
116	Kimberley Kitching	Promotional merchandise	<p>1. What is the Department/agency's total expenditure on promotional merchandise for the financial year 2019-20 to date.</p> <p>2. Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided.</p> <p>3. Can photographs or samples of relevant promotional merchandise please be provided.</p>	<i>written</i>
117	KITCHING	Ministerial overseas travel	<p>1. Can an itemised list of the costs met by the department or agency for all international travel undertaken by Ministers or Assistant Ministers in the portfolio please be provided from the of date the last answer for the Supplementary Estimates 2019-20, including:</p> <p>a. Flights for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, together with the airline and class of travel.</p> <p>b. Ground transport for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials.</p> <p>c. Accommodation for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed.</p> <p>d. Meals and other incidentals for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials. Any available menus, receipts for meals at</p>	<i>written</i>

			<p>restaurants and the like should also be provided.</p> <p>e. Any available photographs documenting the Minister's travel should also be provided.</p>	
118	Kimberley Kitching	Social media influencers	<p>1. What was the Department/agency's total expenditure on social media influencers for financial year 2019-20 to date.</p> <p>2. What advertising or information campaigns did the Department/agency use social media influencers to promote.</p> <p>3. Can a copy of all relevant social media influencer posts please be provided.</p> <p>4. Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided.</p>	<i>written</i>
119	Kimberley Kitching	Commissioned Reports and Reviews	<p>1. Since the date of the last answer for Supplementary Estimates 2019-20, how many Reports or Reviews have been commissioned. Please provide details of each report including:</p> <p>a. Date commissioned.</p> <p>b. Date report handed to Government.</p> <p>c. Date of public release.</p> <p>d. Terms of Reference.</p> <p>e. Committee members and/or Reviewers.</p> <p>2. How much did each report cost/or is estimated to cost.</p> <p>3. The background and credentials of the Review personnel.</p> <p>4. The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel</p> <p>5. The cost of any travel attached to the conduct of the Review.</p> <p>6. How many departmental staff were involved in each report and at what level.</p> <p>7. What is the current status of each report. When is the Government intending to respond to each report if it has not already done so.</p>	<i>written</i>
120	KITCHING	Board Appointments	<p>1. Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members from the date of the last answer for Supplementary Estimates Round 2019-20.</p> <p>2. What is the gender ratio on each board and across the portfolio</p> <p>3. What has been the total value of all Board Director fees and disbursements paid.</p> <p>4. What is the value of all domestic travel by Board Directors.</p> <p>5. What is the value of all international travel by Board Directors.</p>	<i>written</i>
121	Kimberley Kitching	Appointments – briefs prepared	<p>1. How many times has the Department prepared a brief for statutory authorities, executive agencies, advisory boards, government business enterprises or any other Commonwealth body which includes a reference to a former Liberal or National member of parliament at a state, territory or federal level, since the answer was provided for Supplementary Estimates 2019-20.</p> <p>2. For each brief prepared, can the Department advise:</p> <p>a. The former member.</p> <p>b. The board or entity.</p> <p>c. Whether the request originated from the Minister's office.</p> <p>d. Whether the appointment was made.</p>	<i>written</i>
122	Kimberley	Stationery	<p>1. How much has been spent on ministerial stationery requirements in financial year 2019-20 to date.</p>	<i>written</i>

	Kitching			
123	Kimberley Kitching	Media monitoring	<ol style="list-style-type: none"> 1. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the each Minister's office for financial year 2019-20 to date. <ol style="list-style-type: none"> a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided c. What is the estimated budget to provide these services for the year FY 2019-20. 2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for financial year 2019-20 to date. <ol style="list-style-type: none"> a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract Notice numbers for any media monitoring contracts in each period please be provided c. What is the estimated budget to provide these services for the year FY 2019-20. 	<i>written</i>
124	Kimberley Kitching	Communications staff	<ol style="list-style-type: none"> 1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following: 2. By Department or agency: <ol style="list-style-type: none"> a. How many ongoing staff, the classification, the type of work they undertake and their location. b. How many non-ongoing staff, their classification, type of work they undertake and their location. c. How many contractors, their classification, type of work they undertake and their location. d. How many are graphic designers. e. How many are media managers. f. How many organise events. 3. Do any departments/agencies have independent media studios. <ol style="list-style-type: none"> a. If yes, why. b. When was it established. c. What is the set up cost. d. What is the ongoing cost. e. How many staff work there and what are their classifications. 	<i>written</i>
125	Kimberley Kitching	Departmental staff in Minister's office	<ol style="list-style-type: none"> 1. Can the Department provide an update on the total number of departmental staff seconded to ministerial offices, including: <ol style="list-style-type: none"> a. Duration of secondment. b. APS level. 2. Can the Department provide an update on the total number of DLOs/CLOs for ministerial offices including APS level. 	<i>written</i>
126	Kimberley Kitching	CDDA Payments	<ol style="list-style-type: none"> 1. How many claims have been received under the Compensation for Detriment caused by Defective Administration scheme (CDDA) by the Department for financial year 2019-20 to date. 2. How many claims were: <ol style="list-style-type: none"> a. Accepted. b. Rejected. c. Under consideration. 3. Of the accepted claims, can the Department provide: <ol style="list-style-type: none"> a. Details of the claim, subject to relevant privacy considerations 	<i>written</i>

			<p>b. The date payment was made</p> <p>c. The decision maker.</p>	
127	Kimberley Kitching	Congestion busting	<p>1. Can the Department/agency provide an update on how it is “congestion busting” in relation to bureaucratic bottlenecks and regulatory bottlenecks.</p> <p>2. Have any additional resources been allocated within the Department to achieve “congestion busting” within the department since an answer was provided for the Supplementary Estimates round 2019-20.</p>	<i>written</i>
128	Kimberley Kitching	Recruitment	<p>1. What amount has been expended by the department/agency on external recruitment or executive search services in financial year 2019-20 to date.</p> <p>2. Which services were utilised. Can an itemised list be provided.</p>	<i>written</i>
129	Kimberley Kitching	Staffing	<p>1. How many full-time equivalent staff are engaged at 1 March 2020. How does this differ from the figures presented in Budget Paper 4 in the 2019-20 Budget.</p> <p>2. How many of these positions are (a) on-going and (b) non-ongoing.</p> <p>3. How many redundancies have occurred in financial year 2019-20 to date. How many were:</p> <p>a. voluntary</p> <p>b. involuntary.</p> <p>4. How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies.</p> <p>5. What was the total value in dollar terms of all termination payments paid to exiting staff.</p> <p>6. How much overtime or equivalent has been paid to staff in financial year 2019-20 to date.</p> <p>7. How many section 37 notices under the Public Service Act 1999 have been offered in financial year 2019-20 to date.</p>	<i>written</i>
130	Kimberley Kitching	Comcare	<p>1. For financial year 2019-20 to date, can the Department advise whether it has been the subject of any investigations involving Comcare. If yes, please provide details of the circumstances and the status.</p> <p>2. Can the Department advise the number of sanctions it has received from Comcare in the FY2019-20 to date.</p>	<i>written</i>
131	Kimberley Kitching	Fair Work Commission	<p>1. For financial year 2019-20 to date, how many references have been made to the Fair Work Commission within the Department or agency.</p>	<i>written</i>
132	Kimberley Kitching	Fair Work Ombudsman	<p>1. For financial year 2019-20 to date, how many references have been made to the Fair Work Ombudsman within the Department or agency.</p>	<i>written</i>
133	Kimberley Kitching	Office of the Merit Protection Commissioner	<p>1. For financial year 2019-20 to date, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency.</p>	<i>written</i>
134	Kimberley Kitching	Public Interest Disclosures	<p>1. For financial year 2019-20 to date, how many public interest disclosures have been received.</p>	<i>written</i>